



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 8, 2023

7:00 PM

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL OF MEMBERS

IV. NEW BUSINESS

- A. Election of President Pro Tem
- B. Department Reports:

Introduction

Arlington Park Redevelopment Project

Planning

Fire

V. OTHER BUSINESS

VI. ADJOURNMENT

Any member of the public wishing to speak will be given the opportunity to do so. If the item is on the Agenda, that opportunity will be while that Agenda item is being discussed. Any member of the public wishing to speak on an item not on the Agenda will be given the opportunity during the Other Business portion of the meeting. Please limit comments to three minutes.

Persons with disabilities requiring auxiliary aids or services, such as an American Sign Language interpreter or written materials in accessible formats, should contact Erin Mercado, at 33 S. Arlington Heights Road, Arlington Heights, Illinois 60005, emercado@vah.com or (847)368-5793.



Committee-of-the-Whole
5/8/2023

Item: Election of President Pro Tem

Department: Village Manager's Office

Election of President Pro Tem

ATTACHMENTS:

Description	Type
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No Attachments Available



Committee-of-the-Whole
5/8/2023

Item: Department Reports

Department: Village Manager's Office

Department Reports

Every two years, after Village elections Staff from every department puts together reports that provide an overview of accomplishments and workload over the past two years and anticipated challenges for the next two years. These reports are presented to the Village Board in May in preparation for a special Board meeting in the summer where the Village Board will develop Strategic Priorities for the Village for the next two year cycle.

This cycle is beginning again with Village Board meetings on May 8th, 22th, and 30th. Each department will present their report on one of those evenings. One unique aspect of the last two years in the Village of Arlington Heights has been the discussion of the potential redevelopment of the Arlington Racetrack site by the Chicago Bears. While this project is still at its early stages, Staff from multiple departments have begun work on it. Rather than having each department highlight the work that they have done on the racetrack redevelopment on their own, we will be presenting the interdepartmental work done on that project to date, as well as anticipated future steps as part of one report, collectively at the May 8th meeting.

There will also be reports from the Planning and Community Development and Fire Departments on Monday May 8th.

Department Reports:

Introduction
Arlington Park Redevelopment Project
Planning
Fire

ATTACHMENTS:**Description**

Planning Department Report
Fire Department Report

Type

Report
Report



VILLAGE OF ARLINGTON HEIGHTS

PLANNING & COMMUNITY DEVELOPMENT 2023 DEPARTMENT REPORT

CHARLES WITHERINGTON-PERKINS
DIRECTOR

Scope Of Department Services

Key Services And Functions

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

Vision Statement

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

Mission Statement

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

Department Objectives

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

The Planning & Community Development Divisions

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

- Zoning & Development Review
- Long Range / Comprehensive Planning
- Redevelopment/Tax Increment Financing
- Business & Economic Development
- Design Review & Beautification
- Housing

Legal And Operational Responsibility

Responsibilities of the Department are established within the Illinois State Statutes and the Arlington Heights Municipal Code. The Illinois State Statutes set forth statutory obligations for planning, zoning, tax increment financing, and other land use regulatory provisions. Section 3-307 of the Village of Arlington Heights Municipal Code creates the office of the Director of Planning & Community Development.

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

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

Long Range/Comprehensive Planning: Formulates policies affecting overall and long-term Village development; collects, analyzes and presents data to determine community goals, assists in their attainment, interprets the Comprehensive Plan and implements

the Comprehensive Planning Program. Facilitates development of the Downtown Master Plan, South Arlington Heights Road Corridor Plan, Hickory Kensington Redevelopment Plan, Tax Increment Financing Districts, and coordinates their implementation.

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

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

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

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

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

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

Workload And Performance Status

During this period the Department has continued to manage a heavy workload despite some short-term Staff shortages and process improvement efforts. It continues to be a balancing act to move forward on longer term complex and challenging projects given the voluminous day-to-day zoning permit activity and general department inquiries. The Department must constantly balance Village processes and deadlines with providing customer service. Working with small businesses and residents is time consuming to provide the high level of service our customers deserve and should be provided. Process improvement efforts such as the ERP replacement also requires Staff time, which competes with more traditional projects. Staffing and recruitment challenges have had an impact over the past 6 months on project prioritization. However, the Village Board approved a new position as part of the 2023 budget that should help provide support to Department Staff in managing projects.

Performance Measures	2020	2021	2022
Development – Plan Commission			
# of Temporary Files	36	32	46
# of Conceptual Plan Review Committee Cases	20	25	28
# of Comprehensive Plan Sub-Committee Cases	0	0	0
# of Ordinance Review Committee Cases	0	1	2
# of PC Applications	16	23	22

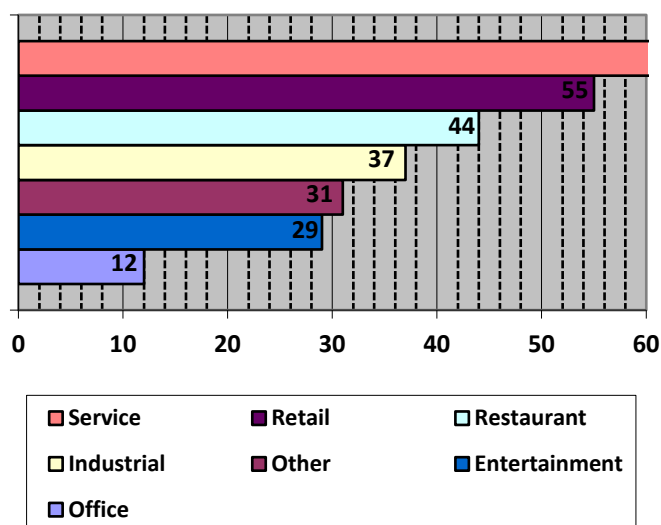
Development – Other	2020	2021	2022
# of all Zoning Reviews	2,124	1,952	2,243
# of ZBA Applications/Reviewed	38	48	33
# of Building Permit Reviews	1,921	2,041	1,978
# of Business License Reviews	106	156	166
# of Home Occupation Reviews	9	14	9
# of Sign Permits	244	224	296
# FOIA's	81	119	98
# Special Use Waiver Restaurant	3	3	7
# Special Use Waiver Antenna	9	16	12
# Admin. Parking Waiver	1	3	1
# Code Enforcement	8	22	23
Community Development			
# Single-Family Rehab Projects	2	1	2
# Rental Rehab Units	0	0	0
# CDBG Public Services Beneficiaries	369	426	562
# Public Facility Improvement Projects	3	1	1
Design Review			
# of Reviews by Design Commission	37	37	41
# of Administrative Single-Family Homes	34	50	43
# of Administrative Signage Reviews	6	8	8
# of Administrative Commercial	1	1	0
# of Temporary Files	28	28	30
# of Miscellaneous Administrative Reviews	2	1	0
# of Small Rear Yard Addition Reviews	50	51	43
Special Projects			
# of Special Projects	35	43	42

Business Attraction And Recruitment 2022

In 2022, the Department engaged in 407 business attraction and recruitment efforts to try to attract 296 individual businesses and commercial/industrial developments to the community. A total of 96 new businesses were attracted and are providing 624 jobs in the community, while reoccupying 658,030 square feet of previously vacant space.

