



# VILLAGE OF BENSENVILLE

## Village Board

President  
Frank Soto

## Trustees

John Adamowski  
Morris Bartlett  
Patricia A. Johnson  
Martin O'Connell  
Oronzo Peconio  
Henry Wesseler

## Village Clerk

JoEllen Ridder

## Village Manager

Michael Cassady

## Village of Bensenville, Illinois BOARD OF TRUSTEES SPECIAL MEETING AGENDA

**5:30 P.M. Tuesday, April 12, 2011**

**Bensenville Village Hall, 12 S. Center Street, Bensenville IL 60106**

- I. CALL TO ORDER
- II. PLEDGE OF ALLEGIANCE
- III. ROLL CALL
- IV. PUBLIC COMMENT (3 minutes per person with a 30 minute meeting limitation)
- V. APPROVAL OF MINUTES  
March 22, 2011 – Board of Trustees
- VI. WARRANT – April 12, 2011 11/07 \$1,655,519.22
- VII. STRATEGIC PLANNING SESSION
- VIII. UNFINISHED BUSINESS
- IX. NEW BUSINESS
- X. EXECUTIVE SESSION
  - A. Review of Executive Session Minutes [5 ILCS 120/2 (C)(21)]
  - B. Personnel [5 ILCS 120/2(C)(1)]
  - C. Collective Bargaining [5 ILCS 120/2 (C)(2)]
  - D. Property Acquisition [5 ILCS 120/2(C)(5)]
  - E. Litigation [5 ILCS 120/2(C)(11)]
- XI. MATTERS REFERRED FROM EXECUTIVE SESSION
- XII. ADJOURNMENT

**Please Note** - The Village of Bensenville is subject to the requirements of the Americans with Disabilities Act of 1990. Individuals with disabilities who plan to attend this meeting and who require certain accommodations in order to allow them to observe and/or participate in this meeting, or who have questions regarding the accessibility of this meeting or the facilities, are requested to contact Village Hall (630-766-8200) at least 3 days prior to the meeting to allow the Village of Bensenville to make reasonable accommodations for those persons.

**Village of Bensenville**  
**Board Room**  
**12 South Center Street**  
**Bensenville, Illinois 60106**  
**Counties of DuPage and Cook**

**MINUTES OF THE VILLAGE BOARD OF TRUSTEES MEETING**

**March 22, 2011**

**CALL TO ORDER:** 1. President Soto called the meeting to order at 6:42 p.m.

**ROLL CALL:** 2. Upon roll call by Village Clerk, JoEllen Ridder, the following Board Members were present:

Adamowski, Bartlett, Johnson, O'Connell, Peconio

Absent: Wesseler

A quorum was present.

**PUBLIC  
COMMENT:**

**Kim Anderson – 209 S. Church Road**

Ms. Anderson addressed the Village Board with her concerns with the large group caterings at Sunset Park. Mr. Anderson also expressed her concerns with the school bus pickup/drop off along Irving Park Road. Ms. Anderson was inquiring information on future seatbelt checks in town. Police Chief Frank Kosman was directed to contact Ms. Anderson regarding her concerns.

Bensenville's Own Soccer League made a presentation of money raised to help the relief efforts in Haiti to Mr. James Stelter, Superintendent of School District #2.

Police Chief Frank Kosman introduced newly hired Police Officer Aaron A. Ruiz to the Village Board and Community.

**APPROVAL OF  
MINUTES:**

3. The March 8, 2011 Village Board Meeting Minutes were presented.

Motion: Trustee Peconio made a motion to approve the minutes as presented. Trustee Bartlett seconded the motion.

All were in favor.

Motion carried.

**WARRANT NO.**

**11/06:** 4. President Soto presented **Warrant No. 11/06** in the amount of \$2,146,322.69.

Motion: Trustee Johnson made a motion to approve the warrant as presented. Trustee Bartlett seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell, Peconio

NAYS: None

All were in favor. Motion carried.

President Soto presented the Consent Agenda.

Motion: 5. Trustee Peconio made a motion to remove items H & I from the Consent Agenda and refer both items back to Committee. Trustee Johnson seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell, Peconio

NAYS: None

All were in favor. Motion carried.

