



AGENDA

President and Board of Trustees

Village of Arlington Heights

Committee-of-the-Whole

Board Room

33 S. Arlington Heights Road, Arlington Heights, IL 60005

May 29, 2019

7:00 PM

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL OF MEMBERS

IV. NEW BUSINESS

- A. Departmental Status Report - Integrated Services
- B. Departmental Status Report - Legal
- C. Departmental Status Reports - Planning and Community Development
- D. Departmental Status Reports - Police

V. OTHER BUSINESS

- A. Request for Closed Session per 5 ILCS 120/2 (c)(3); selection of a person to fill a public office, as defined in this Act, including a vacancy in a public ordinance, when the public body is given power to appoint under law or ordinance, or the discipline, performance or removal of the occupant of a public office, when the public body is given power to remove the occupant under law or ordinance.

VI. ADJOURNMENT

Persons with disabilities requiring auxiliary aids or services, such as an American Sign Language interpreter or written materials in accessible formats, should contact David Robb, Disability Services Coordinator, at 33 S. Arlington Heights Road, Arlington Heights, Illinois 60005, (847)368-5793 (Voice), (847)368-5980 (Fax) or drobb@vah.com.



Committee-of-the-Whole
5/29/2019

Item: Departmental Status Report - Integrated Services

Department: Village Manager's Office

ATTACHMENTS:

Description

ISD Report

Type

Report

Integrated Services Department

2019 ANNUAL REPORT

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SCOPE OF DEPARTMENT SERVICES

The Integrated Services Department (ISD) is an 11-member workgroup that is organized into three areas: the Village Manager's Office, Communications, and the Information Technology Division. The Assistant Village Manager oversees this Department, including two additional Geographic Information System (GIS) Consortium specialists.

The purpose of the department is to exercise administrative and operational oversight over all departments, ensure the achievement of Village Board goals and objectives, optimize interdepartmental processes, and lead in the development of organizational efficiencies. The ISD serves as the focal point for the executive leadership and direction of the organization.

ESTABLISHMENT OF THE ISD

The Department was established in June of 2015. In addition to overseeing the Village Manager's Office function, the department aims to increase the Village government's focus on four key areas:

- *Utilization of Information Technology* – Involvement of IT early in technology planning and project decisions in order to leverage technology as much as possible to optimize operations.
- *Communications* – With a growing reliance on social media, website, and other technology to get the Village's message out, this area works closely with IT and plays a bigger role with various interdepartmental efforts.
- *"One Village Voice"* – Work with Village Staff to continue promoting the "One Village Voice" motto in a way that is clear, consistent and courteous throughout our communications and citizen engagement efforts.
- *Customer Service* – Explore new ways to enhance customer service and have it be a priority for the organization.

The Manager's Office has six employees, including the Village Manager. The Village Manager is the administrative head of the Village Government and oversees daily operations of the Village. The Manager's Office provides centralized direction and leadership for the effective administration and operations of all municipal services for the Village of Arlington Heights and serves as the focal point for the management of the departments. The Manager's Office coordinates a variety of services that provide both support and outreach to the Village staff and Community.

The Manager's Office has three work units that provide the following municipal functions:

- Administration
- Legislative Support
- Communications

ASSISTANT VILLAGE MANAGER (AVM)

- Oversees the Integrated Services Department.
- Provides professional support to the Village Manager in the development and ongoing administration of a variety of Village departments, programs and services. Assists in establishing vision and creating annual goals. The AVM serves as Acting Village Manager in the absence of the Village Manager.

- Analyzes and evaluates business processes for improvement and directs the implementation of changes.
- Coordinates the resolution and response to citizen and business complaints and inquiries for service with appropriate departments.
- Prepares the annual budget for the Manager's Office and the Board of Trustees. The AVM is a member of the Capital Improvement Plan development committee and assists the Village Manager in the review of all department annual budgets.
- Administers the downtown public parking program and chairs the parking committee. Administration of the parking system including evaluating special requests about parking, signage, policies and establishing rules and regulations.
- Administers liquor licenses including monitoring liquor law changes and trends, and suggesting municipal code changes as necessary.
- Participates in the collective bargaining process and is a member of Management's negotiation team.

ADMINISTRATION UNIT

Functions of the Administration Unit Include:

- Administrative Support & Special Projects - coordination of interdepartmental initiatives, processing resident & business feedback and requests, and preparation of weekly informational Friday packets.
- Liquor Licenses - staff supports Assistant Village Manager with managing, monitoring, and administering liquor licenses.
- Meeting Room Scheduling - coordination of the users of public meeting space in the Village Hall including conference room set-up and assistance with audio/visual equipment.
- Civic Events Sign - promote community events by creating sign content.
- Customer Service Enhancement Initiative - provide leadership in the conveyance of providing excellent customer service and being solution-oriented.

LEGISLATIVE UNIT

Functions of the Legislative Unit Include:

- Mayor and Trustee Support - provide professional support, communicate community feedback, and coordinate initiatives with other governmental agencies & community partners. As new trustees enter the Board, this unit orientates and assists with the onboarding process.
- Village Board Meeting Agenda Management - oversee the preparation of Village Board agendas, ensure Open Meeting Act requirements are met, and schedule special recognitions.
- Cable Broadcast & Streaming meetings - manage contract with Cable/Video producer of the live broadcast and streaming of Village meetings and oversees the creation of special informational videos.
- Boards and Commissions - manage the twenty volunteer Boards and Commissions program that has varied terms. Coordinate new interviews and reappointments.

COMMUNICATIONS UNIT

Functions of the communications unit are overseen by Nancy Kluz, Communications Coordinator, and include:

- Village communications - Prepare and post news articles on website & press releases to media. Also manage general email inquiries from residents and work with Village Staff on responding to social

media posts, emails, etc. with a consistent “Village Voice” that is welcoming, professional, informative, and engaging.

- Create e-newsletter, Informational/promotional videos, and target employee communication on news and events.
- Social Media - Oversee Village Twitter, Next Door, Facebook, and Discover Arlington Heights Facebook. Manage responses to comments on social media platforms.
- Assist with Marketing - work with Planning & Community Development regarding ad campaigns, promotions, Discover website and Discover Facebook.
- Community Events Staff Committee - oversee the review of community-wide events with representatives from various departments. This review is intended for organizations planning an event in the Village that may include using public property, Village streets, or requires the utilization of Village services (i.e. electrical needs, traffic and parking coordination, paramedic services etc.).
- Liaison with Special Events Commission - annually coordinate 5 major events: Hearts of Gold, Spring Sweep, Mane Event, Autumn Harvest, and Tree Lighting.
- Sounds of Summer Concerts - fundraising of over \$15,000, promote concerts, oversee communications with performers.
- Downtown Events Committee - oversee interdepartmental group that creates and plans new “pop-up” events in the Downtown to promote the area as an entertainment destination.
- Cable Liaison - assist residents with cable complaints regarding service problems and billing problems.

INFORMATION TECHNOLOGY DIVISION

Information Technology (IT) is a division of the Integrated Services Department which focuses on providing leadership in the development of powerful, cost-effective technical services and business solutions for Village staff and public services. IT continually strives to improve Village services by implementing sound technology-based solutions that streamline processes, improve customer service, eliminate duplication of efforts, enhance productivity, and provide easy access to important information. The IT division also encompasses Geographic Information Systems (GIS), which is responsible for capturing, storing, manipulating, and analyzing geographical and spatial data of the Village.

The IT division is managed by Robert Taraszka, IT Manager, and employs 5 employees. The IT division performs the following customer-driven, high quality services Village wide:

- *Enterprise Computing Services* - desktop computing, server hosting, storage and backup of data and email, network maintenance and IT help desk support.
- *Application Services* - development and support of business applications, database creation and maintenance, and end user reports.
- *Network and Wi-Fi maintenance* - provide network connection and maintenance between eight locations and a wireless infrastructure.
- *Project management and technical consulting* - meet with departments prior to purchase of equipment or programs that require IT connection or support.
- *GIS Services* - accurate and complete geospatial data for multiple department daily operations.

The IT division has the following Legal and Operational Responsibilities:

- Maintain fiscal responsibility by providing cost-effective technical solutions in an environment with an ever increasing technology demand.
- Follow industry standards, as well as compliance with regulations and mandates.
- Ensure Public Safety 24/7 operations by supplying Police and Fire with technology tools aimed to provide high quality service to the community.
- Maintain the backbone of the network structure which provides Internet access and links key Village facilities.

WORKLOAD AND PERFORMANCE DATA

New benchmarks were established using Fiscal Year 2018. Due to technological advancements and staffing changes this was necessary in order to ensure accurate data, track trends and growth easier as well as more efficiently. Future years will have additional data that can be used for analytical purposes.

ADMINISTRATIVE UNIT

	<u>2018</u>	<u>31-Mar-19</u>
New Liquor License applications	8	1
Special Event Liquor Licenses	32	10
Annual Liquor License Renewals	114	111
Conference Rooms Used by Outside Groups	330	32
Civic Event Sign Posts	162	39
Website's "Contact Us" E-mails	876	230

LEGISLATIVE UNIT

	<u>2018</u>	<u>31-Mar-19</u>
Village Board Agendas	29	6
Committee of the Whole Agendas	13	3
Friday Informational Packets	52	13

COMMUNICATIONS UNIT

<u>Platform</u>	<u>2018</u>	<u>31-Mar-19</u>
"Contact Us" Inquiries from Website	876	230
Website Visits	22,000-30,000 per month	22,000 - 30,000 per month
Website Articles	162	27
Village Board Meeting Online Streaming Views	800 - 1,500 per month	800 - 1,500 per month
Community Event Staff Review Committee	30 + events per year	12

Sounds of Summer Fundraising	15 concerts: \$15,000- \$16,000	12 concerts: \$10,000	
<u>Platform</u>	<u>2017</u>	<u>2018</u>	<u>2019 YTD</u>
Social Media Posts		7-15 per week	7-15 per week
Village Facebook	1-2 posts per day	1-2 posts per day	1-2 posts per day
Discover Facebook	2 posts per week	2 posts per week	2 posts per week
Village Twitter	1-2 posts per day	1-2 posts per day	1-2 posts per day
Next Door	Avg.16 per month	Avg. 20 per month	Avg. 20 per month
<u>Social Media Followers</u>	<u>2017</u>	<u>2018</u>	<u>2019 YTD</u>
Village Facebook	11,421 Likes	12,367 Likes	12,645 Likes
Discover Facebook	11,971 Likes	12,333 Likes	12,333 Likes
Village Twitter	3,044 Followers	3,413 Followers	3,559 Followers
Next Door	-	11,850 Members	11,850 Members

Engagement Rate means the percentage of people a post reached who liked, commented, shared or clicked on the post. In 2018 our Engagement Rate range was a high of 28% and a low 2%. For 2019 from January – March 31 there was a high engagement rate of 23% and low of 2%.

The *Village Connections e-newsletter* is sent out quarterly and 5 have been issued so far. Currently there is a listing of 3,628 residents who have opted into receiving the newsletter since its inception. The industry average of open rate for email news from governmental agencies is 22.9%. The Village's average open rate is 56%.

