



MINUTES

President and Board of Trustees
Village of Arlington Heights
Committee-of-the-Whole
Board Room
Arlington Heights Village Hall
33 S. Arlington Heights Road
Arlington Heights, IL 60005
March 16, 2016
7:30 PM

I. CALL TO ORDER

President Hayes called the meeting to order at 7:30 PM

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL

BOARD MEMBERS PRESENT:

Mayor Thomas Hayes, Trustees Blackwood, Glasgow, LaBedz, Rosenberg, Scaletta, Sidor, & Tinaglia

Trustee Farwell arrived at 7:37 P.M.

STAFF MEMBERS PRESENT:

R. Recklaus, J. Massarelli, J. McCalister, C. Papierniak, C. Craig, K. Hanson, M. Sterrenberg, N. Julius, B. Schwab, J. Musinski, S. Mullany, C. Gorecki, P. Wilkiel

IV. NEW BUSINESS

A. Departmental Status Reports - Engineering

Mr. Massarelli presented his power point presentation that gave an overview of the Engineering Department's roles and responsibilities, the quality and talent of his staff and their roles, and how the department works with various other Village departments in order to get things done more efficiently. He also talked about some of the department's key accomplishments, which included breakout sessions with the residents regarding the storm sewer project, the trial "basket weave" stop sign placement, and the trial of the "Stop for Pedestrians in Crosswalk" signage. Mr. Massarelli also talked about Engineering's current and anticipated challenges, and key and potential new initiatives. Some projects and associated costs discussed in the presentation

included flood control, road construction (street resurfacing and replacement), and with federally mandated ADA requirements, to name a few.

Mr. Massarelli stated that an ultimate goal of the department is with customer service which starts with keeping residents informed and aware of what is going on in their areas. He said that as an informational tool used by various departments, Engineering and GIS creates yearly construction maps that show various Village, IDOT, and County projects, saying that it is also posted on the Village's website. Trustee Rosenberg asked that a copy of the map be provided to the Board.

Professional Engineer and Project Manager Nanci Julius who handles the annual Street Resurfacing Program gave an overview of some of the various projects she has worked on over the years. She also gave a presentation regarding the street resurfacing program, explaining the mandated regulations regarding ADA ramps. Ms. Julius also explained the amount of work that is involved in making ramps ADA compliant and the issues that may arise in the field while doing so.

Mr. Massarelli said that a key accomplishment of the Engineering Department is the Nickol/Walnut federally funded project that Briget Schwab took on throughout Phase I, the necessary paperwork for approvals, Phase II, Design, & Phase III, construction.

Professional Engineer and Project Manager, Briget Schwab gave an overview of some of the projects that she has worked on, saying that her main task is the Street Reconstruction Program. She continued by giving a detailed overview of how projects work, and the length of time it takes when federal funds are used.

Trustee LaBedz felt that the Engineering Department's presentation was fascinating, saying that it helped her better understand what they do. She asked Ms. Julius if she found resistance from homeowners in regards to the amount of work that needs to be done because of ADA requirements of intersections being constructed. Ms. Julius stated that most residents are agreeable with what needs to be done, but that there are some that may need more explanation. She stated that there is no cost to the residents for this work, and added that she wants to make sure that residents will be ok with the finished product. Trustee Labedz also asked about the textured area of the ramps saying that she understands that for those who are visually impaired it would be critical to know what you're coming upon, but said that she has also heard complaints from people who may not understand the benefit for it or feel that it impedes them. Ms. Julius talked about the different types of panels, saying that the ones the Village is using are more slip resistant.

Trustee Sidor thanked the department for the work on the ADA ramps, saying that not only does it help the visually handicapped or people in wheel chairs,

but helps the elderly as our population ages.

Trustee Farwell asked if the ADA intersections were federally funded. Mr. Massarelli answered saying that federal funds are not specifically for ADA, but that ADA is part of the general road program that receives federal dollars. Trustee Farwell then asked that since the federally mandated ADA requirements increased the amount of work that has to be done compared to prior years and have higher costs, that during the budget hearings the costs be separated to help the public understand. Mr. Massarelli stated that 2014/2015 costs can be provided showing the percentage for ADA ramps, as well as estimated costs for the following year prior to construction. Trustee Farwell also asked Mr. Massarelli to highlight that increase in the program in his executive summary for next year's budget.

Trustee LaBedz said that some residents are concerned if replacement of old pipes creates lead to leak into the water system. Mr. Massarelli said that when a new sewer line was installed about 15 years ago there were a number of services that were disrupted, and said that special fittings were used to connect to existing service lines so that there was no negative impact.

Trustee Tinaglia asked Mr. Massarelli for his description of the differences between the Engineering and Public Works Departments and also asked why the two departments are not combined like in other communities. Mr. Massarelli explained that Engineering's main focus is design, and in terms of construction, contractors are hired for everything that is done. He said that Public Works does maintenance and some of their own work. He went on to say that communication has is good between the departments and that some work is combined or overlapping. Mr. Recklaus added that although they may have different views or perspectives on a given project it is important that both departments work together because it will work out in the end. Mr. Recklaus went on to say that other communities have their Engineering Departments combined with other departments, but thought that the design/maintenance dynamic that the Village has with having both an Engineering and Public Works Department works very well. Trustee Tinaglia thought it critical that both departments work well together, as should the Planning and Building Departments.

Trustee Sidor talked about the crosswalk signs and the super long streets where you cannot cross legally unless you walk a long way, such as on Campbell between Chestnut and Vail and on Evergreen. He asked if there was any solution for the illegal/unsafe crossing and how safety could be increased for pedestrians. Mr. Massarelli said that it was looked at internally a couple of years ago saying that it was nearly impossible to count the number people crossing. He went on to say that he believes that the Planning Department is looking at some of those areas and said that the issue with mid-block crossings is that they are limited where they can go because of driveways, trees, hydrants, etc. Trustee Sidor asked that when future TIF developments are designed, that this not be an issue.

Trustee Farwell said that the Library is having issues with safe pedestrian/vehicular traffic walkways in the parking area of a main entrance and asked if Engineering was contacted. Mr. Massarelli said that the Library has sent plans to the Planning Department which in turn sent them to Engineering for review. He said that the traffic engineer reviewed the plans and made comments regarding safety and how to make things a bit safer.

Trustee Blackwood stated that homeowners in the Recreation Park area were grateful for the "basket weave" initiative and how it was handled. She went on to say that one of the questions that came up from a few families in the Kensington area about the "Stop for Pedestrians" crosswalk signs was when the signs will go back in place. Mr. Massarelli stated that it will be evaluated at the end of the month by Public Works to see a long-range forecast for snow, saying that if it looks favorable the signs will go back in around early April.

Trustee Blackwood asked what percentage of Public Works' and Engineering's budgets gets allocated for cement resurfacing. Mr. Massarelli stated that cement work is not based on percentages but on need and what is necessary to get roads up to a certain level. Trustee Blackwood asked if the Surrey Ridge area is looked at yearly. Ms. Julius said that it is looked at yearly, but said that concrete streets do fall in a back log as do the rest of the streets. She went on to say that another neighborhood is earmarked to be done. She explained that preliminary lists and conditions of streets are discussed at Pavement Committee meetings and that after field measurements and estimates are done, she sees where things are in the budget before it is decided how much can be spent on concrete replacement. She also noted that Public Works can do some of the concrete work in house.

