

# **City/County Management** in ILLINOIS

Strengthening the quality of local governance through professional management

November 2010

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# Calendar of Events

For complete details on events please visit the ILCMA calendar at www.ilcma.org/currentevents.aspx

November 4 & 5, 2010 **Downstate/SWICMA Joint Meeting** Fairview Heights, IL

November 17, 2010 IAMMA Brown Bag Luncheon Burr Ridge Police Station

November 18, 2010 **Metro Manager Meeting** Lombard, IL

November 18, 2010 **ILCMA Professional Development** Lombard, IL

December 8, 2010 IAMMA/Metro Holiday Luncheon Lombard, IL

January 20, 2011 **Metro Luncheon** Lombard, IL

March 17, 2011 **Metro Luncheon** Tinley Park, IL

March 31 – April 1, 2011 **ICMA Midwest Regional Meeting** Novi, MI



## President's Column

#### **Promote the Profession Committee**

Last year, the Promote the Profession (PTP) Committee began to refocus its efforts, working to develop ways that ILCMA could help to promote the importance of professional local government management to those who might be entering the profession (the so-called "Next Generation" for all you Trekkies out there...), and also find ways to reinforce the importance of established professionals in the field. Last year, we did a lot of planning. This year, we're putting those plans into action.

Maintaining our dual focus – next generation and those already in the profession – shaped our goal setting for this year. The committee has set some lofty goals, and I'm pleased to say that we are making some great progress.

1. Amplify awareness of professional management to our communities by developing a "how to" manual to highlight ways that managers, new and experienced, can reinforce their important role in the community. Provide this manual to members through the ILCMA website and present at a conference session.

The subcommittee working on this effort consists of Melissa Bohse (Woodridge), Bob Franz (retired), John Kolata (retired) and Adam Simon (Ancel Glink). As a first step toward developing this "best practices" manual, the subcommittee has developed a survey (http://www.surveymonkey.com/s/HDG8VLH) that we hope will help us gain some valuable insights and experiences that managers might be willing to share with their colleagues. We encourage you to use the link above to participate in the survey and share your thoughts to support our efforts to gather valuable information. We will be developing the "how to" manual and hope to have it available to the ILCMA membership by summer 2011.

2. Amplify awareness of professional management to elected officials by increasing exposure to the profession through development and publishing of three to five articles in COG newsletters that highlight success stories and positive relationships between managers and elected officials. Explore other ways to continue to reach out to elected officials, new and experienced, to reinforce the importance of professional management.

The subcommittee working on this effort consists of Jenny Maltas (Deerfield), Kendal Dean (Northbrook), Dane Bragg (Buffalo Grove) and me. The subcommittee is working on developing a series of articles to be run in various publications that we hope to have running by the end of the calendar year. With another round of municipal elections coming up in the spring, these articles will be timely in that they will highlight the exceptional contributions professional managers have made in their communities across the state

- 3. Research next generation initiatives from other states and work with IAMMA to develop similar programs here.
- 4. Encourage and assist with IAMMA's efforts toward promoting the profession to the next generation by encouraging ILCMA members to support and participate in their events and initiatives. Both of these goals are interrelated. While we plan to continue to support the IAMMA Membership Development Committee's efforts to reach out to the next generation through college career fairs and other means, both the ILCMA Board and the PTP Committee wanted to spend some time focused on initiatives in other states, using those as models for us to develop ways that we in Illinois can do a better job of reaching out to those interested in pursuing a career in local government. Julia Cedillo (LaGrange Park) and Beth Jacobsen (Elk Grove Village) have begun the process of researching next generation initiatives in a dozen states across the country and are reaching out to universities to develop more formalized relationships between ILCMA, IAMMA and their programs. We hope to open some new doors with this outreach program.
- 5. Take steps to reach out to those currently in the profession and may be struggling with wanting to remain in the profession in an effort to keep talent in the field of professional local government administration.

Acknowledging that these times are difficult for those in public service, as a full committee we will be looking at ways to be both advocates and resources for those who might not be sure if professional management is the field they want to continue with. In a field already experiencing a shortage of professionals, we want to make sure we help in any way we can to retain talent in local government management whenever possible.

I am personally excited about the opportunities and challenges that this year's PTP Committee will be addressing. Please feel free to reach out to me at Kiraly@northbrook.il.us if you have thoughts or concerns (or if you'd like to help out!). We have a busy year ahead of us, but we are looking forward to working on these initiatives and others.

Phil Kiraly, Chair Assistant Village Manager/Northbrook

# Pulitzer Prize Winning Columnist, *Chicago Tribune's* Clarence Page Secured as ILCMA Winter Conference Keynote



Clarence Page, the 1989 Pulitzer Prize winner for Commentary, has been scheduled as the keynote speaker for the ILCMA Winter Conference. The conference will take place Feb. 23 – 25, 2011 at Jumer's in Rock Island. Mr. Page will present "A View from Washington", which will address what local government can expect from the new Congress.

Mr. Page has been a columnist and a member of the *Chicago Tribune's* editorial board since July 1984. His column is syndicated nationally by Tribune Media Services in close to 200 papers. He has been based in Washington, D.C. since May 1991.

Page is also a regular contributor of essays to *The News Hour* with Jim Lehrer and *News and Notes* with Ed Gordon on National Public Radio. He has hosted documentaries on the Public Broadcasting System and served as a regular panelist on national programs including ABC's This Week and BET's weekly Lead Story news panel program.

Page was a reporter and assistant city editor for the *Chicago Tribune* from 1969 to 1980. He joined WBBM-TV in August 1980 as Director of the Community Affairs Department and worked as a reporter and planning editor at the station from August 1982 to July 1984.

Page's awards include a 1980 Illinois UPI awards for community service for an investigative series titled "The Black Tax" and the Edward Scott Beck Award for overseas reporting of a 1976 series on the changing politics of Southern Africa.

Page also participated in a 1972 Chicago Tribune Task Force series on vote fraud which won the Pulitzer Prize. He has received public service awards from the Illinois and Wisconsin chapters of the American Civil Liberties Union for his columns educating readers on constitutional rights.

His book Showing My Color: Impolite Essays on Race and Identity (Harper Collins) was published in 1996. As a freelance writer, he has published articles in Chicago Magazine, the Chicago Reader, Washington Monthly, New Republic, Wall Street Journal, New York Newsday and Emerge.