Business Type	TOTAL
Auto	6
Development/Mixed-Use	20
Entertainment	29
Industrial/Manufacturing	37
Institutional	5
Office	12
Restaurant	44
Retail	55
Service	88
TOTAL	296

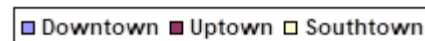
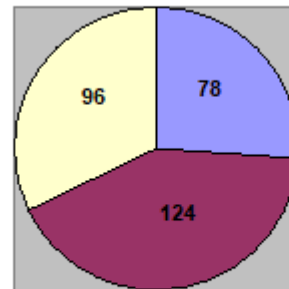
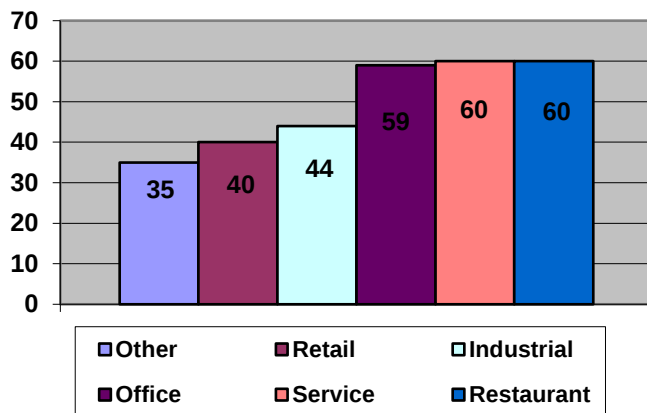
Outreach to businesses already located within Arlington Heights is a critical aspect of the Department's economic



development efforts. In 2022, the Department conducted 472 outreach efforts to 298 unique local businesses:

Type	TOTAL	Type	TOTAL
Auto	7	Institutional	10
Development	3	Office	59
Entertainment	12	Restaurant	60
Hotel	3	Retail	40
Industrial	44	Service	60

Location	TOTAL
Downtown	78
Uptown	124
Southtown	96
TOTAL	298



Key Accomplishments During 2021-2023

Post Covid-19 Recovery

A major effort of the Department during 2021/2022 was continuing to implement certain programs developed during the pandemic. This included various grant and loan programs as well as the permanent annual Arlington Alfresco.

Zero Interest Grant And Loan Programs

The Village is unique having created the Zero Interest Loan Fund for small businesses and Economic Development that is funded by a 10% repayment on the savings that businesses receive from issuance of a Tax Abatement. Loans for up to \$20,000 at a zero-interest rate have been issued to 14 small businesses. In addition, \$180,000 was loaned to 18 small businesses as part of the COVID 19 relief Zero Interest Loans. To date, 32 loans totaling \$428,050 have been made to assist businesses. Additionally, 16 businesses received up to \$5,000 forgivable loans through CDBG funding.

Arlington Alfresco

As part of the Department's annual presentation to the Board in 2019, several new amenities and initiatives were highlighted for further evaluation. This included continuing to add Downtown amenities to keep Arlington Heights on the "cutting edge". One example included exploring the possibility of Vail Avenue as a curbless street in order to make it easier to close for events. Funds were provided in the budget and a consultant was retained to study this concept further with Staff. With the onset of COVID, the focus shifted to how to assist restaurants in the Downtown area and beyond and the concept of Arlington Alfresco was born. From idea to implementation and evaluation a significant amount of Department Staff time was focused on Arlington Alfresco. A unique brand was created as a result of Arlington Alfresco which is developing into an annual regional destination. A detailed evaluation report was presented to the Board in 2021, and certain enhanced features have been introduced each year. A general customer survey received 5,963 responses with 98.3% of customers indicating their experience of Arlington Alfresco was "very positive" or "positive" and 94.4% stated it should be an annual event/experience. The success of Arlington Alfresco is evident in Alfresco restaurant sales during the summer 2022 being 47.9% above 2019 (construction impacted) and 63.6% above 2018.

Current Village Board Strategic Priorities Status

Strategic Priority Project 1 – Facilitate A Balanced And Continuous Community And Organizational Post Covid Recovery – Continue To Assist Businesses Post Covid

Department Staff continues to assist businesses through a variety of avenues such as promoting Re-Tales through social media, e-blasts of information and programs useful to businesses and continued promotion of the various grant and loan programs.

Strategic Priority 2 – Expand Efforts To Embrace Diversity, Equity And Inclusion – Diverse Business Spotlight

A draft concept to promote businesses with diverse backgrounds was developed and discussed with the Arlington Economic Alliance. Businesses have been interviewed and feedback obtained from the commission.

Strategic Priority 4 Identify, Explore And Implement Sustainable Green Initiatives – Explore New Sustainable Initiatives

Sustainable initiatives were developed and presented to the Board for prioritization. An RFP/ Bid was issued for procurement and implementation of EV charging stations in the Vail Avenue garage. EV charges have been installed on the first and second levels.

Incentive Based Sustainable Features

Village applications for various tax incentives have been updated requiring applicants to describe proposed sustainable improvements as part of the process for considering assistance. Staff have outlined potential uses of zero interest loan funds for sustainable business incentives however due to staffing and recruitment efforts the details for such incentives were deferred.

Strategic Priority 7 – Seek Opportunities To Make The Community More Livable By Increasing Pedestrian And Bicycle Options For Residents

Southtown Corridor Study

South Arlington Heights Road Corridor Study was created and a Tax Increment Financing district was created. Significant efforts continued in efforts to facilitate redevelopment of key properties along the corridor as well as TIF 4 and International Plaza.

Uptown Corridor Study

Efforts continued to implement the Uptown corridor study goals. Initial phase I options for up lighting and gateway signage were not allowed by IDOT. After obtaining private property easements the Uptown gateway signage project was bid and awarded in late 2022. Installation will occur in summer 2023. An RFP was issued for the next phase of pedestrian and landscape enhancements.

Northwest Highway Corridor

A phased landscape improvement program was previously adopted by the Village Board and annual landscape improvements have been implemented.

Strategic Priority 9 Seek And Maintain Attainable Housing While Continuing To Review Affordable Housing Strategies – Affordable Housing Trust Fund Program

The Village is one of only 7 Chicago metro area communities that has adopted an Inclusionary Housing Ordinance. Staff and the Board spent significant time, researching and making a series of recommendations resulting in adoption of the Ordinance. The Affordable Housing Trust Fund has received an influx of funds from since 2013. The linkage fees approved as part of the ordinance are providing a modest regular source of revenue. Evaluation of the affordable housing trust fund priorities and process recommendations were presented to the Board in 2022. A request for expressions of interest was developed and distributed to for profit and non-profit developers. 10 draft responses were received in December 2022. The evaluation has been temporarily placed on hold due to staffing, recruitment and on boarding challenges.

Arlington International Race Course / Chicago Bears Football Club Redevelopment

In May 2021, the Board discussed some initial “table setting” ordinances to put everyone on notice of the type of development the Village would like to see, a list of prohibited uses and a draft overlay zoning districts that was to be considered in the future. The Board also considered an ordinance prohibiting the placement of a restrictive covenant on the property that could prevent

future horse racing or gaming on the property. The vision and master planning for the property, as well as implementation, will take many years and will not happen overnight, but represents a unique property in Arlington Heights and the region.

