



Meeting: Village Board
Meeting Date: June 24, 2013
Agenda Item: 5c

Mission Statement

Delivering quality services in a courteous, cost-effective and efficient manner.

VILLAGE BOARD MEETING STAFF REPORT

REPORT TO: Burt R. McIntyre, President
Village Board of Trustees

REPORT FROM: Paul F. Evert, Village Administrator

AGENDA ITEM: 5c Strategic Plan Update

ACTION REQUESTED: Ordinance Resolution Motion Receive/File

POLICY ISSUE

Since the last Board meeting, staff has met twice to work on the strategic plan update. Ranking values and principals was one exercise. We are waiting for all Village Board members to complete the Values Audit that is attached. Staff is now working on the issues and strategies that will be presented to the Board for further discussion. Executive leadership will be working on these issues on Monday, June 24, 2013 in the afternoon and may be able to present an example at the Board meeting on the same night.

BACKGROUND INFORMATION

Updating the strategic plan is the way to refresh the road map on which the Village Board and staff make all decisions; the most obvious use arrives when developing the budget. The current plan was a five-year plan for the period from 2008 to 2013.

RECOMMENDED ACTION

Village staff recommends that trustees complete the attached values audit and throughout the process interject ideas, thoughts and comments.

ATTACHED INFORMATION

- I. Values Audit

COPIES FORWARDED TO:

VALUES AUDIT

Please rank from 1 to 10 the following values in order of importance, with **1 being most important** and 10 being least important. Please rank all values and do not duplicate numbers.

VALUE	DEFINITION	RANK (1-10)
Adaptability	Effectively cope with changing conditions and challenges	
Communication	Communicate openly and honestly with co-workers, subordinates, and superiors. Respond effectively to requests for information, questions, concerns, or observations. Reinforce vision, behavioral expectations and commitments. Listen attentively.	
Customer Service	Regard everyone as a customer. Individual commitment and behavior reflect a customer-centered attitude. Consider how personal actions looks to others. Continually seek to improve customer service.	
Economy	Fiscally responsible in light of community decisions	
Excellence	Delivering the highest level of service with the least amount of errors	
Honesty	Is honest, forthright and truthful in all dealings. Demonstrates personal integrity	
Innovation	Responds to new needs with new ideas	
Leadership	Guides organization, co-workers toward Village strategy, objectives and goals. Assists others to become successful and advance within the organization. Supports and maintains high standards of performance	
Proficiency	Demonstrates combination of knowledge, skill, subject matter expertise, and judgment relating to the employee's area of responsibility. Is an example of a professional	
Respect	Act honestly and with integrity, recognizing cooperative inputs	