# Who's Who Directory Update

Roy Witherow has accepted the position of Assistant Village Administrator for the village of Lake Zurich. He was formerly the Village Manager in Lyons. His new contact information

is: Roy Witherow

Assistant Village Administrator Village of Lake Zurich 70 East Main Street Lake Zurich, IL 60047 witherow@volz.org

Eric Palm started his new position as village administrator for the village of River Forest on November 1. His new contact

information is: Eric Palm

Village Administrator Village of River Forest 400 Park Avenue River Forest, IL 60305 Work: (708) 366-8500 epalm@river-forest.us

# In Memoriam



Patrick R. Burelle "Rick", age 54, of Algonac, Michigan, formerly of Ferndale, passed away September 27, 2010. Rick was the former City Manger of Algonac, Aledo, Illinois, Lyons Illinois, and Sarasota, Florida, as well as Building Inspector in West Warwick, Rhode Island and Code Enforcement Officer in Hazel Park. ILCMA sends its condolences to his family and those who knew Patrick.

# **Welcome New Members!**

Daniel Streed, City of DeKalb, Planning/Administration Intern Carlo Cavallaro, USAgain, LLC,

W. Bryan Soady, Statehouse Solutions

Wesley Lujan, Union Pacific Railroad Company, Director Public Affairs Corporate Relations

Brett Barganz, Village of Glenview, Assistant to the Director of Public Works

Walter Magdziarz, Town of Cortland, Town Administrator

# **Corporate Partner Spotlight**

As part of the "Friends of ILCMA" Corporate Partnership Program, partners at the highest level get the opportunity to submit a one-page written educational piece in the ILCMA newsletter.

# Managed IT Services, What Does it Mean?

By Mark Rhodes, Current Technologies, VP – Operations, IT Solutions

A Managed Services Provider (MSP) can provide your organization with Managed IT services including monitoring, regular proactive patching and maintenance of systems, as well as remote and onsite IT support. Typically MSP's charge a flat rate for services based on the size and complexity of your environment.

The benefits of engaging with an MSP are numerous. MSP's will provide proactive network monitoring with 24x7 alerting and response. Monitoring systems will allow the majority of issues to be addressed before they become serious and result in downtime or performance issues. MSP's will setup a means to ensure that software updates and patches are applied on a routine basis to reduce security risks and ensure that applications operate trouble free. MSP's can provide the bulk of their services remotely; however there are certain tasks that are best taken care of onsite.

Managed Services can in many cases lower your IT support costs if you are currently operating under one of the below models:

- 1. You obtain support from an IT services provider only on a reactive, ad-hoc basis
- 2. You have a dedicated in-house IT department with one or more staff
- 3. You have an employee who is tasked with handling IT support, but IT support is not their primary job function

If you are currently receiving only reactive, ad-hoc support from an IT services provider, you will find that Managed Services will provide you with a more proactive approach. The MSP will have a level of accountability for the performance of your systems. When an MSP engages with a customer, they assess the existing environment and will be able to make any upfront recommendations with regard to improving your IT infrastructure. Most often, the improvements suggested will have an attractive return on investment and result in lower costs to support the environment.

Some organizations have dedicated in-house IT staff and find that the actual work effort required to maintain the environment leaves staff idle at times. A good MSP will be able to provide an analysis of the organization's IT support needs and compare your current in-house IT staffing to an MSP arrangement. The MSP's analysis should detail the differences in level of service and costs in comparison to what you are spending today. In some cases a hybrid arrangement is a good solution, where an in-house employee is onsite daily and the MSP arrangement provides for the

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proactive network monitoring and oversight, coupled with routine onsite services from an IT specialist.

Many organizations have an employee tasked with handling IT support, when IT support is not their primary job function. You may desire an MSP arrangement to allow that individual to focus more of their time on their primary job functions. An MSP arrangement can free that employee from the burden of research and training to keep their IT skills up to date. An MSP should typically afford the organization an even higher level of skill, as the services would be provided by an IT specialist fully dedicated to IT support, with a depth of experience and knowledge to draw on from many similar organizations they support.

#### Benefits to hiring an MSP:

**Proactive Response & Monitoring** – Most IT issues are proactively addressed via remote services before they impact performance. Monitoring allows MSP's to more quickly troubleshoot issues, spot trends, and calculate and plan for growth.

**Greater Productivity** – Fewer reactive calls from users for support due to proactive monitoring and support methods.

**Depth of Knowledge** – You tap into the knowledge of a complete group of IT specialists.

**Cost Effective** – Often a better value when compared to the costs of hiring and managing onsite IT staff when considering the high level of skills and overall management oversight the MSP should provide.

**Security** – Awareness of current security threats and the means to protect against these threats is crucial to reducing risk.

#### What to look for in an MSP:

**Integrity** – Is the firm well respected? Does the firm have excellent references from organizations that are similar to yours?

**Expertise** – Does the firm have a wide variety of skills in the technologies that you have in place? Has the firm invested the time and ongoing training to maintain vendor certifications with industry leaders such as Microsoft, Cisco, Dell, HP, and VMware? **Management** – Have you met with the management of the firm to understand how they hire, train, and retain their employees? What is their attrition rate?

**Local Presence** – The MSP should have an onsite component in their offering for the tasks that are best performed onsite and for face to face discussion. This onsite visit could be one or more days per week or perhaps a quarterly onsite visit for a very small environment.

Reduced risk, reduced cost, and a better experience for end users are the benefits of a successful MSP arrangement.

For more information please contact: Current Technologies, Mark Rhodes, VP – Operations, IT Solutions Phone: 630-388-0240 www.currenttech.net

# **Corporate Partner Spotlight**

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# The Case for Municipal Public-Private Partnerships

By Michael Behm, AIA, and Emily Portugal, Leopardo

At the start of 2009, the Village of Matteson was like many other Illinois municipalities. It needed new facilities to meet the demands of its residents and businesses, but struggled to find capital in the face of a global economic recession. The Village's population base had grown rapidly in prior years, necessitating more community services, but it couldn't justify the cost of a new facility while the economy was weighing so heavily on its constituents.