Key Actions To Date

June 9, 2021 – Public Hearing on Overlay Zoning District

June 17, 2021- Chicago Bears Football Club (CBFC) announce submittal of bid to Churchill Downs to purchase property

July 6, 2021 – Public Meeting Board approves Overlay Zoning

September 2021 – CDI and CBFC enter into a Purchase and Sale Agreement for the property

August 2022 – Board approves hiring Financial and Traffic Consultants to represent the Village

September 2022 – Committee of the Whole Public Meeting to discuss process and issues

October 2022 – Public Hearing to consider amendment to Overlay Zone for sports wagering facilities as a special use

October 2022 – Board holds public meeting to review and discuss draft Pre-Development Agreement (PDA)

November 2022 – Board holds public meeting to consider and approve PDA

February 2023 – CBFC Announce acquisition of property

Development

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

- *Arlington Downs* - Staff continue to work with the developers of the Arlington Downs mixed-use development first approved in 2012. The PUD was amended to allow for 116 room hotel and ADR II a 263 residential development which was developed and under occupancy. An administrative approval for substantial compliance was granted to First Ascent rock climbing facility. Department Staff facilitated an agreement between the property owner and First Ascent to allow the project to move forward and a Class 7 Tax Abatement was granted by the Village. First Ascent opened in July 2023.
- *4 N. Hickory Apartments* - A redevelopment agreement was negotiated and approved by the Board. The 76 residential mixed-use apartment development with 3,400 square feet of commercial space is under construction with occupancy expected in the fall. Department staff are managing implementation of various components of the redevelopment agreement.
- *Crescent Place*- Substantial time and effort was devoted to the review and approval of the 40-unit 4 story affordable residential development on Rand Road. Significant public participation and research/resolution of issues was required.
- *Ridgeline*- Redevelopment of a large portion of underutilized property along Dundee Road was accomplished. Northwest Gateway Industrial Park is now under construction with over 600,000 square feet of warehouse/light industrial and logistics space. With the approved class 6 b tax incentive developer estimates over \$1.5 million in real estate taxes per year.
- *Trammell Crow Senior Living Facility* – The department worked with the developer on rezoning and a Planned Unit Development for a senior living facility at Seegers Road and Arlington Heights Road. This 7-acre site is part of the South Arlington Heights Corridor. Negotiations regarding financial assistance began. The developer withdrew from the project.
- *Six School Special Use Amendments* – 6 elementary schools were handled through the zoning process in a tight schedule.
- *Southpoint and Town & Country Redevelopment* – Planned Unit Development, Special Use and Subdivision approvals were reviewed and approved for Raisin Canes and two out lots at Southpoint including tenants such as Chipotle.

Downtown Development

Continued redevelopment and maintenance of existing infrastructure is vital in keeping Downtown as a vibrant destination.

- *Arlington 425* – Department Staff spent a significant amount of time with the developers of Block 425. In 2021, Department Staff worked with the developers regarding an amendment to the Arlington 425 Planned Unit Development. Much of the discussion revolved around ensuring that there was sufficient parking for the proposed development, as well as many other features of the development. The Village Board approved an amendment to the PUD in early May 2021.
- *Sigwalt 16* - A 16-unit three story townhouse development was approved and completed.
- *Former AT&T Property* – Department Staff has been working with the purchaser of the former AT&T property to repurpose the building as high-quality office development. A Class 7 Tax Abatement was approved and building occupancies continue.
- *116-120 Eastman* – Currently under review for Plan, Design and Housing Commission review. Redevelopment on the north edge of downtown would remove existing 3 story vacant office buildings to be replaced with a 7-story development.

Tax Increment Financing and Confidential Reports

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

- *TIF District #4:* Located at the northeast corner of Arlington Heights Road and Golf Roads. Properties at the immediate corner and north along Arlington Heights Road have been purchased by the Village for future redevelopment. Department Staff worked with Ryan Companies regarding a mixed-use development for a senior living facility. Ryan withdrew their request. In 2022 staff began working with Urban Street, who have International Plaza under contract, and discussed their proposed redevelopment with the Board at Early Review.
- *TIF District #5:* Located at Rand and Palatine Roads and includes Town & Country Shopping Center and Southpoint Shopping Center. Staff negotiated a \$1.4 million tax incentive and the Board approved a redevelopment agreement to facilitate reinvestment in Town & Country Shopping Center. The project was constructed and draw requests processed. Staff worked with the new owners of Southpoint in attracting At Home and 2 new out lots. A \$1.3 million TIF incentive was negotiated to facilitate center improvements. In addition, a \$170,000 redevelopment agreement was negotiated to assist with extraordinary stormwater detention costs for the new commercial out lot. At Home will generate significant new sales taxes.
- *Hickory Kensington Tax Increment Financing District:* Located east of Downtown and generally northeast of Kensington Road and Douglas Avenue. Department Staff continue to meet with property owners and interested developers regarding redevelopment. 4 N Douglas submitted an application for a new 5 story residential development. *4 North Hickory - Mixed Use* residential development is under construction. *Arlington Market Phase II* is currently under construction.
- *South Arlington Heights Road TIF District:* A sewer capacity study is underway. Efforts to redevelop the corridor include review and approval of Trammell Crow's Senior living facility which was later withdrawn. Discussions are now underway with Lexington Homes. Bradford Allen continues to explore with staff redevelopment of near the I 90 corridor. Refer to the 2022 Annual Business Development Report for Business & Economic details.

Other Projects

Senior Center Space utilization study: Coordinated consultant selection, development, completion and presentation of the Senior Center Space Utilization, Modernization and programming study.

Recreational Cannabis research and zoning: Analyzed the impact of existing medical dispensaries as well as recreational facilities in nearby communities with respect to traffic and parking. Developed amendments to the zoning ordinance to allow a limited number of facilities based upon certain standards and geographic limitations.

Discover Brand: Springboard Branding firm was retained to conduct a review of the multiple Village logos in use and conduct research leading towards a consolidation of logos and new branding initiative.

Kensington Mural & Frank White promotion: As part of DEI initiatives the department oversaw the design and development of the Frank White exhibit. Staff oversaw along with the Art Commission the design and implementation of the underpass mural.

Review Of Current And Anticipated Challenges

Post Covid 19 World

COVID 19 presented everyone with significant challenges on what a post COVID 19 world will look like, while also providing opportunities such as Arlington Alfresco. The following are some questions that will need to be answered.

1. What funding is available to provide long term permanent enhancements to Downtown, Arlington Alfresco and the unique brand that has been created?
2. What impact will the hybrid office market have on vacant office space, design, occupancy and parking?
3. Many retailers are rapidly closing brick and mortar stores. What retail segments and services will thrive, and how can the Village be best positioned to take advantage of these?
4. How will the future of Downtown Chicago office market impact commuters, public transportation and parking?
5. How will the Economy and Supply Chain Issues impact public and private sector projects?

Workload, Staffing, Recruitment And ERP

Current challenges pertaining to work load, staffing turnover & recruitment discussed earlier will continue in 2023. The Board approved a new Assistant Planner position for 2023. This entry level position will provide approximately 25% toward economic development and the remainder of time devoted towards zoning, permit review and assisting more senior planners in the department. In addition, new initiatives such as Arlington Alfresco, Inclusionary Zoning and others require additional staff resources. For example, the requirement for a percentage of units to remain affordable will require additional resources devoted to implementation and compliance management of units.

Retention/Attraction Of Revenue Generating Uses

The Village's businesses compete with Woodfield Mall, Deer Park, Randhurst Village, and other regional retailers. The ability to attract and retain sales tax generating uses is critical to the Village's budget. There is a concern about the long-term increase in the multitude of discount stores at key locations and requests for other non-retail uses along commercial corridors. While internet sales tax revenues have been beneficial to the Village's budget, the increase in online sales negatively impacts the viability of many retail development sites. New residential developments in key areas will add an influx of disposable spending benefiting the local economy. Attraction of developments such as At Home and expansion of entertainment uses are important to the community.

Key Potential New Initiatives To Explore In The Future

Arlington International Racecourse/Chicago Bears Football Club Redevelopment

Arlington International Racecourse has been an iconic landmark in Arlington Heights and the Chicago Region for almost 100 years. The announced closure and sale of the property by Churchill Downs represented a sad ending to the racetrack's storied history while creating a world of new opportunities. Redevelopment of 326 acres of prime real estate creates a center of opportunity for a dynamic and unique redevelopment. Department Staff will work closely with the Manager's office, the Board and other key stakeholders to create a unique regional "one of a kind" redevelopment opportunity that provides for the highest and best use for the property by developing something truly exciting for generations to come. This will be a very long process.

