

**MINUTES
COMMITTEE-OF-THE-WHOLE
PRESIDENT AND BOARD OF TRUSTEES
VILLAGE OF ARLINGTON HEIGHTS
BOARD ROOM
Wednesday, May 29 2019 7:00 P.M.**

I. Call to Order

President Hayes called the meeting to order at 7:00 PM.

II. Pledge of Allegiance

The Pledge of Allegiance was recited.

III. Roll Call

President Hayes and the following Trustees responded to roll: Baldino, LaBedz, Padovani, Rosenberg, Scaletta, Canty, Schwingbeck and Tinaglia.

Also present were: Randy Recklaus, Diana Mikula, Robert Taraszka, Robin Ward, Charles Witherington-Perkins, Gerald Mourning, Nick Pecora, Mark Recker, Nathan Hayes and Becky Hume Village Clerk.

IV. New Business

A. Integrated Services Departmental Status Report

Ms. Mikula summarized the Integrated Services operations and challenges. Workload is a challenge and the group is staffed for maintenance, but not for technological growth. With the proposed ERP change, staffing will be a challenge.

President Hayes agreed that staffing is a concern. He asked if there was an industry standard. Ms. Mikula said comparisons were done with other communities, but there are differences in structure which made one to one comparisons tricky. She believes the Village is understaffed in IT. The current ratio is 1 to 85. There is not room for new initiatives like the ERP. Having a dedicated person to ERP will be important moving forward.

Mr. Recklaus said a lot of bottle necks are related to technology. One of the comments from new hires is 'my gosh you are still using this'. IT is currently set up to maintain systems but can't be a force for change within the organization. Departments are saying technology is an issue. The Village is staffed leanly compared to peer organizations. If we invest in personnel in this area it impacts all departments and all can improve. The Library's ratio is 1 -14.

Trustee Scaletta said a new program will need more support. He said he will need better information on what the employees do and how this compares to other villages. Ms. Mikula said the information presented tonight was a snapshot of neighboring communities. She checked with the IT Managers in each village, looked at their budget and their website. Trustee Scaletta said if you are looking for more staffing, more detail is needed.

Trustee Scaletta asked if emails were automatically added to the E-Newsletter list. Ms. Mikula explained that people have to opt into it. The Village does not add emails. Currently, social media is used to promote sign ups. There will be cross promotion and a marketing campaign on various media. Targeted communication is also used, like when a street is being resurfaced. Trustee Scaletta recommended promo items could be handed out as a way to encourage people to sign up at the Mane Event. He also suggested using emails the Village has on file to reach out and ask people to subscribe. Mr. Recklaus said one challenge from the survey last year is that there are a lot of people that do not want to hear from us via a newsletter. Staff is challenged to use all the platforms and all the communication eggs can't be in one basket.

Trustee Padovani agreed technology seems to be the choke point. He asked about the Village's cybersecurity efforts. Ms. Mikula said there are multiple layers of security and staff is always on alert. Patches are implemented. Software and hardware are part of the layers. Standalone programs in each department must be vetted. People are required to change password every 180 days.

Trustee LaBedz asked about the performance benchmarking cooperative. Mr. Recklaus said 18 communities are working with UIC studying different areas. They talk about the biggest challenges, compare data and share best practices. The topic this year is Fire, so the conversation is about on-duty injuries. Last year the focus was Police and mental health.

Trustee LaBedz asked when the Board and Commission Report would come forward. Mr. Recklaus said he is planning on having report out this summer or fall.

Trustee Canty asked if the 5 IT people will be able to walk away from what they are doing to assist with the ERP project. Ms. Mikula said a consultant will be helping go through the process. Once what we see what we need to do, then we will strategically plan staffing.

Trustee Canty asked if the committee that planned the Holiday Happenings be able to expand events to gateway areas. Ms. Mikula said a Village Board goal 2 years ago was to introduce more people to the downtown. The Holiday Happenings was created out of that. If the Board would like to extend to other areas, it would require budgeting and planning.

Trustee Rosenberg said he was concerned the ERP will take staff time away from current needs. He asked if they could use people within each department as a go-to support. Ms. Mikula said there are power users within each department with some

tech savvy. She said the existing system is at a bottleneck and not efficient. The system cannot handle new initiatives.

Mr. Recklaus said there is no question that staff from every department will have to be involved. The consultant will not be able to anticipate all the needs and it can't fall solely on Finance. There will be an ERP staff committee to help identify needs.

Trustee Rosenberg asked if the right amount for password changes was 180 days. Mr. Taraszka said when they had a shorter window, people were not happy, and it caused more IT calls. 180 days is an industry standard. "Two factors" is the next technology and passwords are going away. Our current system does not support two factors.

Trustee Baldino asked if there would be a phased implementation. Ms. Mikula said they will run a hybrid system to run concurrently to make sure everything works. If we can we will go all at once, we will. Some components will have a huge impact like the ability to have online payments. Trustee Baldino said he wouldn't want to hold up the big impact components if it isn't warranted.

B. Legal Department Status Report

Ms. Ward gave an overview of the Legal Department. She explained the problem solving nature of their work, the organizational overview, accomplishments and kind of issues that present themselves.

President Hayes asked if there was representation from the Village in depositions that are not Village related. Ms. Ward said no, she reviews the reports and offers guidance to the employees. If they are uncomfortable, she offers to sit with them.

Trustee Schwingbeck asked if the Village had the option of making marijuana illegal if the State legalizes it. Ms. Ward said yes, the current bill would allow municipalities to ban the sale of it. However, if we opt out, we do not get the tax dollars. The legislation is not final, so there may yet be changes.

Trustee Baldino asked about the potential for leases for cell equipment on the water towers. Ms. Ward said a request was issued, but there was not a lot of interest. There has been communication for a potential user, but the ball is in their court. There seem to be more poles and less equipment on water towers so a major windfall is not expected.

Trustee Tinaglia said there were 3 different facets of the cannabis issue; production, preparation and sale. He asked if the community will have control. Ms. Ward said the Village will have zoning control for all three issues. The legislators are using the model of medical marijuana. If we opt out, we lose tax money. If we stay in, we keep zoning control, but there is not licensing control like we have with liquor. Right now, the State is not inclined to allow the local communities to do it. Mr. Recklaus said municipalities would not be allowed to make it illegal to use marijuana. It would also be legal for residents to grow a limited number of plants.

The legislation is a moving target. Trustee Tinaglia worried that the State governing bodies would not have enough horsepower to handle the issues related to marijuana production and sales. It appears legislation will be approved for a January 1, 2020 implementation. So far, the bill supporters have not receptive to localizing licensing even though municipalities have been pushing for it.

Trustee LaBedz asked if FOIA requesters could be directed to the website. Ms. Ward said we can direct them to the website if the information is there but not very many are answered that way.

C. Planning Department Status Report

Mr. Perkins presented the Planning Department's annual report. There were \$1.27 billion in sales in the Village in 2018. Retail sales have been stable considering inflation and growth. Lately, the Village has been losing grocery sales to online orders and neighboring competition. Online groceries are fulfilled in a retail warehouse facility, so the Village does not get the sales tax.

President Hayes asked about the commercial vacancy rates. Mr. Perkins said the retail downtown vacancy rate is 6.3, community wide it is 8.1. The Northwest Suburban vacancy rate is 8.9. The Village's office vacancy rate is below the NW Suburban rate, but the industrial rate is higher than our neighbors.

Trustee LaBedz asked if apartments are added in the South Corridor if there will be saturation. Mr. Perkins said there will be a point where we will be concerned but market studies show strong demand. Since the 1980's the only apartments built have been Park View and Arlington Downs. There are few new ones coming on so staff will have to be watchful. The South Corridor is a different market and more of an O'Hare proximity market. Arlington Downs has more competition from Schaumburg.

Trustee Tinaglia liked the tuk tuk idea and suggested looking into a community valet system. He said the Village needs to pursue parking ideas. He also liked the idea of making a patio out of Vail Avenue.

Trustee Rosenberg asked how the CDBG monies that went to the Senior Center will be used in the future. Mr. Perkins said lately the money has gone to qualifying roadways. Roads must have a certain percentage of residents with incomes below 60% of AMI in order for these funds to apply. There are only a few blocks that meet that criteria. Staff is also looking at \$50,000 in alarms and security at the Senior Center. After that, we will need to look for brick and mortar developments. ADA elements are eligible, if it makes sense to add ADA elements, we do.

Trustee Rosenberg asked about the criteria for the Zero Interest Loans. Mr. Perkins said there is criteria for eligible business and they can use the loans for machinery, build outs or expansion. At \$20,000 the loans have not been worth it for many businesses as they typically need more money. Upgrades for façades also cost more. Staff may look at a façade upgrade program in the future.

Trustee Baldino asked if there were any guarantees on the trees that died on the Davis parkway. Mr. Perkins said yes, and the plants will be replaced the week of June 10th. Trustee Baldino asked what the expansion of North Garage would look like. Mr. Perkins said after a Walker Consultant Parking Study, it was deemed cost prohibitive to go up on the North Garage. It would be possible to go horizontal across Eastman similar to what we did across Highland which would capture 100 spaces. The cost would be \$45-\$50,000 a space. There could be some tenting/screen options on the lower level for community events. Trustee Baldino was very interested in the idea of charging stations.

Trustee Canty asked about the long term sustainability of Arlington Park. She asked if there were any thoughts or proposals. The answer was no, it's been on the State Legislature's list for 20 years. The property has 325 acres. Mr. Recklaus said the Village works closely with the racetrack and it's a big part of our identity. We want to do what we can so that it stays viable. That being said, we have to look at all possibilities so staff has talked about what kind of utilities would need to be constructed if there was a major change.

Trustee Scaletta questioned the high industrial vacancies. Mr. Perkins said the NW Suburban vacancy rate is 5% and we are over 11%. There is one large vacant building that ups our percentage. The Village has a couple of large buildings that are vacant. There is a need for new warehousing distribution. The Village has an overabundance of small old industrial spaces that don't meet everyone's needs.

Resident Keith Moens asked if the proposed townhomes on Sigwalt will go to the Housing Commission. Mr. Perkins said they will, but it is not scheduled yet. The CDBG Hearing is June 10th. All required public notices have been issued.

D. Police Department Status Report

Chief Mourning said the Village hit a new all-time historic low crime rate in 2018. This is a 50% decrease since 2009. Deputy Chief Pecora explained the hiring and training protocols. 6 months of training is needed before new hires are certified for patrol. Deputy Chief Recker explained how the traffic safety program reduces crashes. Deputy Chief Hayes explained the One Mind campaign. There have been 17 overdoses in the Village so far this year.

President Hayes noted the Village has one of the lowest crime rates in the country and the lowest number of per capita officers. They also worked out of a temporary facility. He said they did an amazing job over the past year.

Trustee Canty asked if there was a program on gun safety or child locks. Chief Mourning said not at this time, but he saw the value in them.

Trustee Baldino asked how they planned on using drones. Chief Mourning said the Department will not fly them over personal property to observe residents. That action cannot be done. He sees using them to find missing persons or fleeing suspects. They are also a great planning tool. He hopes to have the drones running

by late summer. Trustee Baldino asked about environmental prevention in the parks. Chief Mourning explained that landscaping can be a crime issue. They sometimes have bushes moved or thinned which obscure windows or create weakness in a Park District facility. There was a park where tents were set up behind a row of trees and they were thinned out so police could observe what was happening. The Village has a Police Department representative on the review team to look at environmental concerns.

Trustee Rosenberg asked how the switch to SUV's has worked. Chief Mourning said all patrols use SUV's now. He said they give them the space for equipment and the 4 wheel capability which comes in handy in the winter months. There are some cars used for undercover operations, criminal investigations and anti-gang units. The success of the SUV's is tremendous.

Trustee LaBedz asked if the crisis intervention training helped with the homeless population. Chief Mourning said there are more summer pad sites in the Village now which, has increased the number of our homeless population. We used to have a grant that helped get us homeless off the street which was very successful, but it expired. The Department is looking for funding to reinstate the program. Trustee LaBedz asked about the decrease in pedestrian stops. Chief Mourning said the circumstances are not that common and those numbers are part of the racial profiling statistics. The Village falls well within reasonable parameters and staff watches it very closely. Trustee LaBedz asked if there will be more foot patrols in Downtown in the summer. Chief Mourning said the Department realigned the patrol beat to provide greater coverage in Downtown between 9 p.m. and midnight.

Trustee Scaletta said the Department is saving less than 50% of overdose cases. He asked what can the Village do to help people not to overdose. Chief Mourning said the problem is that drugs are cut with Fentanyl which is 50-100 times more powerful. They are finding Fentanyl in marijuana, cocaine and other drugs. The public safety officers can't get there in time. People are unaware of what they are ingesting. Trustee Scaletta said he appreciated the Department's low traffic accident rate without using red light cameras.

V. Adjourn

Trustee Scaletta moved to adjourn to Closed Session at 9:55 p.m. Trustee Rosenberg seconded the motion. The motion carried.



