

Village Strategic Plan with 2011 Police Department Indicators Included

Near-Term Action Plan

Vision 1 **The Town Center is well underway, in accord with the Town Center Development Plan, and its design and amenities engender and project a desirable sense of place.**

Goal 3 ***Design an environment conducive to community gathering.***

Objective 2: Reach agreement with Park District regarding Signature Park Project.

Police Department Key Indicators In Support of Goal 3

- The department will supply trained personnel in Crime Prevention through Environmental Design (CPTED) principles to assist in development and planning phases of the Main Street Plan and the Park District Signature Park Project.

Vision 2 **Our social and economic assets elevate community life.**

Goal 1 ***Cultivate and champion student learning and schooling.***

Objective 1: Support community investment in the schools.

Objective 2: Articulate the interdependence of student achievement and community economic vitality.

Objective 3: Broaden the value of life-long learning in the community.

Police Department Key Indicators In Support of Goal 1

- The Department will provide staff and resources to support the following programs and initiatives related to schools and life-long learning; SPC, DARE, School Liaisons, School Crisis Committee, Intergovernmental Agreements, teen/adult CERTS programs, Citizen Police Academies, SALT, Police Explorers, and Continuing Education for Police Officers.

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Goal 2 *Acknowledge and celebrate our community's diversity and unity.*

Objective 1: Encourage and support programs or celebrations that embrace culture and expand awareness.

Objective 2: Enhance communication and interaction with and between ethnic communities.

Objective 3: Encourage community-wide participation and involvement.

Police Department Key Indicators In Support of Goal 2

- The department will continue and support programs that embrace, expand and create interaction/participation between the various ethnic groups. Some of the programs that are offered at the Henry Hyde and SPC neighborhood resource centers are tailored towards a specific ethnic group, i.e. ESL classes, but a vast majority of the programs are offered to everyone in the community and an effort is made to encourage participation by every ethnic group in the numerous crime prevention programs offered.
- The department will offer CERTS, Citizen Police Academy, and other programs in Spanish at the Henry Hyde Resource center.

Goal 3 *Facilitate diverse populations' assimilation through information and outreach about community values and expectations.*

Objective 1: Develop programs at the Neighborhood Resource Center with the goal of assimilation.

Objective 2: Participate in the expansion of school-based community outreach programs.

Police Department Key Indicators In Support of Goal 3

- The department will provide personnel and resources at the neighborhood resource center to staff and develop programs related to assimilation. The department will provide personnel and resources that support current school-based community outreach programs, i.e. District #4 Outreach Meetings. In addition, the department will pursue grant opportunities and in-kind support of school-based community outreach programs.

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Goal 4 *Ensure safety across the community.*

Objective 1: Expand police staffing for a more visible police presence.

Objective 2: Create high expectations and continue to deploy actions to assure safety on each and every street in every neighborhood.

Police Department Key Indicators In Support of Goal 4

- The department will work with the Village to increase staffing levels to work towards a more visible police presence. In addition, with the increased manpower, programs will be initiated to address crime trends or patterns. i.e. the establishment of the Community Response Unit, Truck Enforcement Unit, and Directed Patrol. Also, on an annual basis all specialty units will be reviewed to decide if they should be dropped, re-deployed, expanded, or left as is.

Vision 3 **Our residential neighborhoods and housing meet a high standard of livability.**

Goal 1 *Foster responsible property owners and occupants in all neighborhoods.*

Objective 1: Implement a rental housing certification program.

Objective 2: Review and modify the Village rental licensing ordinance regarding owner responsibility.

Objective 3: Review current rental housing license fees to cover the cost of a rigorous enforcement program.

Police Department Key Indicators In Support of Goal 1

- The department has Crime Prevention personnel that are trained to provide the Crime Free Multi-Housing program to landlords within the community. The Crime Prevention Section will work with the Finance and Community Development Department to require all rental property owners to attend the Crime Free Multi-Housing program.

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Vision 6 We take pride in quality municipal service delivery.

Goal 1 Assess customer needs.

Objective 1: Continue to upgrade technology implementation/expansion.

Objective 2: Expand ability for customers to conduct Village business through technology (Internet).

Objective 3: Investigate 311 (non-emergency) phone system.

Objective 4: Create feedback tools, such as time lapse from request to completion.

Police Department Key Indicators In Support of Goal 1

- The Department will continue to incorporate new technology to work towards better service provided to the citizens. On an annual basis the Department will review the use of new technology, i.e. e-mail, cellular telephones, the village web site, and other emerging technology.

Goal 2 Provide resources to engage and cultivate Village officials and employees.

Objective 1: Budget and commit funds for ongoing training.

Objective 2: Evaluate current technology and upgrade as needed.

Objective 3: Provide compensation and working conditions that encourage morale and reduce attrition.

Objective 4: Evaluate staffing levels commensurate with increases in service area.

Goal 3 Regard employees as ambassadors to Village stakeholders.

Objective 1: Encourage and facilitate bidirectional flow of information between employees.

Objective 2: Improve procedures for increased effectiveness, including processes for hearing and addressing suggestions, complaints and concerns.

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Police Department Key Indicators In Support of Goals 2 and 3

- The Department will increase the training budget as funding allows. In addition, training resources will be reviewed annually to decide the best use of technology and funds.
- The Command Staff of the Department will work with their staff members regarding working conditions. Command Staff members will continue to hold labor management meetings to discuss working condition issues to foster higher morale and professional working relationships.
- The Command Staff will develop a recommendation on manpower needs based upon a study of service needs. We will be requesting additional manpower, both sworn and civilian, for the CRU.
- To increase customer service, the department will participate in the village website Information Development Consultants, (IDC) program. We will provide information for the FAQ section and routing information to insure resident IDC inquiries are forwarded to the proper command staff personnel.