Motion: 6. Trustee Johnson made a motion to remove item F from the Consent Agenda and place it on the agenda under Administration, Finance and Legislation Standing Committee. Trustee Peconio seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell, Peconio

NAYS: None

All were in favor. Motion carried.

Motion: 7. Trustee Johnson made a motion to set the Consent Agenda as amended. Trustee Bartlett seconded the motion.

All were in favor.

Motion carried.

**Resolution No.**

**R-25-2011:**

**A Resolution Authorizing the Payment for the Annual Northeast DuPage Youth and Family Services Contribution for Amended Fiscal Year 2011. (Consent Agenda)**

**Resolution No.**

**R-26-2011:**

**A Resolution Authorizing a Contract with SMG Security Systems, Inc. (Consent Agenda)**

**Resolution No.**

**R-27-2011:**

**A Resolution Authorizing the Execution of an Agreement with Third Millennium Associates, Inc. for Vehicle Sticker Application Production. (Consent Agenda)**

**Resolution No.**

**R-28-2011:**

**A Resolution Authorizing the Village of Bensenville to Enter into Certain Customer Service Agreements with United Communications Systems, Inc. D.B.A. CallOne for Telecommunication Services. (Consent Agenda)**

**Resolution No.**

**R-29-2011:**

**A Resolution Approving a Proposal from CCSi Communications for Version 16 Update to Tadiran Telephone System. (Consent Agenda)**

**Resolution No.**

**R-30-2011:**

**A Resolution Approving the Wastewater Design Engineering Short List. (Consent Agenda)**

**Resolution No.**

**R-31-2011:**

**A Resolution Authorizing the Execution of a Purchase Order and Contract for Engineering Design Services for Volk Brothers Subdivision Phase II Project to James J. Benes and Associates. (Consent Agenda)**

**Resolution No.**

**R-32-2011:**

**A Resolution Authorizing a Contract to Lindahl Brothers, Inc. for Sand & Stone Delivery and Debris Hauling. (Consent Agenda)**

**Resolution No.**

**R-33-2011:**

**A Resolution Authorizing an Application for a Community Development Block Grant for Disaster Recovery "IKE" Program. (Consent Agenda)**

**Ordinance No.  
22-2011:**

**An Ordinance Authorizing a Conditional Use Permit for 1081 Entry Drive. (Consent Agenda)**

Motion: Trustee Bartlett made a motion to approve the Consent Agenda as amended. Trustee Johnson seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell, Peconio

NAYS: None

Motion carried.

**Ordinance No.  
23-2011:**

8. President Soto gave the summarization of the action contemplated in **Ordinance No. 23-2011** entitled **An Ordinance Abating the Taxes for the Years 2010 through 2019 for the Series 2000, \$1,160,000 General Obligation (Alternate Revenue Source) Binds Issued September 2000.**

Motion: Trustee Johnson made a motion to adopt the ordinance as presented. Trustee Peconio seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell, Peconio

NAYS: None

All were in favor.

Motion carried.

**Ordinance No.  
24-2011:**

9. President Soto gave the summarization of the action contemplated in **Ordinance No. 24-2011** entitled **An Ordinance Authorizing a Conditional Use Permit and Variances for 1160 – 1200 North Ellis.**

Motion: Trustee Peconio made a motion to adopt the ordinance as presented. Trustee Bartlett seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell, Peconio

NAYS: None

All were in favor. Motion carried.

**Ordinance No.  
25-2011:**

10. President Soto gave the summarization of the action contemplated in **Ordinance No. 25-2011** entitled **An Ordinance Amending Title 5, Chapter 4, Section 5, of the Bensenville Village Code to Provide for Reduced Motor Passenger Vehicle License Fees for Military Personnel on Active Duty, Disabled Veterans, and Disable Persons on the Illinois "Circuit Breaker" Program.**

Motion: Trustee Johnson made a motion to adopt the ordinance as presented. Trustee Peconio seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell, Peconio

NAYS: None

All were in favor.

Motion carried.