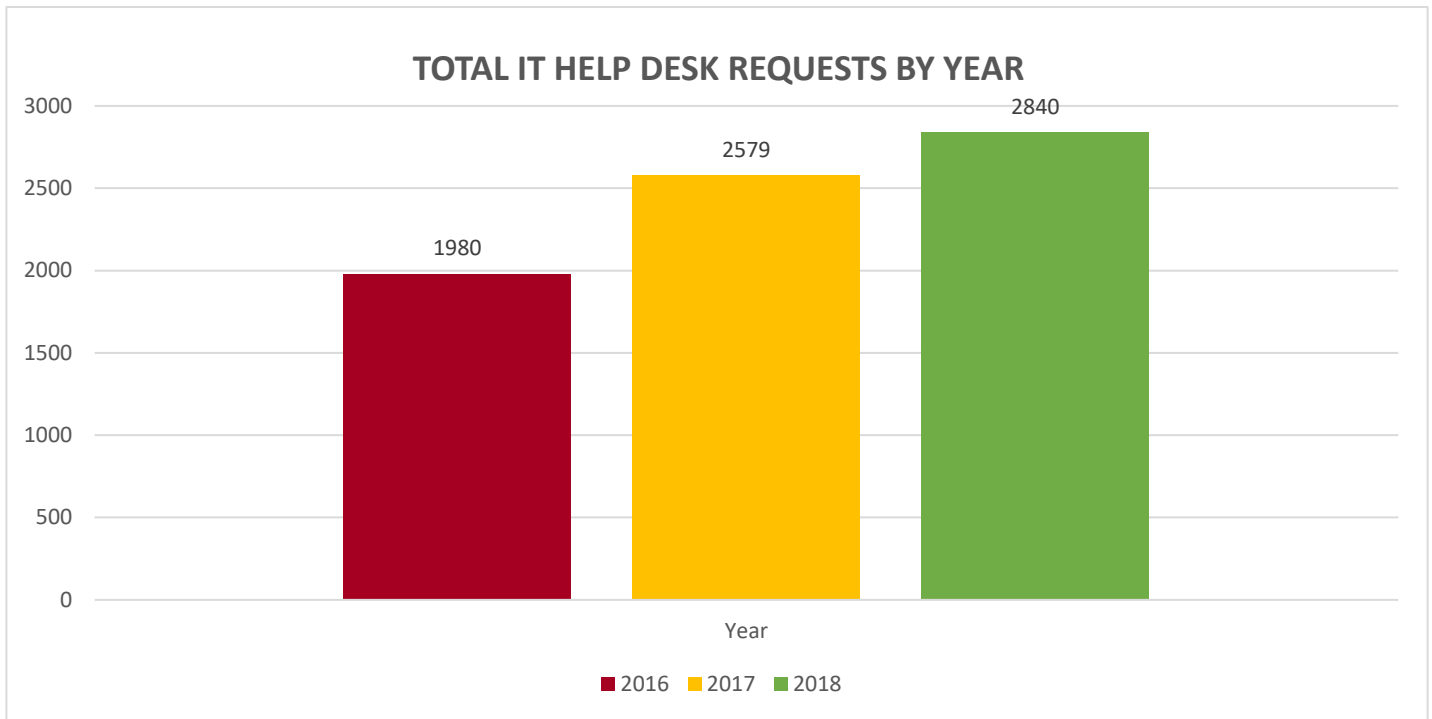
In 2018, the Village Connections e-newsletter was opened:

- 54% for January, 2018
- 59% for May, 2018
- 58% for July, 2018
- 52% for December, 2018

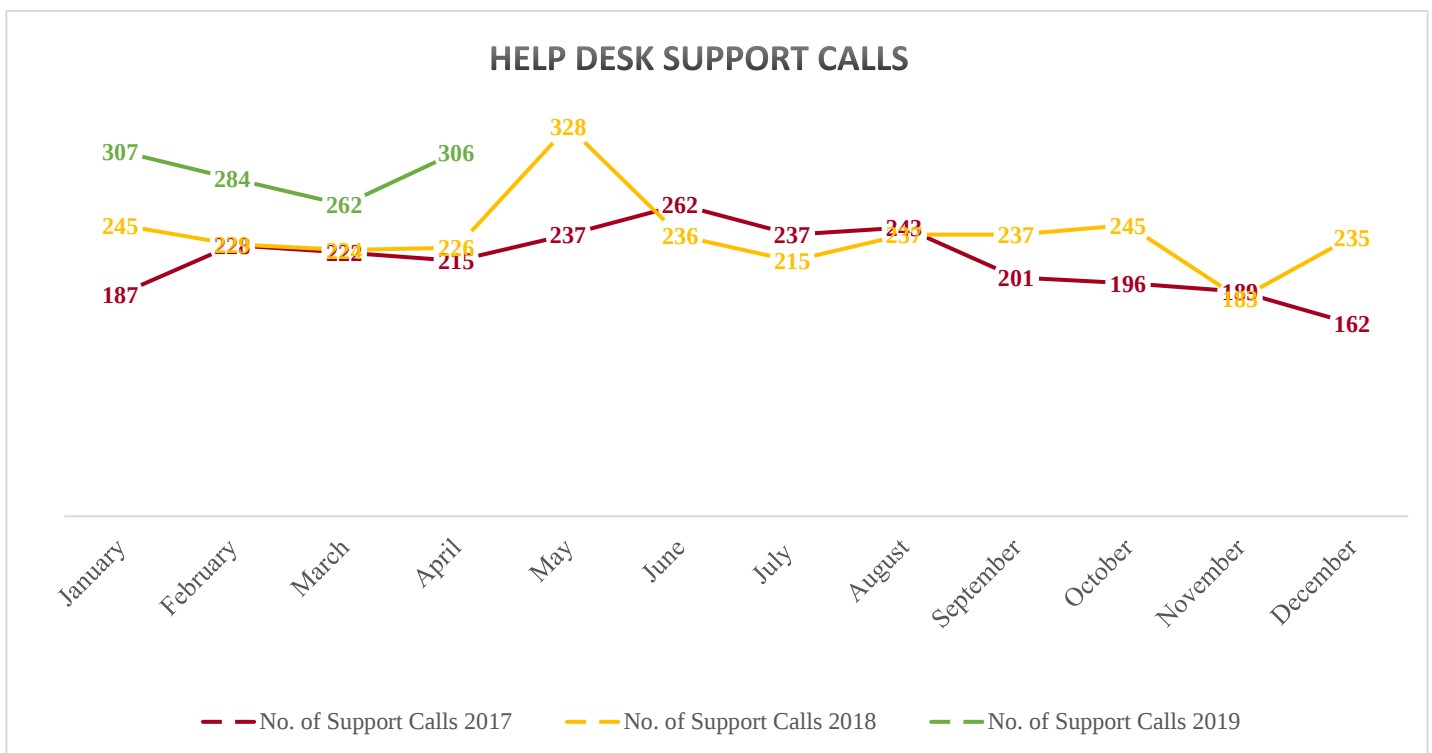
INFORMATION TECHNOLOGY DIVISION

On an annual basis, the IT division supports:

- 8 locations
- 426 Village Employees
- 479 desktops/laptops including 51 Public Safety Mobile Data Terminals (Fire & Police)
- Numerous IT Helpdesk requests (2,840 requests in 2018)
- 129 servers/routers/switches/security devices



The division handles and resolves the following number of IT requests on a monthly basis.



KEY ACCOMPLISHMENTS IN 2018-2019 period

VILLAGE MANAGER'S OFFICE

- *Walk Arlington-* coordinated marketing plan for Walk Arlington that included an interactive storyboard map, a video and informational social media posts which were shared by the park district, library and school district 25's social media platforms.
- *Construction 411 Page Added to Website-* provides progress updates on the Village's road programs during summer months. The page includes an email sign-up for roadwork notices and updates are sent through the constant contact program. This section focuses on Village road initiatives: resurfacing and rehabilitation.
- *Electronic Newsletter-* created an electronic newsletter that is done quarterly, starting in January 2018. The newsletter was posted on the website and social media platforms as well as emailed to those who sign up to receive it. Printed copies of the newsletter are available at Village hall, the senior center and library.
- *E-news Blasts-* ISD sends out occasional e-news blasts which are brief blurbs on important reminders, project updates, events and other timely information.
- *ArchiveSocial Installation-* a new tool has been added to the Village's social media accounts that alerts staff to questions and comments posted through our platforms. This improves our community engagement, enabling the team to enhance response time to social media questions and comments.
- *Kickoff of One Village Voice Customer Service Initiative-* worked with a staff committee to continue to introduce the "One Village Voice" motto that is clear, consistent and courteous throughout our communications and citizen engagement efforts.
- *Explored & Created New Liquor Code Classifications-* conducted liquor research and surveys. Created four new liquor classifications: brewery, spa, hotel package sales, and hotel mini-bars. Modified one liquor license classification to remove the 2,500 sq.ft. minimum requirement on package liquor establishments.
- *Streamlining and Automating Processes-* automated liquor license renewal process and created a new liquor license database for all liquor license holders.
- *Personnel Changes-* the Assistant Village Manager hired and trained a new management analyst, new part-time administrative assistant and transitioned the existing part-time administrative assistant to a full-time position.
- *Performance Benchmarking Cooperative-* the Village participated in the northern Illinois benchmarking cooperative effort working with a team of researchers from UIC. The first report, which dealt with current challenges in suburban police departments has been issued.
- *Commissions/Boards Review-* A survey of the Village's Board and Commission members was conducted. Meetings were held with each Staff Liaison and Chairperson to review each group's role and scope of work. Continued review will take place to determine if opportunities for consolidation and enhancement exist.
- *Special Events/Arts and Entertainment Fund Programming Review-* The Village's accounting for departmental expenses for all special events has been reviewed by an interdepartmental team. Refinements are being made to what is and is not charged to the A&E

fund and to event organizers with the goal of maintaining a self-sustaining fund in 2019 and beyond.

- **Major Storm Communication-** Communication efforts were in full swing during various weather systems that affected residents and businesses this past winter. In late November, an ice storm caused many downed branches and power lines. Residents were without power for several days. ISD handled many calls, posted information on the website, social media and did e-blasts regarding status of the outage as well as storm debris pickup efforts.
 - Winter storm information posted on the Village website and social media platforms reached many residents. During the aftermath of the storm, the Village Facebook reached some of the highest reach/engagement numbers seen in the last several years. The social media drove people to Village website articles that were viewed by over 7,000 users during the first two days following the storm.
 - Due to frigid temperatures in late January into early February, ISD used all communication channels in educating residents about health concerns regarding frigid temperatures including sharing tips on staying warm, warming shelters in the Village, train stations remaining open longer, and refuse/recycling collection being delayed.
 - An e-blast sent regarding the cold weather conditions received the highest open rate of all communications sent in 2018 with a 60% open rate. The industry average for email communications from governments is 22.9%.

INFORMATION TECHNOLOGY DIVISION

The IT division was proud to accomplish several key initiatives that improved technological services to both internal and external customers.

- **New Police Station-** Provided technology leadership and technical expertise for the Police Station. IT worked closely with the Police Department to ensure a smooth transition to the new station and made sure all systems were migrated with minimal downtime. Major project items included:
 - Installation of secure data communication between new Police Station and State Police.
 - Installation and configuration of network switches, Wi-Fi access points, and interconnection between Village Hall and Police Station.
 - Setup of new workstations.
- **Microsoft Office 365-** The IT staff migrated all Village email accounts to the Microsoft Office 365 Government Cloud environment. Some of the benefits of hosting email in the Microsoft Office 365 Government Cloud include:
 - Decreased time of IT staff spent managing the Microsoft Exchange server and Cisco Email Security Appliances.
 - Faster adaption of new security features which is crucial in the rapidly changing IT field.
 - Business continuity which is ensured by Microsoft's server infrastructure complete with full redundancy, premier disaster recovery capabilities and 99.9% uptime guarantee.
- **Northwest Central Dispatch (NWCD) -** Worked with Northwest Central Dispatch (NWCD) to migrate Village's network connection to NWCD to a more reliable and faster fiber connection. This has positively affected the performance of CAD and Mobile applications used by Police and Fire staff.

- **Mobile Device Management** - Implemented Mobile Device Management (MDM) system for centralized iPad management. With this implementation, IT is able to provision mobile devices quicker and make sure they adhere to a configuration and security standard. In addition, these devices can be updated remotely with minimal disruption to the end users.
- **Onboarding to the GIS Consortium and New GIS Provider** – The Village joined the GIS Consortium in September 2017. Throughout 2018, the Assistant Village Manager and IT Manager helped establish policies and procedures for usage and integration to the GIS service provider (MGP) and the GIS consortium. A comprehensive on-boarding process took place throughout the year to introduce each department to the new GIS format. Accomplishments included:
 - Established Stakeholder teams in various departments
 - Conducted needs assessment in all Village departments to create a GIS Project Plan for 2018 and 2019.
 - Turned on shared applications including: Community-Portal, Interactive Maps including Map Office, Capital Improvement Projects, Walk-Arlington and created a Public Map Gallery with 19 individual maps which is available on the website.

REVIEW OF CURRENT AND ANTICIPATED CHALLENGES

EVALUATION OF STAFFING NEEDS AND LEVELS

Municipality	Number of FT Employees 2018	IT FT Employees 2018	Ratio
Village of Schaumburg	496	16	1:31
Village of Mount Prospect	300	6 (Excluding GIS)	1:50
Village of Palatine	250	5 (Excluding GIS)	1:50
Village of Arlington Heights	426.75	5 (Excluding GIS)	1:85
Arlington Heights Memorial Library	164	12	1:14

Over the past year, IT staffing levels were analyzed to determine optimization of staffing resources, to see if there were staffing voids, and to determine if we are operating at maximum efficiency and thoughts to succession planning. The staffing report showed that Arlington Heights has the highest IT staff to fulltime employee ratio as compared to IT staff in three comparable municipalities.

- Arlington Heights has one IT staff member per 85 Village employees where others have ratios of 1:31 or 1:50.
- The current IT staffing model is not designed to move the organization ahead to effectively automate and optimize business processes.

- The current model is more of a maintenance type of staffing configuration to maintain and upgrade systems but not staffed appropriately to properly vet new initiatives and technology improvements.
- Limitations in IT staffing is also hindering the organization's ability to take on new technology improvements at a pace the departments are requesting.
- The importance of Cybersecurity requires us to ensure that we are properly staffed to secure new systems and devices. Since 2010, we have increased our hardware by 32% which includes PCs, tablets, network equipment, etc. Every new system and device requires frequent updates. These updates are important because they often include critical patches to security holes and improve system stability but are time consuming.

