



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 23, 2019

7:00 PM

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL OF MEMBERS

IV. NEW BUSINESS

- A. Departmental Status Reports - Health and Human Services
- B. Departmental Status Reports - Building and Life Safety
- C. Departmental Status Reports - Public Works

V. OTHER BUSINESS

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
5/23/2019

Item: Departmental Status Reports - Health and Human Services

Department: Village Manager's Office

ATTACHMENTS:

Description	Type
Health and Human Services	Agreement

Health & Human Services Department

2019 ANNUAL REPORT

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CONTENTS

Scope of Department Services	2
Key Services and Functions	2
Organizational Overview	2
Workload and Performance Data	6
Environmental Health Division.....	6
Nursing Service.....	8
Social Services	9
Key Accomplishments during the 2018-19 period	11
Environmental Health:	11
Nursing Services:	11
Social Services	12
The Senior Center.....	13
Boards and Commissions:	13
Non-profit Contributions:	14
Review of Current and Anticipated Challenges.....	14
Environmental Health	14
Nursing Services	14
Social Services	15
Senior Center	15
Potential New Initiatives to Explore in the future.....	15
Environmental Health	15
Nursing Services	16
Social Services	16
Senior Center	16

Scope of Department Services

KEY SERVICES AND FUNCTIONS

The Health & Human Services Department provides important services and resources to help protect our residents' health, welfare and to enhance their lives. The role of public health employees is often considered like an invisible shield that works every day to control infectious diseases, ensure food safety, furnish immunizations, support behavioral health and provide education and programs for healthy living. We provide a broad range of services that enhance the lives of our residents from birth through their senior years, helping make Arlington Heights an exceptional community in which to live. Our residents often quietly receive our services when they dine at a restaurant, use a public swimming pool, receive a flu shot, watch real-time captioned broadcasts of Village Board meetings, place their garbage at the curb, or get their taxes done at our Senior Center.

ORGANIZATIONAL OVERVIEW

The Health & Human Services Department encompasses 4 areas of expertise: Environmental Health, Nursing Services, Social Services and the Senior Center.

Environmental Health:

Three Environmental Health Practitioners are responsible for the Food Service Program, Community Environmental Health Program, Recreational Programs, Day Care Program, and Construction and Licensing.

The Food Service Inspection Program is designed to prevent food-borne illness outbreaks from occurring. To achieve this goal, staff routinely conducts unannounced inspections in all local facilities selling and serving food. During these visits, staff works with food handlers to reinforce the important principles of food service and sanitation. Staff conducts follow-up inspections when necessary to assure compliance with the Illinois Department of Public Health Food Code. Every effort is made to improve the general knowledge base of the food handlers at each facility by offering in-service training seminars. Staff investigates all emergencies such as fire, flood, power interruptions, or food-borne illness outbreaks, and responds to complaints when received from the public.

The Community Environmental Health Program seeks to promote public health and safety by minimizing any environmental health hazards that can lead to illness in our community. Program areas include Nuisance Abatement, Radon Monitoring, Shopping Center Inspections and the Refuse, Recycling and Landscape Waste Program.

- Nuisance abatement provides the public with the opportunity to address environmental concerns in the community. The staff responds to a variety of issues including air and noise pollution, insect and rodent control, improper refuse and landscape waste disposal, property maintenance and improper growth of grass/weeds, and general health and sanitation concerns regarding housing.

- Radon monitoring allows residents to test their homes by obtaining a short-term radon test kit from our Department. The kit is then deployed in the home for 72 hours and returned for analysis.
- Routine inspections of shopping centers are conducted. If problems exist with refuse disposal, windblown debris, illegal dumping, etc., staff follows-up with the center's management.
- Coordinating the garbage/refuse service, curbside recycling, and landscape waste programs with the Village contractor. The Department acts as liaison between the residents and the contractor. Approximately every five years, the Department prepares and oversees the process for a new solid waste contract for the Village. The program services all single-family homes, multi-family dwellings containing less than four units, and town homes requesting that solid waste collection be provided in accordance with all provisions of the Village's solid waste program.

Environmental Health is also responsible for implementing multi-family recycling in complexes larger than 3 units and is involved in the coordination of multi-family solid waste disposal at the Regional Transfer Station operated by the Solid Waste Agency of Northern Cook County (SWANCC).

The Recreational Program protects the health, safety, and general welfare of persons using these facilities through education and enforcement of minimum standards. Our department conducts inspections of all public and semi-public swimming pools, spas, etc., (i.e. Park District, hotel, apartment pools). Inspections evaluate sanitation level, safety equipment, water chemistry, water clarity, and equipment maintenance. Arlington Heights requires outdoor pools to have an attendant on-site during the hours of operation. In an effort to minimize health risks to the general public, Environmental Health also inspects hair and nail salons, barbershops, tanning salons, and health clubs for sanitation and safety concerns based on citizen complaints.

The goal of the Day Care Program is to ensure safe and sanitary environments for the children using the facilities. These facilities are inspected a minimum of twice a year for compliance with the Illinois Department of Child and Family Services Code in regards to environmental issues. Items noted during these inspections include staff to child ratios, physical facilities, safety aspects, condition and amount of play equipment, diapering practices, personal habits of staff, and general sanitation.

The Construction & Licensing Program assures that businesses are constructed and maintained in compliance with Federal, State, and local health codes. The Department provides an in-depth review of all newly constructed or remodeled establishments during the planning and building permit phases. When establishments, such as food service operations, are constructed to code they are easier to maintain and keep clean. During the construction phase, staff routinely consults with contractors and makes periodic visits to the facilities. Our department also inspects all new businesses that have applied for licenses to assure that the structure is being maintained and proper sanitation and operational practices are in place.

Nursing Services

Two registered nurses provide a wide variety of services to Arlington Heights residents, visiting community members, and Village employees. Our Home Visit Program allows our homebound residents the ability to remain in their homes. Low cost health screening clinics are provided at the Village Hall and Senior Center. State mandated vision and hearing screening is done at our parochial schools, Our Lady of Wayside, St. Peter's and St James. These screenings require the data mandated by the Illinois Department of Public Health (IDPH) to be completed as well. Nursing Services also provides CPR and AED instruction support for the Fire Department, employee requests, and the community. Blood borne pathogen training is provided to Police, Fire, and Public Works custodians. Health education classes are offered to Village employees, as well as an influenza program for employees and their families. Our treatments, assessments and education are provided to our community area with a special focus on Arlington Heights residents. We are very fortunate to have a supportive Board of Health and doctors willing to sign the required orders needed to provide all the services we offer to the community.

Community outreach collaborations provided by Nursing Services this past year include blood pressure screening at the Arlington Heights Memorial Library, Senior Health and Fitness Day, and first aid support for our non-profit events in the Village Arlington Heights. Events include Frontier Days, Got 2 Run 2.62 race for area schools, and the Salute Memorial Day Run. TB skin test screening was provided to St. James School staff to meet mandated school requirements. Nursing Services is grateful for the Arlington Heights Fire Department and their assistance in covering open shifts at the first aid tent during festival hours. As mentioned, the Environmental Health Officers provide inspections to our daycare centers. Part of their inspection focuses on health records, health care, and wellbeing of children attending and the staff employed at the daycare. All daycare centers who serve children under the age of 3 are required to hire a nurse consultant to oversee these areas. Nursing Services is available to the daycare centers for any other health related issues such as emergency preparedness, emerging disease situations or any other public health need that may arise.

Social Services

The Social Services Division includes a Disability Services Coordinator and a Social Services Coordinator.

The Disability Services Coordinator (DSC) is the Village's Americans with Disabilities Act Compliance Coordinator and acts as a community resource on a broad range of disability issues. The division works to improve access community-wide in coordination with other Village Departments and governmental units within the Village. The division responds to, investigates, and works to resolve accessibility complaints in the community. Technical assistance is supplied to architects, engineers, developers, contractors, and business owners on the requirements of accessibility codes. The provision of information and referral is a primary function and covers a broad range of topics. The DSC also reviews Plan Commission drawings and provides accessibility consultations to homeowners and businesses seeking to improve access. The DSC meets with

residents with disabilities and their families in their homes or at the office depending on the need or situation.

The DSC manages the Arlington Heights' Medical Reserve Corps (MRC) and its mission to recruit, train, and engage MRC Volunteers. MRC health care professionals and non-medical/non-public health administrative support volunteers' help the community respond to an activation of mass dispensing plans for community-wide prophylactics in the case of a pandemic or bioterrorism events.

The DSC plays an instrumental role in educating the public on disability rights and responsibilities including the requirements of the Americans with Disabilities Act (ADA), Illinois Environmental Barriers Act and Illinois Accessibility Code, Federal Fair Housing Amendments Act, Air Carriers Access Act, Individuals with Disabilities Education Act, and other pertinent laws and ordinances affecting access for people with disabilities. The incorporation and application of these requirements improves the quality of life of people with disabilities and their families as environmental and attitudinal barriers continue to diminish.

The Social Services Coordinator (SSC) provides holistic, comprehensive assessment to address each resident's individual social service needs. Through internal programs and community partnerships, the SSC is able address a wide range of presenting challenges for our residents. Services are offered in both English and Spanish, and aim to address mental and fiscal health. The SSC provides mental health services including brief strategic therapeutic interventions and crisis intervention in collaboration with police, fire, and additional community agencies, such as Adult Protective Services. The SSC refers and connects residents to community mental health agencies and practices so they may engage in the appropriate level of mental health care. For residents who cost is a barrier to care, the division offers the Counseling Subsidy Program, which provides sliding scale subsidy for outpatient therapeutic services. Additionally, the SSC is a part of the Community Addiction Recovery Effort (CARE) Program which is a deflection initiative led by the Arlington Heights Police Department. The program is designed to provide quick access and connectivity to substance use treatment and recovery programs to help residents struggling with substance use disorders. The SSC is also responsible for community outreach and training, including a monthly Library Resource hour and teaching Mental Health First Aid to our first responders.

The SSC addresses financial health of residents as well. Through the Emergency Assistance Fund, the division offers short-term financial support as a stop-gap measure to residents experiencing financial hardships. Emergency shelter and transportation is provided through this fund for qualifying residents. The Arlington Heights Ministerial Association Emergency Fund, the Salvation Army Fund, and the Rental Housing Assistance Program (RHAP) are also utilized to address resident's needs. The SSC is Liaison to Arlington Cares, NFP which raises funds for the Emergency Assistance Program. The SSC acts as intake coordinator for Access to Care, Nicor Sharing Program, and the Parish Emergency Assistance Resource (PEAR) Program. The SSC screens applicants for the Arlington Heights Park District Programs including the Park Scholarship which increases access to recreational programs for individuals and families in need and the

Children at Play (C.A.P) Program, which provides before and after care for low-income families. The SSC manages the Holiday Assistance Program, which provides gifts and food to families in need during the holidays.

Senior Center

The Senior Center exists to provide services to senior citizens. In 2018, volunteer service achieved 23,510 hours. Our main responsibilities include:

- Operation of a drop-in Senior Center where 132,996 senior patrons came through our doors in 2018.
- Intellectual opportunities: We launched our memory café support group for caregivers and our brain enrichment classes, both collaborate initiatives between the Village of Arlington Heights, Arlington Heights Memorial Library, and Catholic Charities.
- A daily luncheon program which served 5,750 meals in 2018.
- Meals on Wheels serving Wheeling and Maine Townships, which delivered 42,036 meals in 2018.
- Escorted Transportation Service provided 4,067 rides in 2018.
- Case coordination which opened up 9,177 new cases in 2018. These services include information, referral, assessments, community care programs, protective services (elder abuse).
- Health services such as Ask the Nurse, health information presentations, blood pressure, diabetic and cholesterol screenings, pet therapy, healthy eating, and diabetes and meditation classes.
- Loans of durable medical equipment: 2,913 items loaned to 1,700 Arlington Heights households in 2018.
- Taxi discount and refuse collection discounts.
- Vehicle stickers and yard waste sticker purchases.
- Support Groups: Caregivers, Alzheimer's/Dementia Caregiver, Mended Hearts and Korean American Parkinson's.
- Clubs: Investment clubs, Sudoku, Laughter, and Scrapbooking.
- Income tax preparation.

