



Office of the Chief Administrative Officer

FY2017 Budget Presentation

October 18, 2016

Office of the Chief Administrative Officer

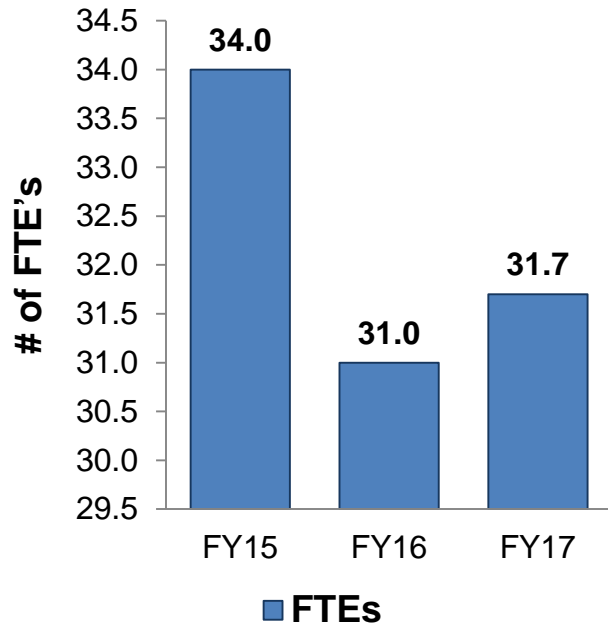
FY2017 Budget Presentation



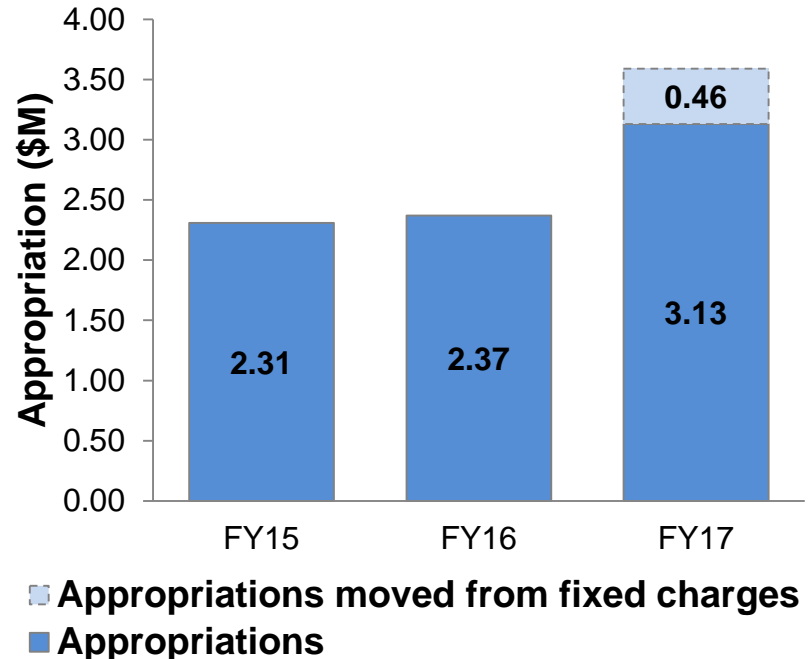
Mission

The Bureau of Administration is committed to developing, coordinating and managing programs to enable County departments to better serve the residents of Cook County in a transparent, efficient and cost-effective manner.

Staffing



Budget



Office of the Chief Administrative Officer

Program Inventory

FY2017 Budget Presentation



Executive and Administrative (14 FTE)

Coordinates the activities of a broad array of Cook County departments and functions including Adoption & Family Supportive Services, Animal & Rabies Control, Environmental Control, Department of Transportation and Highways, Law Library, Medical Examiner, Printing and Graphic Services, Industrial Engineering, Veterans' Affairs, and Child Support Compliance Enforcement.

Enterprise Wide Services (6.7 FTE)

The CAO's Office has activities that assist agencies Countywide including Industrial Engineering, Fleet Management, Records Management, Veterans' Affairs, and Child Support Enforcement.

Printing and Graphic Services (11 FTE)

Printing and Graphic Services (PGS) provides services to all agencies Countywide. Major jobs include printing the budget books, election materials, and court forms.

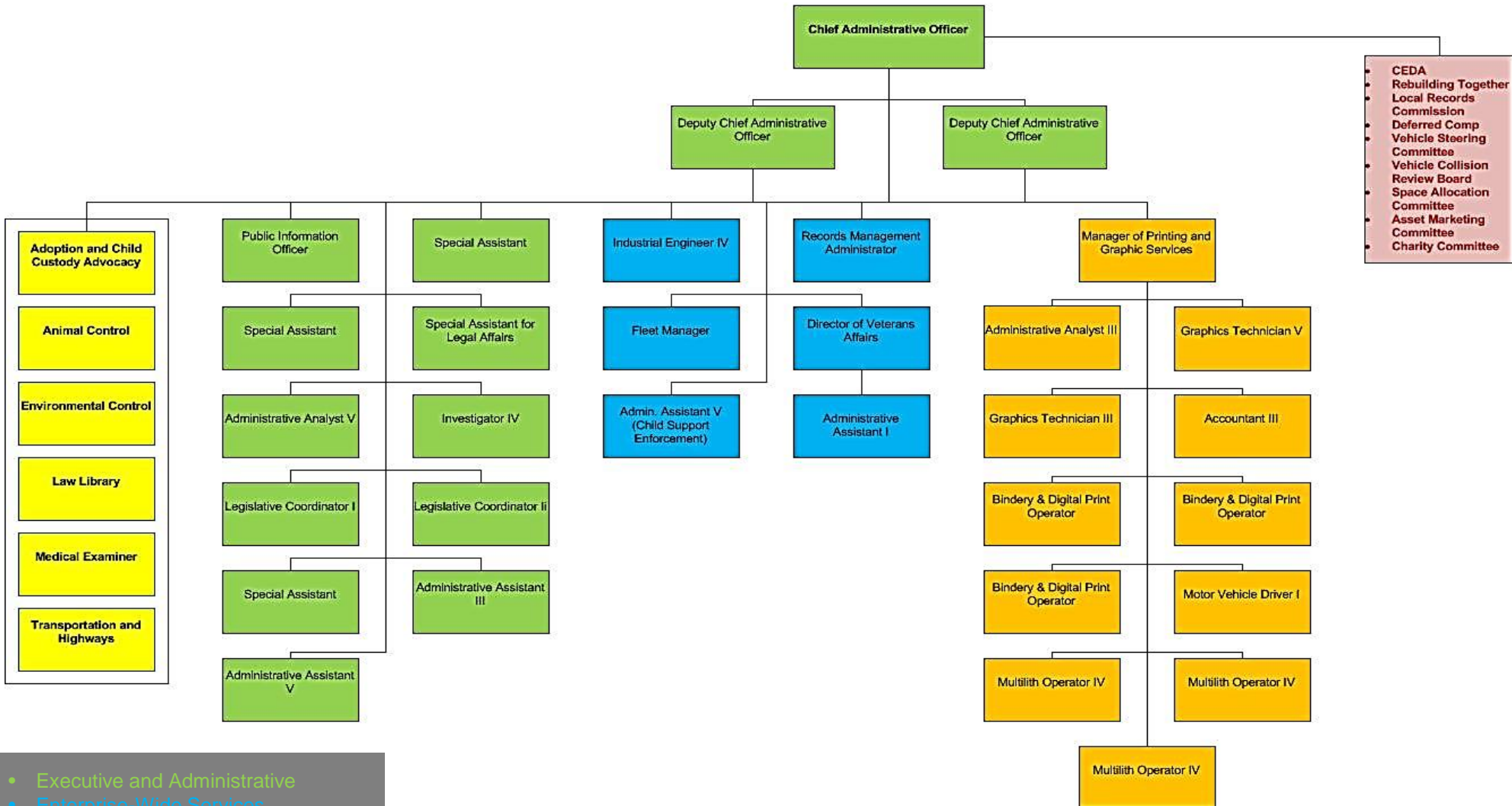
Office of the Chief Administrative Officer

Organization Chart

FY2017 Budget Presentation



Office of the Chief Administrative Officer Organization Chart



Office of the Chief Administrative Officer

Discussion of 2016 Department and Program Outcomes

FY2017 Budget Presentation



Fleet Management / Shared Fleet / Vehicle Steering Committee

- Vehicle Steering Committee developed and approved revised Travel and Business Expense Policy and AVL/GPS Policy. Travel and Business Expense Policy incorporated recommendations from the Auditor.
- Coordinated with the Sheriff's Office to consolidate all light duty, passenger vehicles under the Sheriff's Vehicle Services Division for maintenance.
- The Shared Fleet Program added 5 additional hybrid vehicles to the program, bringing the total to 8 hybrids in order to become more fuel efficient.

Records Management

- Records Management has identified a coordinator from every department Countywide that assisted in bringing the number of non-compliant applications on file with the state from 69 in December 2013 to 23.
- Records Management held 3 Countywide training sessions as well as 14 department specific training and Q&A sessions.

Office of the Chief Administrative Officer

Discussion of 2016 Department and Program Outcomes (cont.)

FY2017 Budget Presentation



Printing and Graphic Services

- Printing and Graphic Services completed 2,119 print orders with 25,364,000 impressions during FY16 to date with an average cycle time of 9.2 days.

Veterans' Affairs

- Silver Star Banner Program – Recognized 35 Veterans.
- Co-sponsored (6) workshops with Assessor office on Veterans Disability Tax Exemption.
- Assisted 1,160 Veterans from December through September.
- Worked with Contract Compliance – Recognition of Veteran Owned Business program.
- 50th Anniversary Vietnam Veteran Commemoration – Recognized 375 Veterans.

Office of the Chief Administrative Officer

Budget, Cost Analysis, and 2017 Strategic Initiatives & Goals

FY2017 Budget Presentation



Fleet Management

- **Vehicle Services Consolidation** - Fleet Management will coordinate with the Sheriff's Office to consolidate vehicle services Countywide. This consolidation will allow fleet cost and utilization data to be captured and analyzed Countywide and by department.
- **New Fleet Management System** - Fleet Management will assist the Sheriff's Office to procure a new fleet management system which will allow the County to better manage the fleet and gather cost and utilization data.

Records Management

- **Records Disposition** - Records Management will work with all County departments and elected officials to ensure each agency is properly disposing records in accordance with the Local Records Commission requirements.
- **Electronic Records** - Records Management will work with the Bureau of Technology to bring electronic records into compliance with the local records act.

Printing and Graphic Services

- **Print Shop Consolidation** - Printing and Graphic Services will be relocating the print shop at 69 W. Washington to combine with the Print Shop at 2323 S. Rockwell for increased efficiencies and create additional revenue for Cook County from rental of 69 W. Washington.