Technology is a critical tool aimed at providing advanced services to employees and the community. With constant change in the industry, this growing field requires appropriate staffing levels, expertise, and constant improvement of skills. As we move forward in the ever-evolving technological landscape, we must ensure that we are properly staffed for innovation, improvement, and excellent service.

IMPROVE EFFICIENCY AND OPERATIONS

IT will work on integrating standalone systems in order to simplify and automate business processes to the greatest extent possible. This must be done while ensuring security protocols are in place and making sure overlapping software features are kept to a minimum.

SOFTWARE VETTING AND PROCUREMENT

IT will assist departments with software procurement to ensure the new software is sustainable, compatible with existing systems, and can be efficiently supported.

PROVIDE RESPONSIVE AND QUALITY IT SUPPORT

Keeping IT staff trained and experienced on new and emerging technologies to better support the Village's IT needs. Making sure Village end users receive knowledgeable and factual IT support or recommendations.

LIMITATIONS OF THE ENTERPRISE RESOURCE PLANNING (ERP)

As the need for streamlined business processes and improved communication methods increases, the current ERP system cannot properly respond to internal, resident and business needs. Billing, procurement, permits, licenses, and customer service enhancements are unable to efficiently evolve and improve under the current ERP system.

POTENTIAL NEW INITIATIVES TO EXPLORE IN THE FUTURE

VILLAGE MANAGER'S OFFICE & COMMUNICATION

Staff in the **Village Manager's Office** works on various projects requiring department-wide leadership, coordination or oversight. Some of the projects include:

Communication Enhancements

- Explore new communication engagement methods: Facebook Live, Videos, and Instagram

- Increase subscribers campaign to get people to sign-up for Village Connections newsletter, email alerts, drive more visitors to our pages, engage more on social media platforms.
- Promote ways people can connect with the Village.
- Focus on cross-promotion of website project page information with social media and email lists
- More Community Polls- solicit feedback to better understand ways to improve Village services.
- Regularly send Bits & Bytes e-news to Village staff.
- Create “while on hold” phone messages for the Village phone system.
- Everbridge Communication: Arlington Alert
 - In collaboration with Northwest Central Dispatch, Village Manager’s Office is introducing Everbridge Emergency Notification System. This system will be used to communicate with residents via phone call, text, or e-mail. Residents can expect emergency and non-emergency communications: accidents, road closures, unplanned utility outages, winter operations, and traffic alerts. Residents will be empowered to opt into this program. A marketing campaign will launch at the end of summer.
- Targeted Communication
 - Increase use of targeted communications (email lists for specific subjects). Special notifications are sent via email and posted on the website during the several winter storms and severe cold experienced by community. A pop-up alert on the Home Page of the website will be used when Groot refuse collection has an unscheduled delay due to conditions such as a winter storm or cold weather.

Updating Liquor Code & Application Forms

In an effort to be more business friendly and more competitive with other communities, staff will monitor new liquor license classification requests and types of concepts to present to the Board for continued discussion on changes to the Liquor Code. Liquor License forms will be updated and automated.

New Trustee Orientation

Through appointment and election, ISD has the privilege to assist in the orientation of new trustees to the Village. Meeting with all departments, providing necessary materials, and mentoring throughout the trustee’s tenure are the main goals of acclimating the Trustee’s to their new role.

Village Board Goal Setting Session

Staff will prepare for a Goal Setting Session with the new Village Board in July 2019. The new established goals will result in the creation of new Strategic Priorities and an updated Staff Business Plan.

Downtown Parking System Updates

Implementation of Commuter Mobile Pay in summer of 2019. Continue to evaluate and implement parking system solutions to include updated signage in parking garages and lots, additional directional signage, and items identified in the 2018 Parking Capacity and Usage Study.

Customer Service Initiatives

Enhance Customer Service Experience

- Our goal is to simplify processes, create more user friendly processes, and provide for an expedited experience which should result in improved customer satisfaction.

One Village Voice Customer Service Initiative

- Re-institute a Village staff committee that will explore ways to define our customer service standards and enhance customer service and engagement with the public that will incorporate the “One Village Voice” motto – which is communicating in a clear, consistent and courteous manner.
- Goals include:
 - Finalizing statement of organization’s values when it comes to Customer Service, identifying key measures of customer service and developing standards employees should abide by.
 - Rollout One Village Voice standards and promote/reinforce them throughout the Village.

INFORMATION TECHNOLOGY INITIATIVES

Establishment of Technology Purchasing Policy and Guide

- Develop a policy that applies to purchases of hardware and software. The policy will establish standards, guidelines, and procedures for the purchase or technologies that support excellent stewardship of Village resources.

New Enterprise Resource Planning (ERP) Village-wide Software System

- ISD will assist and also lead in various stages of this project. The goals are to outline, vet, and determine an ERP software with a consultant. This is a multi-year project that every Village department will be impacted by and thus need to be a part of the process. IT will guide the consultant and the ERP vendor in successfully implementing and rolling out a new ERP system that enhances the employee, resident and business experience. As we begin to assess the marketplace for a new ERP system, we can look forward to services such as paperless procurement, online permit processing and payment, and one centralized location for Village informational assets.

Business Process Improvements

- One of the primary goals of ISD is to streamline business processes. In order to do this, ISD needs to understand each Village department’s needs, challenges and vision of how they want to improve their service delivery. ISD will do outreach & surveys to departments to see how we can assist in offering solutions to provide a better employee and customer experience.
- Exploring ways to improve efficiency and utilizing technology to work better for the organization
- Evaluation of reports, processes, or programs that departments believe may no longer be necessary.

- Northern Illinois Benchmarking Cooperative
 - Continue participation in the cooperative to compare performance measures and practices from Arlington Heights to those of other surrounding communities to identify best practices and facilitate better results.

Expand Geographic Information Systems (GIS) within the Organization

- ISD will continue to assess the needs and capabilities of each department in order to establish project priorities. By evaluating and deploying additional Shared Applications and Solutions, GIS can enrich current and future Village services. GIS will continue to help identify new analytical and visual reports departments can produce and will train users on new applications. An upcoming goal is to create more interactive and project maps for use by Staff and the public.

Document Management System

- The IT Division on behalf of a Village-wide initiative is working towards implementation of a Document Management System. The goal is to expand the use of the document management system with Village departments in order to streamline and improve internal processes, digitalize and archive documents.

Cybersecurity

- Keeping systems updated to reduce security risks to the organization. Updates are consuming and require significant IT time to ensure daily business operations are not affected. Additionally, making sure any software being acquired by departments follows Cybersecurity best practices and provides sufficient security controls.

NWCD Computer Aided Dispatch Vendor Implementation

- In partnership with NWCD, the IT Division will be updating local information infrastructure and systems as part of the implementation of the new CAD system. This will include reconfiguring all fire and police desktops, laptops, MDTs, and migration to a new server.

Internal Technology Consulting and Departmental Assessments

- The IT Division will continue the centralization of departmental IT functions with central IT operations aimed at improving and reducing cost of services. IT will continue to provide assistance and technical expertise on various department projects to better leverage technology in their day to day operations.

IN CONCLUSION...

The Integrated Services Department continues to adapt its services to the ongoing needs of Village Departments and the public. It is a Department that needs to remain fluid to operational and community needs. ISD strives to continually balance the workload of ongoing projects while leading new initiatives that are needed to make the Village a quality, high-performing organization that is innovative and responsive to the needs of the organization and community.



Committee-of-the-Whole
5/29/2019

Item: Departmental Status Report - Legal

Department: Village Manager's Office

ATTACHMENTS:

Description

Legal

Type

Report

Legal Department

2019 ANNUAL REPORT

Robin Ward

RWARD@VAH.COM | 847-368-5700

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Scope of Services

KEY SERVICES AND FUNCTIONS

Lawyers are, by their very existence, problem-solvers. Some lawyers solve problems in court and some do not. But every issue that they come in contact with, in some way, is a problem. It is the reason that so much of what we in the Legal Department do is reactive . . . someone comes to us with a problem and our job is to find a solution. Most of these solutions will not come straight from the law – if it were that simple to find the solution lawyers would be unnecessary. Solutions come from analyzing the problem, talking to the affected parties, and trying to craft a resolution.

I estimate that at least 75% of what the Legal Department does – particularly Lisa and me – is reactive problem-solving. Some problems are bigger and longer-lasting (Metropolis); some are quick (helping an employee draft a letter to a resident) but we do them all.

Because most of what we do is solve problems, there is no plan or project for that. Someone brings us a problem, an issue, a question . . . and we work to find a solution. It may be a new Code provision, it may be bringing parties together in hopes of finding an acceptable solution, it may be gathering information from another source, or it may be giving it to someone else who is better equipped to resolve the problem. But it is not something we can plan for or a project we can work on.

Because we are primarily problem-solvers does not mean that we do not do things that are proactive. We may come across something another town is doing that we think can work here, we may come across Code provisions that need tweaking, we may come up with ideas to make some of what we do more transparent, we may just come up with an idea we think is worth implementing . . . but most of what we do is handling the vast variety of issues that are brought to us – not because the person bringing them to us cannot handle the issue, but because they are looking for additional insight or an extra set of eyes.

The “routine” things we do – draft ordinances and resolutions, prepare contracts, review agreements – are handled easily. We have worked to establish form ordinances and resolutions that Lynette modifies as needed. Lisa has created simple contract forms that Paula can use for routine needs. Even the processing of routine FOIA’s is handled easily.

ORGANIZATIONAL OVERVIEW

The Legal Department has four employees – one full-time employee and three part-time employees. The work we do touches every department, the Village Board, and the members of the Village’s boards and commissions. In addition to the work we do, we have Staff members who serve on the internal Community Events Committee, Parking Committee, Plan Review

Committee and on the board of the Metropolis Commercial Condominium Association. We are the Village's FOIA Officer, Open Meetings Act Officer, and HIPAA Officer. In the past, we have served on a variety of internal staff committees, including a committee reviewing various permit processes, a task force looking at appropriate conduct in public buildings, and several committees dealing with troubled pieces of property.

Workload and Performance Data

The work of the Legal Department does not easily lend itself to quantitative analysis. We do not keep count of the number of agreements and contracts we review. Sometimes we are just tweaking an earlier version of a document, sometimes we are commenting on the other party's draft, and sometimes we are drafting fresh. The amount of time dedicated to any agreement or contract varies greatly and therefore the number does not relate to the work involved.

- Annually, we prepare an average of about 90-100 ordinances and/or resolutions. Some of these are simple; some are complex.
- We average recording about 50-60 documents annually. Recording a document can involve one or two trips downtown (depending on the document being recorded).
- There are currently five pending lawsuits that I am overseeing.
- The number of FOIAs that we keep track of has been increasing each of the last few years. In 2015, there were 1228; in 2016, that number increased to 1384; in 2017, that number increased again to 1424 and in 2018 we had 1556. In the first three months of 2019, we have already seen 361 FOIAs.
- In 2017, approximately 426 new cases were researched in the court database, with many requiring subsequent checks. In 2018, there were 469. To date in 2019, there are 175 new cases.
- The 2017 prosecution log (this is only kept for cases that are more than just routine traffic tickets) contained 933 cases. The 2018 log contained 1094 cases. To date in 2019, there have been 314 cases added to the court log.
- We are currently monitoring 211 traffic accident cases.
- There were 75 DUI cases taken to court in 2017, 71 in 2018 and 12 new cases so far in 2019.

Key Accomplishments During 2018-2019

- I oversaw the institution of the Administrative Adjudication process for Code Enforcement.
- I worked with the Engineering Department to resolve a long-standing drainage issue at Arlington Market.
- The Agreement with the Performing Arts at Metropolis was amended.
- An Agreement with the GIS Consortium was adopted.
- Significant modifications to the Zoning Code were adopted by the Village Board.
- Several changes to the Liquor Code were adopted, creating new liquor classifications.
- Lisa closed on the sale of two Village-owned vacant lots.
- Several significant amendments to the Village Code were prepared and adopted. These included modifications to the Ethics provisions, economic disclosure form, campaign contributions, creation of several new liquor classifications, and several related to minors – electronic smoking devices, truancy, and tobacco 21.
- The contract for the sale of the property at 112 N Belmont to the Library was approved and Lisa will handle the closing in the next few months.

Review of Current and Anticipated Challenges

- We are constantly doing what we can to ensure that our Village Code is kept in accordance with current law, as it changes by both court decisions and legislative changes.
- As the number of FOIA's does not appear to be decreasing, the challenge of keeping up and ensuring that they are handled properly is ongoing.
- I serve as the President of the Metropolis Commercial Condominium Association, which operates the Metropolis Theatre building. The Village manages the building. With the success of the Arlington Ale House and the expansion of Mago, as well as the continued growth of the Metropolis Theatre and the age of the building, there have been numerous challenges in the operation of the building and these are still ongoing.
- There are employee relations issues that arise on a regular basis. I frequently consult with the Human Resources Department on issues that they are confronted with.