Initial Future Steps

As outlined in the non-binding PDA there are many steps in the process once the CBFC submit plans and studies to the Village for review. The initial steps involve the following:

Concept Plan Development – further development of the concept plan with input from both Village and CBFC feasibility studies.

Stakeholder Input – obtain stakeholder input throughout the process.

Comprehensive Plan development – create vision, goals & objectives and development of general land use patterns.

New Zoning District – create new zoning district reflective of the master plan vision for the property.

Application for Zoning – CBFC submit application for zoning approvals.

Downtown Development & Entertainment District

Over the past 30 years Downtown has developed into a thriving vibrant entertainment district drawing customers locally and regionally. Like most downtowns, the area continues to evolve and develop while facing competition from, and the ability to attract customers from other communities that are now developing their downtowns. During preliminary discussions on redevelopment of Arlington International Racecourse and the conceptual plan proposed by CBFC, it has been made clear that one of the Village's goals is "the ability to enhance and connect the new development to Downtown and not detract from it". In other words, new development should be complimentary and synergistic to the Downtown. Downtown will continue to develop its mature status with additional development, solidification and enhancement of Arlington Alfresco, adding additional amenities, and development of marketing and attraction initiatives.

Downtown Development

Department Staff have been in constant communication with potential developers interested in downtown redevelopment. Several properties allow for potential future development. These include Arlington 425, 116-120 W. Eastman, the Hickory-Kensington Redevelopment area, other assembly sites, and exploring improvements or redevelopment along Arlington

Heights Road from Miner to Park Street. These and other developments such as those along the South Arlington Heights Road corridor, have the ability to attract new residents to the community as customers to the Downtown.

[Downtown Amenities/ Arlington Alfresco/Permanent Streetscape Enhancements](#)

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

- Design - Initial staff concepts to create an enhanced streetscape with permeable pavers at Vail Avenue and Harmony Park were expanded with Arlington Alfresco. Options ranging from streetscape improvements and sidewalk widening in the vicinity of Harmony Park to the full streetscape concept with new entry features at the entrances to Arlington Alfresco. Costs range from \$920,000 to \$2.5 million. A small amount of funding has been earmarked from the green aggregation funds.
- Entertainment - Other entertainment options for the indoor and outdoor environment could be explored, including such things as mini-golf, exterior climbing wall, art and sculpture gardens.
- Aesthetic - Enhanced gateway entry features and possible art sculptures or sculpture walk.

[Marketing and Destination](#)

Working with the Downtown businesses to expand marketing and destination initiatives will be important. It is worth noting that there are limits to the capacity that could be accommodated Downtown. The widths of the streets and sidewalks, available parking, and capacity of the restaurants and entertainment uses themselves will be limiting factors. Additional restaurants and new development will provide expanded opportunities.

[Downtown Parking Implementation Plan](#)

The Board accepted the Downtown Parking Study and authorized implementation of Phase 1 which included a new parking guidance system, LED lighting and new signage. Components of an event parking plan were also implemented in 2022.

[Promoting Utilization Of Existing Parking At Off-Peak Times](#)

Utilizing underutilized existing parking is an important measure as it actively utilizes an existing resource. Measures to promote existing available parking at off-peak times should continue to be explored. Garage spaces cost up to \$50,000 to build therefore, other options such as EV shuttles, Tuk Tuk, trolley service, or scooter share program could be tested as a cost-effective solution. A ballpark estimate for an EV shuttle program could be \$55,000 to \$80,000 capital and \$20,000 to \$38,000 annual operating. These possibilities could be explored with appropriate funding and resources to utilize existing parking during off-peak times.

[Funding](#)

Funding any of these improvements will be a critical component in moving forward. Many communities were able to extend their tax increment financing districts and continue to use TIF funds to promote and expand their downtown. Arlington Heights no longer has a TIF district for its Downtown, so other funding mechanisms along the lines of those outlined in the Downtown Master Plan will need to be explored and considered.

[Other Developments With Anticipated Significant Public Interest](#)

[Arlington Downs Mixed-Use Development- Former Sheraton Hotel Property](#)

One Arlington and Payton Place have been completed and under occupancy. Implementation of future phases is critical for the success of this development. ADR IV a 360 plus unit apartment development is under consideration by a developer.

[Full Circle](#)

Full Circle has presented conceptual plans for a 25-unit supportive living facility on vacant property along south Arlington Heights Road. Rezoning from Office along with other zoning actions would be required.

[NCH Neuroscience Building](#)

Northwest Community Healthcare has presented conceptual plans for a 137,000 sq. ft. state of the art Neuroscience Center.

[St Viator](#)

St Viator has presented conceptual plans for a master plan amendment including an expansion to the building as well as major athletic field modifications such as Football, soccer and softball fields with grandstand seating and lights.

116-120 Eastman - Downtown

Compasspoint has submitted a Plan Commission application for a 7 story, 154-unit mixed use apartment development.

Corridor Improvements & Redevelopment Of Obsolete Properties To Ameliorate Blight

Rand Road, Palatine Road, And Northwest Highway Corridors

Continue to implement approved multi-year phase corridor improvements such as Uptown signage and pedestrian crossing enhancements. The Rand/Palatine corridor represents the Village's largest sales tax generating area.

South Arlington Heights Road

Board approved the South Arlington Heights Road Corridor Study and TIF District. This corridor is a gateway to the community and presents significant redevelopment potential including Bradford Allen's gateway development and Lexington Homes Seeger's Road. A south sewer capacity study commenced in spring 2023.

Tif 4 Redevelopment

Staff is actively engaged negotiating with Urban Street for a proposed mixed-use development of approximately 300 residential units, an affordable senior living building and commercial out lots along the Golf Road frontage. Due to the multiplicity of ownership and complex and risky development TIF assistance will be required. As each year passes there is less TIF increment to facilitate redevelopment of this delapidated and blighted property. The property is in severe disarray and will continue to be a focus over the next few years.

Tif 5 Redevelopment

TIF 5 consists of two shopping centers, Town & Country and Southpoint. Efforts will continue regarding redevelopment and tenancy to help reinvigorate the Uptown district. Department Staff will manage and implement the draw requests as part of \$1.3 million redevelopment agreement to attract AT Home to occupy vacant 100,000 sq ft and the \$170,000 redevelopment agreement for stormwater infrastructure. Future phases of planned corridor improvements will be designed, bid and implemented.

Hickory/Kensington Tax Increment Financing District

Efforts continue to facilitate redevelopment of the Hickory/Kensington TIF District including completion of the 4 North Hickory and finalization of the Real Estate contract and management of the redevelopment agreement implementation will occur. 4 N Douglas is in the early phase of entitlement process consideration. Consultant retained to assist with Campbell Street rail crossing.

Business Development & Zero Interest Loan Program Challenges

The fund has a current balance of \$1.3 million. Evaluation of potential economic development projects for use of these funds need to be considered along with staffing resources to implement them. Ideas to be evaluated over the next few years include, expanding the existing loan program, creating grant & loan options, developing a sustainable program, studies & marketing tools, business promotion & education and physical improvements.