Office of the Chief Administrative Officer

2017 STAR goals and targets

FY2017 Budget Presentation



Performance Metric	FY2015 Actual	FY2016 Projected YE	FY2017 Target
Enterprise Wide Output Metric			
# of Shared Fleet Registered Users	632	745	825
Printing and Graphic Services Efficiency Metric			
Average # of Days to Complete Print Orders	8.1	9.0	9.0
Enterprise Wide Outcome Metric			
% of Shared Fleet Unused Time	53.8%	44.2%	35.0%
% of Applications for Authority in Compliance with State Procedure	58%	79%	90%
Zero Based Budget Metric			
PGS Staff Cost per Impression	\$0.0482	\$0.0468	\$0.0498

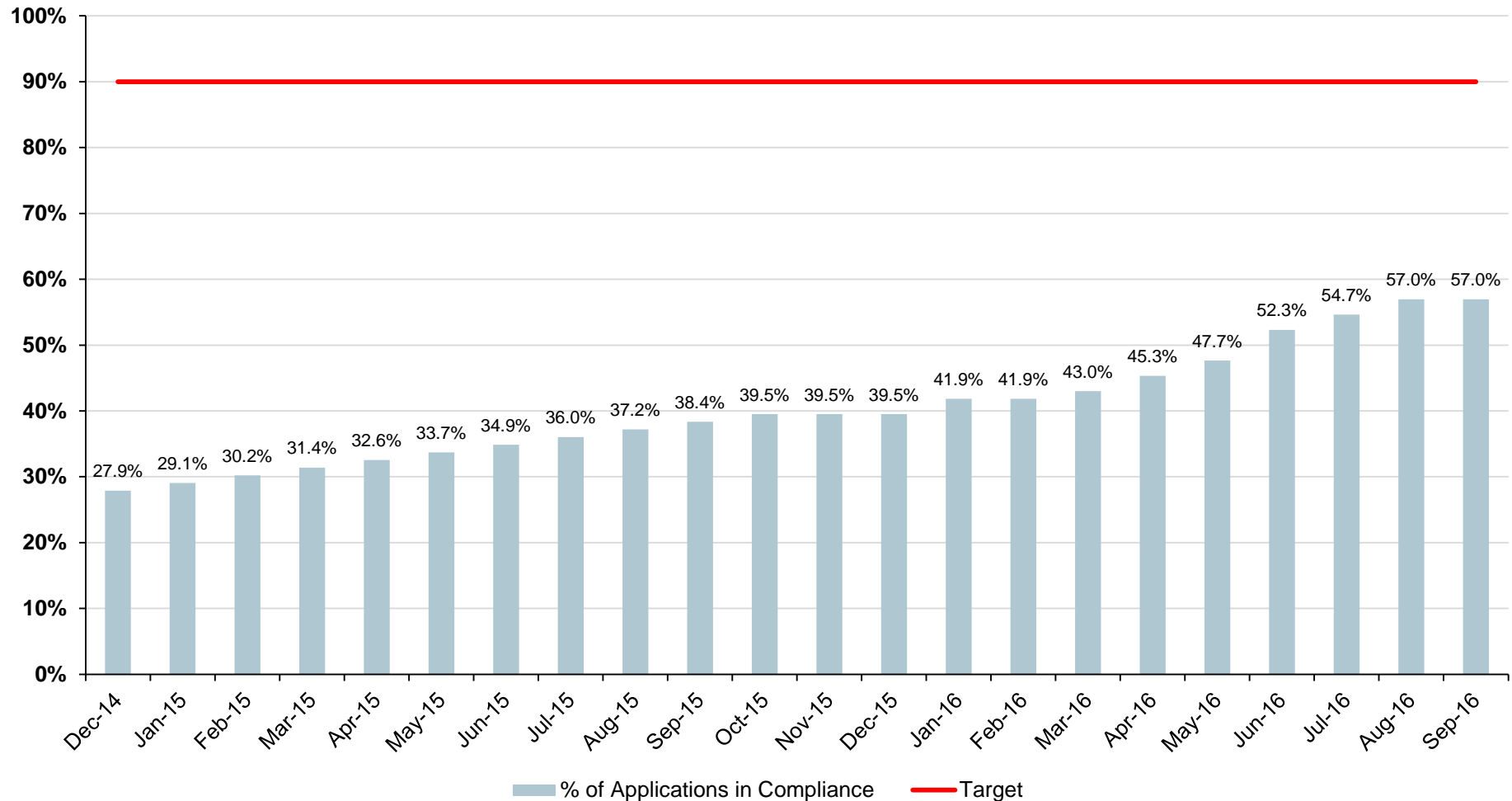
Office of the Chief Administrative Officer

2017 STAR goals and targets

FY2017 Budget Presentation



% of Compliant Records Applications





Environmental Control

FY2017 Budget Presentation

October 18, 2016



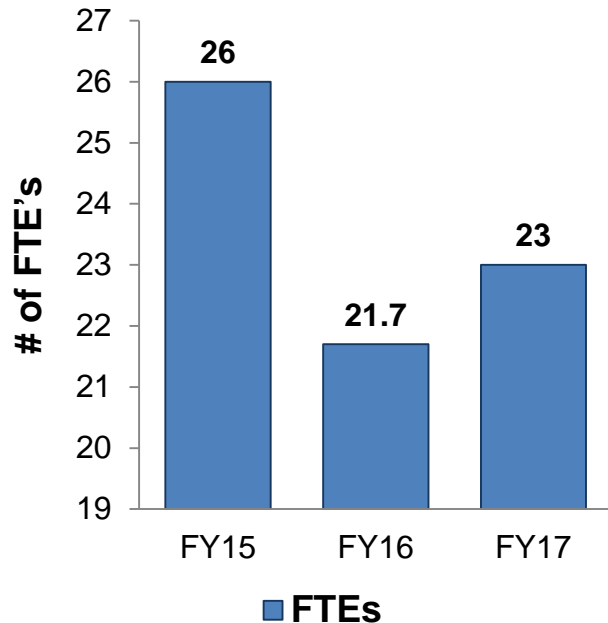
Environmental Control

FY2017 Budget Presentation

Mission

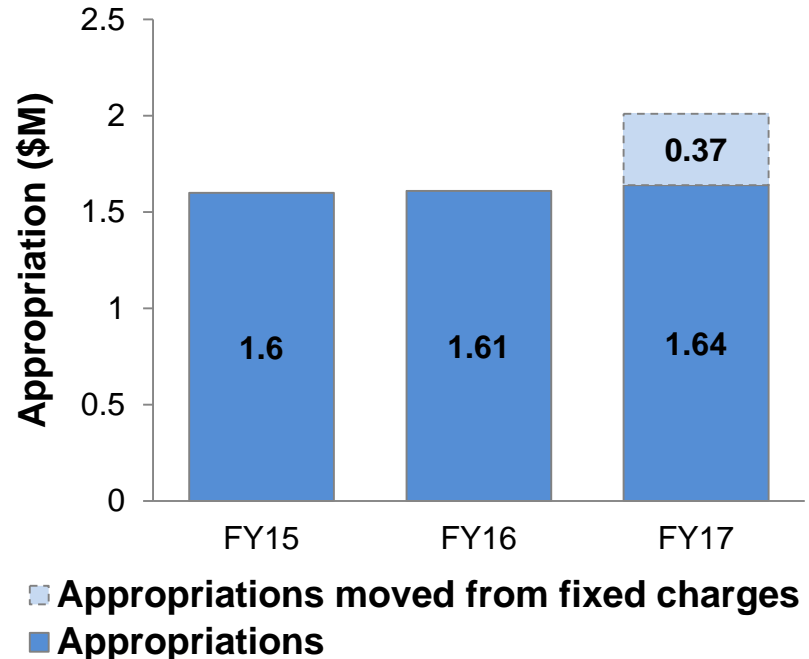
The Department of Environmental Control improves the quality of the environment for all residents of Cook County.

Staffing



Note: 10 additional staff paid by grants and special funds

Corporate Budget



Environmental Control Program Inventory

FY2017 Budget Presentation



Administration (4 FTE)

Supervises departmental programs and manages environmental policy initiatives and administrative functions including fiscal management, grant compliance, purchasing, timekeeping, records management, personnel and labor management, legal, and FOIA.

Air and Land Pollution Reduction (25 FTE)

Reduces air and land pollution by monitoring air quality, facilities with fuel-burning or processing equipment, facilities that store liquid hazardous waste, waste transfer stations and recyclers, asbestos removal and demolition sites.

Sustainability (4 FTE)

Management and staffing of the Green Leadership Team and Sustainability Advisory Council, monitoring of energy, waste and recycling and water at county facilities. Includes grant programs in Energy Efficiency Outreach, Solar Market Pathways and the Energy Efficiency Conservation Block Grant.

Environmental Control Organization Chart

FY2017 Budget Presentation



Key

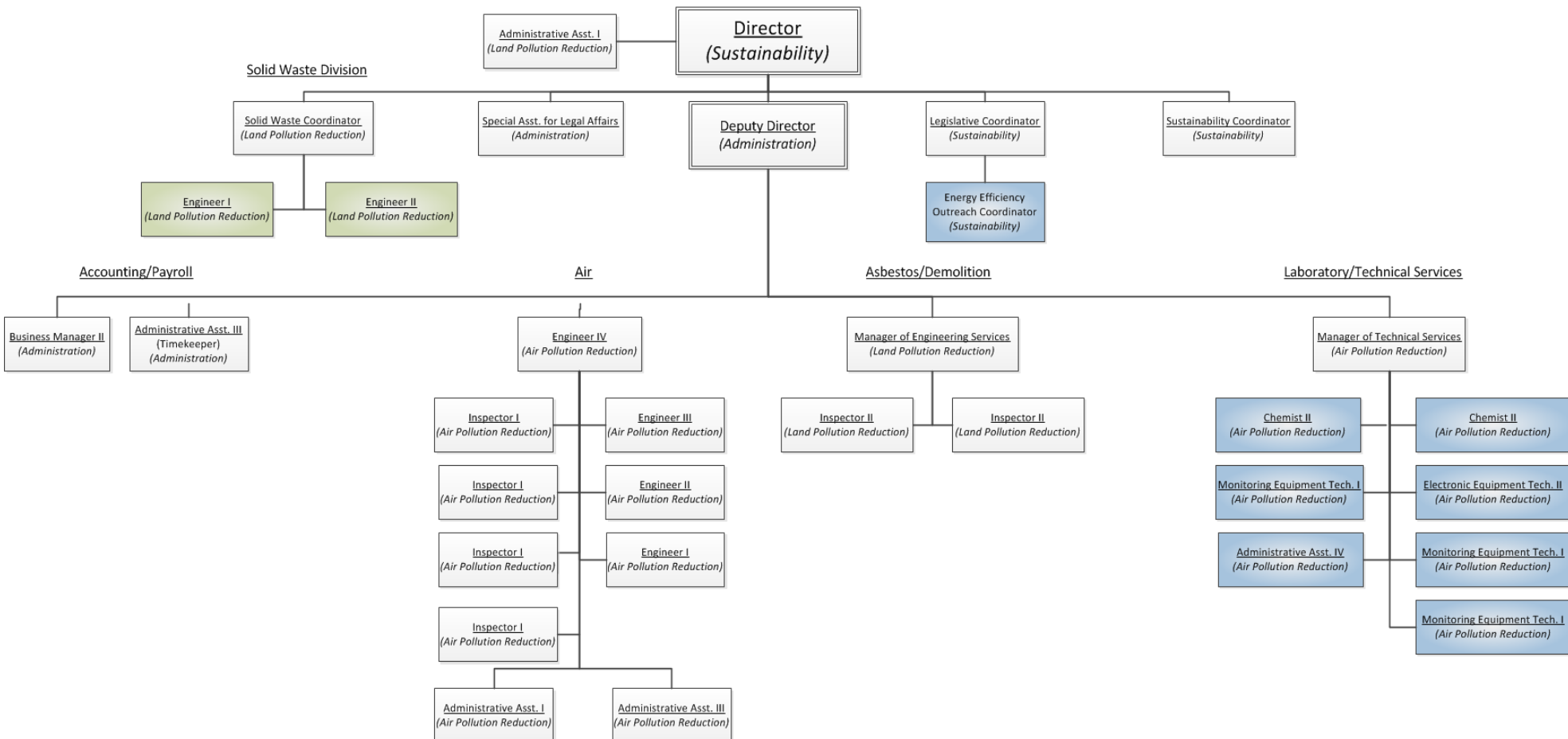
Engineer I
(Land Pollution Reduction)

Special
purpose fund

Chemist II
(Air Pollution Reduction)

Grant funded

Cook County Department of Environmental Control Organization Chart





- **Green Leadership Team** - Cook County has surpassed the goal of 10% and realized a decrease of over 20% in GHG emissions from building energy from 2010-2015.
- **Grant Award** - Received a Solid Waste Inspection Delegation agreement and grant award from the State of Illinois to inspect landfills, transfer stations, and complaints. Creates efficiencies, allowing the department to enforce state regulations at the same time inspections and enforcement are done for the County ordinance.
- **Brownfield Assessment** - Assessed 15 brownfield sites in the western suburbs as first step towards cleanup and redevelopment.
- **Community Solar** - Partners in the County's Community Solar project created the first interactive solar capacity map for the area.
- **Operational Efficiencies** - Implemented on-line database for permits and inspections for Air division, so inspectors do not have to bring paperwork back to office to enter data.
- **Increased Compliance** - Increased the number of installation permits received 60 days after compliance notification is given, from 75% to 87%.