Trustee Rosenberg asked how much pozzolanic pavement is left in the Village. Mr. Massarelli said about 60-65 miles. He then asked if the Dundee/Kennicott project was a Village project. Mr. Massarelli stated that it was a State project that the Village is participating in order to get pedestrian bicycle crosswalks and a bicycle path installed along Dundee Rd.

Mr. Recklaus complimented the Engineering for the amount of federal funding that the Village has received, their quality of their work, and on how they interact with residents.

B. Departmental Status Reports - Building-Health

Mr. McCalister gave a presentation of Building, Health, and Senior Services, adding that later this year the department will be divided into the Building Services Department and the Health and Human Services Department. He stated that Building Services' workload has returned to post recession levels and said that construction inspections, residential permits, and plan reviews have all increased. He noted that fire inspections decreased this past year due to staffing levels, but expects an increase this year due to the hiring of a Fire Safety Supervisor.

Regarding Health Services, Mr. McCalister stated that the Environmental Health division met the requested inspection frequency for food establishments, said that Nursing Services home visits currently average 165 a month, that immunizations given have increased, and said that Human Services continues to partner with local agencies to fill any gaps in services. He went on to say that the Senior Center averaged 549 patrons per day in 2015.

Mr. McCalister continued by giving an overview of the department's key accomplishments. In Building Services some things included were staff's admirable response to increased construction during personnel transitions, new employees with a good knowledge base, better cross-training, streamlining of handouts, increased involvement with Chamber of Commerce Staff, and the permanent expansion of the same day permit program. For Health Services, the single family Solid Waste contract, SWANCC recycling initiatives, Village hosting of NWMC Health Director's meetings, increased community outreach, and expansion of immunization clinics, to name a few. Mr. McCalister went on to say that the Senior Center was recognized as the top host for the AARP activities in the State, and that is a certifying organization for the President's volunteer service award.

Mr. McCalister went on to talk about current and anticipated challenges, which includes increased levels of construction activity, the implementation of the single family solid waste program changes, increased demand on community partnership immunization clinic, parking and staffing challenges at the Senior Center, and the effect of the State's budget impasse on Services at the Senior Center. Trustee Farwell asked Mr. McCalister if he would follow-up with the Board in a future Board packet or monthly report on how the State's budget impasse effects on the Senior Center's programs or services. Mr. McCalister stated that the impasse is affecting Catholic Charities, an agency who works out of the Senior Center and said that the State currently owes Catholic Charities \$26 million which impacts Village programs.

Mr. McCalister concluded by talking about key initiatives which include a smooth transition for the new director of Building Services, opportunities for improved customer service while maintaining the integrity of Village codes and ordinances, and to assure that all public elevators meet the new State mandated requirements. Key initiatives for Health Services include preparation of adoption of the FDA 2013 Model Food Code and education of residents on the changes and new options available in Solid Waste Program. Some new initiatives include evaluation of handheld computer devices for field personnel, research of a professional database specializing in social services, evaluation of the permit and licensing fee structure, and expansion of the adjudication process to include code violations.

Mayor Hayes knows that there is a need in the community and questioned the high fund balance in the Emergency Assistance Fund asking if there were not as many requests being made. Mr. McCalister said that about \$4,000 per

month is being spent in serving the public explaining that community has provided more funding for that account (Arlington Cares events and the Holiday Assistance Program).

Mayor Hayes voiced his concern regarding the Village losing its Senior Center accreditation and the difficulty with developing new programs and opportunities because of it. Ms. Hanson stated that the loss of accreditation from the National Council on Aging/National Center on Senior Centers is directly related to the low staffing levels at the Senior Center and said that getting it back would help the Senior Center and the community. Mayor Hayes thought that there is a need to look at the importance of getting the accreditation back.

Trustee Tinaglia thought it is important that the Building and Health Departments are being separated because of the amount of work involved in running two departments, and because of improvements needed to be made to both departments. He went on to say that he would like to see some small commercial projects added to the Same Day Permit Program, knowing that some people don't like to go through the hassle and time involved in the permit process and do things on weekends to avoid it. Mr. Recklaus said that it can be on the list to explore once the new Director of Building starts, adding that it presents challenges but can also present some benefits as well. Trustee Tinaglia also questioned the current method used for calculating permit fees, which are based on the amount in contractor's statements and vary by contractor for the same work being done. He asked that permit fee calculations for average projects for homes and offices are looked at, and feels that a menu of flat fees be created. Mr. McCalister said that fee structures will be looked at and be compared to other communities.

Trustee LaBedz questioned the low number of residents that signed up for twice a week garbage pickup. Mr. McCalister said that the program just got rolled out this week and expects an increase in that number. He added that evaluation will take place in October 1st, noting that Groot may come back to discuss whether twice a week pickup is worth doing. Trustee LaBedz felt that not many would opt in for it and looks forward to seeing the evaluation in October.

Trustee Sidor complimented and thanked the nursing staff, saying how important and appreciated that their home visits are, and said that it has a tremendous impact on our seniors. Trustee Farwell asked the nursing staff to let people know about the upcoming Katie Project. Trustee LaBedz encouraged people to participate in the Arlington Cares fundraisers.

Mayor Hayes said that when some of the homes in the Village deteriorate, complaints from neighbors are received and asked if the Village has a right to ask to go in a house to see what the condition is. Mr. McCalister said that we can talk to people, but we cannot go into the house without their permission unless it is with the Police or Fire Department when they are on a call, adding that in those instances they can deem a house inhabitable. He

added that nurses or Senior Center staff has gone to homes to talk to residents, ask them if there are any services that they are in need of, and to evaluate the situation.

Mayor Hayes asked what Mr. McCalister and Mr. Craig felt about the Village's housing stock in regards to deterioration. Mr. Craig said that he believes it is very good and better than average for the Chicago area, but said that there is no systematic way of knowing, and said that the way it is approached is based on complaints or when something is noticed. Ms. Sterrenberg said that as a home care nurse it is dealt with a lot and is very difficult. She said that when she visits homes she wants to earn the resident's trust, and if able to get in she can get a social service to come out or request in-house counseling. Mr. Recklaus said that it is difficult but staff continues to work with homeowners and neighbors, and said that sometimes takes take Fire, Police, and Health Services to all get involved.

Mr. Recklaus said that Mr. McCalister has done a tremendous job, noting how caring the staff of both Building and Health services is, saying that they take themselves and their roles very seriously in making sure things are done well and to Village standards.

C. Departmental Status Reports - Public Works

Mr. Papierniak gave the Public Works presentation, saying that they are responsible for various infrastructure improvements including maintenance, roadways, sidewalks, traffic signals, trees, street lights, detention ponds, and all components of water and sewer systems.