INTEGRATED SERVICES

Annual Report
2018-2019

DIANA MIKULA
ASSISTANT VILLAGE MANAGER



Scope of Services

Integrated Service Department - Organizational Chart

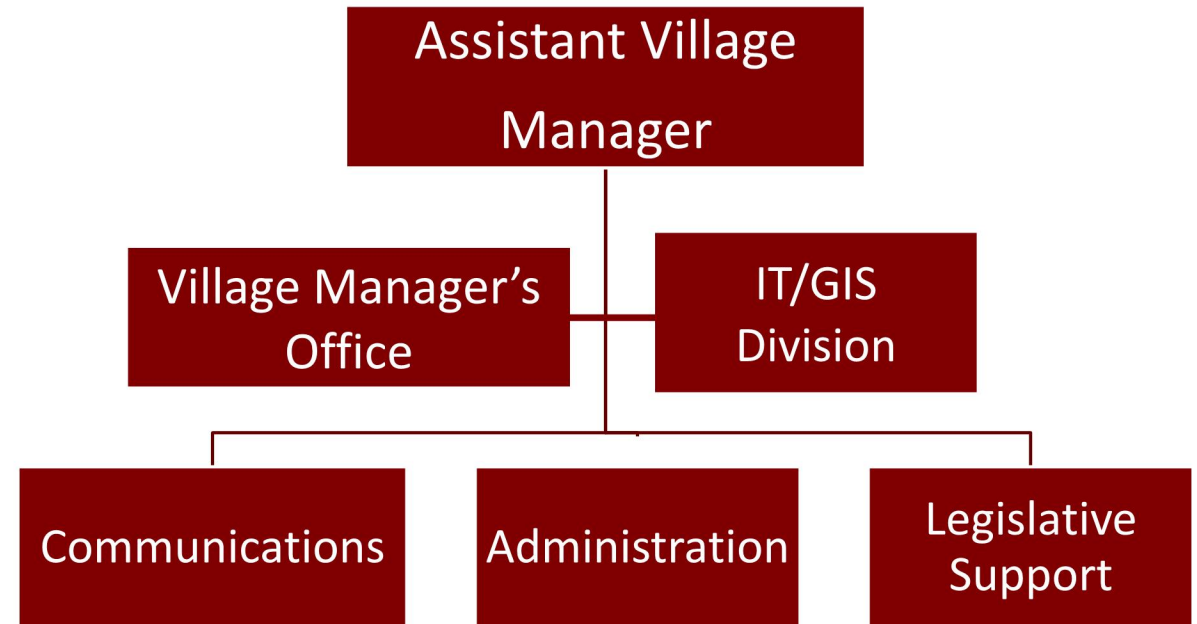
11 member workgroup organized into two areas: Village Manager's Office and Information Technology.

VMO has 3 work functions and 6 employees

- Communications
- Administration
- Legislative Support

Key Focus Areas

- Technology Initiatives
- Communication Enhancements
- Customer Service Initiatives and "One Village Voice" motto





Assistant Village Manager

- Direct the ISD
- Liquor Licensing
- Downtown Parking
- Professional support to Village Manager & Acting VM
- Annual Budget for ISD & Board
- Customer Service Initiatives



Administrative Assistants

- Meeting Room Scheduling
- Board Agendas & Packets
- Boards & Commissions
- Administrative, Mayor & Trustee Support
- Civic Events Sign



Communications

- Website Management
- Social Media
- Special Events
- E-Newsletter
- Marketing Support
- Press Releases & News Articles



Management Analyst

- New Trustee Orientation
- Emergency Alert Program
- Project Management
- Outlook Calendar Training
- Program & data analysis



Information Technology

- Enterprise computing services
- Application services
- Network & WiFi Infrastructure
- Help desk & after hours support
- GIS Services



Workload and Performance Data

Administrative and Legislative

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



Workload and Performance Data

Communications - Website

Top Three Website Months - 2018

- November, 2018 - 35,465 Visits
 - Top news: Winter Storm Information, Garbage Collection Delayed, Tree Lighting Ceremony
- June, 2018 - 29,526 Visits
 - Top news: Frontier Days, Sounds of Summer, Refuse Collection
- July, 2018 - 28,015 Visits
 - Top news: Frontier Days, Sounds of Summer, Mane Event



**2018 Most Popular article
November Storm & Cleanup**



4.3
Thousand
Website
views
Nov. 26,
2018

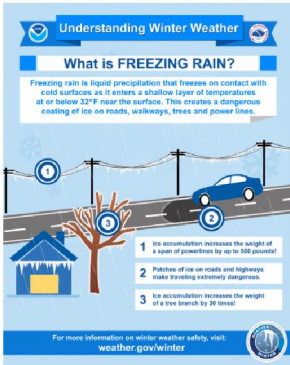


Workload and Performance Data

Communications - Digital

Village Connections, e-Newsletter (started in 2018)

- Open rates for governmental agencies is 22.9%
- Open rates for Village Connections average at 56%



The National Weather Service has issued an ice storm warning in effect from 6 p.m. Tuesday, February 5, to 6 a.m. Wednesday, February 6. Untreated roads, parking lots and sidewalks will be most vulnerable to icing.

Residents are encouraged to stay off of the roads this evening and to exercise caution when walking on sidewalks, driveways, etc.

Public Works crews will do an initial salting at 4 p.m. this afternoon, February 5, and will monitor conditions to do whatever is necessary throughout the duration of this storm. Snow command can be reached 847.368.5834.

➤ E-alert on freezing rain in late January, 2019 received best open rate 60%

Jan. 2018, Village Connections
54% Open Rate

May, 2018, Village Connections
59% Open Rate

July, 2018, Village Connections
58% Open Rate

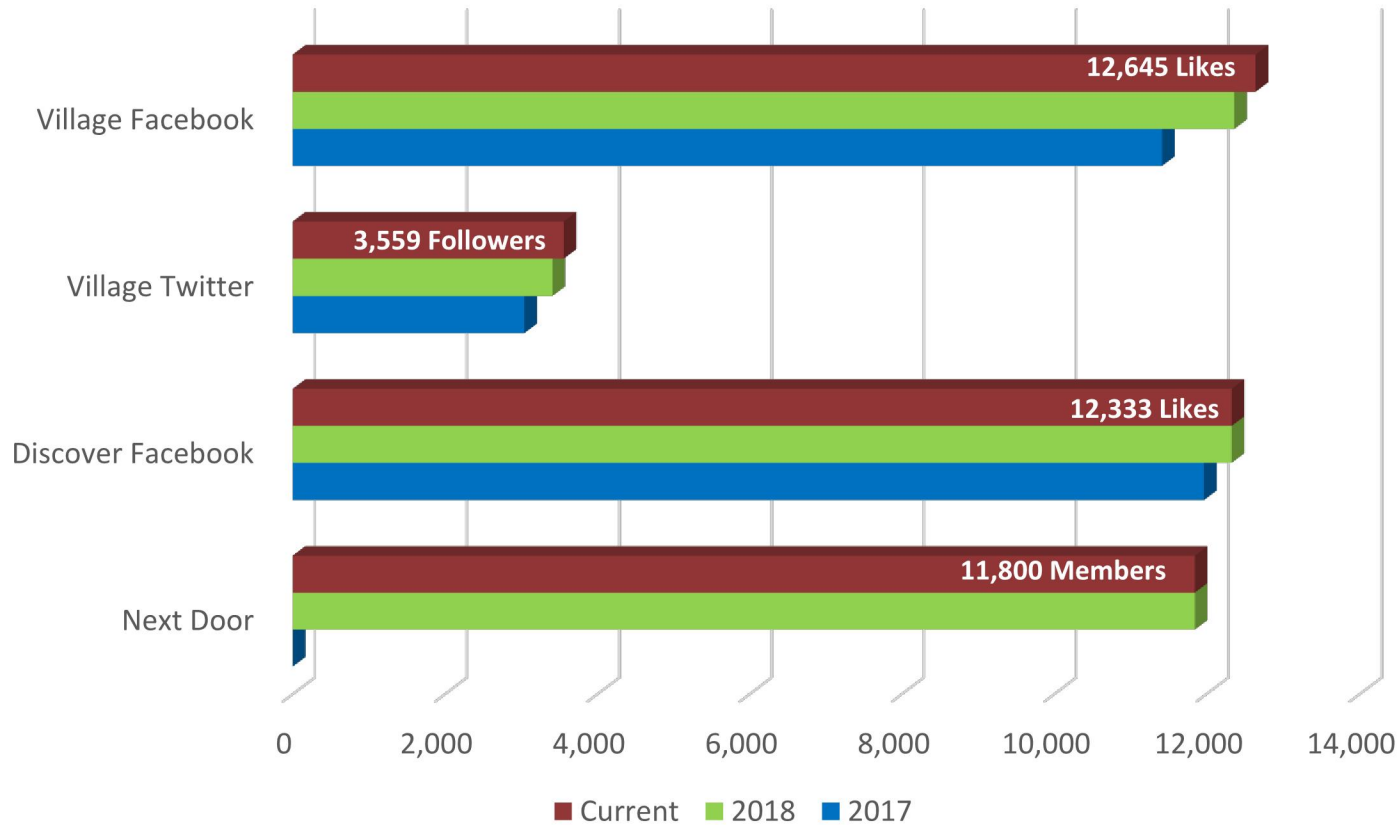
Dec., 2018, Village Connections
52% Open Rate



Workload and Performance Data

Communications – Social Media

Social Media Audience



Top Reach

2018 Facebook Posts



- November Storm Update
17.4 thousand Reaches
- Downtown Parking Survey
12.7 thousand Reaches
- Sounds of Summer schedule
11.2 thousand Reaches



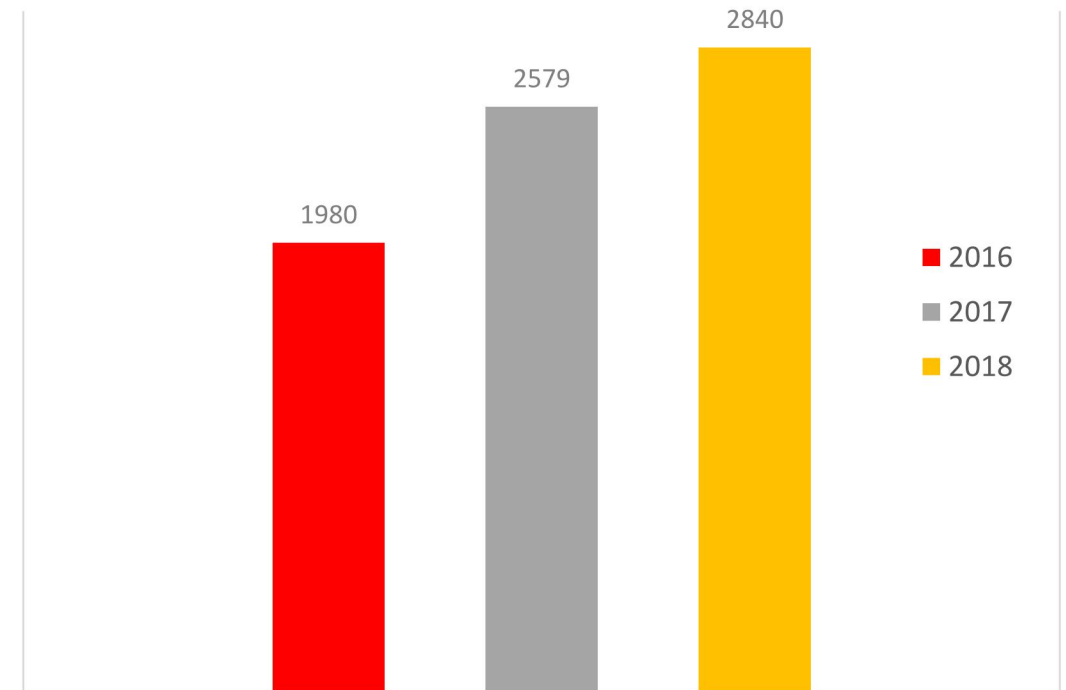
Workload and Performance Data

IT Division – 5 employees

IT by the Numbers

- 8 locations
- 426 Employees
- 479 desktops/laptops including
 - 51 Public Safety Mobile Data Terminals (Police & Fire)
- Completed 2,840 request for assistance in 2018
- Busiest month for Help Desk requests was May 2018 at 328 service requests