Boards & Commissions

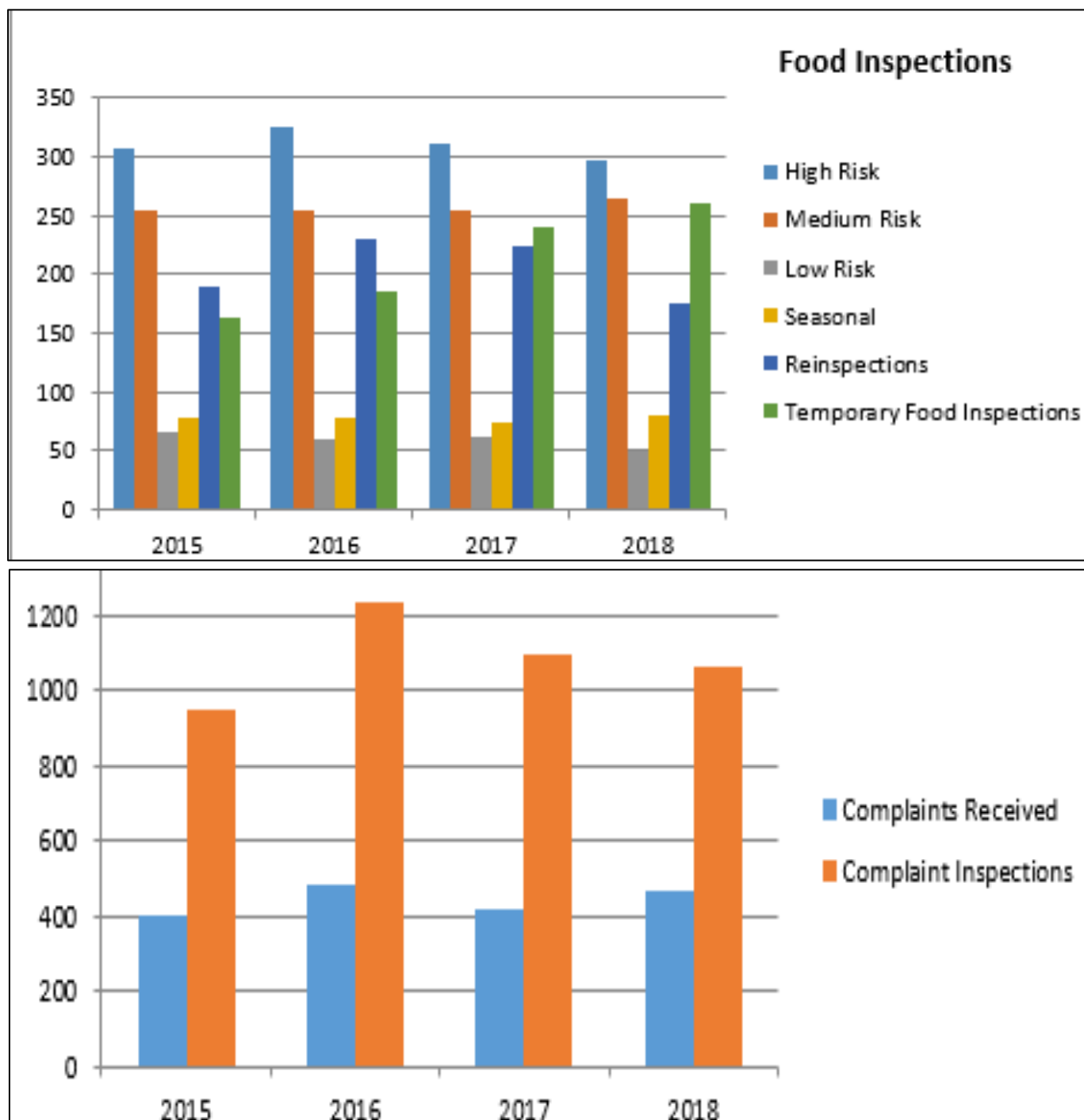
Health Services staff provides liaison support for the Board of Health, Environmental Commission, and Commission for Citizens with Disabilities, Youth Commission, Senior Commission, Senior Advisory Council, Arlington Cares NFP, and Senior Center, Inc.

Workload and Performance Data

ENVIRONMENTAL HEALTH DIVISION

The **Environmental Health Division** met their requested inspection frequency for food establishments, swimming pools, and day cares. Since 2013, our community has steadily

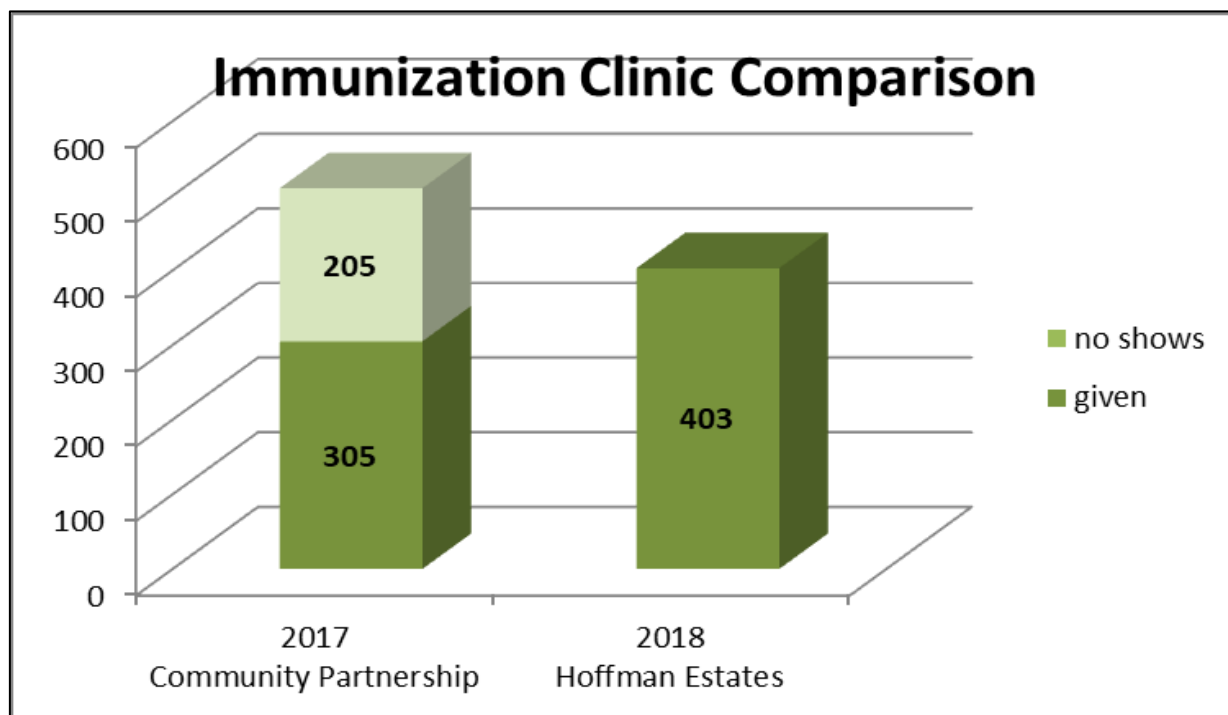
increased the number of temporary food events that are provided to residents. This includes evening and weekend festivals, and workday food service at local business complexes.



Nursing Service

Nursing Service programs are continuously adapting and changing to address the health care needs of our residents and taxpayers in a fiscally responsible way. In previous years, we described how the numbers of home visits and immunization clinics have fluctuated in direct response to government reimbursement. One significant governmental requirement from the Center for Disease Control and Infection directly affected the ability to continue the Community Partnership Immunization Clinic. We had dutifully met the requirements of equipment, vaccine storage and ordering, record keeping and diligent screening of children's immunization status along with their insurance eligibility. Beginning 2018, all Vaccine for Children (VFC) clinics were required to be knowledgeable about the many managed care insurance programs available to determine eligibility. Since the Village does not bill insurance companies, there was not a process in place to make this determination.

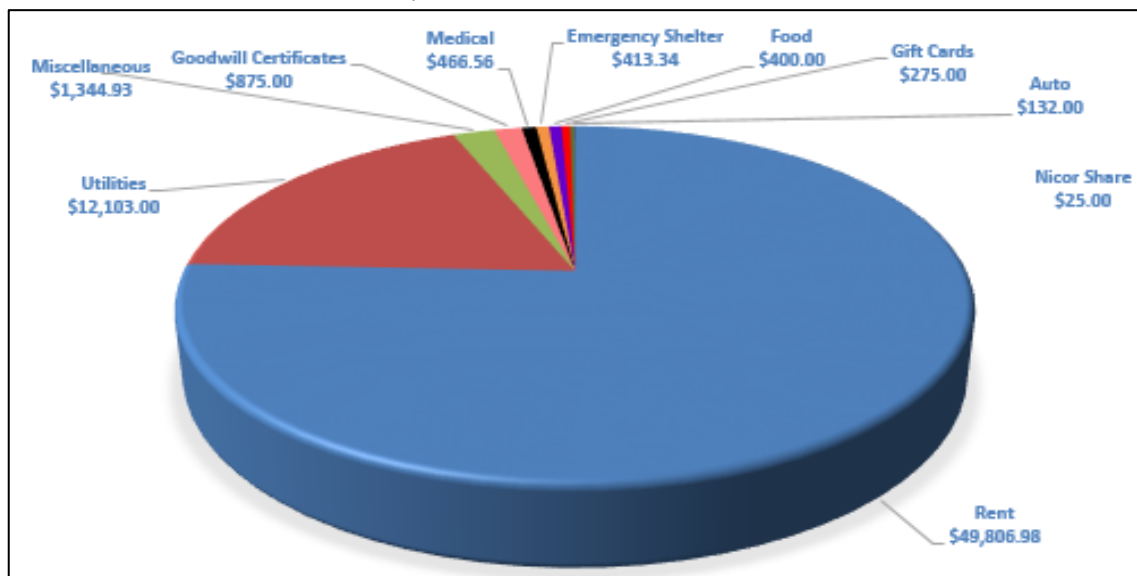
The increased complexities and maintenance requirements for the mandated equipment contributed to closing the clinic in December of 2017. Knowing children's immunizations were still much needed in our community, we began assisting Hoffman Estates with their children's clinic. Hoffman Estates has processes in place to bill insurance and is only 10 miles from our municipal building. Arlington Heights residents are able to take advantage of a discounted cost due to our participation, and we have seen them use these services. Our Village employees have also used this clinic for their children. The savings in clinic supplies and staff time alone have been significant.



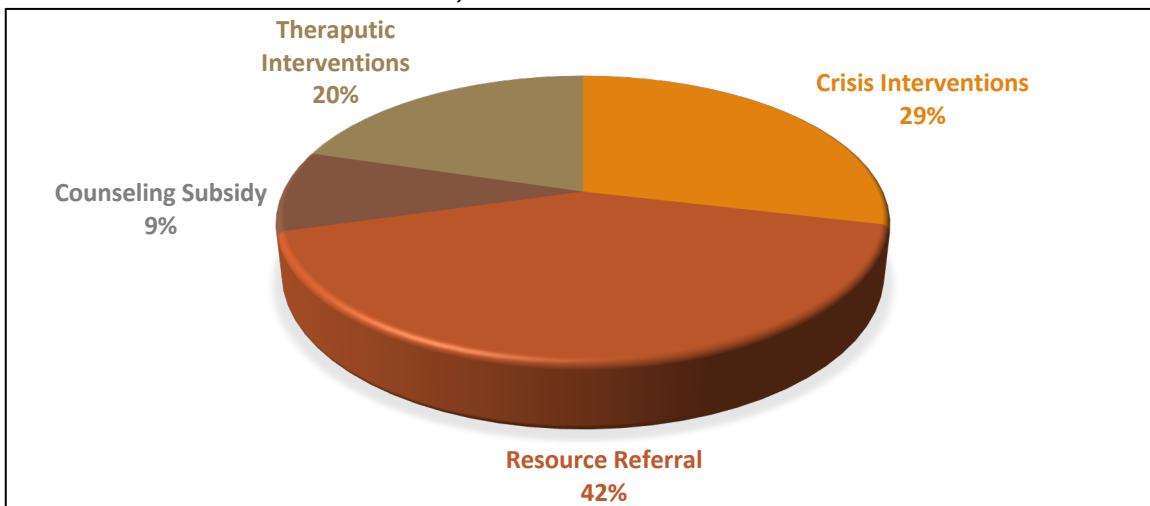
SOCIAL SERVICES

As programs within the Social Service division continue to expand, so does the scope of who we are able to serve and assist. Rent assistance continues to be a dominant need within our Emergency Assistance Program. The 2018 average rental assistance need was \$1,214.26. Due to the expanded ability to identify residents in need by partnering with Police, Fire and other Social Services programs, we expect to see an upward trend in utilization of Counseling Subsidy Services. The Social Services Division continues to partner with local agencies and businesses to fill the gaps in services throughout the community. With donations from sources such as Arlington Cares, NFP and the Ministerial Association, we are able to serve more residents while simultaneously maximizing use of Village resources.