- Both labor contracts expire at the end of this year, so we will be negotiating this fall.

Potential New Initiatives to Explore in the Future

- I will be working with the Building and Life Safety Department on modifications to the Building Code (chapters 23, 24, 25, 26, and 27 of the Village Code).
- I am working with Human Resources on updating the Employee Handbook.
- I am leading a small group of representatives from the Chamber of Commerce and the Special Events Commission in discussing the possibility of working together for the Mane Event and Taste of Arlington, particularly as it relates to sponsorship.
- Lisa is continuing to work on a possible lease for small cell equipment on one of the Village's water towers.
- We will be working with other Staff to close out the contract for the Police Building.
- I will be working with the Police Department and Planning Department to prepare for the possible legalization of cannabis.



Committee-of-the-Whole
5/29/2019

Item: Departmental Status Reports - Planning and Community Development

Department: Village Manager's Office

ATTACHMENTS:

Description

Planning Department

Type

Report

Planning & Community Development Department

2019 ANNUAL REPORT

Charles Perkins
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“A GOOD PLAN IS LIKE A ROAD MAP: IT SHOWS THE FINAL
DESTINATION AND USUALLY THE BEST WAY TO GET THERE.”

H. STANLEY JUDD

Review of Scope of Services provided by the Planning & Community Development Department

ABOUT THE PLANNING & COMMUNITY DEVELOPMENT DEPARTMENT

The Village of Arlington Heights Planning & Community Development Department Staff are dedicated to the betterment of our community. Department Staff provides professional and technical assistance regarding Planning, Zoning, Subdivision, Business and Economic Development, and Design. They also administer State and Federal Grant programs, Housing Initiatives, and Community Art program.

Vision Statement

A Planning & Community Development Department that is recognized as an award winning professional department providing a pro-business environment while maintaining a superior quality of life and ensuring quality development that is balanced and meeting needs of the citizens of Arlington Heights.

Mission Statement

To ensure professional, courteous, consistent and reliable service through management and oversight of the divisions within the Planning & Community Development Department.

Department Objectives

1. Provide professional expertise and assistance.
2. To promote the highest quality development that the community deserves.
3. Balance the needs and concerns of Arlington Heights residents.
4. Provide timely and professional advice to the Village Board and other Boards and Commissions.
5. Provide dedicated and courteous assistance to the public.
6. Implement the department's budget in a fiscally responsible manner.
7. Ensure that planning related data is up-to-date and maintained.

THE PLANNING & COMMUNITY DEVELOPMENT DIVISIONS

The Planning & Community Development Department is comprised of the following program areas:

1. Zoning & Development Review
2. Long Range / Comprehensive Planning
3. Redevelopment/Tax Increment Financing
4. Business & Economic Development
5. Design Review & Beautification
6. Housing

LEGAL AND OPERATIONAL RESPONSIBILITY

Responsibilities of the Department are established within the Illinois State Statutes and the Arlington Heights Municipal Code. The Illinois State Statutes set forth statutory obligations for

planning, zoning, tax increment financing, and other land use regulatory provisions. Section 3-307 of the Village of Arlington Heights Municipal Code creates the office of the Director of Planning & Community Development.

“The Director of Planning & Community Development shall oversee the following: the preparation and maintenance of the comprehensive plan, development review, community development, economic development, urban design and beautification, and redevelopment; shall act in advisory capacity on all planning related matters to the Board of Trustees; shall act as liaison to the Plan Commission, Zoning Board of Appeals, and other commissions as deemed necessary; and shall perform such other duties as the Village Manager may direct from time to time.”

PLANNING AND MANAGEMENT ASSISTANCE:

Maintains and updates planning related data, responds to inquiries on planning, zoning, signage, and subdivision matters, and conducts studies which assist the decision-making process of Village development. Analyzes and interprets zoning for all properties in the Village, Planned Unit Developments (PUD's) and special uses.

LONG RANGE/COMPREHENSIVE PLANNING

Formulates policies affecting overall and long-term Village development; collects, analyzes and presents data to determine community goals, assists in their attainment, interprets the Comprehensive Plan and implements the Comprehensive Planning Program. Facilitates development of the Downtown Master Plan, Metra STAR Line Master Plan, Hickory Kensington Redevelopment Plan, Tax Increment Financing Districts, and coordinates their implementation.

BUSINESS & ECONOMIC DEVELOPMENT

Coordinates the Village's Business Retention and Attraction Programs, recruiting new businesses to the community and working to retain existing businesses. Monitors community and economic development activities, and promotes and markets the Village to maintain and enhance its economic base. Develops and coordinates the Discover Arlington Marketing and the Village's Economic Development Strategy.

ZONING AND DEVELOPMENT REVIEW

Coordinates the Village's development review process for new development or redevelopment including PUD's, rezoning, special uses, preliminary and final plats of subdivision, land use variations and zoning variations. Analyzes issues and formulates recommendations to the Plan Commission and Village Board regarding the Zoning and Subdivision Control Regulations to better implement the Comprehensive Plan. Reviews building permits for compliance with zoning & subdivision, and sign codes. Zoning and Landscape enforcement was added in 2018.

HOUSING

Administers various grant programs available from Federal agencies and provides assistance to qualified residents and public/private agencies in obtaining funds for eligible services. Prepares the Village's Consolidated Plan, Annual Action Plans, Fair Housing Plan, monitors legislation, and

develops proposals concerning affordable housing. Leads the Northwest Suburban Housing Collaborative in analyzing and addressing common housing issues.

DESIGN REVIEW AND BEAUTIFICATION

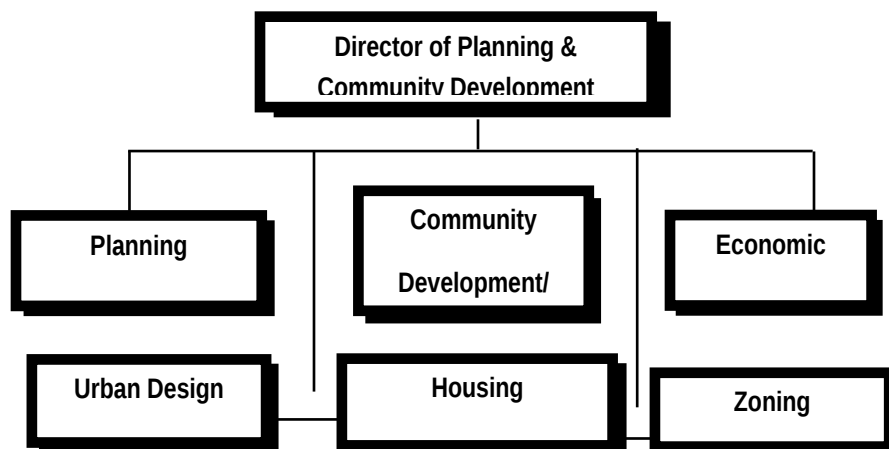
Oversees the Design Commission Review and Administrative Review process for single family homes, commercial development, signs and variances for signage. Implements Design Guidelines and Sign Code Tool Kit. Develop Capital Improvement design projects including Downtown streetscape, beautification, pedestrian spaces, banners, signage, and Green corridors.

REDEVELOPMENT/TAX INCREMENT FINANCING

Analyzes, defines, selects, and prepares specific area redevelopment studies including a systematic approach to Downtown revitalization. Administers the Village's four Tax Increment Financing (TIF) Districts.

BOARDS AND COMMISSIONS

Provides technical and administrative support, professional assistance and liaison to Boards and Commissions/Committees.



Workload and Performance Status

The Planning & Community Development Department continues to be extremely busy performing a multitude of tasks. It continues to be a balancing act to move forward on longer term complex and challenging projects given the voluminous day to day zoning permit activity and general department inquiries. Constant pressure regarding process and deadlines needs to be balanced with providing good customer service. Working with small businesses and residents is time consuming to provide the high level of service our customers deserve and should be provided.

Performance Measures	2016	2017	2018
Development – Plan Commission			
# of Temporary Files	52	39	31
# of Plat and Subdivision Cases	25	24	22
# of Comprehensive Plan Sub-Committee Cases	0	2	0
# of Ordinance Review Committee Cases	0	3	1
# of Special Use Waiver Cases for Antennas	5	12	12
# of PC Applications	26	16	24
Development – Other			
# of all Zoning Reviews	1,712	1,691	1490
# of ZBA Applications/Reviewed	60	62	41
# of Building Permit Reviews	1353	1,372	1237
# of Business License Reviews	168	131	134
# of Home Occupation Reviews	23	13	9
# of Sign Permits	227	216	247
# FOIA's	99	117	108
# Special Use Waiver Restaurant	N/A	1	4
# Special Use Waiver Antenna	5	12	12
# Admin. Parking Waiver	N/A	N/A	1
# Code Enforcement	N/A	N/A	6
Community Development			
# Single-Family Rehab Projects	3	1	2
# Rental Rehab Units	76	42	0
# CDBG Public Services Beneficiaries	692	505	538
# Public Facility Improvement Projects	3	7	6
Design Review			
# of Reviews by Design Commission	86	81	70
# of Administrative Single Family Homes	73	74	47
# of Administrative Signage Reviews	13	6	7
# of Administrative Commercial	3	2	3
# of Temporary Files	34	38	31
# of Miscellaneous Administrative Reviews	0	2	1
# of Small Rear Yard Addition Reviews	55	46	59
Special Projects			
# of Special Projects	38	37	37

❖ Some data not comparable year to year (see below)

Performance data only provides a snapshot of the workload within the Department and does not reflect the complexity and time spent on even the smallest of projects. Several administrative review processes have been approved and implemented to assist customers such as Special Use Waiver for small restaurants, small rear yard addition Design Review and minor parking variation approvals. Other data is not tracked. Also, it is not possible to differentiate from the data above,

the time and complexity that are involved in both small and large projects. In 2016 process review changes were initiated amongst reviewing departments to rebalance permit review by eliminating certain types of small permit reviews and minimize duplication. This allows for more accurate timely reviews. Also, in 2017 and 2018 Zoning Code changes were made that eliminated the need for some applications and expanded certain types of administrative reviews.

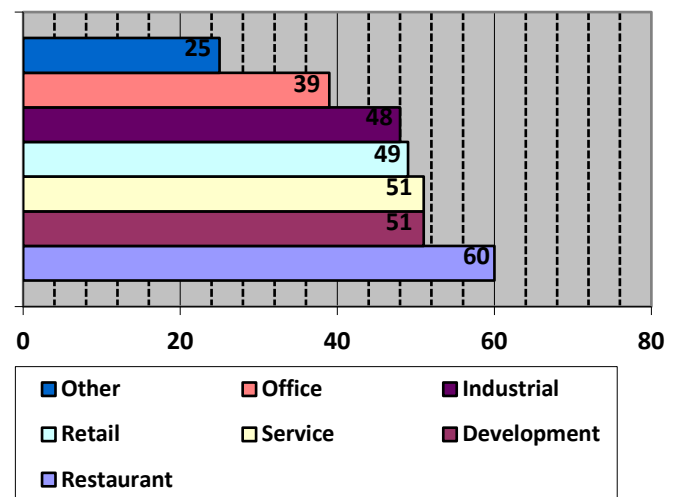
BUSINESS ATTRACTION AND RECRUITMENT 2018

In 2018, the Department engaged in 488 business attraction and recruitment efforts to try to attract 323 individual businesses and commercial/industrial developments to the community.

A total of 80 new licensed businesses actually opened in 2018 and are providing 692 jobs in the community, while reoccupying 389,010 square feet of previously vacant space.