Total Help Desk Requests By Year



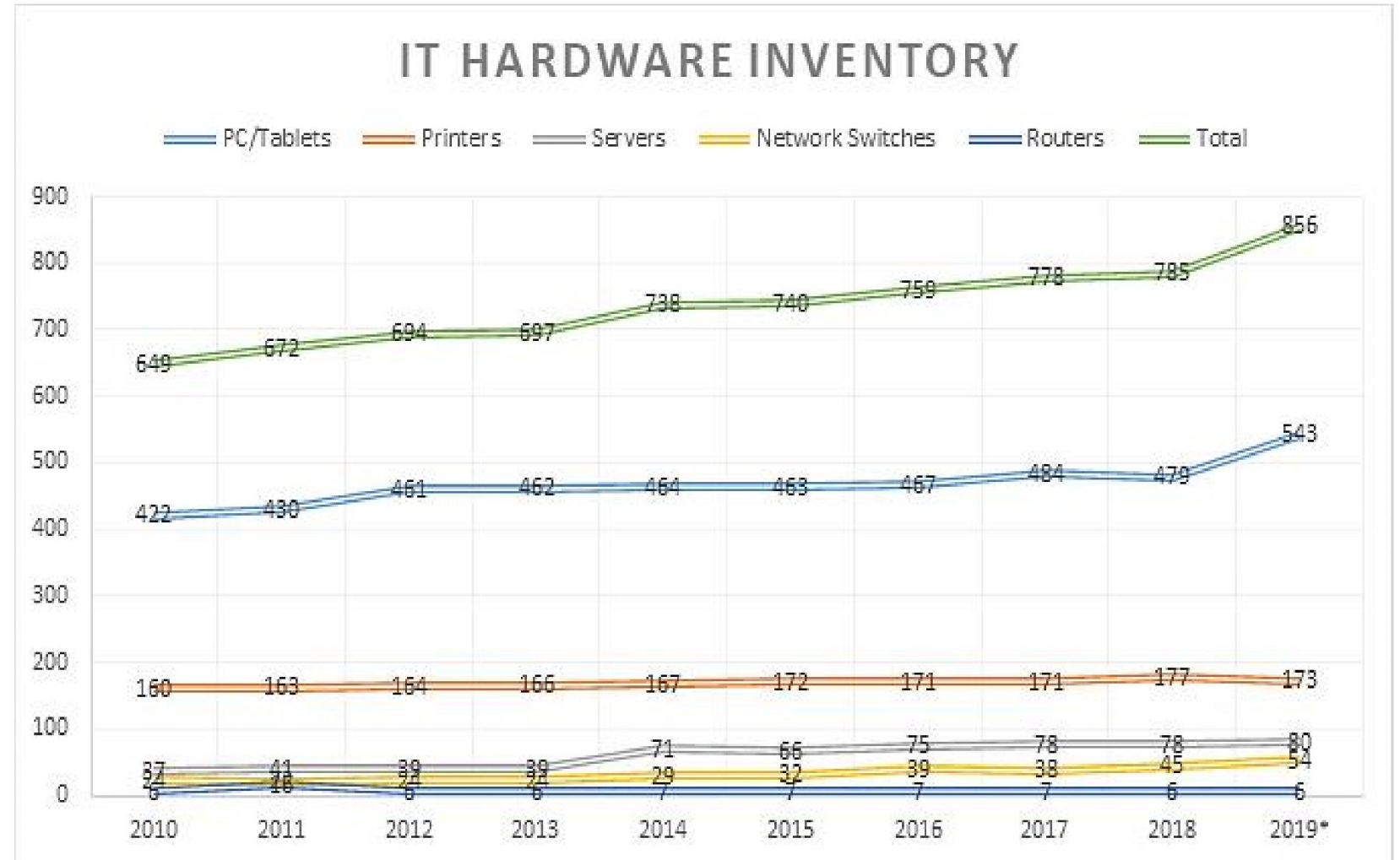


Workload & Performance Data

IT Hardware Inventory

With growing hardware and increasing use of software, I.T. must be able to service all existing and upcoming assets.

Since 2010, hardware has increased 32%. We are trending upwards, as we innovate and empower our users.





Key Accomplishments

Village Manager's Office

- Kickoff of One Village Voice Customer Service Initiative
 - Communicating in a “Clear, Consistent and Courteous” manner
- Explored & Created New Liquor Code Classifications
 - Created on-line Liquor License Renewal Forms & new database
- Personnel Changes
 - Hired and trained new Management Analyst and part-time Administration Assistant
 - Transitioned part-time Administration Assistant to full-time position
- Downtown Parking System Updates
 - Signed Agreement. Implementation of Commuter Mobile Pay in summer of 2019.
 - Evaluated parking system solutions to include updated signage in parking garages and lots, additional directional signage, and solutions identified in the 2018 Parking Capacity and Usage Study.





Key Accomplishments

Village Manager's Office & Communication



- Special Events/Arts and Entertainment Fund Programming Review
- Review of Village Boards & Commissions
- Added new, full-color Community Event Sign
- Added website alerts for emergency postings on home page

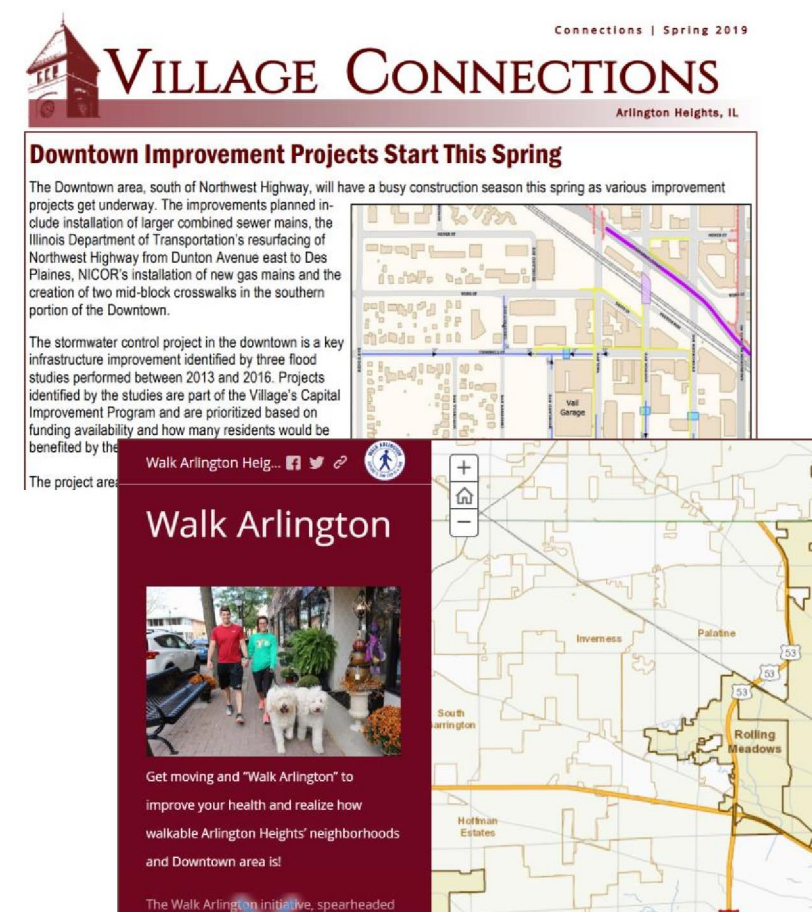


Key Accomplishments

Village Manager's Office & Communication



- **Walk Arlington Program**
Interactive storyboard map, video message and coordinated communications with agencies
- **Construction 411 website page**
Progress reports on road projects
- **E-Newsletter, "Village Connections"**
Quarterly communication emailed, shared on website, printed and distributed through local governmental agencies.
- **E-News blasts**
Quick updates and important project information
- **ArchiveSocial Installation**
Program that stores records of all social media comments and alerts team to questions posted





Key Accomplishments

Community Events

- Hearts of Gold
- Spring Sweep
- Mane Event
- Autumn Harvest
- Tree Lighting
- Holiday Happenings (staff committee)
- Sounds of Summer Concert Series





Key Accomplishments

IT Division

- Provided technology leadership for a smooth transition to new Police Station
- Migrated Village email accounts to Microsoft Office 365 Government Cloud environment
- Implemented Mobile Device Management system for centralized iPad management
- Established procedures for usage and integration to the GIS service provider (MGP) and the GIS consortium during on-boarding. Throughout 2018, each Department was introduced to the new GIS format
- A public map gallery was created with 19 individual maps which is available on the website



Village of Arlington Heights Map Gallery



Sort by



Layout



Sign In

Village of Arlington Heights Public Map Gallery



2019 Construction Projects

Web Mapping Application



Bicycle Routes

Web Mapping Application



Bicycle Routes (PDF)

PDF



Black & White Zoning Map (PDF)

PDF



Community Portal

Document Link

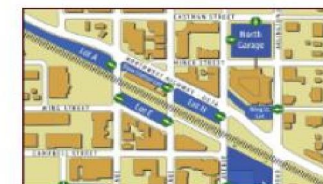


Comprehensive Plan 2015 (PDF)



Downtown Parking

Web Mapping Application



Downtown Parking Guide (PDF)



FEMA Flood Hazard Area

Web Mapping Application



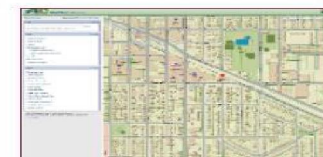
Garbage Collection Area

Web Mapping Application



Library Districts

Web Mapping Application



MapOffice

Document Link



Parkway Tree Inventory

Web Mapping Application



Recycling Collection Area

Web Mapping Application



Roadway Construction Projects 2009-2019

Web Mapping Application



School District

Web Mapping Application



Snow Removal Street Jurisdiction Map (PDF)



Streets Map 2019 (PDF)

PDF



Walk Arlington

Web Mapping Application

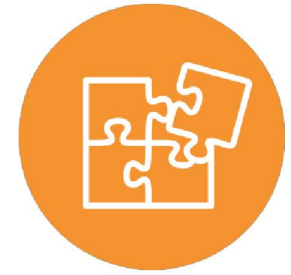


Yard Waste Collection Area





Current and Anticipated Challenges



- Evaluation of IT staffing needs and levels
 - The IT Division is operating at one IT staff member per 85 Village employees
 - Reflects the highest IT staff to fulltime employee ratio of comparable municipalities
 - Current IT staffing model not designed to effectively automate & optimize business processes
 - Current model is a maintenance type of staffing model to maintain & upgrade systems but not staffed to properly vet initiatives & technology improvements



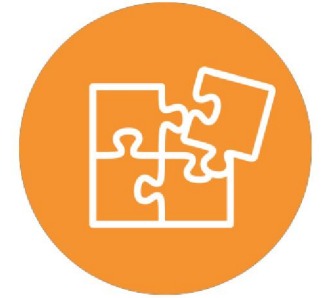
Current and Anticipated Challenges



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



Current and Anticipated Challenges



- Limitations of the ERP
 - Current system unable to respond to internal, residential and businesses needs
- Improve efficiency and operations through technology
 - Integrate standalone systems in order to simplify and automate processes
- Software Vetting and Procurement
 - Ensure new software is sustainable, compatible with existing systems and can be efficiently supported
- Providing timely responses on social media
 - Build staff team to respond
- Grow e-newsletter and email lists
 - Social media campaigns, Invitations via existing email lists



New Initiatives to Explore

Village Manager's Office



- ✓ Village Board Goal Setting Session
- ✓ Customer Service Initiatives
- ✓ Everbridge Communication – Arlington Alert
- ✓ Northern Illinois Benchmarking Cooperative
- ✓ Downtown Parking System Updates
- ✓ Updating Liquor Code & Application Forms
- ✓ Explore new communication tools
Facebook Live, Videos and Instagram
- ✓ Increase subscribers via campaigns to sign up for newsletter, email alerts
- ✓ Drive more visitors to web pages through cross-promotion on social media of news and Village projects
- ✓ Solicit citizen feedback to improve Village services via polls, surveys and email outreach
- ✓ Regularly send Bits & Bytes e-news to staff
- ✓ Create “while on hold” phone messages for Village phone system



ISD Explores ERP Initiative for Village

Enterprise Resource Planning (ERP) is a software that standardizes, streamlines and integrates business processes across many business activities.

- ISD will assist and also lead in various stages of this project.

Characteristics of an ERP System

- Data accessed in one platform versus different stand alone systems
 - Diminishes Department data silos
- Applications for Finance, Permits & Licenses, Procurement, HR, Customer Service
- Automates workflow processes and increases productivity
- Eliminates data entry errors and improves accuracy
- Offers user-friendly interface for customers for online payments & permit processing
- Enhances customer experience when using Village services



New Initiatives to Explore

IT Division



- Document Management System
- Cybersecurity
- Establishment of Technology Purchasing Policy and Guide
- NWCD Computer Aided Dispatch Vendor Implementation
- Internal technology consulting and departmental assessments
- Expand GIS within the organization





Next Week New Initiative

Informational Campaigns



Village of Arlington Heights



When taking your playful pup out for a hop around the block, please be mindful to pick up after them. Your city of good neighbors will be grateful. Thanks everyone!

Go Green Tip: Consider using an environmentally-friendly disposable or flushable bag



Tho I be talented, I could use my human's help

- Use Social media platforms for informational campaigns as well as routine Village business
- As important as “big news” is, lifestyle issues matter - such as pet owners not picking up after their dogs will generate a lot of engagement and conversation



New Initiatives

Add Video messages

- Video communications are becoming the medium of choice among internet users.
- Using more video promotions and “how to” videos can enhance communications and humanize Village government.

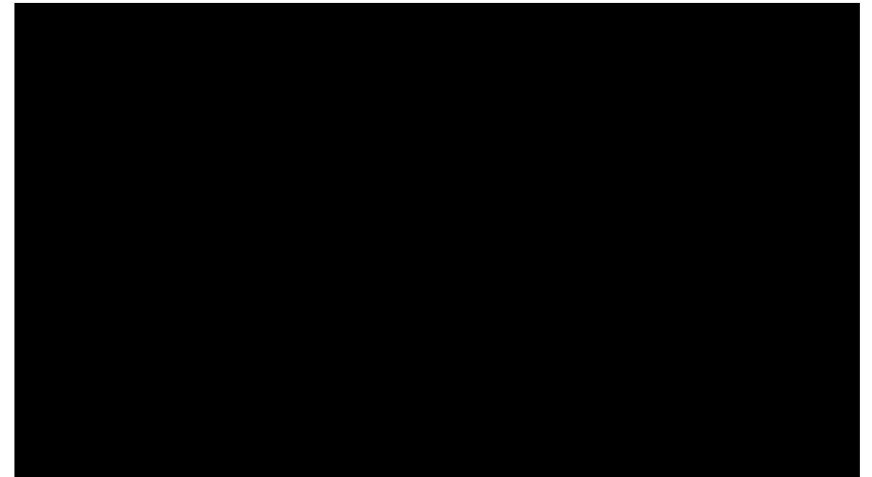
Walk Arlington

Informational video



Holiday Happenings

using Drone technology





Concluding Statements

- ISD will adapt its work products to the ongoing needs of Departments and the public.
- It is a Department that needs to remain fluid to operational and community needs.
- ISD strives to 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.