Inclusionary Housing & Affordable Housing Trust Fund

Implementing the Inclusionary Housing ordinance and the funds generated from it, will be important for the community but will entail staff resources. To date, developments including affordable units requiring management and monitoring include, Timber Court, Park Place, Hearts Place, ADR II and Crescent Place. 122 units now need to be monitored. Projects in the planning stages include, 4 N Douglas, 116-120 Eastman, Urban Street and others that will all require monitoring each year.

Priorities for use of Trust Fund monies were presented and to the Board and 10 responses to expressions of interest were received from for-profit and non-profit developers in late 2022, and evaluation temporarily placed on hold due to staffing and recruitment challenges. Review and discussion of the Trust Fund will occur later in 2023.

Green Infrastructure New Sustainability Initiatives And Climate Change

Research, evaluation and preparation of preliminary cost estimates for potential energy efficiency projects from green aggregation funds were explored and presented to the Board. The Board approved implementation of EV changing stations, purchase of EV fleet vehicles, certain bicycle improvements and designation of some funds towards the Vail Avenue permeable paver concept. Other potential projects would showcase the Village's commitment to sustainability

Village Logo

Complete the Village logo review and implement Board direction.

Conclusion

In closing, the department focus over the next couple of years will include planning for the redevelopment of Arlington International Racecourse and the CBFC concept proposals, continued expansion and enhancement to downtown, facilitating other major redevelopments, implementing TIF redevelopments and corridor improvements previously identified as priorities, exploring new business initiatives, implementing inclusionary housing, sustainability programs and new Village logo roll out.



VILLAGE OF ARLINGTON HEIGHTS

FIRE DEPARTMENT

2023 DEPARTMENT REPORT

LANCE HARRIS
FIRE CHIEF

Scope of Department Services

The Fire Department provides fire suppression, emergency medical services (EMS), specialty rescue and educational services for the Village's residents and businesses. In 2022 the Department responded to 11,108 calls. Each year the ratio of EMS to fire calls continues to increase. In 2008 66% of the Department's calls were for EMS; for 2022 that figure is 80.1%.

The Department has a Class 1 public protection rating from the Insurance Services Office. Currently, out of approximately 40,000 fire departments nationwide, there are just over 400 departments to hold an ISO CLASS 1 rating, with only 29 in Illinois.

All firefighters have achieved Basic Firefighter Operations certification; all Lieutenants are Fire Officer I certified; and Chief Officers are Fire Officer II certified. Fire Chief Lance Harris, Deputy Chief Curt Hanselman, Division Chief Dave Roberts, and Battalion Chiefs Rick Manthy and John Carpenter have completed the Chief Fire Officer program. By successfully completing the Chief Fire Office program, they are eligible for the highest certification conferred by the Office of the State Fire Marshal. Division Chief Dave Strojny and Battalion Chief Andrew Benkert are currently enrolled in the Chief Fire Office program to earn their certifications.

The Community Risk Reduction Division works to meet the safety needs of our Firefighters, and the safety and educational needs of the Village. Residential programs like the Katie Project, smoke detector initiative, and CARE, the Village's program to address the opioid epidemic. In addition, this office reviews construction documents in the Village review process, identifying operational issues.

Key Services and Functions & Organizational Overview

General

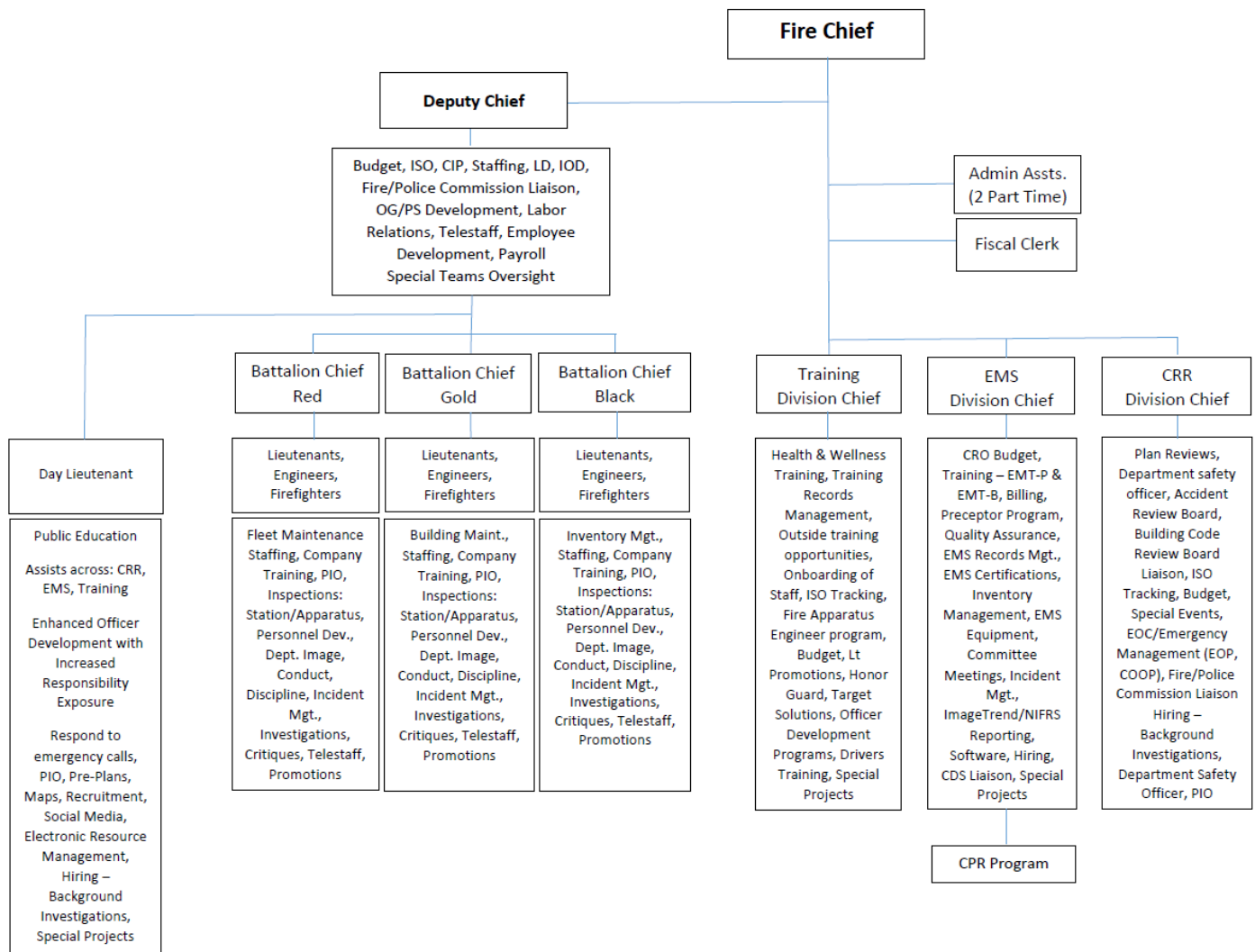
The Fire Department has a staff of 108 sworn Firefighters and three administrative support personnel, include two part-time staff members. There are 8 Command Staff positions, 16 Lieutenants, and 81 Firefighters assigned as shown below.

The Command Staff is made up of the Fire Chief, Deputy Chief, three Division Chiefs (Emergency Medical Services, Community Risk Reduction and Training), and three Battalion Chiefs (one for each of the three 24-hour shifts).

The Department operates out of four state-of-the-art fire stations with two ladder towers (one reserve), five fire engines (two reserve), six ambulances (two reserve), and three rescue squads (one reserve). There are also miscellaneous response/service vehicles within the Fire Department's fleet.