By mid-2010, Matteson had distinguished itself from other Illinois municipalities by discovering a win-win-win solution. The Village implemented a public-private partnership by joining forces with construction manager Leopardo Companies, Inc. and Greenwood Management Partners, which served as the owner's representative and community liaison, to bring new life to a stalled community development project. Leopardo successfully sourced the capital the Village needed and facilitated a competitive bond financing deal together with First Trust Portfolios. Plus, an unprecedented and comprehensive construction delivery method was utilized to serve as a local economic stimulus package by employing local subcontractors, suppliers and workforce. With increased morale and new jobs created, the community rallied around the development project. Soon, ground was broken on a new \$21 million, 61,000-square-foot recreation center designed to offer several new services and activities to residents of all ages. The Village of Matteson was thrilled by the quick progress, community involvement and the anticipation of the center's new programs and classes. The public-private partnership succeeded in serving as a local economic stimulus package.

All Illinois municipalities need new facilities – village halls, police stations, fire stations, libraries, public works, emergency operation centers, recreation centers – but the reasons why vary. Some need to meet the demand of a larger population base; some need to modernize or replace existing, decades-old facilities; some simply just want to remain economically competitive and continue improving residents' quality of life. Understandably, the down economy has made real estate development and construction much more challenging for many municipalities. However, despite the economic challenges, there has never been a better time to build than now because construction costs and bond rates are temporarily sitting at historic lows.

To circumvent today's economic challenges and build new facilities, municipalities need innovative development ideas and strategies. Thinking outside the box, municipalities should explore building new facilities in collaboration with other neighboring communities, local organizations, schools, libraries and the private sector. For at least the next several years, the best and perhaps the only way to move new facility projects forward will be with public-private partnerships and intergovernmental relationships.

With regard to public-private partnerships, the benefits are numerous and include:

**Risk transfer** – Depending on the delivery method, most or all risk associated with scheduled completion, construction costs and design costs are assumed by the builder and/or design-builder retained for your project. The contractor assumes the majority of the risk in the design-build delivery.

Time and cost savings – A partnership with a sophisticated real estate and construction partner will allow early involvement, planning and creativity in determining the quickest and most economical path to completion. The right partner will also provide cost certainty for sound budgeting and planning purposes. Preconstruction is the critical ingredient to cost-effective and time-efficient building. A precise roadmap is developed to help municipalities better understand and visualize progress and true costs of a project from concept to completion. Even more time and cost savings can be had if the municipality utilizes the design-build delivery method, which streamlines a project by overlapping the design and construction phases with the contractor assuming the majority of the risk.

Private sector innovation - With the bottom line always in mind, the private sector has perfected the art of maximizing revenue and optimizing operations. One page municipalities should copy from the private-sector book is integrating more revenue-generating space and features in mixed-use developments. The solution for controlling costs isn't always in the size of the building; it's also how you use it. Adding rentable square footage, such as firstfloor retail space, or converting a non-rent producing space, such as a rooftop terrace, into a rent-producing area will earn the municipality additional revenues to justify upfront costs. Other revenue generating considerations include incorporating cellular or communication technology on the building's roof, or moving the mechanical systems to the roof to free up valuable floor space. If the building is in a high-profile location, like a central business district with great viewership by foot, train, car or boat, then there are sizable marketing and advertising revenues to be earned.

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# Can City Renewal Really Be Funded Without Capital Outlay?

By Becky Werra, Siemens Industry, Inc.; Building Technologies

It not only can be done, it is being done. And, most important, many are predicting it will become the key to sustainability for every local government entity in the United States. The concept of Performance Contracting, or "PC," has lain dormant among most cities for decades primarily because its methodology and application were misunderstood. Performance contracting provides public entities with a means of leveraging the equity that is locked up in their assets to make energy and other infrastructure improvements, all without tapping cash or raising funds. In most public infrastructure improvement cases where there was no capital available, PC was the sole means of getting the job done. In other public and private sectors, PC has proven itself as the primary delivery agent in freeing up hidden capital to fund much needed efficiency and service improvements for aging city facilities. In these times of shrinking budgets and mounting constituent scrutiny, city officials have a more difficult task than ever in meeting the challenges of sustainability. But there are a few 'pioneers' just beginning to wake up to an old and often overlooked solution to infrastructure improvement that breaks the vicious cycle of budget constraints. These visionaries are benefiting their respective city constituents by discovering innovative ways to finance projects without affecting existing budgets.

Anyone who is concerned about their city's quality of services to constituents is well aware of the challenges in preserving and maintaining their buildings. Courthouses, city streets, law enforcement and other public service facilities have relentless needs to be kept in top physical and aesthetic condition. Unfortunately, in most cases, it is a frustrating and often neglected discipline that adds to the nation's mounting statistics of deferred maintenance. Equally important, everyone involved with city government understands that aging infrastructures — facility HVAC and lighting systems, street lighting, water and sewage systems, etc.— all pose significant opportunities for conservation and savings, if the capital is available to fund the improvements.

#### **PC Structure**

Not designed as a "quick-fix" scheme, PC was originally created as a solution exclusively for energy efficiency initiatives for those public entities that found it difficult or impossible to fund such projects. However, since its origin, the PC has evolved and been reshaped to include energy and operational efficiencies that reduce the costs associated with operating a public entity. This is a critical distinction of which some city officials are still not aware. The first PC was authorized by the Ohio State Legislature in the 1980s when the state created its landmark House Bill 264. Since then, virtually every state (IL Compiled Stature; 50 ILCS 515) has followed suit to enable public entities such as cities, park districts, libraries and government agencies to negotiate a resolution for their own issues of asset waste. Most recently, this issue has become known as "sustainability," which by today's standards translates into continuous infrastructure renewal.