**Ordinance No.  
26-2011:**

11. President Soto gave the summarization of the action contemplated in **Ordinance No. 26-2011** entitled **An Ordinance Amending Title 3, Chapter 3, Section 13 of the Bensenville Village Code to Permit the Retail Sale, Giving Away, and Consumption of Alcoholic Liquor on Class E-1 and E-2 Licensed Premises Beginning an Nine O' Clock (9:00) A.M. on Sundays.**

Motion: Trustee Peconio made a motion to adopt the ordinance as presented. Trustee Bartlett seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell, Peconio

NAYS: None

All were in favor.

Motion carried.

**Ordinance No.  
27-2011:**

12. President Soto gave the summarization of the action contemplated in **Ordinance No. 25-2011** entitled **An Amending Streamlining the Fine Payment Schedule for Administrative Hearing Process.**

Motion: Trustee Johnson made a motion to adopt the ordinance as presented. Trustee Bartlett seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell, Peconio

NAYS: None

All were in favor.

Motion carried.

**Resolution No.  
R-34-2011:**

13. President Soto gave the summarization of the action contemplated in **Resolution No. R-34-2011** entitled **A Resolution Approving an Intergovernmental Agreement for Police Department Dispatch Services Between the Village of Bensenville and the Village of Addison.**

Motion: Trustee Johnson made a motion to approve the resolution subject to review by Village Council. Trustee O'Connell seconded the motion.

**ROLL CALL:** AYES: Adamowski, Bartlett, Johnson, O'Connell

NAYS: None

ABSTAINED: Peconio

Motion carried.

**PRESIDENT'S  
REMARKS:**

President Soto announced the Deputy Village Manager, Denise Pieroni, has accepted a Village Manager position in Wisconsin. President Soto thanked her for all her hard work and dedication.

President Soto announced that the Village's revenue from sales tax has increased 20% since 2009. President Soto encourages all residents to visit local businesses in town. President Soto thanked the Bensenville Chamber of Commerce for their part in encouraging new businesses to come to town.

President Soto announced the Music in the Park schedule has been finalized and encourages all residents to attend. Flyers are available at Village Hall and on the Village's website.

President Soto announced we continue to have bricks on sale for Bensenville's Walk of History. Flyers are available at Village Hall and on the Village's website.

President Soto acknowledged the earthquake and tsunami that took place in Japan and asked all Residents to keep Japan in their thoughts.

**MANAGERS  
REPORT:**

In absence of Village Manager, Michael Cassady, Deputy Village Manager, Denise Pieroni announced that the Village Board approved a total of over \$211,000.000 in savings with the approval of numerous resolutions from earlier in the meeting.

Deputy Village Manager, Denise Pieroni, announced that the bid opening will take place on March 23, 2011 for the North Industrial Special Service areas.

**NEW BUSINESS:**

Trustee Peconio thanked the Community for coming out to the Chicago Steel hockey game on March 19, 2011 to help support Muscular Dystrophy. The event helped raise \$3,000.00.

**ADJOURNMENT:**

Trustee Johnson made a motion to adjourn the meeting. Trustee Bartlett seconded the motion

All were in favor.

Motion carried.

President Soto adjourned the meeting at 7:40 p.m.

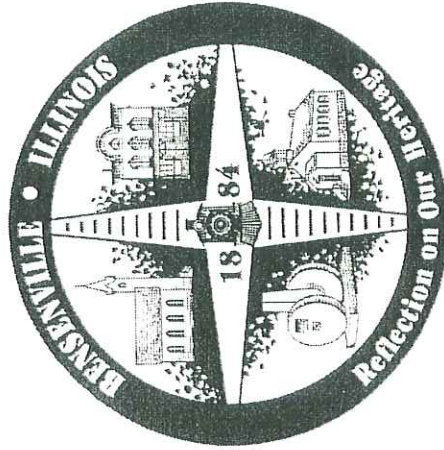
JoEllen Ridder  
Village Clerk

**PASSED AND APPROVED** by the President and Board of Trustees of the Village of Bensenville this \_\_\_\_ day, April 2011

# STRATEGIC PLAN

## 2011→2016→2025

*Initial Draft*



***Bensenville, Illinois***  
***November 2010***

Lyle Sumek Associates, Inc.  
9 Flagship Court  
Palm Coast, FL 32137

Phone: (386) 246-6250  
Fax: (386) 246-6252  
E-mail: [sumekassoc@cfl.rr.com](mailto:sumekassoc@cfl.rr.com)

