

Finance Committee of the Village Board Approved Minutes

Monday February 11, 2013

7:00 pm Room 101

- I. Call to Order at 7:00 pm.
Present: President Pope, Trustees Brewer and Hedges, Village Manager Pavlicek, Deputy Manager Shelley, CFO Lesner, Budget and Financial Manager Harris

Not Present: Trustee Tucker

Also Present: Public Works Director, Fire Chief, Police Chief, Business Services Manager, Building & Property Standards Manager, Housing & CDBG Manager, Village Planner and IT Director.
- II. Minutes of October 22, 2012 were approved.
- III No public comments
- IV. Department Visions

A. Business Services Division of Community and Economic Development

The Division provided a brief overview of org chart and major functions.

Priority Area # 1: Business Ombudsman Services

Trustee Hedges inquired of the Business Services Manager how many calls per day from businesses does she receive. The Manager responded with 3 or 4 per day. Trustee Brewer inquired if those were tracked so that she can determine a pattern of need or trends, etc. to so you can develop strategies. The Manager said generally, no, since the calls were very unique. Parking is a common question.

Trustee Hedges asked if any type of satisfaction survey is administered for this division. The Manager replied no but that she is open to the idea. It is a matter of resources. Manager Pavlicek said that she would review the idea and determine an independent way of doing this. Trustee Hedges would like to see this added to the Action Steps. President Pope would also like to see added to the Action items a standard checklist on how to open a business to ensure that all departments are on the same page and that each Department knows to funnel the inquiries to Business Services (i.e. listed on the checklist).

Priority Area # 2: Commercial Recruitment & Retention

Related to Vision # 1, Trustee Hedges inquired if some business districts get more attention than others? Are some more successful? Business Manager Daly noted that all districts are cable but

success is defined differently in each district. Not every district defines itself like Downtown Oak Park for example. Manager Pavlicek notes that the existence of an SSA also effects the resources for districts and what they can accomplish. Some may assume that the Village is helping a district more than others, when it may be that the district has established an SSA and tax themselves for resources to use in their district. The Committee noted this was a good point and asked if all of the districts had communication

Recommendation from Finance Committee:

The Finance Committee agreed in concept to recommend all the Priority Function Areas as identified by the Department to be appropriate for the “governance level” and to move forward with developing measures, except the comments noted for further revision related to Area #3/Call Center.

B. Building & Property Standards Division of Community and Economic Development

The Division provided a brief overview of org chart and major functions.

Regarding the summary page of all three department priorities, Trustee Hedges inquired if #1, customer service, applies to all of the Priority Areas 1, 2 and 3? Director Witt said yes, but mainly # 1 for certain. The () around “ customer service”, should then be removed.

President Pope noted that “property standards” doesn’t appear to be in the top 3. He was concerned that this may fall off the table and being that Oak Park has a strong commitment to property maintenance, he didn’t want those efforts to fall off the attention of the Village. Director Witt stated that Priority #3, Inspections, may be able to encompass this.

Priority Area # 1: Permit Issuance

Trustee Hedges suggested a department satisfaction survey, similar to his suggestion for the Business Services Department. Both President Pope and Trustee Hedges stated that the key to “customer services” as it relates Permits is not just the timing but the outcome.

Trustee Hedges asked for more information related to Action Item # 2. Director Witt stated possibly a webinar for design professionals to learn about our permitting process, what to look for, how to pass inspections.

Priority Area # 2: Plan Reviews

Related to Vision #1, Trustee Brewer asked about the service delivery outcome? Trustee Brewer went on further to say that in-house training developed to assist in this area should also include service delivery outcomes. i.e. get through plans faster with target time frames.

Priority Area # 3: Inspections

The discussion focused on how to create a meaningful customer service process.

Related to Vision #1. Maybe this should also say/include "property owners".

Trustee Hedges asked if there e was an appeal process s for an inspection. Director Witt replied, no. There was more discussion about how to retain feedback and Manager Pavlicek also noted that some may be hesitant out of fear of retaliation.

Recommendation from Finance Committee:

The Finance Committee agreed in concept to recommend all the Priority Function Areas as identified by the Department to be appropriate for the "governance level" with the minor corrections noted.

C. Housing Division of Community and Economic Development

The Division provided a brief overview of org chart and major functions.

Priority Area # 1: Multi-Family and Single Family Grant & Loan Programs

President Pope challenged that possibly our visions in this area should include a broader scale success – what would success look like in the Village (i.e. balance, income levels, etc.)? Housing Division Manager Grossman replied that although that may be a good idea, it would take a policy direction and much longer and strategic conversation with the Board to get to that point.

Priority Area # 2: Sub-Regional Coordinated Housing Programs

Division Manager Grossman noted a revision under Action Item #1, to change "Increase" to "Continue".

Trustee Hedges wanted clarification if the measures for # 2 will apply to Oak Park or the region. Division Manager Grossman replied that it would be for Oak Park, but there are also specific goals for the Collaboration.

Priority Area # 3: Community Development Block Grant

Trustee Hedges inquired about the status of CDBG funding in general and do we predict more cuts as in years past.

Recommendation from Finance Committee:

The Finance Committee agreed in concept to recommend all the Priority Function Areas as identified by the Department to be appropriate for the "governance level" with the minor corrections noted.

D. Planning Division of Community and Economic Development

The Division provided a brief overview of org chart and major functions.

Priority # 1: Long-Range Planning

Trustee Brewer inquired as to the shelf-life of plans? Village Planner Failor said ideally the plans should be reviewed every year and then update them as needed every 2-5 years. He also said he had a summary report of all of the plans, what was done, etc. Parts of the plans are outdated, some not relevant, etc. Trustee Brewer wanted this to be reflected in the measures.

Related to Action # 1, the Committee asked to revise this section to refer to the Comp Plan as well as all of our District plans. President Pope added the need to ensure things get updated like the codes, business matrix, and that developments are on task.

Related to Action Item #2, President Pope said this should be done for many things, not just developments.

Related to Action Item #3, President Pope said this should be removed. It is more of a detail and not a high-level Action Item.

Priority # 2: Land-Use Regulations

President Pope noted that many of the visions appear to be process related – are there any broader “land-use” issues (i.e. overlay district on Roosevelt)? Manager Pavlicek said staff would look at this again.

Related to Vision # 1, Trustee Brewer asked if you are improving transparency or communications. Planner Failor said both, he wants to make sure the community is aware and that they understand it. All agreed that this then should be revised to say “transparency and communications” instead of “transparency of communications”.

Priority # 3: Stewardship

Related to Vision # 1, Trustee Hedges asked “who is the customer?”. Planner Failor responded it is the resident or applicant. Manager Pavlicek also added the community.

President Pope asked if there was anything on the design guidelines that needed attention? Planner Failor said that project stopped when staff was decreased in the department and that he hoped to get back to that project. President Pope thought maybe that could be an Action Step.

Recommendation from Finance Committee:

The Finance Committee agreed in concept to recommend all the Priority Function Areas as identified by the Department to be appropriate for the “governance level” with the minor corrections noted

Summary and Next Steps

The summary presentation discussed next steps and establishing targets. Trustee Hedges asked how the targets will be developed. Will it be local, regional or nationally based? President Pope noted that targets are not necessary at this time unless it is clearly known. President Pope added that seeing what is done in other communities is more helpful in the beginning. Also efficiency ratios – what is the cost of the measure, especially compared to other communities.

Trustee Brewer asked that the measures be outcome based (at least for the Board level).

Meeting Adjourned at 10:00pm