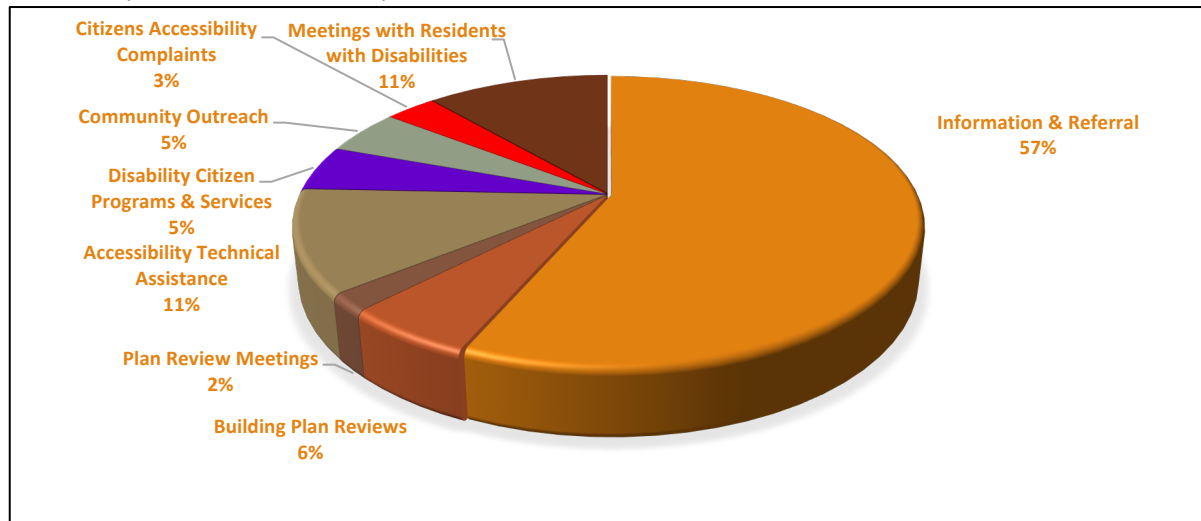
Financial Assistance 2018 by Dollar Amount



Mental Health Services 2018 by Services Rendered

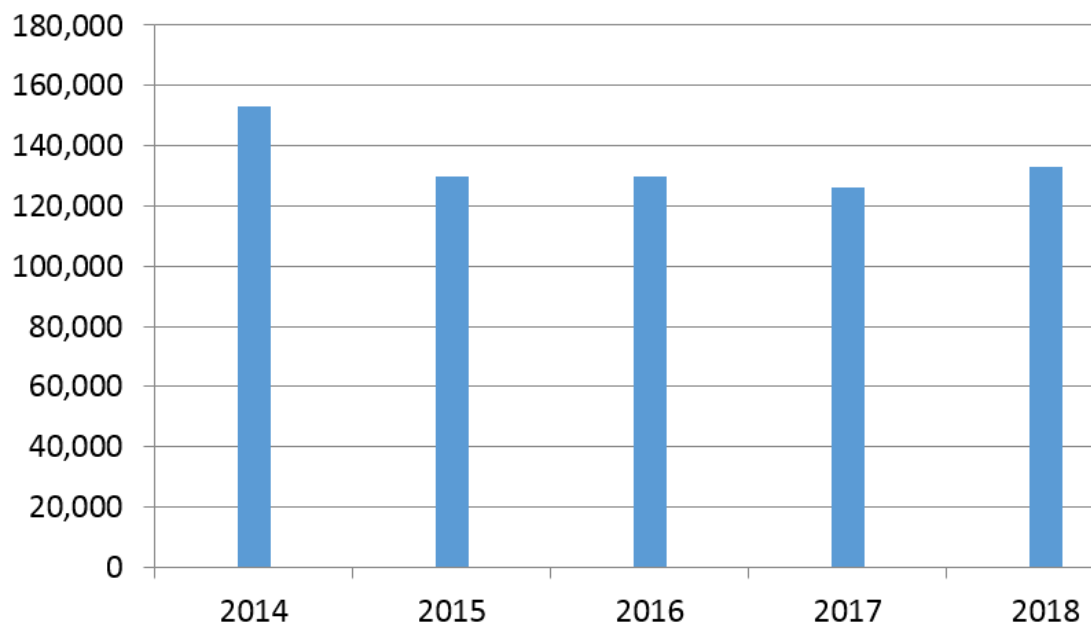


Disability Services 2018 by Services Rendered



Senior Center: The Senior Center continues to be a popular destination in our community. The continued growth comes with a busy workload that includes reception, information, and assistance to 400-600 visitors each day, while handling 100+ phone calls per day.

Senior Center Attendance



Key Accomplishments during the 2018-19 period

ENVIRONMENTAL HEALTH:

- Staff began enforcing the new Illinois Department of Public Health (IDPH) Food Code in July, 2018. This has been a significant transition that requires additional time spent by staff during inspections to educate and train Food Service Operators on the new requirements. Our staff continues to educate food service operators about the changes to the Food Code by special edition newsletters, during inspections, and as needed by phone and e-mail.
- The quarterly Northwest Municipal Conference Health Officials meetings are hosted by our department. This group is currently encouraging team training on the new IDPH Food Code to help assure similar type inspections are conducted throughout the suburbs.
- Staff received training from our new software contractor to allow for the initiation of digital inspections of food service establishments, swimming pools, day cares, and complaints in the field. The new program was launched simultaneously with the new Food Code in July 2018. The division transitioned to an app based inspection system to replace the web based version at the beginning of 2019. The app allowed for digital signatures and paperless inspections.
- Our annual public Document Destruction Event out grew the Senior Center parking lot and is now held at the Arlington Park Racecourse. The event is sponsored by SWANCC and staffed by Village employees and Environmental Commission members. In 2018, there were 517 vehicles that dropped off 21,340 pounds of documents for shredding. Staff promoted several other popular SWANCC sponsored recycling programs including CFL bulbs, mercury thermometers, prescription drugs and sharps and seasonal holiday lights. The battery recycling program was replaced with a rechargeable battery recycling program. Staff also continued to oversee the plastic bag recycling program initiated by the Environmental Commission.

NURSING SERVICES:

- Due to the fluctuation of the home visit program, we were able to convert the full time nursing position to a part time position. We also changed the title from Public Health Nurse to Community Health Nurse to more properly reflect the position.
- Some of the savings due to the staffing conversion allowed us to redirect fiscal resources to the Senior Center budget. \$16,000 was transferred from the Wellness Budget to the Senior Center, allocating 19 hours per week to the much needed on-call staff.
- Mary Sterrenberg, Supervising Nurse worked with the nurses in Hoffman Estates during the closure of our immunization clinic. Hoffman Estates agreed to keep the rate the same for our residents, if we assisted at their clinics. We agreed, and properly advertised this change to our residents.
- In February of 2019, our Administrative Assistant retired. When we evaluated this position we considered opportunities to benefit our clinical staff when hiring for the replacement and in addition to the regular requirements, we requested experience in a health related field. We were able to hire an Administrative Assistant who also had 10 years of managerial experience at a local hospital.

- Nursing services continued work on emergency preparedness, including the mass medication distribution plan, shelter plans and participation in the Village table top exercise. They also provided support to the Police Department's CARE initiative to better serve those battling opioid as well as other addictions.
- Mary Sterrenberg, Supervising Nurse received her certification as a Designated Infection Control Officer through training at Northwest Community Hospital.

SOCIAL SERVICES

Our Human Services Coordinator retired in June of 2017. Following an evaluation of this position, the title was changed to Social Services Coordinator. The position now has supervisory responsibilities, overseeing the Disability Services Coordinator and Office Assistant. In order to best serve the community it was decided to hire a Licensed Clinical Social Worker, with the intent to expand the scope of our clinical services offered to our residents and increase community and interdepartmental collaborations. Several accomplishments have been made in these areas which includes the following:

- Conducted a community needs assessment to identify social challenges and health inequities with the intent of addressing barriers to care.
- Increased capacity to serve residents by providing in-house, evidence-based brief, strategic therapy and wrap around care plans.
- Implemented a holistic model of assessment to improve resource connectivity and self-agency.
- Expanded connections with community partners in our counseling subsidy program resulting in increased participation in mental health services. New Counseling Subsidy partnerships were created with Lutheran Social Services, Brightside Clinic, Edge Counseling Solutions, Madrigal Consulting & Counseling, and Jane Gulino Counseling.
- Increased interdepartmental collaborations between our Social Services division and Police and Fire Departments to improve community based crisis interventions.
- The SSC became a certified Mental Health First Aid trainer. In collaboration with two police officers, the SSC is training all sworn officers in Mental Health First Aid in 2019.
- Expanded services to the Latinx community by having a bilingual Social Services Coordinator and increased community awareness of services with bilingual marketing materials.
- The SSC developed a Masters of Social Work internship program and has welcomed two students.
- The SSC increased community collaboration with the Racing Industry Charitable Foundation (RICF), Church Women United, The Newcomers Center, Shelter Inc., Lifespan, South Middle School, Westgate Cares, Adult Protective Services and the Office of Public Guardianship.
- The SSC began a monthly resource hour at the Arlington Heights Memorial Library with the intent of increasing resident's and library staff's awareness of local social service resources.
- The SSC participated in the creation of the Community Addiction Recovery Effort (CARE) Program, which is a deflection initiative led by Arlington Heights Police Department and designed to provide quick access and connectivity to substance use treatment and recovery programs to help residents struggling with substance use disorders. CARE works in collaboration with The Arlington Heights' Police, Fire and Health & Human Services

Departments, Live4Lali, Brightside Clinic, Omni Youth Services, and Linden Oaks Behavioral Health at Northwest Community Hospital.

- Our Holiday Assistance Program served 58 families this year totaling 233 individual residents. We had 34 sponsors. The Rotary Club, Fire Department, Chucky Cheese and Bob Ehler, provided holiday meals to 44 families totaling 180 individual residents. The Rotary Club also assisted in providing 14 refurbished bikes to children. Johnson Control donated a brand new bike to one lucky little girl. Additionally, the Church of Incarnation donated 10 live Christmas trees to families. The Orchard Church, Northwest Central Dispatch, Westgate Cares, The Lyons Club, and Thomas Middle School all adopted multiple families which was greatly appreciated. The SSC was also invited to speak to the Westgate Cares club about the holiday program and had the opportunity to thank the students directly for their incredible donations.
- The Disability Services Coordinator (DSC) chaired seven meetings of the Metropolitan Mayors Caucus's ADA Coordinators Group from July 12, 2017 to October 3, 2018. Each meeting included at least one presentation which covered such topics as: Trends in ADA Compliance and Enforcement, ADA Building Facility Transition Planning with Naperville and Hawthorn Woods, National Center for Mobility Management, Program Accessibility Self-Evaluation and Transition Plans, and International Building Code's Inclusion of U.S. Federal Accessibility Requirements.

THE SENIOR CENTER

The Senior Center initiated more collaborative approaches to our programming, and we are especially proud of the Memory Café and Brain Enrichment programs. Northwest Community Hospital also initiated a Parkinson's Exercise class. Through Arlington Heights Senior Center, Inc., a generous anonymous benefactor provided \$24,000 to be used to develop additional programming and the Senior Center Program Coordinator initiated new morning, afternoon, evening and weekend programs with this windfall. In addition, we installed electric openers on all of our bathroom doors with the exception of the shower rooms, with funds secured by the Community Development Block Grant (CDBG), as well as the Eisenberg Foundation through Arlington Heights Senior Center, Inc. We also purchased a new digital gate counter that will better reflect the number of patrons using the facility on a daily basis.