He described and gave a brief overview of the divisions and the roles of various staff members of the department and listed some of the various maintenance and annual programs and legal and operational responsibilities. Mr. Papierniak said that the department continues to accomplish more each year and challenges staff on production with quality and customer service in mind. He said that it was important to mention that on key and large projects such as EAB, snow & ice control, leaf pickup, grinding, water main and sewer projects, the various divisions work together as a close knit family saying that some things cannot be done by just one unit.

Regarding cost measures, Mr. Papierniak said that a majority of work is recorded in an effort to closely watch expenses and productions while striving for prompt, courteous, and guaranteed service. He went on to say that some services are contracted out when they are more efficient or to help handle peak loads. He said that in addition to routine annual programs, emergency responses, and customer service inquiries, the department is proud of its many 2015 key accomplishments. He continued by giving an overview of each of them.

Mr. Papierniak talked about some of the many current and anticipated challenges of the department, including flood control, sidewalk snow removal, new tree maintenance, stringent IEPA and other agencies

requirements for water standards, and water main construction oversight, to name a few. He said that the difference between Arlington Heights Public Works from other towns is the proactive programs that they do, adding that mandates and additional work loads are always threatening that. Mr. Papierniak finished by saying that 2015 was a very productive year, and then talked about some of the key initiatives and projects occurring in 2016.

Mayor Hayes and the Board thanked all of Public Works for the great job they do out in the community on a daily basis, saying that they receive many compliments about the can do attitude of the department.

Trustee Tinaglia asked Mr. Papierniak what he thought the difference was between Public Works and Engineering. Mr. Papierniak thought that it was design and maintenance, saying that there are debates between both departments because they are passionate about their jobs and that it is for the benefit the community. He said Public Works always asks that design has maintenance in mind, adding that the more the communication improves between the two departments, the better the understanding of each other will be. He added that they have joint forces on the pavement committee and on infrastructure inspections prior to resurfacing and reconstruction in order to make sure those things don't have to be rebuilt.

Mr. Tinaglia complimented Mr. Papierniak on the excellent job that he is doing. Mr. Recklaus added that you hire people that complement each other, saying that Mr. Papierniak and Mr. Shirley work well together. Mr. Papierniak added that there are great people in every aspect of the department that help them.

Trustee Rosenberg asked about Scott Rowader's replacement when he retires at the end of the month. Mr. Papierniak said that discussion has not yet taken place and said that those are big shoes to fill after his 40 years of service.

Trustee Rosenberg asked if Public Works deals with Legal staff regarding any regulatory issues. Mr. Papierniak stated that there is always correspondence with Ms. Ward in the Legal department regarding different types of issues including trip & falls, regulations, backflow devices, building permit issues, etc.. He added that it is a challenge every year to keep up with knowing what the new laws and regulations are.

Trustee Sidor asked what the labor costs were for a replacement tree that failed under the EAB program. Mr. Papierniak stated that it costs approximately \$135.00 for removal and replacement.

Trustee Farwell thanked Public Works for doing an amazing job, saying that they have such an incredible reputation with its citizens because of the way they handle themselves in the field. The rest of the Board agreed and thanked Public Works for all they do. They thanked Mr. Papierniak for his good presentation.

Mr. Recklaus stated that Mr. Papierniak has a very busy job during normal conditions, adding that he has stepped up and has done a phenomenal job over the past few weeks. Mr. Recklaus said Public Works does things well and have pride in what they do.

V. OTHER BUSINESS

There was no other business.

VI. ADJOURNMENT

Trustee Glasgow moved, seconded by Trustee Tinaglia to adjourn the meeting at 9:56 P.M. The motion carried unanimously.



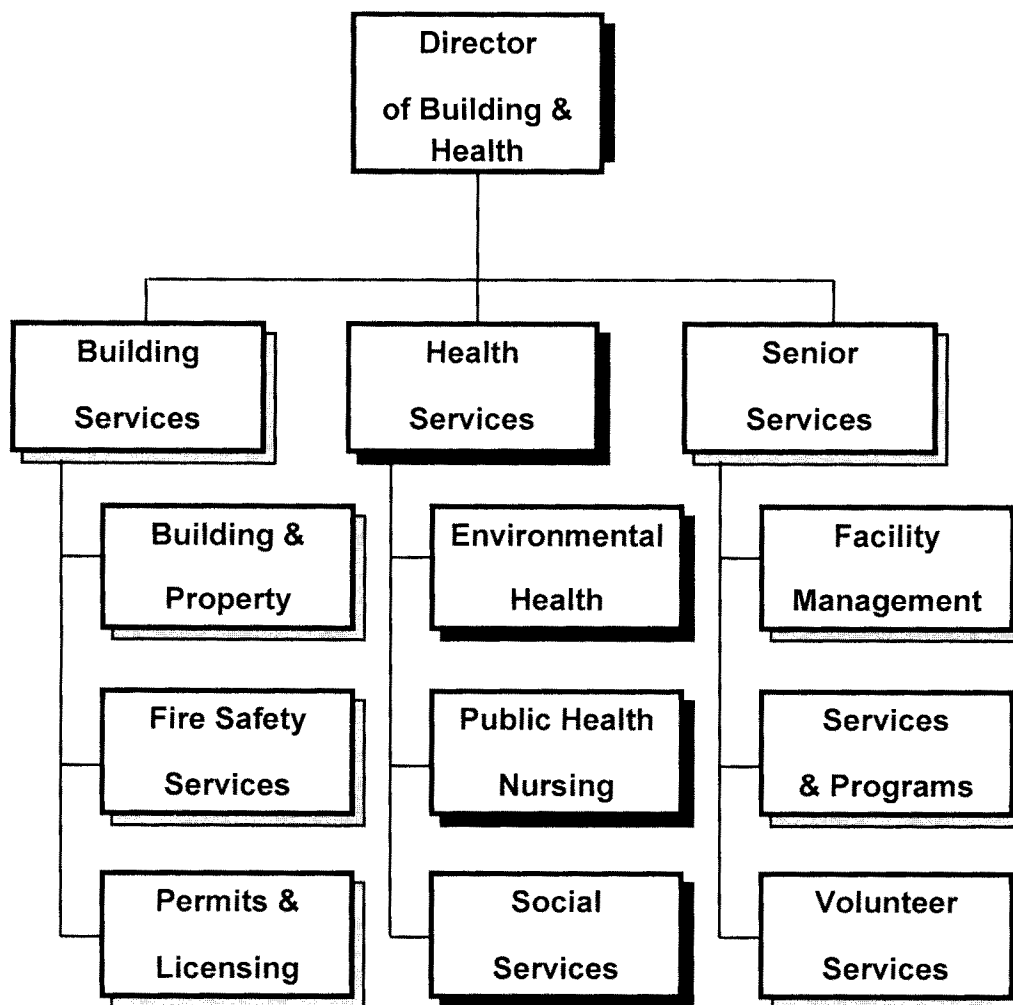
Village of Arlington Heights
Department of Building & Health Services

Memorandum

To: Randy Recklaus, Village Manager
From: James McCalister, Director of Building & Health Services
Date: March 10, 2016
Re: Annual Departmental Report

Section 1: Review of Scope of Services Provided by your Department

The Department of Building and Health Services provides important services to our residents in an effort to help protect their health, safety, and welfare. The Department's current organizational structure is as follows:



In the upcoming year the Building Services and Health Services divisions will be divided into the Building Services Department and the Health and Human Services Department.

