

# September 17, 2019 Council QA

Monday, September 16, 2019 8:31 AM

## I. CONSENT AGENDA:

1. **19-852** Approve the 08/01/2019 through 08/31/2019 cash disbursements for a total of \$34,438,910.19.
2. **19-894** Approve the regular City Council meeting minutes of September 3, 2019
3. **19-891** Approve the City Council meeting schedule for October, November & December 2019

<b>Q:</b>	<b>I have a conflict with the November 12th workshop date and I will not be able to attend.</b>	<b>Hinterlong</b>
<b>A:</b>	Thank you, Councilman Hinterlong. We plan to open up the meeting schedule for discussion on Tuesday.	CMO

4. **19-830** Approve the award of Change Order #1 to Contract 16-135, Design Engineering Services for the North Aurora Road Underpass to TranSystems Corporation for an amount not to exceed \$57,372 and a total award of \$2,023,898.35

<b>Q:</b>	<b>Please redline the legal document:</b> <a href="https://naperville.legistar.com/View.ashx?M=F&amp;ID=7699181&amp;GUID=043EFF16-11A7-4BF4-AB2D-928314B9D97B">https://naperville.legistar.com/View.ashx?M=F&amp;ID=7699181&amp;GUID=043EFF16-11A7-4BF4-AB2D-928314B9D97B</a>	<b>Gustin</b>
<b>A:</b>	There is no redlined document to share because the existing intergovernmental agreement with Aurora and Naperville Township Road District allows the design cost to increase by up to 10 percent without amendment. This proposed change that is the subject of this agenda item and change order is below the 10 percent threshold so no change to the agreement is necessary. Both Aurora and the Naperville Township Road District have reviewed and approved this change request.	Novack & DiSanto

5. **19-892** Accept the public watermain improvements at Camarena Subdivision and authorize the City Clerk to reduce the corresponding public improvement surety.
6. **19-816B** Pass the ordinance approving a major change to the PUD in order to grant a deviation to reduce the required setback for a ground sign for the subject property located at 1090 75th Street (Finish Line Car Wash) - PZC 19-1-084
7. **19-851B** Pass the ordinance approving variances from section 16-6 of the Naperville Municipal Code to allow for the installation of 13 ground signs on the Edward Elmhurst Hospital Campus, PZC 19-1-081

<b>Q:</b>	<b>Who owns land where proposed sign 1 &amp; 2 will be installed?</b>	<b>Gustin</b>
<b>A:</b>	Sign #1 is located in the City's Martin Avenue right of way; so the City of Naperville is the owner of the property. Sign #2 is located on Edward Hospital's site and land.	Novack

- 8. **19-874** Pass the ordinance granting a temporary use to permit a religious institution to remain in place until March 17, 2022 or until the petitioner relocates to a permitted location, whichever occurs first, for the property located at 710 E. Ogden (Shiv Durga Hindu Cultural Center) - PZC 19-1-096

<b>Q:</b>	<b>So, the property owners without permission just leased this property without checking to see if it's ok? I'm not in favor of this. This seems like people are not getting permits to do work on their homes or businesses. Maybe it's time we look at a business license to help control not only contractors, but property owners too?</b>	<b>Hinterlong</b>
<b>A:</b>	The petitioner was issued a permit for occupancy. However, the permit application did not specify that the user was operating as a religious institution.	Venard

<b>Q:</b>	<b>Who made the complaint about the religious use, and has the complainant been notified of the proposed temporary use through March 2022?</b>	<b>Kelly</b>
<b>A:</b>	An individual resident informed staff of the non-complaint use, which triggered a staff investigation. Staff has not specifically notified the complainant of the pending temporary use request.	Venard
<b>Q:</b>	<b>How many months have we approved for similar variances as the petitioner is requesting 30 months.</b>	<b>Gustin</b>
<b>A:</b>	In the past, the City Council has approved temporary uses for a variety of requests (temporary parking lots, temporary signage, etc.) and the approval length has varied dependent on the petitioner's request (note: many have been approved for a 3-5 year period and have been granted extensions). In this case, the 30 month period coincides with the tenant's existing lease term.	Laff

- 9. **19-883** Pass the ordinance establishing temporary traffic controls and issue a Special Event Permit, including an Amplifier Permit, for the Naperville half marathon and 5K scheduled for Sunday, October 20, 2019
- 10. **19-889** Pass the ordinance to establish temporary traffic controls and issue a Special Event Permit for the 2019 Downtown Naperville Trick-or-Treat Event on Sunday, October 27, 2019