Recruitment Efforts Individual Business Type

Business Type	TOTAL
Auto	3
Development/Mixed-Use	51
Entertainment	13
Hotel	3
Industrial/Manufacturing	48
Institutional/Education	6
Office	39
Restaurant	60
Retail	49
Service	51
TOTAL	323



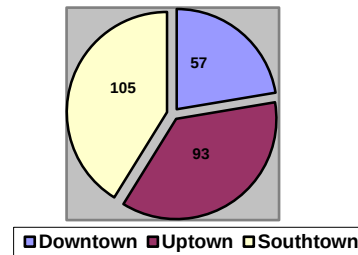
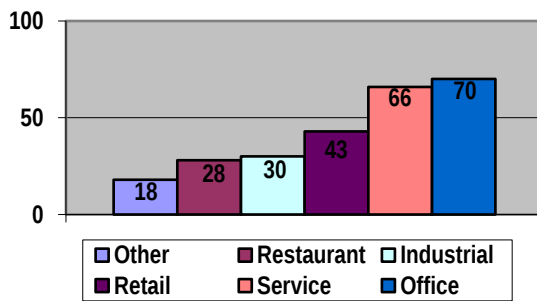
In 2018, the Department conducted 371 business retention efforts to 255 individual local businesses:

Retention Efforts by Business Type

Type	TOTAL	Type	TOTAL
Auto	3	Office	70
Entertainment	8	Restaurant	28
Hotel	3	Retail	43
Industrial	30	Service	66
Institutional	4	TOTAL	255

Retention Efforts by Location

Location	TOTAL
Downtown	57
Uptown	93
Southtown	105
TOTAL	255



Key Accomplishments over the Past Year

CURRENT VILLAGE BOARD STRATEGIC PRIORITIES

Strategic Priority Project 1B – Tax Base Expansion Opportunities Report

With an ever evolving economy, continuing emerging technologies and changes in the market and workplace, it is vital for Arlington Heights to stay on the cutting edge of growth potential and identify emerging growth sectors in the economy. Research has concluded on the first part of this report pertaining to a detailed analysis of various sectors that make up the tax base in Arlington Heights. During the remainder of this year, research and analysis will be prepared on emerging trends and technologies and identification of which clusters are growing regionally and nationally and provide opportunities for Arlington Heights to grow or diversify its tax base.

Strategic Priority Project 3B – TIF IV Strategy Update

The Village retained the services of Ehlers Inc., Market and Facility Advisors, and architects Houseal Lavigne, to conduct a market feasibility assessment for the TIF IV area. Market feasibility and potential concept plans were developed and numerous discussions held late in 2018 with the property owners and potential developers. Department Staff continue to pursue all viable avenues for long term potential redevelopment of the TIF IV area.

Strategic Priority Project 4A – Report on housing needs and trends in Arlington Heights

Demographic and housing needs continue to evolve based upon population trends, market conditions, and location. The purpose of this study is to review past studies and analysis, and identify strengths and weaknesses in the Arlington Heights housing stock. While research on providing a report to the Board that addresses this strategy has commenced, the project timeline was amended to allow the Village to focus on the Village's affordable housing policy as it pertains to new developments. Phase I or the Housing report will be presented to the Housing Commission in late 2019.

Strategic Priority Project 5D – Police Station Construction

The Design and construction of a new 70,500 square foot state of the art Police Station was a Board priority and high Staff commitment. The new police station included creative

environmentally friendly improvements such as utilization of recycled Ash trees from Arlington Heights. Various punch list items and project closeout with the construction management firm and architect are ongoing.

Strategic Priority Project 5E – 2018-19 Corridor Beautification and Improvement Program

The Department continues to enhance and focus attention on corridor beautification that provide aesthetic and economic value.

- Davis Street - Landscape enhancement improvements were designed and completed.
- Northwest Highway - Phase 1 installation were installed.
- Rand/Palatine Road - Corridor improvements have been delayed, soliciting IDOT preliminary approval. Design work has now commenced for the uplighting along Palatine Road, while the Uptown signage improvements are being reworked in order to attempt to address IDOT requirements.

Strategic Priority Project 5F – Parking Capacity and Usage Study

A detailed Downtown parking analysis was commissioned and presented to the Village Board along with Phase I parking improvement plan. Phase I implementation is ongoing.

Strategic Priority Project 5G – South Town Corridor Planning Effort

The planning effort to enhance the Arlington Heights corridor south of Noyes Avenue culminated with the Village Board adopting the South Arlington Heights Road Corridor Plan. Funds were budgeted in the current fiscal year to commence preliminary traffic and corridor review to begin discussions with IDOT as well as preliminary economic analysis of various funding options. In addition, department Staff continue to meet with potential developers for significant redevelopment along the corridor.

Strategic Priority Project 7A – Discover Arlington Re-branding Research

Research was conducted and presented to the Village Board regarding numerous options for Discover Arlington re-branding. The Board provided direction, no re-branding, refreshed marketing ads, and re-evaluating the tag line. The marketing committee is following a step-by-step process during 2019, starting with an internal review and evaluation of the marketing ads and logos, developing a scope of work to refresh the logo, and possible expenditure of funds for implementation.

Development

Department Staff are proud of the relationships forged with the private sector. The building of relationships, managing development projects, understanding private sector needs, and molding them to meet Village codes and regulations for the betterment of the community is a challenging and rewarding experience.

Arlington Downs

Department Staff continue to work with the developers of the \$300 million Arlington Downs mixed-use development. The PUD was amended to allow for certain changes to the development plan such as the 116 room VIB Hotel and 263 unit Phase II residential.



4 N. Hickory Apartments

A redevelopment agreement was negotiated and approved by the Board for 4 N. Hickory. A 76 residential mixed use apartment development with 3,400 square feet of commercial space received Plan Unit Development approval. Permits have been submitted in order to commence construction and Staff are in negotiations with the same developer regarding phase II of the development.

Chez Hotel

Extensive time and effort was devoted to the proposed Chez Hotel. The 62 room boutique hotel on Algonquin Road will expand European Crystal Banquet hospitality offerings.

Moorings

The Moorings Senior Housing development was approved and their new assisted living facility has opened.

Other projects assisted in include Kensington School, Lexington Heritage Townhomes a 48-unit townhome development, St. James Church expansion, Hearts Place PUD Amendment, Olympic Pool expansion, Algonquin Road warehouse distribution facility, and Taco Bell at Wilke Road and Algonquin Roads.

DOWNTOWN DEVELOPMENT

Continued redevelopment of Downtown and maintenance of existing infrastructure is vital in helping keep Downtown Arlington Heights as a dining and entertainment destination.

212 N. Dunton Parkview Apartments

Preliminary and final PUD was facilitated for this new 45 unit development on the north side of Downtown seven affordable units were required with 41 affordable currently provided. The building was completed in late 2018.

Block 425

Department of Staff have spent a significant amount of time with the developers of the proposed Block 425 which went to early review in Fall of 2018 and proceeding with the Plan Commission application process. Arlington 425 is a 361 unit mixed use development consisting of three buildings, which if approved will generate substantial economic value to Downtown.

In addition, two proposals for the southern portion of Block 425 were processed, but not supported by the Board.

Staff are currently in discussions with a different developer regarding a 16 unit row home development for the southern portion of Block 425.

PLANS & STUDIES

A number of plans and studies were initiated and completed during the past year.

2018 ANNUAL BUSINESS DEVELOPMENT REPORT

The report was completed and outlining the past year's activities regarding business attraction, business retention, and marketing efforts. This report is available on request.

DOWNTOWN ENTERTAINMENT MARKET RESEARCH

Entertainment Market analysis was completed and distributed

SOUTH ARLINGTON HEIGHTS ROAD CORRIDOR STUDY

The South Arlington Heights Road Corridor Study was developed, completed and approved through the appropriate public hearing processes.

BUSINESS RETENTION SURVEY

Business Retention Survey was completed and distributed with presentations to the Committed of the Whole and the Board during the summer of 2018.

DOWNTOWN PARKING STUDY

Parking Study and analysis was completed and accepted by the Board.

TAX INCREMENT FINANCING AND CONFIDENTIAL REPORTS

Numerous confidential reports are provided to the Board throughout the year. In addition, the Planning & Community Development Department is responsible for managing and implementing the Tax Increment Financing Districts filing the appropriate reports with the State.

TIF District #4

This District is located at the northeast corner of Arlington Heights Road and Golf Roads. Staff was instrumental in implementing the Autumn Leaves development that was described above which will generate TIF increment for this district. Properties at the immediate corner of Golf and Arlington Heights Road have been purchased by the Village for future redevelopment.

TIF District #5

Located at Rand and Palatine Roads and includes Town & Country Shopping Center and Southpoint Shopping Center. Town & Country was successfully redeveloped several years ago, although Southpoint Shopping Center remains to be redeveloped. Planning & Community Development Staff continue to meet and discuss redevelopment strategies and options with the three different property owners that comprise Southpoint Shopping Center.

Hickory Kensington Tax Increment Financing District:

This District is located east of Downtown Arlington Heights and generally northeast of Kensington Road and Douglas Avenue. This is the most recent TIF District and the appropriate areas have been rezoned to facilitate redevelopment. Department Staff continue to meet with property owners and interested developers regarding this redevelopment area.



PROCESSES

Staff continue to review Village Codes and processes and explore ways to make them more efficient and business friendly as time permits. Within the past couple of years, several administrative processes have been established to expedite reviews.

Electronic Filing

Electronic Filing for some applications continue in efforts to streamline the submittal process. Other applications for electronic filing are being evaluated.

BUSINESS & ECONOMIC DEVELOPMENT

Arlington Heights continued to see great Economic Development success in 2018. The past year brought new business that contributed approximately 692 jobs and re-occupying 389,100 square feet of previously vacant space. Refer to the 2108 Annual Business Development Report for details.

Significant new businesses include, Northrop Grumman and Hey Nonny in the Downtown.



DESIGN/BEAUTIFICATION

Design Review: In 2018, 218 Design Applications were reviewed. Projects ranged from single family homes to large scale developments such as 4 N. Hickory and Arlington 425.

Sign Code Updates completed in 2018

Dealing with window signs, awnings and signs in residential districts.

Review of Current and Anticipated Challenges

LOCAL CHALLENGES

There are several local challenges identified below.

Retention/Attraction of Revenue Generating Uses

The Village under constant pressure from Woodfield Mall, Deer Park, Randhurst Village, and other influences. The ability to attract and retain sales tax generating uses is critical to the Village's budget. In 2000 total retail sales in Arlington Heights were \$1.141 billion. Retail sales in 2018 were \$1.27 billion. There is a concern about the long term increase in the multitude of discount stores, non-profit retailers at key locations and requests for other non-retail uses along commercial corridors. Internet sales is significantly impacting customers' shopping habits and reducing the number of "brick and mortar" retailers that are considering expansion into the marketplace. New residential developments in key areas will add an influx of disposable spending benefiting the local business economy.

Funding for Corridor Improvements

The Board recently provided funding for aesthetic and economic corridor improvements identified as critical in maintaining an attractive viable community in which to do business. The issue was initially raised by Department Staff as well as in the Comprehensive Plan that was adopted in 2015. As a result of presentations and analysis of certain Arlington Heights corridors as well as adjacent competing communities, the Board allocated funds to implement long-range comprehensive corridor improvements for Northwest Highway, Rand/Palatine Road corridors and some initial funding for South Arlington Heights Road.

It is imperative that Arlington Heights find the right balance to maintaining public and private sector corridor enhancements in efforts to maintain an attractive community for businesses, customers, and residents.

Continued Downtown Redevelopment:

Continued development of Downtown is critical to its long term success. Further development becomes more challenging with existing residents that have already invested in the community, as well as the need to address traffic and parking. Continued development is even more challenging without Tax Increment Financing as a mechanism to provide assistance to acquire land or for other infrastructure costs. Other communities were successful in extending their Downtown TIF Districts and have a competitive edge. Maintaining the correct balance of retail/restaurant and non-retail uses remains critical. Department Staff have been in constant communication with potential developers who are interested in building additional apartment buildings in Downtown. It is imperative that appropriate development plans receive favorable consideration in order to add additional development Downtown, whose future residents will support existing businesses and entertainment options.

DOWNTOWN PARKING

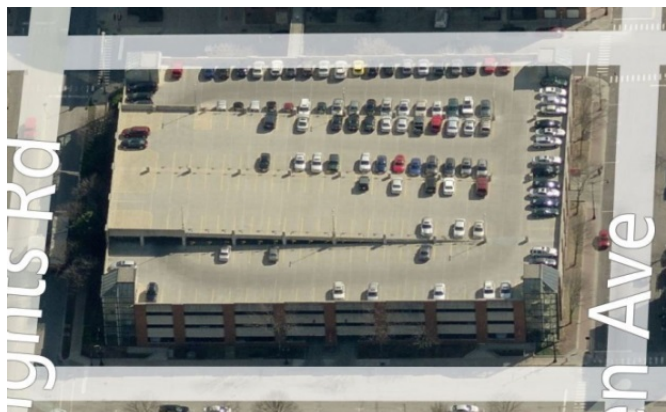
Downtown parking will continue to be a resource that needs to be actively managed.

Parking Implementation Plan

The Board recently accepted the Downtown Parking Study and authorized implementation of Phase 1. Continued funding for future measures is critical for the success of Downtown.

Possible North Garage Expansion

In 2016, the Department facilitated a feasibility study regarding the possible expansion of the North Parking Garage. If and when it is determined that parking expansion is needed, a critical decision will face the Village on how to fund such an expansion.



Promoting Utilization of Existing Parking at Off-Peak Times

This is an important measure as it actively utilizes an existing resource. Measures to promote existing available parking at off-peak times should be explored. At a cost of \$30,000 to \$50,000 to build one new parking garage space, other options such as shuttles and Tuk Tuk or trolley service could be tested as a cost effective solution.