Forty-one members of the Department are members of one of the Department's four specialty teams and have received additional training and certification in those disciplines:

- hazardous materials mitigation
- water rescue
- technical rescue
- fire investigation



The Firefighting and Support Functions are Comprised of Five Main Divisions

Administrative Division

The Administrative Division is responsible for providing administrative support to the Fire Department. In addition to administrative support, this division oversees other support functions: Emergency Management Agency (EMA), Community Risk Reduction, Public Education, Hazardous Materials Monitoring, and Fire Investigations.

Fire Suppression Division

The Fire Suppression Division is responsible for firefighting with three staffed engine companies and one truck company. During large-scale incidents, front-line equipment may be augmented by reserve apparatus staffed by off-duty personnel and the Mutual Aid Box Alarm Systems (MABAS) which is a multi-community state-wide mutual aid system.

MUTUAL AID BOX ALARM SYSTEM (MABAS)

MABAS is a multi-state cooperative providing fire, EMS and specialized incident responses in an efficient, coordinated manner. Our department is one of 12 northwest suburban departments in MABAS Division 1. The MABAS system requires coordination, standardization, reliability, and partnering to achieve faster and better response to emergencies. Members of our specialty teams, who respond to incidents in Arlington Heights, also respond to incidents in other areas and states as members of MABAS Division 1 specialized incident operational teams.

Emergency Medical Division

Within the Emergency Medical Division, four advanced life support (ALS) ambulances operate along with two ALS rescue squads and three engines with ALS capability. The Division also maintains reserve fleet apparatus: two ALS ambulances, one ALS rescue squad, and one ALS engine. All firefighters are trained and certified as Emergency Medical Technicians and approximately two-thirds of firefighters are trained and state-certified as paramedics. Paramedics and Emergency Medical Technicians (EMTs) are kept current through an extensive continuing education program facilitated by our systems provider: Northwest Community Hospital.

Training Division

The Training Division is responsible for the initial and ongoing training of all Fire personnel. The Fire Department participates in a State Certification Program, whereby all personnel perceive the basic, advanced, and officer training necessary to achieve the required certification levels. Nearly all Village firefighting personnel have achieved advanced certification or higher.

Community Risk Reduction Division

Within the Community Risk Reduction Division and under supervision of the Fire Chief, the Community Risk Reduction Officer is responsible for developing and implementing the department's risk reduction / life safety strategies. This position is evolving in to the department's Public Information Officer while coordinating timely safety messages to the community through multiple forms of media. This position is also working with our Recruitment / Diversity team in an effort to attract applicants that reflect the demographics of our community. Future focus areas will include: safety home inspections for independently living seniors, trip and fall prevention programs within our nursing homes, multi-lingual fire prevention programs for both students and residents.

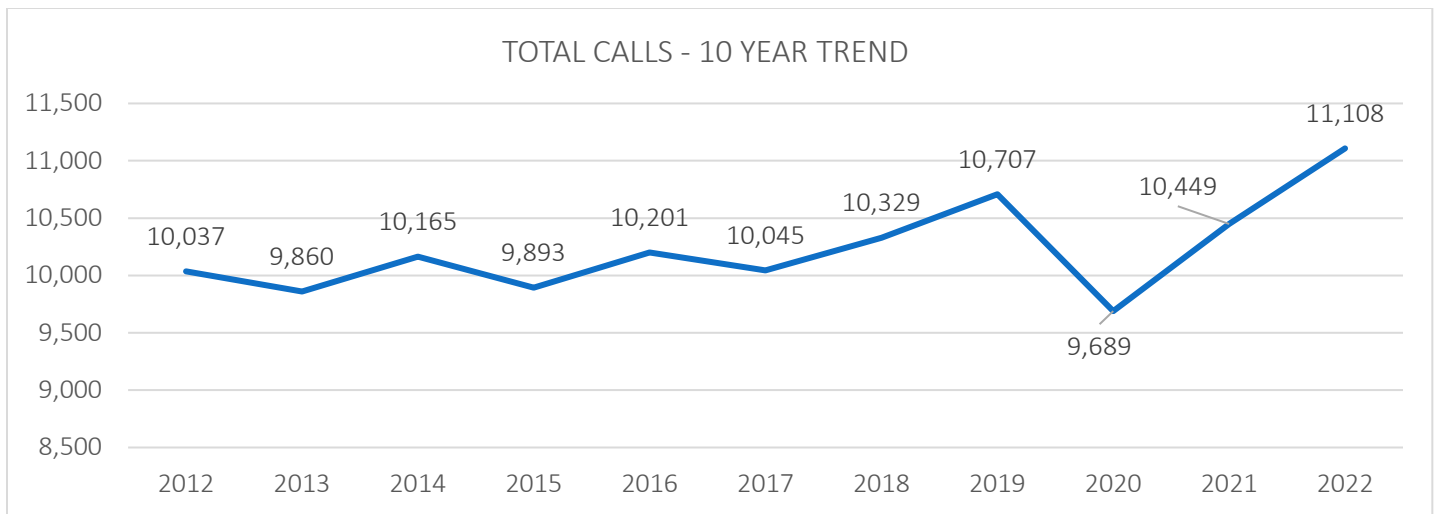
WORKLOAD AND PERFORMANCE DATA

Call Volume

Our call volume in 2022 was 11,108 calls: 2,219 fire and 8,889 emergency medical service calls, broken down as follows:

2022 Incidents by Dispatched Nature

	AH Incidents	Outside AH	Total	Percentage
FIRE RESPONSES				
Single Engine Response	508	16	524	4.7%
Structure Fire	93	150	243	2.2%
Activated Fire Alarm	796	189	985	8.9%
Box Alarm	1	10	11	0.1%
Car / Truck Fire	17	5	22	0.2%
Carbon Monoxide	125	1	126	1.1%
Elevator Rescue	58	1	59	0.5%
Inside Odor Investigation	116	25	141	1.3%
Mutual Aid Request	0	94	94	0.8%
Dispatch error	3	0	3	0.0%
EMERGENCY MEDICAL SERVICE (EMS) RESPONSES				
Ambulance	8,026	459	8,485	76.4%
Vehicle Accident	341	69	410	3.7%
TOTAL RESPONSES				
Total EMS Responses	8,367	528	8,895	80.1%
Total Fire Responses	1,719	494	2,213	19.9%
GRAND TOTAL RESPONSES	10,086	1,022	11,108	



Comparisons to Neighboring Communities

Town	Population	# of Shift Personnel	Total 2022 Calls	Firefighter: Calls
Arlington Heights	74,760	102	11,108	1: 109
Palatine	66,321	87	9089	1: 104
Rolling Meadows	24,200	42	4263	1: 102
Mt. Prospect	56,000	72	7025	1: 98
Buffalo Grove	41,000	54	5165	1: 96
Schaumburg	78,723	120	10,962	1: 91
Streamwood	39,651	49	4318	1: 88
Hoffman Estates	51,600	90	6667	1: 74
Elk Grove Village	32,812	84	6182	1: 73