# Table of Contents

|                                                 |   |
|-------------------------------------------------|---|
| Strategic Planning for Village of Bensenville   | 1 |
| Bensenville Vision 2025                         | 3 |
| Village of Bensenville Plan 2011 – 2016: Update | 8 |

This report and all related materials are copyrighted. This report may be duplicated for distribution to appropriate parties as needed. No unauthorized duplication is allowed, including for use in training within your organization or for consulting purposes outside your organization. All requests for duplication must be submitted in writing.

# STRATEGIC PLANNING FOR THE VILLAGE OF BENSENVILLE

# Strategic Planning Model for the Village of Bensenville

Value-based principles that  
describe the preferred  
future in 15 years

## VISION

Destination  
“You Have Arrived”

Strategic goals that focus  
outcome-base objectives and  
potential actions for 5 years

## PLAN

Map  
“The Right Route”

Focus for one year – a work  
program: policy agenda for  
Mayor and Council,  
management agenda for staff;  
major projects

## EXECUTION

Itinerary  
“The Right Direction”

Principles that define the  
responsibility of Village  
government and frame the  
primary services – core service  
businesses

## MISSION

Vehicle  
“The Right Bus”

Personal values that define  
performance standards and  
expectations for employees

## CORE BELIEFS

Fuel  
“The Right People”

# **BENSENVILLE VISION 2025**

# *Village of Bensenville Vision 2025*

BENSENVILLE 2025 is a *BEAUTIFUL VILLAGE* <sup>(A)</sup> where *FAMILIES MAKE IT THEIR HOMETOWN.* <sup>(B)</sup>

---

The Village has an *ALIVE AND THRIVING DOWNTOWN,* <sup>(C)</sup> *STABLE RESIDENTIAL NEIGHBORHOODS* <sup>(D)</sup> and *ENJOYABLE LIVING* <sup>(E)</sup>

– “Making Bensenville a Great Place to Live.”

---

The VILLAGE is recognized as a *MAJOR BUSINESS AND CORPORATE CENTER* <sup>(F)</sup> adjacent to O’Hare Airport, has *VIBRANT, INVITING MAJOR COMMERCIAL CORRIDORS* <sup>(G)</sup> and *EASY CONNECTIVITY WITHIN THE VILLAGE, TO THE CHICAGO REGION AND TO THE WORLD* <sup>(H)</sup>

– “Making Bensenville a Great Place for Business.”

# *Bensenville Vision 2025*

## **PRINCIPLE A**

### **BEAUTIFUL VILLAGE**

#### **► Means**

1. Distinctive, recognizable entry gateways to the Village
2. Well designed, well maintained streetscapes, public buildings
3. Well maintained homes and landscaping and commercial buildings
4. Well designed, well maintained parks and facilities
5. Clean community with no blight or trash
6. Small town feeling

## **PRINCIPLE B**

### **FAMILIES MAKE BENSENVILLE THEIR HOMETOWN**

#### **► Means**

1. Families make the choice to locate and to stay in Bensenville; new residents making Bensenville their “hometown”
2. Recognition as a stable and safe community
3. Strong schools with quality educational programs
4. A range of affordable activities for all members of the community
5. Residents and community organizations taking pride and contributing to make it an even better community in the future
6. Residents participating in community events
7. Inclusive community with diverse population feeling welcome

## **PRINCIPLE C**

### **ALIVE AND THRIVING DOWNTOWN**

#### **► Means**

1. Attractive, clean and well maintained public areas, buildings, streetscapes
2. Home of Village government
3. Train station as a community destination providing access to Chicago region, North Industrial Park, O’Hare Airport
4. Variety of unique restaurants, retail shops and entertainment venues
5. Theaters both movie and performing arts
6. Easy access with convenient parking and walkable; and bike friendly
7. Residents going to Downtown as a destination for entertainment and enjoyment