**M. AWARD OF BIDS AND OTHER ITEMS OF EXPENDITURE:**

- 1. **19-885** Approve the recommendation by GCG Financial to award the Medical Insurance Renewal to Blue Cross Blue Shield of Illinois (BCBSIL) for an amount not to exceed \$3,136,509.92 and for a one-year term (Item 1 of 3)
- 2. **19-886** Approve the recommendation by GCG Financial to award the Pharmaceutical Management Services Renewal to CVS-Caremark at no cost and for a one-year term. (Item 2 of 3)
- 3. **19-887** Approve the recommendation by GCG Financial to award the Stop-Loss Reinsurance Policy Renewal to Symetra Insurance Company for an amount not to exceed \$606,100 and a one-year term (Item 3 of 3)

**N. PETITIONS AND COMMUNICATIONS:**

- 1. **19-890** Consider a request for a temporary use to permit Shakou to utilize Search lights on one occasion (date to be determined) at the property located at 22 E. Chicago Avenue.

<b>Q:</b>	<b>Would there be an hours restriction on the use of the search lights?</b>	<b>Kelly</b>
A:	The letter submitted did not specify the proposed hours of operation. Per Section 6-2-11:4 (Temporary Uses), the City Council shall only grant temporary uses for specified periods of time and subject to such conditions as the City Council determines to be appropriate to protect against any potential adverse impact on surrounding properties and for safeguarding the public health, safety and general welfare.	Laff
<b>Q:</b>	<b>Have we received opinion from DNA and NDP?</b>	<b>Gustin</b>
A:	Both NDP and DNA are supportive of this request.	Laff

**O. REPORTS AND RECOMMENDATIONS:**

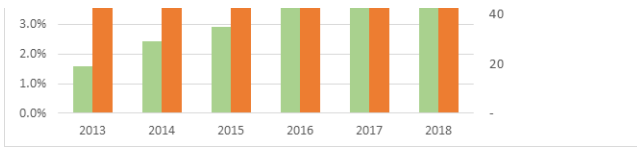
- 19-896** Approve the recommendation to implement the proposed changes to the Renewable Energy Program

<b>Q:</b>	<b>Do the recipients listed NCC,NPD, Midwest Sports, Pain Specialists and NEX-NRM contribute into the program on their bills?</b>	<b>Hinterlong</b>
A:	NCC, NPD, Midwest Sports & Pain Specialists, and NEX-NRM all contribute monthly to the Renewable Energy Program on their utility bills.	Podlesny

- 19-899** Receive the report on organizational impacts from the 2019 budget as part of the preliminary 2020 budget discussions

	Attached is the presentation for the organizational impacts from the 2019 budget	Mayer

<b>Q:</b>	<b>What does “overall hiring department workload” mean exactly in terms of posing a challenge to filling positions that were authorized in the 2019 budget?</b>	<b>Kelly</b>																								
A:	<p>There are two components to the above statement. The first component is the ability of the department with the additional position to hire a qualified person and the second component is the ability of the human resources group to support the hiring process.</p> <p>Hiring additional personnel for a department is a time-consuming process that involves the evaluation of job functions, development of job descriptions, review of resumes, conducting interviews, and onboarding new employees. These tasks on top of existing workloads can delay the overall hiring process. In addition, if a position is filled internally this creates an opening that needs to be backfilled and elongates the time to have a fully-staffed department.</p> <p>Hiring additional personnel also puts a strain on the Human Resources group as they must support the hiring process. Over the last several years the City has seen an increase in turnover, which includes retirements, while at the same time maintaining the same staffing level in HR. (See below chart.) The combined increase in turnover and new position hiring increases the workload of HR to recruit, advertise, facilitate interviews, and provide overall departmental support throughout the process.</p> <p>Therefore, the overall workload for both departments and HR can increase the time to fill vacant and new positions.</p> <table border="1"> <caption>HR Metrics (2015-2019)</caption> <thead> <tr> <th>Year</th> <th>Retirements (%)</th> <th>Positions Filled</th> <th>Turnover % (%)</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>~4.5%</td> <td>~55</td> <td>~5.5%</td> </tr> <tr> <td>2016</td> <td>~4.5%</td> <td>~65</td> <td>~5.5%</td> </tr> <tr> <td>2017</td> <td>~4.5%</td> <td>~75</td> <td>~6.0%</td> </tr> <tr> <td>2018</td> <td>~4.5%</td> <td>~105</td> <td>~8.5%</td> </tr> <tr> <td>2019</td> <td>~4.5%</td> <td>~115</td> <td>~9.5%</td> </tr> </tbody> </table>	Year	Retirements (%)	Positions Filled	Turnover % (%)	2015	~4.5%	~55	~5.5%	2016	~4.5%	~65	~5.5%	2017	~4.5%	~75	~6.0%	2018	~4.5%	~105	~8.5%	2019	~4.5%	~115	~9.5%	Mayer
Year	Retirements (%)	Positions Filled	Turnover % (%)																							
2015	~4.5%	~55	~5.5%																							
2016	~4.5%	~65	~5.5%																							
2017	~4.5%	~75	~6.0%																							
2018	~4.5%	~105	~8.5%																							
2019	~4.5%	~115	~9.5%																							





