



# **County Administrator's Office**

## **Annual Update**

**May 30, 2024**

# Agenda

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- **County Administration**
  - **Department Overview**
  - **Organizational Chart**
  - **2024 Priority Initiatives**
- **Emergency Management Overview**
- **Communications Overview**

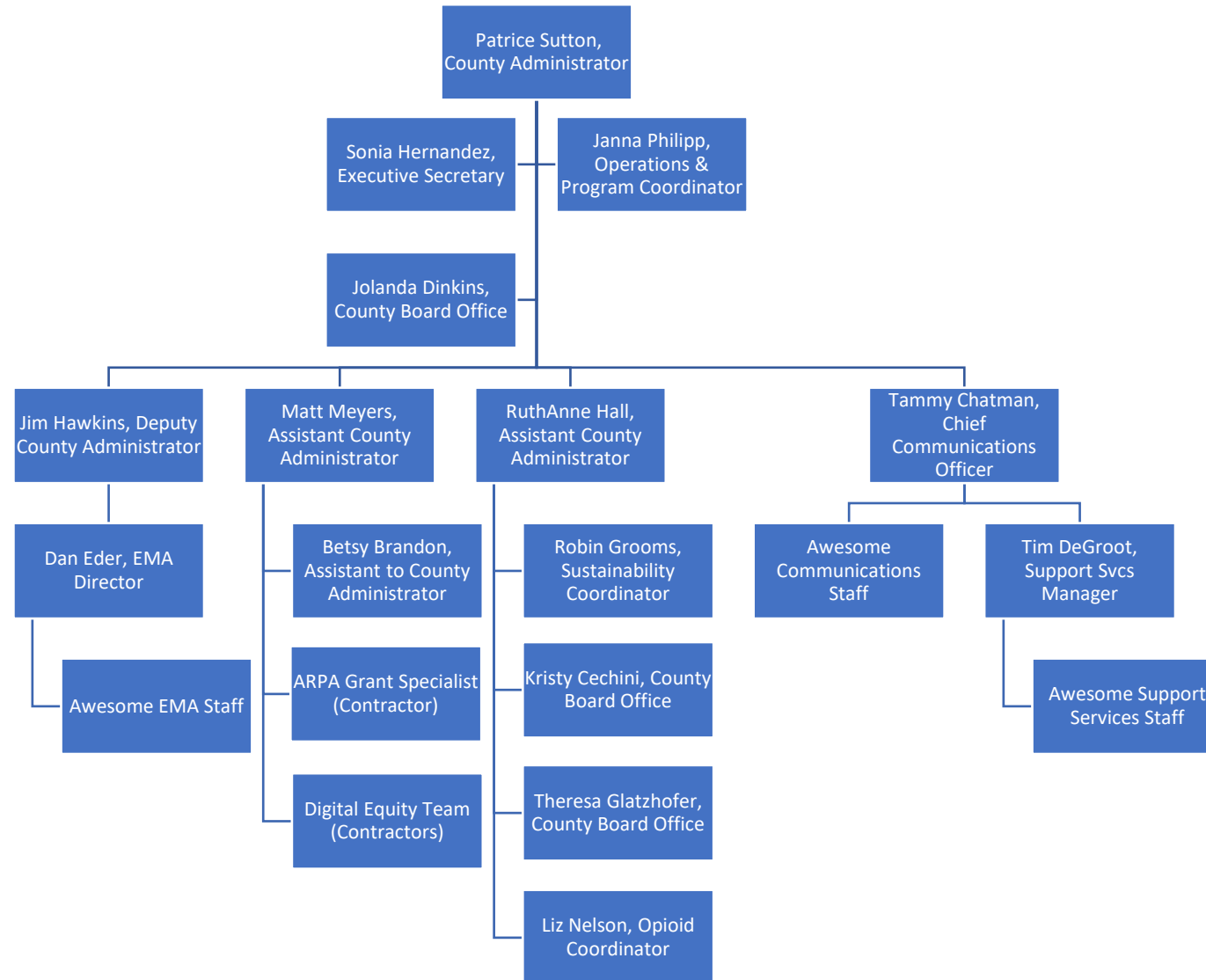
# Department Overview

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- **Office is responsible for implementing the policies set by the County Board and overseeing the day-to-day management of the government.**
  - **26 full-time employees, 2 part-time employees**
  - **Total budget \$3,798,502**
- **Manage and direct Board priorities and initiatives.**
- **Develop and oversee the annual budget and capital improvement plan.**
- **Coordinate and/or collaborate on countywide activities involving departments with elected and appointed department heads.**

# Organization Chart



# Priority Initiatives

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- **911 Consolidation**
  - Strategic Plan: Superior County Operations and Services
- **Compensation Study**
  - Planning Q3 2024 presentation of findings
  - Strategic Plan: Superior County Operations and Services
- **Strategic Plan Implementation**
  - Collecting metrics
  - Planning quarterly status presentations
- **ERP System Implementation**
  - Vendor selection underway
  - Strategic Plan: Superior County Operations and Services

# Priority Initiatives

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- **Centralization**
  - Analysis and strategy for implementation
  - Strategic Plan: Superior County Operations and Services
- **ARPA Program**
  - Funds fully appropriated across 81 projects
  - Audit of current projects ongoing
  - Internal solicitation of projects for December 2024 obligation deadline
- **NetZero Policy Planning**
  - Roadmap to Decarbonization developed
  - Planning for FY2025 budgeting
  - Strategic Plan: Sustainable Environment

# Emergency Management

# Emergency Management Agency

## What We Do



- Threat and Hazard Analysis