## PRINCIPLE D

### STABLE RESIDENTIAL NEIGHBORHOODS

#### ► Means

1. Distinctive neighborhoods with their own identity and residents take pride
2. Attractive, safe and well maintained neighborhoods from the public infrastructure to the homes
3. Quality homes with older homes remodeled, rehabilitated and modernized with a high percentage of homeownership (75%)
4. Preservation of historic homes and buildings
5. Convenient access to Village parks and trails
6. Walkable and pedestrian friendly Village and neighborhoods
7. Stable neighborhoods with increasing property values

## PRINCIPLE E

### ENJOYABLE LIVING

#### ► Means

1. Top quality parks with a variety of recreational venues
2. Range of public facilities: Edge, White Pines, Water Park, Leisure Center, Redmond Park and new facilities
3. Community events and festivals with a high level of resident participation
4. Quiet neighborhoods for residents to enjoy
5. Cultural and performing arts venues, programs, activities
6. Bike paths connecting neighborhoods and community destinations
7. Golf courses affordable for residents

## PRINCIPLE F

### MAJOR BUSINESS AND CORPORATE CENTER

#### ► Means

1. Recognized as a “Corporate Center” for Western O’Hare Airport region
2. Major regional offices for global businesses
3. Major hotels with restaurants and conference centers serving businesses and O’Hare Airport – a destination point
4. Medical facilities and healthcare services
5. Destination for sports, recreation and tournaments
6. State of the art technology infrastructure supporting business

## **PRINCIPLE G**

### **VIBRANT AND INVITING MAJOR COMMERCIAL CORRIDORS**

#### **► Means**

1. Unique identity for each corridor
2. Attractive gateways and entrances
3. Well designed, well maintained streetscape, landscaping and public spaces
4. Variety or retail businesses and offices
5. Restaurants
6. Small businesses providing necessary products and services for residents (e.g. grocery, hardware, shoes, etc.)
7. Mixed type housing: single family homes, town houses, condos, apartments
  - a. York Road
  - b. Irving Park Road
  - c. Thorndale Avenue
  - d. Green Street
  - e. Grand Avenue
  - f. Foster Avenue
  - g. County Line Road
  - h. Route 83

## **PRINCIPLE H**

### **EASY CONNECTIVITY WITHIN THE VILLAGE, TO THE CHICAGO REGION AND TO THE WORLD**

#### **► Means**

1. Easy access to the region via the interstate system, public transportation and rail
2. State of the art communications infrastructure linking Bensenville to the world
3. Walkable community connected by sidewalks and linked to regional trail system
4. Accessible community for seniors and special needs population
5. Convenient access to O'Hare Airport with international connections
6. Well maintained village and neighborhood streets

# **VILLAGE OF BENSENVILLE PLAN 2011 – 2016: UPDATE**

# ***Village of Bensenville Goals 2016***

**Become a Major Business and Corporate Center**



**Vibrant Major Corridors**



**Safe and Beautiful Village**



**Enrich the Lives of Village Residents**



**Financially Sound Village Providing Quality Customer  
Oriented Service**

# Goal 1

## Become a Major Business and Corporate Center

| OBJECTIVES                                                                                                           | MEANS TO CITIZENS                                                     | SHORT TERM CHALLENGES<br>AND OPPORTUNITIES                                |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------------------------------------------------|
| 1. Enhance Bensenville's new reputation as a business friendly village                                               | 1. Ability to work near home – more leisure time.                     | 1. Funding for economic development activities and incentives             |
| 2. Plan for future development around O'Hare Airport                                                                 | 2. Greater convenience with more choices of restaurants and shopping. | 2. Enhancing the new image and reputation of Bensenville                  |
| 3. Increase the number of businesses in Bensenville which are consistent with the long term direction of the village | 3. More diverse tax base means less burden on residential tax payers. | 3. Delivering visible results with new business development               |
| 4. Retain and grow local businesses which are consistent with the long term direction of the village                 | 4. Opportunities to start and grow a business in Bensenville.         | 4. National recession and the impact on businesses                        |
| 5. More job opportunities for village residents                                                                      | 5. Opportunities to benefit from the global market place.             | 5. Businesses difficulty in gaining access to capital (commercial market) |
| 6. Attract major hotel(s) with conference center                                                                     |                                                                       |                                                                           |
|                                                                                                                      |                                                                       | <b>LONG TERM CHALLENGES<br/>AND OPPORTUNITIES</b>                         |
|                                                                                                                      |                                                                       | 1. Tapping the global market place                                        |
|                                                                                                                      |                                                                       | 2. Future of O'Hare Airport and major changes                             |
|                                                                                                                      |                                                                       | 3. Community buy in and support for economic expansion                    |
|                                                                                                                      |                                                                       | 4. Western access announcement and its impact on property values          |

