

Mid Year Strategic Plan Update



Vision

Tinley Park is a destination community in the region, embracing all walks of life through music and entertainment, vast resources and first-class services.





Mission

We are committed to providing a safe, high-quality experience for residents, the business community and visitors.

Values

Village Before Self: With a focus on ethical, cooperative and cost-effective work and service, we put the collective needs of the community first through:

- **Accountability,**
- **Efficiency,**
- **Inclusion,**
- **Integrity,**
- **Innovation,**
- **Leadership,**
- **Safe and supportive environment, and**
- **Teamwork.**



First Year Update of Strategic Plan

- The Plan was developed by the Village Board at a Strategic Plan session over 2 days last November.
- COVID and the subsequent changes to the Village budget has affected our ability to address some of the priorities.
- The update we will be providing will reflect the goals and strategies developed last year but some of these will need to be changed based on the environmental changes from last year.

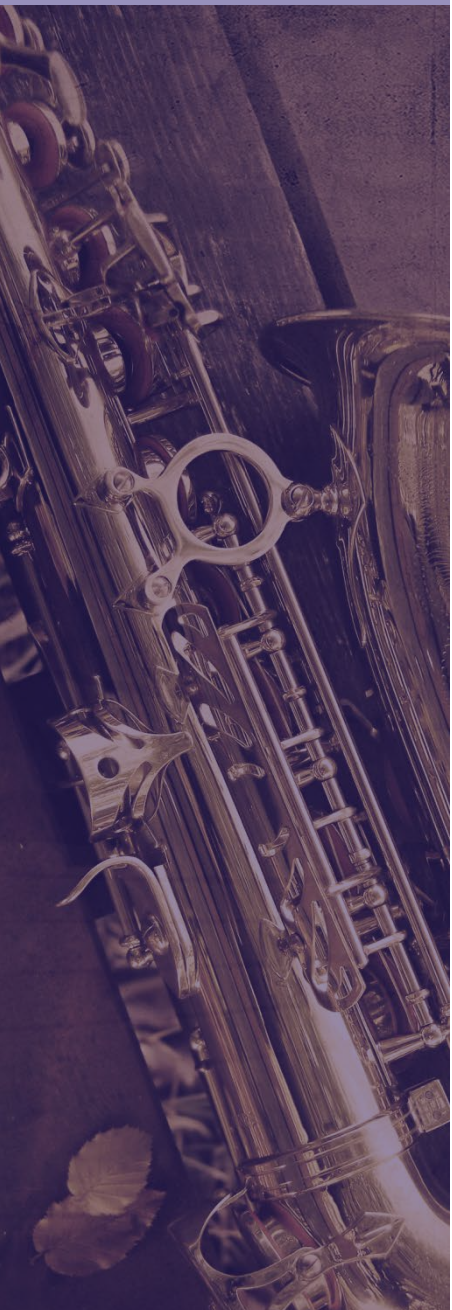


Goal A: Support and enhance a comprehensive public safety network in partnership with the community we serve.




Strategies

- Strengthen community resilience through prevention and educational resources in accordance with nationally established standards.
- Expand safety service capacity through the acquisition of available grants and other resources.
- Promote technology, research, training and development to support enhanced safety services.
- Complete implementation plan for the 2018 Police Staffing Study and determine attainable deployment models for all public safety operations.