Currently, the Building Services Division regulates Construction, Buildings, Building Systems (Electrical, Plumbing, Mechanical/Heating/Ventilation, Energy Systems and Other Systems), Fire Safety/Protection Systems, and all provisions for Property Maintenance.

Building Services provides for the regulating of permits, inspections and licensing. Functions included are Administration, Plan Reviews, Code Enforcement, and follow-ups necessary for the safe occupancy and use of all buildings, structures and premises as noted below:

- Administration of permits, inspections and licensing. These activities are the core services common to all areas within Building Services. The Directors office provides administration, support and oversight for the core services and their daily operations.
- Reviews for compliance on permits, inspections and licensing. Building Services conducts reviews at all hierarchical levels prior to granting approvals and issuing pertinent certificates.
- Enforcement of regulations on permits, inspections and licensing. Enforcement activities and all ancillary due process follow-ups are delegated to field personnel and their immediate supervisors.
- Follow up for premises safety. Building Services Inspectors interface with the Fire and Police Departments in code matters for the safe occupancy and use of buildings, structures and premises.

Additional Services – Buildings Services staff interfaces with the Building Code Review Board and the Electrical Commission. The recommendations made by the Boards and Commissions, which are subsequently approved by the Village Board, are then enforced.

The Health Services Division addresses the physical, environmental, and social needs of the community through the divisions described below:

- **Disability Services** - 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 communitywide 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. This covers a broad range of topics including; disability benefits and services, disability rights, accessible transportation, accessible/affordable housing, home modifications, assistive technology, adaptive equipment, Medicaid, Medicare, Social Security Disability and Supplemental Security Income, Rehabilitation Services, Home and Community Based Services, insurance, disability agencies, support groups, IRS Tax Incentives, adaptive vehicles and financing, as well as new technologies that impact the lives of persons with disabilities. The DSC also reviews Plan Commission plans for accessibility and provides accessibility consultations to home owners 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 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, Fair Housing Amendments, Air Carriers Access Act, Individuals with Disabilities Education Act, Section 504, 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 DSC manages the Arlington Heights' Medical Reserve Corps (MRC). The mission of the MRC is to engage health care professionals and non-medical/non-public health administrative support volunteers in helping the community respond to an activation of the mass dispensing plan for community wide prophylactics in the case of a pandemic or bioterrorism event.

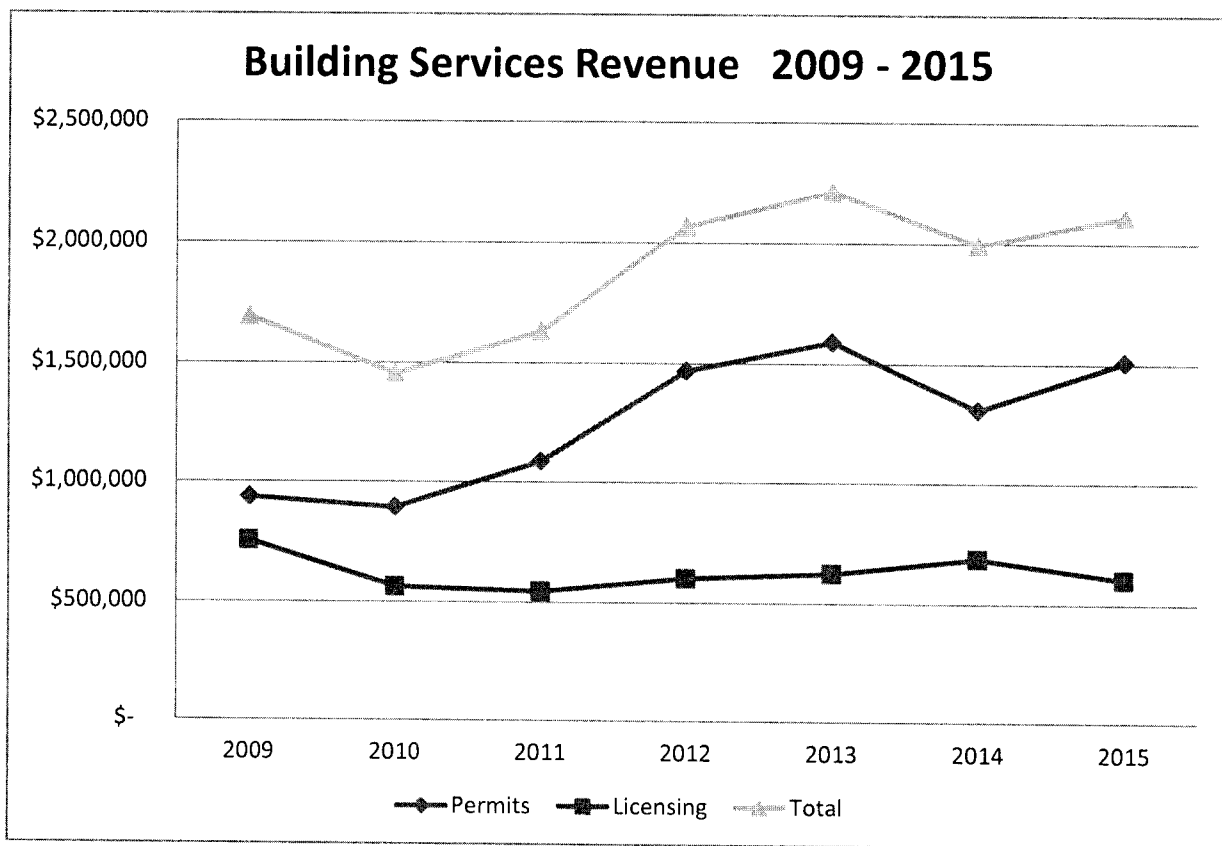
- **Environmental Health** – The Environmental Health Division (EHD) staff works with the citizens of our community in an effort to maintain an environment that provides optimum health, safety, comfort and well-being, now and for future generations. The Village's EHD consists of three inspectors, with Bachelor of Science degrees in Environmental Health or Community Health. All of the inspectors are licensed by the State of Illinois Department of Professional Regulation as Environmental Health Practitioners. The division divides the community into three districts for inspections (north, central and south). The inspection districts are rotated every three years. Our Licensed Environmental Health Practitioners conduct code enforcement actions in their districts in the following programs: public food establishments, day care facilities, swimming pools, nuisance complaints, and perform other types of inspections as needed. This division also manages and/or implements: the weed cutting program, well water, radon testing, food service education, Employee Right-To-Understand program regarding use of hazardous chemicals by Village employees, and solid waste (refuse, recycling, and landscape waste) services.
- **Human Services** – The Human Services Coordinator (HSC) evaluates, recommends, and coordinates various human service programs, providing emergency assistance and referral services to those in need. This division also manages the Counseling Subsidy Program, discounts for the Children at Play Program, the Arlington Heights Park District Scholarship Program, the Arlington Heights Ministerial Association Emergency Fund, the Salvation Army Fund, the Village Holiday Assistance Program, and the Village Emergency Assistance Fund. The HSC also acts as intake coordinator for Access to Care, Nicor Sharing Program, and the Parish Emergency Assistance Resource (PEAR). The HSC is the Liaison to Arlington Cares, NFP which raises funds specifically for the Emergency Assistance Fund. The HSC helps to provide stop gap measures to residents of Arlington Heights experiencing life crises. These services include programs addressing financial, housing, physical, and family health. Not only do we offer programs directly through the Village's Human Services Division, we also offer intake and referral to other local programs.
- **Nursing Services** – Two registered nurses provide a Home Visit Program, various low cost health screening clinics, a Village-wide influenza vaccination program, and low cost immunizations for children. Nursing Services also provides CPR and AED instruction support for 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, and information and referral services are provided to the community. Our treatments, assessments and education are provided to our community area with a special focus on Arlington Heights residents. All ages, ethnicities and cultures benefit by our services. We are very fortunate to have a supportive Board of Health and doctors willing to sign the orders needed to provide all the services we offer. A close working relationship is maintained with our local hospitals, area municipalities, the Illinois Department of Public Health (IDPH), and the Medical Reserve Corps Coordinator for disaster preparedness and communicable disease outbreaks.
- **Senior Center** – The Arlington Heights Senior Center is the central component of our community's strategy to help meet the needs of our older adults. As such, it serves as the community's focal point where older adults can come together for services and programs that reflect their experience and skills, respond to their diverse needs and interests and enhance their dignity, support their independence, and encourage their involvement within the center and the community. The Senior Center provides a supportive environment in which adults have voice in determining matters in which they have a vital interest. The Senior Center provides a wide variety of services and programs that link patrons with services offered by other agencies. The Senior

