



# City/County Management *in* ILLINOIS

*Strengthening the quality of local governance through professional management*

## Calendar of Events

**February 11, 2009**

IAMMA Meeting  
Lisle, IL  
Topic: Personal  
Financial Planning

**February 25- 27, 2009**

ILCMA Winter Conference  
Moline, IL

**March 13, 2009**

E-Government Workshop  
University of Illinois, Chicago

**March 19, 2009**

Metro Managers Meeting  
Location: Oak Brook Bath &  
Tennis Club  
Topic: Chicago's Bid for  
the 2016 Olympics

**March 26, 2009**

Professional Development  
IAMMA  
Arrowhead Golf Club  
Wheaton IL  
Topic: Interviewing for Success

**April 1 - 2, 2009**

IAMMA Conference  
Oak Brook, IL

**April 2 - 3, 2009**

ICMA Midwest Regional  
Meeting  
Oak Brook, IL

**April 16, 2009**

Metro Managers Meeting  
Location: Oak Brook Bath &  
Tennis Club  
Topic: Motivating Self &  
Others in Difficult Times

**June 10 - 12, 2009**

ILCMA Summer Conference  
Eagle Ridge Inn & Resort  
Galena, IL

## Welcome New Members

**Patrick Marvin**, city of Collinsville

**John P. Swinford**, village of Sherman, Village Administrator

**Anne E. Marrin**, city of Highwood, Assistant City Manager

**Vivian Freeman**, Chicago police department, Police Officer

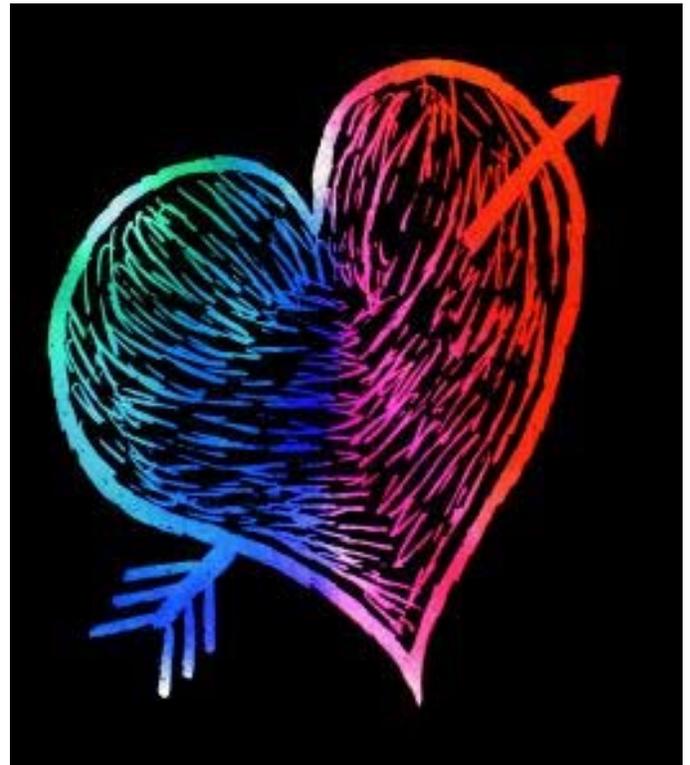
**Sarah Phillips**, city of Rolling Meadows, City Manager

**Kevin J. Jackson**, city of Champaign,  
Neighborhood Services Director

**Thomas Szurgot**, AIA, Tria Architecture, Inc.

**John H. Peterson**, William Blair & Company, LLC

**Cara Snyder**, GovQA



In an effort to promote the profession of local government management, ILCMA would like to recognize milestones and accomplishments of its members and communities. If you have a success story to share or an important milestone to celebrate such as 50 years as council/manager form or an upcoming retirement, please contact Dawn Peters at [dpeters@niu.edu](mailto:dpeters@niu.edu) so that ILCMA can appropriately recognize this accomplishment.



# City/County Management in ILLINOIS

Each month the President's Column will be used by ILCMA's affiliate organizations and committees to update the membership on what is happening.

## MEMBERSHIP SERVICES COMMITTEE UPDATE by Bill Balling, Chair

The Membership Services Committee is divided into three different sub-committees: Membership Services, Diversity, and Marketing. Two of the three sub-committees met in December. One sub-committee met in Rock Falls and the other in Westchester.

The Member Services Sub-Committee is tasked with evaluating the Feb 2008 membership satisfaction survey (our most current) to identify needs of the members with a focus on identifying needs and trends of the members. The sub-committee is chaired by Ed Bailey the City Administrator from Countryside. Jack Norton, Deputy Village Manager, Westchester also serves on this sub-committee

The Marketing Sub-Committee, whose chair is Richard Downey, City Administrator, Rock Falls, is charged with the duties of reviewing all of our presentation materials including our recently deployed website and provide recommendations on improving effectiveness of both our print and electronic materials. This sub-committee will also be working with members not renewing to determine the reason for leaving the Association and hopefully growing our membership base. Also serving on this sub-committee is David Nord, Village Administrator, Cherry Valley and Natalie Marquez, Public Information Officer, Skokie.