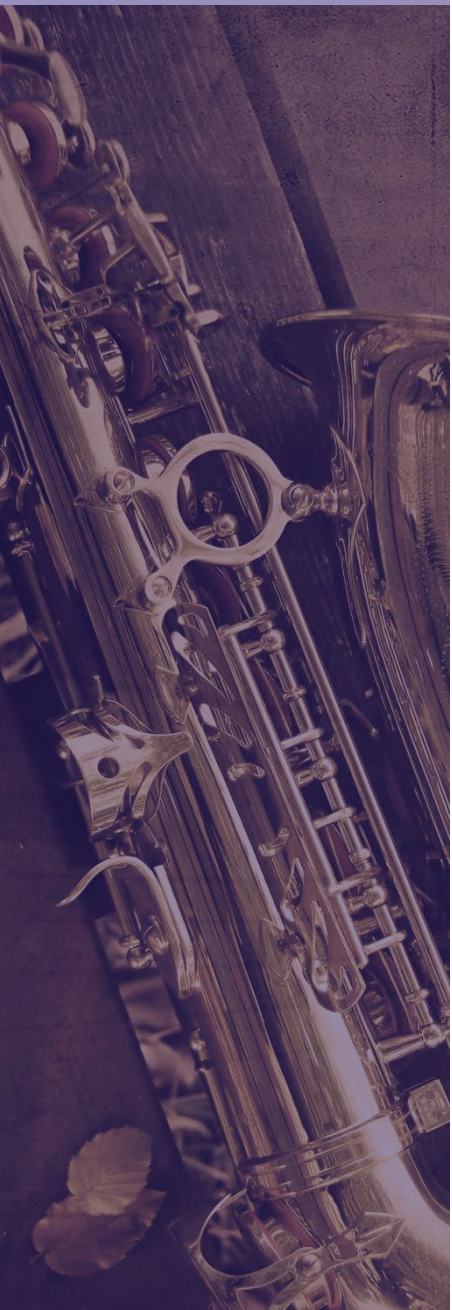


Updates

- Fire Department is continuing work on maintaining applicable ISO measurements. Fire Prevention has attained reaccreditation of bureau operations.
- COVID-19 restrictions have significantly reduced community outreach and forced cancellations and participation in many programs. Hoping that Q1 of 2021 will allow for these to be restored.
- LPR Cameras installation finalized, implementation in progress, applying for grant money for reimbursement.
- FD - We have fully implemented a cardiac arrest/high performance resuscitation protocol in 2020. Work continues to move toward BLS first-responder/non-transport status.
- Police staffing is currently at 67/69 Authorized Patrol Officers. Deputy Chief position is currently vacant. Since the staffing study, the Village has authorized the addition of the following positions:
 - 3 Commanders (2 filled, 1 on hold)
 - Re-filled the 10th Sergeant position
 - 8 Patrol Officers (3 on hold)



Goal B: Cultivate a highly motivated workforce through investments in our employees, processes and technology.



Strategies

- Minimize silos and use cross-functional department teams, where appropriate, to promote workflow efficiencies.
- Implement technology solutions to streamline processes and achieve efficiencies.
- Improve internal communications.
- Create an organization-wide practice and mentality of “Village before self” through outstanding customer service to residents and coworkers alike.
- Develop a formal recognition program to evaluate and reward employee creativity, encourage suggestions, and motivate employee performance.
- Analyze future staffing needs as part of developing a succession plan program.
- Develop comparable performance measures to assess Tinley Park departments and programs with similar organizations.

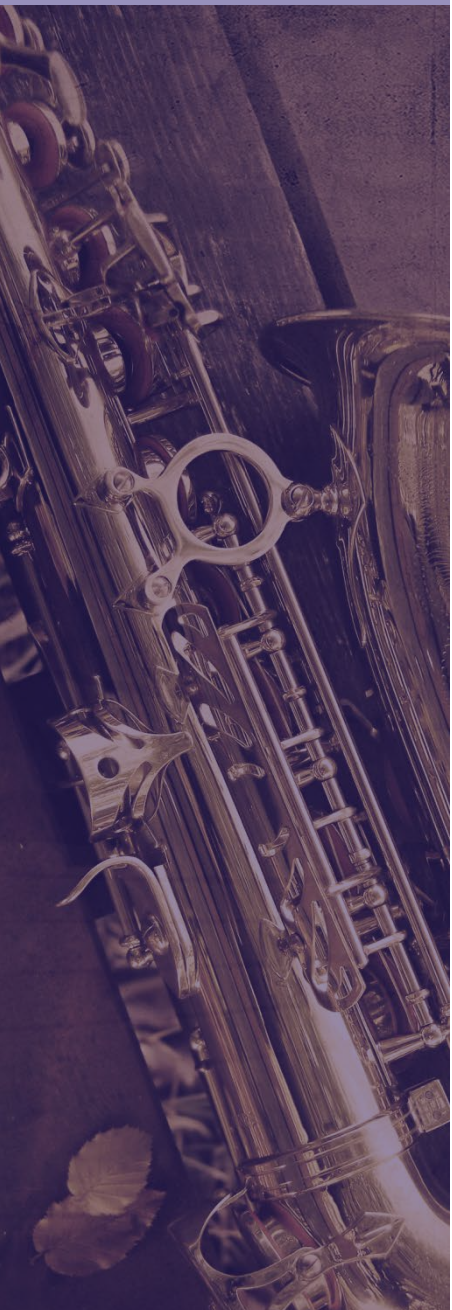


Updates

- COVID-19 has overshadowed many aspects of Goal B
- However, with the addition of our new Human Resources Director, the Manager's Office will work to continuously improve customer service and internal communications as we enter the new year
- Staff have begun to identify areas of improvement, such as moving to online payments and using other technology solutions. Will discuss further in next FY budget prep
- Recently acquired ED Lead Tracker - will allow everyone who 'touches' or interacts with a business to keep notes and action items in one place; will begin implementing this upcoming month to track data
- Mainstar software implementation will speed up permit processing