Center serves as a primary resource for the entire community for information on aging and support for family caregivers. The Senior Center also provides the opportunity for senior citizens to access our services in a “one stop shop” setting, a model developed when we opened Park Place Senior Center in 1982. The Village owns, operates and manages the Senior Center and provides the umbrella for an innovative partnership of eight senior service agencies under one roof.

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

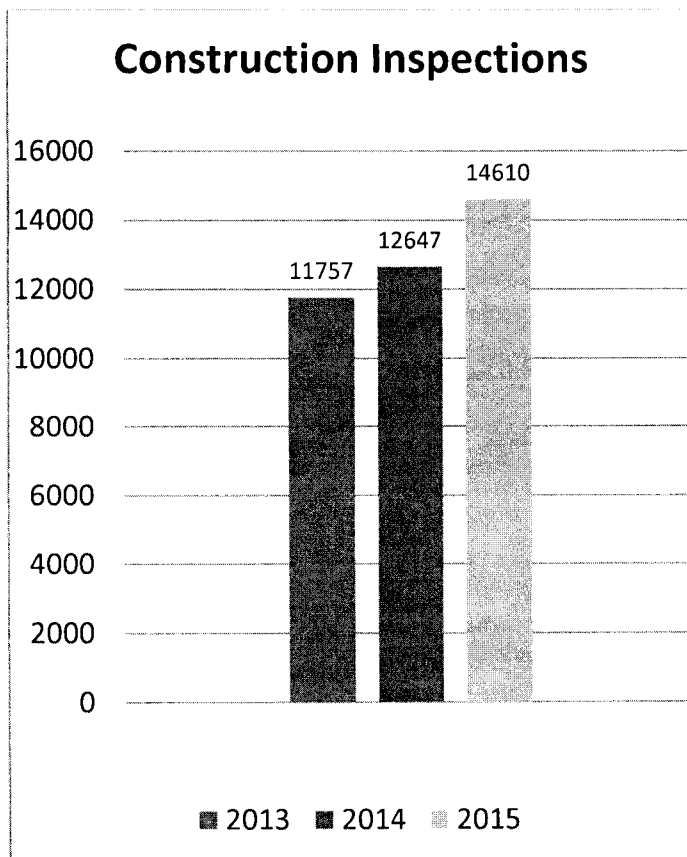
Section 2: Workload and Performance Data

The Building Services workload continues to be active and has returned to what we were experiencing prior to the recession that occurred during 2009 – 2011. Combined permits and licensing revenues, as denoted in the following graph, have been holding steady over the last four years at around \$2,000,000.

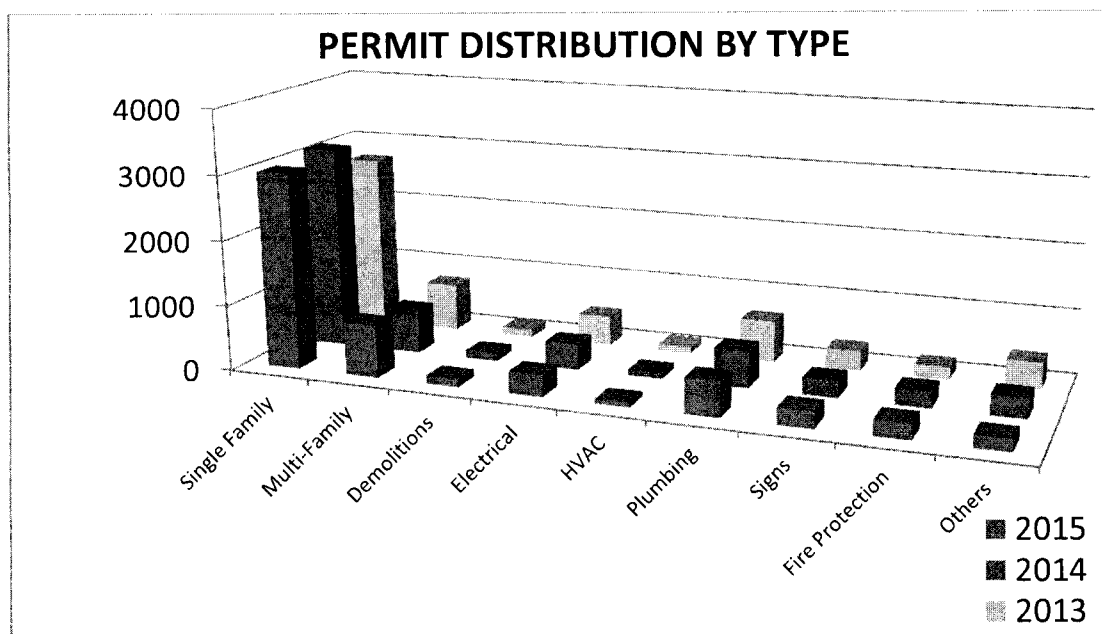


	<u>Permits</u>	<u>Licensing</u>	<u>Total</u>
2009	\$935,879	\$754,400	\$1,690,279
2010	\$892,228	\$561,685	\$1,453,913
2011	\$1,084,344	\$543,536	\$1,627,880
2012	\$1,467,530	\$600,428	\$2,067,958
2013	\$1,588,183	\$622,949	\$2,211,132
2014	\$1,306,426	\$686,304	\$1,992,730
2015	\$1,508,892	\$601,141	\$2,110,033

In 2015, we observed another increase in the total number of new building inspections being conducted by the Department. The increase was constant across all trades. Construction inspections for Building, Electrical, Plumbing, and Fire protection, all registered higher volumes than the previous year.

