



STRATEGIC PLAN 2014-2019

Village of Lake Zurich, 70 East Main Street, Lake Zurich, Illinois 60047
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Moving Lake Zurich Forward ➤ Strategically



ACKNOWLEDGEMENTS

The Village of Lake Zurich wishes to recognize the following individuals for their collaboration and contribution to the development of this five-year strategic plan:

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Also, thank you to Professor Gerald Gabris and his associates from Northern Illinois University, Center for Government Studies for facilitating the November 2013 planning session, the summary analysis of the session's priorities, and the Demographic Analysis of Lake Zurich.

GOAL #5 - CIVIC ENGAGEMENT

Work collaboratively to increase informed citizen participation in the policy process where the Village works with and through its citizenry to improve the community, share knowledge - and responsibility, and encourage collaborative solutions and participation in order to broaden consensus around shared values and acceptable outcomes.

OBJECTIVES FOR CIVIC ENGAGEMENT

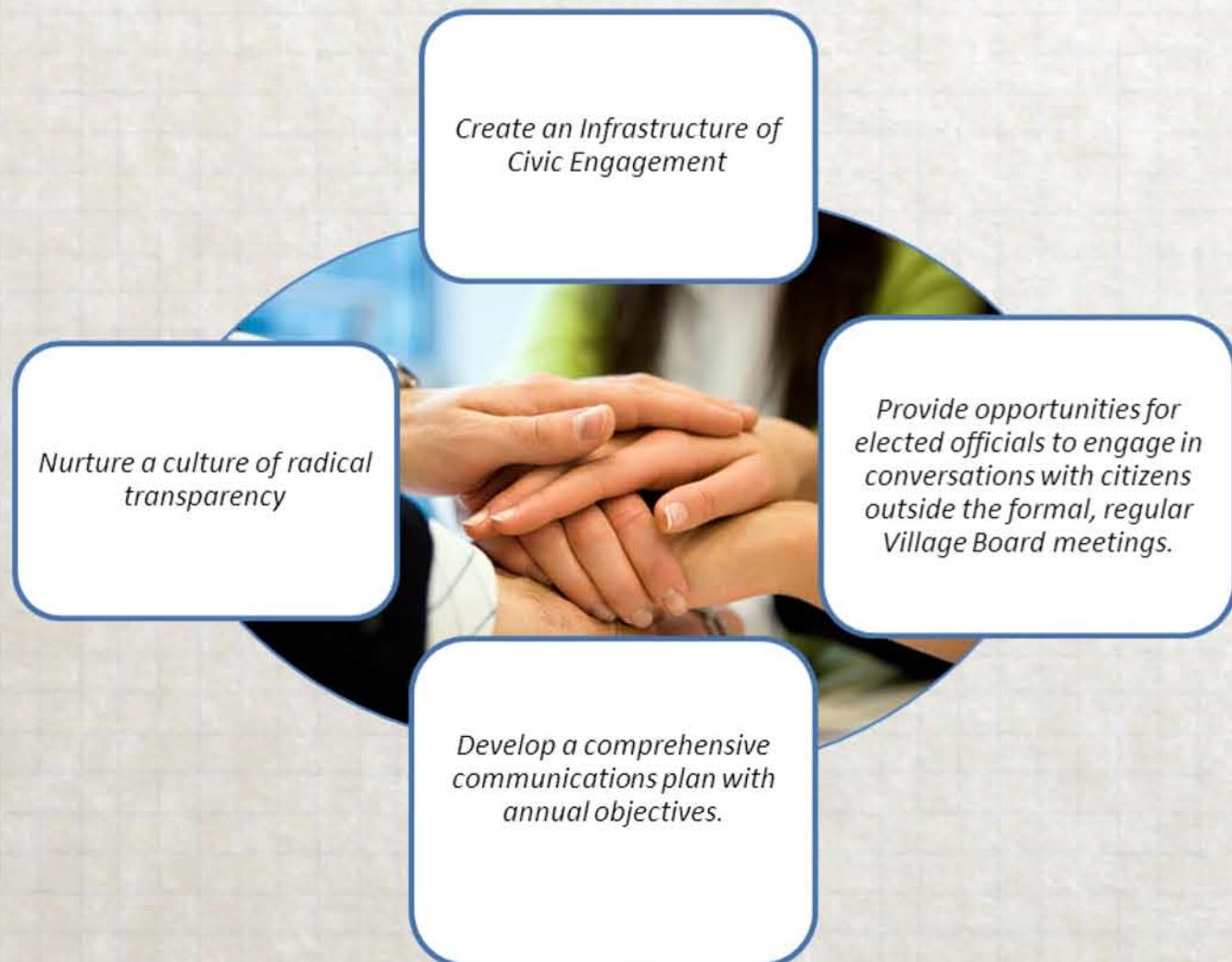


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INTRODUCTION

On Saturday, November 16, 2013, the Lake Zurich Board of Trustees and senior executive staff met in an all-day workshop to discuss the most critical issues facing the Village and to establish a set of priorities to address them. This process was facilitated by Dr. Gerald Gabris from the Northern Illinois University Center for Governmental Studies. The subsequent summary report issued by Dr. Gabris identified six major priorities established by the Board at the workshop: Downtown Revitalization ; Tax Increment Finance District Debt; Lake Michigan Water Issues; Infrastructure and Capital Improvement Plan Issues; Development of Strategies to Address Outstanding Pension Obligations; and the Creation of Alternative Revenue Sources.