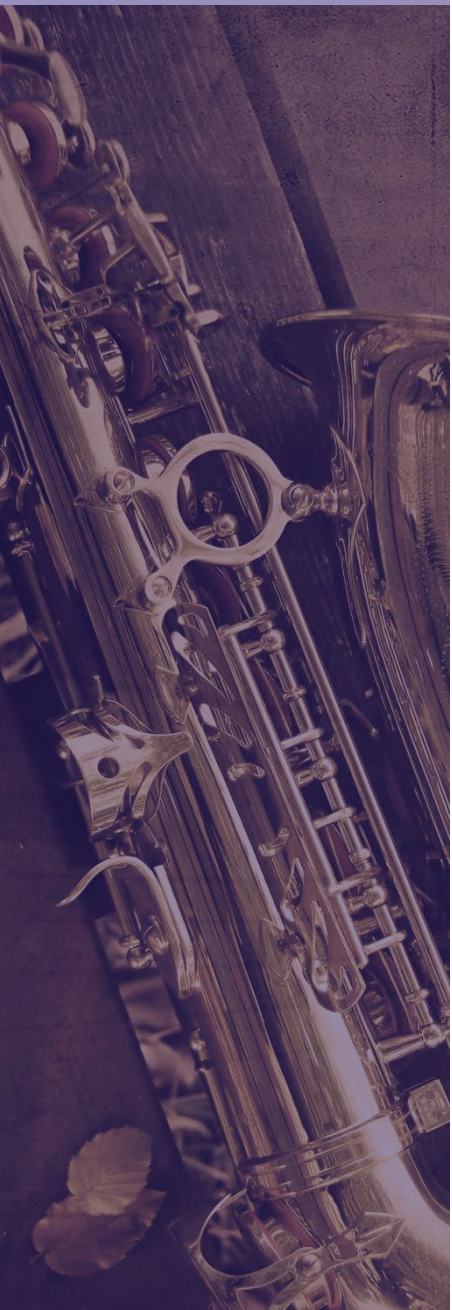


Goal C: Expand economic
development opportunities.



Strategies

- Develop and maintain partnerships with intergovernmental agencies.
- Develop a consensus plan for the I-80 corridor.
- Prepare an infrastructure investment plan to support development in the southwest part of the Village.
- Prioritize corridor improvements to support redevelopment and future land use.
- Focus efforts to redevelop and attract new businesses to Park Center Plaza and Tinley Park Plaza.
- Develop a plan to increase the vibrancy of Downtown Tinley.
- Increase economic development promotions through effective teamwork by community development and marketing staff.
- Streamline development-related review processes.




Updates

- Since March and the start of COVID-19, staff have worked to find ways to aid businesses to offer relief where possible.
- Meetings with CSIA-I-80 started back up in October 2020. Website is nearly final and should be made public soon. Regarding I-80 development, focus has been on the Vollmer and Harlem intersection due to the Matteson Amazon Fulfillment center locating there.
- With the 159th & Harlem TIF approved in August of 2020, the Tinley Park Plaza is now under demolition and has two key tenants going to occupy center. Staff is now in discussions with owner of Hobby Lobby/Burlington Shopping center regarding redevelopment opportunities. Pete's Fresh Market has submitted their redevelopment plans.



Updates Continued

- Continued efforts are being made to promote the OPA Grants and work with those property owners that are looking to attract tenants. Focus has been on finding tenants for new Boulevard At Central Station.
- Continued efforts are being made to reduce permit processing time. Mainstar went live in May/June. New Building Official is methodically working through work flow processes to see what issues there are. Has prioritized building permit input so that building permits have a correct "time stamp" which allows us to have better data on how long it takes for a permit to be processed.
- Efforts continue to pursue the Tinley Park Mental Health Center land
- The Village is working on a utility plan for 183rd & LaGrange Rd to attract new development
- New businesses continue to come downtown, including Avocado Theory and What's the Scoop.