#### Redefining the PC

Essentially, performance contracting has emerged as a key delivery agent for sustainability. By its latest definition, PC is a contract that guarantees performance for not only public entities, but also for industry, healthcare and higher education as well. The PC provides operational equipment upgrades and replacements by an energy services company without upfront cash expenditures. The PC is self-funding, in that the improved efficiencies and resulting savings pay for the project throughout the contract's term. Therefore, under a PC, a city would simply redirect funds from savings to meet project payments as they come due. The service provider handles the financing and assumes all of the risk; if the augranteed savings fall short, the provider makes up the difference. As a means of procurement, the PC is a methodology of financing a capital improvement project out of a city's operating budget. The procurement aspect, in its simplest terms, means the PC must find ways to reduce energy and operational waste recommend ways to effect the savings, then finance the funds necessary to pay for the improvement measures using the future savings as collateral. The procurement aspect frees the city from the financial risk and from the burden of having to go to the taxpayers for more money. As a means of restoration, PC is a city's mechanism for exciting, new facility and technology infrastructure modernization and upgrades. Certainly, energy-related projects are included, such as building automation, energy conservation and energy cost reduction. But it can and often does include other operational cost reduction, structural and productivity improvements, fire alarm/ life safety and security systems, utility cost management and water management. The extent to which your city chooses to use a PC can be governed by both need and imagination. Examples of services and improvements that could be included in your city's performance contract:

- Security systems
- Capital improvements
- Electrical systems
- Energy consulting services
- Energy control and management systems
- Energy recovering systems
- Fire alarm/life safety systems
- HVAC equipments
- Street lighting
- Traffic signals
- Water conservation and treatment
- Waste disposal and management
- Renewable energy
- Water meter technology

#### Conclusion

PC can be the key to sustainability for every city in the United States. The benefits are many. It can allow much-needed capital improvements to be made within the existing budgets while freeing up time and money, which can be better, spent on constituents. Performance of the PC is guaranteed, which ensures accountability of the results. Your budgets are controlled via reduced expenditures. Your city will be better able to accommodate facility changes with less time spent trying to find funding sources. Best of all, your city taxpayers won't be bothered by new taxes and can enjoy higher levels of comfort, safety and aesthetics right along with energy and resource conservation.

# The Return of the General Assembly: Key Issues Facing Local Governments

By: Joe McCoy, Senior Legislative Advocate, Illinois Municipal League and Russ Loebe, Manager, Village of New Lenox



With summer giving way to fall, we are fast approaching the return of the General Assembly to Springfield. The General Assembly will convene the fall Veto Session on the days of November 16-18 and November 30-December 2.

The 2010 Veto Session could make for fascinating political theater in the wake of the

November 2 General Election. Some of the biggest questions are how the legislature will greet a newly-elected Governor Quinn or Governor Brady when it first convenes subsequent to the elections? Will the General Assembly take any action to begin addressing the State's \$13 billion budget deficit? And regardless of which candidate for Governor prevails, how will any substantial turnover among legislators affect votes on a key issue like the budget? And will the General Assembly consider taking state-shared municipal revenues as part of a potential budget "solution?"

We can only speculate as to the new dynamic and how it might affect the direction of state budget policy. This remains certain, however: the IML will be steadfast in opposing any effort by the state to cut into state-shared local government revenues. Protecting these revenues is imperative for local governments.

There are a few issues of interest to municipal governments that will almost certainly arise during the Veto Session that remain separate from a possible debate over the state budget.

It is fully anticipated that the General Assembly will consider public safety pension reform. The IML participated with our partners in the Pension Fairness for Illinois Communities Coalition in testifying on behalf of a modified pension system for new hires before a House Sub-Committee on September 21. During the hearing, legislators were presented with a 51-page report that includes specific reform proposals and key statistical data to buttress the argument that the time for pension reform is right now. This report, as well as a story about the pension hearing, can be read at www.iml.org. At this time there is uncertainty surrounding what will actually be written into a pension reform bill. Management and labor could very well remain in the dark about any specifics until the bill is officially introduced for consideration in late November. It is important that you contact your legislators and urge that any reform bill refrain from including language to impose financial penalties on municipal governments that could jeopardize critical state-shared revenues such as LGDF monies.

Another important issue for municipal governments is FOIA. The IML will be actively engaged in an effort to override the Governor's amendatory veto of HB 5154. Prior to the FOIA re-write of 2009, personnel records were exempt from FOIA. This exemption ensured that personnel records were private and used for purposes that include the evaluation and improvement of employee performance. Substantial confusion has resulted concerning how to approach the disclosure of these often sensitive personnel records since the FOIA

# **IML Managers Monthly Column**

overhaul eliminated the exemption. The teachers managed to have the exemption restored for their profession through legislation. HB 5154 would have once again extended the exemption to all employees of local government. Unfortunately, the Governor chose to exercise his amendatory veto power to limit the exemption to only law enforcement personnel. Consequently, local governments remain awash in confusion over how to treat what can be private and sensitive records. The IML will be working to override the Governor's Amendatory Veto of HB 5154 and, in so doing, exempt personnel records from FOIA disclosure requirements once and for all.

One other issue that could arise during the Veto Session is an effort to expand the applicability of the Illinois Prevailing Wage Act. HB 6112 is an effort by the Teamsters Union to extend the prevailing wage to a certain class of truckers who transport aggregate or excavated materials to or from a public works site. If the bill ever becomes law, the costs borne by public bodies for public works projects will increase. HB 6112 passed the House last spring and is presently in the Senate.

These are the known issues that municipal governments will likely contend with during the 2010 Veto Session. Every municipality is urged to make its position known on these issues by calling, writing, or e-mailing their House or Senate members. Please visit the IML website at www.iml.org to learn more about these important issues.





# **ILCMA Members Recognized by ICMA**

# Distinguished Service Award Stan E. Kennedy



More than 30 years ago, Stan Kennedy worked with a small group of suburban Chicago city managers to form the groundbreaking "Morrison Group." The Morrison Group met monthly with Dr. David Morrison, a psychiatrist who assists executives in the private and public sector with work/life balance issues. Today the group continues to provide immeasurable support and

training for city managers as they confront challenges in their public and personal lives.

Throughout his career, Mr. Kennedy regularly reached out to colleagues who faced difficulties at work or at home. His warm friendship, sense of humor, willingness to listen, and honest advice and counsel were well received in what is often a lonely time for a city manager.

Mr. Kennedy's concern for his fellow managers extended to his "family" of assistants, the young people whom he mentored, developed, and prepared for the rigors of management. He has also been an unwavering advocate for the advancement of women and minorities in the city management profession.

His commitment to professionals operating in smaller communities led directly to the creation of the "Small Communities" session track at the ICMA Annual Conference. And as one of the first leaders to openly acknowledge the pressures that the profession places on one's family and self, Mr. Kennedy promoted more training and development sessions that would help professionals deal with the rigors of the job and preserve a healthy family life. These "healthy" sessions have become an integral part of state and annual conferences.