BOARDS AND COMMISSIONS:

- The Board of Health continued to sign our nursing standing orders and promoted a Tobacco 21 ordinance that was passed by the Village Board.
- Commission for Citizens with Disabilities hosted a community presentation on "Future Planning, Legal" and another presentation by the FEMA Director of the Office of Disability Integration and Coordination. They also presented their 10th annual Disability Employment Awareness Award to Culver's restaurant.
- The Environmental Commission created an educational display explaining acceptable recycling materials that were on display at the Library and Village Hall, supported their plastic bag recycling program in Village Hall, Public Works and the Senior Center, and participated in our Public Document Destruction Event at the Race Course.

- Senior Citizens Commission is working on an AARP Age Friendly Community Certification initiative, recognized Kathy Kasprovicz, formerly of Escorted Transportation with their 2018 annual Kenneth Hood Senior Service Award and toured the two new residential memory communities in Arlington Heights.
- Youth Commission held its first Teen Star Gazing event at Nichol Knoll, had a very successful Teen Job Fair, and promoted their Teen Snow Shoveling Program to assist our seniors and residents with disabilities.

NON-PROFIT CONTRIBUTIONS:

Staff also supported two non-profit organizations that provide funding for some of our department services, Arlington Cares and Arlington Heights Senior Center Inc. Arlington Cares was recognized by the Chamber of Commerce as the 2018 Not-For-Profit of the year. Arlington Cares donated \$20,000 to our departments Emergency Assistance Fund in 2018.

Review of Current and Anticipated Challenges

ENVIRONMENTAL HEALTH

Anticipated challenges for Environmental Health include extra time expenditures for completing food inspections. The new Food Code and new digital inspection format have been causing the inspection process to take longer, which will necessitate better time management by staff. This has been a topic of discussion at the Northwest Municipal Conference meetings we host, as all communities experience the same issues regarding length of inspections due to the significant changes to the Code.

The market for recyclables has dropped significantly over the last year. The fallout of China's decision to tighten recycling standards at the beginning of 2018 has changed the industry in our country. In early 2019 the government in India announced their decision to ban plastic imports, a move that threatens to further disrupt the recycling industry by closing a growing market. In the Northwest suburbs of Chicago, hauler loads continue to be monitored more closely by the processing facilities for contaminated material. The haulers that do not own a recycling processing facility in the Chicagoland area are seeing processing fees increase due to contaminated material. In response, some of the haulers have requested better compliance (reducing contamination levels) or by raising fees. In our community, all multi-family properties are required to make recycling services available to residents residing on the property. We have received requests from property management of multi-family accounts asking for relief from this requirement because their haulers are now charging an additional fee for every time they have to send a garbage truck back to empty a contaminated recycling cart or dumpster. This can become expensive for management that have large or multiple accounts in our community.

NURSING SERVICES

Medical reimbursement will continue to impact our services. We continued to adjust our focus on needs no longer covered by Medicare or other insurance providers. Keeping up with technology and medical advancements and standards of care has and will be an ongoing

challenge. We must also make sure we take the time to assure we are prepared for the unanticipated threats, natural or manmade.

SOCIAL SERVICES

Funding for mental health services continues to stagnate or dwindle at the county and state level. These reductions have a deep impact on community mental health facilities' ability to serve populations in need. Specifically, psychiatric care is tremendously difficult for uninsured, underinsured and Medicaid patients to attain due to dramatic funding cuts at the state level. On average, an individual will be placed on a waitlist for two years at local community mental health facilities before qualifying to receive psychiatric care. As a result, individuals do not receive necessary services and subsequently present in a crisis state within the community. This reactive approach is more costly and leads to a higher risk of harm for residents. As such, the SSC has collaborated heavily with Police and Fire this year in an attempt to address chronic call outs for mental health crisis. This has allowed us to expand our scope of services to include crisis intervention and brief, strategic therapeutic intervention to residents experiencing a mental health crisis.

The opioid epidemic continues to pose challenges. When a person seeks assistance for opioid use disorder, they receive an assessment and a recommendation for the most appropriate level of care. Multiple factors contribute to determining the appropriate level of care, including frequency and length of use, co-occurring disorders, and other risk factors. Exorbitant fees for inpatient care, place many individuals in situations in which cost is a barrier to care. An individual in the midst of addiction, will commonly be referred to detoxification, which on average costs \$6,000-\$14,000. The individual may then move into a residential setting costing \$12,600-\$25,000. Finally, they would move into an Intensive Outpatient or Outpatient setting costing \$90-\$500 weekly, coupled with Medically Assisted Treatment at \$125-\$350 monthly. Long waits for Medicaid approval further exacerbate an individual's ability to pay for treatment. Depending on the individuals' level of use, it is often less costly to maintain an addiction verses paying for treatment out of pocket.

SENIOR CENTER

Preliminary discussions occurred within the Village about the potential for updates to the Senior Center. The Agency Director's at the Senior Center put together a wish list report for the facility. This list is currently being evaluated by our Planning & Community Development Department. The Arlington Heights Park District has also expressed interest in this project.

Potential New Initiatives to Explore in the future

ENVIRONMENTAL HEALTH

With the use of digital inspection platform for inspections, the new system allows for instant updating of inspection results to a Village database. Also, inspectors gain instant access to past inspections to check for repeat violations, enable training materials or signs to be provided while on-site, and photos and food employee training certificates to be attached to the Village file. As

staff becomes more familiar with this new digital platform we will evaluate opportunities to use the data obtained to better serve our residents and businesses.

The Single-Family Solid Waste Contract with Groot Industries will be entering the 4th year of a five year contract on April 1, 2019.

NURSING SERVICES

Nursing Services is evaluating opportunities to promote our services and expand our community outreach. At the request of the Arlington Heights Memorial Library, Nursing Services will participate in a panel discussion starting in April where teens can ask questions of the various panel members.

Every February Nursing Services recognizes Heart Month by offering discounted cholesterol screenings to the community. This year we extended these screenings to our employees at no charge for the month of February. Since this proved successful we are planning to promote a health related topic each month of the year. This may include discounted or free services and providing health educational awareness information on our website and social media platforms, as well as at Village Hall and the Senior Center.

SOCIAL SERVICES

Social Services: As mental health services continue to wane, it is now more important than ever for our Counseling Subsidy program to expand the services offered. Traditionally, this program only covered outpatient therapeutic interventions for a maximum of twelve sessions. With significant shortages in access to psychiatric providers who accept Medicaid and uninsured patients in our area, the SSC proposes an expanded use of existing funds. This year, the division piloted a program in which subsidy was used for psychiatric care for two residents. In both cases, this model improved the resident's overall function and decreased instances of mental health crisis. The pilot program utilized existing funds and was cost effective as psychiatric appointments are less frequent than outpatient therapeutic sessions. Similarly, an expansion in the Counseling Subsidy Program's ability to cover Medically Assisted Treatment for substance use disorder would equitably assist resident's access to vital services. Additionally, the SSC created an MSW internship program as an added benefit to the department. Next year, in collaboration with Officer Gacek and Officer Gombar, the SSC will be training all sworn officers in Mental Health First Aid to improve service delivery to those experiencing community mental health crises. Providing these proactive approaches will yield a reduction in reactive costs and result in more residents receiving the care they deserve and need.

SENIOR CENTER

Senior Center: The staff has spent considerable energy updating our procedures, manuals, brochures and publications. We have also focused on the physical plant in the past two years. As part of the National Accreditation process, we must demonstrate that these documents have been reviewed and are current and that the physical plant is serving its purpose well. We have

begun assembling the required documents for accreditation. In addition, we have the nucleus of an accreditation committee under commitment.

We will explore the viability of establishing on-line registration from remote locations, a lobby registration kiosk as well as the potential for accepting charge cards at the Senior Center. Currently, we can only accept cash or check. These opportunities are a convenience most customers expect and enable us to better serve the public, while saving staff time.

Finally, the Senior Center will utilize data from our new gate counter to review attendance patterns. We now have the opportunity to collect data and share with our senior center agencies. Potential uses are analyzing overall building load and parking, viewing the rhythm of the day, program popularity and to look at potential “hot spots” as well as to compare seasonal differences.

The Health & Human Services Department is designed to uphold commitments to our residents through supportive efforts executed by Environmental Health, Nursing, Social, Disability and Senior Center Services. We are continuously evaluating our programs and expanding our partnerships, looking for opportunities to promote new programs for the public. Social media and technology are continuously evolving, and we need to keep abreast of new ways to educate our residents about services offered and that impact our community.



Committee-of-the-Whole
5/23/2019

Item: Departmental Status Reports - Building and Life Safety

Department: Village Manager's Office

ATTACHMENTS:

Description	Type
Building and Life Safety	Report

Building & Life Safety Department

2019 ANNUAL REPORT

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CONTENTS

Scope of Department Services	2
Key Services and Functions	2
Construction Permitting	2
Periodic & Business License Inspections/Vacant Building Inspections	2
Fire Systems Testing Program	3
General Code Enforcement	3
Elevator Annual Inspection Program	3
Research and Recommendation of Updated Standards	3
Public Education of Codes and Processes	3
Liaison to Building Code Review Board and Electrical Commission	3
Workload and Performance Data	4
Plan Reviews:	4
Permit Inspections	5
Fire Inspections:	5
Revenue:	6
Project Values:	6
Key Accomplishments	6
Review of Current and Anticipated Challenges.....	9

Scope of Department Services

The Building & Life Safety Department provides management and enforcement of construction standards of private buildings and structures within the Village. This includes functioning as the hub for multi-department coordination related to obtaining construction permits.

Key Services and Functions

CONSTRUCTION PERMITTING

The permitting process involves application submittal, processing, permit issuance, and for some projects the issuance of a certificate of occupancy. Key phases of processing include:

- Plan reviews. Plans are submitted to the department, routed to appropriate departments and staff, and reviewed for substantial code compliance; deficiencies, if any, are noted and sent to the applicant who makes corrections and submits revised plans to be re-reviewed for approval.
- Contractor registration. All contractors and sub-contractors associated with a project are verified for having proper licenses to perform their scope of work.
- Permit Inspections. Projects are required to obtain appropriate inspections through the course of the project. Inspections assure that a project is being built according to approved plans and to code.

PERIODIC & BUSINESS LICENSE INSPECTIONS/VACANT BUILDING INSPECTIONS

Commercial and multi-family buildings are inspected on a periodic basis. Businesses are inspected for general safety requirements upon application for a Business License. Spaces are inspected for life safety elements, such as:

- Safe exiting
- Proper storage of materials
- Up-to-date fire extinguishers
- Compliant systems such as fire sprinklers and fire alarms
- Compliant electrical, mechanical, and plumbing systems such as working emergency lights, properly vented gas appliances, and similar obvious deficiencies.

Vacant and abandoned buildings are monitored to assure they are not degrading and that first responders are aware of potential dangers associated with these buildings so proper risk analysis is applied when responding to calls.

FIRE SYSTEMS TESTING PROGRAM

Fire systems such as fire sprinklers, cooking fire suppression, fire alarms, and fire pumps are required to be tested periodically. The Building & Life Safety Department tracks that these systems are being tested and enforces compliance where they are deficient.

GENERAL CODE ENFORCEMENT

Enforcement of the Village's property maintenance or related ordinances for structures, properties, and/or operations that are not compliant. This generally involves a site visit, tracking, follow-up, and if voluntary compliance is not obtained, citation issuance, and court or adjudication process.

ELEVATOR ANNUAL INSPECTION PROGRAM

Elevators and similar types of equipment such as escalators, lifts, etc. are inspected annually. Building & Life Safety contracts with a third-party company to perform this work. Where deficiencies are not brought into compliance, code enforcement follow up is handled by internal inspection staff.

RESEARCH AND RECOMMENDATION OF UPDATED STANDARDS

The Village typically adopts national building codes to be applied within its boundaries. Staff stays abreast of the updated versions of these codes, highlights significant changes, and prepares recommendations which are reviewed by the Building Code Review Board, and then ultimately presented to the Village Board for final adoption.

PUBLIC EDUCATION OF CODES AND PROCESSES

Creation and management of informational documentation distributed to the public via handouts and direct publishing on the Village's website. Also, collaborative efforts with the Chamber of Commerce help existing and potential businesses understand the development and permitting processes.

LIAISON TO BUILDING CODE REVIEW BOARD AND ELECTRICAL COMMISSION

Coordination of applications for code waivers to the BCRB and recommendations of electrical standards to the Electrical Commission.

Workload and Performance Data

PLAN REVIEWS

	2016	2017	2018
BLS External	67	85	88
BLS Internal	5,942	6,217	5,959
Engineering	1,778	2,023	1,755
Health	196	194	158
Planning/Zoning	1,687	1,740	1,628
Public Works	77	122	93
Other		3	10
Total	9,747	10,384	9,691

BLS External includes Elevator and Structural Consultants' reviews.