The Village Manager's Office determined that these six priorities could be addressed by establishing five major strategic goals: Fiscal Sustainability, Infrastructure Sustainability, Development, Service Sustainability, and Civic Engagement. Members from the senior executive staff met over a period of several weeks to develop a series of objectives to achieve each goal. A final draft document containing the recommended objectives was presented to the Village Board at its May 5, 2014 meeting for review and comment, and was unanimously approved, thus officially adopting the 2014-2019 Village of Lake Zurich Five Year Strategic Plan. Through this action, the Village Board authorized staff to begin preparing strategies, timeframes, personnel, and resources to accomplish the goals and objectives of the Strategic Plan.

Throughout this five-year period, staff will provide periodic status reports to the Board to apprise the elected officials and residents of the progress of the plan. In addition, the Village Manager's Office is in the process of reviewing various mechanisms available to measure how well the goals and objectives of the Plan are met. This final step is imperative to not only to assure the achievement of Board objectives, but also to measure the quality of municipal services to the residents of Lake Zurich, and to identify areas where adjustments are required in order to assure that citizens of the Village receive the best services possible for their tax dollars.

This Five-Year Strategic Plan is an important component in the Village's continuous commitment to transition from the traditional methods and practices of municipal governance to one which focuses on business outcomes and continuous process improvement. The Lake Zurich Village President, Board of Trustees, and Staff look forward to partnering with all members of our community in the successful execution of the Plan.

GOAL #4 - SERVICE SUSTAINABILITY

Foster change which will enable the Village to become an organization which is both adoptable and responsive, and efficiently delivers high-quality services which are cost-effective, reliable, and sustainable, and based on community values, priorities, expectations, and available resources.