The Diversity Sub-Committee is Chaired by Bill Balling, who along with Pam Arrigoni, City Administrator, Prospect Heights, is overseeing this year's mentor/protégé program and looking to build expanded relationships with the newly formed Women in Government (WIG) organization. The sub-committee is also looking to launch a regional chapter of the International Hispanic Network. We are grateful for the direct work of two senior mentors Barry Burton, County Administrator, Lake County and Tom Borchert, City Manager, Elmhurst for stepping into roles as year long mentors for two protégés sent to us by the National Forum for Black Public Administrators. Ms. Tamara Daniels, and Ms. Mellie Holley are assigned as protégés. Hopefully one or both of the protégés will attend the ILCMA Winter Conference in Moline and have the opportunity to meet and network with our membership.

Any thoughts or suggestions that members may have on these activities can be directed to me or the sub-committee chairs.

Bill Balling  
Membership Services Chairman

## Who's Who Membership Directory Updates

**Philip A. Kiraly**, formerly the Assistant Village Manager in Deerfield, has been appointed as the new Assistant Village Manager in the village of Northbrook. His new contact info is below.

Philip A. Kiraly  
Assistant Village Manager  
Village Hall  
1225 Cedar Lane  
Northbrook, Illinois 60062  
847/272-5050 x4222  
847/272-9760 (FAX)  
kiraly@northbrook.il.us  
www.northbrook.il.us

### Additional Who's Who corrections/updates:

**Kimberly Dickens**, Village Administrator at village of Bradley has a new e-mail address: kadickens@thevillageofbradley.com

**Andrew Reineking** is now working with the city of Crystal Lake. His contact info is below:  
Ph: 815-356-3715  
Fax: 815-356-3797  
areineking@crystallake.org

**Gregory Jackson** is the City Manager of Highwood. His new contact information is below:  
Ph: 847-432-1924  
Fax: 847-432-0735  
gjackson@cityofhighwood.org

**Christina Mesker**, is a Management Analyst with the village of Palatine:  
Ph: 847-202-6659  
Fax: 847-963-6247

## ILCMA Board Election Process Begins

Do you have a colleague who could be a dedicated member of the ILCMA Board of Directors? Would you like to serve? Now is the time to nominate qualified candidates for positions on the Board of Directors. A letter detailing why the candidate is qualified to serve along with an up to date resume is due at the ILCMA Secretariat, Regional Development Institute, NIU, DeKalb, IL, 60115 by March 1. Offices for which nominations will be accepted are President Elect, Vice President, Secretary Treasurer, and one board member. Officers are elected for one-year terms. Newly elected board members will serve three-year terms.

After the nominating deadline, the Nominating Committee, chaired by Ghida Neukirch, ILCMA Past President, with a representative from each of the affiliate groups and one at-large member, will meet to determine a slate. The slate will be announced in the April newsletter. At that time, others wishing to have their name appear on the ballot will have an opportunity to submit a petition. If a contested election results, a ballot will be mailed June 2, 2009. If no contest develops, the election of the slate will take place at the Annual Meeting in Galena.



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## ILCMA 2009 Winter Conference

Register Today for the ILCMA 2009 Winter Conference

If you haven't done so already, start making plans to attend the 2009 ILCMA Winter Conference in Moline, February 25-27. The Conference Planning Committee has been working hard to bring you exceptional educational and informative sessions, as well as social and networking opportunities with friends and colleagues. Please note that all rooms at the Radisson have been taken. Additional rooms have been reserved at Stoney Creek Inn, which is only 2 – 3 blocks from the iWireless Center. There is plenty of free parking at the convention center. Hotel reservations can be made by calling 800-659-2220. The block of rooms will be released Feb. 13. Registration information is available at [www.ilcma.org](http://www.ilcma.org).

More About the Conference:

Keynote sessions on both Thursday and Friday will be highlights of the Conference. On Thursday, Dr. George Manning, Professor of Psychology and Business at Northern Kentucky University, an



internationally known speaker, author of eleven books and consultant to business, industry and government will address "Managing Complex Change" in an interactive program. Dr. Manning's warm, personal style, together with his blend of humor, interesting facts and practical applications have captivated audiences across the country and throughout the world. On Friday, highly regarded economist, Diane

Swonk will address "Recession and the Obama Administration", a timely issue in light of the upcoming changes in Washington and today's economy. Ms. Swonk is a senior managing director and chief

economist for Mesirow Financial, a diversified financial services firm based in Chicago. She also serves as a clinical professor for DePaul University's evening MBA program. She is a much sought-after economist by government policymakers and business leaders and we are most fortunate to have her with us.

The Conference will feature a strong variety of educational sessions including a follow up session by Dr. Manning entitled, "The Art of Caring Leadership". Also in the leadership arena, Dr. Daven Morrison of Morrison Associates and a panel will discuss "What Managers Want from Department Heads". For those with more of a "Nuts and Bolts" interest, topics will include "Where the %&\*# is my Building Permit?", "Creating a Culture of Health-Building a Successful Employee Wellness Program", "How to Protect Your Community during Hard Times for Developers" and "Consolidation & Shared Services: Opportunities & Pitfalls". Most sessions include a main speaker with a panel of ILCMA Members.