BLS Internal includes Building, Electric, HVAC, Plumbing, and Fire reviews.

Plan reviews volumes have continued at unprecedented levels through 2017 and 2018. 2019 is appearing to follow in this trend. The project application totals in 2017 and 2018 were the 1st and 3rd highest totals going back to 1999; 4,822 and 4,681, respectively.

The percentage of plan reviews that were rejected decreased only slightly from 2016 (36%) with 29% in 2017 and 32% in 2018. For clarification, these numbers include both initial and revised plan reviews.

PERMIT INSPECTIONS

	2016	2017	2018
Building	6,519	8,158	8,795
Electric	2,547	2,841	2,930
Elevator	73	91	50
Engineering	1,626	1,990	1,929
Fire	488	381	518
Health	130	85	119
HVAC	810	832	1,024
Plumbing	1,996	2,248	2,142
Total	14,189	16,626	17,507

Construction inspection counts for BLS increased significantly from 2016 to 2017 (17%), and again increased from 2017 to 2018 (6.2%), for an overall increase of 24.3% from 2016 to 2018. This is nearly a 50% increase in construction inspection workload from 2014 numbers.

FIRE INSPECTIONS

	2016	2017	2018
Periodic Initial Inspection	1502	1397	1219
Periodic Re-inspections	575	620	523
Business License Inspections	202	138	108
Total	2279	2155	1850

The fire inspection numbers show a reduction in 2018 which correlates to the increase in permit projects. Fire inspectors have had to dedicate more time towards plan reviews and permit inspections. For 2019, the Department has brought in additional data entry personnel to free up

time for inspectors to be performing inspections. We will analyze the effectiveness of this structuring through 2019, but anticipate it will help with improving Fire Inspection totals.

REVENUE

	2014	2015	2016	2017	2018
Permits	\$1,445,410	\$1,232,404	\$1,781,989	\$1,508,654	\$1,815,778
Business License	\$691,545	\$699,921	\$689,997	\$709,917	\$714,343
Total	\$2,136,955	\$1,932,326	\$2,471,986	\$2,218,570	\$2,530,120

Revenue remained high in 2017 and 2018, with 2018 setting a new high water mark.

PROJECT VALUES

	2006	2011	2012	2013	2014	2015	2016	2017	2018
Over \$100,000	245	182	166	164	157	224	220	238	178
Over \$1,000,000	26	8	9	9	7	19	19	13	23

Projects exceeding \$100,000 in estimated construction value remained high, but there was a notable decrease in 2018; but projects exceeding \$1,000,000 in estimated construction value were the highest in 2018 since 2006.

Key Accomplishments

There were many great accomplishments that occurred in 2017 and 2018. Workflow improvements, gained efficiencies, and department strategic goals were achieved. While workloads and numbers tell a part of the story, the underlying purpose of why we do what we do, customer service, is also growing as part of the core culture. While customer service can be hard to measure, it surely can be felt. There is particular difficulty in being an enforcement department and also having people feel that they are receiving excellent customer service. The following is a survey response that I believe shows we are committed to accomplishing this dichotomy:

“I want to thank the Village for the level of professionalism that the VAH permit process brought to our bathroom remodeling project. At first, I thought that process was cumbersome and intrusive. However, I soon learned that the process resulted in a much safer and higher quality project. The building, plumbing and electrical inspectors were all polite and very professional. They noticed flaws with our installation that I would never have noticed and made sure the installation was in accordance with prevailing codes. I want to say “thank you” for protecting my family and our residence, in retrospect, the process was in our best interest. I also want to thank the village for insisting that we also upgrade our smoke detector system. I must admit that I was angry at first, but then realized that the upgrade was in our best interest. I had (2) 115-volt and (7) interconnected combination smoke and carbon monoxide detectors installed in our residence with (2) on the basement and first floor and (5) on the second floor, including (1) in every bedroom. I want you to know that I feel that our residence is now safer and my family is better protected. I only had (3) battery smoke detectors before, i.e. one on each level, so this is a marked improvement. So “thank you” for looking after the safety and protection of my family and our residence, because of VAH, we will now receive an early warning to any fire or smoldering flames in the residence. Know that we appreciate your leadership and dedication to public safety. Thank you again. A very happy resident.”

Our strategic goals were:

1. Re-evaluation of the Code Enforcement Process
2. Fire Safety Assessment
3. Technology Improvements
4. Customer Survey Program
5. Adoption of New Building Codes

With the exception of the adoption of new building codes which is a work-in-progress, we have achieved substantial completion of our strategic goals. With that stated, these goals are dynamic in nature and will continue to be evaluated and adjusted as needed.

1. Re-evaluation of the Code Enforcement Process. While listed as a Building & Life Safety Department goal, this was a Village-wide effort. Staff from many departments contributed and in some cases took on additional workload in order to create efficiencies and better customer service. Additionally, an educational approach is being taken to promote a business-friendly Village in regards to business signage, i.e., inspectors are

notifying businesses of non-compliant signage with an educational notice instead of a heavy-handed violation notice.

We will continue to monitor the effectiveness of this approach and make adjustments as needed.

2. **Fire Safety Assessment.** A Community Risk Assessment (CRA) as relates to fire and life-safety loss risk was done. With this information, a Community Risk Reduction (CRR) plan was put into place. While there are still some challenges to overcome, such as business to staff ratios, we have made good strides towards achieving target compliance. The CRA lead to a more realistic and reasonable model in regards to performing inspections. One noticeable difference is the retitling of the 'Annual Fire Inspection Program' to the 'Periodic Fire Inspection Program'. Model Fire Safety Standards recommend inspections for lower risk businesses at intervals greater than once a year. The CRA and CRR helped us to analyze this information and formulate a better plan which helps assure our higher risk businesses get inspected at proper intervals. This all means that we are keeping our community safer in the most effective way possible.
3. **Technology Improvement.** Much effort has been put into this goal and it will continue to be a living part of the culture of doing business. One example of how technology has helped improve customer service is the use of construction permit data to manage projects. With the implementation of a robust reporting system (IBM Cognos) staff tracks workflow using electronic reports instead of by stacks of files on their desks. By monitoring multiple states of a workflow with reports (which are placed on centralized dashboards that all staff have access to) projects no longer get 'lost' in the process through some manual filing/routing error.

One other noteworthy improvement involved the elimination of return routing of blueprints from other departments to BLS. This greatly improves processing time for plan reviews and ultimately to getting permit issued quicker. This type of improvement would not have been possible without the use of technology.

4. **Customer Survey Program.** Our customers now have a way to easily provide feedback about our processes. Multiple surveys were created to allow customers to provide feedback during different phases of their project. They can provide comments during the application phase, plan review phase, and inspection/project completion phase. This allows for better, more pinpoint analysis of our customer service and quicker response to

actually making improvements where needed. Customers can access the surveys from our website and may remain anonymous.

5. Adoption of New Building Codes. While in a work-in-progress state, some progress has been made including presentation of Department recommendations of the International Residential Code to the Building Code Review Board (BCRB). Other code sections will be presented to the BCRB as they are prepared, and once all the code sections are completed, it will be presented to the Village Board for final approval.

Due to the tedious nature of technical and legal writing, combined with a 'start from scratch' philosophical approach being taken, the code updates are taking some time. We believe this time will be well worth the long-term benefit in assuring an easier to read and interpret code. Some key benefits include:

- Contractors, design professionals, business owners, and residents will be able to find information because it will be structured in a more intuitive manner.
- Staff will provide enforcement that is more consistent because circular logic and non-intuitive language will be eliminated
- Processes will be able to be streamlined as hardline ordinances are removed and replaced with more flexible and readily adaptable policies.

One additional aspect of this project that is important to understand is that it involves updating of both the Municipal Code itself as well as a comprehensive review of the Building Codes that the Municipal Code adopts by reference. For instance, Chapter 23 Article I of the Municipal Code is general administrative language primarily. Some of the Municipal Code language is not consistent with administrative provisions that are contained within the adopted Building Code itself. These inconsistencies allow for different possible interpretations and naturally inconsistent application. As the foundation of why we perform our job duties, it is imperative that a thorough review is done and carefully crafted language written.

Review of Current and Anticipated Challenges

Workload to staff ratio continues to be a significant challenge being faced by BLS, and it is more complex of a matter than simply adding bodies. While BLS has utilized 3rd party services to supplement operations with some degree of success, this has its limitations as oversight is still necessary to coordinate these additional services. The learning curve, tied with reliability, is also a critical aspect that not only brings with it significant training resources, i.e. loss of other staff to do the training, but also tends to lower staff morale as well.

Along with pure ratios has come the retirement of several veteran staff members. The department had not been fully staffed for building inspections for 9 months starting in April 2018 through February of 2019. Even with new staff now added, the first 6 months to a year is an orientation period where which 'full capacity' is not yet achieved. Additionally extended outages of front counter staff required the use of 3rd party supplementation with the aforementioned learning curve challenges.

Another challenge has been the high volume of work being done without permits. It requires significant resources to deal with these projects as many are not always caught at the beginning of the project. None of the staff enjoy making people disassemble completed work, but in many instances it is critical that we do so for the safety of the resident/employee. Quite often these projects also tend towards interaction with supervisors/directors/the Village Manager/Trustees which equates to additional and expensive resource allocation.

Closely tied to work without permits is the diminishing general quality of the construction industry. It is no secret that the Millennial Generation is not tending towards the trades as a career choice. This is causing a high demand for skilled tradesmen, and contractors are hiring anybody willing to do the work. This has led to some very challenging inspections and increased levels of emotional confrontation and increased inspection time. Tied together with unprecedented work levels, this will require careful monitoring and quick reaction to assure staff does not get burned out and/or injured.

Two additional challenges that are foundational to providing better customer service are technology fundamentals and existing municipal codes which add complexity to processes. As we seek to gain efficiencies from technology, it will be important that staff is provided adequate training. This is more complex than just training on new implemented software, but also fundamentals such as operating systems and folder/file management. Concepts such centralized data need to be understood at some fundamental level in order for the complexities of an ERP system to make sense to staff. Without this understanding, any advantages of advanced technology will be lost in staff creating 'work-arounds', leading to the same inefficiencies and less than optimum customer service.

Updating technology will be a very important goal for the Village. The current system does not adequately allow for modern business models, such as online permitting, contractor registration, etc. At a more fundamental level, the current database was built on very old technology concepts, such as limiting data entry fields to a certain amount of characters (this was done

because early computers had very limited memory—remember Y2K? This ‘crisis’ was due to the same principals). Extracting the data from these character limited data fields requires complex and tedious reporting which is prone to errors and missing information.

The current system is also not GIS based, lacks flexible structure to allow for design of real-world process, lacks workflow management tools, as well as not being usable with field devices. On top of all this, our vendor has provided very poor customer service, severely slowing down any possible optimizations that may actually be possible.

The existing municipal codes also have many mandated processes that lead to less than optimal customer service. Two simple examples are the value-based fees and architect’s letter for project completion. Value-based fees create a system by where a great majority of applicants begin by misunderstanding the definition of market value, which leads to underestimates of these numbers (quite often grossly), which leads to reevaluation time by staff, and negotiating (often needing to involve the Director).

The architect’s letter requires architects and sometimes other involved design professionals to provide a letter to BLS before final inspections and a CO are issued. The specific language required by the municipal code does not practically or sensibly match a design professional’s typical involvement in project, and quite often does not match their skill set. This leads to letters that are written not in the context or spirit of what the ordinance requires. This leads to returned letters and negotiating (once again, often needing the involvement of the Director).

We will be addressing these issues with new recommendations to the municipal code which adopt the building code standards, but these types of issues are resource intensive and need to be dealt with until such time as they are eliminated from the municipal code.

e. Potential New Initiatives to Explore in the Future

Possible new initiatives remain primarily the same as they had not been readily achievable during the past cycle.