## **ACTIONS 2011**

1. Village Comprehensive economic Development Strategy: Development (FAA Study)
2. East Industrial Park: Evaluation, Plan, Direction
3. Comprehensive Land Use Plan: Development (FAA Study)
4. Elgin – O'Hare and Western Bypass: Aesthetic Team,
5. Local Business Visitation Program: Development
6. O'Hare International Business Center
  - a. SSA
  - b. TIF
  - c. Project (North Industrial Park)

## **MANAGEMENT IN PROGRESS 2011**

1. O'Hare Modernization Plan: Environmental Analysis, Monitor Demolition, Landscaping and Maintenance
2. Grant Opportunities for Business and Government

## **ON THE HORIZON 2012 – 2016**

1. Hotel Attraction Strategy: Development, Direction, Actions
2. Restaurant Attraction Strategy: Development, Direction, Actions
3. Marketing Plan for Industrial Park
4. Sister City Program: Evaluation, Direction

## Goal 2

# Vibrant Major Corridors

| OBJECTIVES                                                                                   | MEANS TO CITIZENS                                                           | SHORT TERM CHALLENGES AND OPPORTUNITIES                                 |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 1. More attractive gateways and entrances to the village                                     | 1. More attractive village with distinctive entries.                        | 1. Attracting new businesses to the corridors                           |
| 2. Revitalize major corridors with a variety of businesses, restaurants, retail shops        | 2. Protection of property values.                                           | 2. Aging commercial buildings and empty storefronts along the corridors |
| 3. Have the private business owners investing in the buildings and business expansion        | 3. Greater convenience for shopping or eating.                              | 3. Unattractive gateways and entrances                                  |
| 4. Upgrade the corridor infrastructure, including roadways                                   | 4. More visually pleasant, inviting corridor – a destination for residents. | 4. Investment by private sector                                         |
| 5. Attract new businesses that are consistent with the Village's vision, plans and direction | 5. Private sector investing in Bensenville's future.                        |                                                                         |
|                                                                                              |                                                                             | LONG TERM CHALLENGES AND OPPORTUNITIES                                  |
|                                                                                              |                                                                             | 1. Funding for corridor revitalization                                  |
|                                                                                              |                                                                             | 2. Increasing the numbers of restaurants and retail shops               |
|                                                                                              |                                                                             | 3. Attracting appropriate businesses at strategic locations             |

## ACTIONS 2011

1. Property Maintenance on Major Corridors:  
Evaluation, Direction, Actions
2. Irving Park Road Revitalization Plan:  
Development
3. Gateway/Entrance Signs for Bensenville:  
Development, Funding
4. Business Attraction Strategy for Major  
Corridors

## ON THE HORIZON 2012 – 2016

1. Green Street Corridor Revitalization Plan
2. WiFi for Corridors: Evaluation, Direction,  
Actions
3. Route 83 Revitalization Plan
4. Signage and Lighting: Evaluation, Direction
5. Destination Grocery Store Attraction Strategy:  
Evaluation, Direction, Village's Role, Actions
6. Grand Avenue Revitalization Plan
7. Foster Avenue Revitalization Plan
8. Thorndale Avenue Redevelopment Plan
9. York Road Billboard Removal
10. York Road Revitalization Plan: Development
11. Marquee Signs (Electronic Billboard):  
Location, Design
12. County Line Road Revitalization Plan

## Goal 3

# Safe and Beautiful Village

### OBJECTIVES

1. Upgrade village and neighborhood infrastructure – streets, sidewalks
2. Have a reputation as “great place to live, great place for business”
3. Improve the visual appeal of the village – more attractive
4. Improve flood protection and stormwater management system
5. Upgrade the quality of the older housing stock
6. Reduce crime rate (Part 1 and Part 2)
7. Maintain and upgrade water distribution system
8. Improve the sense of personal safety for residents

### MEANS TO CITIZENS

1. Protection of property values.
2. More attractive village.
3. Choice of quality homes.
4. Being safe at home, in the neighborhood and anywhere in the village.
5. Less blighted areas in the village.