AFFORDABLE HOUSING

The Village Board has identified affordable housing as an important policy to pursue.

Inclusionary Housing Policy

The current Affordable Housing Policy requires new developments needing a Planned Unit Development to provide 15% of the units as affordable or pay a fee in lieu of up to \$75,000 per unit. No developer has provided these maximum limits and each development entails lengthy negotiation on a case-by-case basis. Over the past year, the “bar has been raised” relative to expectations of providing affordable units. While Arlington Heights is a leader in this field and one of only a few communities to require the inclusion of affordable units, the exact limits will need to be further defined. Over the next 12 to 18 months, the parameters should be modified so that affordable units are included within the developments as directed by the Board, and the policy modified to eliminate the need for onerous negotiations on a case-by-case basis.

CDBG Funds

The Village faces a challenge on how to allocate on an annual basis, the \$150,000 that for the past 20 years had been allocated to the Senior Center Debt Service. This use of the CDBG fund needs to be programmed towards brick and mortar projects.

Affordable Housing Trust Fund

The Affordable Housing Trust Fund and has received its first influx of funds from the sale of an Industrial Revenue Bond (IRB) and also from fees in lieu of providing units. While the current balance is not sufficient to entertain a sizable project, potential future payment obligations from developments will generate additional revenue to this fund. The Village will need to explore options to develop an affordable housing project to utilize these funds.

FUTURE USE OF ZERO INTEREST LOAN FUNDS

In 2014, the Village created the Zero Interest Loan Program for small businesses that was funded by a 10% repayment on the savings that property owners and businesses received from issuance of a Class 6b or Class 7 Tax Abatement. The Zero Interest Loan Program provides for up to \$20,000 at a zero interest rate for small businesses. Over the past 5 years, 8 loans have been provided for a total value of \$139,750. Over the course of the next 10 years, it is anticipated that revenue into the Zero Interest Loan Program from the 10% payback and repayments of the zero interest loans themselves will increase the fund balance to approximately \$1,250,000. Evaluation of potential economic development projects for use of these funds will need to be considered by the Village over the next few years.

STATE & NATIONAL TRENDS

There are several state and national trends will impact Arlington Heights.

Internet Sale

Internet sales are impacting retail business of all sizes and types, and many “brick and mortar” retailers are downsizing. Very few new retailers are currently entering the marketplace.

WORK FORCE DOWNSIZING

Many companies are downsizing their work force and allowing employees to work remotely. When they do relocate or expand office space as in the case of HSBC and Northrop Grumman, office work spaces are shrinking resulting in higher occupancy buildings. This in turn impacts available parking. At Northwest Crossings, Staff worked closely with property ownership, who removed some buildings on the site to substantially increase available parking well above minimum code. This change in workforce employment habits does create new opportunities such as new co working spaces.

Long Term Sustainability of Arlington Park

The long term sustainability of Arlington Park should be a priority for the community. Future uses and expansion in Arlington Pak have been held up in Springfield. The Village should actively engage now and in the future regarding the long term sustainability of Arlington Park.

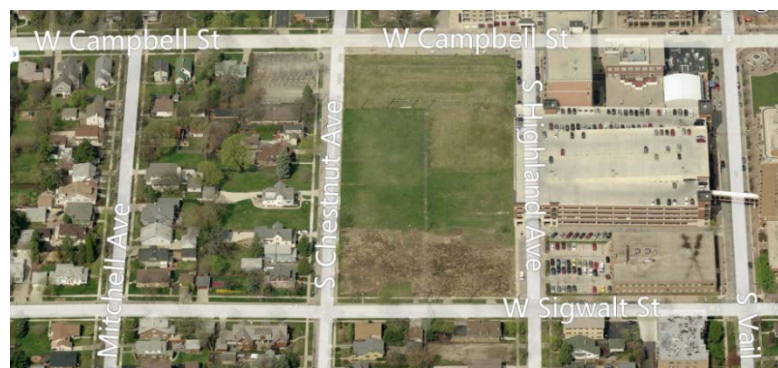
New Trends

Adapting to new trends such as open air dining and brewery/tap rooms are vital to the community.

Key Potential New Initiatives to Explore in the Future

DOWNTOWN

Continued Downtown redevelopment is critical to its long term success.



DEVELOPMENT

Department Staff have been in constant communication with potential developers who are interested in building additional apartment buildings in Downtown Arlington Heights. Several

key redevelopment sites allow for potential future redevelopment. Active or potential redevelopment sites include:

- Arlington 425
- South ¼ block 425
- Former AT&T property
- Other assembly sites

DOWNTOWN PARKING

The Village Board has given the green light to implementing the Phase 1 Parking Improvement Plan. In order to utilize existing parking during off-peak times that were identified in the parking study, other possibilities could be explored with appropriate funding, including the development and subsidy of operating a shuttle or Tuk Tuk service in and around the Downtown.

DOWNTOWN AMENITIES

The continued addition of Downtown amenities helps keep Arlington Heights' Downtown on the cutting edge. These amenities can be broken down into aesthetic, design and entertainment.

- Design - Several design concepts have been explored, including:
 - o Vail Avenue as a curb less street for ease of closure and events.
 - o Expansion of the Downtown light ceiling.
- Entertainment - Other entertainment options for the outdoor environment could be explored, including such things as mini-golf, exterior climbing wall, art and sculpture gardens.

COMPLETION OF ARLINGTON DOWNS DEVELOPMENT

Arlington Downs is a \$300 million mixed-use development of the former Sheraton Hotel property. The first phase of Arlington Downs is completed with the renovation of the apartment tower. However the second phase has not yet started. Financing and implementation of these future phases is critical for the success of this development, which is seen as a gateway to Arlington Heights. The Village needs to continue its positive relationship with the developer in efforts to facilitate this continued development. Department Staff continually meet with the developer, their real estate broker, and potential tenants to facilitate the additional phases of this development.

REDEVELOPMENT AREAS

Several redevelopment areas present challenges to implement but are opportunities for the community. These include the Tax Increment Financing Districts referenced above but also corridors with vacancies or parcels ripe for development such as South Arlington Heights Road, Rand Road, and Dundee Road.

CORRIDOR IMPROVEMENTS AND REDEVELOPMENT

Rand Road Corridor Improvements

Developing a strong and positive image and appearance which establishes a unified image and sense of place reinforces and supports commercial and economic activities along the corridor. This corridor contains approximately 1.5 million square feet of commercial space generating approximately \$270 million in annual sales. The Board accepted the corridor improvement plan and authorized implementation over a 5-7 year time period. The first two phases recommended by the Board were the Palatine Road uplighting and gateway and banner identification projects. Both projects have been delayed due to efforts of obtaining preliminary IDOT approval. Modifications to the Palatine Road uplighting project have been designed and submitted to IDOT for permit review prior to bidding. The gateway sign and banner project has not received preliminary approval from IDOT. Staff is in the process of reevaluating and identifying other ways to move the project forward.

Northwest Highway Corridor Improvements Implementation

This corridor represents a significant visual gateway and runs through the core of Downtown. The Board a plan focuses on landscaping and improvements that include gateway features and intersection identity elements. Corridor enhancements can help create an identity and keep Arlington Heights competitive with other communities. The Department is working with the Public Works Department on continued phased implementation.

South Arlington Heights Road Corridor Improvements

The Village met in 2016 with hoteliers representing the southern corridor of Arlington Heights to hear their concerns about this important gateway to the community. As a result of these meetings, the first phase of improvements were code enforcement, installation of decorative banners on light poles, and marketing flyers for the hotels. The second step included research and preparation of the South Arlington Heights Road Corridor Plan and after significant public input and public hearings, this plan was approved by the Board in 2018. Funds were budgeted by the Board to commence preliminary review of potential traffic/pedestrian improvements to discuss with IDOT and to conduct economic impact along the corridor. This corridor represents a significant opportunity for potential new development. There are four significant redevelopment possibilities along the corridor that represent a tremendous opportunity to implement key components of the corridor plan, create a significant gateway with tremendous economic potential for the community.

REDEVELOPMENT

TIF 4 Redevelopment

Redevelopment of obsolete commercial properties to ameliorate blighted conditions continues to be explored. The Village has acquired several properties in the TIF District and will continue to work on identifying long term strategies for the area. The Village

recently completed a market feasibility study and developed concept redevelopment plans. Meetings with the major property owners and potential developers are ongoing.

TIF 5 Redevelopment

TIF 5 consists of two shopping centers, Town & Country and Southpoint. Town & Country was redeveloped, although now has some vacancies. Southpoint has struggled to lure tenants and customers. The center has great access, visibility and high traffic counts, but multiple property ownership complicates redevelopment. Department Staff has continued to work with Southpoint and Town & Country regarding additional development and tenancy to help reinvigorate the shopping center. In particular, Department Staff have been working diligently on a potential outlots at the Southpoint Shopping Center along Palatine Road. Department Staff continues to work with the ownership of Town & Country regarding multiple tenants in the shopping center, in addition to reaching out to Albertsons, controller of the lease of the former Dominick's space.



Committee-of-the-Whole
5/29/2019

Item: Departmental Status Reports - Police

Department: Village Manager's Office

ATTACHMENTS:

Description

Police Report

Type

Report

Police Department

2019 ANNUAL REPORT

Chief Gerald Mourning
GMOURNING@VAH.COM | 847-368-5300

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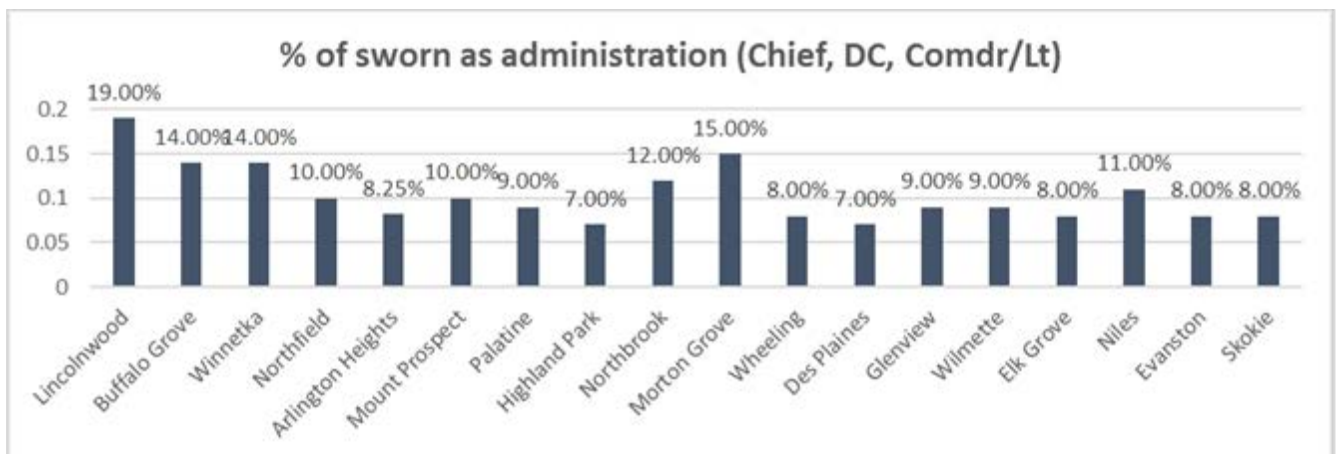
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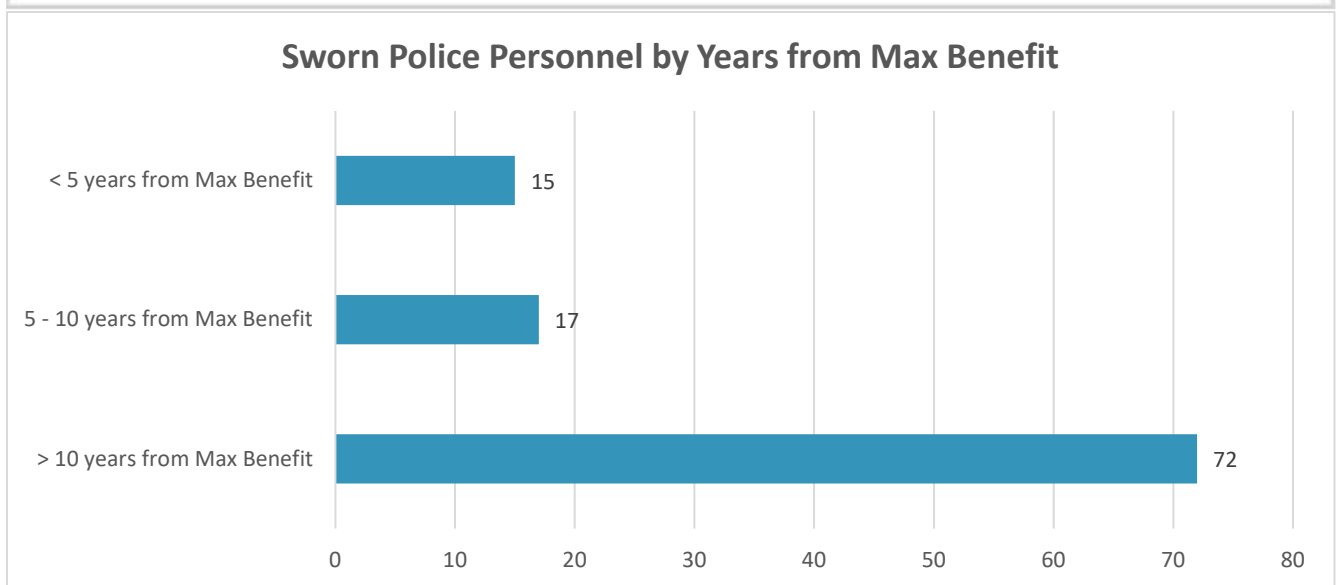
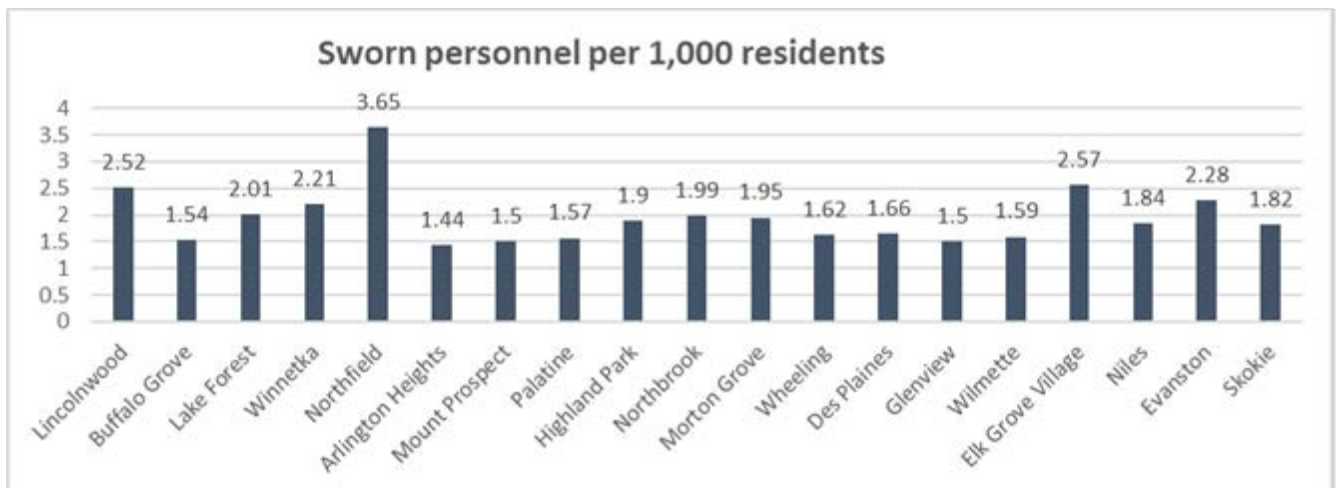
Scope of Services