Since his retirement, Mr. Kennedy has continued to preach the importance of ethical, professional management and provide support for managers in transition.

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## Strategic Leadership and Governance Award Populations of 50,000 and Greater Schaumburg, Illinois

Ken J. Fritz, Village Manager, and Paula Hewson, Senior Assistant to the Village Manager





To improve the leadership capability of all village staff and develop a pool of high potential employees, Schaumburg's chief administrative officer selected a team to create a talent management plan (TMP). Using the best research available, the team identified five elements as part of the plan and established specific tasks, tools, courses, and deadlines for each:

- Attract the right talent with the right competencies for the ioh
- 2. Engage talent you already have with innovation and challenges
- 3. Build talent through assessment and development
- Promote talent by giving the best performers the biggest opportunities
- Retain talent by recognizing performance and contribution to the vision.

Two tasks were identified early on as critical to success. First, the TMP needed a competency model to serve as its foundation and provide a common language linking the five elements together. For this purpose, the village selected the 67 research-based competencies developed by Lominger International.

Second, the village needed to convene top performers to create "success profiles" for each of the four main levels of employment: individual contributor, professional, supervisor/manager, and executive. After discussing the strategic purpose of the position, key deliverables, barriers to success, and expected changes in the village over the next decade, participants produced a list of 15 competencies that distinguish "star performers" from average or poor ones. Job-specific success profiles are currently being developed for every position in the village for use in hiring, 360-degree feedback assessments, development, and succession planning.

#### Lessons Learned

- Talent management becomes even more important during tight economic times.
- Be flexible and be patient.

# ICMA Recognizes Service of ILCMA Members at Annual Conference

#### 35 Years of Service

Michael S. Allison, Village Manager, Village of Vernon Hills, IL Valerie L. Salmons, Village Administrator, Village of Bartlett, IL Lewis J. Steinbrecher, City Administrator, City of Moline, IL

#### 30 Years of Service

Steven A. Jones, Village Manager, Village of Glen Ellyn, IL Robert R. Kiely Jr., City Manager, City of Lake Forest, IL Robin A. Weaver, Director of Public Works, Normal, IL Alan Zordan, Community Development Dir., Village of Mokena, IL

#### 25 Years of Service

Mark T. Biernacki, City Manager, City of DeKalb, IL
David C. Cook, Village Manager, Village of Hinsdale, IL
John M. Kalmar, Asst. Village Manager, Village of Vernon Hills, IL
John Lobaito, Village Administrator, Village of Mundelein, IL
J. David Strahl, Asst. Village Manager, Village of Mount Prospect, IL
Kathleen E. Tempesta, Senior Assistant to Village Manager,
Village of Schaumburg, IL

Joe Wade, Village Administrator, Village of Morton Grove, IL

#### 20 Years of Service

David A. Hulseberg, Village Manager, Village of Lombard, IL Robert W. Marshall, Assistant City Manager, City of Naperville, IL William R. McGrath, City Administrator, City of Batavia, IL Mell E Smigielski, Village Administrator, Village of Mahomet, IL

#### 10 Years of Service

Jason P. Bajor, IL

Dane C. Bragg, Village Manager, Village of Buffalo Grove, IL Richard J. Downey, City Administrator, City of Rock Falls, IL Matthew J. Formica, Village Administrator, Village of Lindenhurst, IL Anne Marie Gaura, Village Manager, Village of Montgomery, IL Eric T. Helm, Deputy City Manager, City of Crystal Lake, IL Carol L. Hennessy, Asst. to the Administrator, Village of New Lenox, IL David A. Jones, County Administrator, County of Tazewell, IL Kathy S. Katz, Assistant City Manager, City of Oakbrook Terrace, IL Raymond B. Keller, Village Administrator, Village of Gilberts, IL Kenneth J. Lopez, Village Administrator, Village of Beach Park, IL Jennifer A. McMahon, Asst. City Administrator, City of Warrenville, IL Gavin W. Morgan, Township Manager, Township of Oak Park, IL Scott A. Sorrel, Asst. to the County Administrator, County of Peoria, IL Greag S. Spathis, Village Administrator, Village of Bourbonnais, IL Sam Trakas, Assistant Village Manager, Village of Palatine, IL Chester Blaine Wing III, Asst. Village Manager, Village of Oak Brook, IL

J. R. Wynsma, Village Administrator, Village of South Holland, IL



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# Civic Leadership Academy Enters 7th Year

NIU's Civic Leadership Academy (CLA) is entering its 7th year of offering engaging and timely training programs for local government

professionals in Illinois. The 2010-11 line up of day-long seminars includes 6 new topics and several updated courses. CLA is a unique series of skill development programs for appointed professionals, supervisors and elected officials. All of the program's high quality seminars take place at NIU's Naperville Center. This year's series kicks off on November 4th with an exploration of the benefits, approaches and importance of strategic planning; a key leadership tool in these challenging times. Upon completion, participants who have completed four courses (two core courses and two electives) are eligible for recognition via a Certificate of Completion.

With the Academy's 6th year just completed, CLA now boasts over 75 Certificate graduates and over 400 participants! CLA workshops expose participants to a mix of leadership and problem solving techniques as well as technical skills suited to addressing today's issues and complex agendas. The workshops are designed to give participants new and updated skills for personal "leadership effectiveness" in their civic roles and responsibilities. As this year's new course offerings demonstrate, several workshops have been designed for a broad audience while others in the series have been aimed specifically at special skills or interests. Some of the new courses offered in 2010-11 include: "Home Rule: Unlocking the Structure and Impact," "Understanding Illinois School Finance: What Community Leaders Should Know," "Project Management: Results, Teams and Tools," "Cultivating Innovation: How to Foster an Innovative Environment in Your Organization," "Beyond the Squeaky Wheel: Public Polling, Surveys and Feedback," and "Governing Partnerships: Getting Greater Effectiveness Out of the Elected Official/Professional Staff Relationship." The Academy will again co-sponsor a 2011 Illinois Financial Fiscal Forecast Forum on January 28 with ILCMA.

This year's schedule can be found at <a href="http://niucgs.org/professional-development/cla/CLAbrochure 2010 online.pdf">http://niucgs.org/professional-development/cla/CLAbrochure 2010 online.pdf</a>.

