MAYOR & VILLAGE BOARD
EXECUTIVE SUMMARY
2019 › 2024 › 2032
MOUNT PROSPECT | ILLINOIS | JANUARY 2019
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Strategic Framework

Vision 2034
"Desired Destination for Mount Prospect"

Plan 2024
"Map to Mount Prospect’s Destination"

Execution
"Route for Next Year"

Mission
"Responsibilities of Mount Prospect’s Village Government"

Beliefs
"Expectations of Mount Prospect’s Village Employees"
Mount Prospect Vision 2034

represents the

BEST OF SUBURBAN COMMUNITIES –

THRIVING, (1)

PROUD, (2)

DIVERSE (3)

and CONNECTED (4) –

having a RICH HERITAGE, (5)

STRONG VALUES, (6)

TIMELESS YET

CONTEMPORARY ATMOSPHERE. (7)
Mount Prospect
Vision 2034

PRINCIPLE 1  THRIVING

Means
1. Growing local economy with successful Mount Prospect businesses
2. Having a robust climate for retail and restaurant businesses
3. Having residents viewing the community as thriving, overcoming misperceptions and misinformation
4. Having a low commercial vacancy rate
5. Having Mount Prospect as a regional destination
6. Having businesses investing in Mount Prospect
7. Having an active lifestyle with amenities for all generations
8. Having opportunities for a healthy and active lifestyle
PRINCIPLE 2 PROUD

Means
1. Having a strong sense of community
2. Having residents and community organizations contributing to a better Mount Prospect community
3. Having a reputation as a great place to raise your children
4. Having Village managers and employees taking pride in service to the Mount Prospect community
5. Having our children return to Mount Prospect to raise their families
6. Having the Village government reaching out to all neighborhoods
7. Having a unique community identity as Mount Prospect
8. Taking pride in saying "I am from Mount Prospect"
9. Having residents enjoying their lives in Mount Prospect

PRINCIPLE 3 DIVERSE

Means
1. Being an inclusive community that welcomes ALL – cultural backgrounds, ages and incomes
2. Having a diverse business community – types, employment opportunities, entertainment venues
3. Having residents open and accepting
4. Having a community that values and respects differences
5. Learning from others – cultures and ages
6. Having housing available for low income families
7. Having community festivals celebrating various culture but open to all to enjoy
8. Being recognized as a "global community"
9. Having all residents feeling comfortable
PRINCIPLE 4  CONNECTED

**Means**
1. Being strong advocates for the Mount Prospect community at the regional, state and federal levels of government
2. Using contemporary methods to inform residents and businesses
3. Having state-of-the-art information technology for businesses and residents
4. Having proactive communications with residents
5. Providing regional leadership on critical issues of importance
6. Having efficient traffic flow throughout the community
7. Working with other municipalities for more effective service delivery and advocacy
8. Involving the residents in the governance and policy development processes with active resident engagement on boards and commissions

PRINCIPLE 5  RICH HERITAGE

**Means**
1. Celebrating and respecting the community's history and traditions
2. Being a family friendly community for all generations
3. Recognizing and honoring the contributions of others to the community
4. Embracing the community's history
5. Recognizing the community's 100th anniversary
6. Educating new residents on the history of Mount Prospect
7. Having well maintained public infrastructure and facilities
**PRINCIPLE 6**  
**STRONG VALUES**

**Means**

1. Being a family oriented community
2. Providing municipal services valued by residents and delivered in the most cost effective manner
3. Having residents working to solve problems and to create a better future
4. Having top quality public education
5. Being a safe community – any place and any time
6. Becoming residents "hometown"
7. Being the community where you want raise your children

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**PRINCIPLE 7**  
**TIMELESS YET CONTEMPORARY ATMOSPHERE**

**Means**

1. Having a sense of optimism about Mount Prospect's future
2. Being open to new ideas and embracing change
3. Attracting new and emerging businesses to Mount Prospect
4. Having a business friendly reputation and Village processes
5. Having a range of housing choices for all family members
6. Attracting new residents to Mount Prospect
7. Anticipating the future needs, issues and opportunities
8. Knowing current worldwide and national trends and applying when appropriate to Mount Prospect
Mount Prospect Village Government: Our Mission