For those arriving early on Wednesday, the Professional Development Committee is sponsoring the pre-conference session, "Managing in a Difficult Political Environment". Back again this year will be the Downstate/SWICMA sponsored reception on Wednesday evening, Thursday morning "Tales from the Range" and the Thursday evening IAMMA Pool & Euchre Tournaments. A dinner (included in the cost of registration) will be held on Thursday evening at the John Deer Pavilion, located directly across the street from the Radisson, the Conference Hotel. Additionally, the Conference will include the ILCMA Business Meeting on Friday morning to provide Members with news of the Association. ILCMA recently approved a cooperative agreement with the Alliance for Innovation and we will hear from Regan Gerlt from the Alliance during Thursday's lunch.

Hope to see you there!

## Thank You ILCMA Range Riders!

ILCMA is lucky to have the service of five former managers/administrators who serve the profession as ICMA Range Riders in the state of Illinois. The ILCMA Range Riders are Greg Bielawski, Steve Berley, Dave Anderson, Glenn Spachman, and Hank Sinda. Their contact information is located on the ILCMA website and on the back of every ILCMA newsletter. Collectively they have clocked over 657 hours, traveled over 7,000 miles, and made 1417 contacts in 2008! ILCMA thanks each of you for your service to the profession!

About the Range Rider Program:

The ICMA Range Rider program was established by the ICMA Executive Board in 1974 to make the counsel, experience, and support of respected, retired managers of the profession available to city and county managers and administrators, assistants, and other ICMA members. Range Riders are retired managers with extensive experience who volunteer their time to provide a unique source of outside counsel to their colleagues. There are currently 88 Range Riders serving members in 23 states.

Range Riders are available to meet periodically with members in their states or areas to discuss the profession and concerns of members. Discussion topics range from problems with mayors and councils, overall management questions, relations with ICMA, responses to local controversies such as referenda on the council-manager plan, to career development counseling.

All discussions are confidential. Range Riders are friends, colleagues, and counselors to the profession—not consultants. The Range Rider program is designed to help with personal and professional issues, not to provide technical assistance or solve substantive problems in a local government. Range Riders also help communities interested in adopting or retaining council-manager government. However, Range Riders may consult with local governments as individuals, on a part-time basis, as long as the consulting does not impair the effectiveness of the Range Rider. Range Rider guidelines contain advice for Range Riders who do part-time consulting.

One other distinction should be made. The term Range Rider is sometimes confused with "circuit rider." Circuit riders or shared administrators are paid professionals who serve more than one community. They may not have the full responsibilities of a city manager but they provide technical assistance and often provide overall management services.

Range Riders are not compensated and the program is designed to expect from the Range Riders only the time they feel comfortable donating to the profession—usually a few days per month. Only expenses are reimbursed.

Range Riders are selected jointly by the ICMA Executive Director and the managers' state association. Expenses are shared by ICMA and the sponsoring state organization. The amount of expenses allocated depends on the size of the state, the number of Range Riders, and funds available from the sponsors.

## CORPORATE PARTNER SPOTLIGHT

*As part of the new "Friends of ILCMA" Corporate Partnership Program, partners at the highest level get the opportunity to submit a one page written promotional piece in the ILCMA newsletter. This article is the seventeenth in a series that will highlight ILCMA's newest corporate partners.*

### **Complete Streets ...Benefit All Users**

*by John Doria, Director of Government Affairs*

The Complete Streets design movement is gaining great momentum across the country. In the past several years in states like California, Florida, New York and throughout Illinois, planners, engineers and designers are building transportation systems that welcome all people. Whether walking, driving a car, on a bike, riding a bus, or in a wheelchair, complete streets are designed to allow safe and functional access for all users of any age.

Historically, most of our transportation systems through both urban and rural areas are designed for moving only motorized vehicles and lack many of the needed safety measures for pedestrians. Some of the elements of Complete Streets include higher safety standards, streetscapes and address "Green" issues that have more often than not been ignored as new projects are being planned or designed. There has been a cultural shift that focuses on multi-faceted aspects of use and function.

As residents demand more public safety, a sense of community, recreational opportunities and voice environmental concerns to their local government officials, the Complete Street approach to design addresses broader aspects of use and aesthetics to enhance overall benefits. Communities adopting Complete Street polices have realized a decrease in fatalities, a boost in economic development, higher property values, improvement in school safety and an increased level of success with "Green" issues as well as much more.

Complete Streets are designed with non-motorized users in mind -- sidewalks, landscaped medians, bus and bike lanes, traffic-calming measures, enhanced lighting, enforcement cameras and services for disabled travelers as well as many other improvements for pedestrian safety. Complete streets also improve safety indirectly, because they are user friendly and mitigate conflicts between user groups. More people want to use them for walking and bicycling, thus decreasing the number of accident and fatalities.

Complete Streets that offer travel options can give people the choice to circumvent traffic delays, and increase the overall capability of the transportation system. Communities that have implemented Complete Streets have also realized a reduction in vehicle trips because of improved safety and access to non-motorized users. With the reduction of vehicle trips, air quality has been another beneficiary of Complete Streets. Communities have seen decreases in carbon dioxide (CO2) emissions which is a direct link to asthma and other illnesses in urban areas. Recently, twenty-nine of the country's largest environmental groups have released a comprehensive list of actions and policies for President Obama to take on during his administration.