- **Improve Space Utilization** – Decrease in space usage at 69 W. Washington by 15%.
- **Brownfield Assessment** – over 40 sites will be assessed and up to 7 will progress to cleanup plans.
- **Community Solar** – 5 to 7 case studies will be published; and a costing tool for community solar projects will be made available to the public.
- **Liquid Hazardous Waste Reporting** – implementation will help protect the public by ensuring that data on the stored hazardous chemicals is available to first responders.
- **EASy Database** – Phase II will include the Solid Waste and Asbestos/Demolition divisions in 2017, and will implement online payment and permit application processes.

Environmental Control

2017 STAR goals and targets

FY2017 Budget Presentation



Performance Metric	FY2015 Actual	FY2016 Projected YE	FY2017 Target
Air and Land Pollution Reduction Program			
Output Metric			
Number of Inspections	12,024	9,800	10,850
Brownfield Assessments Completed	2	15	26
Air and Land Pollution Reduction Program			
Efficiency Metric			
Customers Served per FTE in inspectional units	791	1,028	1,008
Air and Land Pollution Reduction Program			
Outcome Metric			
% NESHAP permitted projects for asbestos inspected	N/A	80%	70%
% of required new installation permits received 60 days after compliance notification given	75%	87%	90%
Zero Based Budget Metric			
Field staff cost per inspection	\$86.50	\$107.05	\$108.81

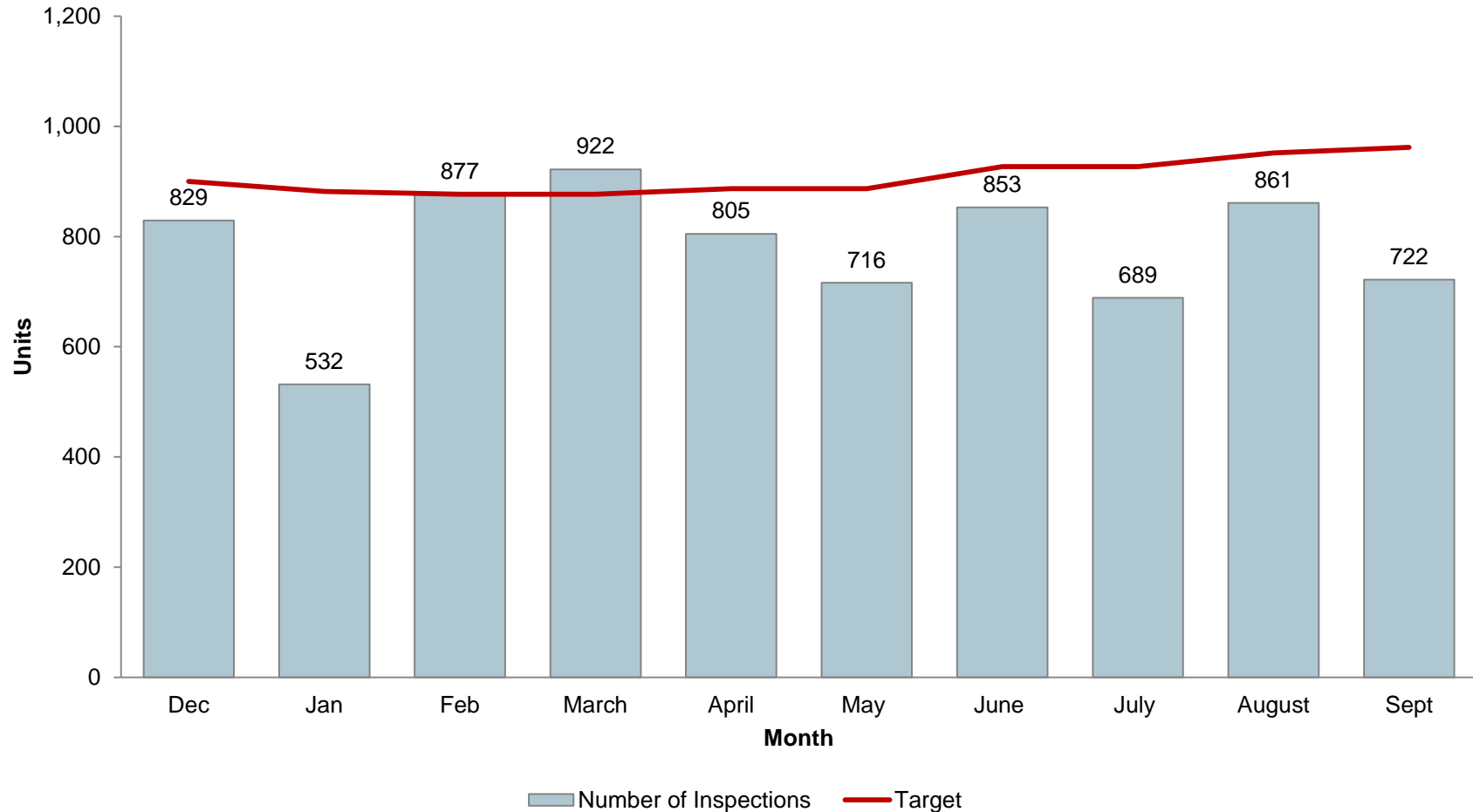
Environmental Control

2017 STAR goals and targets

FY2017 Budget Presentation



Environmental Control Inspections





Office of the Medical Examiner

FY2017 Budget Presentation

October 18, 2016

Medical Examiner

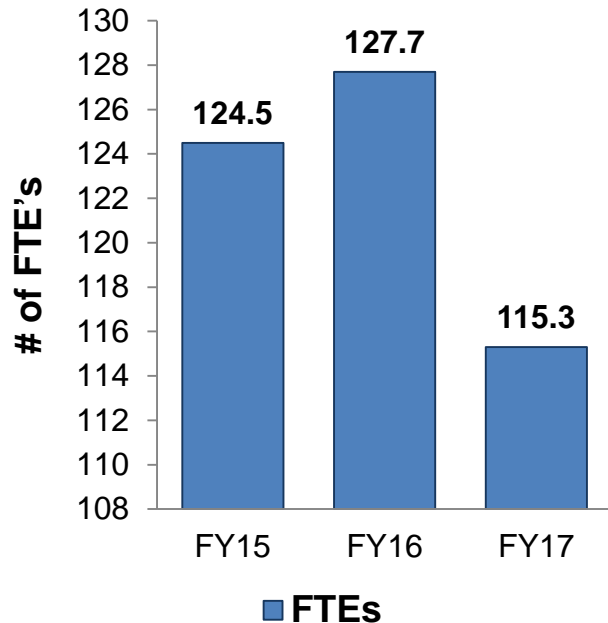
FY2017 Budget Presentation



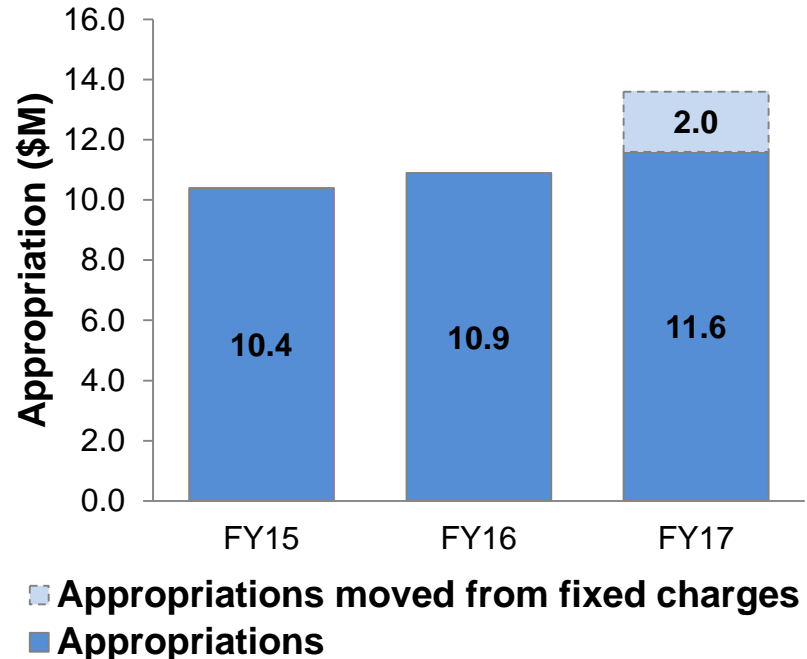
Mission

The Medical Examiner ensures public health and safety by performing postmortem examinations to determine cause and manner of death for individuals who die in Cook County and to ensure the dignified final disposition of indigent decedents.

Staffing



Budget



Medical Examiner Program Inventory

FY2017 Budget Presentation



Administration (15 FTE)

Supervise departmental programs and manage administrative functions including financial and record keeping activities; office and staff safety, IT support, and indigent disposition. Assist pathologists with phone calls and code causes of death.

Autopsy Technicians (15 FTE)

Assist doctors with autopsies, and maintain coolers and autopsy suites. Assist with anthropology examinations, preparing specimens to be sent for DNA analysis, and maintaining inventory of stock specimens.

Histology (3 FTE)

Prepare tissue blocks and microscopic slides from autopsy specimens/tissues. Perform special stains as needed.

Intake (13 FTE)

Oversee the intake and release of the deceased, and ensure accuracy of demographic data.

Investigations (30 FTE):

Perform scene investigations and prepare case reports. Receive death notifications 24 hours, 365 days a year.

Medical Examiner

Program Inventory (continued)

FY2017 Budget Presentation



Medical records (8 FTE):

Maintain records and provide information to the public. Manage cremation permit approvals and billing for autopsy reports.

Pathology (21 FTE):

Perform and supervise autopsies to determine cause and manner of death. Testify in court and teach fellows, residents, and medical students.

Photography (4.5 FTE):

Takes photographs of bodies during autopsies, consultations, and exhumations. Assist with billing for photographs.

Radiology (4 FTE)

Perform postmortem x-rays/dentals. Assist with mass disasters.

Toxicology (4 FTE)

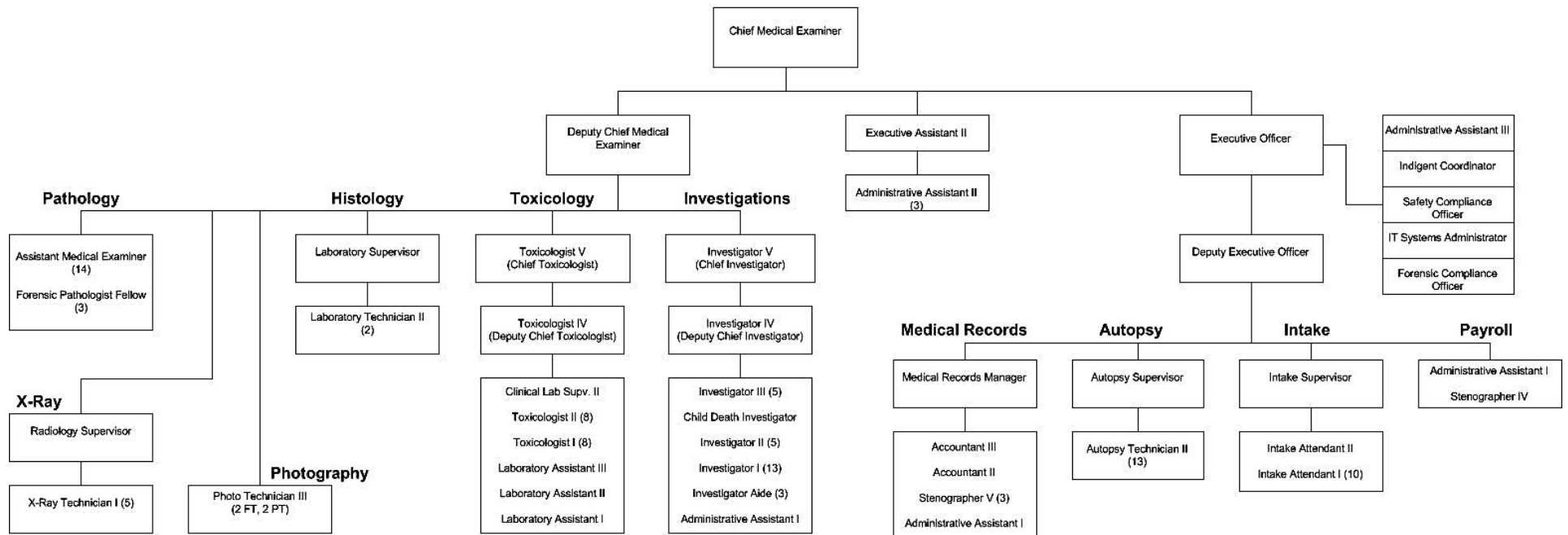
Process toxicology testing to assist in determining cause and manner of death. Perform proficiency tests according to accreditation guidelines.