The Mission of Mount Prospect Village Government

is to ADVANCE OUR COMMUNITY'S COLLECTIVE QUALITY OF LIFE AND POTENTIAL

through ADAPTIVE LEADERSHIP

and LEADING – EDGE SERVICE DELIVERY.
Mount Prospect Village Government: Core Values

MOUNT PROSPECT VILLAGE GOVERNMENT: CORE VALUES

RESPECT
LISTEN
ETHICAL

POSITIVE AND OPTIMISTIC

COMMITMENT TO SERVICE

SOUND ANALYSIS AND DECISION MAKING

CONSENSUS
Village of Mount Prospect
Goals 2024

Development

Business

Infrastructure

Cultural Climate

Commercial Business District

Governance
GOAL 1  DEVELOPMENT: BALANCING PRESERVATION, REVITALIZATION, GROWTH

► Objectives
1. Attract local and regional customers to Mount Prospect with lively restaurant establishments, shopping choices and a variety of recreational opportunities
2. Facilitate restaurant/shopping development
3. Ensure a continuum of housing opportunities meets residents' evolving lifestyles to allow residents to maintain their connection to Mount Prospect, including senior and young families
4. Upgrade single family housing stock
5. Expand the development of Downtown, Kensington Business Center and the Southside
6. Solicit development proposals
7. Promote "small space" commercial development
8. Enhance tax base through economic development and business investment

► Short-Term Challenges and Opportunities
1. Attracting more restaurants and entertainment venues to Mount Prospect
2. Determining the Village's role and incentives
3. Connecting Northside and Southside – the rail tracks as a community “divider”
4. Aging, antiquated single family housing stock needing modernization or replacement, including decline EAV
5. Rise and aggressive NIMBY
6. Expectations of retail business versus reality
7. Cook County tax system and taxes impacting residential and commercial development
# Actions 2019

## Policy Agenda

1. South Mount Prospect Plan/Annexations  
   - Top Priority  
2. Senior Housing/Aging in Place  
   - High Priority  
3. 105 Main Redevelopment  
   - High Priority

## Management Agenda

1. Community Sustainability Strategy: Development  
   - Top Priority  
2. Single Family Homes Reinvestment/Development Code Update  
   - High Priority

## Management in Progress

1. Annual CDBG Report  
2. Annual Single Family Rehabilitation
GOAL 2  BUSINESS: STRONG LOCAL ECONOMY, SUPPORT FOR INNOVATION, ENTREPRENEURIALISM AND SMALL BUSINESS

► Objectives
1. Engage commercial landlords to attract and grow small businesses
2. Identify and market to specific business segments
3. Investigate needs of tech-savvy business to foster growth in the sector
4. Attract businesses with a regional customer base
5. Develop policies to retain businesses
6. Foster a climate for innovation and entrepreneurship
7. Utilize data to focus business development efforts
8. Develop an effective business incubator and accelerator for facilities and programs

► Short-Term Challenges and Opportunities
1. Vacant and underutilized commercial properties
2. Dynamic and productive partnership with Economic Development and Commission, Chamber of Commerce, Downtown Merchants Association
3. Attracting businesses to Mount Prospect
4. Space for major community events
5. Business development opportunities on the Southside with infrastructure
6. IDOT requirements and regulations
7. Competition from neighboring communities
8. Illinois and Cook County tax system
## Actions 2019

### Policy Agenda
1. Randhurst Vacancy Strategy  
   - High Priority
2. United Airlines Property Development  
   - High Priority

### Management Agenda
1. Video Gaming: 1 Year Evaluation Report  
   - Top Priority

### Management in Progress
1. Hobby Lobby Vacancy: Replacement Business: ICSC Kimco
2. Business Outreach/Visitation Program Reports
3. Workforce Readiness Program (with School District 214)
GOAL 3  INFRASTRUCTURE: WELL DESIGNED, WELL MAINTAINED PUBLIC SPACES AND FACILITIES

- **Objectives**
  1. Design and implement upgrades, improvements and maintenance for optimum mobility and system sustainability, including pedestrian safety
  2. Provide reliable dedicated funding source for each infrastructure component – flood control, water and sewer
  3. Communicate with state and county highway departments to resolve troublesome intersection issues with funding mechanism for possible solutions
  4. Ensure sustainable public spaces, facilities and systems that match our needs
  5. Provide reliable funding source for roads
  6. Improve and maintain infrastructure facilities and systems for public health and safety
  7. Protect our Village infrastructure investment