Complete Streets offer sufficient room for bicycling and walking which have shown a great safety benefit for children when playing or going to school. Safe Routes to School programs have gained from Complete Streets policies that help turn all routes into safe routes and give children a better sense of security in their neighborhood.

Streetscapes which are one of the Complete Streets elements have proven to enhance a community's business or downtown area, create a gathering place for residents and increase business activity all while providing a higher standard of pedestrian protection from motorized vehicles.

Incorporating individual elements of Complete Streets all at the same time of planning and design of a project spares the expense of retrofits. Designing streets for all types of users does not automatically mean incurring a larger project budget, and by including such elements from the start, can minimize additional costs related to the enhancements.

Surveys, studies and polls have found that Complete Streets elements reduce pedestrian risk by 28%. This number is important considering that more than 5,000 pedestrians and bicyclists die each year on roads throughout the United States which accounts for 13% of all traffic fatalities. Complete Streets offer the opportunity for less driving which a recent poll has found is preferred by over 55% of all Americans.

Additionally, 65% of residents are more likely to walk in a neighborhood with sidewalks which makes sense, bearing in mind that a top complaint of Americans is that there are not enough sidewalks and bike ways on local streets. About one-third of Americans do not drive, so complete streets are badly needed for our youth, our aging population and people with physical disabilities.

Over the past several years, Christopher B. Burke Engineering has worked on several Chicago's Department of Transportation (CDOT) projects with forward-thinking planning and architectural firms such as Muller + Muller and Altamanu, Inc., who have adopted a design approach that includes Complete Streets and traffic calming techniques. Complete Streets designs have been of great success as the City of Chicago has realized a significant decrease in pedestrian accidents and fatalities since the year 2000 due to the implementation of right-of way- improvements that promote pedestrian safety from their Complete Streets policy

The National Complete Streets Coalition is partnering with other transportation groups to request Congress to ensure that any new funding for infrastructure looks to the future and gives local governments an opportunity to use the money for complete streets, bicycling, pedestrian, and transit projects. The National Complete Streets Coalition is planning to re-introduce Complete Streets legislation early in the new Congress, hoping for support from both political parties.

As you can see, some or all of the elements of Complete Streets can not only make our communities safer, but also offer a streetscape improvement while providing a "sense of place" for all residents while reducing overall project costs.

Sources:

LIVABLE STREETS Network - [www.livablestreets.com](http://www.livablestreets.com)

Walkinfo.org - [www.walkinginfo.org](http://www.walkinginfo.org)

Complete The Streets - [www.completestreets.org](http://www.completestreets.org)

Chicago Department of Transportation

Christopher B. Burke Engineering, Ltd.

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## Midwest Regional Summit

April 2-3, 2009

### Renaissance Oak Brook, Oak Brook, Illinois

Register online by March 25, 2009, for this networking and professional development opportunity for members and state officers in the Midwest. All ICMA members and state officers in Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, Ohio, and Wisconsin are invited to attend the ICMA Midwest Regional Summit.

#### Date and Location

#### Important Deadlines

#### Fees & Registration

Date: April 2-3, 2009

Location: Renaissance Oak Brook, Oak Brook, Illinois

Hotel Rate: \$135/night

Hotel Contact Information: (630)-573-2800

Indicate that you are attending the ICMA MW Regional Summit.

Summit Registration Deadline: March 25, 2009

Hotel Registration Deadline: March 11, 2009

Registration Fee: \$220

Register Now for the Midwest Regional Summit

#### Related Events

Midwest Region Young Professionals Leadership Institute

Managers - please encourage individuals in your organizations who are beginning their career path in local government to attend the Young Professionals Leadership Institute, **April 1-2, 2009**. Exclusively for young professionals, this pre-summit event, also at the Renaissance Oak Brook Hotel in Oak Brook, offers two

highly interactive workshops to build the leadership skill set. A networking reception has been added. The institute is being offered at a substantial discount, thanks to a generous grant received from ICMA-RC.

**An added dimension in the Midwest Region this year:** The Illinois Association of Municipal Management Assistants (**IAMMA**) is pleased to announce its 13th annual conference on Thursday, April 2, 2009. The conference planning committee is working to bring together exciting opportunities for managers, municipal assistants, department directors, students, interns, and other municipal professionals to take advantage of additional educational sessions during this half-day conference. The IAMMA conference will take place immediately following the Young Professionals Leadership Institute (YPLI).

#### Location and Accommodation Details:

##### Renaissance Oak Brook

The Renaissance Oak Brook Hotel epitomizes the trendy, sophisticated ambiance of the Oakbrook Center. A favorite among boutique hotels in Chicago, the Renaissance is 25 minutes from downtown Chicago. It is the ideal hotel for business travel, special occasions, and Chicago vacations. Discover a gem among Oak Brook, Illinois hotels with Renaissance Oak Brook.