CLA recognizes that everyone's training dollars have to go further these days. In view of the current fiscal climate and the impact it's having on training, CLA is once again offering multiple-registration discounts to help spread training dollars further. Discounts ranging from 15% to 50% for more than one session, and for more than one member of an organization attending a session, are again being offered this year. All classes include continental breakfast, buffet lunch, great teachers and lively discussions! If you haven't been in a seminar room for awhile ... set aside time for yourself and your staff for some thoughtful training and professional "recharging".

Ready to register?
You are just one click away http://tiny.cc/zónkw

# ILCMA Extends a Warm Welcome to Alexandra Galindo!

Alexandra Galindo has joined the Supportive Professional Staff at the Center for Governmental Studies and is the new program assistant for ILCMA. Alex is a resident of DeKalb and has worked at NIU for the past two years. She comes to the Center from the Department of Educational Technology, Research and Assessment where she was an office specialist. Alex has her bachelor's degree from NIU in Business Administration. She previously worked at Resource Bank, N.A. in DeKalb. She held the positions of staff accountant, accounting assistant and teller before transferring to NIU. Her strong financial background is a great fit for the program assistant position for ILCMA. Alex is continuing her education as she is taking coursework at NIU. She comes from a family tradition of working at NIU as her father, Daniel Wunsch, is a professor in the College of Business and her mother, Dianne Wunsch worked for NIU Athletics for many years. Alex is married and has a 1-yearold daughter and 4-year-old son.

Alex can be reached through the ILCMA phone number at 815-753-5424. Her e-mail is agalindo@niu.edu Please join me in welcoming her to ILCMA!

Corporate Partnership: continued from page 5

**Solution-oriented** – Smart real estate development and construction companies are, by their nature, solution oriented. On a daily basis, they encounter obstacles of every variety that need to be overcome. From a public-private partnership, municipalities will gain the insight and unique perspective that often helps salvage stalled projects by providing alternatives and solutions for financing, delivery and revenue generation.

Tax payer savings – With the right private-sector partner on board, municipalities are certain to realize tremendous time and cost savings. The meticulous attention to detail and resulting cost optimization will save tax payers' money.

**Local economy stimulus** – Like many municipal development and construction projects, local participation goals are established to encourage the hiring of community-based subcontractors, suppliers and trade professionals. However, these goals are rarely enforced and seldom achieved due to public bidding policies. Putting community residents to work helps keep property taxes paid and provide discretionary income that can be spent at nearby businesses, which stimulates the local economy.

If you're in need of a new facility or have a project that's been stalled for years, consider a public-private partnership by engaging a smart real estate development and construction company for their ideas, resources and successful project delivery. You may soon find yourself distinguished from the crowd for uncovering a win-win-win solution.

Michael Behm, AIA, is senior vice president and Emily Portugal is director of municipal client relations at Leopardo Companies, Inc., a real estate development and construction company recognized and praised for its innovative approach to municipal construction. For more information about Leopardo or to further discuss public-private partnerships, please contact MIchael at 847-783-3212 or Emily Portugal at 847-783-3218, or visit www.leopardo.com.

# Has your Staff been Cut Back, but your Workload Increased or Stayed the Same?

If so, ILCMA has a solution to your problem. Have you ever considered utilizing one of ILCMA's programs to help fill temporary job assignments or conduct a special project? ILCMA has two programs that may meet your needs:

Manager in Transition Program (MIT) – ILCMA keeps a list of Illinois managers in transition. These managers are willing and able to fill positions, do special projects, and provide expert service to you and your community. (list of MIT's below).

**Professional Resource Program** (PRS) – The PRS program consists of retired, semi-retired, and MITs who are again able to do special projects, fill positions and provide expert professional services to your local government. For information please visit the ILCMA website at <a href="http://www.ilcma.org/index.aspx?nid=217">http://www.ilcma.org/index.aspx?nid=217</a>.

The ILCMA Range Riders have the most current list of managers in transition and professional resource program participants. Please do not hesitate to contact either Dawn Peters at ILCMA or one of the Range Riders.

Also, don't forget about recent MPA graduates. This is a tough job market and many of them are searching desperately for a position. They may be willing to provide services on contract for short-term projects. This will help them gain additional experience while searching for their first full-time position. Contact any of the graduate schools in your area to identify students who may be willing to do this type of work

Managers in Transition who agreed to publicize their information: (Visit the Members Only section of the ILCMA website to view resumes of those who have submitted them)

Richard Saks gandalfforever@comcast.net 708-839-0076

Aimee Ingalls ingalls345@comcast.net 815-592-6090

Jill Velan jillvelan@yahoo.com 847-489-5854

Steve Gutierrez sgutierrez246@sbcglobal.net 630-209-7688 Gregory Seefelt gseefeldt@hughes.net 309-467-2569

Conrad Kiebles c.kiebles@yahoo.com 708-557-0979

Doug Maxeiner dkmaxeiner@comcast.net Home:) 815-363-5902 Cell: 815-742-1690

Scott Hartman islandtime@hotmail.com Cell: 224-678-4590



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# The ILCMA Professional Development Committee Presents:

# Department Head Evaluation, Discipline and Termination: Handling it Sensitively, Legally, and Effectively

Department Heads tend to be well educated, well known, and well liked within a community. These facts alone can make it burdensome for municipal managers to fairly evaluate, progressively discipline, and legally terminate poor performing department heads.

But there is more to the story. New FOIA laws allow the public and press to view personnel files making the process even more difficult. The potential for negative publicity impacts the credibility of the department head, the status of the municipal manager, and even the reputation of the community itself.

Please join with our moderator Heidi Voorhees of Voorhees and Associates along with our expert panel including Attorney Keri-Lyn Krafthefer, a partner with Ancel Glink, Greg Ford of Voorhees and Associates, and municipal managers who will share their experiences on this relevant and important topic.