The Arlington Heights Police Department is authorized 139 full-time positions including 109 sworn. Officers cover eight primary patrol beats over three shifts. The Criminal Investigation Bureau is staffed with a commander, two sergeants and 18 investigators. The agency also believes in partnerships with other law enforcement agencies and currently has an investigator assigned to a federal DEA task force and another investigator assigned to the North Central Narcotics Task Force (NCNTF).

The demographic composition of the service area and agency are represented in the following table:

	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers	
	#	%	#	%	#	%	#	%
Caucasian	66,266	88%	1,327,585	49%	93	89.42%	8	7.69%
African-American	984	1%	584,520	21%	0	0%	0	0%
Hispanic	4306	6%	585,750	22%	8	7.69%	2	1.92%
Other	3545	5%	208,786	8%	3	2.88%	0	0%
Total	75,101	100%	2,706,641	100%	104	100%	10	9.61%





Personnel are required to take and abide by an oath of office to uphold the law and the Constitutions of the United States and the State of Illinois and to uphold the ordinances of the Village of Arlington Heights. The agency has adopted a Law Enforcement Officer's Code of Ethics and a Civilian Code of Ethics.

Written procedures outline alternatives to arrest, which may include issuing citations and summonses, issuing warnings, referrals and "station adjustments" in certain instances involving juveniles. The agency frequently uses an in-house "Peer Jury" program for certain juvenile offenses. A typical outcome of the peer jury program is the offender will be required to perform community service. Upon completion of the community service, the agency will take no further action. Diversion to the peer jury program must be agreed to in writing by both the juvenile offender and their parents or guardian.

Directives are in place to assure the constitutional rights of citizens including access to counsel and during interviews, field interviews and interrogations. The agency, following guidelines from

Cook County, requires that some custodial interrogation of suspects be electronically preserved. Warrant-less searches by agency personnel are guided by written directives to provide guidance during stop and frisk encounters, exigent circumstances and other permissible searches without a warrant. Sworn personnel utilize the agency's Consent to Search form to obtain written permission to conduct searches in certain situations. The form is available in both English and Spanish.

Detailed procedures are in place for the authorization of strip and body cavity searches. Strip searches are only permitted after an arrest when there is a reasonable belief that the arrestee is concealing a weapon or contraband. A supervisor must give written permission before a strip search is conducted. The agency prohibits body cavity searches, other than the mouth, without a search warrant and searches such as these are required to be performed by or under the direction of a physician licensed in the State of Illinois.

The Arlington Heights Police Department is a member of the Illinois Law Enforcement Alarm System (ILEAS). ILEAS was formed in 2002 in response to the September 11th, 2001 attacks and was created to meet the needs of local law enforcement in matters of mutual aid, emergency response as well as combining resources for public safety and terrorism prevention and response. ILEAS has a very detailed mutual aid plan that defines procedures for requesting and authorizing aid as well as radio communication procedures, resource availability and it has a governing board that reviews and revises of the plan as needed. The agency has used ILEAS for mutual aid for such things as an armed barricaded subject and to assist with handling calls when officers were tied up on a prolonged call requiring multiple resources.

The agency is organized into three divisions: the Patrol Division, Criminal Investigation and Community Services Division and the Administrative Services Division. Each division is commanded by a Deputy Chief. The Patrol Division has the majority of agency personnel and is comprised of the Patrol and Traffic Bureau. The Criminal Investigation and Community Services Division includes the criminal investigation and specialized investigations unit, school liaisons and school resource officers, crime prevention functions and crime analysis functions. The Administrative Services Division is comprised of records management, training, detention, fiscal, accreditation and the planning and research functions.

An administrative reporting program is in place utilizing a records management system as well as several unrelated databases that store departmental information and help track all required reports. These reports include the Daily Report that is a summary of all police calls for the past 24 hours and includes information on major crimes, arrests, serious accidents and other important activity. Monthly reports included a statistical summary of crimes reported including both Part I and Part II crimes as well as the amount of service calls, traffic accidents and citations for the month. Sworn department personnel receive a copy of these reports, as do Village officials.

The agency's mission statement states, "The Arlington Heights Police Department will achieve excellence in policing by protecting, serving, and partnering with our community." A written

directive system is made available to all agency personnel and directives are modified as necessary. All general orders and administrative directives are organized into sections and assigned unique numbers. Departmental memorandums are also issued to provide guidance and direction in certain situations. All written directives located in the Operational Manual are available to department members electronically via the Village Intranet. General orders and revisions are distributed electronically through the *PowerDMS* program.

Annual goals and objectives are reviewed by the agency towards the end of the calendar year and new goals and objectives are considered for the following year. Major divisional components are required to have their own goals and the goals reviewed were found to be specific to the particular divisions within the agency. A major goal of the agency was to develop an opioid task force. The goal of the task force is to create additional points of access for opioid addiction treatment, reduce crime and substance related harms and reframe the police department's role in community safety.

The current multi-year plan was last updated in 2015 and covers the period of 2015-2019. The plan includes anticipated changes to the Village's demographics and concerns about the financial wellbeing of the State of Illinois and how future State budgets might impact the agency.

A Volunteers in Police Services (VIPS) program was implemented in September of 2016. As a result of this, a new written directive was created that outlines the program and duties of the volunteers. Training, rules and regulations of the program, selection criteria and dress code are all part of the new directive. The Community Services Bureau, was tasked with overseeing the revitalized program. Street volunteers assist at events such as parades, Village sponsored community events, road races and other events with large crowds. Station volunteers assist in records and with front desk duties. Prospective volunteers must first complete the Arlington Heights Citizens Police Academy prior to consideration for selection as a volunteer.

BIAS BASED PROFILING

Written directives prohibit agency personnel from engaging in bias-based policing, including but not limited to, traffic contacts, field contacts and asset seizures and forfeiture. The agency's policy on bias based profiling states in part that "in the absence of a specific report, the race, ethnic background, age, gender, religion, sexual orientation, cultural group or economic status of an individual shall not be a factor in determining the existence of probable cause to place in custody or arrest an individual, or in constituting a reasonable and articulable suspicion that an offense has been or is being committed."

The agency conducted anti-bias training from a Police One course. In the last three years of data, the agency has had consistent traffic stop ratios with 74-75% of drivers being Caucasian and 25-26% of drivers stopped being minorities. Statistics also reveal that Caucasian drivers, both male and female, are more likely to receive a citation rather than a warning in comparison with other racial or ethnic groups. African-American drivers, who average only 4-5% of vehicle stops conducted by the agency, are the most likely group to receive a warning versus a citation.

According to agency statistics, Hispanic drivers are the most likely group to be asked to consent to a search of their vehicle. Hispanic or Latino drivers accounted for 13% of vehicle stops but 39% of all consent searches conducted.

The Department has taken no reports or complaints of bias-based policing. A review of Use of Force incidents and asset seizures showed no concerns of bias-based profiling from these numbers. The agency also documents pedestrian stops with thorough documentation of the justification for the stop and a statistical summary of the person stopped. The agency has very low numbers of pedestrian stops for an agency of its size, which suggests that officers are discouraged from conducting field interviews of pedestrians, perhaps due to State legislative reporting requirements for certain pedestrian stops.

USE OF FORCE

Officers are required to complete an incident or a supplemental report whenever they use force and supervisors are required to investigate any use of force incident that is reported and then complete a Supervisor's Investigation of Response to Resistance report. These reports are then reviewed and approved thru the chain-of-command. Training records indicate that agency personnel authorized to carry weapons receive the appropriate in-service training and instruction and are required to demonstrate competency in the use of these weapons.

Workload Indicators

Performance Measures	Calendar Year		
	2016	2017	2018
1. # of DUI Arrests	128	109	104
2. # of Citations Issued:			
Hazardous Citations	5,837	5,290	4,470
Non-Hazardous Citations	8,200	7,028	6,297
Parking Violations	<u>13,898</u>	<u>12,626</u>	<u>12,539</u>
Total Tickets Issued	27,935	24,944	23,306
3. Part I Crimes	821	740	684
Part II Crimes (all other offenses)	<u>1,738</u>	<u>1,458</u>	<u>1,253</u>
Total Crime Reported	2,559	2,198	1,937
4. Arrests:			
Adult	721	554	522
Juvenile	<u>103</u>	<u>100</u>	<u>70</u>
Total Arrests	824	654	592

Distribution of Resident Ratings of Officers, Among those with Contact in Past Year, 2011, 2014 and 2017

	Excellent	Good	Fair	Poor	Total
Competence of the Officer(s)					
2011	62.1%	29.6%	4.8%	3.5%	100.0%
2014	60.1%	30.4%	5.9%	3.5%	100.0%
2017	69.5%	21.8%	6.2%	2.5%	100.0%
Demeanor of the Officer(s)					
2011	61.0%	28.8%	6.2%	4.0%	100.0%
2014	61.3%	25.7%	7.4%	5.6%	100.0%
2017	67.8%	19.8%	8.7%	3.7%	100.0%
Fairness of the Officer(s)					
2011	62.5%	24.9%	7.4%	5.2%	100.0%
2014	60.2%	26.3%	8.6%	4.9%	100.0%
2017	68.0%	19.0%	6.5%	6.5%	100.0%
Courtesy of the Officer(s)					
2011	65.8%	22.7%	6.7%	4.8%	100.0%
2014	63.6%	25.2%	5.6%	5.6%	100.0%
2017	74.7%	16.7%	5.3%	3.3%	100.0%

Key Accomplishments in 2018

- The Department received an award for its participation in the National Night Out Program on Tuesday, August 7th.
- The Department investigated the use of Drones that will be a shared resource with Fire, Public Works and Engineering.
- The Department participated in the Illinois Traffic Safety Challenge. It was also recognized as the top traffic safety program in the State of Illinois.
- Facial Recognition Software was utilized to investigate a criminal case utilizing the Chicago Police Information Center.
- The Department secured a conviction in a cold case homicide that occurred 45 years ago.
- The Community Addiction Recovery Effort (C.A.R.E.) was launched in late July. The Police Department, Fire Department and Health and Human Services Department worked with

Northwest Community Hospital and three local not for profit treatment agencies to develop the program.