Questions?



Legal Department Report

VILLAGE OF ARLINGTON HEIGHTS

MAY 2019



Scope of Services

Administrative

Legislative

Litigation



Administrative

- Research and Advice
- Contract Drafting and Review
- FOIA compliance
- Collective Bargaining



Legislative

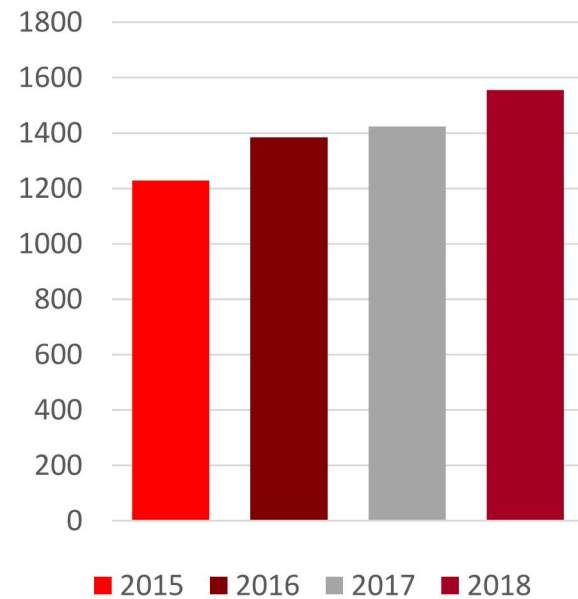
- Updates on changes to State and Federal laws
- Draft ordinances and resolutions
- Village Code



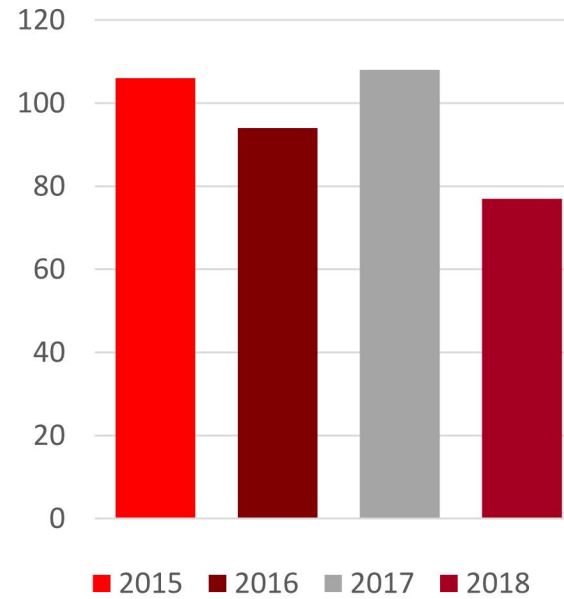
Litigation

- Oversee outside counsel
- Manage Subpoenas
- Administrative Adjudication – Code Enforcement
- Liquor Hearings
- Electoral Board

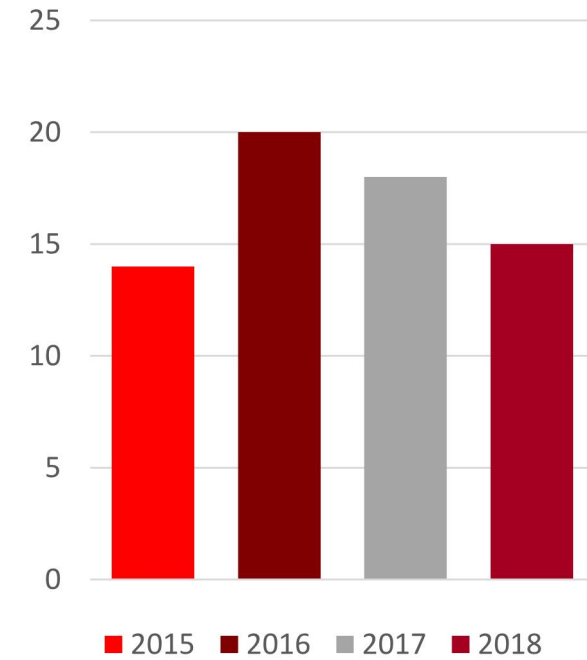
Freedom of
Information Act
Requests



Ordinances and
Resolutions Prepared
and Adopted



Code Amendments
Approved



Workload & Performance Data

2015-2018 Comparisons



Key accomplishments

Completed during last 12 months



Key Accomplishments

- Institution of the Administrative Adjudication process for the Code Enforcement
- Worked with the Engineering Department to resolve a long-standing drainage issue at Arlington Market
- Amended agreement with the Performing Arts at Metropolis
- Adopted agreement with GIS Consortium
- Village Board adopted significant changes to the Zoning Code
- Village Board adopted changes to the Liquor Code, which created new liquor classifications
- Closed on the sale of two Village-owned lots
- Finalized agreement for the sale of the former Teen Center to the Library for use as a “maker’s space”



Challenges

Current and Anticipated



Current & Anticipated Challenges

- Village Code
- FOIAs
- Metropolis Commercial Condominium Building
- Employee Relations



Key Initiatives

Now Underway



Key Initiatives

- Working with Building and Life Safety Department on modifications to the Building Code
 - Chapters 23, 24, 25, 26, 27
- Updating Employee Handbook
- Leading small group of representatives from Chamber of Commerce and Special Events Commission in discussing possibly sponsoring the Mane Event and Taste Arlington
- Close out contract of the Police Building
- Issues with the possible legalization of cannabis



Questions?

Thank you!

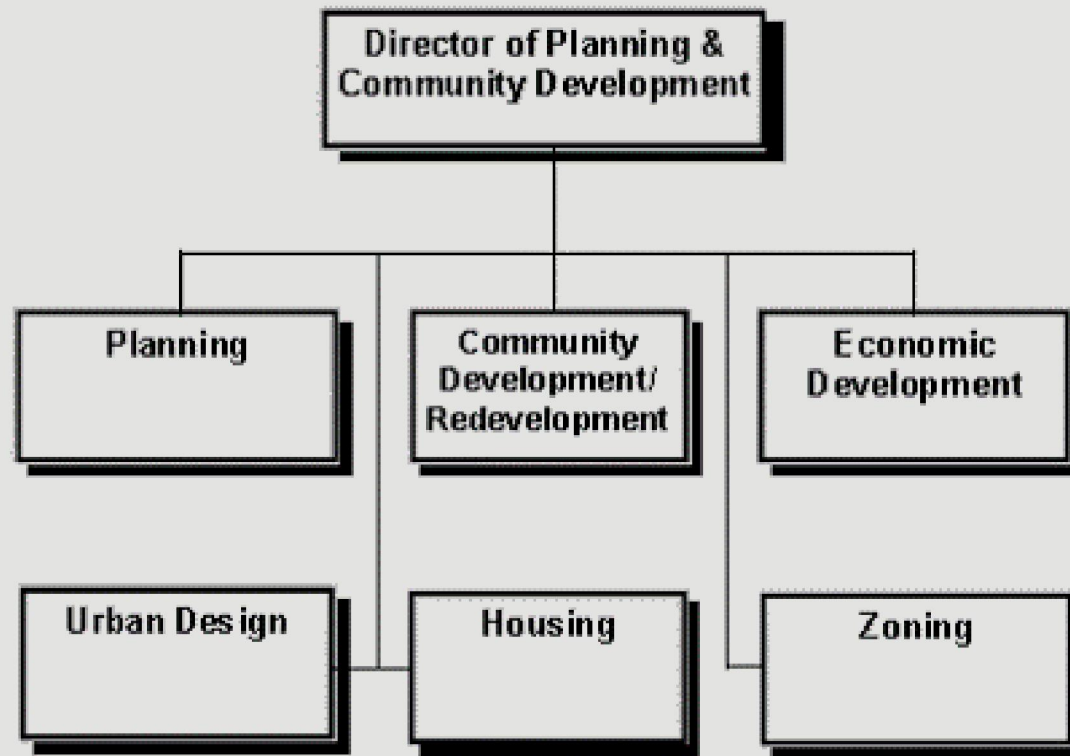
Annual Planning &
Community Development
Report for the
Village Board

May 2019

The Village of
Arlington Heights
Illinois
Planning & Community Development

Section 1

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



Scope of Services

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.

Section 3

Key Accomplishments Over Past Year

Development

- Arlington Downs
- 4 N. Hickory
- The Moorings
- Chez Hotel
- Kensington School
- Lexington Townhomes



Section 3

Key Accomplishments Over Past Year

Downtown Development

- Arlington 425
- Parkview Apartments
- Hey Nonny
- Sigwalt 16

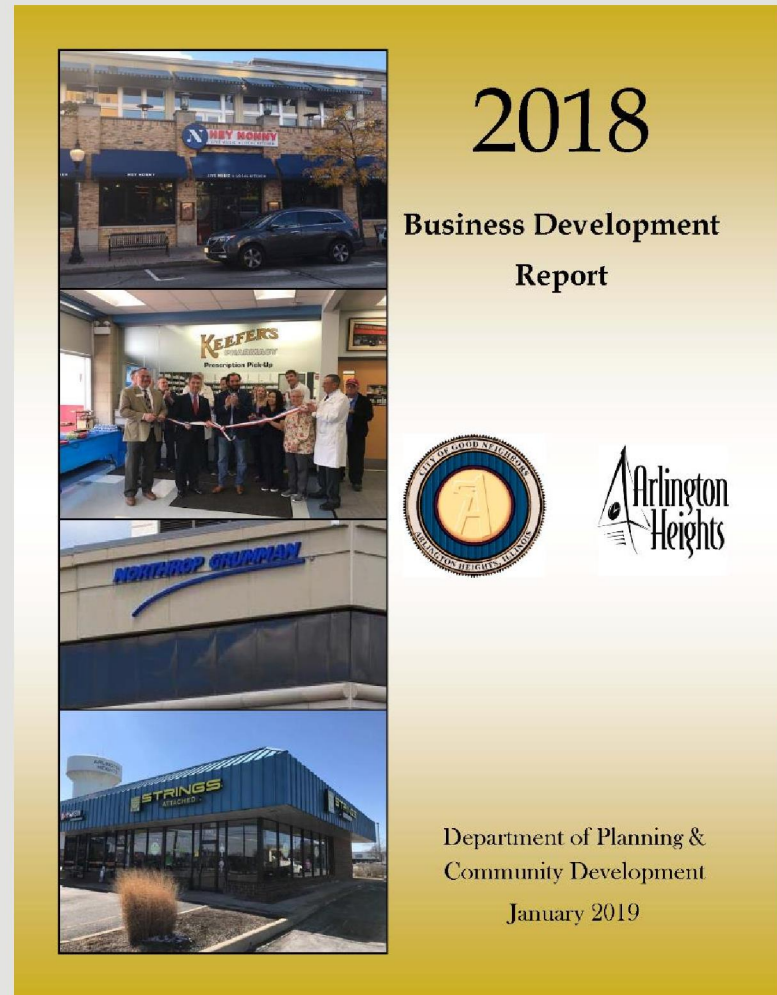


Section 3

Key Accomplishments Over Past Year

Plans & Studies

- 2018 Annual Business Development Report
- Downtown Entertainment Market Research
- Tax Increment Financing and Confidential Reports/Implementation
- Downtown Parking Study
- South Arlington Heights Road Corridor Plan



Section 3

Key Accomplishments Over Past Year

Processes

- Administrative Processes/Reviews
- Zoning Code update/Breweries
- Electronic filing
- Streamlined department permit distribution
 - Eliminate duplication
 - Eliminate redundancy review

Section 3

Key Accomplishments Over Past Year

Current Village Board Strategic Priorities

- Strategic Priority Project 1B – Tax Base Expansion opportunities Report
- Strategic Priority Project 3B – TIF IV Strategy Update
- Strategic Priority Project 4A – Report on housing needs and trends in Arlington Heights
- Strategic Priority Project 5D – Police Station Construction
- Strategic Priority Project 5E – 2018-19 Corridor Beautification and Improvement Program
- Strategic Priority Project 5F – Parking Capacity and Usage Study
- Strategic Priority Project 7A – Discover Arlington Re-branding Research

Section 3

Key Accomplishments Over Past Year

Prior Board Priority



Section 3

Key Accomplishments Over Past Year

Prior Board Priority

Strengthen Downtown area to enable continued success in the future, Given Evolving Market and Demographics of our Community.

Examine ways to facilitate greater entertainment/restaurant emphasis.



Community Survey 2015

Which of the following types of development would you like to see more of in the Village?