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## CORPORATE PARTNER SPOTLIGHT

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### New Wave 311 Platforms Emerge For All Cities

*Jennifer Snyder, Director of Business Development, WebQA, Inc.*

Fueled by lower costs and quicker implementation timeframes, 311 centers for citizen support are expected to climb from 14% of all cities to almost 45% within the next two years.

311 call centers handle non-emergency citizen requests for information and requests for service across all municipal agencies in a city or county government. The 311 platform first emerged in 1996 when, in an effort to reduce non-emergency calls coming into its 911 center, the city of Baltimore spent \$4 million to launch its platform. Within the first two months, the 311 center absorbed 42% of the prior 911 calls and saved Baltimore over \$100 million in its first four years.

Seeing this type of savings, several large cities like Chicago, Houston, Los Angeles, New York and Denver implemented Legacy 311 platforms for their citizens over the next ten years. These platforms involved vendors like AT&T, Motorola, Oracle and Lagan.

But according to the newly published International City/County Manager Association (ICMA) report on 311, other cities have shied away from 311 because they cost several millions of dollars, required application for a 311 number and took 12 to 18 months to install.

Over the last four years, vendors such as Qscend, Comcate, Intelligov and GovQA have emerged to introduce New Wave 311 Platforms. These new platforms offer new functionality, broader channels, distributed handling, lower costs, emerging technologies shorter installation timelines, and can be implemented with a city designated number rather than a 311 number. All this has made 311 implementations more flexible and available for medium and small cities.

- **NEW FUNCTIONALITY:** Legacy 311 platforms took a citizen's request for service, entered it into a system and routed it to the appropriate department for servicing. Today's New Wave 311 platforms expand this service request capability even further and add even more features.
  - Requests for Service: Requests for service in today's New Wave 311 environment use escalation rules and routing, workload balancing and concurrent workflow processing to ensure that requests for service are handled more quickly, completely and consistently.
  - Requests for Information: Knowledgebase technologies in today's New Wave 311 centers dynamically grow over time to continually accommodate new and updated information that is used to auto-answer citizen questions.
  - Need for Communication: Today's New Wave 311 centers log citizen registration for newsletters, alerts, surveys, calendared events or other potential outbound communication.
  - Desire for Notification and Lookup: Today's New Wave 311 platforms maintain an ongoing dialogue with citizens about any status by automatically issuing an email or call about the status or providing lookup access online through a citizen portal.

- **BROADER CHANNELS:** Today's New Wave 311 platforms not only handle phone support like typical Legacy Platforms, but also manage web, interactive voice response (IVR), email and voicemail interaction. This gives citizens the flexibility of communicating with the city or county through a variety of channels 24/7.
- **DISTRIBUTED HANDLING:** Even though today's New Wave Platforms centralize all information in one system, they operate on a hosted platform that allows for distributed operation across several departments – no longer requiring a single, centralized call center.
- **LOWER COST:** Initial legacy 311 platforms required heavy customization integration and project management – so much so that costs for system requirement definition, development, testing, implementation and training were too prohibitive for medium and small cities. Since then, with now over 73% of citizens accessing the internet according to the April 2008 Pew study, several business models have emerged to lower 311 costs:
  - Software-as-a-Service operating models now help to reduce maintenance and support by leveraging processing capabilities across several installations.
  - Self-service technologies over the web and IVR platforms transferred the work of answering questions and making requests to the citizen – promoting the growth of unmanned 311 implementations.
  - Web services technologies allow easy integration with existing systems and automatic number identification (ANI) platforms.
  - Low cost New Wave 311 platforms helped cities and counties quickly identify and test requirements in a real operating environment so that risk of specification errors for any type of expensive platform can be reduced significantly.

The result is that New Wave 311 platforms are able to reduce costs from millions of dollars to less than \$20,000 per year (see chart) and could selectively add functionality when needed and where needed.

- **EMERGING TECHNOLOGIES:** In addition to new functionality, broader channels and lower costs, technologies have emerged to promote citizen self-service and lower 311 operating costs:
  - Voice Recognition is being introduced in unmanned 311 centers to take citizen requests for information or service in a more familiar fashion than tapping numbers on a phone.
  - Text-To-Speech (TTS) technologies combine with Voice Recognition to help citizens retrieve knowledgebase information or make a request using natural language discussions. TTS is necessary to provide immediate up-to-date feedback when knowledgebase information is constantly being updated.
  - Mobile presentation technologies allow citizens to access self-service web 311 support from almost any location through their cell phones.
- **SHORTER TIMEFRAMES:** The Legacy 311 systems took anywhere from 12 to 18 months to implement. Current New Wave 311 system can be established within just a few months.

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Additionally, the flexibility of New Wave 311 platforms allows them to be tweaked repeatedly to optimal performance.

- **LESS NEED FOR 311 NUMBER:** According to the ICMA, 33% of cities avoid providing a 311 service due to the headaches of acquiring a 311 number. Cities involved in New Wave 311 implementations have bypassed this need by simply establishing and promoting their own specific phone number.

While larger cities today consider both Legacy 311 Platforms and New Wave 311 Platforms to service their citizens, more and more medium and small size cities see the benefit to start a path toward citizen service on a less expensive New Wave 311 Platform. Soon they, too, may be handling noise complaints like New York City or garbage questions like Denver with the same skill and ease.