- Plan Development and Review
- Emergency Operations Resource Management and Logistics
- Training and Exercising
- Continuity Planning
- Public Education and Outreach
- Interoperability Support
- Financial Assistance Coordination
- Volunteer Management
- After-Action and Recovery





# FY 2023 – Key Metrics

- 19 LCEMA Sponsored Trainings Completed (500+ partners trained)
- 16 Exercises Conducted
- 7 Community Outreach Events
- 9 Municipal Emergency Operations Plans (EOPs) Reviewed
- 15 Formal presentations to public/partners
- Over 1500 volunteer hours and 3,800 intern hours completed
- Over 730,000 personal protective equipment and supplies distributed



\*Multiple responses and planning efforts to incidents and events including severe weather, Hawthorn Woods boil order, 4<sup>th</sup> of July planning

# FY 2024 - Key Projects and Goals



\*To date in FY24, there have been 7 trainings, 13 exercises, 4 outreach events, 3 EOPs reviewed, 53,446 items distributed, 50 radios programmed/distributed, 500+ volunteer hours, and 1 incident response (tornado)

- **2024 DNC/RNC Planning** (Q2, 2024; Adaptive Infr)
- **Family Assistance Center Plan** (Q3, 2024; Safe Comm)
- **Crisis-Relief Fund/Planning** (Q3, 2024; Supr Ops/Srvs)
- **Long-Term Logistics Plan** (Q3, 2024; Supr Ops/Srvs)
- **Improved Resource Directory** (Q3, 2024; Supr Ops/Srvs)
- **Election Planning Support** (Q4, 2024; Safe Comm)<sup>10</sup>

# FY 2024 - Key Projects and Goals



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- **Veoci and EOC Improvements** (Q4, 2024; Supr Ops/Srvs; Safe Comm)
  - **School Safety Planning** (Q4, 2024; Safe Comm)
  - **Radio Interoperability Plan** (Q4, 2024; Supr Ops/Srvs; Adaptive Infr)
  - **ROC Implementation and Design** (Q4, 2024; Adaptive Infr; Sustainable Env)
  - **Emergency Ops Plan Update** (Q2, 2025; Supr Ops/Srvs; Safe Comm)
  - **National Qualification System Implementation** (Q2, 2025; Safe Comm)
  - **Regional IPAWS Coordination/Working Group** (Q2, 2025; Safe Comm)<sup>11</sup>

