1. CALL TO ORDER

9:30 AM meeting was called to order by Chair Janice Anderson at 9:30 AM.

2. ROLL CALL

PRESENT: Anderson, Chaplin, Eckhoff, Hart, Puchalski, Wiley
ABSENT: 

3. CHAIRMAN'S REMARKS

The 2018 mid-year strategic initiative implementation report is now available. Copies were distributed to committee members. The report summarizes departmental progress in the implementation of the County’s strategic plan over the past six months of Fiscal Year 2018. Each department under County Board jurisdiction developed up to five strategic initiatives to pursue in FY2018 for a total of fifty-seven strategic initiatives. Each of these initiatives is aligned to one of the five core strategic imperatives in the strategic plan that serve to guide DuPage County government (Quality of Life, Financial Planning, Customer Service, ACT Initiative, and Economic Growth). The implementation report summarizes the progress made by each department working in coordination with their parent committees as they continue to implement each initiative.

4. PUBLIC COMMENT

None

5. APPROVAL OF MINUTES

A. Strategic Planning Committee - Regular Meeting - Feb 27, 2018 9:30 AM

RESULT: ACCEPTED [UNANIMOUS]
MOVER: Kevin Wiley, Vice Chairman
SECONDER: Elizabeth Chaplin, District 2
AYES: Anderson, Chaplin, Eckhoff, Hart, Puchalski, Wiley
6. **MID-YEAR STRATEGIC INITIATIVE IMPLEMENTATION REPORT**

7. **STRATEGIC INITIATIVE UPDATE - HIGHLAND HILLS SANITARY DISTRICT**

Nick Kottmeyer, Director of Public Works and Operations, updated the committee on the status of the Highland Hills Sanitary District (HHSD) ACT initiative. Highland Hills is a small sanitary district located in York Township that provides water and/or sewer services to approximately 450 customers. Financial and operational reviews of the District previously undertaken by Crowe Horwath and Christopher Burke Engineering revealed several areas of needed improvement which have been addressed under the direction of DuPage County Department of Public Works, but there were continuing issues with water quality and the overall level of service. In November 2016 a public meeting was held for the residents of the HHSD service area at which they were given the opportunity to choose between two water/sewer service options: (i) continue with HHSD as the water/sewer provider; or (ii) have DuPage County Public Works provide water (from Lake Michigan) and Flagg Creek Water Reclamation District provide sewer service, with the eventual dissolution of HHSD. The majority of respondents chose the second option (295 vs. 54 votes for option (i)). On September 12, 2017, the DuPage County Board approved an Intergovernmental Agreement between the three parties (DuPage County, Highland Hills Sanitary District and Flagg Creek Water Reclamation District) which will allow for the eventual dissolution of HHSD.

During this transitional time, DuPage County Public Works is handling much of the billing operations for HHSD as well as emergency response operations. All the water meters within the HHSD service area have been replaced, which will ensure more accurate meter readings and billing. Lake Michigan water is anticipated to be turned on beginning June 5, but initial flushing of the lines will take about a month or two, because of sediment in the wells. Residents are fully aware of what to expect during the transition between water sources, and there will be no hookup costs for them.

The next stage of the process will focus on the sanitary system - rehabilitating the sewer lines and taking over billing activities. Formal dissolution of the Highland Hills Sanitary District will begin late this year.

8. **SUPERVISOR OF ASSESSMENTS CERTIFICATE OF ERROR (COE) KAIZAN EVENT PROJECT UPDATE**

Chair Anderson introduced Supervisor of Assessments Craig Dovel, who will update the committee on the partnership with the Treasurer’s office to optimize the certificate of error function via process mapping which aims to enhance customer service and aid in the effort to modernize the real estate tax system.

Mr. Dovel explained that the Certificate of Error process is a codified procedure created by the Illinois General Assembly and is the only way the SOA is empowered to alter a property tax bill after it has been issued by the DuPage County Treasurer’s office. The process requires the cooperation of the local township assessors, the Board of Review, the Treasurer’s office, the State’s Attorney’s office and the Supervisor of Assessments office. Currently, all these entities are supported by a legacy computer system developed by DuPage County information technology. The inherent complexities of the existing system and workflow led to the decision to explore areas of process improvement utilizing a LEAN methodology known as a kaizen event -
During a series of kaizen events taking place over the past two months, DuPage County Treasurer Gwen Henry, Patrick Goodwin from IT, and Helen Krengel, Kim Samuelson and Cindy Cruz from the Supervisor of Assessments office were able to identify areas of waste within the current process; identify opportunities to streamline and optimize the current system; and develop a benchmark future-state process map. Two particular areas of improvement were examined: non-data processing system dependent areas and areas which could be supported by a new property tax system. The non-data processing dependent improvements will be implemented for the current tax year.