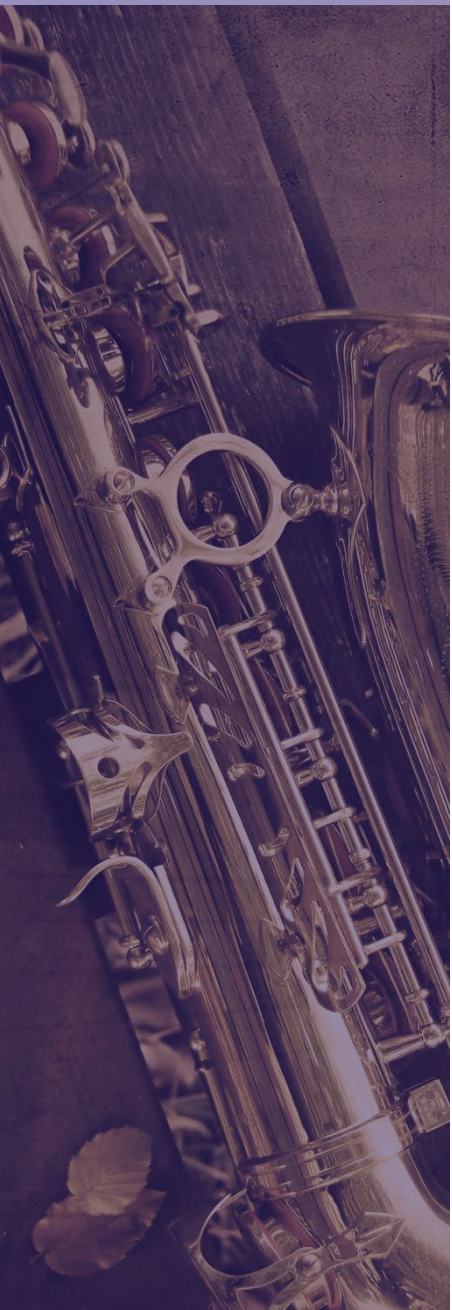


Goal D: Increase
neighborhood and business
district stability.



Strategies

- Develop a proactive code enforcement program to reduce property deterioration.
- Develop a means of attracting new businesses to fill current vacancies.
- Create a program to welcome and engage new businesses.
- Develop focused partnerships with major employers in the community.
- Support job creation by attracting, retaining, and growing a diverse local workforce.
- Promote and support business retention.



Updates

- Code enforcement continues to us Prochamps to register all foreclosed properties and uses that database to monitor those homes.
- Chronic Nuisance Ordinance passed
- Created a redevelopment grant to attract developers to vacant properties outside TIFs. This money is now being allocated to our restaurants to offset COVID costs for outdoor dining.
- Monthly meetings are going on between Com. Dev and Marketing to discuss a formal process for welcoming new businesses.
- COVID has impacted our job markets severely. However, through our business retention activities, we are trying to communicate with and offer assistance to our existing business community to help keep their doors open and people employed. Providing a small grant to offer restaurants for costs spent on outdoor dining tents, heaters, equipment etc.
- Created a monthly economic newsletter. Due to COVID physical contact with businesses has been limited. However, we have hosted 3 "round table" webinars to educate our business community about certain topics such as "Digital Marketing in COVID Environment; Surviving COVID; PPP Forgiveness Loan; Best Practices for Restaurants



Goal E: Improve community
engagement and tourism.



Strategies

- Expand community engagement efforts.
- Grow existing customer service platforms to address resident and stakeholder needs.
- Expand Village tourism infrastructure.
- Recruit entertainment and tourism-related businesses.
- Connect Village green spaces and gathering areas to enhance walkability and pedestrian access.
- Engage the Tinley Park business community to support tourism and branding initiatives.
- Develop Harmony Square as a regional destination and “third place” for residents and visitors.



Updates

- The "Pop up" Village Hall concept (at events and other community gatherings), will be resurrected post pandemic. Video engagement efforts ramped up and continuing. There were numerous community engagement efforts related to COVID. Evaluating all touchpoints with residents to ensure we're capturing engagement opportunity.
- The Com Dev. Dept has made all of their applications pdf fillable for ease of use online. We are strongly encouraging residents to submit permits via email. Focus has shifted on creating an online building permit customer portal for submitting and reviewing status of permits.
- Trolley pilot program pushed to 2021 to coordinate with music theater schedule.
- Sidewalk gaps as presented and adjusted for COVID reductions were addressed. There are plenty more sections to complete as a phased approach.
- The Harmony Square programming and marketing plan are in draft form and have been vetted through the MBC. Holding for plaza completion.

Other Updates

- With the addition of several new staff members in key positions (Business Development Manager, Building Official, Assistant Treasurer, Human Resources Director), we will be able to continue to move forward to pursue goals.
- Will continue to work with staff to incorporate performance measures for each goal to evaluate where we are starting from and where we aim to be.
- Will continue to reassess certain areas of the Strategic Plan to address any impacts of COVID-19



Looking forward – any changes in priorities or projects?

