Outline

Policy vs. Procedure

Contracts or Agreements

Our program benefit
• Board & staff (& citizens/customers) agree in advance on level of service, resource commitment and priorities
• Managers and Operations Staff / Contractors have a common understanding
• Staff / Contractors have Clear Goals
• Board understands and buys-in to priorities
• Public/customers know what to expect
• May help to limit liability
• Improve Emergency operations
• Improve documentation
Policy vs. Procedure

• Policy is the “What we are going to do”
  • Establishes the levels of service

• Procedure is the “How we are going to do it”
  • Procedure is the working document to meet the levels of service; Departments SOP

• Other Policies
  • Mailbox replacement
  • Parking restrictions
  • Sidewalk policies
Contracts or Agreements

- Cul-de-sac snow plowing
- Village parking lots
- Village buildings – parking lot and sidewalks
- Commuter parking lot
- PUD agreements
Program Benefits

• Snow & Ice Applacation
• Public Outreach
  • Help link the public to the information
  • NOAA
  • Local NEWS
  • Monitor Social Media
  • Standard Messaging from Organization
  • Open House/Expo
Program Benefits

Snow Command Update: The village continues snow and ice operations with 21 trucks plowing and salting streets. Cul-de-sacs have been plowed once and are in the process of a second clearing. If you have questions regarding snow and ice operations, visit the village's website at http://bit.ly/2gIXOUC or dial 311 in the village.

Mark Bradley, Philip Buscemi, Suzanne Lothary and 29 others like this.

5 Shares 8 Comments

Tara Tate Carr We will be writing a letter as well but our little cul-de-sac in Lexington Field Estates (Columbine Circle) was plowed so fast and so, so well! Great job!

35w
Program Benefits

- Facebook, Twitter, YouTube, Instagram, Next Door, or LinkedIn
- Have a purpose for the platforms
Questions?

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