Medical Examiner Organization Chart

FY2017 Budget Presentation



Cook County Medical Examiner's Office Organization Chart





Accreditation

- Attained full accreditation with the National Association of Medical Examiners (NAME). Multiple STAR targets were met to attain full accreditation including turnaround time for autopsy reports, number of autopsies per pathologist, and turnaround time for toxicology reports.
- Hired a Forensic Compliance Officer to oversee quality assurance for all sections of the office and gear toward NAME/ISO accreditation.

Dignified Indigent Disposition

- 101 unclaimed cremated remains and 12 unidentified cases buried at Mt. Olivet cemetery.
- Drafted changes to optimize indigent veteran burial at National Cemetery.

National Recognition

- Three doctors presented research at the NAME annual conference on genetic testing of young adults with negative autopsies and their families, public health impact of fentanyl overdose cases, and self-mutilation in suicides.
- Certified inspector for NAME and for NAME/ISO accreditation.



- **Accreditation** - Reduce phase 1 deficiencies and avoiding any phase 2 deficiency and gear toward NAME/ISO accreditation in 2019. Hire two more assistant medical examiners and one autopsy technician to help with the drug overdose and homicide epidemic.
- **Subcontracting Toxicology Services** - Optimize toxicology turnaround time and reduce costs by subcontracting majority of the toxicology tests. Stat carbon monoxide and alcohol testing will be done in-house.
 - Many offices around the country are outsourcing toxicology services as it is increasingly difficult and costly to validate and test new emerging drugs and instruments in-house; and maintain accreditation.
 - A budget reduction of approximately \$1 million is projected in FY2017.
 - Reduced toxicology testing turnaround time allows for families to receive closure on cases of their loved ones much quicker, from two months to one week.
- **Quality Assurance Program** - Institute a quality assurance program for all sections in the office. All standard operating procedures will be updated for NAME accreditation.
- **Interface the IL State Vital Statistics record system** with our electronic case management system allowing for improved data integrity and increased efficiency.

Medical Examiner

2017 STAR goals and targets

FY2017 Budget Presentation



Performance Metric	FY2015 Actual	FY2016 Projected YE	FY2017 Target
Pathology Program Output Metric			
Number of autopsies performed	2,968	3,465	3,465
Pathology Program Efficiency Metric			
Average # of autopsies per pathologist	261	290	250
Pathology Program Outcome Metric			
% of all postmortem examinations completed within 90 days of autopsy	91%	91%	95%
% of all postmortem examinations completed within 60 days of autopsy	59%	75%	85%
Zero Based Budget Metric			
Cost per postmortem examination	\$1,315	\$1,500	\$1,500

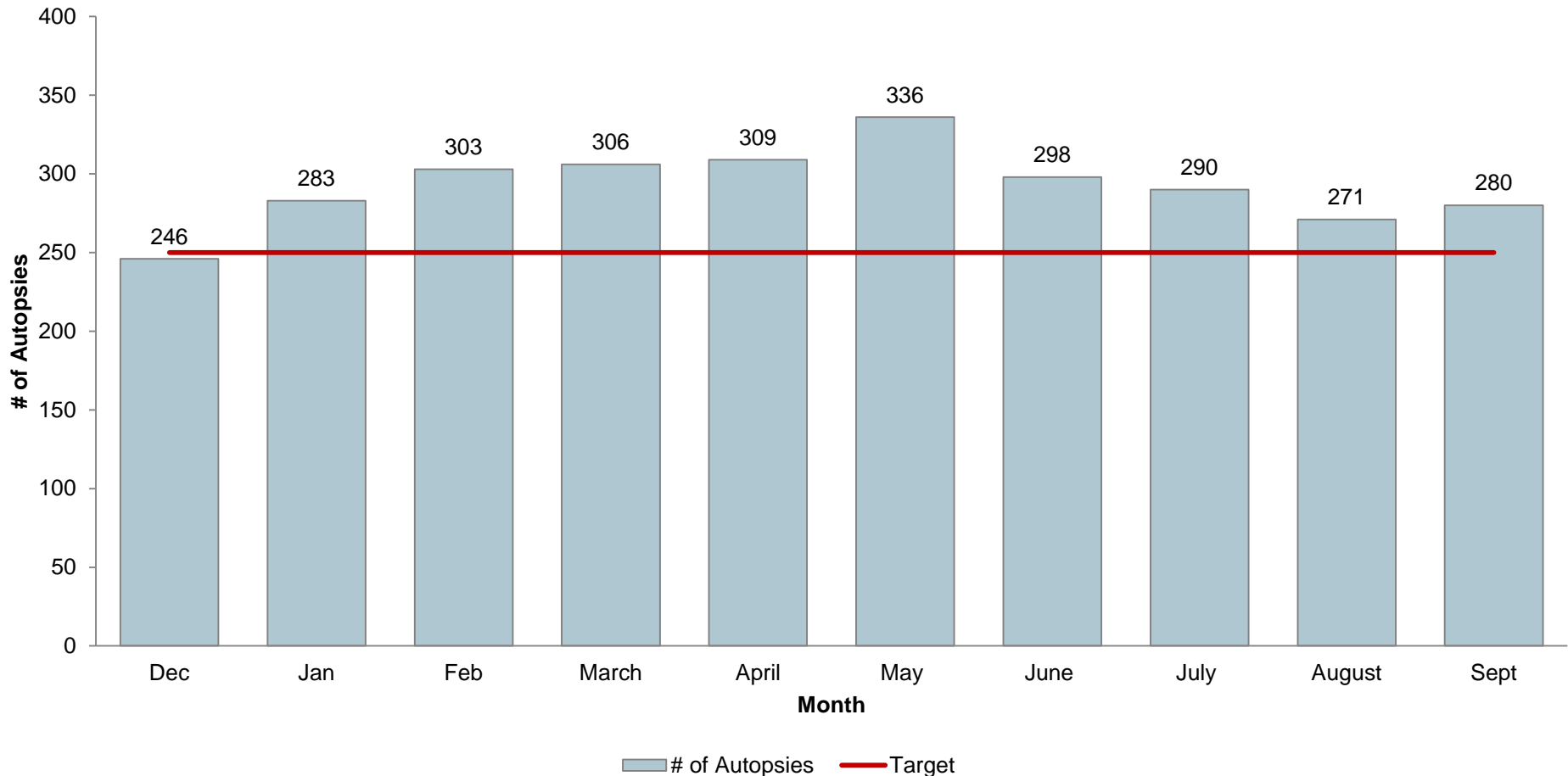
Medical Examiner

2017 STAR goals and targets

FY2017 Budget Presentation



Average # of Autopsies per Pathologist - FY2016





Department of Adoption & Family Supportive Services FY2017 Budget Presentation

October 18, 2016



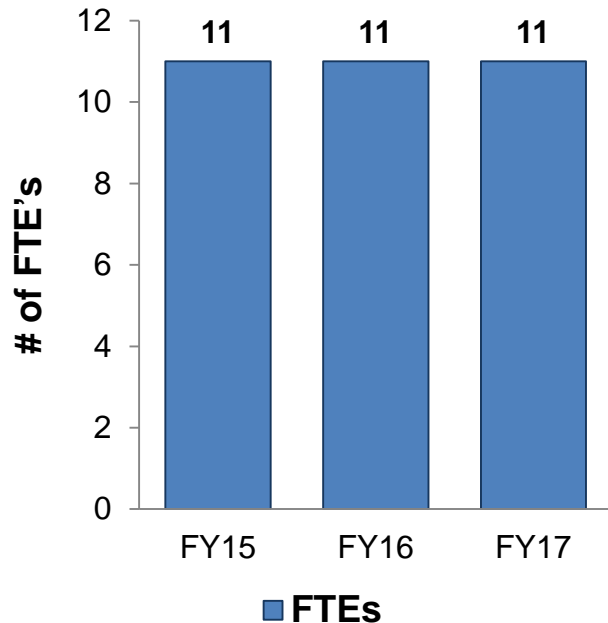
Department of Adoption & Family Supportive Services

FY2017 Budget Presentation

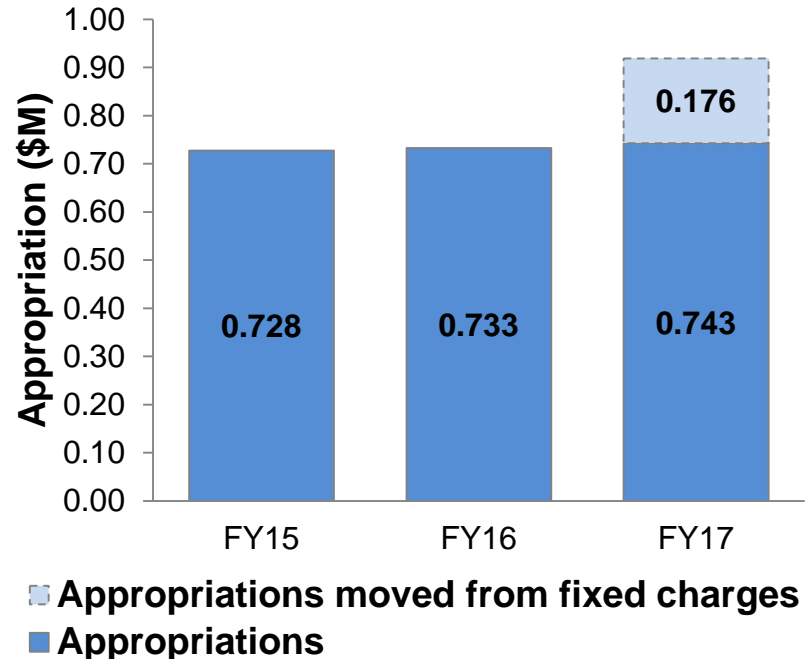
Mission

To serve the welfare and best interests of families involved in child custody hearings, probate proceedings and independent adoptions through the submission of home-based investigations reports that include family history; medical and mental history; family observations and recommendations to the Court.

Staffing



Budget



Department of Adoption & Family Supportive Services

Program Inventory

FY2017 Budget Presentation



Administration (3 FTE)

Supervises departmental programs and manages administrative functions including financial and procurement.

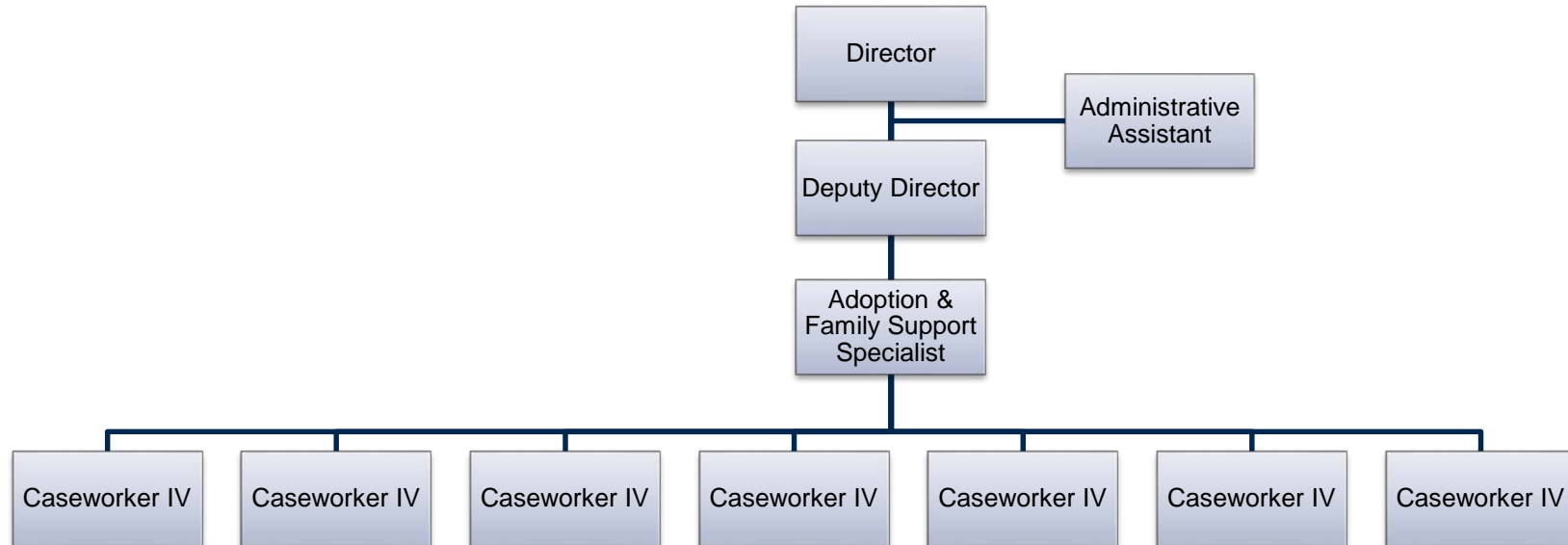
Child Custody Review and Recommendation Program (8 FTE)

Conducts home studies for child custody cases and adoption services.