OBJECTIVES FOR SERVICE SUSTAINABILITY

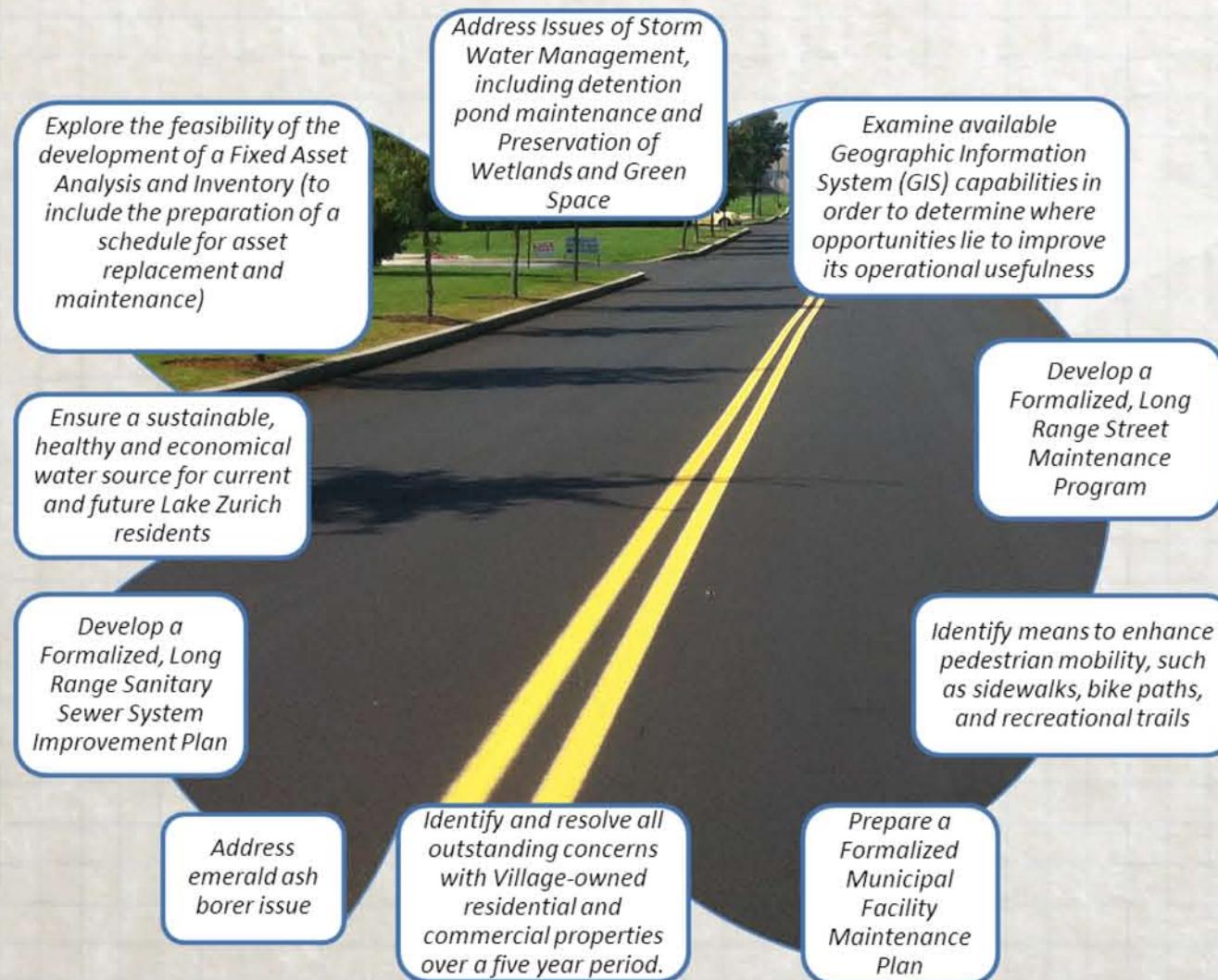


GOAL #3 - INFRASTRUCTURE

Provide prudent policies and operational practices which will enhance the quality of life of Lake Zurich residents by caring for the Village's natural resources including a safe and reliable water supply and preservation of its urban canopy while also assuring that municipal assets such as its street, water/sewer, and stormwater systems are responsibly maintained by the most equitable and efficient funding sources available



OBJECTIVES FOR INFRASTRUCTURE



OUR MISSION

The mission of the Village of Lake Zurich is to provide our residents and businesses with exceptional quality municipal services. We will achieve this through strategic planning, fiscal responsibility, and transparent, accessible, and responsive municipal leadership and staff. This will result in continually improving quality-of-life and return on investment for all stakeholders in the community.

OUR VISION

Lake Zurich is THE premier community in Lake County offering a quality way of life, a thriving economy, diverse opportunity, and a commitment to fostering civic pride through community participation and ethical, professional governance.

THE GUIDING PRINCIPLES OF OUR COMMUNITY

TRUST & INTEGRITY

Our organization is honest in our actions, open with our communications, and provides fair and dependable public services.