- Restaurants – 72%
- Entertainment – 70%
- Mixed Use – 48%

Section 3

Key Accomplishments Over Past Year

Business & Economic Development

- Job Creation – 80 new businesses / 692 jobs
 - Northrop Grumman
 - Hey Nonny
- Business Attraction and Recruitment
 - 371 business attraction and recruitment efforts – 323 businesses
- Business Retention
 - 371 business retention efforts – 255 businesses
- Zero Interest Loan Program amendment



Section 4

Review of Current and Anticipated Challenges

- Local Challenges

Retention/Attraction of Revenue Generated Uses

- Critical to the Village's budget
- 2018 \$1.27 billion sales

Continued Funding for Corridor Improvements

- Maintaining Arlington Heights as an attractive viable community
- Adjacent communities competition

Continued Downtown Redevelopment

Completion of Arlington Downs development

Redevelopment Areas

- State & National Trends

- Internet Sales/shopping patterns
- Work Force Changes
- Long-Term Sustainability of Arlington Park
- New Trends – Open Air Dining, Brewery/Taprooms, Experiential Uses



Section 5

Key Potential New Initiatives

- Affordable Housing
 - Inclusionary Guidelines/Policy
 - Affordable Housing Trust Fund
 - Current - \$188,000
 - Projected - \$600,000
- Housing Types



Section 5

Key Potential New Initiatives

- Future Use of Zero-Interest Loan Funds

- \$20,000 Zero-Interest Loans
- 8 Loans
 - Loan Value - \$139,750
 - 1 Loan Pending
- 10 Year Projection
 - \$1,250,000
- Ideas
 - Tech/Start-up Incubator
 - Increase Loan
 - Façade Grants/Loan
 - Corridor Enhancement Grants
 - Pop-Ups



Section 5

Key Initiatives Downtown Development

Strengthen Downtown Area to Enable Continued Success in the Future, Given Evolving Market and Demographics of our Community.

Encourage Development of Block 425



Section 5

Key Potential New Initiatives

Downtown Development

- AT&T Site
- Other Sites



Aerial



CONCEPTUAL REDEVELOPMENT SKETCH LOOKING FROM CORNER OF DUNTON AVENUE & CAMPBELL STREET LOOKING SOUTHEAST.



BLOCK 342: CONCEPTUAL REDEVELOPMENT SKETCH, NORTHWEST HIGHWAY LOOKING SOUTH



BLOCK 342: CONCEPTUAL REDEVELOPMENT SKETCH, NORTHWEST HIGHWAY LOOKING SOUTH

Section 5

Key Potential New Initiatives

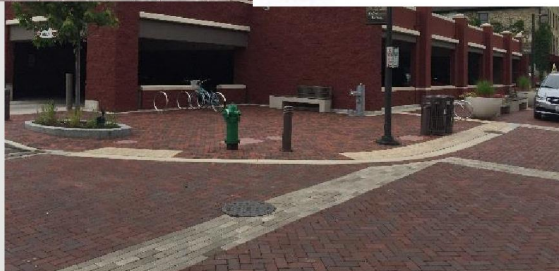
Downtown Parking



Section 5

Key Potential New Initiatives Downtown Entertainment Amenities

Vail Avenue Pedestrian Mall



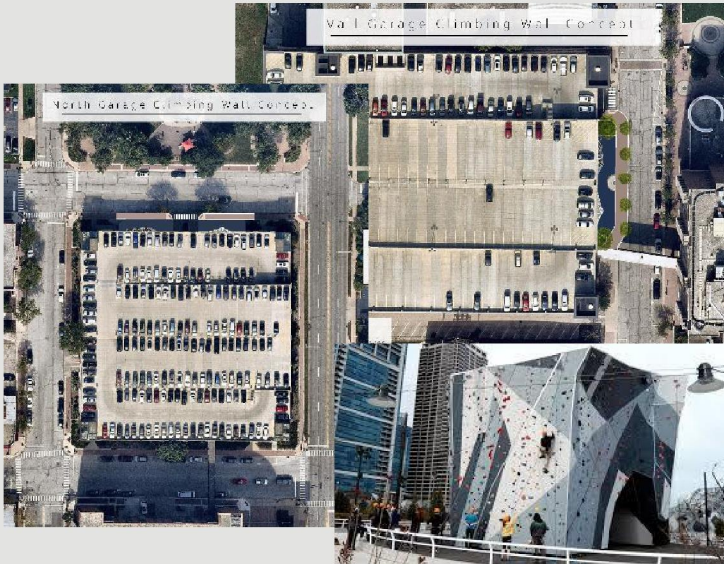
Light Ceiling Expansion



Section 5

Key Potential New Initiatives Downtown Entertainment Expansion

Climbing Wall



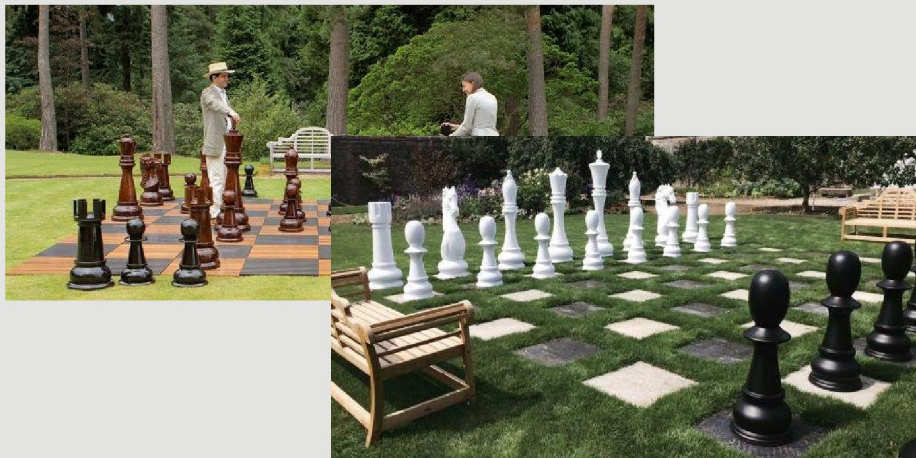
Sculpture



Mini-Golf

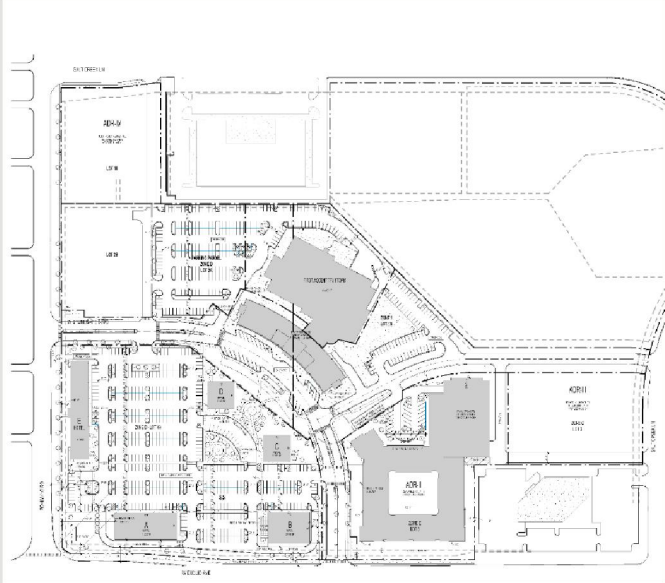


Chess



Section 5

Key Initiatives Development Arlington Downs Implementation



Section 5

Key Initiatives TIF Redevelopment

Tax Increment Financing Confidential Studies

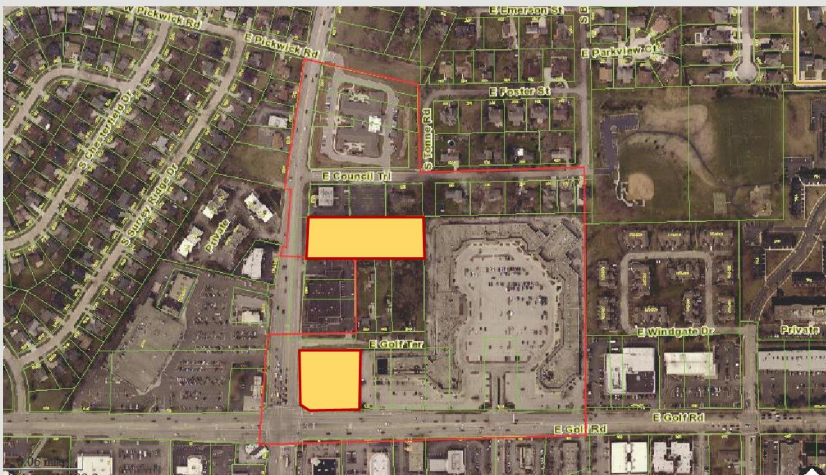
Prior Board Priority - Strengthen Commercial Corridor Competitiveness

Evaluate prudent physical corridor improvements for Rand Road, Southtown/Southern Hotel District and other corridors.

TIF V



TIF IV



Hickory-Kensington TIF



5

Key Initiatives TIF Redevelopment

Tax Increment Financing Confidential Studies

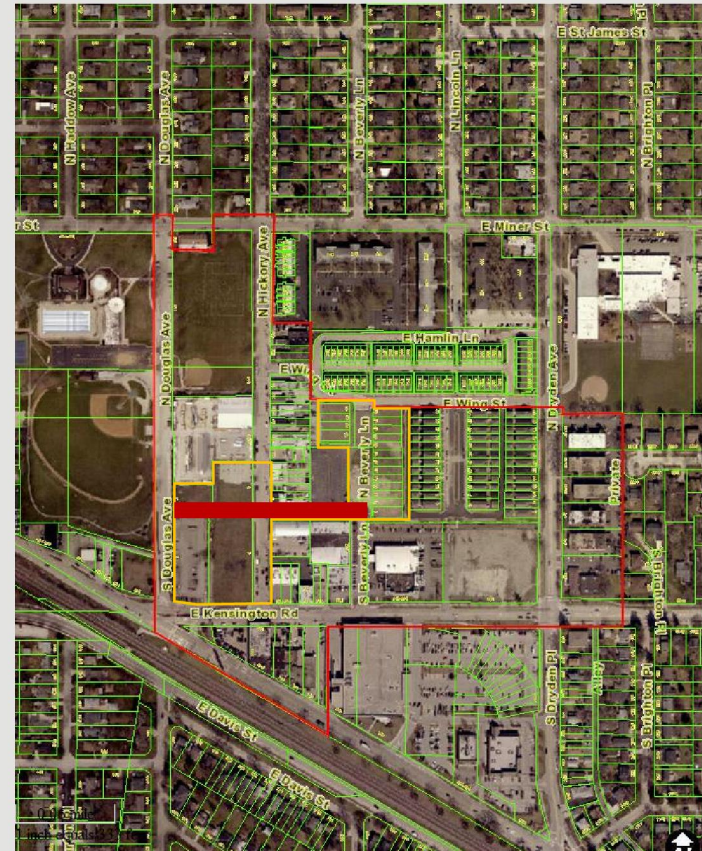
Prior Board Priority - Strengthen Commercial Corridor Competitiveness

Evaluate prudent physical corridor improvements for Rand Road, Southtown/Southern Hotel District and other corridors.



Future Development Rendering

Hickory-Kensington TIF



Key Initiatives

Corridor Study Implementation

Evaluate prudent physical corridor improvements for Rand Road, Southtown/Southern Hotel District and other corridors.



Section 5

Key Initiatives South Arlington Heights Road Corridor Study



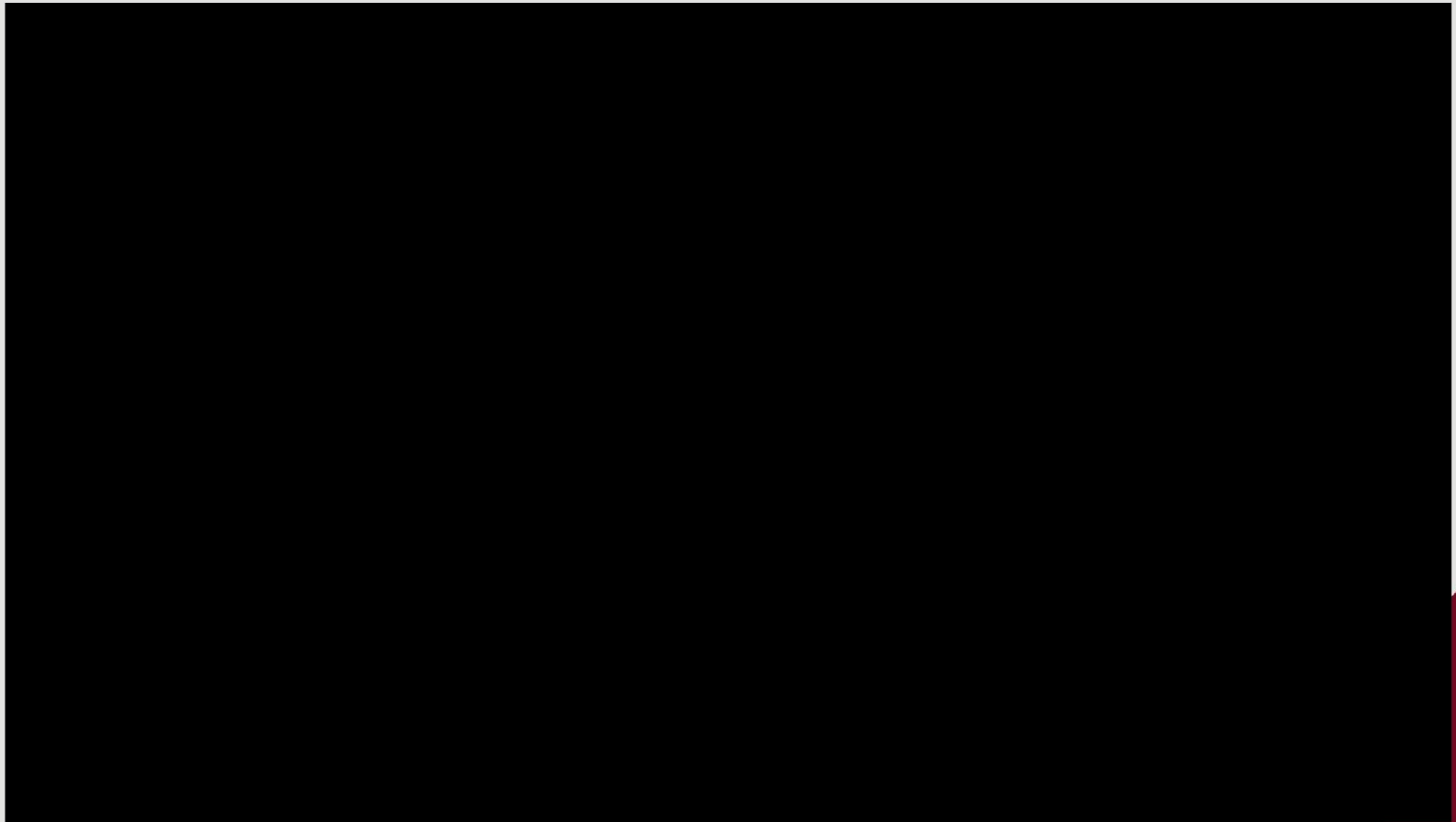
Arlington Heights Rd. / Algonquin Rd. Site
SCHEMATIC SITE PLAN
10/29/14
Prepared by: Village of Arlington Heights Planning and Community Development Department