Department of Adoption & Family Supportive Services

Organization Chart

FY2017 Budget Presentation



Department of Adoption & Family Supportive Services

Discussion of 2016 Department and Program Outcomes

FY2017 Budget Presentation



- **Revised Home Study template** to incorporate significant changes to the Illinois Marriage and Dissolution of Marriage Act to include new terminology and factors taken into consideration during court determination of an allocation of parental responsibility. Consequently, home study reports became more responsive to the needs of courts and families.
- **Established a partnership with the Clerk's office** to receive court orders faster and with greater efficiency with collaboration with the Clerk's office that has resulted in weekly email lists of court ordered appointments sent directly to DAFSS.
- **Introduction of DAFSS's Adoption disclosure law** with sponsorship from state representative Sara Feigenholtz in collaboration with the Chicago Bar Association Adoption Committee. DAFSS proposed an amendment of adoption law which expands non-identifying information to include the reasons birth parent(s) placed the child for adoption, how adoptive parents were identified, and whether or not the birth parents agreed to post-adoption contact.
- **Explored corrective pricing for Adoptive home study reports** based on research of comparative services working to reflect cost of living increases, comparable market pricing and capturing labor expenditures.

Department of Adoption & Family Supportive Services

Budget, Cost Analysis, and 2017 Strategic Initiatives & Goals

FY2017 Budget Presentation



- **Implement a Resource Manual** that will provide a representative listing of therapeutic resources and other services to support court involved families experiencing issues of parental conflict and contested parental responsibility proceedings.
- **Digitize Adoption Files** by working with BOT on a project to electronically scan all adoption files for efficiency in securing and providing information to eligible parties.
- **Research Price Setting of Home Study Reports** submitted for parental responsibility and guardianship cases. Pricing will be based upon a comparative analysis of counties that offer similar services. Price setting for home study services currently provided at no cost may be a way to offset operational expenses.

Department of Adoption & Family Supportive Services

2017 STAR goals and targets

FY2017 Budget Presentation



Performance Metric	FY2015 Actual	FY2016 Projected YE	FY2017 Target
Child Custody Review and Recommendation Program Output Metric			
# of closed cases	391	500	500
Child Custody Review and Recommendation Program Efficiency Metric			
Average number of days from date assigned by Director to case disposition	76	80	74
Average # of cases per caseworker	19	21	18
Child Custody Review and Recommendation Program Outcome Metric			
Percent of adoption cases closed within 120 days	14%	33%	40%
Zero Based Budget Metric			
Cost per home study report	\$2,056	\$1,660	\$1,704

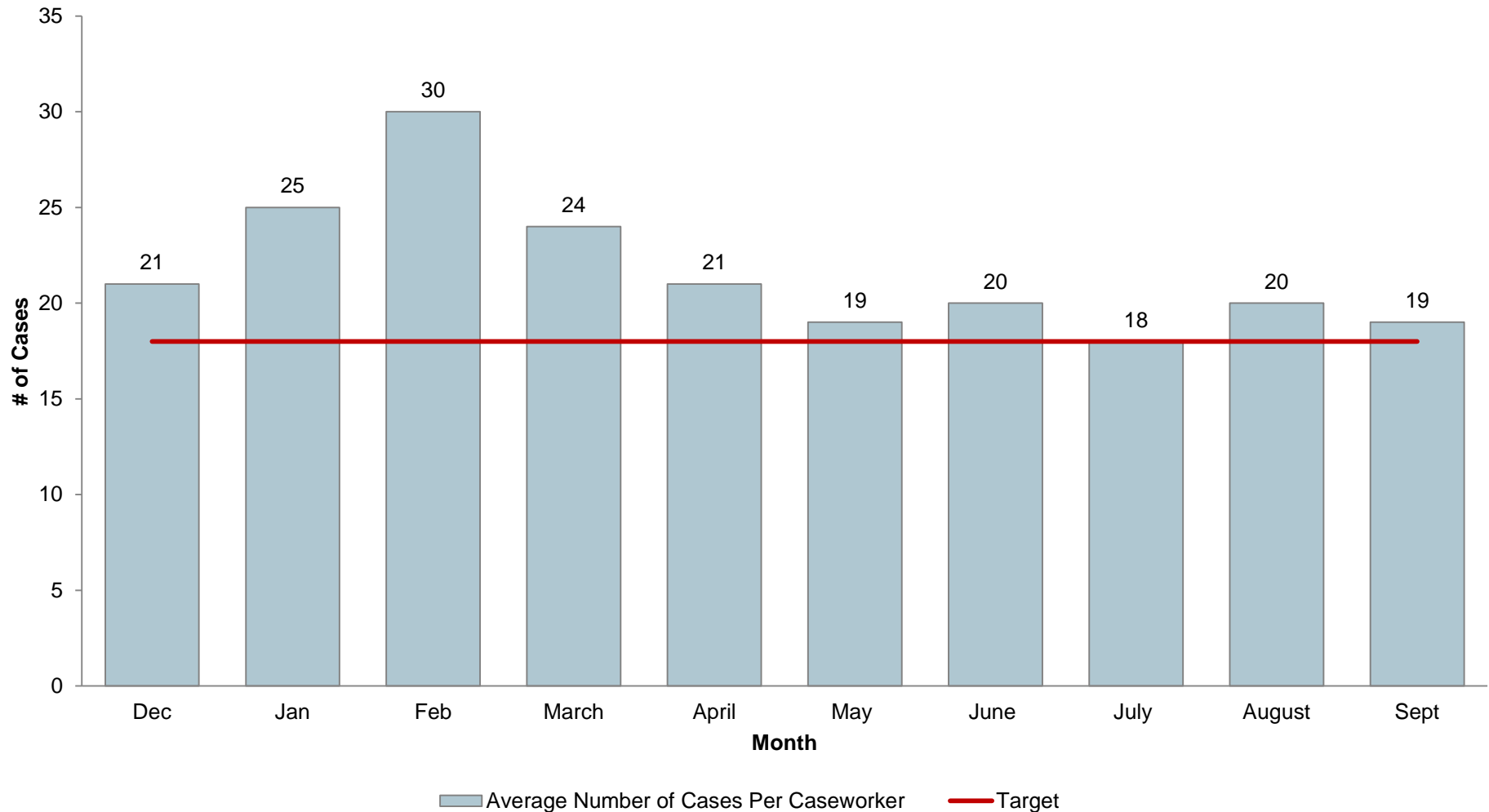
Department of Adoption & Family Supportive Services

2017 STAR goals and targets

FY2017 Budget Presentation



Cases Per Caseworker





Department of Transportation and Highways

FY2017 Budget Presentation

October 18, 2016



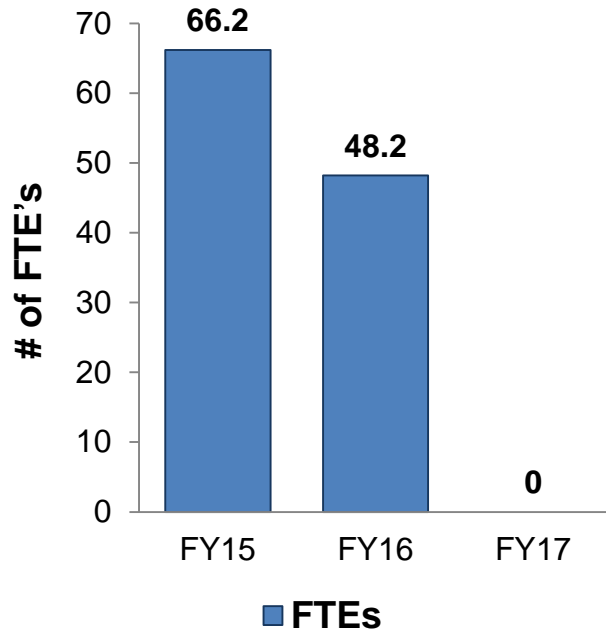
Transportation and Highways – 500 Corporate

FY2017 Budget Presentation

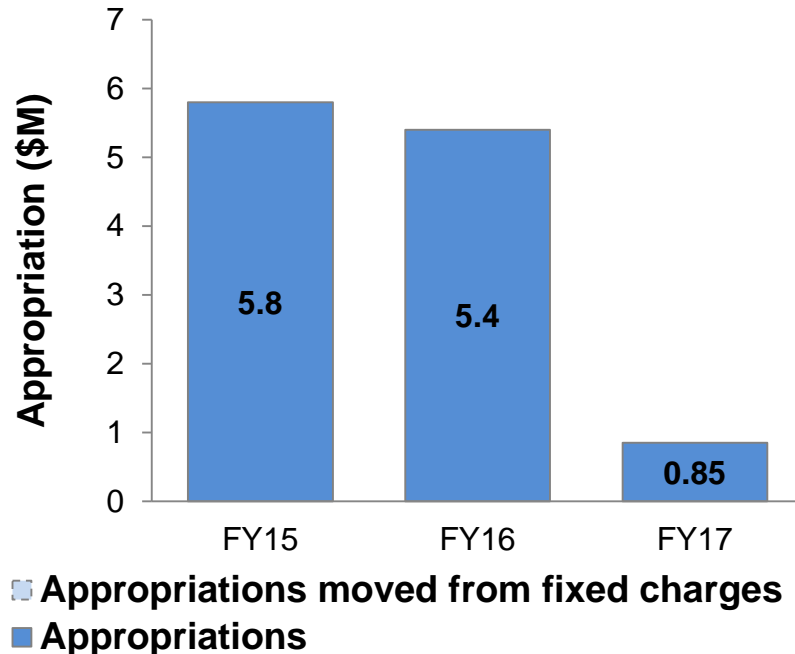
Mission

The Department of Transportation and Highways maintains and helps support the development of a world class transportation system that spurs economic growth and creates more livable communities. Cook County will achieve this vision through policies and projects that connect and support commerce and communities. Because no single unit of government can achieve these complex outcomes alone, the means for accomplishing them must include more strategic and innovative use of collaboration and capital.