### SHORT TERM CHALLENGES AND OPPORTUNITIES

1. Property owners taking responsibility
2. Aging and abandoned homes and buildings
3. Image of Bensenville
4. Citizens sharing responsibility for making Bensenville a safer community
5. Impacts of economic recession on residents and businesses
6. Expectations and reluctance to see change

### LONG TERM CHALLENGES AND OPPORTUNITIES

1. Location
2. Defining community standards
3. Funding for community safety and appearance programs
4. Differing community standards among village residents
5. Regional criminal activities spilling over to Bensenville

## ACTIONS 2011

1. Residential Flooding: Center Street, Addison, Mason, York
2. Code Compliance: Evaluation, Direction, Staffing
3. Occupants Regulation: Evaluation, Direction, Village's Role, Actions
4. Foreclosed Homes: Data Base, Weed Abatement, Information to Residents
5. Urban Forest Program: Replacement, Maintenance
6. Snow and Ice Removal: Routes, Sidewalks, Salt Storage
7. Inflow and Infiltration Evaluation Study: Completion
8. White Pines: Utilities, Annexation of White Pines Golf Course

## MANAGEMENT IN PROGRESS 2011

1. CDBG Dollar: Attraction
2. Police Station: ADA Modifications
3. Local Ordinance on Industrial Pre Treatment
4. AED Program: Implementation, Training
5. NIMS Compliance: Emergency Operation Plan Adoption, Annual Training

## ON THE HORIZON 2012 - 2016

1. Residential Infill Policy and Incentives: Code Revision, Direction, Village's Role
2. Zoning Ordinance: Amendments
3. Appearance Code: Evaluation, Direction
4. Crime Free Housing Program (Apartment Complexes): Evaluation, Direction, Funding
5. Businesses Serving Seniors Attraction Strategy: Evaluation, Direction and Actions
6. Public Works Accreditation
7. Sign Ordinance: Evaluation, Revision
8. Snow and Ice Removal: Routes, Sidewalks, Salt Storage
9. Inflow and Infiltration Evaluation Study: Completion
10. Urban Forest Program: Replacement, Maintenance
11. Ticket Writing Process for Property Maintenance (in house)
12. Police Accreditation: Direction

## Goal 4

# Enrich the Lives of Village Residents

### OBJECTIVES

1. Have “new residents” feeling welcome – the first step in becoming their hometown
2. Have strong community events with a high level of participation by residents
3. Have the Village partnering with the Park District, Schools, Library and community organizations to enhance the quality of residents’ lives
4. Increase the number of residents participating in leisure and recreational programs
5. Have resident oriented recreational activities available in the village
6. Provide opportunities for resident involvement and engagement in Village government

### MEANS TO CITIZENS

1. Convenience – an ability to spend leisure time near home.
2. Range of quality parks with a variety of amenities, programs and amenities.
3. Affordable or free programs, activities or events.
4. Support for family oriented activities.
5. Choice for all four seasons, indoor-outdoor.

### SHORT TERM CHALLENGES AND OPPORTUNITIES

1. Tapping the economic potential of recreational assets
2. Non residents of Village using recreational facilities
3. Residents expectations versus village resources and capacity
4. Changing recreational and leisure patterns by generations
5. Funding for quality of life amenities

### LONG TERM CHALLENGES AND OPPORTUNITIES

1. Convenience for residents – easy access to quality amenity
2. Who pays and degree of cost recovery by the village
3. Competing needs, programs and organizations

## **ACTIONS 2011**

1. Community Events: Evaluation, Village's Role, Direction, Funding
2. Communication and Marketing Plan: Development, including Newsletter
3. Legends Golf Course: Evaluation, Direction, Actions
4. RTA Station Area Plan: Development