## New Wave Direction for 311

	Population (000's)	Year Installed	Cost (\$000's) *	
			Full	Platform
<b>Legacy 311 Platform Approach</b>				
Baltimore, MD	631	1996	\$4,000	\$1,200
Chicago, IL	2,833	1996	\$5,000	\$1,500
San Jose, CA	930	2001	\$1,200	\$360
Houston, TX	2,144	2001	\$2,500	\$750
Los Angeles, CA	3,850	2002	\$5,000	\$1,500
New York, NY	8,214	2003	\$23,000	\$6,900
Denver, CO	588	2006	\$1,040	\$312
Newark, NJ	281	2008	\$1,100	\$330

### New Wave 311 Platforms (with or without 311 number)

New Haven, CT	124	2004	x	\$15
Corpus Christi, TX	285	2005	x	\$25
Abilene, TX	115	2006	x	\$15
Danbury, CT	78	2007	x	\$85
Laredo, TX	216	2007	x	\$20
Somerville, MA	75	2008	x	\$100
Naperville, IL	143	in 2009	x	\$18
Glenview, IL	44	in 2009	x	\$10

\* Platform Implementation costs are taken at 30% of full reported cost

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## Call for Nominations: ICMA'S 2009 Annual Awards Program

ICMA's Annual Awards Program honors creative contributions to professional local government management and increases public awareness of the value of professional management to the quality of life in our communities. An independent Awards Evaluation Panel comprised of 17 U.S. and International ICMA members selects the awards recipients each year.

Nominations are now being accepted for the 2009 Annual Awards Program. Professional Awards recognize individual achievement while Program Excellence Awards are presented to local governments and their chief administrators in recognition of creative and successful programs. U.S. and International members are encouraged to submit nominations to the Awards Evaluation Panel.

ICMA's Professional Awards recognize individual achievement that may have been accomplished through tenure with a number of local governments or organizations. An individual may be nominated to one of four Professional Award categories:

- Award for Career Excellence in Honor of Mark E. Keane
  - Eligibility: ICMA Full Membership, a minimum of 10 years of executive, senior-level service to the profession, and endorsement by a past or present elected official.
- Award for Career Development in Memory of L.P. Cookingham
  - Eligibility: ICMA Full Membership
- Assistant Excellence in Leadership Award in Memory of Buford M. Watson, Jr.
  - Eligibility: ICMA Membership and endorsement by CAO. Must be a full-time assistant reporting to a chief local government administrator or department head who has been responsible for significant administrative duties for at least one year (not including internships in conjunction with an academic program).
- Academic Award in Memory of Stephen B. Sweeney
  - Eligibility: Unrestricted.

ICMA's Program Excellence Awards are presented to local governments and their chief administrators in recognition of their innovative and successful programs. Awards are presented to local governments for each of three population ranges: under 10,000; 10,000-49,999; and 50,000 and greater. Each Program Excellence Award category may have multiple recipients. For the first time this year, multi-jurisdictional program submissions will be entered into competition using the population of the largest jurisdiction involved in the program (rather than combining the total populations of each jurisdiction). The Awards Evaluation Panel has made this change so that small communities will not be bumped into competition with larger communities. Any local government whose chief administrator is an ICMA Full Member is eligible to receive a Program Excellence Award. To be eligible, nominated programs must have been fully implemented by January 31, 2008. Local governments must limit their nominations to no more than one program in a single category. Categories include:

- Community Health and Safety Awards
- Community Partnerships Awards

- Community Sustainability Awards
- Strategic Leadership and Governance Awards

Full information on all Awards categories, as well as the nominations process may be found on the ICMA Web site at [icma.org/awards](http://icma.org/awards). The deadline for nominations is March 13, 2009. Award recipients will be recognized during ICMA's 95th annual conference in Montreal, Quebec; September 13-16, 2009, and highlighted in a fall issue of ICMA's PM magazine.

## Ethics in the Trenches - Right, Wrong or Grey?

Craig Rapp from ICMA presented an ethics session at the ILCMA summer conference. Over the next few newsletters ILCMA is going to publish the scenarios that were presented and the advice from ICMA on how to handle the situations.

**SCENARIO:** A group of community and elected officials plan to raise a \$100,000 to fund a scholarship program at the local college in honor of the retiring mayor. They ask the city manager to send a fundraising letter to city vendors and businesses to raise money for this worthy cause. Do you do this?

**ADVICE:** The reality of local government today is that "public" doesn't work without the "private". ICMA members are often asked to raise funds for professional association conferences, statewide ballot initiatives, community projects, and other interests. Recognizing that raising funds can create ethical dilemmas for local government managers, the ICMA Committee on Professional Conduct developed guidance for members.

These principles apply to all fund-raising activities:

#1. Seek no favor. Tenet 12 of the ICMA Code of Ethics and its guideline on gifts remind members to avoid soliciting money if the individual or the individual's organization might view the contribution as a "favor" and expect special treatment from the member in the future. Members should exercise good judgment and refrain from soliciting funds from a business if the business has a specific issue that may be coming before the local government in the near future for action or a decision.