# Communications

# Our Customers



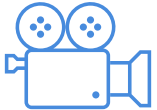
## THE PUBLIC



- Lead PIOs for County Admin, County Board, EIT, Finance, HR, LCDOT, Public Works, PBD, SMC, FCS, EMA
- Collaborate with other departments and PIOs on public messaging



## Employees - ALL DEPTS (INCLUDING ELECTEDS)



## THE MEDIA



## BOARD MEMBERS

- E-Newsletters
- Mailings
- Web Page Updates
- Printed Materials
- Speaker Remarks

## LOCAL AND REGIONAL STAKEHOLDERS



- Ex: State of Illinois, Municipalities, townships, first responders
- Ex: Work with leadership to provide information on County priorities
- Ex: Special event coordination



## OUTSIDE PUBLIC INFORMATION OFFICERS

# MEET THE TEAM: What We Do



## Create Content

- News releases, newsletters & social media
- Brochures, flyers, mailings & digital graphics



## Customer Service

- Greet and assist Lake County Building visitors
- Answer and triage calls to appropriate departments



## LCTV

- Lake County government PEG TV channel
- Committees, board meetings & videos



## Print & Mail

- Print ballots, assessments & more
- Full mail service for all departments



## Events

- Groundbreakings, ribbon cuttings & more
- Talking points, photos & videos



## Media

- Coordinate with media on stories
- Local beat writers, radio & TV news

# Fiscal Year 2023 Accomplishments



**FOIA PLATFORM:** Launched GovQA to the public



**NUMEROUS ILLINOIS DCEO STORMWATER EVENTS:** Close coordination with Lake County SMC



**ROC GROUNDBREAKING:** Organized and coordinated large event in collaboration with Facilities



**PRINT SHOP MODERNIZATION:** New printers and folder to continue printing and mailing operations for



years **DOGS OF LAKE COUNTY:** Nearly 20,000 views on video featuring our 4-legged heroes



**STRATEGIC PLAN:** Designed Strategic Plan booklet and PowerPoint presentation

## 2023 by the Numbers!

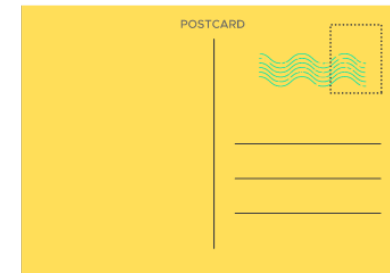
3,000,000+ social media  
reach/impressions



24 videos for departments & 410  
staff hours committed to 109  
committee/board meetings



Sent 336 newsletters,  
90 news releases &  
19 board member mailings



# Initiatives for 2024



## **WEBSITE REDESIGN (COMPLETE)**

New website launched in March



## **CAPTIONS & SUBTITLES POLICY (COMPLETE)**

(Healthy and Inclusive Communities)

Approved by the Board in February



## **LCTV INFRASTRUCTURE UPGRADE (Q2 COMPLETION)**

Complete modernization of LCTV channel including the expansion of captions/subtitles for recorded meetings



## **VOTE-BY-MAIL VIDEO SERIES (Q2 COMPLETION)**

A 3-part educational video series on the vote-by-mail process in collaboration with the Clerk's Office



## **ASSESSOR'S REPORT (Q2 COMPLETION)**

Designed booklet of the Board of Review's results from the previous tax year



## **FOIA PLATFORM EXPANSION (Q3 COMPLETION)**

(Superior County Operations and Services)

Complete expansion of GovQA to include all applicable departments



## **SMC WATERSHED MEETINGS, PROJECTS & GROUNDBREAKINGS (CONSTANT)**

(Adaptive Infrastructure)

Organize, coordinate, and communicate upcoming SMC events





**Questions**