# 2019 Budget Impacts

CITY OF NAPERVILLE – PRELIMINARY FINANCIAL DISCUSSIONS  
SEPTEMBER 17, 2019





Recap of 2019 Budget Requests

Impacts from 2019 Budget Requests

- Personnel
- Project/Program Adjustments
- Project/Program Enhancements /

Relevance to 2020 Budget

# Tonight's Discussion

# Proactive Fiscal Management

---

## Pension Stabilization

- Changed to 15-year open amortization period in 2017
- Without that decision, 2020 contribution would have increased additional \$600K

## Property Tax Reductions

- One of the lowest property tax rates in 50 years

## Debt Reduction

- 20.9% reduction from 2014 to 2018
- On track to reduce debt by 25% by 2022

## Rebuilding Reserves

- Began 2014 at 21.1%; increased to 23.5% at end of 2018
- On track to increase reserve to 25% by 2022





*To provide services that ensure a high quality of life for our residents and a dynamic environment for our business community through collaboration, innovation, and sound fiscal management.*

## **CITY OF NAPERVILLE MISSION STATEMENT**



# 2019 Budget

---



**Public  
Safety**

**\$1.9 MILLION  
INCREASE**



**High  
Performing,  
Gov't**

**\$7.5 MILLION  
INCREASE**



**Economic  
Development**

**\$2.4 MILLION  
INCREASE**



**Financial  
Stability**

**\$2.0 MILLION  
DECREASE**

## GENERAL FUND SUPPORTED

### City Manager's Office

- 1.0 Communications Specialist

### Police

- 1.0 Deputy Director

### Information Technology

- 1.0 Network Security Engineer
- 1.0 Project Solution Manager
- 1.0 Business Systems Analyst
- Upgrade 0.5 Radio Technician