9. OLD BUSINESS

Member Wiley mentioned that at Finance Committee today it was noted that we did not have a policy about cutting the size, scope and cost of our government. Under the ACT initiative and our Strategic Plan that is exactly what we are chartered to do, and it would therefore be helpful to review the Strategic Plan to determine that it includes a set policy on reducing the size and cost of our government.

10. NEW BUSINESS

None

11. ADJOURNMENT

With no further business before the Committee, and without objection, the meeting was adjourned at 9:55 AM.
1. CALL TO ORDER

9:30 AM meeting was called to order by Chair Janice Anderson at 9:35 AM.

2. ROLL CALL

PRESENT: Anderson, Eckhoff, Hart, Puchalski (9:40 AM), Wiley (9:43 AM)
ABSENT: Chaplin

3. CHAIRMAN'S REMARKS

None

4. PUBLIC COMMENT

None

5. APPROVAL OF MINUTES

A. Strategic Planning Committee - Regular Meeting - Nov 28, 2017 9:30 AM

RESULT: ACCEPTED [UNANIMOUS]
MOVER: Grant Eckhoff, District 4
SECONDER: Greg Hart, District 3
AYES: Anderson, Eckhoff, Hart, Puchalski, Wiley
ABSENT: Chaplin

6. IT LEAN PROJECT UPDATE

Greg Smith from Information Technology updated the committee on three LEAN projects. The first one is the creation of a web-based map ordering application that will enable customers to order hard-copy map products online from GIS. The new web portal will allow customers to view available map products and request maps via an online form which will include pricing information. A GIS technician will work with each requestor to create custom maps. The web service is scheduled to go live during the third quarter of 2018.
The next project is the creation of a Project Management Request Form based on LEAN principles that is designed to facilitate communication and resource allocation between IT and other departments. It is a demand management and resource tracking resource designed to prevent duplication of efforts for multiple staff working on multiple projects.

The third project involves examining and improving Help Desk protocols. Staff have evaluated existing procedures, eliminated redundancy, and shortened the time it takes to arrive at 1st-level problem resolution, and are reviewing potential replacements for their tracking system.

7. PERMITTING SOFTWARE LEAN UPDATE

Nick Kottmeyer, Director of Public Works, briefly reviewed the process by which the four permitting departments (Public Works, Stormwater, Building and Zoning, and Transportation) identified the need for a comprehensive permitting program. The applications currently in use are almost 15 years old, of limited usefulness, and can no longer be updated. Beginning in 2015 the departments began assessing various permitting software programs and, in the process, realized that they had divergent needs; however, all of the departments were looking for solutions offering the best customer service and cost-effectiveness. Based on those criteria, Stormwater chose to use Accela Permitting Software, and Public Works, Transportation, and Building and Zoning chose to update their current software platforms.

Tony Charlton, Stormwater Division Director, stated that the department works closely with municipalities in DuPage County, and any software application under consideration would need to provide the capability for online submittals and online permitting. This would offer greater convenience for their clientele, as well as eliminate the need for costly paper submittals. In the process of reviewing various software products, Stormwater chose Accela because it was found to have the best public interface, online submittal and online review capabilities.

Lucy Chang, Project Engineer, noted that Accela will be introduced in three phases. The first phase is to launch the application internally within the Stormwater department after staff have become trained and standardized procedures are put in place. Staff conducted test simulations of the online permit submittal process in order to uncover potential problems with the system. The department anticipates going live with the internal launch on April 9. The second phase will be to launch the public portal, allowing clients to create their own accounts for submitting permits and checking the status of their submissions. The third phase will be to introduce online reviewing of submittals, allowing revisions to be made electronically.

8. OLD BUSINESS

None

9. NEW BUSINESS

None

10. ADJOURNMENT

Without objection, and with no further business before the committee, Chair Anderson adjourned the meeting at 9:50AM.