Response Time

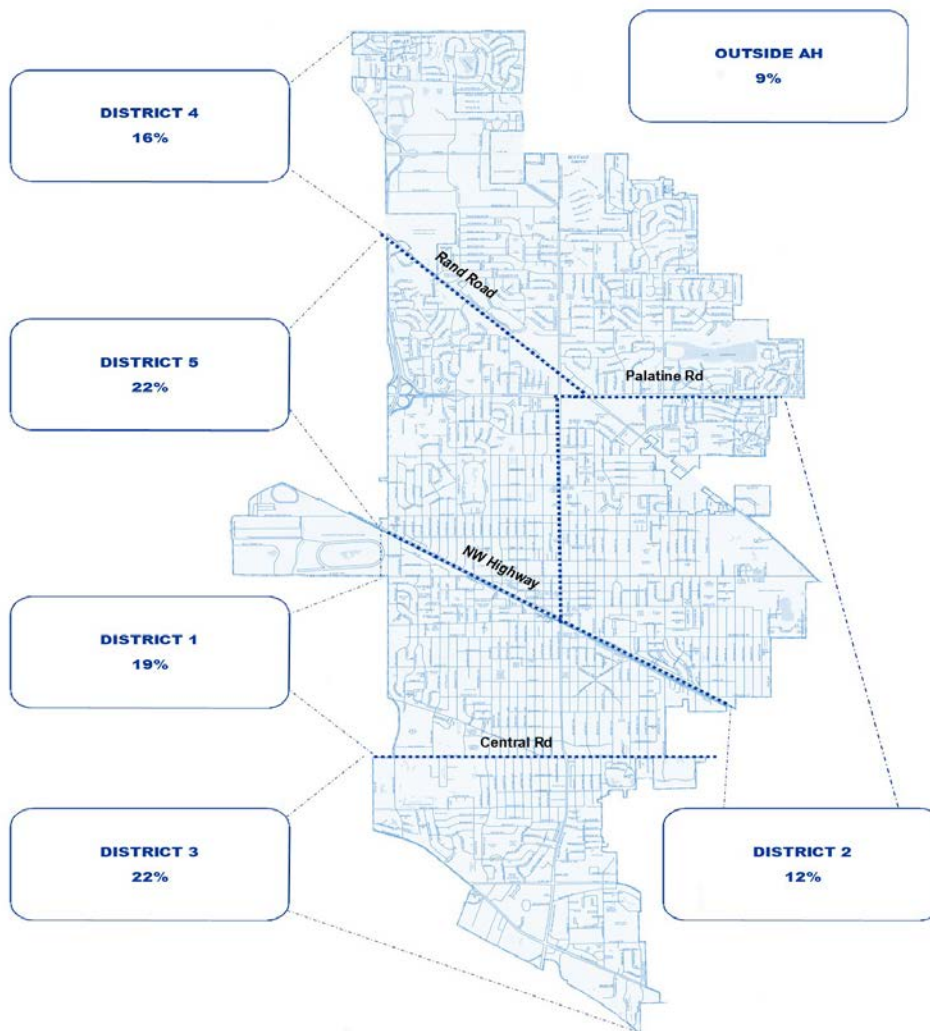
% Response Time 6 Minutes or less	2019	2020	2021	2022
EMS	86.5%	81.7%	83.9%	84.5%
Structure Fires	86.2%	88.4%	87.5%	86.0%

Automatic and Mutual Aid

The Fire Department had continued success in 2022 balancing the giving and receiving of automatic and mutual aid from neighboring municipalities' fire departments:

2022	AUTO/MUTUAL AID GIVEN	AUTO/MUTUAL AID RECEIVED
EMS	401	436
FIRE	256	201
TOTAL	657	637

Response By Districts



Key Accomplishments During 2022-23 Period

ISO Class 1 Rating

The Arlington Heights Fire Department continues to retain the highest public protection rating, ISO Class 1, following a thorough evaluation by the Public Protection Classification Insurance Services Office (ISO). ISO ratings are designed to score a fire department's ability to protect their community. Currently, out of approximately 40,000 fire departments nationwide, there are just over 400 departments to hold an ISO CLASS 1 rating, with only 29 in Illinois.

Expand Fire Department Outreach Efforts to Recruit Diverse Candidates

In partnership with the HR Department, the Fire Department utilized a variety of communication methods to seek out recruitment events and improve internal initiatives. The Fire Department expanded outreach to recruit and retain diverse candidates through increasing college visits, removing barriers of testing entry through eliminating preference points for a Basic Operations Firefighter certification and paramedic experience, offering virtual opportunities, and attending CPAT testing.

FEMA Sponsored Training

Starting in April of 2022 and concluding December of 2023, the Arlington Heights Fire Department is hosting Operational - Level Response to Hazardous Materials/Weapons of Mass Destruction training conducted by Texas A&M Engineering Extension Service (TEEX). Training includes members from the Arlington Heights Fire Department, Arlington Heights Police Department, neighboring Mutual Aid Box Alarm (MABAS) communities, Northwest Community Hospital, and Northwest Central Dispatch. This 24-hour course given over three days focuses on the unique personal protection challenges that responders face during a weapons of mass destruction (WMD)/terrorist incident or a hazardous materials incident. The course is based on NFPA 1072 (2017) consensus standard operations-level core competencies and personal protective equipment (PPE) mission specific competency, as well as OSHA (29CFR 1910.120) and EPA (40CFR Part 311) response regulations. This course also provides the knowledge and skills needed to obtain certification through the National Professional Qualifications System (NPQS/Pro-Board) as an Operations-level responder. The course is sponsored by the Federal Emergency Management Agency (FEMA) and is free of charge.

Fire Department Underserved Population Program

Community risk reduction is the identification and prioritization of risk followed by the coordinated application of resources to minimize occurrence of unwanted events. The Community Risk Reduction Division of the Fire Department worked with the Communications and Outreach Coordinator, along with other internal and community stakeholders, to identify programs and expand outreach in under-served areas of the village. The purpose was to provide safety information on emergency response through creative channels, such as pop-up block parties.

High-Rise Operating Guideline

The Fire Department created High-Rise and Commercial Operating Guidelines / Policy Statements. The previous Standard Operating Guideline for High-Rise Structure Operations was written 15 years ago. With current and anticipated multi-family developments, the Fire Department through its revision and review process identified that these policies required updating and completed their updates. The Department researched and developed new techniques and equipment for operating in these types of structures. Neighboring departments were invited to train alongside the Arlington Heights Fire Department.

Review of Current and Anticipated Challenges

Opioid Epidemic

Opioid overdose EMS calls have been increasing for several years. However, in 2022 we did see a reduction in these calls, due to the availability of the reversal drug, Narcan, and the willingness of people to administer the drug. The Department is carefully monitoring this year’s incidents, as it appears from the limited data we have that the number of calls could again be on the rise.

Narcan Administration								
	2015	2016	2017	2018	2019	2020	2021	2022
Totals	11	45	45	30	36	33	52	41

Vehicle Replacement Challenges

Due to supply chain and material shortages, the Fire Department is unable to maintain its 10 year replacement schedule. In addition, inflation has increased the cost of the in-demand apparatus. The FY2024 and 2025 Fire Department Vehicle Replacement plan includes the replacement of two ambulances each year. The Fire Department has six (6) ambulances, four frontline and two reserve. The four ambulances on order have an estimated 32-month lead time for delivery once the purchase order was signed. The four ambulances being replaced were purchased in 2014 and 2015 and will be exceeding their expected lifecycle when these four ambulances arrive in late 2025. The current rotation has ambulances serving 6 years frontline and the remainder of their 10-year lifecycle as a reserve. In order to properly respond to supply chain shortages and delays, the Village needed to order new ambulances with the understanding of a multi-year lead time to follow the ambulance replacement schedule.

In order to prevent the need to purchase four new ambulances at the same time in the future, the Department will make internal adjustments by keeping two ambulances purchased in reserve status once the one-year warranty expires extending their life. Reserve ambulances are necessary to ensure there is proper coverage while active ambulances are being maintained and for special events that require resourcing an ambulance crew. In addition, Station 2's ambulance runs more calls than the average ambulance, therefore the apparatus ages faster than other apparatus in the Department's fleet. In addition, the Department's increased call volume and the impact of future growth in the community there is a strong likelihood that a 5th ambulance may be needed on a part-time basis.