TEAMWORK

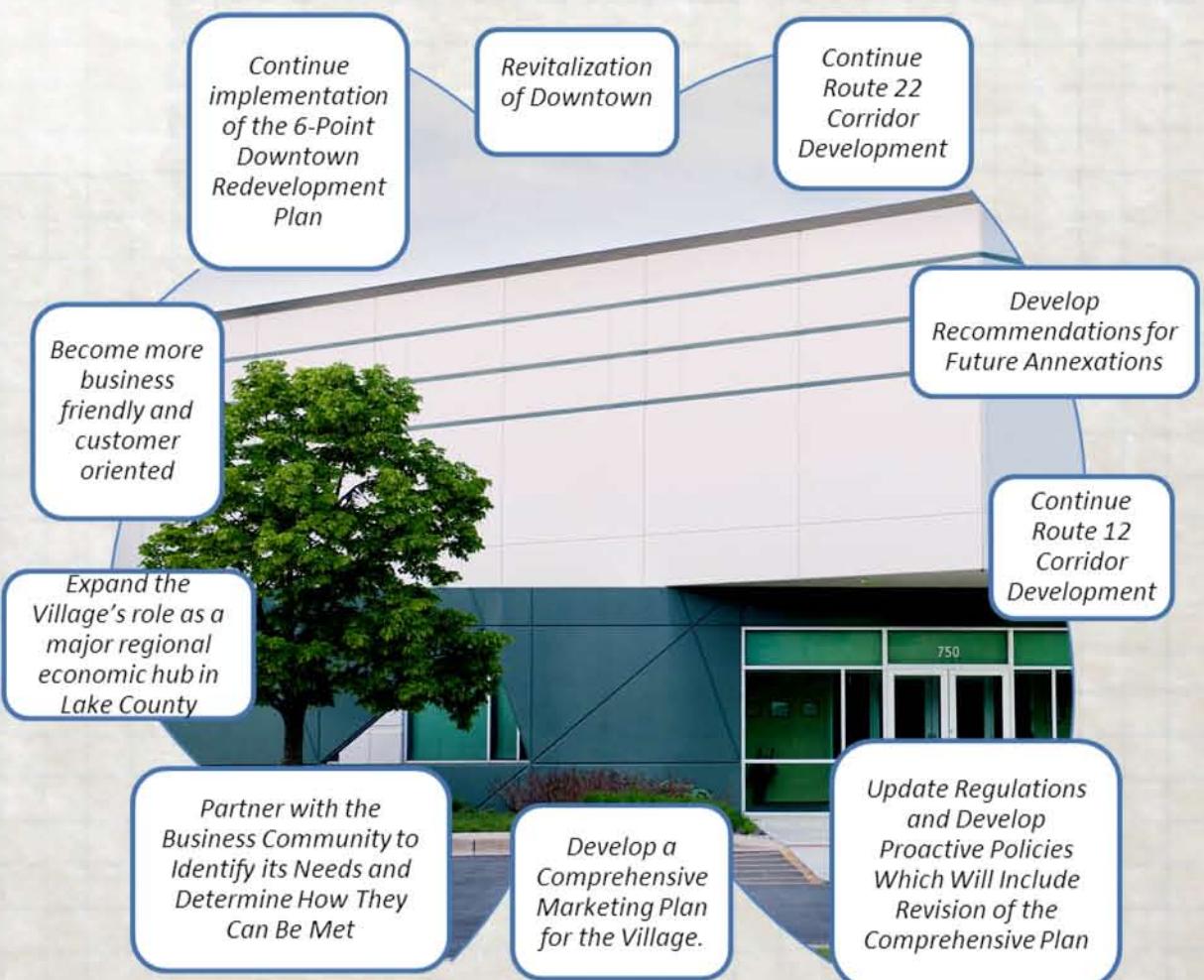
Our organizational team achieves success through a collaborative approach utilizing our dedicated, innovative, and forward-thinking team of professionals to deliver high-quality public services.



GOAL #2 - DEVELOPMENT

Expand the economic base of the Village by incorporating the current multitude of opportunities which includes downtown revitalization, Route 12 and Route 22 Business Corridors, and professional partnerships with the business community, in order to further establish and expand Lake Zurich as the regional economic hub of Lake County

OBJECTIVES FOR DEVELOPMENT



GOAL #1 - FINANCIAL SUSTAINABILITY

Meet the critical financial needs of the Village while maintaining a balanced budget through responsible management of the Village's financial obligations and diligent use of revenues without placing undue burden upon Village residents.



OBJECTIVES FOR FINANCIAL SUSTAINABILITY

CONTINUED



HIGH PERFORMANCE, QUALITY SERVICES

Our organization delivers cost-effective, efficient, and responsive public services evaluated through clearly defined performance-measures.

CARING & RESPECTFUL LEADERSHIP

Our organization provides guidance to our personnel and the community by establishing the people's goals and objectives derived from listening to needs.

TRANSPARENCY & ACCOUNTABILITY

Our organization is open, accessible, and promotes understanding throughout the community by educating the public about Village operations and services including communicating, on a regular basis, the progress of the strategic plan.

DEDICATED PROFESSIONALS

In order to sustain itself, our organization must attract, develop, and retain qualified individuals with high ethical standards and a desire to serve the public.