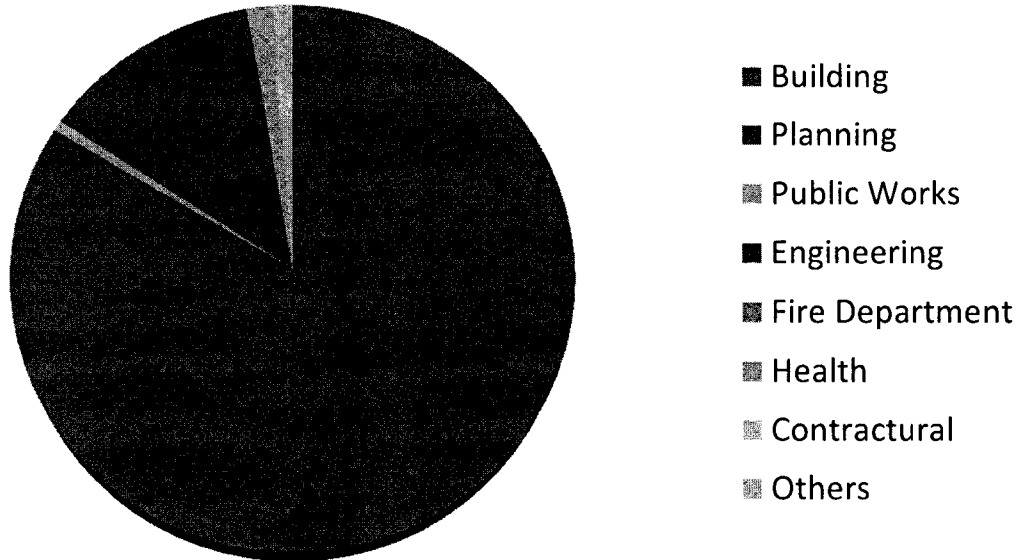


Building Services continues to experience a significant volume of permits for work related to residential housing. These permits include new construction, remodels, tear downs and a wide variety of small property upgrades.



For the last two years, Building Services has averaged over 10,000 plan reviews annually with an average review time of slightly less than four days. Across all Village departments, there have been over 15,000 reviews conducted annually the past two years with an average review time of just over four days.

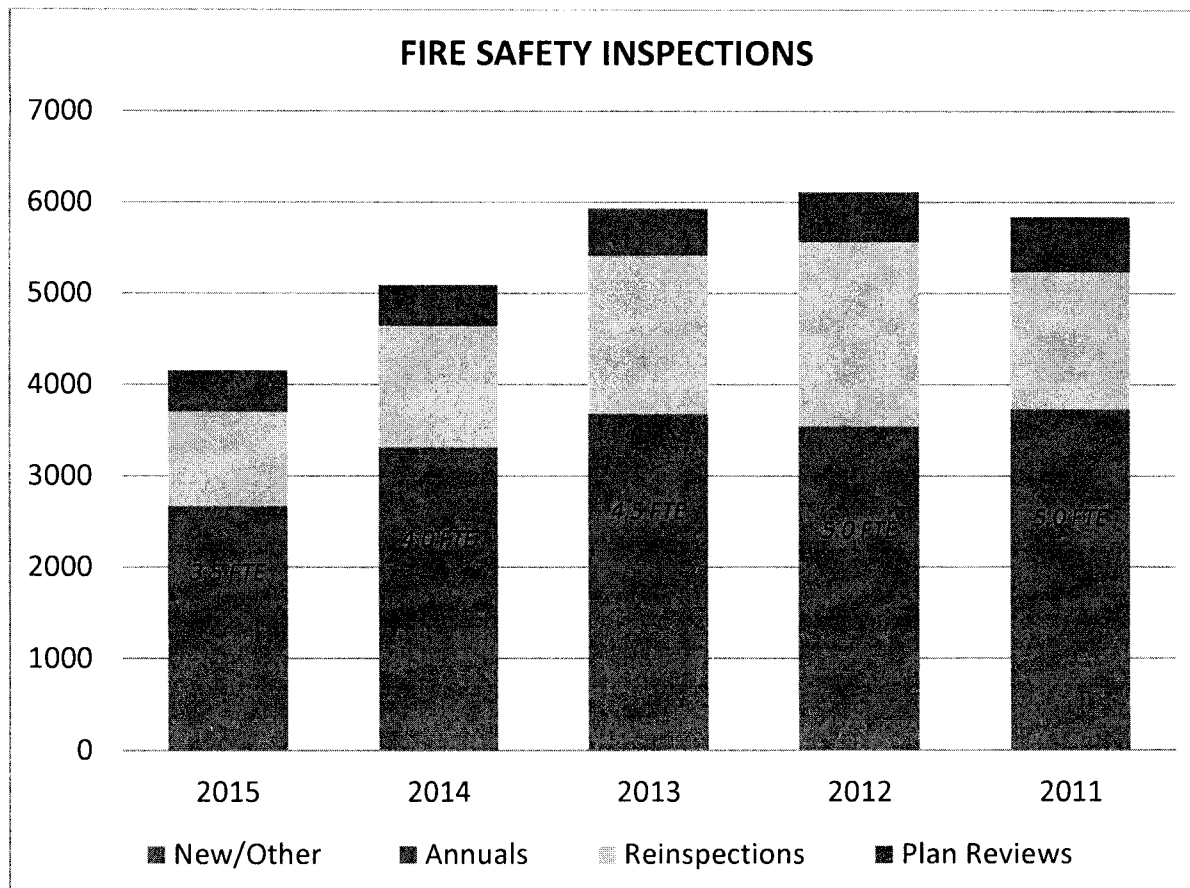
Plan Reviews by Department - 2015



PLAN REVIEW TRACKING (BY DEPARTMENT)

	2015			2014			2013		
	Reviews	Days	Average	Reviews	Days	Average	Reviews	Days	Average
Building	10,552	39,928	3.79	10,640	42,548	3.99	9,833	31,098	3.17
<i>Corrections</i>	59	138	2.34	44	44	1.00	39	116	2.98
<i>Engineering</i>	1,986	6,962	3.51	2,024	11,045	5.46	1,962	6,983	3.56
<i>Fire Department</i>	2	2	1.00	1	1	1.00	3	3	1.00
<i>Health</i>	230	716	3.12	168	597	3.55	202	639	3.17
<i>Planning</i>	2,148	12,388	5.77	2,421	16,396	6.77	2,306	8,002	3.47
<i>Public Works</i>	96	880	9.17	59	763	12.93	80	178	2.23
<i>Contractural</i>	117	282	2.41	119	280	2.35	47	177	3.77
All Others	4,638	21,368	4.61	4,836	29,126	6.02	4,639	16,098	3.47
Total	15,190	61,296	4.04	15,476	71,674	4.63	14,472	47,196	3.27