**Date:** Thursday, November 18, 2010

**Time:** 9:00 a.m. – Registration and continental breakfast

9:30 – 11:30a.m. - Presentation

**Location:** Harry Caray's

70 Yorktown Center

Lombard, IL

Cost: \$30 - Event only

\$50 - if also attending the Metro Manager's luncheon prior to the event

Topic for Metro Luncheon: Illinois is Broke: The Case for State Budget Reform

Manager in Transition registration promo code: MIT

**RSVP:** NIU Outreach Registration, DeKalb, IL 60115

By Nov. 12 Phone in Registration: 800-345-9472

Online Registration:

http://registeruo.niu.edu/iebms/wbe/wbe\_p1\_main.aspx?oc=40&cc=WBE4011320

Cancellations must be made by November 12. Any cancellations after that date will require full payment for the luncheon

# DOWNSTATE CITY/COUNTY MANAGEMENT ASSOCIATION & SOUTHWEST ILLINOIS CITY MANAGEMENT ASSOCIATION JOINT FALL MEETING

NOVEMBER 4<sup>TH</sup> & 5<sup>TH</sup>, 2010 THE FOUR POINTS BY SHERATON FAIRVIEW HEIGHTS, ILLINOIS

# Thursday, November 4, 2010

Noon Lunch

1:00 p.m. Golf Tee Time at Stonewolf Golf Course

1195 Stonewolf Trail, Fairview Heights, IL 62208

6:00 p.m. Reception and Dinner at Andria's Steakhouse

6805 Old Collinsville Road, O'Fallon, IL, 62269

(Dinner is not included in registration fee)



# Friday, November 5, 2010

8:00 a.m. Breakfast at the Four Points by Sheraton

8:30-10:00 a.m. Corey Franklin – The Lowenbaum Partnership:

Negotiating Collective Bargaining Agreements &

**Union Relations in the Recession Economy** 

10:00 – 10:15 a.m. Break

10:15 - 11:30 a.m. Nick Hennen – Exergonix Incorporated: Energy

Efficiency Solutions for Municipal Government: State Programs, Grant Funds, & the New Best-

**Practice Technologies.** 

11:30-12:00 p.m. To Be Determined

12:00 p.m. Lunch & Business Meeting at *Lotawata Creek* 

311 Salem Place, Fairview Heights, IL 62208

# **Registration Form**

Downstate City/County Management Association & Southwest Illinois City Management Association
Joint Fall Meeting
November 4-5, 2010
Fairview Heights, IL

Name:	
Title:	
Jurisdiction:	
E-mail:	
	ncludes breakfast and lunch on Friday. Please have registrations in by
<b>Dinner Reservations</b> : Please Steakhouse. Dinner is "on ye	e indicate if you are planning to arrive in time for dinner at Andria's our own."
	adicate if you would like to sign up for the golf outing. The total cost is \$25. es begin at 1:00 p.m. All golf fees should be paid at the course.
Yes, I will attend the Yes, my spouse or pa	Fall Meeting in Fairview Heights, IL on November 4 <sup>th</sup> & 5 <sup>th</sup> . social hour & dinner on Thursday evening at Andria's Steakhouse. rtner will attend dinner on Thursday evening. e in the golf outing on Thursday, November 4 <sup>th</sup> – please pay at course.
Registration deadline: Oct	<u>ober 29, 2010</u>
Make Checks payable to:	Downstate City/County Management Association Center for Governmental Studies N.I.U. DeKalb, IL 60115 Fax: 815-753-7278 Questions: 815-753-5424

<u>Cancellations</u>: To receive a full refund, cancellations must be received by October 29, 2010. Registrants, who do not attend the meeting but have not cancelled, are responsible for the entire fee. Registrants who have not paid will be billed.

# Downstate City/County Management Association & Southwest Illinois City Management Association Joint Fall Meeting November 4<sup>th</sup> & 5<sup>th</sup>, 2010

Drew Awsumb of Fairview Heights, IL has put together a great fall program. A golf outing at Stonewolf Golf Course will kick off the meeting on Thursday, November 4<sup>th</sup>. Thursday evening we will gather for dinner at Andria's Steakhouse.

This is a great opportunity to meet with colleagues from all over the downstate area.

# FOUR POINTS SHERATON, FAIRVIEW HEIGHTS



Accommodations: Please call The Four Points by Sheraton in Fairview Heights, IL 618-622-9500 to reserve your room by October 14, 2010. Rooms are \$79 plus tax and space is limited. The code you will need for that rate is **Downstate Managers Association**. After October 14 the reserved block will be released.

# 2011 ICMA Midwest Regional Summit

WHEN
31 March - 1 April 11
WHERE
The Baronette Renaissance Hotel
Novi, Michigan
Overview



Mark Your Calendars and Book Your Hotel Accommodations! Network with colleagues, discuss ICMA issues and programs, and provide feedback to the ICMA Executive Board and staff. ICMA Executive Director Bob O'Neill will lead a workshop (TBD) with Felicia Logan, Director of Leadership Development.

The ICMA Midwest Regional Summit is a 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.

VENUE	SUMMIT REGISTRATION INFORMATION
The Baronette Renaissance Hotel Room Rate: \$105 27790 Novi Road Novi, Michigan 48377 To make a reservation, call: 505-843-2664 Online Reservations: Use this link. Hotel Registration Deadline: March 16, 2011 Indicate that you are attending the ICMA Midwest Regional Summit.	Summit Registration Fee: TBD  IMPORTANT DATES AND DEADLINES  Hotel Registration Deadline: March 16, 2011  Summit Online Registration Deadline: TBD

Consider your staff for the Young Professionals Leadership Institute, March 30-31, 2011.





# 2011 ICMA

# Young Professionals Leadership Institute

A special ICMA University leadership program that offers young professionals a way to build their leadership skill set though the art and practice of leadership. Managers, you are encouraged to invite young professionals to attend this leadership institute.

#### BUILDING YOUR LEADERSHIP SKILL SET THOUGH THE ART AND PRACTICE OF LEADERSHIP

ICMA University workshops are being presented as a special offering to young professionals, preceding the ICMA Regional Summits that are scheduled for March and April 2011 in the Southeast, Northeast, Midwest, and Mountain Plains/West Coast regions. Managers, you are encouraged to invite young professionals to attend this leadership institute.

#### Cost

Great Value! The cost of this special leadership skill building offering is \$99! **This fee does not include lodging.** 

## Who Should Attend

- Assistants
- Assistant Managers
- Those who are beginning their career path in local government

Reserve Early! Rooms are limited. If you need help finding accommodations, contact Sallie Burnett at sburnett@icma.org.