#2. Refrain from asking employees to donate. It is appropriate for members to provide employees with information about the cause and to give them an opportunity to donate if they so choose. However, directly asking a subordinate to donate may create a situation where employees feel uncomfortable or even coerced into making a donation.

#3. Exercise discretion. Members should feel free to decline to participate in fund-raising activities for any cause if they feel it is inappropriate. Some members offer strategic advice on raising funds for certain causes, rather than making direct solicitations.

Local Government Projects Promote transparency in the process by taking these steps:

- Obtain governing body approval for the fundraising effort.
- Provide clear guidance and direction to staff who may be engaged in fund raising.
- Publicly announce that a fundraising campaign is under way and outline the parameters of the campaign in writing.
- Regularly report on the sources and amounts of donated funds and services.

# City/County Management in ILLINOIS



## IML MANAGERS MONTHLY COLUMN



### Is Your Local Pension Fund in Compliance With the New Pension Law?

By: *Joe McCoy, Senior Legislative Advocate, Illinois Municipal League and Mike Allison, Village Manager, Vernon Hills*

Illinois municipalities with police and/or firefighter pension funds won a significant victory within the realm of public employee pension policy during the 2008 Legislative Year when P.A. 95-950 was signed into law on August 29. This notable success was achieved in part as a result of the concern and activism of municipal managers. The changes in law take on an increased importance as we address critical funding issues in our current economic environment.

The pension reforms within the new law make several changes to the statutes that govern the downstate and suburban municipal police and firefighter pension funds. Two important legislators who aided our efforts to pass these reforms were our sponsors, State Representative Mark Beaubien and State Senator Susan Garrett. The leadership of influential House Majority Leader Barbara Currie was also instrumental in paving the way for reform.

During our meetings with Representative Beaubien, he emphasized the difficulty of explaining pension issues to his fellow legislators. Representative Beaubien commended the Illinois Municipal League effort and encouraged our continued work in the future, which includes speaking to our respective legislators on changes proposed in future legislation.

The changes within the new law were sought as part of an effort to proactively address the stability of the municipal public safety pension funds. The fiscal challenges facing these pension funds were first noted in a comprehensive study published by the Illinois Municipal League entitled Fiscal Analysis of the Downstate and Suburban Police, Fire and IMRF Pension Funds (February 2007). In keeping with the League's ongoing and valuable partnership with the ILCMA, the study was initially released during the 2007 ILCMA Winter Conference in East Peoria.

The new pension law, which carried an immediate effective date, contains several key reform provisions. Some of these provisions apply to the services and information provided by State agencies and commissions. Other provisions within the new law, however, will directly impact your municipality and your police and fire pension boards. These latter provisions require your attention for purposes of aiding your pension funds in achieving compliance.

To facilitate the proper effectuation of the new law, the Illinois Municipal League has worked with its Managers Committee to develop and publish a compliance guide. This user-friendly document is entitled Municipal Public Safety Pension Reforms: What Your Municipality Needs to Know About the New Law. Municipal managers or administrators within municipalities that have a police and/or firefighter pension fund were among the officials mailed a copy of the guide in November of 2008. The pension reform compliance guide is also available for download via the "Legislative" link on the IML website at [www.iml.org](http://www.iml.org).

The compliance guide consists of seven sections. The first section provides a complete index of each provision within the new law

and serves as a good overview of the statutory changes. The remaining six sections offer a more detailed explanation of key statutory provisions along with specific actions that should be pursued by municipal governments to ensure that their pension boards are compliant with the new requirements. These sections are as follows:

- Understanding and Making Public the Annual Pension Fund Report
- Contract Requirements for Professional Services
- Fiduciary Conflicts of Interest
- Gift Ban
- Role of Municipal Treasurer in Calculating Article 3 (Police Benefits)
- Sharing IDFPF Compliance Audit with Mayor/Village President

Each of these sections should be carefully reviewed and properly understood by municipal officials. In particular, the expansion of the annual pension fund reporting requirements, along with the strong recommendation that this information be published for public review, is a critical provision that promotes "sunshine" and disclosure regarding how taxpayer money is being allocated and managed.

One of the goals behind the pursuit of these pension reforms has always been to encourage municipal management to forge a closer relationship with local pension boards as a means of jointly pursuing effective and responsible fiscal stewardship. The pension reform compliance guide has been designed for this purpose. Please consult and utilize this important tool.

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### Park Township, MI, Township Manager

Township Manager. Park Township, MI (17,579) Salary: DOQ, Salary range \$65 to \$80K + excellent fringe benefits. New position. \$4.4 million budget; strong fund balance, 13 FT employees. Park Township is a beautiful, well-established, family-orientated community located in the dynamic Holland Michigan metro area of prosperous Ottawa County. Park Township boasts six miles of beaches along a pristine Lake Michigan shoreline, many wooded acres and farm land, and offers endless recreational opportunities along with the exciting entertainment options and cultural offerings in nearby cities. Excellent K-12 schools and nearby higher education including Hope College, a prestigious four-year institution, and other major colleges/universities in southwest Michigan. Visit [www.parktownship.org](http://www.parktownship.org) or [www.mml.org](http://www.mml.org) for additional information about this great community and excellent employment opportunity. BA or Masters degree, Manager or Assistant local Government Manager experience preferred. Excellent communication skills and excellent community, business and employee relations skills are required. Apply by 2/19/09 with resume, letter of interest, salary history and 5 employment references (list reference's home/cell/business numbers if possible) to PARK TOWNSHIP SEARCH, c/o Michigan Municipal League, 1675 Green Road, P.O. Box 1487, Ann Arbor, MI. 48106-1487. Email applications not accepted. Applicants may request confidentiality as allowed under MI. law. EOE