Staffing (500)



Budget (500)





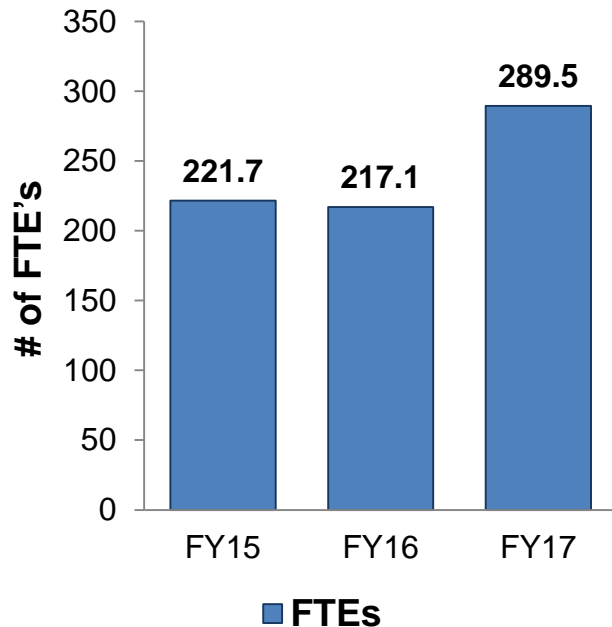
Transportation and Highways – 501 MFT

FY2017 Budget Presentation

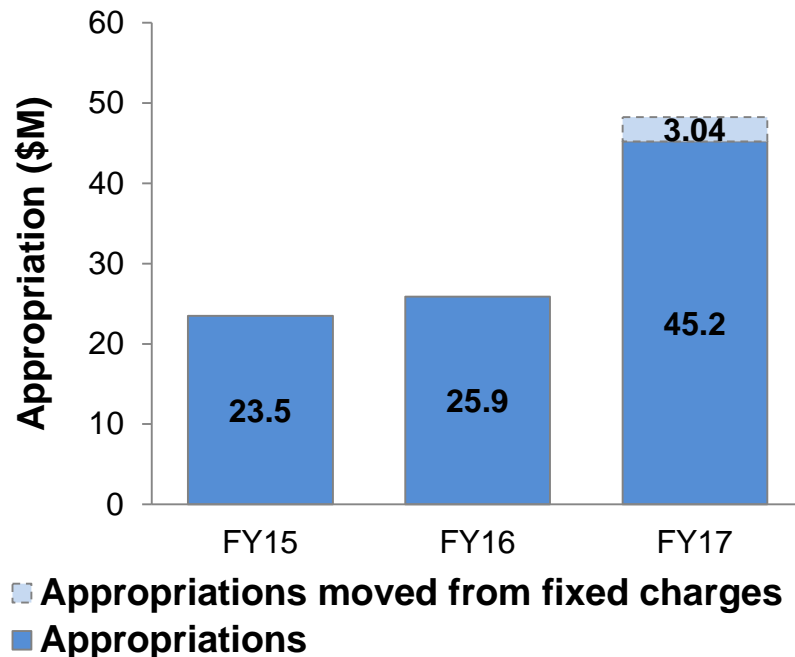
Mission

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Staffing (501)



Budget (501)



Transportation and Highways

Program Inventory

FY2017 Budget Presentation



Administration (25 FTE)

Provides the accounting, payroll, contract documentation, computer services, and records management and general administrative services.

Strategic Planning and Policy (8 FTE)

Leads the Implementation Plan strategy for *Connecting Cook County*, the County's long range transportation plan, and performs the grants management activities for capital project funding.

Project Development/Programming (25 FTE)

Develops the annual 5 year Capital Improvement Program and initiates the advancement of preliminary engineering and studies of improvements.

Design/Capital Projects (40 FTE)

Provides design services required in the preparation of bid documents for project construction, structural and traffic signal inspection services.

Transportation and Highways

Program Inventory (continued)

FY2017 Budget Presentation



Construction (49 FTE)

Provides construction management services and administration for active construction projects and is responsible for the review and issuance of applicant requested construction/maintenance permits for work to be performed within the County right-of-way.

Maintenance (144 FTE)

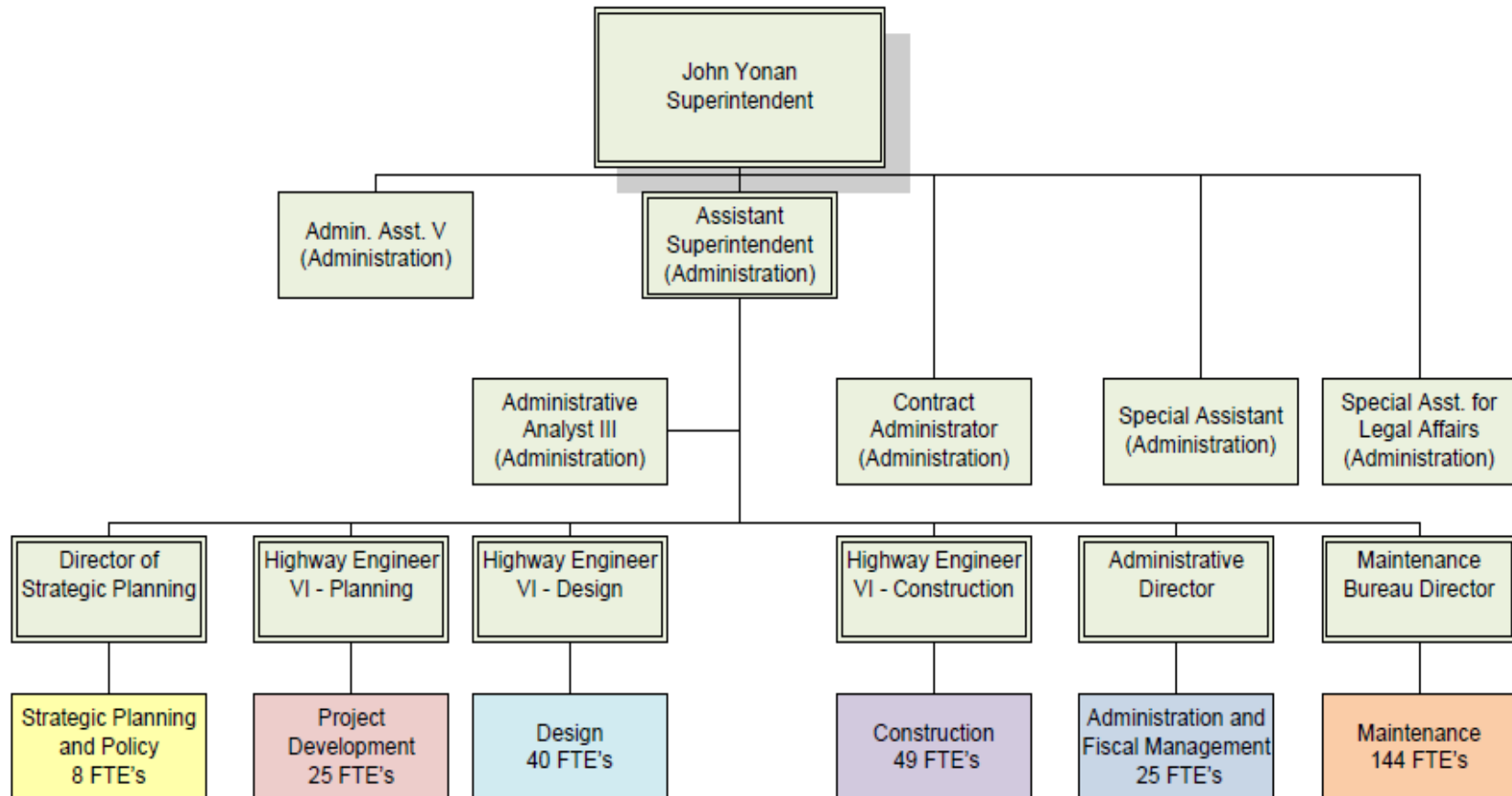
Provides the public works services for the County roadway system to ensure safe travel, including emergency response to right of way hazards and snow removal operations.

Transportation and Highways – Organization Chart

FY2017 Budget Presentation



Cook County Department of Transportation and Highways Administration



Transportation and Highways

Discussion of 2016 Department and Program Outcomes

FY2017 Budget Presentation



The Department of Transportation and Highways major 2016 accomplishments:

- **Approval of the County's Long Range Transportation Plan, *Connecting Cook County***, in August 2016. This plan identifies five priorities that define a policy framework to guide transportation investments that spur improved economic and community development outcomes.
- **Completion of Center Street reconstruction** – This \$11 million County investment along a busy freight corridor supports businesses in the immediate vicinity that currently employ 1,170 workers. These businesses are now investing \$62 million in their facilities and expect to add 420 new jobs.
- **Rosemont Station Improvements** – In partnership with RTA and Pace, a transit station situated on County owned property is being improved to accommodate new Pace Express Bus service between Schaumburg and Rosemont that launches in January 2017.
- **Implementation of a Pavement Management System (PAVER)** enabling the optimization and prioritization of preservation needs through strategic rehabilitation and preventive maintenance.
- **Increased External Funding** - Through active pursuit of external funding sources, over \$53 million has been secured for the FY 2017 Capital Program – leveraging the program MFT funds by more than 100%.



Department of Transportation and Highways Highlights:

- **Application of zero-based budgeting** which requires a delicate balance of Department resources between operating costs and capital program needs. FY2017 includes an increase in the operating account with the absorption of non-technology capital equipment, statutory pensions and costs formerly provided for under the Corporate budget.
- **Pursuit of Federal and State funding** that leverage MFT funds and result in increased levels of transportation investment within the County.
- **Development of an Implementation Plan** which includes specific initiatives to be completed in the next five years in support of the Long Range Transportation Plan.
- **Release of a “Call for Projects” application** in early 2017 for local governments to compete for County MFT funding. This opportunity strengthens local agency partnerships and encourages the bundling of funding sources needed to advance the multimodal transportation projects vital to a stronger economy and more livable communities.

Transportation and Highways

2017 STAR goals and targets

FY2017 Budget Presentation



Performance Metric	FY2015 Actual	FY2016 Projected YE	FY2017 Target
Construction Output Metric			
# of construction/maintenance permits issued	806	768	900
Maintenance Output Metric			
# of service requests completed	406	425	450
Project Development Output Metric			
# of LRTP projects advanced	1	5	17
Design Efficiency Metric			
# of flood mitigation studies completed per drainage staff engineer	5	6	10
Strategic Planning & Policy Outcome Metric			
% of successful grant applications	60%	70%	70%
Zero Based Budget Metric			
Cost per mile driven in snow operations	\$13.41	\$18.83	\$18.00

