

**APPROVED MINUTES OF THE SPECIAL MEETING
OF THE BOARD OF TRUSTEES OF THE VILLAGE OF OAK PARK
HELD ON MONDAY, MARCH 9TH, 2009 AT 7:30 P.M.
IN ROOM 101 OF OAK PARK VILLAGE HALL**

OFFICIAL RECORD:

PRESENT: Trustees Hale, Hedges, Johnson, Lueck, Marsey and Pate; President Pope
ABSENT: None
QUORUM: President Pope called the meeting to order at 7:04 P.M. and declared that a quorum was present.

ALSO PRESENT: Tom Barwin, Rob Cole, Dan Jakes, Cara Pavlicek, David Powers. Lisa Shelley, Sandra Sokol and Steve Witt

REGULAR AGENDA

1. USER-FRIENDLY VILLAGE HALL

A. Community Survey Action Plan

Manager Barwin said as a result of last fall's community survey, the Village would work to make improvements to the Building and Property Standards Department, economic development, street repairs, traffic enforcement, crime prevention and responding to the public. Web enhancements would also be reviewed.

B. BPS Improvements

Building and Property Standards Director Steve Witt provided information on permit volume from 2005 to the end of 2008.

Mr. Witt stated that BPS had begun using structured criteria on how services were delivered. Areas of improvement included the permit process and customer service. Other workforce improvements consisted of bi-weekly training sessions for staff and certification through the International Code Council for counter personnel. The department was currently evaluating how to move forward with document imaging.

President Pope asked Mr. Witt to explain the permit review process and if there was a way to standardize the process to make it easier for people getting permits for simple projects.

Trustee Johnson expressed concern that the focus was on turnaround time and not quality of customer service, communication from staff, etc. President Pope commented that timeliness and quality were equally important and both should be addressed. He suggested e-mailing a survey after a resident was issued a permit.

Trustee Lueck commented that the challenge would be how to support staff to be flexible or consistent at the right time. She asked what BPS did to recognize quality or reward people for good customer service and extraordinary effort. Manager Barwin said there was an annual performance measurement system with potential merit pay increases. President Pope said it would be helpful to keep the Board up to date on how this was progressing and what steps were being taken along the way.

Trustee Pate noted that the biggest indicator of the department moving in the right direction would be Trustees getting fewer negative comments about BPS.

C. Training.

Manager Barwin said training would focus around the general work force, starting with customer service and moving into supervisor training. Much of the training would be done in-house and some would be outsourced; they would seek experts in the community to assist.

President Pope commented that new hires should have a high level of capabilities. Everyone throughout the entire organization needed to focus on delivering excellence

Trustee Lueck asked if there was a core training model that every employee received when they were hired and suggested that there be ongoing training for supervisors.

Manager Barwin said he would provide a summary on how training would develop.

D. Web Enhancements

There was discussion regarding whether to totally rebuild or just enhance the web site.

Communications Director David Powers said designing a web page was not difficult but creating the back end data bases was more complex. They could revise the look of the website with the amount budgeted but not create back end data bases.

Manager Barwin summarized the services currently on line and said the next area of application was BPS.

Mr. Powers said there was no automated process in place to make that work. BPS would be complicated because too many things were dependent on how particular questions were answered.

President Pope wondered if they had looked at what else was available. Mr. Powers said most municipal websites had processes that still required a lot of activity on the user's part. He said he was not aware of anything similar to what they were envisioning.

Trustee Hale commented that the Village web site, from a user standpoint, was difficult to navigate and needed to be redesigned. He is setting up an ad-hoc committee that could review, along with staff, the web site, explore best practices and recommend enhancements.

Mr. Powers said many of the forms used at Village hall were on the website, but other processes would have to be implemented for all business to be conducted through the website.

E. Parking.

Interim Parking Manager Cara Pavlicek summarized changes made in 2008 related to parking. She discussed creating a price structure that would make it advantageous to park in the garages long term, freeing up on-street meters for short term parking.

While the meter rate changes enabled improvement in consistency and frequency of collection and repair of meters, the strategy was to move away from traditional meters to the Pay by Space technology.

Trustees Pate and Johnson complimented Ms. Pavlicek.. Complaints were handled professionally, there had been dramatic improvements in customer service under her leadership. President Pope commented that that the changes related to parking made some positive impacts but there were still questions regarding signage and clarity with respect to the Pay by Space spots.

2. It was moved and seconded that Resolution 2009-R-045 entitled **RESOLUTION AUTHORIZING THE VILLAGE'S ACCEPTANCE OF THE CITY OF CHICAGO'S OFFER OF LIMITED INDEMNIFICATION OF THE VILLAGE FOR PLAINTIFF'S 1983 ATTORNEYS' FEES IN THE EVENT THAT THE NRA IS SUCCESSFUL IN ITS LAWSUIT AGAINST THE VILLAGE OF OAK PARK ENTITLED NRA V. VILLAGE OF OAK PARK – 08-C-3696** be adopted, true and correct copies of said Resolution herewith being ordered filed in the Office of the Village Clerk.

The roll call on the Resolution was as follows:

AYES: Trustees Hale, Hedges, Johnson, Lueck, Marsey and Pate; President Pope

NAYS: None

ABSENT: None

The Resolution was approved.

President Pope explained the lawsuit that was filed by the NRA in opposition to the handgun ban in Oak Park. This agreement provided assurances that the Village would not incur the risk of liability in the event that the NRA was successful. No costs would be incurred as a result of the Village's decision to stand up and have the legality of this ordinance tested in court.

ADJOURNMENT

It was moved and seconded to adjourn the meeting. A voice vote was taken and the motion was approved.. The meeting was adjourned at 10:55 P.M., Monday, March 9th, 2009.

SUBMITTED AND RECORDED IN THE OFFICE OF:

SANDRA SOKOL, VILLAGE CLERK

By: MaryAnn Schoenneman
Executive Secretary