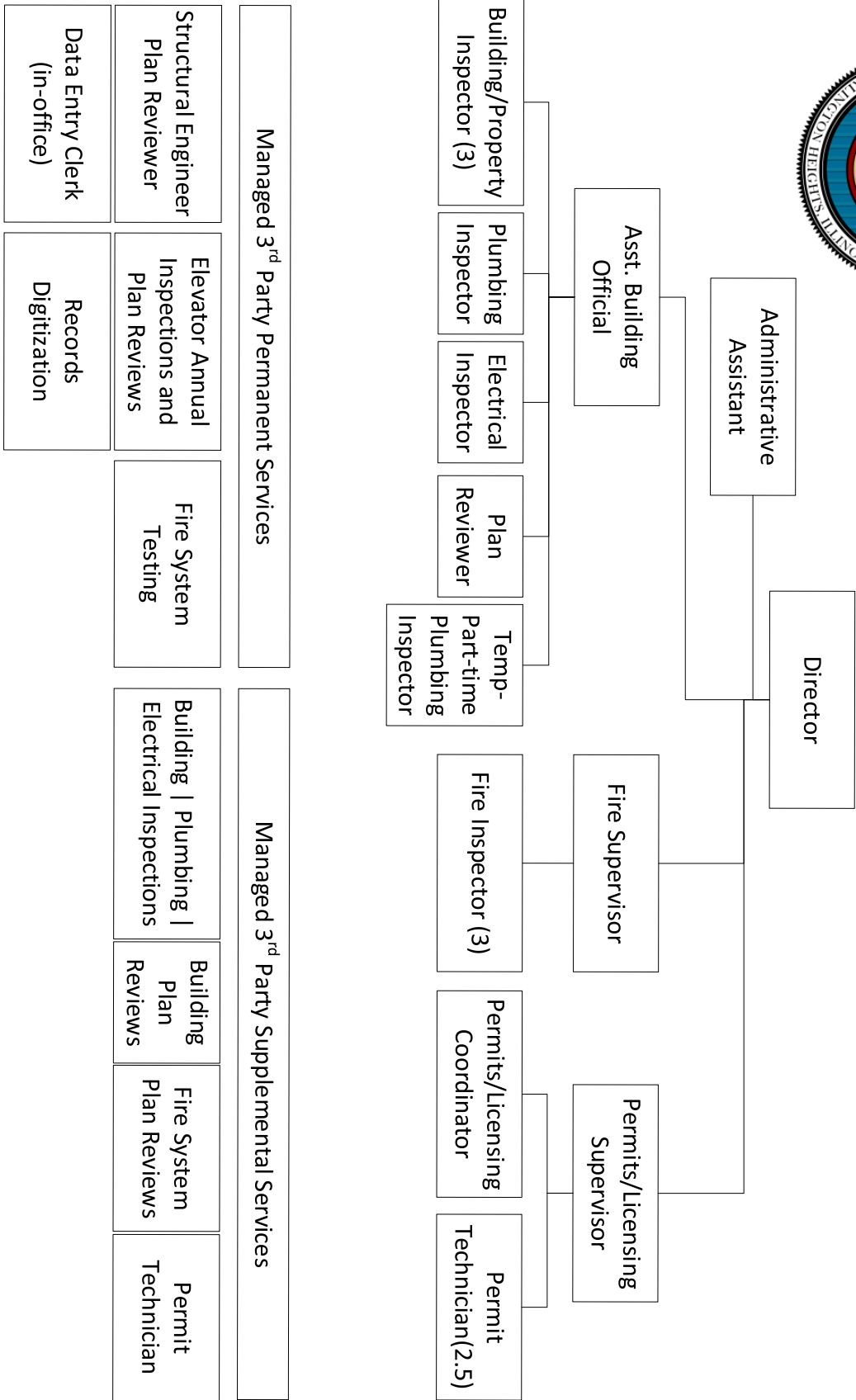
- Online permitting. The most obvious advantage of online permitting is that now the Village is never ‘closed’. Of course not all work types will be able to be obtained online, but counter visit reductions allow for faster processing for those that do need to come in. It will also tend to reduce the common spikes in counter visits which creates a less stressful environment for staff. Updated technology will be a

fundamental aspect that has to be addressed before this can be contemplated though.

- Field devices for real time processing and information. Quite often field staff provides direction to a contractor in the field who then comes into Village Hall to complete those directions. Front counter staff often has to do a lot of information gathering, often creating frustration for the contractor. Live information will greatly reduce information gathering time.
- Centralization of all Village records, i.e. Laserfiche system. Similar to field devices above, a centralization of information leads to greater efficiencies for retrieval and reduction of needed physical space. The ability to provide information via the internet provides the same modern advantages as mentioned in Online Permitting above.
- Elimination of low value requirements, such as reroofing permits, which would eliminate apx. 600 front counter interactions annually. Front counter spikes will be reduced and allow for better servicing of other applicants with more complex projects. For clarification, the building code would still have requirements for roofing and BLS would still respond to residents who may be having an issue with their roof/roofing contractor. But the number of issues with roofs has been very minimal and we don't believe we need a specific revenue stream to offset the resource allocation.
- Contractor seminars where we discuss common technical issues in an effort to reduce failed inspections. As education is a fundamental aspect of what we do, providing opportunities for it to occur in a learning focused environment would benefit everyone involved.



Building & Life Safety Department Organizational Chart 2019





Committee-of-the-Whole
5/23/2019

Item: Departmental Status Reports - Public Works

Department: Village Manager's Office

ATTACHMENTS:

Description

Public Works

Type

Report

Public Works Department

2019 ANNUAL REPORT

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CONTENTS

SCOPE OF SERVICES.....	2
GENERAL	2
SNOW AND ICE OPERATIONS	3
STREET RECONSTRUCTION AND RESURFACING	4
EDGE GRINDING	5
STORMWATER CONTROL IMPROVEMENTS	5
CAPITAL IMPROVEMENT PROGRAMS	6
MAINTENANCE PROGRAMS	6
WORKLOAD AND PERFORMANCE DATA	8
Performance Measures	10
KEY ACCOMPLISHMENTS 2018	11
CURRENT AND ANTICIPATED CHALLENGES.....	11
POTENTIAL NEW INITIATIVES TO EXPLORE IN THE FUTURE.....	13

SCOPE OF SERVICES

GENERAL

The Public Works Department is staffed by 101 full-time employees and 3 permanent part-time employees. During the summer months, approximately twenty interns and temporary employees are added to help address seasonal increases in workload.

In October of 2018, the Public Works Department expanded to include the Village's Engineering Department. The addition of these new responsibilities and technical expertise presents a new challenge to our staff. However, we hope that the new synergies created by this consolidation will improve communication between staff, and provide an opportunity to coordinate project design and maintenance expectations to benefit the Village in the long run.

The responsibilities of the Public Works Department include the engineering design, maintenance, repair and inspection of all Village infrastructure, properties and equipment. The Department also performs all utility permitting, reviews all private and public development plans, and inspects both private and public improvements.

The ten (10) Operating Units within the Department are Building Maintenance, Engineering, Fleet Services, Forestry and Grounds, Sewer, Street, Traffic, Water Distribution, Water Meter Services, and Water Production.

The Public Works (PW) Department operates and maintains the Village's basic infrastructure systems on Village-owned properties, right-of-ways or within recorded easements on private property. These infrastructure systems include roadways, sidewalks, traffic signals, trees, streetlights, detention ponds, and all components of our water and sewer systems. Village-owned properties include all Municipal buildings, parking garages and public parking lots, water and sewer pumping stations, and potable water storage tanks, potable water wells, detention ponds, and all Village vehicles and equipment.

The PW Department is led by the Director, Scott Shirley, Assistant Director, Cris Papierniak, and Village Engineer, Mike Pagones. All three positions oversee all administrative aspects of the Department's operations including internal and external communications, personnel duties, safety and training programs, compliance with all regulatory agencies, employee development and morale, public notification, new program development, development of both Capital Improvement Programs, and annual budgets .

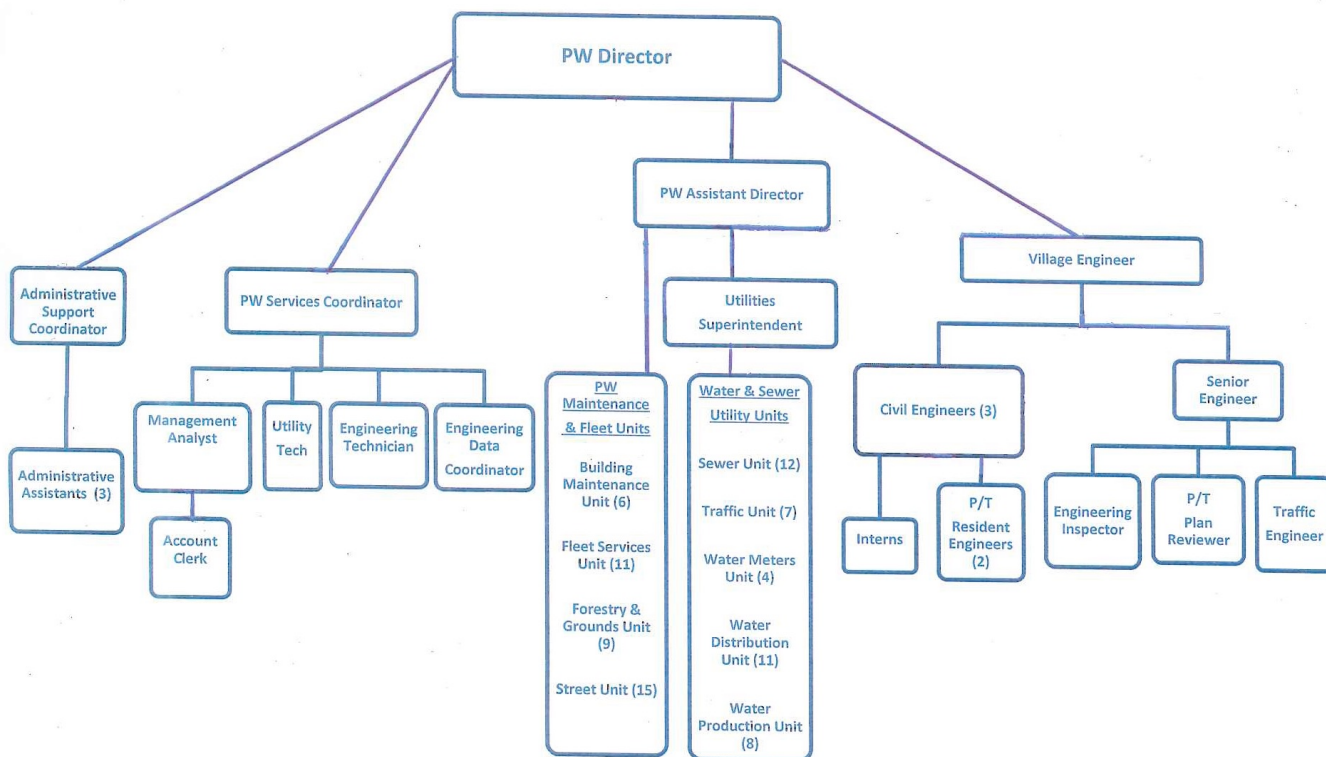
The Assistant Director directly oversees the Public Works Maintenance Units including Streets, Forestry, Fleet Services, and Building Maintenance. Mr. Papierniak indirectly oversees the Water and Sewer Units and their operations. Mr. Papierniak reports to the Director and serves as Acting Director during times of his absence.

The Village Engineer manages the staff of the Engineering Division and, MWRD and IEPA permitting, Plan Commission review, Building Department plan reviews, and Service Requests generated by residents. Mr.

Pagones also oversees the Village's street reconstruction and resurfacing programs, the backyard drainage program and the Paver Brick Sidewalk Program.

The organizational chart below represents the Department's structure at the end of 2018 with the addition of the Engineering functions and their personnel.

Public Works Organizational Chart



There are several ongoing programs that account for a great deal of the Department budget and personnel's time.

SNOW AND ICE OPERATIONS

For purposes of snow and ice control, the Village is divided into 19 zones. Each zone is assigned an "A" Team driver, a "B" Team driver and a 5-ton (6-wheel) or 2.5 ton (4-wheel) dump truck. Each truck is equipped with a salt spreader, liquid beet juice deicer tank, underbody or "belly" snowplow, and a front mounted "nose" plow.

When snow has been forecasted, two Swap Loader trucks equipped with 1000-gallon tanks and spray bars spray a liquid beet juice blend on street pavements before a snowstorm to prevent snow and ice from bonding to the pavement.

As snow accumulates up to two to three inches, sodium chloride (road salt) is spread and underbody plows are used as needed. The salt is pre-wetted with a liquid blend consisting of salt brine, liquid calcium chloride, and sugar beet juice. The use of this liquid blend allows us to use less rock salt while achieving improved snow melting performance. This pre-wetting of the road salt allows us to save money by using less salt while using a more eco-friendly material.

