



EXECUTIVE SUMMARY

Village of Hanover Park

2026-2029 STRATEGIC PLANNING AND GOAL DEVELOPMENT UPDATE

VILLAGE OF HANOVER PARK
MILITARY WORKING DOG
MEMORIAL
DEDICATED ON MAY 29, 2017
FOR ALL OF
AMERICA'S FORGOTTEN HEROES



Hanover Park
One Village - One Future
SCULPTOR: Renee Bernis



NORTHERN ILLINOIS UNIVERSITY

**Center for
Governmental Studies**

Outreach, Engagement, and Regional Development

PREPARED NOVEMBER 2025

INTRODUCTION

Strategic planning provides a structured, forward-looking approach to clarifying and confirming an organization's long-term vision. Through this process, the organization can define its purpose, establish direction, and align its work with the community's expectations. Strategic planning ensures that the Village remains focused, accountable, and prepared to meet future challenges and opportunities. To this end, in December 2024, the Village of Hanover Park engaged the Northern Illinois University Center for Governmental Studies ("NIU-CGS") to facilitate its strategic planning update process.

The strategic planning process included collecting input from the Village's internal and external stakeholders using interviews, a working session, and a community survey. Themes emerging from this feedback were shared at the Village's strategic planning leadership workshop held in July 2025. The findings were used to assist leadership in making informed decisions related to reaffirming and refining the Village's vision for the future and establishing short- and long-term goals.

The full report provides a summary of the process and presents the consensus on strategic directions and goals for the Village.

VISIONING FOR THE FUTURE

During the strategic planning workshop, leadership engaged in a visioning exercise to describe the desired future direction of the Village by answering the question: **"If you left the community and didn't return for 5-10 years, what do you think you will see or what do you hope you will see when you return in terms of development, services, programs, improvements, or changes?"** The word cloud summarizes their responses.





STRATEGIC PRIORITY GOAL AREAS

A series of environmental scanning discussions conducted at the workshop explored stakeholder feedback, the Village's visions for the future, as well as current strengths, weaknesses, opportunities, and challenges. In addition, workshop participants were asked to think about short- and long-term goals and objectives that would guide the Village over the next several years.

As part of the strategic planning process, the Village Board and administrative leadership team reached consensus to retain the five key strategic priority goal areas developed during previous strategic planning efforts as they aligned well with current process. After the workshop, objectives were then organized under the Village's five overarching strategic priority goal areas, shared next.

STRATEGIC PRIORITY GOAL AREA: **FINANCIAL HEALTH**

Support the long-term financial stability of the organization by managing resources wisely, preparing for future fiscal challenges, and ensuring revenue sources and compensation strategies align with organizational goals.

STRATEGIC PRIORITY GOAL AREA: **FOCUSED ECONOMIC DEVELOPMENT AND REDEVELOPMENT**

Encourage thoughtful growth and revitalization by supporting development opportunities, enhancing the local business environment, and promoting the community as a place to live, work, and invest.

STRATEGIC PRIORITY GOAL AREA: **ENHANCE AND MAINTAIN INFRASTRUCTURE**

Invest in and maintain essential infrastructure to support service delivery, improve operational efficiency, and meet the evolving needs of the community.

STRATEGIC PRIORITY GOAL AREA: **COMMUNITY IMAGE AND IDENTITY**

Foster a strong and positive community identity through engagement, placemaking, aesthetic improvements, and initiatives that reflect local values and promote pride in the community.

STRATEGIC PRIORITY GOAL AREA: **EFFECTIVE GOVERNANCE**

Ensure responsive, inclusive, and forward-thinking leadership through strong planning, clear communication, technology integration, and collaborative partnerships.

STRATEGIC PLAN PROCESS ACKNOWLEDGEMENTS

Village of Hanover Park Board of Trustees

Rodney Craig, *Village President*

Kristy Merrill, *Village Clerk*

Troy Albuck, *Trustee*

Yasmeen Bankole, *Trustee*

Jenni Broccolino, *Trustee*

Liza Gutierrez, *Trustee*

Jon Kunkel, *Trustee*

Herb Porter, *Trustee*

Village of Hanover Park Administrative Leadership

Juliana Maller, *Village Manager*

Courtney Sage, *Deputy Village Manager*

Eric Fors, *Fire Chief*

Jed Gerstein, *Chief Information Officer*

Shubhra Govind, *AICP, Director of Community and Economic Development*

Andrew Johnson, *Chief of Police*

Barry Kurcz, *Human Resources Director*

T.J. Moore, *Director of Public Works*

Remy Navarrete, *Finance Director*

Daniel Nicholson, *Deputy Fire Chief*

Matt Riedel, *Deputy Police Chief – Operations*

Victor DiVito, *Deputy Chief of Police – Support Services*

Jonathan Stelle, *PE, CFM, Village Engineer/ Assistant Director of Public Works*

Lynda Chambers, *Assistant Finance Director*

Sue Krauser, *Executive Assistant*

VILLAGE OF HANOVER PARK STAKEHOLDERS AND COMMUNITY

The Village would also like to thank all the community members, businesses, and partners who participated in the stakeholder feedback phase of the process. An effective strategic plan includes feedback from key stakeholders to ensure that organizational needs and expectations are clearly communicated and understood by leadership.



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