1. CALL TO ORDER
2. ROLL CALL
3. CHAIRMAN'S REMARKS
4. PUBLIC COMMENT
5. APPROVAL OF MINUTES
   A. Strategic Planning Committee - Regular Meeting - Tuesday February 27th, 2018
6. MID-YEAR STRATEGIC INITIATIVE IMPLEMENTATION REPORT
7. STRATEGIC INITIATIVE UPDATE - HIGHLAND HILLS SANITARY DISTRICT
8. SUPERVISOR OF ASSESSMENTS CERTIFICATE OF ERROR (COE) KAIZAN EVENT PROJECT UPDATE
9. OLD BUSINESS
10. NEW BUSINESS
11. ADJOURNMENT
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]
MOVED: 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.