Section

5

Key Initiatives

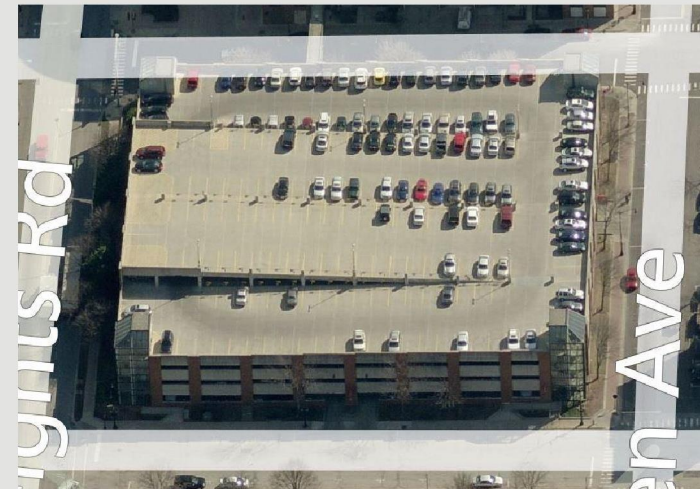
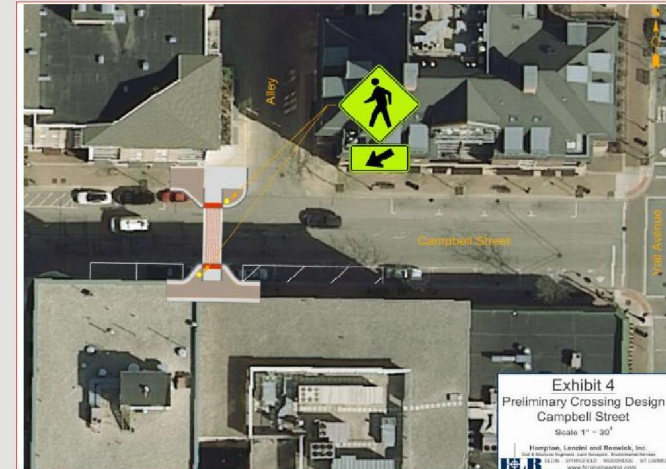
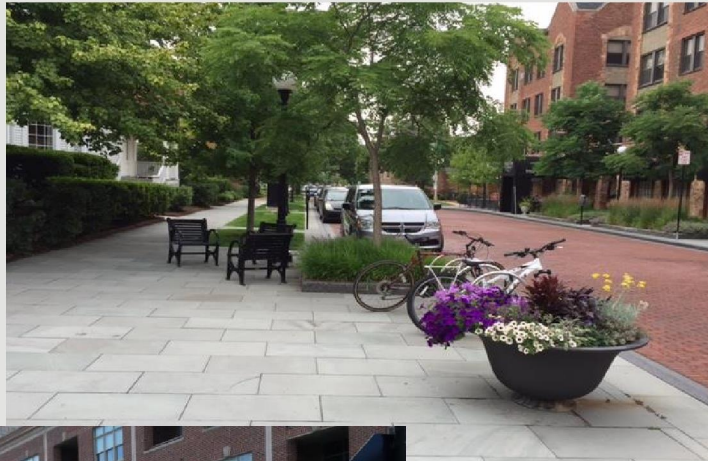
South Arlington Heights Road Corridor Study



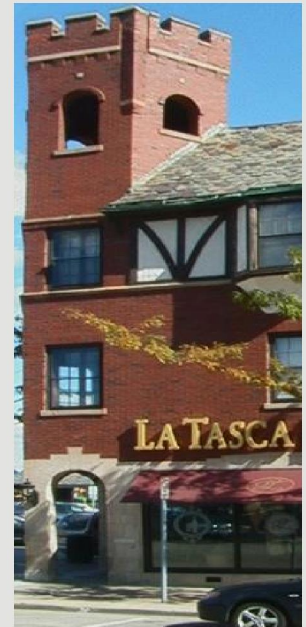
Section 5

Key Initiatives Capital Projects / Other

- Evergreen Avenue/Downtown Crosswalks
- New Streetscape Concepts for Downtown



Department of Planning and Community Development



*Recipient of American Planning Association National Award for
Downtown Planning and Implementation*





Arlington Heights Police Department







Residents Perceptions Regarding What Should be the Priority Placed on Specific Areas of Policing in Arlington Heights, Those with 50% or More Indicating High Priority*

Priority Levels			
Survey Questions	Low	Medium	High
Responding to crimes in progress	0.7%	3.7%	95.6%
Enforcing DUI laws	1.4%	14.5%	84.0%
Investigating drug sales/dealers	2.3%	19.0%	78.7%
Discouraging gang activity	3.5%	16.6%	79.9%
Discouraging crime in general	2.9%	25.1%	72.0%
Investigating burglaries	1.3%	24.5%	74.2%
Providing 24 hour patrol	5.2%	28.2%	66.4%
Notifying citizens of potential for crime	5.1%	37.4%	57.5%
Providing drug/violence prevention in schools	6.9%	31.3%	61.8%

Residents Perceptions Regarding What Should be the Priority Placed on Specific Areas of Policing in Arlington Heights, Those with 30% or More Indicating Low Priority*

Priority Levels			
	Low	Medium	High
Enforcing water usage	67.1%	25.7%	7.3%
Enforcing appearance ordinances	60.9%	28.2%	10.9%
Enforcing domestic animal ordinances	50.6%	36.5%	12.9%
Enforcing all other parking violations	50.1%	38.8%	11.2%
Discouraging tobacco sales to minors	35.3%	42.3%	22.2%
Enforcing handicap parking ordinances	35.5%	36.0%	28.3%

*Source: 2017 Citizen Survey



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



CRIME RATE

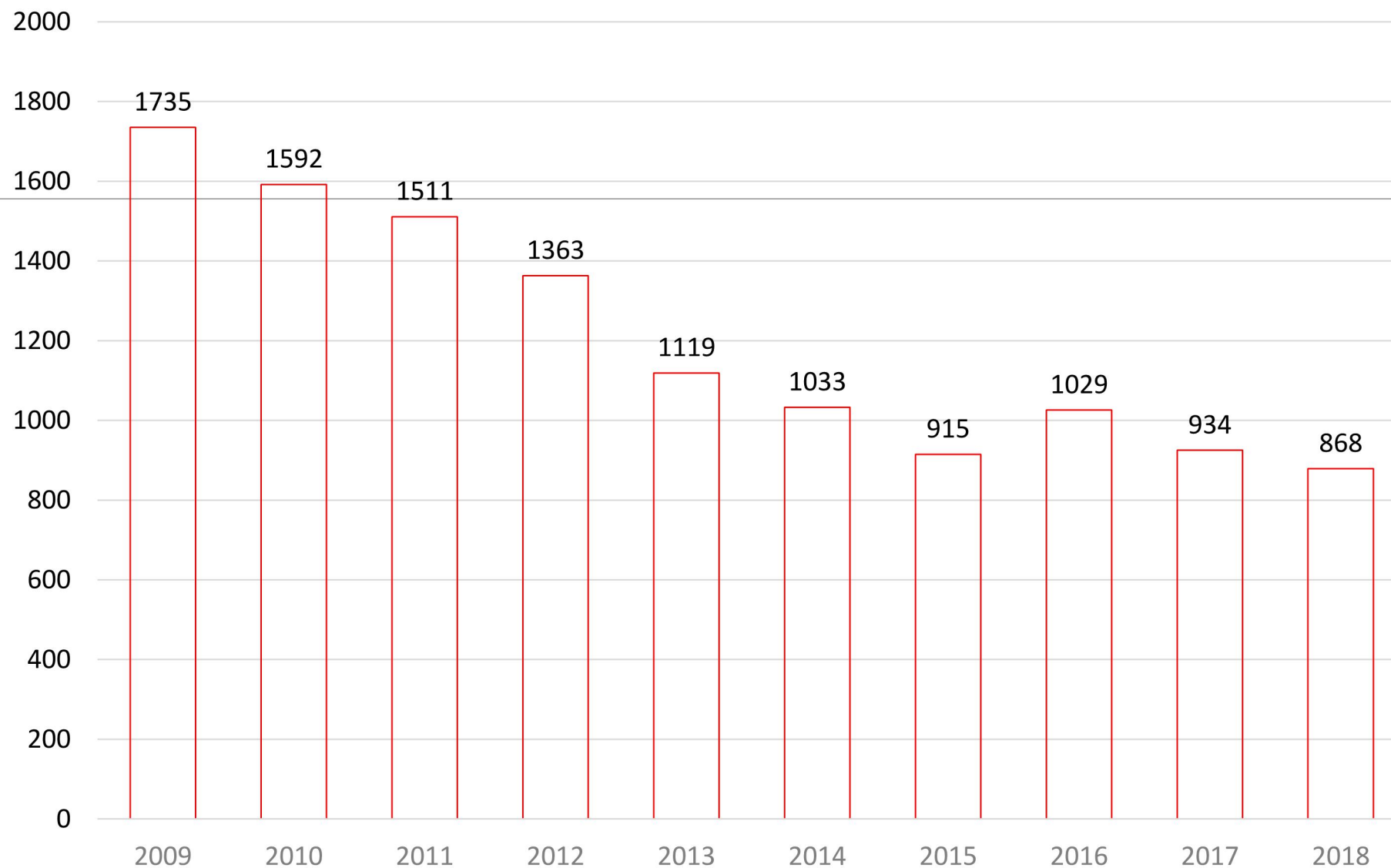
Index crimes are the eight crimes the FBI combines to produce its annual crime index.

These offenses include:

- Homicide
- Criminal Sexual Assault
- Robbery
- Burglary
- Aggravated Assault
- Theft
- Motor Vehicle Theft
- Arson



Crime Rate/100,000



■ Crime Rate/100,000



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%



ENTRY LEVEL HIRING PROCESS FOR POLICE OFFICERS

- Recruitment Team
- Fire & Police Commission
- Human Resources
- Disqualifications
- Academy
- Field Training Program



The screenshot displays the Law Enforcement Jobs website interface. At the top, there is a navigation bar with the site logo, a search bar for User ID and Password, and links for Log In, Forgot?, and Connect. Below the navigation bar, a horizontal menu includes My Account, Training, Test Prep Guides, Job Search, Contact Us, and Pricing. The main content area features a job listing for the Arlington Heights Police Department. The listing includes a 'Return to Search Results' link, a 'Display all jobs by Arlington Heights Police Department' link, and a 'Click to Apply' button. The job details specify the position as Police Officer, the geographic location as Arlington Heights, Illinois 60006, and the job location as No Preference. A 'To Apply' section provides instructions on how to register for a Job Seeker account and apply for the job. The job requirements section lists the language as English (First language). The preferences section indicates the job status as Full Time Employee, the position type as Law Enforcement - Police Officer / Deputy Sheriff, and the sector as Local / County. A 'Click to Apply' button is also present at the bottom of the job listing. On the right side of the page, there is a 'Resume Writing Service' section with a 'GET A FREE RESUME WRITING CONSULTATION' button, a 'Register Now' section with a 'Register now for additional job opportunities' button, and a 'Job Location' section with a map of the area. At the bottom of the page, there is a 'Similar Jobs' section with links to 'By Location', 'By ZIP Code', 'By Position Type', and 'By This Employer'. The footer of the page contains several logos for partner organizations, including Public Safety Jobs, EMSJobs, IntelJobs, PrivateSecurityJobs, CorrectionsJobs, and FireRescueJobs.

Law Enforcement Jobs®
RECRUITING TOMORROW'S HEROES TODAY!®

User ID: Password: Log In | Forgot? | Connect

My Account | Training | Test Prep Guides | Job Search | Contact Us | Pricing

Arlington Heights Police Department

[Return to Search Results](#)
[Display all jobs by Arlington Heights Police Department](#)

Job Location
Geographic Location: Arlington Heights, Illinois 60006
Job Location: No Preference

To Apply
Apply for Job: Register for a Job Seeker account to post your resume, track your online applications and searches, receive newsletters and customizable job alerts. [Click here](#) for a free Law Enforcement Jobs.com Job Seeker Account. You can [click here](#) to use this employer's online application form.