### Public Works

- Upgrade 0.5 GIS Technician
- 0.5 GIS Specialist

## UTILITY SUPPORTED

### Finance

- 1.0 Account Representative
- 2 0.5 Customer Care Specialists

### Water Utility

- 0.5 GIS Specialist

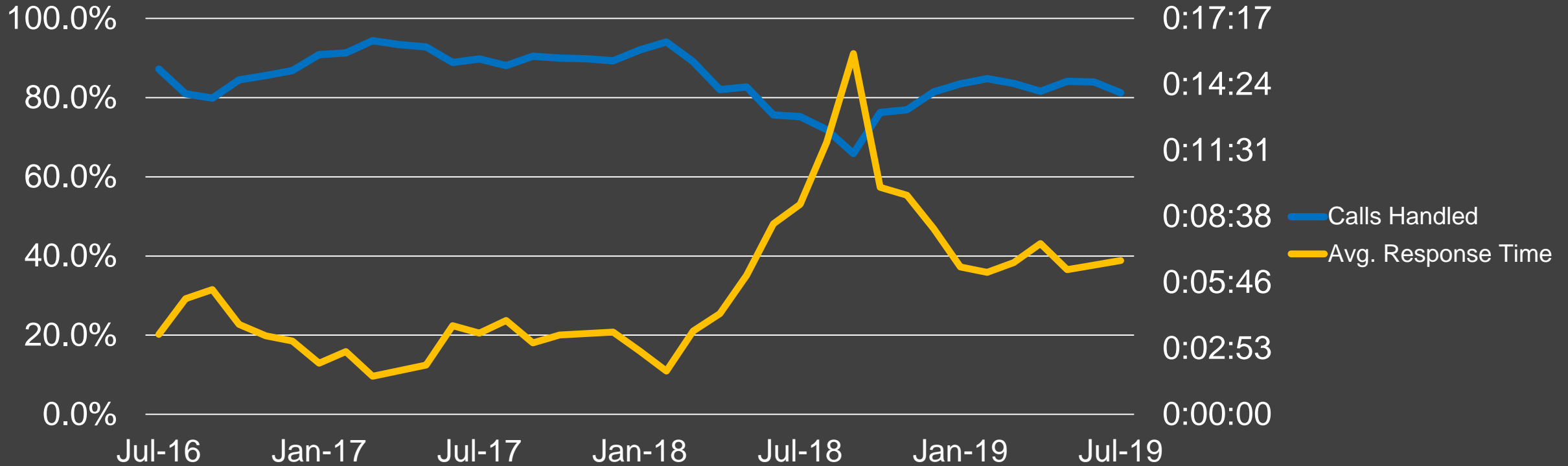


## Budget Impacts: Personnel

- Nine new positions in six departments
- Provide enhanced customer service and project management
- Three positions remain unfilled



# Call Volume Data



## Customer Service - Finance

- Additional personnel reduced average wait times by almost 50%
- Call coverage increased from 66% to 81%
- Operational shifts, especially for eBill program, reduced calls for password resets by 52%

Business Systems  
Analyst (IT)

Project Solution  
Manager (IT)

Upgraded Radio  
Technician (IT)

Deputy Director of  
Administrative  
Services (Police)

Upgraded GIS  
technician (DPW)



## Project Implementation

- PD: Allows sworn leadership to focus on training, mentoring and leading vs. tech implementation
- IT: Provides critical participation in key projects: Next Generation 911, Harris Radio
- DPW: Additional support of Cityworks and GIS systems





## ***Project/ Program Adjustments***

### ***INCREASED FUNDING***

- Leaf collection: \$274,000
- Budget amendment for contractor assistance, equipment rental, overtime costs

### ***DEFERRAL***

- Administrative Hearing Process
  - Process cost-prohibitive until state broadens scope of what could be adjudicated
  - Looking at existing mail-in payment option to enhance convenience

### ***MODIFICATIONS TO SCHEDULE***

- ERP Implementation & Cityworks
  - Financials, HR/Payroll modules launched
  - Utility Billing module kicking-off: multi-year project w/Water AMI
  - Energov (code enforcement, licensing, planning, permitting, and inspection modules) & Cityworks being evaluated and revised to reflect resources, interdependencies, priorities, and vendor readiness



## ***Project/ Program Enhancements***

### ***COMPREHENSIVE PLAN***

- Expected at PZC by the end of 2019
- Additional public review early 2020
- Will reduce staff time in trying to fit land development into outdated uses