### Village of Hampshire Police Chief

The Village of Hampshire (2003 population: 3,815; current estimate: 6,000 +/-) seeks an experienced, innovative and dedicated individual to lead its Police Department. The Village of Hampshire is a growing community located in northwest Kane County, bordering Interstate 90. The Police Chief is appointed by the Village Board and reports to the Village Administrator and is responsible for the leadership and direction of the Police Department with 12 full-time sworn officers, two part-time civilians, and an operating budget of \$1.3 Million. The successful candidate will possess the following:

- Demonstrated experience and ability in all principles and practices of police unit operations and administration including budgeting, personnel management and labor relations.
- Strong interpersonal, written and oral communication skills.
- The ability to build consensus and work in an organization focused on customer service.
- A minimum of five to seven years of progressively responsible experience working in a supervisory or management capacity.
- A Bachelor's degree in Criminal Justice, Public Administration, Law Enforcement or a related field is preferred, but not required.
- A valid Illinois Driver's License.
- The starting salary for this position is \$85,000 - \$90,000 plus an excellent benefit package. EOE MFDV.

Apply by Friday, March 13, 2009 with a cover letter, resume, and five references to: Village of Hampshire, Attn: Eric Palm, Village Administrator, 234 S. State Street, PO Box 457, Hampshire, IL 60140. For more information on the Village of Hampshire, visit [www.hampshireil.org](http://www.hampshireil.org)

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# City/County Management in ILLINOIS

## Village of St. Joseph Village Administrator

**JOB DESCRIPTION:** Reports to Mayor and 6 Trustees. The Village of St. Joseph, population 4000, is a growing community located in East Central Illinois. Send resume, references and salary history by April 1, 2009 to: Village of St. Joseph, P. O. Box 716 St. Joseph, IL 61873. **SKILLS REQUIRED:** The Administrator is responsible for planning, organizing and directing all Village activities. Duties include budgeting, long range planning, public relations and regulatory compliance, and 6 full time employees. BA or MA in public administration or related field and five years of increasingly responsible managerial and /or supervisory experience, preferably in the public sector. The successful candidate will be required to live in St. Joseph. **COMPENSATION:** \$60,000 – \$70,000, plus benefits. **EMPLOYER AND CONTACT INFORMATION:**

Village of St. Joseph  
P. O. Box 716  
St. Joseph, IL 61873  
Telephone (217) 469-7371  
Fax (217) 469-7019

EMPLOYER WEB PAGE: [www.stjosephillinois.org](http://www.stjosephillinois.org)

## Village of Woodridge Village Administrator

Woodridge, IL (population 35,921). Growing, progressive, and nationally recognized community located in DuPage, Will, and Cook counties seeks progressive and collaborative professional to lead its organization consisting of 161 full time equivalent employees. Woodridge is located 30 miles southwest of downtown Chicago with its neighboring communities including Naperville and Downers Grove. The Village's current Administrator is retiring in the spring of 2009 after 20 years in the position. The Village Administrator is appointed by the Mayor with the advice and consent of the Board of Trustees. The Administrator is responsible for the daily operations of the Village including the appointment of the department heads with the concurrence of the Village Board. The Administrator is responsible for the appointment of all other employees not governed by the Board of Police Commissioners. Woodridge is a full service community with the exception of Fire Protection and EMS Services which are provided by three separate Fire Protection Districts. The community is fiscally sound with a \$42.5 million annual budget and a AA+ bond rating from Fitch and Aa2 from Moody's. The Village is seeking candidates with a record of collaborative leadership, fiscally sound management of resources, and the successful administration of results-oriented programs in a full-service community. A bachelor's degree in public administration, urban management, or related field is required plus seven years increasingly responsible public management experience as chief executive or Asst. CAO in similar community or larger community or combination of relevant experience and training. Master's degree in Public Administration or Business Administration is highly desired. Credentialed Manager designation a plus. Outstanding organizational skills, plus proven interpersonal communication skills that emphasize inclusiveness and a commitment to the Village's mission and goals. Residency required. Starting salary \$150,000 +/- DOQ. Submit résumé, cover letter with salary history and five references by March 15, 2009 to Heidi Voorhees, President, The PAR Group, 100 N. Waukegan Road, Suite 211, Lake Bluff, IL 60044. TEL: 847/234-0005; FAX: 847/234-8309; email: [resume@pargroupltd.com](mailto:resume@pargroupltd.com).

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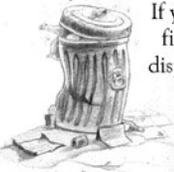
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## City/County Management in ILLINOIS



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