## **MANAGEMENT IN PROGRESS 2011**

1. Steel Hockey Club: Contract
2. "Village Welcome Wagon" for New Residents" Development, Funding
3. P.A.C.E. Agreement: Alternatives, Evaluation, Direction, City's Role (Dial-a-Bus)
4. Community Survey: Completion, Analysis
5. Neighborhood Town Hall Meetings (3)

## **ON THE HORIZON 2012 - 2016**

1. Green, Energy Efficient Homes Program
2. Redmond Park Improvements: Evaluation, Direction, Funding (Playground, Path Around Retention Pond)
3. Dial-a-Bus: Village Participation
4. Video Gaming: Policy Direction

# Goal 5

## Financially Sound Village Providing Quality Customer Oriented Service

### OBJECTIVES

1. Provide services of the highest quality within given financial resources
2. Increase cost effectiveness and efficiency in Village service delivery
3. Increase customer service by Village government
4. Increase residents' trust and confidence in Village government
5. Maintain a productive, motivated Village workforce

### MEANS TO CITIZENS

1. Village services responsive to the needs of residents.
2. Valued services for tax dollars and fees.
3. Fiscally responsible actions by village government.
4. Village services delivered in a cost effective manner.
5. Easy access to village services and information.

### **SHORT TERM CHALLENGES AND OPPORTUNITIES**

1. Aging village infrastructure and facilities
2. Meeting expectations with reduced resources
3. Election and its impact on eh organization and village employees
4. Legislation and unfunded mandates
5. Funding for pensions
6. Employee resistance to change

### **LONG TERM CHALLENGES AND OPPORTUNITIES**

1. National recession and impact on village revenues
2. Integrating financial systems and reporting
3. Developing accurate projections for future financial resources
4. Willingness to reduce or eliminate current services
5. Defining and prioritizing village services
6. State of Illinois and its impact on village resources
7. Shared services with other municipalities

## ACTIONS 2011

1. Community Investment Plan (5 year): Adoption, Project Management
2. Consolidated Police Dispatch: Evaluation, Direction
3. Water and Sewer Rates: Study and Ordinance
4. Purchasing and Bidding Process, Protocols
5. Waste Water Treatment Condition Assessment: Study
6. Stormwater Utility Fee: Evaluation, Direction, Approval
7. Theater Business Plan: Development
8. Pool Business Plan: Development
9. Waste Water Treatment: Shared Services Agreement with Wood Dale
10. Health Insurance Cost Containment: Evaluation, Direction
11. Fast Track Process for Residential Development

## MANAGEMENT IN PROGRESS 2011

1. Collection Processes: Evaluation, Direction
2. Financial Audit: Response, Clean Management Letter for 2010
3. GFOA Awards: Financial Reporting Budget
4. Vehicle Replacement Plan (4/11)
5. Customer Training (second half)
6. Complaint Tracking System: Implementation
7. Appraisal System: Implementation
8. MUNIS Platform: Extension
9. Online: Vehicle Stickers
10. CRM Implementation
11. Community Survey: Completion, Analysis
12. Neighborhood based Town Hall Meetings (3)
13. Bond Rating: Presentation
14. SCADA System: Implementation
15. Employee Wellness Program: Development
16. Labor Agreement with AFSCME (5/11)
17. Disaster Recovery Site: Remote Location
18. Five Year Financial Plan and Projections (Revenues and Expenditures): Development

**ON THE HORIZON 2012 - 2016**

1. Village Marketing Program: Evaluation, Recommendations, Direction, Funding
2. Records Management Plan: Evaluation, Direction, Funding
3. Police Facility Space Study
4. Edge Ice Arena: Concession and Pro Shop; Energy Cost Reduction
5. Computer System: Disaster Recovery Plan
6. Training for Village Team: Program Development, Direction, Funding
7. Fueling Options: Evaluation, Direction, Funding
8. Code Department: Performance Audit, Organizational Changes
9. Library: IGA for Village Assistance
10. Village Owned Surplus Properties: Direction
11. Waste Water Treatment: Operating Contract
12. Phone System: Evaluation, Direction in VoIP
13. Employee Compensation Policy and Classification System: Evaluation, Direction, Actions
14. Remote Meter Reading: Decision, Installation
15. Liquor Licenses: Direction