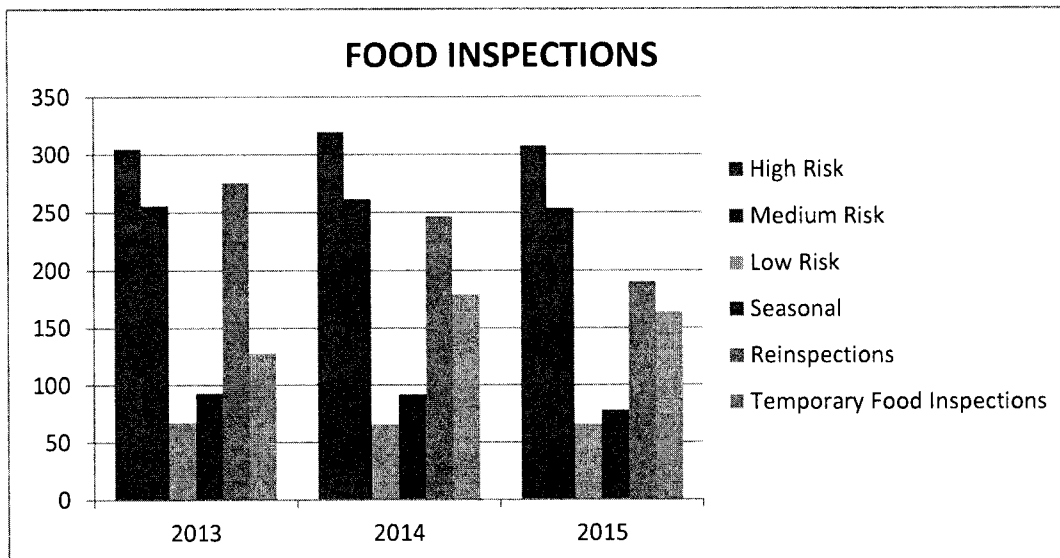
The Fire Safety Inspection graph shows a clear correlation between annual inspection, plan review volume and staffing levels. Due to the reduction in staff, work demands were absorbed by remaining staff which resulted in administrative work for each inspector (plan review, meetings, etc.) and less field time. Future levels of inspection are expected to remain consistent with staffing levels. The Department hired a new Fire Safety Supervisor on March 7, 2016 that will assume administrative responsibilities for this division.



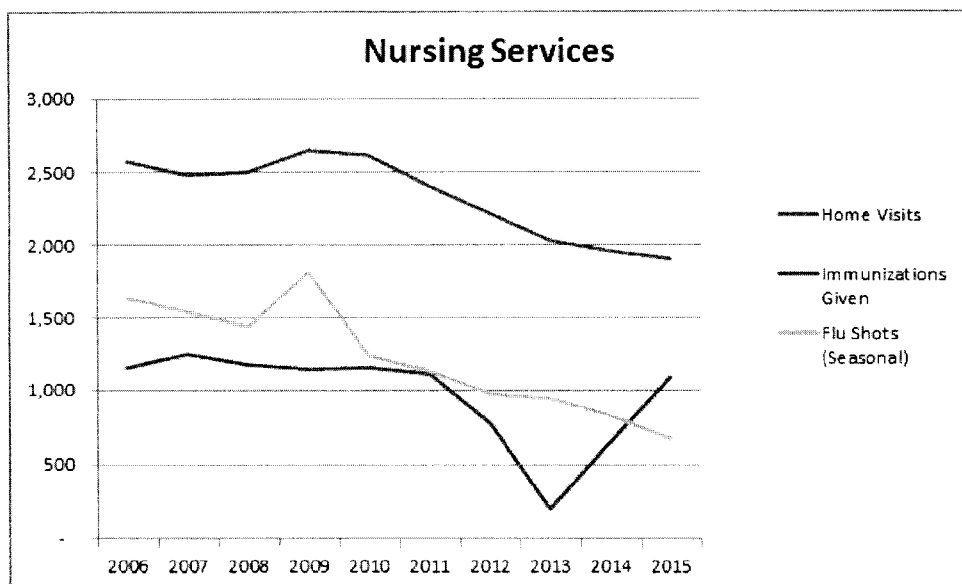
FTE/Full Time Equivalent

	<u>2015</u>	<u>2014</u>	<u>2013</u>	<u>2012</u>	<u>2011</u>
Plan Reviews	459	456	524	556	607
Re-inspections	1039	1328	1734	2016	1500
Annuals	1429	1982	2103	2250	2363
New Construction/Other	<u>1235</u>	<u>1328</u>	<u>1575</u>	<u>1295</u>	<u>1371</u>
Totals	4162	5094	5954	6117	5841
 Average per FTE	 1189	 1273	 1323	 1223	 1168

The performance measure statistics in Health Services have held relatively constant overall during 2014-2015. The Environmental Health Division met their requested inspection frequency for food establishments, swimming pools, and daycares in 2015. Since 2013, there has been an increase in the number of temporary food service inspections as depicted in the following chart. Our community has steadily increased the number of temporary (evening and weekend) entertainment events that are provided to residents.



In our Nursing Division, home visits have declined, but the needs and acuity of our clients has increased. This is evidenced by the number of anticoagulant checks we do annually. Annually we have averaged 650 tests a year, in 2015 we provided 792. Visits were done very quickly and needed to be limited to once a month. We are now able to make an additional visit for instabilities. We are also able to participate in community events which we had to limit since 2010. Due to the success of our revised monthly Immunization Clinic, immunizations have increased from 650 in 2014 to 1,092 in 2015.