Although it was not the Department's Vehicle Replacement Plan to purchase four ambulances at once, due to supply chains shortages and increasing costs it was the prudent choice to maintain high quality of services and ensure proper public safety response.

Redevelopment of Arlington Park

Developing the entire site in to a Sports and Entertainment district will place additional demands on the Fire Department. The type and size of the development around the stadium could impact the needs of the department in terms of apparatus, facilities, and personnel. Staff will be taking into account the impact on Fire Department and other Village services when developing recommendations on what types of uses could and should go on the site. However at this time, as final development plans have not been negotiated or approved, it is difficult to say precisely what future operational needs the Fire Department will have. Chief Harris has participated on the interdepartmental work group for this project and has sent a small team of staff members to work a game at Sofi Stadium to identify potential operational impacts to the department.

Succession Planning

A current challenge for the Fire Department and the fire service industry in general is recruiting capable people to fill job openings created by retirements. The potential exists for 50% of our personnel to retire within the next five years; 54 of the department's current 108 personnel will have met the necessary minimum time and age requirements for retirement. Of those 54, 67% are department officers.

- Average age of current Fire personnel – 44.2 years
- Average number of years of service – 15.7 years
- 33 personnel meet age/service requirements to retire now (35% of department), 14 Officers (58%)
- 12 personnel will meet age/service requirements to retire in next 1-3 years (10%), 1 Officer (4%)
- 6 personnel will meet age/service requirements to retire in next 4-5 years (6%), 1 Officer (4%)
- 54 personnel will meet age/service requirements to be able to retire in the next five years (50%), 16 Officers (67%)

The Fire Department plans to continue to develop depth in our leadership team that ensures a qualified pool of candidates is available to fill future promotional opportunities within the organization. Department leaders will work to mentor and support our personnel to fill chief officer, lieutenant, and team leader roles.

Mental Health

The Department offers various kinds of departmental training in the area of mental health. We have 4 trained personnel who have been trained in peer support who can deliver mental health training to our members. The nature of what firefighters do every day puts them at risk for stress-related mental health issues. Witnessing illness, injury, death and destruction takes its toll. The mission of the Peer Support Program is to provide emotional wellness resources for Firefighters in a non-judgmental, confidential setting. Our program is an adjunct to the Village's Employee Assistance Program, and has been expanded to include support for immediate family members of our personnel as well. Addressing Firefighter mental health issues through the Peer Support Program is just as important as addressing the physical demands of our profession with our Firefighter fitness programs. The Fire Department has a firm commitment to both.

Potential New Initiatives to Explore in the Future

Standard Operating Guidelines and General Orders

The Fire Department will aim to continue the review of the 30 Standard Operating Guidelines and 23 General Orders. This was delayed due to staff turnover, but will be prioritized in 2024.

Community Risk Reduction

In 2024 and 2025, the Fire Department aims to develop a fall prevention program for seniors and residents with disabilities. The program can include smoke alarm inspections and overall fire safety best practices.

Firefighter Safety

The Department's top goal will always be firefighter safety. By developing strategies and implementing training programs to enhance firefighter health, safety, and survival, the Department is confident in providing a safe working environment for their first responders. Safety is both an individual and team responsibility; supervisors and employees shall take an active role in their personal safety and safety of their crews.

Cancer Awareness and Prevention

As an industry, firefighters face a 250% greater risk of cancer compared to the general population, due to regular exposure to carcinogens. According to recent research published by the International Association of Fire Chiefs, an average of 63% of all firefighters will contract cancer at some point in their lifetime. As a Department, we are embarking on a continued program to educate our personnel on cancer awareness and prevention protocols.

Behavioral Health

Heart attacks continue to be listed as the leading cause of death associated with line-of-duty injuries and illnesses. Over the past decade cardiac related events have accounted for 44% of the on-duty deaths, roughly 220, within the industry. Unfortunately, first responder suicide occurs at a rate nearly 5 times more than cardiac related events. During the same decade where nearly 220 firefighters died as a result of cardiac related events, over 1,200 first responders took their own lives. As a Fire Department we will present on-going suicide awareness and prevention training with a focus on anxiety, depression, PTSD, and familial issues.

The Fire Department will continue to support the internal Peer Support Program. The mission of the Peer Support Program is to provide emotional wellness resources for firefighters in a non-judgmental, confidential setting. The program is an adjunct to the Village's Employee Assistance Program, and has been expanded to include immediate family members of our personnel as well. Three firefighters were trained in Peer Support in 2016. In March of 2022, three additional employees were trained to offer this service to our firefighters bringing the total to 6 firefighters able to provide peer support.

Evaluate Ways of Placing a Fifth Ambulance In-Service Utilizing Current Staffing

Due to the Department's increased call volume and the impact of future growth in the community there is a strong likelihood that a 5th ambulance will be recommended on a part-time basis in the near future. During days of mandatory EMS and Fire training, adding a fifth ambulance is necessary now to meet the service level demands.

The call volume in 2022 was 11,108 calls for service, which was the highest in the Department's history. The percentage of EMS calls continue to rise, it was 80.1% in 2022. There is one firefighter per 109 calls, Arlington Heights continues to be the busiest and most efficient in the area in terms of call volume, as shown by our ratio of firefighters to number of calls. For example, Schaumburg has approximately the same population, but 150 calls fewer and 18% more firefighters. While there has been fluctuations in calls over the last 10 years, the general trend continues to go up. Through the first quarter of 2023, the Department is on trend to meet or exceed last year's numbers.

The Fire Department has been analyzing the data regarding placing a fifth ambulance in service over the last four years. Past history shows ambulances have been added based on demand/calls for service. In 1986, a third ambulance was added when ambulance responses averaged 1,100 per ambulance a year. In 1999, that number exceeded 1,800 each so a fourth ambulance was added, bringing the average responses down to 1,500 per year. In 2022, average responses had climbed

again, to an average of 2,223 per ambulance. Some of the excess calls are assisted by the 3 ALS Engines and 2 ALS rescue squads that have been put in service in recent years. While these units take some of the burden off of our front line ambulances, we are reaching a point where changes to our service model must once again be examined.

In response to these increasing ambulance demands, the Fire Department has changed the daily staffing model to place a fifth ambulance in service under certain circumstances when staffing permits. The Department continues to see the greatest demand for ambulance calls between 8am and 6pm. This intermittent peak staffing of a fifth ambulance is a logical first step towards a permanent staffing of such a unit. However, requests for ambulances from neighboring communities through mutual/automatic aid continues to rise and also peak during the day.

Another point of pressure is that the Department's mandatory EMS and fire training requirements require one ambulance out of service approximately 50 times a year. The Department has committed this year to placing an additional ambulance in service on these scheduled days of training to meet the demand for calls for service, reduce the number of mutual aid requests to our neighbors, and maintain our commitment of four ambulances to our stakeholders.

Given the data and the future needs of the community, the Department is now working with the Village Manager's office on the development of new models to put a fifth ambulance in service on a more frequent basis during peak call hours in the near term, and on a permanent basis in the relative near future as calls continue to rise

Equity and Inclusion

In support of the Village's on-going Diversity, Equity, and Inclusion priorities, the Department will focus on our abilities to be a fair and inclusive environment. As a Department, we are challenged with our employment opportunities based upon candidate testing success but we can strive to develop an environment that continues to welcome and appreciate employee differences.

In closing...

As a core service of the Village, the Arlington Heights Fire Department recognizes the community is the reason for our presence. The Fire Department will continue to provide the highest level of customer service by protecting life, property, and the environment through the delivery of innovative, fiscally responsible firefighting, emergency medical services, public education, and fire prevention.