[Click to Apply](#)

Police Officer

POLICE OFFICER
THE VILLAGE OF ARLINGTON HEIGHTS
is now recruiting for Police Officer
Test Date 1/14/12 Application deadline 12/2/11
Apply at www.publicsafetyrecruitment.com
1-800-343-HIRE EOE

Requirements
Languages: English (First language)

Preferences
Job Status: Full Time Employee
Position Type: Law Enforcement - Police Officer / Deputy Sheriff
Sector: Local / County

Enter email address: E-mail Job to Friend:

[Click to Apply](#)

Resume Writing Service
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Register Now
[Register now for additional job opportunities](#)

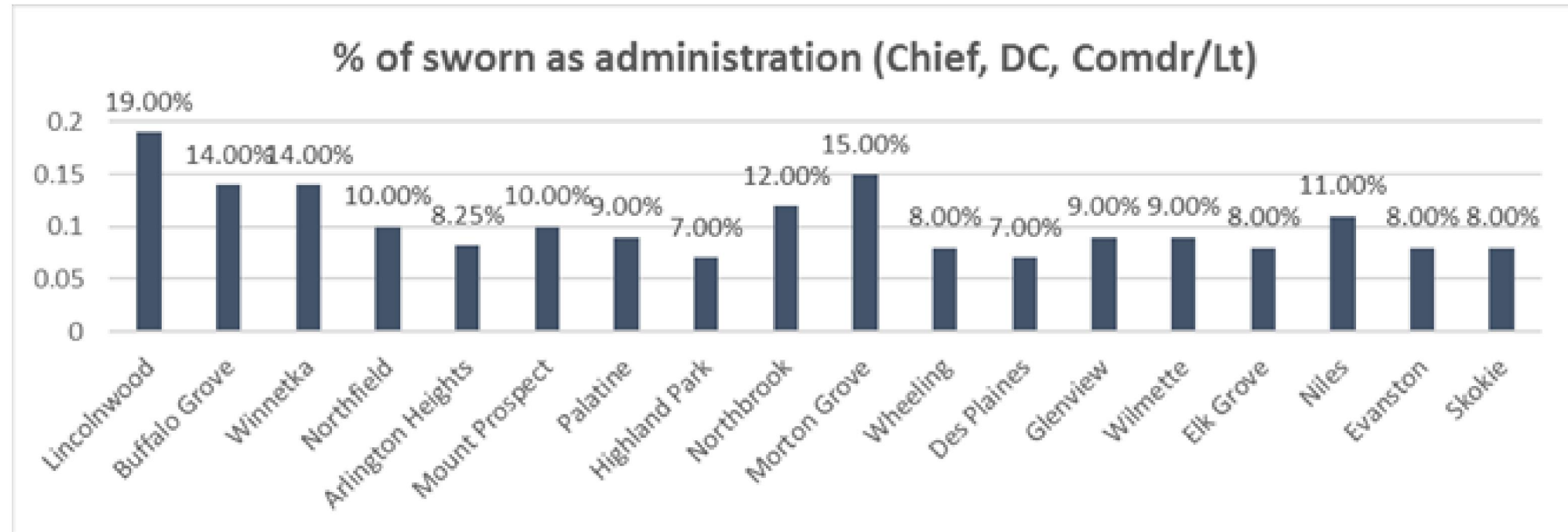
Job Location

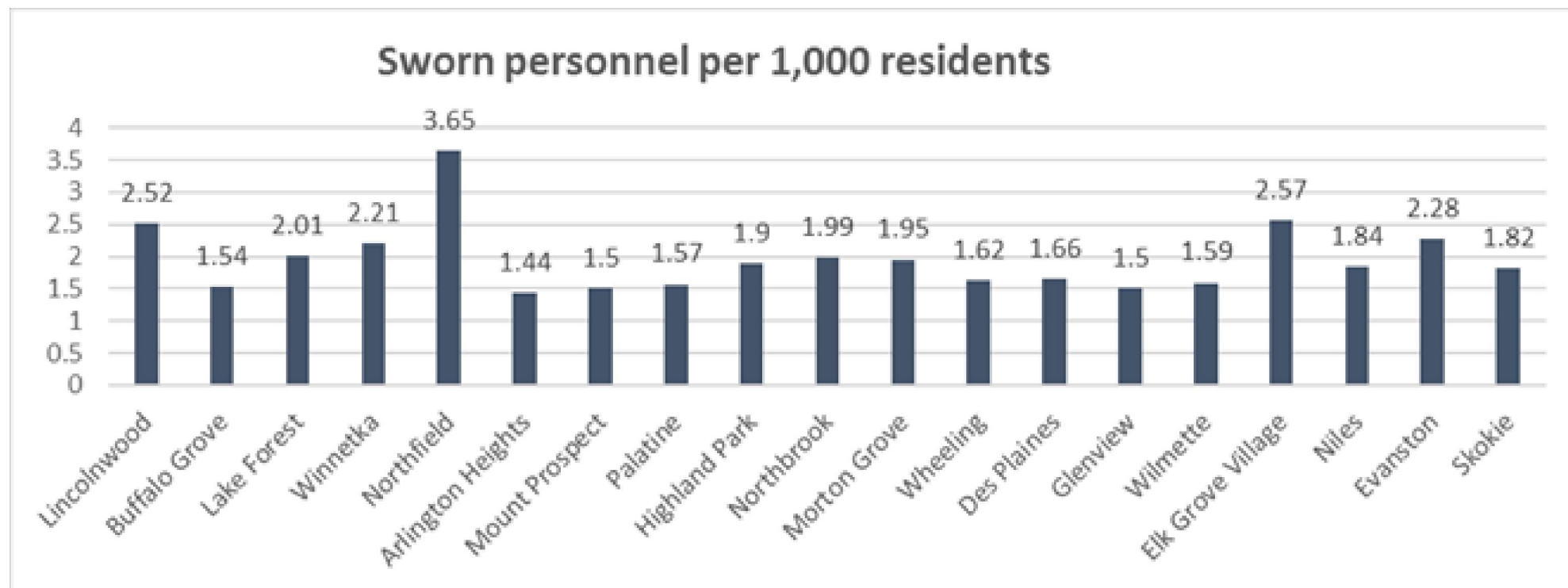
Similar Jobs
By Location: [Illinois Jobs](#)
By ZIP Code: [60006, Within 50 miles of 60006](#)
By Position Type: [Law Enforcement - Police Officer / Deputy Sheriff](#)
By This Employer: [Arlington Heights Police Department](#)

Public Safety Jobs | EMSJobs | IntelJobs | PrivateSecurityJobs | CorrectionsJobs | FireRescueJobs



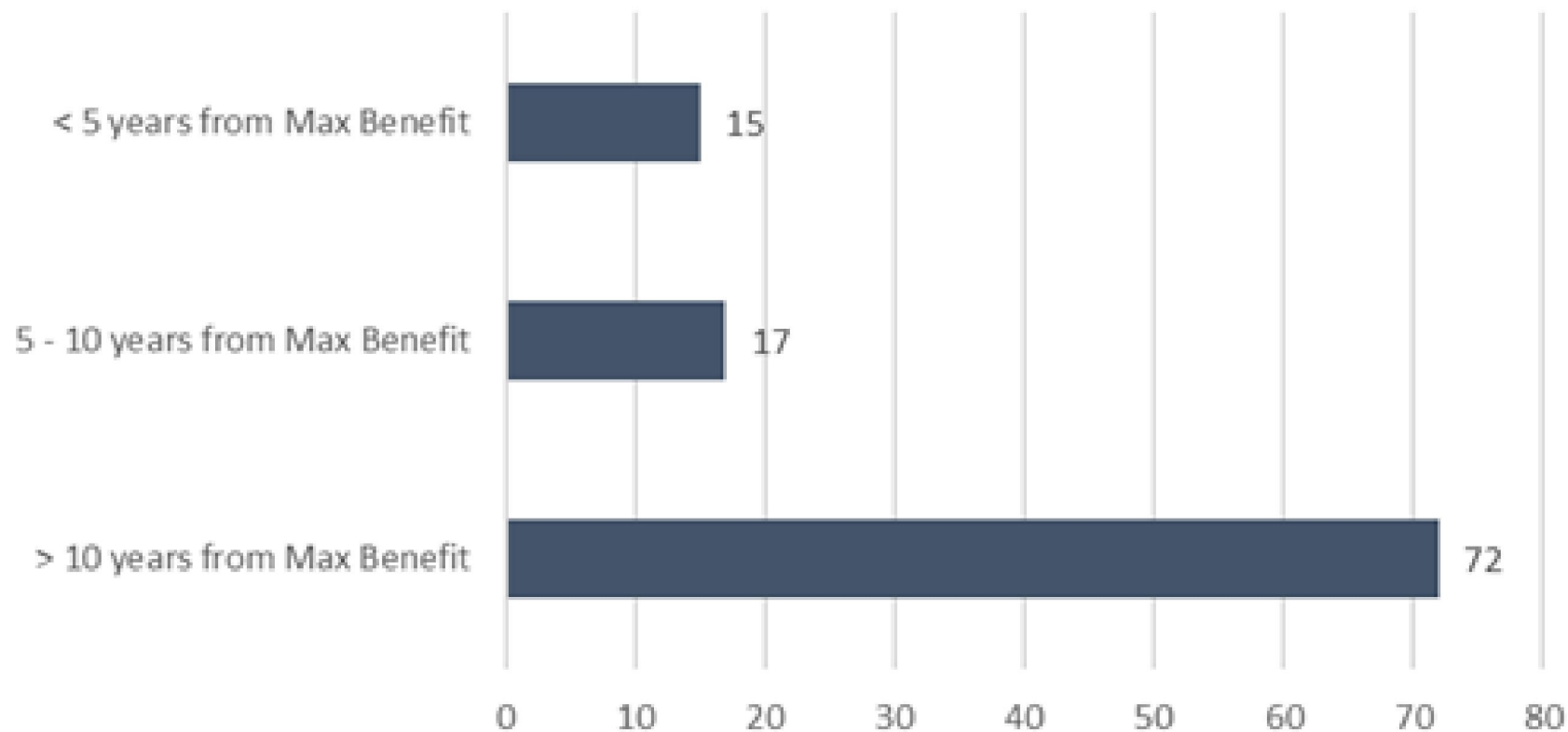
	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers	
	#	%	#	%	#	%	#	%
Caucasian	66,266	88%	1,327,585	49%	93	89.42 %	8	7.69 %
African-American	984	1%	584,520	21%	0	0%	0	0%
Hispanic	4306	6%	585,750	22%	8	7.69%	2	1.92 %
Other	3545	5%	208,786	8%	3	2.88%	0	0%
Total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







Sworn Police Personnel by Years from Max Benefit



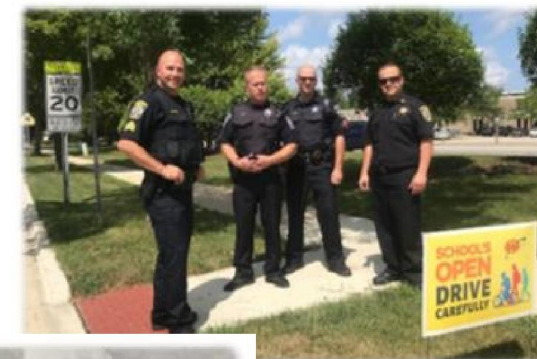


TRAFFIC SAFETY APPROACHES

Traffic safety in the Village of Arlington Heights remains one of the Department's *highest* priorities.