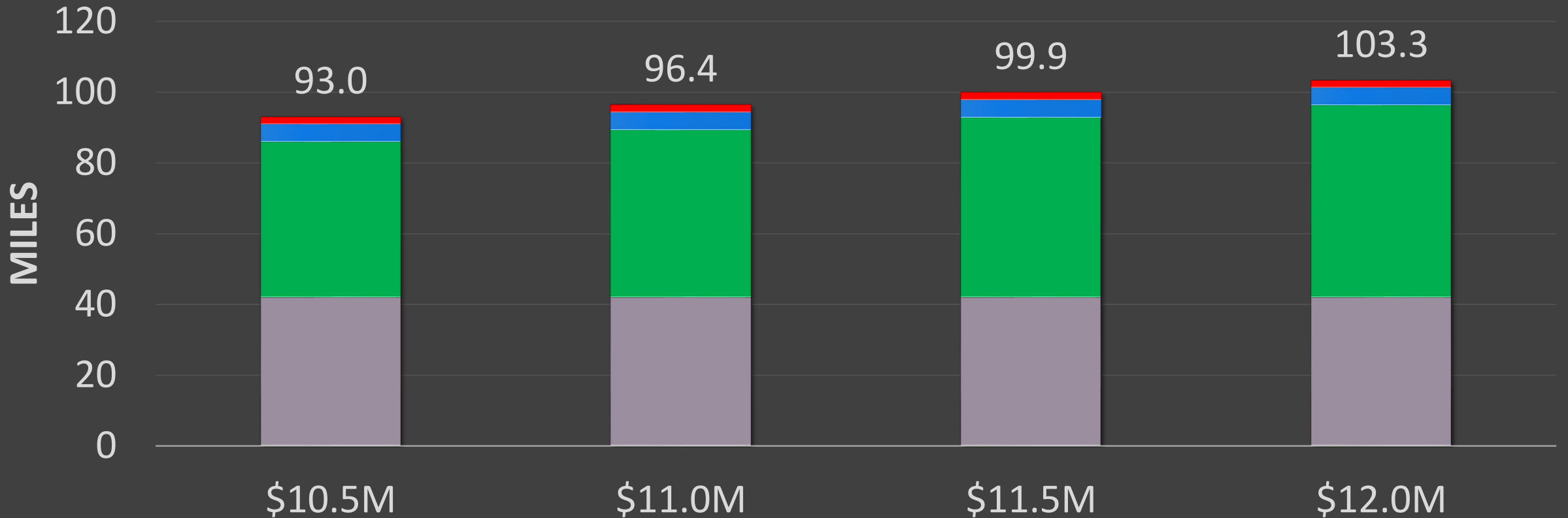
### ***WATER METER REPLACEMENT PROGRAM***

- \$1.38M increase
  - 6K replacements by end of 2019; twice the annual average of replacements over past three years

### ***ELECTRIC INFRASTRUCTURE***

- Incremental \$2 million investment
  - Allows utility to catch up on maintenance backlog and complete planned and reactive work to mitigate future outage risks





Microsurface
  Resurfacing
  Reconstruction
  Patching



## MIP Funding Increase

- Annual \$0.5M increase phased in over 4 years: \$11M in 2019
- Additional funding allows City to try innovative new products
- Piloting new pavement preservation material

Highlighted  
areas we  
need to adjust

Provided  
greater insight  
into ongoing  
projects

Helped  
evaluate  
resource  
allocation &  
long-term  
impacts

Prioritization is KEY

**How is 2019  
positioning  
us for 2020?**

# 2020 Budget Preview

---

## KNOWN

- Healthcare costs: **Up 3.4M**
- Public safety pensions: **Up 1.0M**
- IMRF pensions: **Up 1.0M**
- State motor fuel tax: **Up 1.9M**
- Sales tax – Internet sales: **Up 1.1M**

## PENDING

- Water AMI
- Personnel requests
- Capital investment
- Building maintenance & updates
- Technology resources
- Operational services



How 2019 budget actions have impacted the organization & are positioning 2020 requests

September 17



October 1

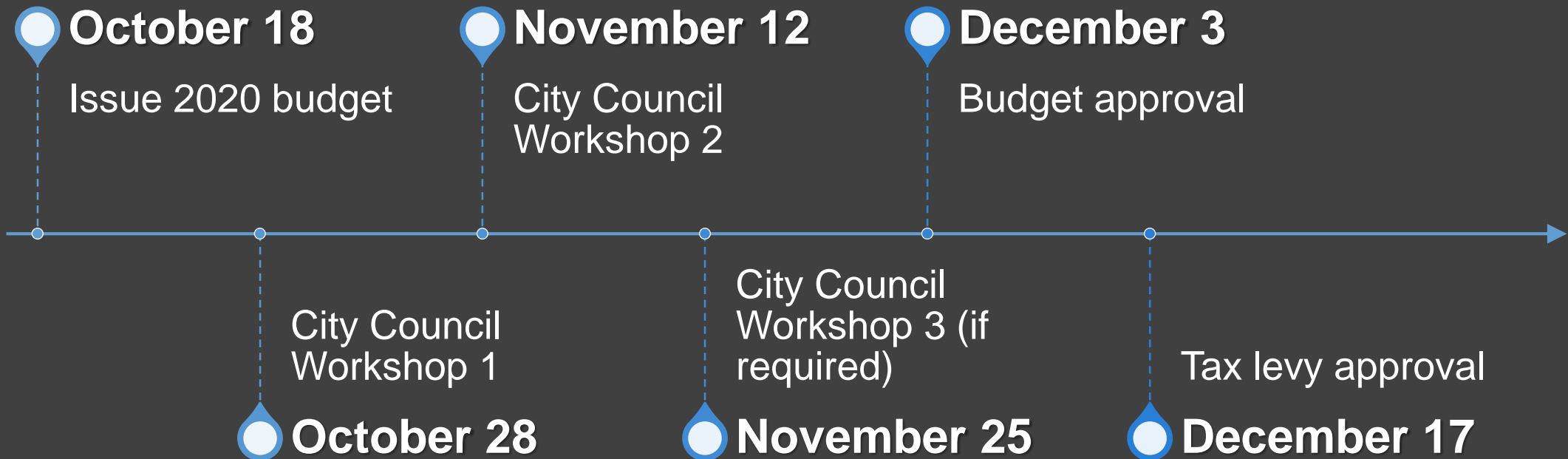
How the 2020 budget will position the City for the future through past efforts, resetting priorities and future needs

How actions plus priorities will impact the budget; update and review of capital needs

# Upcoming Discussions

# Proposed Budget Calendar

---





# Thank You & Questions

---