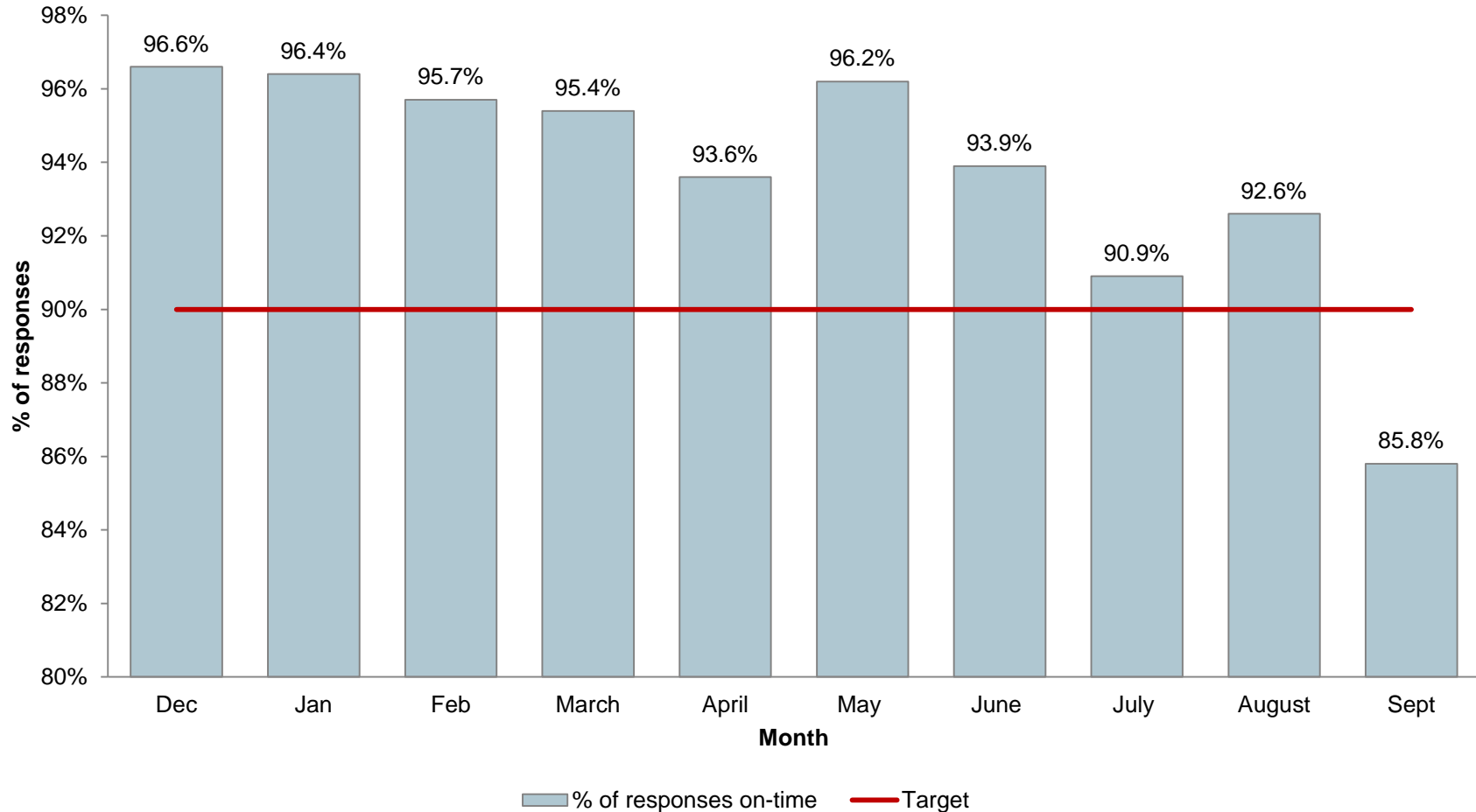
Transportation and Highways

2017 STAR goals and targets

FY2017 Budget Presentation



Percent of On-Time Responses to Permit Requests





Animal and Rabies Control

FY2017 Budget Presentation

October 18, 2016



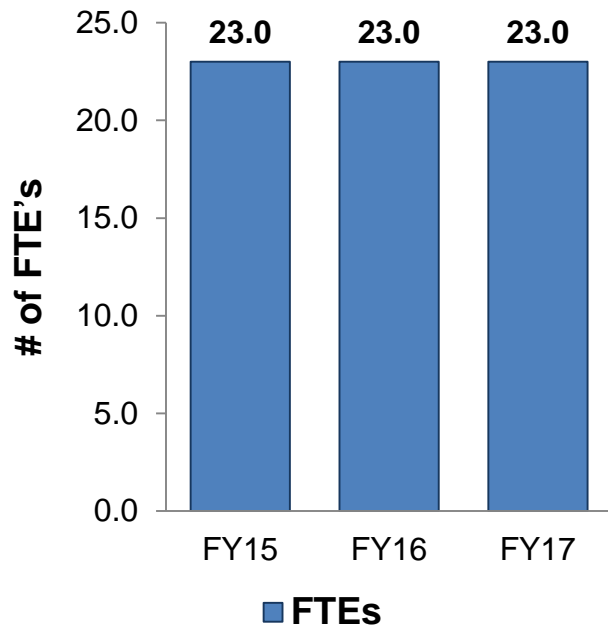
Animal and Rabies Control

FY2017 Budget Presentation

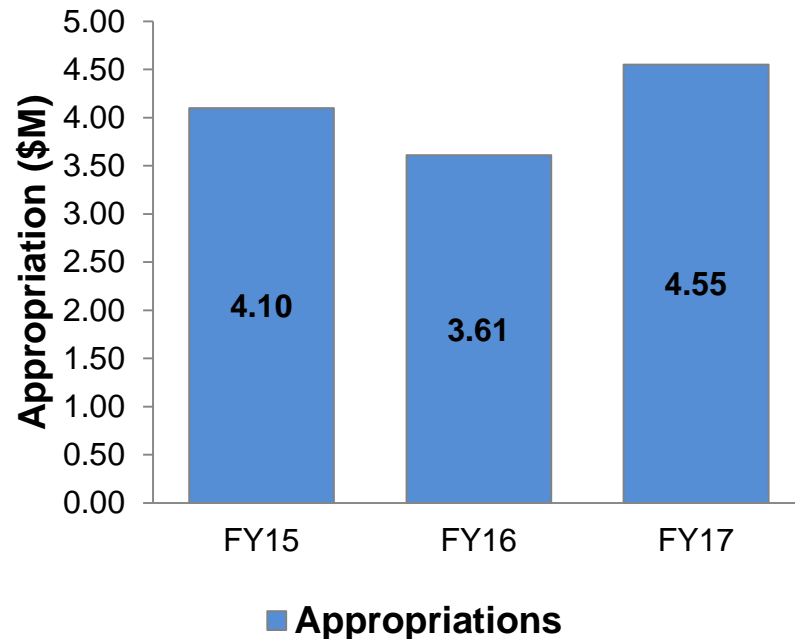
Mission

To prevent the spread of the fatal disease of rabies to humans and companion animals through vaccination, registration, education, legislation and surveillance. To work with the veterinary community to educate the public regarding emerging animal communicable diseases and responsible pet ownership. To enforce State and County Animal Control Ordinances.

Staffing



Budget



Animal and Rabies Control Program Inventory

FY2017 Budget Presentation



Administration (5 FTE)

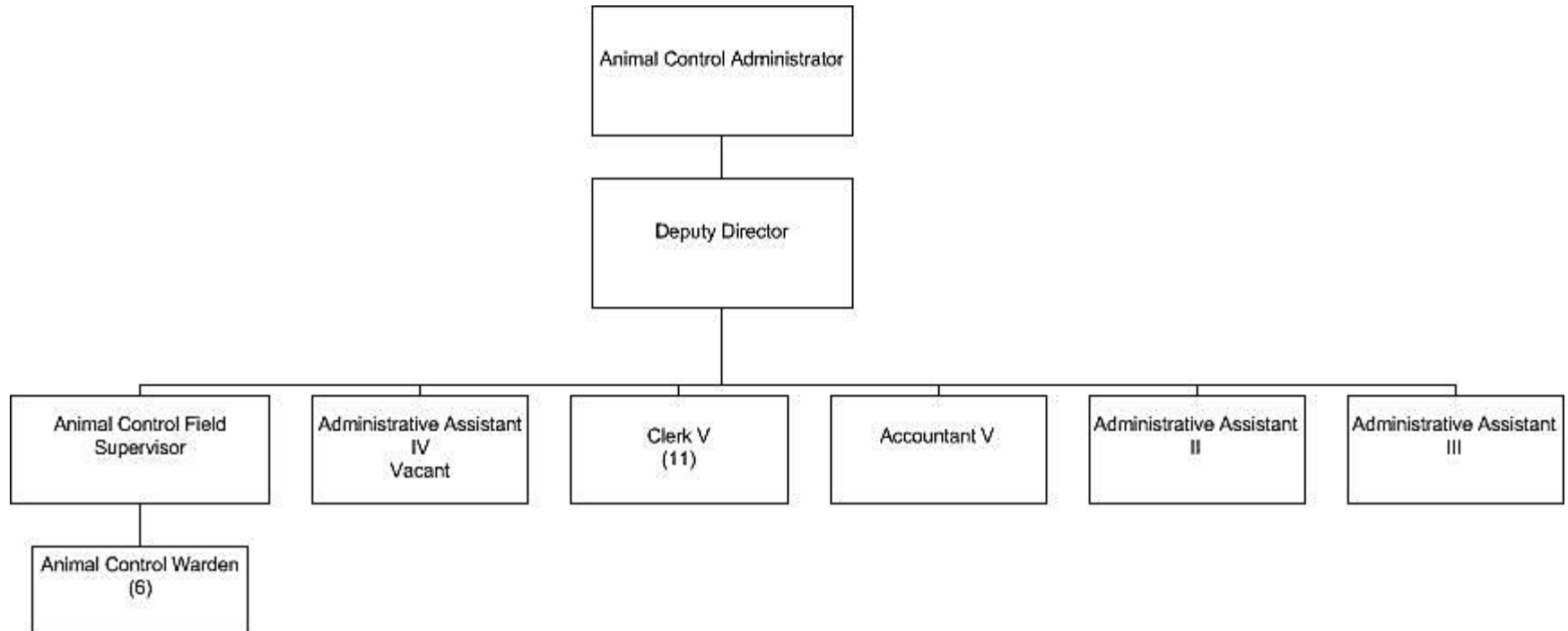
Supervises departmental programs and manages administrative functions including financial and procurement activities.

Rabies Prevention (18 FTE)

Processes animal tags and certificates of vaccination. Conducts periodic outdoor vaccination services in various locations.

Animal and Rabies Control Organization Chart

FY2017 Budget Presentation





Preventing the spread of the fatal disease of rabies through:

Vaccination/Registration

- Served 4,050 animals through the Low Cost Rabies Vaccination Clinics of which 2,299 were 3 year rabies vaccines.
- Implemented improvements for the low cost rabies clinics to reduce wait time and increased the percentage of 3 year rabies vaccines to increase overall percentage of animals vaccinated.
- Established a Veterinary Reporting System, which allows for the voluntary reporting by veterinarians regarding newly emerging diseases or increased prevalence of common diseases.

Education

- Training – 2 National Animal Control Association (NACA) trainings, one Regional Catastrophic Planning Team (RCPT) Symposium, one Hoarding symposium, one Herpetology symposium and one presentation at Rabies in the Americas (RITA).

Enforcement

- Worked with GIS to map Animal Control Warden Districts to decrease response time.
- Assisted 111 municipalities by providing traps, chemical immobilization, assisting in evictions, hoarding incidents, and wildlife issues.
- Evaluated 2,755 bites/scratches in the County including Chicago.

Animal and Rabies Control

Budget, Cost Analysis, and 2017 Strategic Initiatives & Goals

FY2017 Budget Presentation



- **Implement a new cloud-based case management system** to increase the efficiency of the department's operations. Some of the features of the new system include:
 - 24/7 access by law enforcement, shelters, and on-call department personnel
 - Real time vaccination and other data upload from veterinarians
 - Robust, scalable system that can be upgraded to meet future needs
 - Rabies tag purchases and inventory
- **Train municipal first responders** in both animal control and animal response in disaster allows the Department to provide more trained personnel without increasing County FTE's.
 - Coordinating disaster recovery efforts with the DHSEM, Public Health and the Forest Preserve for the protection of human and companion health and services required in disasters.
 - Providing greater educational opportunities through the use of webinars to increase the Department's reach to the public, law enforcement and veterinarians.
- **Improve the efficiency of low cost rabies** clinics to reduce waiting time and increase the number of vaccinations.

Animal and Rabies Control

2017 STAR goals and targets

FY2017 Budget Presentation



Performance Metric	FY2015 Actual	FY2016 Projected YE	FY2017 Target
Rabies Prevention Program Output Metric			
Animals vaccinated through the low cost rabies vaccination program	5,344	4,050	4,000
Rabies Prevention Program Efficiency Metric			
Average days from bite to delivery of report to department	7	8	3
Rabies Prevention Program Outcome Metric			
% compliance after violation notices are issued	44%	65%	75%
Zero Based Budget Metric			
Cost per animal vaccination certificate	\$0.83	\$0.85	\$0.80