To accomplish this mission, the Police Department employs programs and initiatives which address (5) distinct aspects of traffic safety:

- Education
- Encouragement
- Enforcement
- Evaluation
- Engineering





TRAFFIC SAFETY AND ENFORCEMENT EFFORTS

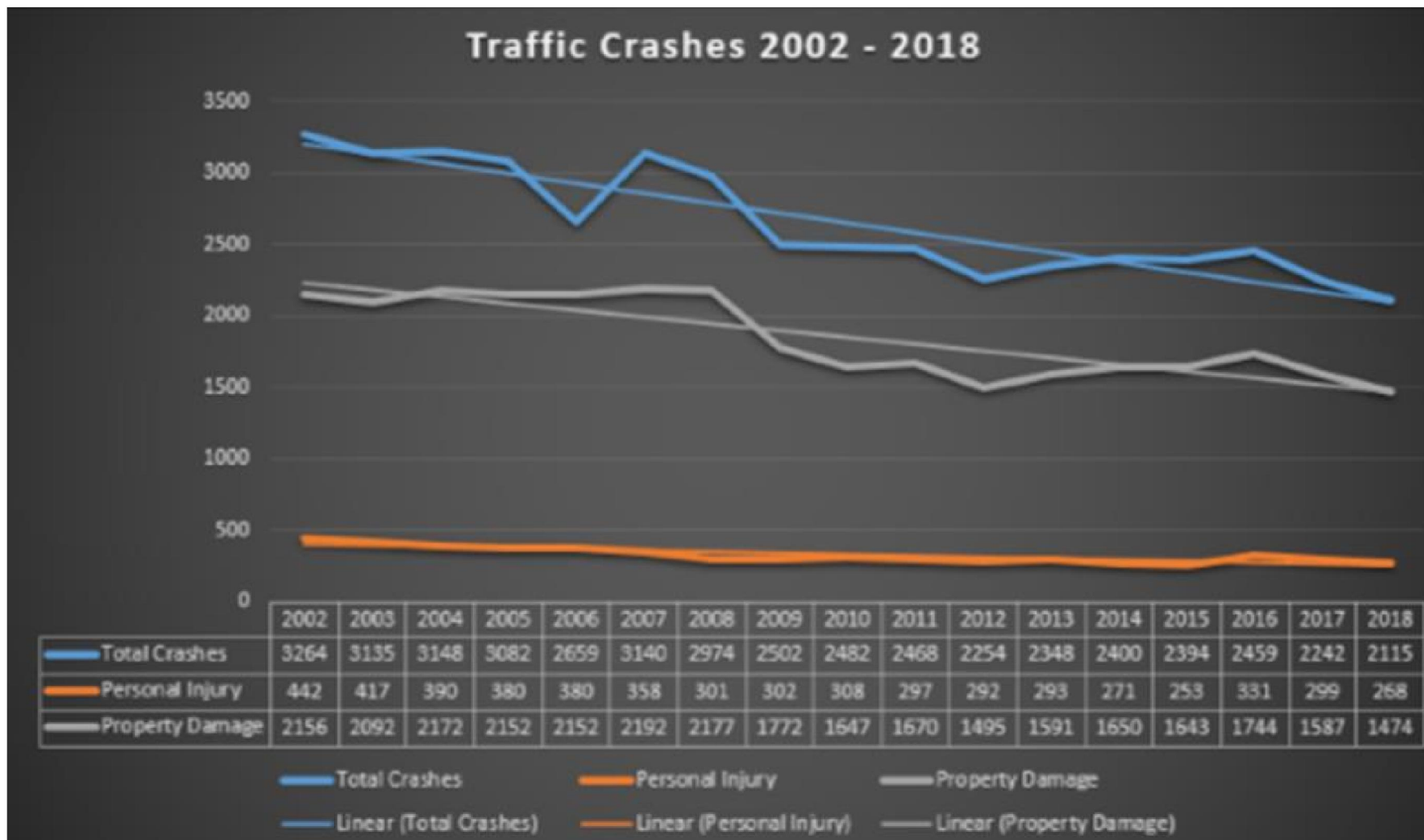
During the past several years, the total number of traffic crashes in the nation has experienced a steady increase, reaching a 10-year high in 2016. Conversely, total traffic crashes in the Village of Arlington Heights reached a **15-year low in 2018** with the second consecutive year of declining crash figures.



32% decrease in total traffic crashes in past 15 years
(5.6% decrease from previous year)

49% decrease in fatal and personal injury crashes in past 15 years
(11% decrease from previous year)

37% decrease in property damage (roadway) crashes in past 15 years
(7.4% decrease from previous year)



Arlington Heights Police Show Decrease in Number of Crashes Connected to Enforcement

Mon February 04 2019 11:04 pm <https://www.arlingtoncardinal.com/?p=574540>

Share The Cardinal -- [Arlingtoncardinal.com](https://www.arlingtoncardinal.com) Articles (E-Mail, Facebook, Twitter & More)



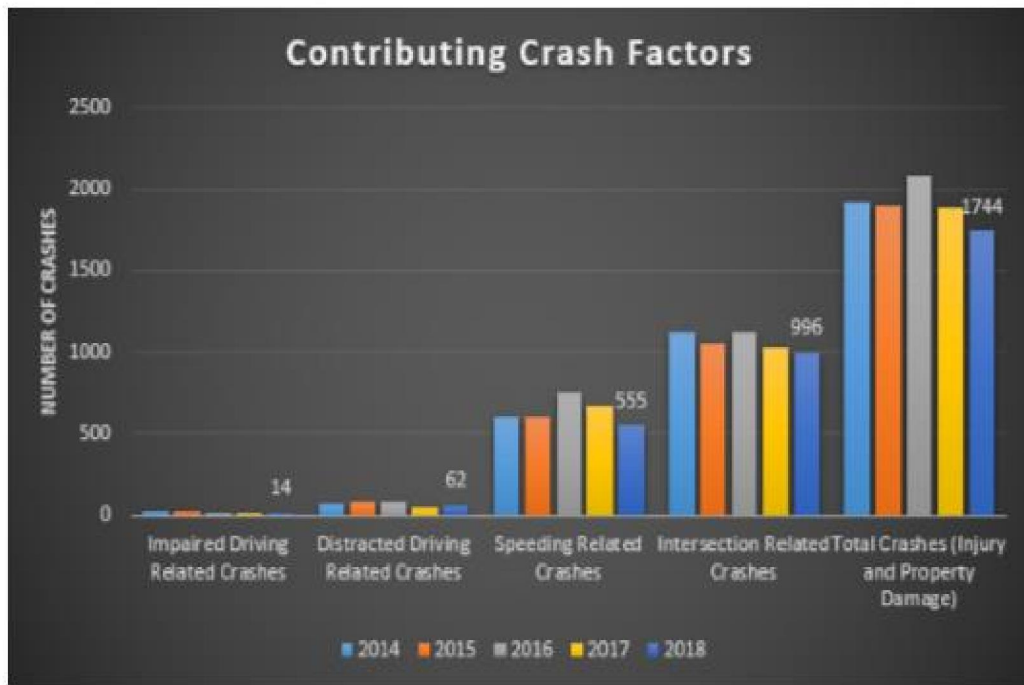
CRASH EXPERIENCE TOP TEN CRASH LOCATIONS

TOP TEN CRASH INTERSECTIONS (2017 - 2018)			
LOCATION	# CRASHES 2017	# CRASHES 2018	% CHANGE
Arlington Heights Rd / Golf Rd	81	72	11.10%
Palatine Rd / Rand Rd	69	36	47.80%
Arlington Heights Rd / Palatine Rd	63	42	33.30%
Arlington Heights Rd / Rand Rd	61	60	1.60%
Algonquin Rd / Arlington Heights Rd	54	54	0.00%
Kennicott Ave / Palatine Rd	47	45	4.30%
Arlington Heights Rd / Euclid	32	21	34.40%
Dundee Rd / Wilke Rd	29	32	10.30%
Arlington Heights Rd / Lake-Cook Rd	28	19	32.10%
Arlington Heights Rd / Hintz Rd	27	20	25.90%
TOTAL	491	401	18.32%

In 2018, total crashes at the Top Ten Crash Intersection Locations ***decreased 18%*** from the previous year due to increased targeted enforcement efforts.



EVIDENCE BASED ENFORCEMENT EFFORTS



Primary Contributing Crash Factor: Speeding 35.41%
Intersection Related Crashes: 57.11%
Distracted Driving (Primary or Secondary Cause): 3.7%
Impaired Driving Crashes: less than 1%
Unrestrained Occupant Crashes: less than 1%*

The Department prioritizes enforcement efforts in several key areas which have the greatest overall impact on traffic crash occurrence. These priorities, codified in Department policy, have been implemented based upon statistical traffic crash data for the village and overall emphasis areas, such as those outlined in the Illinois Strategic Highway Safety Plan.





TRAFFIC SAFETY PROGRAMS



Arlington Heights police start 'Cradle Your Distraction' program



Arlington Heights police officer Jeff Aiello talks about the hands-free cradle that officers will be handing out to distracted drivers in the village from Oct. 27 through Nov. 1, 2017. (Karen Ann Cullotta / Pioneer Press)

Featured in these articles:

New Arlington Heights police program to equip distracted drivers with hands-free holders
OCT. 24, 2017

ARLINGTON HEIGHTS POST

Buffalo Grove High School students police video competition on dangers of vehicle speeding



Arlington Heights Police Department (AHPD) recognizes a group of students at Buffalo Grove High School February 12, 2018 who created a special awareness video. (Karen Ann Cullotta / Pioneer Press)



Village of Arlington Heights
2 hrs

Congrats A.H.P.D. on receiving top award from Illinois Association of Chiefs of Police and Illinois Department of Transportation for effectively combine traffic enforcement, public educational activities and innovative problem solving strategies! <http://ow.ly/UZio30lqYKcm>





ONE MIND CAMPAIGN

- Improving police response to persons affected by mental illnesses
- Establishing a clearly defined and sustainable partnership with a community mental health organization
- Developing a model policy to implement police response to persons affected by mental illness
- Training and certifying sworn officers and selected non-sworn staff in mental health first aid training or other equivalent mental health awareness course
- Providing crisis intervention team training

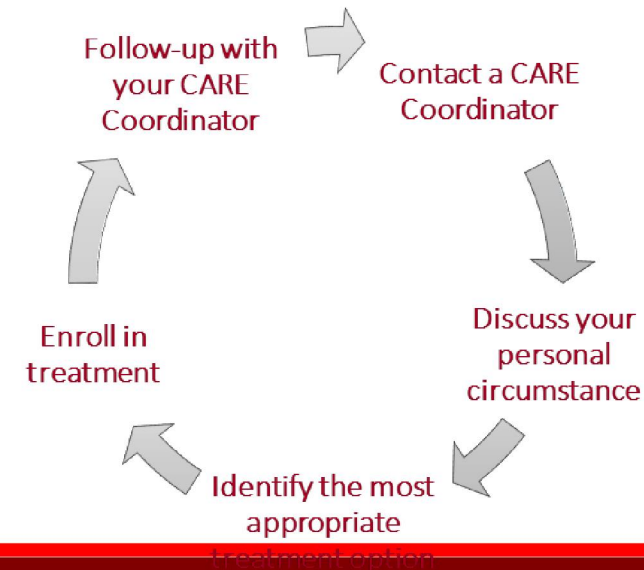


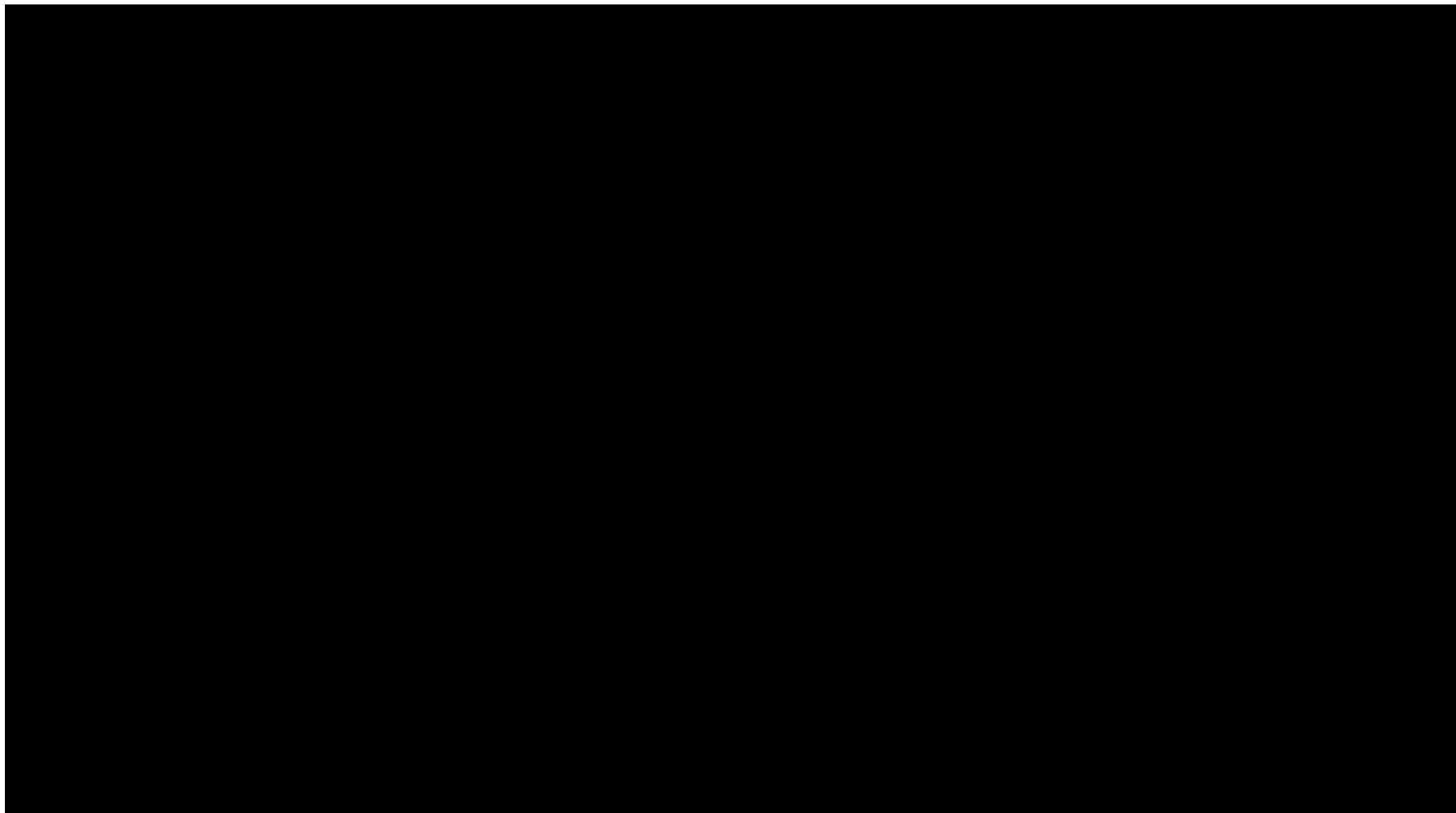
CARE

From Addiction to Recovery

OPIOID ABUSE

- The CARE Program
- Drug Take Back
- Local Enforcement and Task Force Participation
- Community Education and Prevention
- Narcan







Questions?