- **Short-Term Challenges and Opportunities**
  1. Making Mount Prospect a more walkable, pedestrian friendly community
  2. Flooding in certain areas and defining Village role and actions
  3. Addressing substandard infrastructure in annexed areas: assessing condition and available funding for improvements
  4. Increased traffic flow and congestion
  5. Reduced federal and state funding and grants
  6. Considering "sustainability" and its application to Mount Prospect
Actions 2019

Policy Agenda
1. Levee 37/Pump Improvement/Flood Control — Top Priority
2. Downtown Pedestrian Crossings — High Priority

Management Agenda
1. IDOT Strategy: Village Position and Advocacy — Top Priority
2. CIP: Projects and Funding — High Priority
3. Backyard Drainage Improvements Policy — High Priority
4. Algonquin Road Improvements — High Priority

Management in Progress
1. SCADA System PC Upgrades
2. Large Truck Vehicle Lift
3. Annual Sewer Televising/Condition Assessment
4. Annual Sanitary Sewer Flow Monitoring
5. Bridge Inspections

Major Projects
1. Busse Road Improvements: Phase 1 Engineering
2. Golf Road Streetscape: Design/Engineering
3. Neighborhood Street Lights: Randview Highlands – Phase II
4. Village Hall Parking Deck Lighting: Upgrade
5. Melas/Meadows Bridge Phase 1: Design
6. Combined and Separate Sanitary Sewer Main: 30,000 Linear Feet Lining
7. Booster Station 4 Motor Control Panel: Replacement
8. Street Light LED Conversion (Retrofit)
9. Tree Planting Program
10. New Sidewalk: Construction
11. Salt Brine Maker
12. George Street Bridge Improvements
13. Prospect Meadows Storm Sewers Improvement: Construction
14. Neighborhood Drainage Improvements
15. Water Reservoir Rehabilitation Tank 5E
16. Fairview Lift Station: Rehabilitation
17. Rand Road/Kensington Road/Route 83 Intersection Street Lighting: Design and Construction
18. Water Main Replacement: 9,000 Linear Feet
19. Public Safety Building: Construction
20. Route 83/Kensington/Rand Intersection: Phase 1
GOAL 4  CULTURAL CLIMATE: HONORING HISTORY, HERITAGE AND DIVERSITY

► Objectives

1. Ensure Village policies and practices honor and advance our community character as a diverse, family friendly and connected community
2. Demonstrate commitment as an inclusive community with accessibility for all demographic groups
3. Develop partnerships with business and other governmental units to cultivate opportunities for stakeholder engagement
4. Feature citizen accomplishments, local celebrities and other points of interests
5. Expand learning opportunities and community awareness about diverse cultures – history and traditions
6. Foster a sense of community optimism
7. Encourage connection of "community neighborhoods"
8. Host events that appeal to a wide diversity of residents
9. Target younger audiences so that the community can enjoy the benefit of new, contemporary thinking and to ensure leadership succession

► Short-Term Challenges and Opportunities

1. Developing residents' ownership and pride in Mount Prospect
2. Becoming an “age friendly” community as senior population grows
3. Politicization of Village governance processes
4. Fragmentation of community with separate agendas and personal threats
5. Apathy among many Village residents
6. Pressure to address national and international issues and losing the mission and focus on community service
7. Informing the community with accurate information, and timely response to disinformation and misinformation
### Actions 2019

**Management in Progress**

1. National Night Out
2. Celebration of Cultures (2\textsuperscript{nd} year)
3. Outreach to School Social Work
4. Love and Logic Parenting Classes: Curriculum Update
5. Shelter Plan
6. Diversity Engagement Outreach Strategy: Recommendations Implementation (including Cultural Competency)
7. Human Services eNewsletter: Creation
8. Social Service Program for Senior: Grant Funding and Voucher for Transportation
9. Kickin with Cops Summer Soccer Program
10. Shopping with Cops
11. Five-0 – 5K Run
12. Citizen’s Police Academy
13. Culver’s Butter Burgers & Badges Event
GOAL 5  COMMERCIAL BUSINESS DISTRICT: VIBRANT DOWNTOWN AND COMMERCIAL AREAS