When snow accumulations exceed three inches, the front mounted plows are used to move the snow off streets and onto parkways. The Village is also divided into 10 cul-de-sac zones with a driver and small pick up or one-ton dump truck with plow assigned to each zone. The crews plow these tighter areas when snow is two to three inches deep or greater.

Additionally, two employees are called out to salt and plow Village-owned parking lots at locations such as Police, Fire, Senior Center, and commuter parking lots. One employee is assigned to deice and plow the top floor parking decks on the three Village-owned parking garages. One employee is assigned to operate the front-end loader in the salt dome to continually load the salt fleet. We also provide salt storage and loading services for School District #25, School District #214, and the Arlington Heights Park District, which they are invoice for.

Two Crew Chiefs supervise and provide necessary assistance to 33 team members in the field. A Snow Commander oversees the entire operation. This totals a team of 36 team members in the field. We have a second team of 35 crew members that we employ when we need to go into extended around the clock operations, with an additional six reserve drivers. The Arlington Heights Snow Fighting Team consists of a total of 78 crew members.

During 2018, the Department's Snow Fighting Team responded to 25 snow and ice events. A total of 60,762 miles of streets were cleared. A total of 7,337 tons of salt were used to deice streets. A total of 84,694 gallons of liquid beet juice blend were used to anti-ice streets and pre-wet our road salt.

STREET RECONSTRUCTION AND RESURFACING

By far, the Department's largest budget allocation is for our two street rehabilitation programs. The Reconstruction Program replaces streets that cannot be resurfaced due to failure of the aggregate (stone) base. This program rebuilds the entire street and replaces all of the concrete curb and gutter as well as most driveway aprons. The Resurfacing Program is the main preservation tool utilized to extend the service life of Village streets. This program replaces 2 to 3 inches of the asphalt surface to improve ride-ability and also extends the life of the entire pavement cross section.

EDGE GRINDING

During the summer, the Street Unit completes three phases of asphalt roadway edge grinding and resurfacing at various locations throughout the Village. The program was started in 2010 by Public Works as an intermediate maintenance step to help prolong the life of streets that were not going to be addressed by our street rehabilitation programs within the next two to five years. This program has been very successful and well received by the residents. Additionally, our proficiency with this program has improved as we become more familiar with the equipment. We expect to see improvements in our productivity as we continue this program into future years. The Street Unit leases a street-milling machine with an attached conveyor. This milling machine is used to remove deteriorated asphalt pavement on a list of streets that met criteria qualifying it for this program. In short, streets that qualify are ones that were generally in good condition except where they were falling and break up near the curb and gutter. The milling machine effectively removes the affected areas of bad pavement. The Street Unit then uses a Village-owned paving machine to pave the milled locations with hot mix asphalt (HMA). Crews used a total of 4,049 tons of HMA during this paving operation.

STORMWATER CONTROL IMPROVEMENTS

On July 23, 2011, the Village experienced significant flooding due to a storm that dumped between 5.4 and 7 inches of rain over a four hour period. This storm followed two weeks of substantial rain events which had already saturated the ground. Although there can be no guarantee against future flooding events, as a result of this historic rain event the Village commissioned two separate flood studies. The first study looked at basement backups in our combined sewer area. The second study looked at street and structure flooding in our separate sewered areas. These studies were completed to determine if there were additional affordable infrastructure improvements that could be undertaken that would provide a consistent level of stormwater control throughout the community.

In 2014, the Village's stormwater and stormwater sewer maintenance programs were consolidated in one fund called the Stormwater Control Fund. At the time, this fund did not have a dedicated source of revenue, and relied on transfers-in from other funds.

In January of 2017, Staff met and discussed the prioritization of the projects identified in both Flood Studies. In March and April of 2017, the Village Board discussed the project prioritizations and options for funding these projects going forward. In August of 2017, the Village Board implemented a stormwater utility fee which became effective on October 1, 2017. The first round of improvements to be constructed in 2019 will address the Campbell/Vail project, and the Cypress Detention Project. The new fee will also fund the Enhanced Overhead Sewer Program.

CAPITAL IMPROVEMENT PROGRAMS

Administrative and Technical staff collaborate on these annual programs.

- Street Reconstruction Program
- Street Resurfacing Program
- Paver Brick Sidewalk Program
- Backyard Drainage Program
- Stormwater Control Projects
- LED Streetlight Upgrade
- Water Tank Painting
- Well Rehabilitation
- Federally Funded Road Programs
- Water Meter Replacement & Repair
- Contractual Roof Maintenance Program
- Watermain Replacement and Repair Program
- Contractual Sanitary, Sewer, and Slip Lining Programs

MAINTENANCE PROGRAMS

Administrative and Operational Staff collaborate on the following annual programs, which do not include many of the basic everyday infrastructure maintenance and resident inquiry follow-up responsibilities.

- Consumer Confidence Annual Report
- Contractual Tree Trimming Program
- Contractual Landscape Maintenance Contracts (2)
- Municipal Separated Storm Sewer System (MS4) Program & Yearly Reporting Requirements
- Tornado Warning Siren Program
- Holiday Lighting Program
- IEPA Water Sampling
- Snow & Ice Control Program (Roadway and Sidewalk)
- Emerald Ash Borer Program
- Street Sweeping Program
- Sign Maintenance Program
- Sidewalk Maintenance Program
- Contractual Fountain Maintenance Program
- Contractual Crack Sealing Program
- Friday Police Car Check Program
- Contractual Mowing & Weed Spraying Program
- Meter Reading Program
- Contractual Thermoplastic Program
- Leak Detection Program
- Generator Maintenance Program
- Sewer Televising Program
- Sewer Root Cutting Program
- Traffic Signal Maintenance Program
- Contractual Preventative HVAC Program
- JULIE Locate Program

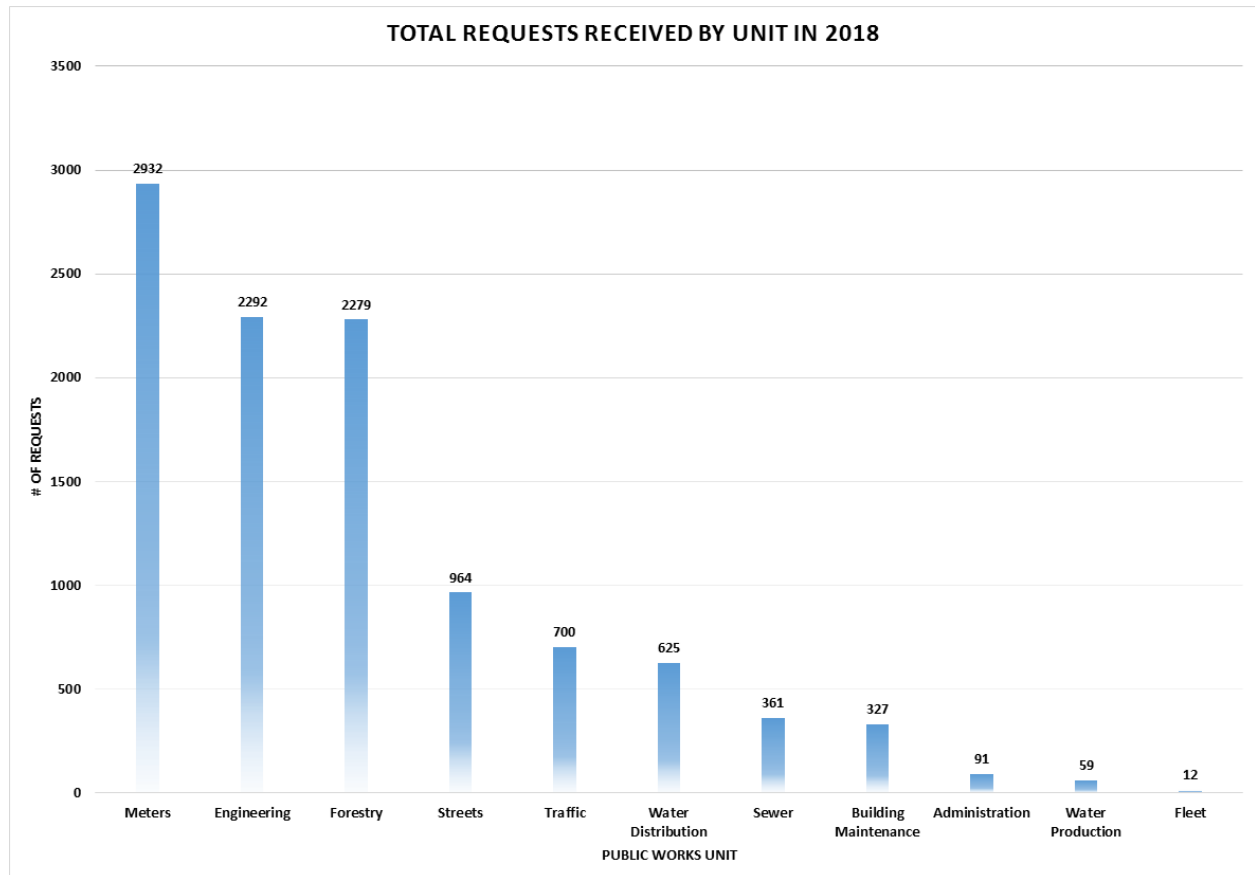
- Contractual Sprinkler Maintenance Program
- Tree Inventory Program
- Contractual Reduced Pressure Zone (RPZ) Program
- Special Event Programs
- Parking Garage Maintenance Program
- Fuel System Program
- Vehicle Maintenance & Replacement Program
- CDL Drug Testing and Cert. Program
- NPDES and MS4 Permit Compliance (National Pollution Discharge Elimination System)
- Safety and Training Program
- Pace Bus Equipment Maintenance Program
- Public Detention Basin Maintenance

LEGAL AND OPERATIONAL RESPONSIBILITIES TO THE COMMUNITY AND ORGANIZATION

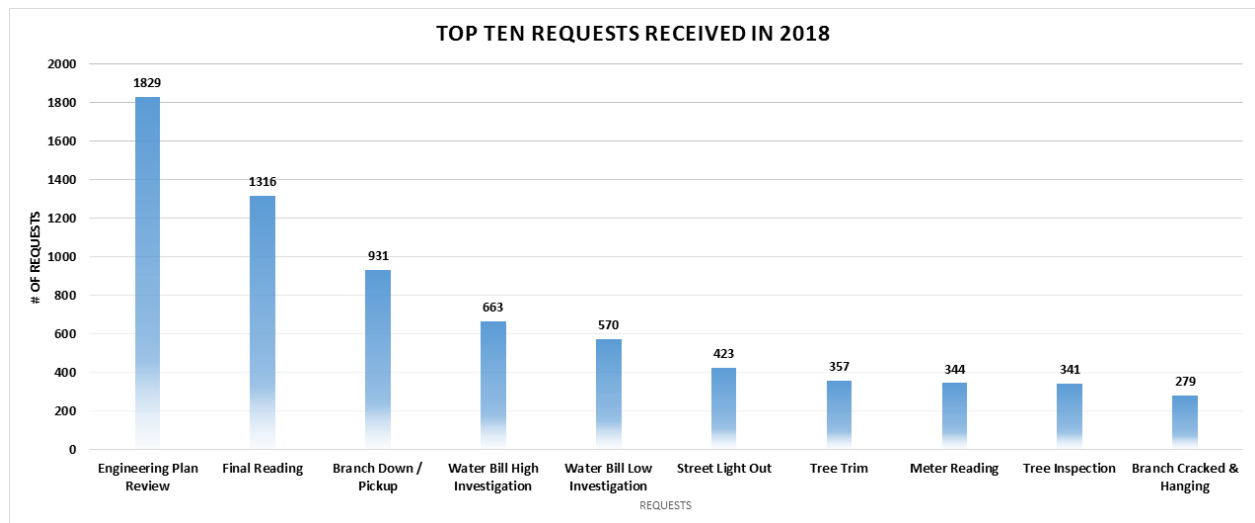
From a legal standpoint, the Department has compliance, permitting and reporting requirements to the Illinois Environmental Protection Agency (IEPA), United States Environmental Protection Agency (USEPA), Metropolitan Water Reclamation District of Greater Chicago (MWRDGC), and the Illinois Department of Natural Resources (IDNR) related to our potable water storage and distribution systems and sewer conveyance systems. We also have safety compliance responsibilities to the State of Illinois for Commercial Driver's Licensing, Vehicle Safety Inspections and Passenger Transport Safety related to our maintenance of the Wheeling Township's fleet of busses. We further have certain compliance requirements related to proper safety guidelines and material storage and handling from the Illinois Department of Labor (IDOL) and some Occupational Safety and Health Administration (OSHA) injury and lost time reporting requirements as well. All of our street signs and markings are regulated by the Adoption of Federal Guidelines by the State related to Manual of Uniform Traffic Control Devices (MUTCD).