- Became fully operational at the new police facility after taking occupancy in December.
- The Department, once again, was named one of the 100 safest communities in the United States.

SIGNIFICANT CASES CLEARED BY ARREST

- An officer on patrol in the area of Arlington Hts. and Algonquin Rd. observed a vehicle with an equipment violation and expired registration. The officer conducted a traffic stop and identified the male driver and two female passengers. The officer observed the rear seat female passenger make furtive movements as if she were concealing something in the vehicle. A police K9 responded to the scene and conducted a free air sniff of the vehicle. The K9 positively alerted on the vehicle to the presence of contraband. A search of the vehicle was conducted during which time the officer recovered drug paraphernalia and drug residue. All three occupants were taken into custody and transported to Elk Grove Police Department for further investigation and booking purposes. Prior to entering the detention facility, all parties were thoroughly searched. The rear seat female passenger was found to possess 31 small baggies of suspect cocaine and two small baggies containing suspect heroin. The 37-year-old male driver and resident of Palatine was **charged with Obstructing Identification and minor traffic violations**. The 26-year-old female passenger and resident of Rolling Meadows was **charged with Obstructing Identification**. The 24-year-old female rear seat passenger and resident of Elk Grove Village was **charged with Manufacturing/Delivery of Cocaine, Manufacturing/Delivery of Heroin, two counts of Possession of a Controlled Substance, Obstructing Identification, and Violation of Bail Bond pertaining to an outstanding arrest warrant**.
- In June 2018, Arlington Heights Detectives were assigned to investigate a report of fraud at a local Arlington Heights automobile dealership. The victim learned an unknown offender provided false identification in order to finance a 2014 Infiniti QX60, valued at \$37,252. The assigned Detective developed a suspect, prepared search warrants for the suspect's telephone number and related cellular tower coordinates information. After the offender was positively identified in a photographic line up numerous attempts were made to locate the offender. An arrest warrant was obtained. Detectives located the offender, outside of a family member's residence in a south suburb of Cook County. As they approached the offender, he began to flee on foot. Detectives pursued the offender and observed him drop a loaded Ruger P345 handgun to the ground. The offender was apprehended and placed under arrest. He was interviewed and provided Detectives with a statement admitting to purchasing the Infiniti with fraudulent identification, but denied possessing the handgun. The 34-year-old man from Robbins, Illinois was charged with felony counts of **Identity Theft, Possession of a Stolen Motor Vehicle, and Aggravated Unlawful Use of a Weapon**.
- Members of the Criminal Investigation Bureau were patrolling an area frequented by local known gang members. During their patrol, Investigators observed a vehicle, occupied by three men, violate an Illinois traffic law. The Investigators initiated a traffic stop and found that the driver of the vehicle had a suspended driver's license. Additionally, the

Investigators suspected that the driver and two passengers were members of a street gang. The driver was placed under arrest for driving while his license was suspended. Investigators subsequently searched the vehicle and recovered two handguns, a fully loaded 9mm Smith and Wesson and a loaded .22 caliber Walther. The driver and the two occupants were transported to the Arlington Heights Police Department where they were interrogated about the possession of the two handguns. The driver of the vehicle, a 22-year-old man from Beach Park, admitted to possession of the weapons and was formally charged with traffic violations, along with **Driving While License Suspended**, a misdemeanor, and one felony count of **Aggravated Unlawful Use of a Weapon**. The backseat passenger, a 22-year-old man and convicted felon from Aurora, was charged with one felony count of **Unlawful Possession of a Weapon by a Felon**. The third occupant of the vehicle, a 21-year-old man from Waukegan, was released without charges.

- Members of the Criminal Investigation Bureau, along with several Patrol Officers responded to the report of an armed robbery at an Arlington Heights motel. Arriving Patrol Officers spoke with the victim of the robbery, who reported two men forced their way into his motel room and robbed him of his personal property. The victim added that one of the men was armed with a black handgun and the victim provided a detailed description of both offenders. Two investigators, who were in the area, located two men fitting the description of the offenders at a nearby gas station, approximately 25 yards from the motel. The Investigators detained the two men so that a show up with the victim could be conducted. An Officer brought the victim to the location of the Investigators and upon seeing the two detained men, the victim positively identified both men as the two who forced their way into his motel room and robbed him of his possessions. Both men were placed under arrest and a search of the men and their vehicle led to the recovery of the victim's property, a replica pellet handgun and other evidence of the robbery. The offenders, a 20-year-old man and a 21-year-old man, both from Des Plaines, were transported to the police station where they were interviewed by Investigators. Both offenders admitted to their roles in the robbery and the case was reviewed with the Cook County State's Attorney's Office's Felony Review Unit. The two offenders were each charged with two felony counts of **Aggravated Robbery and Home Invasion**.
- A family took their juvenile daughter to Northwest Community Hospital for treatment after she informed her mother she was sexually assaulted. While patrol officers were speaking with the family, it was discovered there was a second juvenile victim who was sexually assaulted at the same time. Officers responded to the apartment complex where the victims resided and were able to locate the second victim, who was transported to the hospital. Detectives notified the Children's Advocacy Center (CAC) and forensic interviews of the victims were conducted. The victims said they were riding their bicycles in the common area of their apartment complex, when they were asked by one of the offenders if they wanted to come into his apartment for alcohol. Once inside the apartment, the victims related there was a second person in the unit. Alcohol was provide to the victims by both the offenders. A short time later, the two offenders sexually assaulted both juvenile victims. Upon hearing the information revealed in the CAC interviews, detectives were able to locate the offenders, who were brought to the station

for questioning. Both offenders admitted to providing the juveniles with alcohol as well as forcibly committing sexual acts with them. Offender #1, a 21-year-old male, was charged with one Class X felony for **Predatory Criminal Sexual Assault of a Child**, and two Class 2 felonies for **Aggravated Criminal Sexual Abuse**. Offender #2, also a 21-year-old male, was charged with one Class 2 felony for **Aggravated Criminal Sexual Abuse**.

- Back in October of 2017, an offender entered an Arlington Heights liquor store, pointed a gun at the clerk and demanded the money from the cash register. Startled by this, the clerk attempted to grab for the gun, however the offender was able to move backwards so the clerk could not take the gun away. The offender walked behind the counter, placed the barrel of the gun on the clerk's neck and demanded the money again, telling the clerk he would shoot him. The clerk complied, opened the register and gave the offender the cash contained within. The offender then removed the cordless telephone from the store and fled the scene. A witness, who was outside of the store, observed the offender enter a dark colored SUV and was able to provide police with a possible partial license plate. The incident was captured on the store's video surveillance system. A detective assigned the case discovered there were two similar robberies by the same offender in other local jurisdictions. Arlington Heights detectives met with the other detectives, and while working together they were able to obtain a full license plate. This led to the identification of a suspect. A photographic line-up was subsequently conducted, and the clerk positively identified the offender in this incident. Detectives spent several days searching for the offender and when their efforts failed, an arrest warrant was obtained from a Cook County judge. In February of 2018, the vehicle used by the offender was located abandoned in far northwest suburb of Chicago. Inside the vehicle, detectives located an air pistol, which appeared similar in likeness to weapon used by the offender in the robberies. The offender was eventually located in California, where he was taken into custody and extradited back to the State of Illinois. The 30-year-old man of Bartlett, Illinois was charged with one felony count of **Armed Robbery**.
- Back in August of 2017, an offender entered an office of an Arlington Heights park. Once inside, the offender(s) located keys to a safe, and removed currency from the safe. Detectives found evidence that the offender(s) gained entry to the building by forcing a window open and crawling inside. An Arlington Heights Police Forensic Technician (F.T.) processed the area for items of evidentiary value. The F.T. identified and collected several latent prints from a window located in the office. The latent prints were sent to the Northeastern Illinois Crime Laboratory for comparison against known fingerprints in the Automated Fingerprint Identification System (AFIS) database. Detectives were notified by the crime laboratory that a match to the latent lifts collected was obtained, thereby identifying an offender in this incident. Detectives were unable to locate the offender after he was evicted from his residence, so an arrest warrant was obtained. In May of 2018, the offender was taken into custody by another jurisdiction for an unrelated crime. Detectives responded to the other jurisdiction's police department and interviewed the offender. The offender admitted to breaking into the park building by entering through the window, locating the keys to the safe and removing the currency from the safe. The 22-year-old man from Elk Grove Village was charged with one felony count of **Burglary**.

- The Arlington Heights Criminal Investigation Bureau (CIB) was asked to participate in a joint investigation being conducted by the Drug Enforcement Administration (DEA) and Internal Revenue Service (IRS). The DEA and IRS developed two suspects, who were distributing illegal narcotics over the internet. After a lengthy investigation, federal arrest warrants were obtained for the two suspects, as well as search warrants for the suspect's businesses, one of those businesses located in Arlington Heights. In a successful massive joint-law enforcement take-down, the two offenders, a 53-year-old man from Northbrook and a 52-year-old woman from Vernon Hills, were arrested and charged with federal drug charges. Additionally, the search of the two businesses, one in Mundelein and the other in Arlington Heights were executed successfully and evidence seized at both locations.
- After a six-month investigation, a detective assigned to an armed robbery and stabbing in the downtown area identified the offender as a 19-year-old man from the south side of Chicago. The investigation revealed the offender robbed a victim of his cellular telephone and, as he fled the scene, stabbed an innocent bystander who was trying to assist the man being robbed of his property. The detective utilized cellular telephone data and records, along with other investigative tools to identify the offender. In January of 2018, the detective obtained an arrest warrant for the offender from a Cook County Circuit Court Judge. The offender was subsequently arrested on the warrant and detectives interviewed him about his involvement in this crime. After speaking with the offender, he was charged with two felonies counts, **Aggravated Robbery and Aggravated Battery**.

Current and Anticipated Challenges

The Illinois legislature is poised to approve a bill that would legalize the possession and use of recreational marijuana. There are many negative aspects associated with this legislation. The negative impact on youth and neighborhoods, pot shops next door being bad for community development, and that permitting commercial marijuana sales does not reduce or eliminate the black market. The Police Department will work closely with legal and planning to recommend appropriate local control measures.

Dealing with community mental health issues continues to be a priority for the Department. It is estimated that as many as 10% of all calls nationally are related to individuals suffering from mental health issues. Arlington Heights' experience has been no different. Crisis Intervention Team training explains mental illness and teaches skills to de-escalate situations. This training will be expanded to include additional patrol officers. "Mental Health First Aid" training will be provided to all sworn and civilian staff during 2019.

The Department has experienced a high number of retirements in the last 36 months. New officer recruitment remains a top priority. As of this date, the Department currently has six vacancies and anticipates having as many as three more in the next six months. The two-year entry-level eligibility list is now one year old with many candidates withdrawing their names as a result of being hired by other jurisdictions.

Opioid abuse has been identified as a national health crisis. Traditional approaches to combating the opioid epidemic, such as continually arresting individuals who have shown signs of opioid addiction, have proven to be ineffective in the long run. A wiser strategy is to focus on the long-term health of the individual battling opioid use disorder and/or addiction. In the first three months of 2019, the Police Department has responded to nine drug overdose calls involving opioids, five of which involved our Officers administering Narcan to revive the patients. Fortunately, none of these incidents involved a fatality.

New Initiatives

- The “One Mind Campaign” is a four pronged approach used by police to deal with community mental health issues. The fourth and final component is titled “Mental Health First Aid” training that will be provided to all Arlington Heights Police Department Staff in 2019.
- Increase our joint training partnership with Fire Department personnel to increase operational readiness in the event of a critical incident.
- Increase the number of Investigators trained in the Computer Voice Stress Analysis program used to determine truthfulness during investigative interviews.
- Apply crime prevention through environmental design principals to local park issues.
- Explore new opportunities to expand the usage of the Volunteers in Police Services program. We currently have 25 graduates of the Citizen Police Academy enrolled in the program.
- Update all Community Services Bureau handouts and informational documents.
- Assess investigative clearance rates.



Committee-of-the-Whole
5/29/2019

Item: Closed Session

Department: Village Manager's Office

Request for Closed Session per 5 ILCS 120/2 (c)(3); selection of a person to fill a public office, as defined in this Act, including a vacancy in a public ordinance, when the public body is given power to appoint under law or ordinance, or the discipline, performance or removal of the occupant of a public office, when the public body is given power to remove the occupant under law or ordinance.

ATTACHMENTS:

Description

Type

No Attachments Available