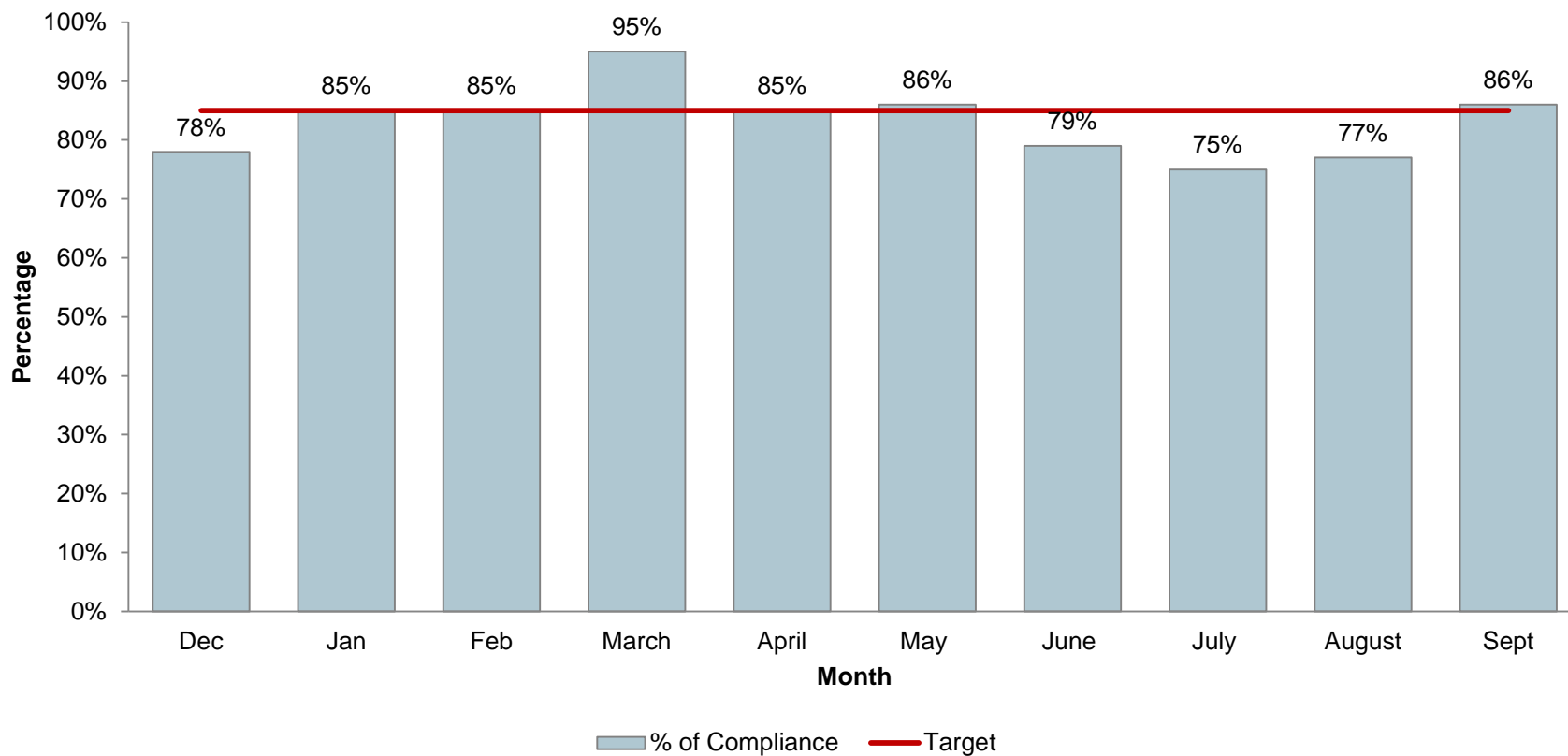
Animal and Rabies Control

2017 STAR goals and targets

FY2017 Budget Presentation



% Bite Compliance Before Violation





Cook County Law Library

FY2017 Budget Presentation

October 18, 2016

Cook County Law Library

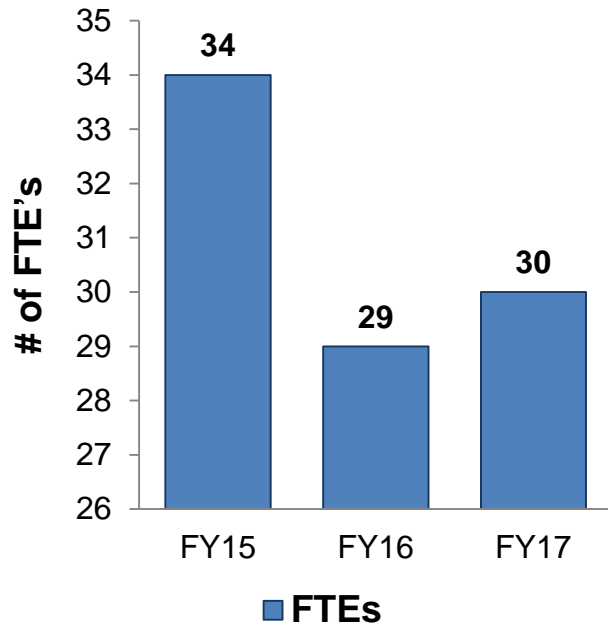
FY2017 Budget Presentation



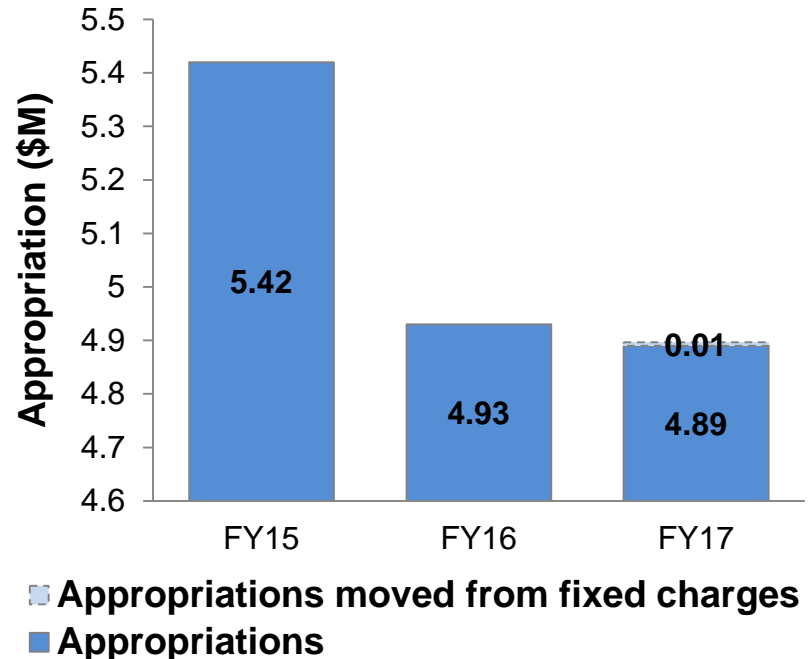
Mission

The Cook County Law Library is a leader in promoting justice by providing access to premier electronic and print legal resources for a diverse community that includes attorneys, judges, self-represented litigants, government and the public. Cook County Law Library supports innovative approaches using technology and collaboration with other legal organizations and Cook County departments to deliver access to the highest standard of legal information and services.

Staffing



Budget



Cook County Law Library

Program Inventory

FY2017 Budget Presentation



Administration (5 FTE)

Supervise departmental programs and manage administrative functions including financial activities. Increase awareness of Library resources and services for the legal profession and the public. Offer classes on legal research, legal database navigation, and public interest topics.

Access Facilitation (21 FTE)

Provide access to print and electronic resources.

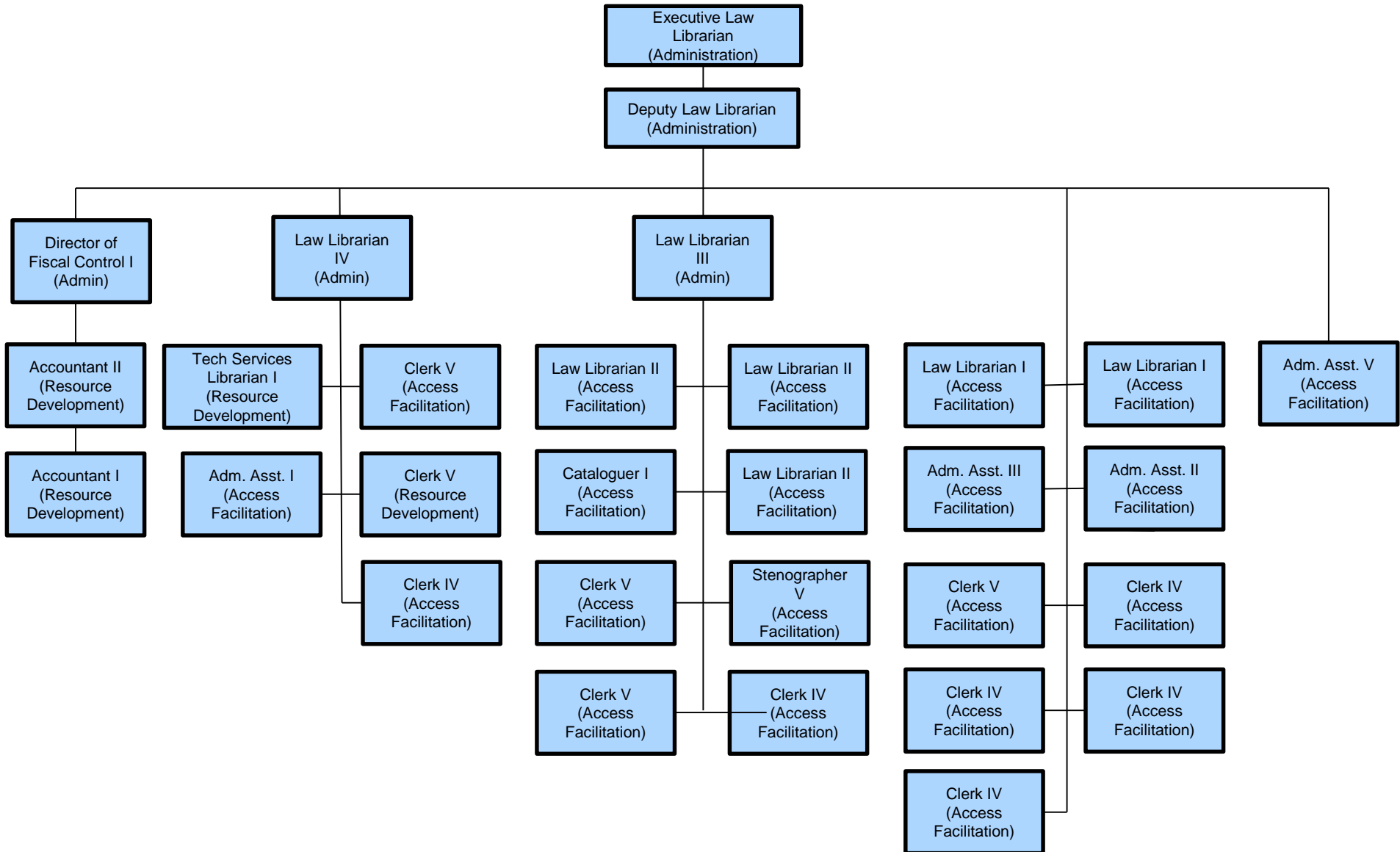
Resource Development (4 FTE)

Identify and acquire electronic and print resources for the Library's collection.

Cook County Law Library

Organization Chart

FY2017 Budget Presentation





- **Electronic Legal Research** - Provided specialized training for the public and legal profession on the subscription legal database, Westlaw, resulting in over 5% increase in use compared to the same period last year.
- **Educational Programs** - Offered over two dozen educational programs for the public and the legal profession in our newly renovated training facilities.
- **Patron Visits** - Approximately 114,700 patrons will visit the Law Library in FY2016. The Law Library supported this trend through its commitment to offering a high level of customer service along with expanding services and promoting the Law Library to the larger community. The Law Library obtained a 91% satisfaction rating from patrons.
- **Print/Copy Revenue** – Increased revenue from copy, print, and scan services over FY2015 due to the efficiency and quality of equipment and wireless printing capability from patrons' personal devices.



- **Expand educational programming** by offering a broader range of training, research, and public interest classes to enable patrons to achieve a more satisfactory and productive research experience.
- **Increase legal research content and resources for self-represented litigants** through the new Cook County web portal and add expanded e-resources to the online library catalog.
- **Implement features of the iNovah Cashiering system** for Revenue Centralization including acceptance of credit cards.
- **Ensure selection and acquisition of relevant and cost-effective resources** in the optimal format (print or electronic) to meet the wide-ranging information needs of our diverse patron base.

Cook County Law Library

2017 STAR goals and targets

FY2017 Budget Presentation



Performance Metric	FY2015 Actual	FY2016 Projected YE	FY2017 Target
Access Facilitation Program Efficiency Metric			
# of patron inquiries handled per FTE - main library public services staff (daily average)	23	23	24
Access Facilitation Program Outcome Metric			
Satisfaction level with the library's services based on semi-annual patron survey	91%	91%	91%
Access Facilitation Program Output Metric			
# of patron visits	117,048	114,700	116,000
Zero Based Budget Indicator			
Staff cost per patron visit (in dollars)	\$19.86	\$20.46	\$20.67

Cook County Law Library

2017 STAR goals and targets

FY2017 Budget Presentation



of Patron Visits