WORKLOAD AND PERFORMANCE DATA

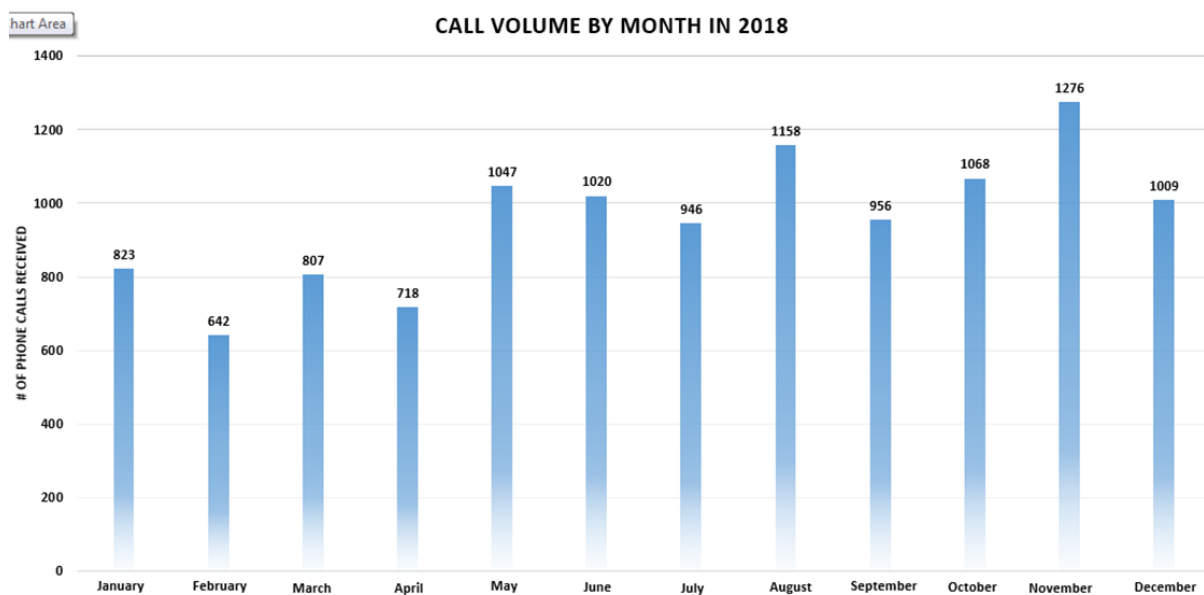
The following charts summarize several workload indicators that we began collecting this past year.



The total requests received by each Unit represents all telephone, website and See Click Fix requests for service that result in work orders.



The top ten requests are the quantity of individual service requests for the ten most frequent requests the Department received.



Call volume is the number of phone calls received in each month of 2018. November of 2018 was by far the highest volume month due to the November 25th and 26th snow and ice event.

PERFORMANCE MEASURES

Summarized below are the performance measures, including data for 2018.

Performance Measures	Calendar Year		
	2016	2017	2018
Traffic Unit			
Traffic Signal Repairs	271	132	102
Street Light Repairs	1,088	1,138	978
Building Circuit Repairs	608	523	129
Sign Maintenance	2,352	2,581	1,986
Pavement striping	4,669	4,630	3,041
Utility Locates	17,112	15,843	13,811
Street Unit			
Snow Removal Cost	\$1,011,287	\$700,074	\$1,232,878.25
Snow Removal Curb Miles	51,044	26,836	60,762
Street Sweeping Curb Miles	10,260	10,116	9,336
Asphalt Repairs (tons)	204	186	220
In-House Paving Program (tons)	4,816	6,298	4,049
In-House Paving Program (sq. yds.)	29,077	33,226	38,934
Forestry Unit			
Parkway Trees Trimmed	7,399	9,567	7,628
Parkway Trees Removed	196	753	610
Parkway Restorations	2,221	831	801
EAB Reimbursements	17	0	0
EAB Inspections	32	8	13
EAB Trees Removed	509	280	61
Building Maintenance Unit			
Work Orders Completed	688	793	893
Administration			
Service Requests Received	3,241	3,699	4,413
Invoices Processed	7,176	6,601	5,863
Incoming Phone Calls – Front Office Only	11,001	9,781	11,470
Private Development			
Number of Inspections			
Pre-pour	560	739	614
Final	679	791	716
All Other	395	586	624
Total	1,634	2,116	1,924
Number of Service Requests	183	217	345
Number of Plan Reviews	1,871	2,091	1,829
Number of Plan Commission Reviews	50	47	71
Number of ZBA Reviews	69	60	30

Several performance measures were significantly higher in 2018. First and foremost was our snow removal costs and snow removal curb miles. In the 2018 season we experienced a higher number of events in January through March and the major event in late November.

We also experienced a high volume of incoming calls and service requests in 2018.

KEY ACCOMPLISHMENTS 2018

- Completion of Police Station Project, which included a Green Infrastructure grant for a rain garden and permeable pavers.
- Completion of four-year Parking Garage Rehabilitation Program
- Continued to advance our public outreach and increase our social media footprint
- Initiated a comprehensive approach to pavement maintenance using PavePro Software, in order to establish a cost-effective system to fund our various maintenance programs.
- Continued to utilize the pavement management system's conclusions and recommendations to assist in the long range planning and budgeting for the maintenance of the Village's street infrastructure.
- Prepared contract plans and contract documents and inspected the construction of the Street Resurfacing Program, the Street Reconstruction Program, and the Backyard Drainage Improvements Program, all of which were within budget.
- Installed 8500' of watermain as replacement for older inferior pipe that was prone to failure.
- Installed a replacement to the two 500kWh electric generators at Well #13 (Nichol Knoll) which greatly increases the reliability of uninterrupted water supply.
- Finished the data-gathering portion of the mandated MWRD Infiltration and Inflow Program with final smoke testing of stressed sanitary sewers within the Westgate area.
- Completed the engineering design and prepared plans for an early 2019 bid opening for the Campbell/Sigwalt Stormwater Improvements and the Cypress Detention Basin and Stormwater Improvement projects.
- Successful completion of a private brush pickup and public cleanup of tree damage from the November 25th and 26th snow and ice storm.
- Development of a five-year Watermain Replacement Program
- Procured funding assistance from the Metropolitan Water Reclamation District of Greater Chicago (MWRDGC) for the Campbell/Sigwalt Stormwater Improvements project.
- Successfully completed the migration of historical traffic data to the Cityworks Program.
- Reviewed Village stormwater standards for single-family teardown construction with respect to regulations and codes from other local municipalities with the goal of verifying that the Village's regulations and codes are in line with industry standards. Recommended changes to the Village's Codes to address newer industry practices and standards.
- Completed the Phase I project study, received IDOT approval, and completed Phase II engineering design and plan preparation for the Kensington Road and Multi-Use Path project.

CURRENT AND ANTICIPATED CHALLENGES

The Department continues to address **our major challenge, which is our aging infrastructure**. Long-term programs have been developed to address our streets, aging watermains, upgrading of our water pumping stations and storage tanks, improving our sewer system's capacity to manage short/intense rain events, and encouraging residents to install overhead sewers to prevent basement backups. With the completion of the new Police Center, the Village has now upgraded or replaced all of its buildings, which began with a new Senior

Center in 1998. The challenge going forward is to maintain these facilities properly, which includes new roofs, and maintenance of numerous plumbing, electrical, and mechanical systems.

The State (specifically IEPA & IDPH) continue to gather data from every municipal and privately owned water system. The data is specifically related to the lead water services and lead solder within existing residences and businesses. The general implication that these regulatory agencies are giving seems to indicate that water agencies (public and private) within Illinois will have to come up with a plan to phase out lead services, whether it is on the public side or homeowner side remains to be seen. This will leave the unresolved issue of lead solder on copper pipes and if a plan can be formulated to address this issue. This is not being driven by the USEPA, but the IEPA & IDPH. **The Village currently treats our water with PolyOrtho Phosphate, which prevents lead pipes and lead solder from contaminating the water.** The estimated cost to replace all lead service lines in the Village is over \$31 million.

The MWRD Infiltration & Inflow (I&I) program is drawing to completion. This was a four-year program designated to evaluate a representative 10% of the sanitary sewer collection system. The 10% was to be identified as old and stressed pipes that are prone to I&I. Smoke testing identified areas where pipes were cracked or collapsed. An internal pipe video inspection was then performed to identify specifically the method of repair to mitigate the I&I. This portion is complete; the remaining portion is a mandated comprehensive system wide maintenance plan for the sanitary collection system that includes private service lines. This is not to say that the respective municipalities will be responsible for private sanitary services, although municipal ordinance modifications will be required for inspection and enforcement. The proposed ordinance changes will be reviewed by staff, to ensure continuity with other ordinances before recommendations are forwarded to the Village Board for approval. The expected time frame for this task is mid-summer 2019.

Within the Engineering Division, we continue to be understaffed. Staff is working on a re-organization, which includes a request to hire another Civil Engineer to fill the vacancy left by the promotion of the Deputy Director of Engineering. We are also exploring some internal changes that would present some opportunities for re-directing some personnel to field work, without increasing the number of full-time employees.

Staff continues to be challenged by the costs associated with meeting the ADA's Public Right of Way Accessibility Guidelines (PROWAG). These requirements have significant impacts on our Pavement Management Program. It is estimated that every intersection that is impacted by construction will occur an additional \$10,000 expense, due to meeting these requirements as all sidewalks must be re-installed to meet the current guidelines.

Within the next year, we should have a comprehensive Pavement Condition Index (PCI) rating for all Village streets. Once the ratings are complete, staff will be able to develop a 5-year pavement rehabilitation program. The biggest challenge to our pavement maintenance remains the pozzolonic base material underlying many of our asphalt streets. The new Department merger gives us the opportunity to coordinate all of our pavement maintenance activities. Within the next year, we should have a comprehensive up-to-date Pavement Management Plan for all Village streets.

Implement new Enterprise Resource Planning (ERP) software program. This system will allow us to keep better and more accurate coding records for purchases. A new ERP will also provide more up to date reporting capabilities, and permit the scanning of receipts and invoices as attachments to vendor files.

Staff will begin analyzing the requirements set forth in the **America's Water Infrastructure Act of 2018**. The regulations relate to our water system's cybersecurity and increases in reporting requirements.

POTENTIAL NEW INITIATIVES TO EXPLORE IN THE FUTURE

Moving forward, the Department plans to continue to increase our public outreach to residents and businesses. We presently email, tweet, and continually update our Department's webpage. Customers can contact the Department through email, our webpage, our "See Click Fix" mobile app, and by phone. As the social media landscape changes, we will continue to participate and enter these new platforms as soon as practical.

As the Engineering functions are incorporated, we will begin blending our outreach programs. Through updating of the Village's website, the Public Works video, and our Public Works Annual Report, we will continue to transition to one Department with a coordinated set of values and messaging.

Along with our use of social media for public outreach, we are looking to reduce the amount of paper we route internally, by implementing the use of field tablets to our work Units. Inspection and repair/maintenance information will eventually be entered into our Cityworks software while crews are still in the field.

At the end of 2018, staff was analyzing the use of a software product called Target Solutions. This software gives a platform for tracking and assigning all Department safety training. Target Solutions also provides a mechanism for Departmental and Village announcements through the use of the Village's intranet. Staff is also gathering information on new software called Digsmart. This program will receive all of our JULIE locating tickets and send them directly to our field personnel through mobile devices. Once this tool is implemented it should allow the Department to eliminate an enormous amount of paper. Public Works received approximately 14,000 JULIE locate requests per year.

This past year, staff has facilitated pilot programs for watermain lining and pavement rejuvenation. As new tools become available, we will continue exploring ways to enhance and address our ongoing infrastructure challenges.



Building & Life Safety Department Organizational Chart 2019