March 31 - April 1, 2011 The Baronette Renaissance Hotel 27790 Novi Road Novi, MI 48377

For reservations call: 505-843-2664

Online Reservations: The Baronette Renaissance Detroit-Novi Hotel

#### Room Rate: \$105

Institute Registration Deadline: TBD

Hotel Registration Deadline: March 16, 2011

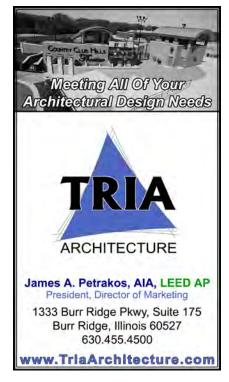
Indicate that you are attending the ICMA Young Professionals Leadership Institute.





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# Job Mart

#### Village of Clarendon Hills, Village Manager

Clarendon Hills, IL (8,572) Charming, family oriented suburban community located 21 miles southwest of downtown Chicago in DuPage County. Clarendon Hills encompasses 1.7 square miles and is known for its excellent schools and beautiful neighborhoods with tree lined streets. The Village is a full service community with 33 full time and 6 part time employees (plus 15 part time firefighter/paramedics and 30 paid on call firefighters/EMTs), and a \$12.3 million budget. The Village Manager is appointed by and reports to the Village President and a six member Board of Trustees, elected at large to four year staggered terms. The Village has had two Managers since 1990. Candidates will be expected to have a strong background in economic development, fiscal management, collective bargaining, as well as experience in oversight of all Village operations. Candidates must have five to seven years increasingly responsible experience in an upper management position in a community or organization of comparable size and complexity. Requires bachelor's degree in public administration, business administration, public policy or related field. Master's degree (MPA) or other advanced degree strongly desired. Candidates must possess excellent interpersonal skills, an approachable, welcoming style with the community and staff and a proven record in effective service delivery and creative problem solving. Strong writing skills, oral presentation skills, and a collaborative, team oriented management style essential. Starting salary \$130,000+/-, depending on qualifications and experience. Excellent benefits package. Residency not required. Send resume, cover letter, and contact information for five professional references by November 11 to Heidi Voorhees, President, Voorhees Associates, 500 Lake Cook Road #350, Deerfield, IL 60015 or Email: resume@VoorheesAssociates.com. Tel: 847-580-4246.; Fax: 866-401-3100.

#### City of Fairview Heights, Finance Director

The City of Fairview Heights seeks an innovative professional to lead its Finance Department. Located in the Metro East Illinois suburbs 10 miles east of downtown St. Louis, Fairview Heights is a vibrant community with approximately 17,000 residents and daytime/weekend populations that often surpass 100,000. The community has a balance between a variety of residential neighborhoods and a regional shopping mall that anchors a wellestablished national chain "big box" retail district. The City has a total FY 2010-2011 budget of \$19,768,395 and 107 full-time employees (40 part-time) across eight departments. The Finance Director reports directly to the City Administrator and provides the organizational direction and leadership of the Finance Department with a staff of 3 employees, working in coordination with the Mayor, City Council, and Treasurer.

Qualified individuals will have a strong background in planning, organizing and directing the administrative, management, and operational functions of a municipal finance department consisting of budgeting, accounting, payroll, debt administration, cash management and financial reporting. The Finance Director is responsible for annual and long-range financial forecasts, monitoring revenue and expenditure trends, recommending and administering policies and procedures; and assumes responsibility for a variety of investment and expenditure activities. The

# **Job Mart**

position will serve as Budget Director. This position will also have involvement in the Police Pension Fund. Ideal candidates will have a Bachelor's Degree in Business, Finance, Public Administration, or related field, with major courses in governmental accounting, business administration and/or financial management, and 5 years of progressively responsible experience in municipal finance operations, including at least two years of supervisory or management-level work. MA, MBA, MPA, CPFO, or CPA is highly desirable. Salary for this position will be commensurate with experience. Excellent benefit package provided.

Submit an application, resume, any supplemental application materials, and at least three references by Friday, November 12, 2010 to City Clerk's Office, City of Fairview Heights, 10025 Bunkum Road, Fairview Heights, Illinois 62208. EOE

#### Mattoon, Illinois, Director of Public Work

Mattoon, Illinois (pop. 18,291) seeks progressive engineer/ manager to lead the Department of Public Works (45 FTE) providing service to an established downstate community with 3 interchanges on Interstate 57. Department includes Streets, Water, Wastewater, Parks, Lakes and Cemetery. P.E. is required. A minimum of 5 years of management level experience, preferably in public works administration. Strong interpersonal leadership, long-range planning, motivational and administrative skills necessary. Open, participatory management style with excellent communication skills essential. Reports to ICMA Credentialed City Administrator. Salary \$80,000 +/- DOQ, with excellent benefits. Submit resume and cover letter along with five workrelated references by November 8, 2010 to Sue McLaughlin, City Administrator, City of Mattoon, 208 N 19th St, Mattoon, IL 61938, TEL: 217-235-5511, FAX 217-258-6435; Email: mclaughlins@mattoonillinois.org. EOE







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#### Gregg Aleman

Area Senior Vice President, Client Development gregg\_aleman@ajg.com



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# **Executive Director/Editor**

Dawn S. Peters

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www.ilcma.org



# ICMA Range Riders in IL

Ready to serve you in times of need. Contact information for Range Riders:

Dave Anderson 309-827-8010 dave.anderson24@frontier.com

Steve Berley 815-622-9836 s.berley@comcast.net

Greg Bielawski 630-462-1876 g bielawski@hotmail.com

Glenn Spachman 630-529-6228 g.spachman@sbcglobal.net

## The Communication Tool for ILCMA & IAMMA

Have you joined the ILCMA and IAMMA web portal for knowledge and information sharing? This system will allow ILCMA & IAMMA members to ask questions as you did in the past using the IAMMA listserv. ILGNET provides the following features:

- Displays the most current 10 questions asked
- Enables you to search question and answer history
- Allows you to build your own profile so that it is personalized to your interests
- Ability to opt in/out of categories and tailor options for receiving information
- Ability to capture, store, sort and view all current and archived information
- See the latest questions from both associations as well as your topics of interest
- Ability to respond to a posted question as well as an emailed question

To join please go to <a href="https://www.netqa.org/ILGNET/\_cs/GNSplash.aspx">www.ilcma.org</a> and follow the instructions on the homepage.