Objectives

1. Create a unique and vibrant sense of place – contemporary, family-friendly and having a lively feel
2. Create a flexible vision of Downtown that is reflective of market conditions
3. Place strategic destination opportunities for commuters, residents, visitors, customers and others
4. Attract businesses and residential development projects to Downtown
5. Partner with business organizations to make our commercial business districts attractive destinations
6. Facilitate traffic and pedestrian movements and stimulate commercial activity
7. Improve traffic movement in Downtown
8. Become a more pedestrian friendly Village and community
9. Create new value in Downtown

Short-Term Challenges and Opportunities

1. Parking in Downtown
2. Building Mount Prospect’s brand as a place to do business and a place to patronize businesses
3. Loss of momentum with the development community
4. NIMBY and resistance to change, to redevelopment and to new development
5. Positive reputation as a “Great Place to Have a Business”
6. Actions by State government impacting development, redevelopment and business investment/reinvestment
### Actions 2019

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<td>2. Central and Main Development</td>
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<td>3. Metra/Union Pacific: City Position and Advocacy</td>
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<td>4. Block 56 Development</td>
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<td>1. Chase Building Redevelopment: Marketing and Conceptual Redevelopment Plan</td>
<td>Top Priority</td>
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<td>2. Parking Marketing to Commuters</td>
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<td>3. Elevator and Parking Garage</td>
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<td>4. Mount Prospect Pointe Development</td>
<td>Top Priority</td>
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GOAL 6  GOVERNANCE: FINANCIAL SOUND, PROVIDING EXCEPTIONAL SERVICE

▷ Objectives
1. Examine the municipal service model (core services, level of services and delivery systems) to identify areas for improvement
2. Maintain a solid fiscal position through active stewardship of Village finances and resources
3. Explore and evaluate cost options for provision of core services through consolidation or privatization
4. Ensure policies are responsive to changing local and regional dynamics
5. Maintain a positive political atmosphere by adherence to our community principles
6. Develop and maintain productive local and regional relationships
7. Continue to hire/retain a top quality Village workforce dedicated to serving the community

▷ Short-Term Challenges and Opportunities
1. Potential loss of state shared revenues from the State of Illinois
2. Keeping up with technological changes to improve customer service and business efficiency
3. Maintaining sound communications with residents and businesses in a changing communications environment
4. Public safety and other pension liabilities with increasing contribution requirements and pressure on property tax levy and general revenues
5. Balancing fiscal conservatism with funding the service needs of the community
6. Impact of current anti-law enforcement sentiment and generational differences on police recruitment and retention
7. Financial status and property tax assessment structure in Cook County
## Actions 2019

**Policy Agenda**

1. Chicago Executive Airport City Position and Advocacy — Top Priority

**Management Agenda**

2. Pension: Funding Policy — High Priority
3. Alternative Revenues Report — High Priority

**Management in Progress**

1. Annual Strategic Plan: Update
2. Gang Unit (SOU): Reinstate
3. Village Wide P-Card Program: Implementation
5. Informa Cast Solution – Phase 2: Expansion
6. Shelter Plan: Sites, Training Volunteers
7. Onboarding: Online and Use of DocuSign
8. Wellness Initiative (Bio Metrics Testing, Team Building, Picnics, etc.)
9. Disaster Exercise: Completion/Report
10. Historic Record Keeping (Citizenserve and Laserfiche): Completion
11. Hoarding, Nuisance and Deteriorated Structures: Training
12. Audit Pamphlet
13. Cartgraph Update to Cloud Based Server
14. Envisio Performance Metrics and Dashboard
15. CRM/Village Mobile App Replacement
16. Electronic Personnel Action Form (PAF)
17. Cash Management Software Report
18. Social Media: Instagram
19. New World Servers/Software: Upgrade
20. eBilling/Online Payment: Development
21. Public Works Accreditation Approval
22. Fire Strategic Plan
23. Vendor Invoices and Payments: Electronic
24. Video Series for You Tube: FAQ
25. Personnel Files to Digital Storage
26. Online Permitting through Citizenserve: Implementation
27. Leadership Academy 2019
28. Social Media Groups: Analytics Development
29. File Vault Digitalization
### Actions 2019 (Continued)

