

**INFORMAL CONSIDERATION
BOARD OF TRUSTEES, VILLAGE OF NILES
May 10, 2016 – 7:00 p.m.**

A video recording of this meeting can be viewed on the Village of Niles website www.vniles.com.

A meeting of the Board of Trustees Informal Consideration was called to order at 7:10 p.m. by President Andrew Przybylo in the Council Chambers, Village of Niles Municipal Building, on Tuesday, May 10, 2016. The following Board members were present: President Andrew Przybylo, Trustees George D. Alpogianis, John C. Jekot, Joe LoVerde, Denise McCreery, Danette O'Donovan Matyas and Dean Strzelecki.

COMMUNITY DEVELOPMENT ORGANIZATIONAL ANALYSIS

Community Development Director Charles Ostman stated that on July 28, 2015, the Board approved a Matrix staffing study of the Community Development Department. He introduced Alan Pennington of Matrix Consulting Group.

Mr. Pennington presented the findings of the study, and discussed the project methodologies and the project task plan. Key recommendations include: changes to the organizational structure and staffing, operational improvements, changes to fees and costs of services, and improvements to customer service. He suggested the highest priorities are to acquire permitting system software that will integrate key department functions related to licensing, permitting and inspection; and to establish the permit technician as a full time position and cross-train counter staff. The study also suggested reviewing the organizational location of Economic Development and having it report to Administration rather than Community Development. Mr. Pennington responded to questions from the Board.

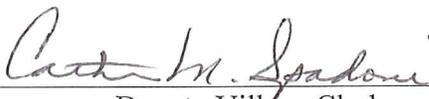
President Przybylo noted the importance of measuring any personnel changes in Performance Management, establishing a policy for the complete permit process, and measuring customer satisfaction via comment cards.

Public Comments

Louella Preston, Niles

Ms. Preston expressed her approval of the Matrix study.

The meeting adjourned at 7:54 p.m.



Deputy Village Clerk



Village President