**Management in Progress**

- 30. NIMS Training and Certification
- 31. Text Method for Communications: Emergency and Non-Emergency
- 32. Police Software: Upgrades
- 33. Fire Accreditation: Step 2 – Application
- 34. Budget–In–Brief Document: Revision
- 35. Utility Bill Print: RFP
- 36. General Ledger Accounts: Expanded Quarterly Review
- 37. Automating Accounting Processes
- 38. Electronic Payments Expansion: Electronic Vendor Invoices
- 39. Third Party Service Providers: Review
- 40. Community Risk Reduction: Community Education Program
- 41. School Crisis Plan and Training
- 42. Cancer Awareness: Policy and Program
- 43. Fire Employee Go Kit Program
- 44. Active Shooter Training
- 45. Cook County Pharmaceutical Distribution Plan: Completion
- 46. Long Term Recovery Plan
  - Shelter
  - Continuity of Operations
- 47. Paperless New Hire Kits
- 48. Non-Union Employees Merit Based Increase Program: Enhancement
- 49. Personnel Actions Module (New World) Implementation
- 50. Wellness Program (75% Participation Goal)
- 51. CCC Network Equipment: Replacement
- 52. Public Works Network Equipment: Replacement
- 53. Wireless Access Points – All Village Facilities: Replacement
- 54. Fiber Installation: Village Hall to Police/Fire
- 55. Village Hall: Network Equipment Replacement
- 56. Windows 2008 Servers: Replacement
- 57. Police Field Training for New Hires: Completion
- 58. Citation and Crash Software (Quicket): Deployment
- 59. Fitness Equipment for New Police Headquarters: Purchase
- 60. School Safety with School District 214 (Armed Retired Police)
- 61. Police Recruit Test
- 62. Relias Replacement: Direction
**Actions 2019 (Continued)**

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<td>2. Community Room AV Equipment: Upgrade</td>
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<td>3. Public Works HVAC Improvements</td>
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<td>4. Electronic Message Board at Village Hall: Installation</td>
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Village of Mount Prospect
Policy Agenda 2019
Targets for Action

TOP PRIORITY

South Mount Prospect Plan/Annexations
Chicago Executive Airport: City Position and Advocacy
Maple Street Lofts
Central and Main Development
Levee 37/Pump Improvement/Flood Control
Metra/Union Pacific: City Position and Advocacy

HIGH PRIORITY

Downtown Pedestrian Crossing
Randhurst Vacancy Strategy
Block 56 Development
Senior Housing/Aging in Place
United Airlines Property Redevelopment
105 Main Redevelopment
Village of Mount Prospect
Management Agenda 2019
Targets for Action

TOP PRIORITY

Community Sustainability Strategy: Development
Downtown Rail Crossings: Research Options
Parking Marketing to Commuters
Elevator and Parking Garage
Video Gaming: 1 Year Evaluation Report
Mount Prospect Pointe Development
IDOT Strategy: Village Position and Advocacy

HIGH PRIORITY

Single Family Homes Reinvestment/Development Code Update
Cyber Security Report
CIP: Projects and funding
Pension: Funding Policy
Backyard Drainage Improvements Policy
Alternative Revenues Report
Algonquin Road Improvements
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6. Combined and Separate Sanitary Sewer Main: 30,000 Linear Feet Lining
7. Booster Station 4 Motor Control Panel: Replacement
8. Street Light LED Conversion (Retrofit)
9. Tree Planting Program
10. New Sidewalk: Construction
11. Salt Brine Maker
12. George Street Bridge Improvements
13. Prospect Meadows Storm Sewers Improvement: Construction
14. Neighborhood Drainage Improvements
15. Water Reservoir Rehabilitation Tank 5E
16. Fairview Lift Station: Rehabilitation
17. Rand Road/Kensington Road/Route 83 Intersection Street Lighting: Design and Construction
18. Water Main Replacement: 9,000 Linear Feet
19. Public Safety Building: Construction
20. Route 83/Kensington/Rand Intersection: Phase 1
21. Village Hall Lobby Message Board: Upgrade
22. Community Room AV Equipment: Upgrade
23. Public Works HVAC Improvements
24. Electronic Message Board at Village Hall: Installation