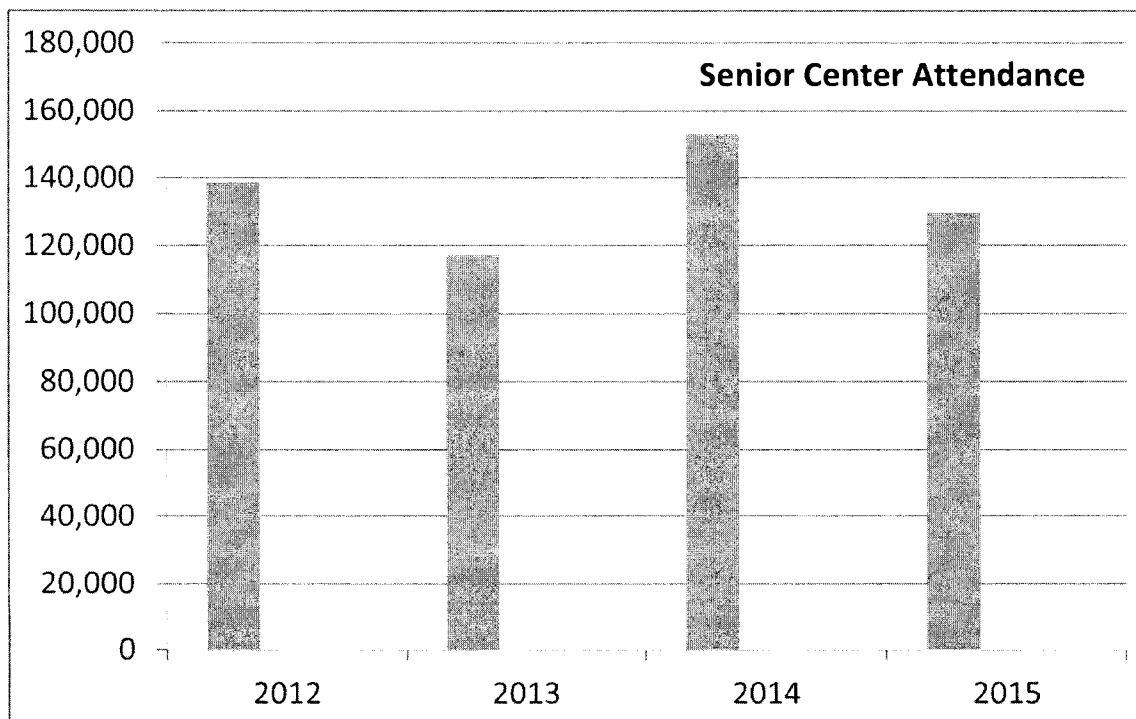
Federal re-imbursement has historically affected many of our Nursing programs. In 1998-2000, home visits increased dramatically when laboratory samples were no longer considered a “skilled need” prompting Home Health Care (HHC) agencies to discharge many clients. This resulted in many homebound residents with no way of having critical blood levels monitored (INR testing for those taking Warfarin, an anticoagulant). Through a generous donation from Frontier Days, Inc., two CoaguChek anticoagulation testing devices were purchased for the Village Nurses to address this need. As our

resident population aged, other interventions were needed as well, as documented on our monthly reports. This explosion in the Home Visit Program resulted in reducing and streamlining other programs such as general clinics, community event participation, flu shot clinics, and the Vision & Hearing Program.

In the past three years, health care has changed. These changes have resulted in the creation of more HHC agencies and patients staying in service for much longer periods of time. Flu shots and other immunizations are now offered at most local pharmacies. Interestingly, immunizations for uninsured or under-insured children/adults remain an unmet need.

Our Social Services Division continued to partner with local agencies to fill in the gaps in services throughout the community. The Division has worked closely with Arlington Cares, NFP, which is a not-for-profit organization developed to raise money to help Arlington Heights residents in crisis. Their success of late is noteworthy and we are fortunate to have several agencies and residents willing to donate to our Village's Emergency Assistance Fund (EAF). In the attached EAF table, you will see that as of February 18, 2016, there is a fund balance of \$149,818.

The Senior Center picture demonstrates growth, and that growth tends to come in spurts. For example, in 2014, we had 33,341 more patrons walk through our doors that the previous year. On Monday, January 11, 2016 we had an inexplicable 918 patrons attend the Senior Center. That same phenomenon happened on February 9, 2015 with 1,159. Our individual Saturday morning attendance has sometimes doubled or at least exceeded what the total monthly Saturday attendance numbers were in 2010.



Section 3: Key accomplishments over the past year

In 2015, Building Services was challenged by several forces.

First, the construction field experienced a boom in general that included everything from single family teardowns, residential remodeling and new commercial buildings along with multiple commercial remodels. Also, the Village had several mega projects that either came to completion or became ongoing projects. Among these mega projects were the old Sheraton/Arlington One building which was finalized, the Autumn Leaves memory care building on South Arlington Heights Road, the large additions and major remodeling of the Lutheran Home buildings, the new Transitional Care facility on North Arlington

Heights Road, the Rohrman Lexus building on Dundee Road, the major remodeling for Paylocity on North Wilke Road, large scale construction for HSBC on Shure Drive, and others.

Additionally, the Department succeeded in bringing these projects to fruition despite having to weather the departure, during the course of the year, of experienced inspectors and office personnel. The remaining Department staff, despite incurring large increases in individual workloads, committed themselves to making sure these projects continued to be inspected in a timely and professional manner.

The overall heightened construction pace also served to make the efficient disposition of the much more numerous "lesser" projects and administrative processes equally critical. This commitment to the core duties of the Building Services Department was admirably upheld by a staff which understood right from the start that the imposing volume of plan reviews, phone calls, e-mailed queries, FOIA requests, follow up responses and general data entry, would have to be dealt with by all staff members.

Through this transition, Building Services has gained skill sets brought in by the new employees that enhance the overall knowledge base of the Department and has allowed for better cross training that is invaluable during peak demand time periods. An example of the skill sets added to the Department over the past few years includes:

- Two Master Code Professionals that have extensive plan review knowledge and experience.
- Two Building & Property Maintenance Inspectors that bring over 22 years of municipal service and further strengthen our code knowledge and construction review methods.
- A Building Inspector who is also a licensed electrician able to back up our Electrical Inspector, as needed, and a Plan Reviewer also able to conduct field inspections.
- Employees that have or are currently teaching classes on related field work.
- Three employees with previous supervisory experience.
- Employees that have both public and private sector experience in their related fields.

The Division was also able to have a part-time Fire Safety Inspector and Staff Assistant become full time in 2014. The new staff, along with the attributes of the existing staff, provides a team with significant technical knowledge and skills that should enhance this Division moving forward.

Customer Service at the front counter was enhanced with the additional Staff Assistant hours obtained. The division has modified, enhanced, or added numerous handouts or checklist directories to better serve our residents. To strengthen customer service, several other initiatives have been undertaken or continued including: process evaluation for our Plan Review Committee, opportunities for interacting with permit holders, interfacing more with the Chamber of Commerce staff, and expanded the Same Day Permit program from pilot to permanent.

The Health Services Division had several key accomplishments this past year.

The Environmental Health Division and Director worked with: the Village Manager, Legal, Finance, Public Works, the Executive Director of Solid Waste Agency of Northern Cook County (SWANCC), and Groot Industries on the upcoming single-family refuse contract. Initially, negotiations were held with Groot. In August, at the direction of the Village Board of Trustees, staff created and released a *Request for Proposal*. Staff, the Village Manager, and SWANCC interviewed the four waste haulers with the best overall proposals and asked for "final and best pricing." Some of the key enhancements to the solid waste contract include:

- Lower pricing in almost all options of service.
- Refuse carts (option of three sizes).
- Once per week refuse collection, with the option to subscribe for a second weekly collection.
- Landscape waste/food scrap cart subscription program (2 cart sizes).
- Two for one leaf bag collection (November 1st thru December 15th).

- No charge for collection of: 13 additional recycling curbside containers in the Downtown, Mane Event/Taste of Arlington, Downtown Train Station, PW street sweeper container, and PW fall leaf pile.

The Environmental Health Division continued to work with SWANCC on a variety of recycling initiatives for our residents. Staff worked with SWANCC and Senior Center staff to host the annual Document Destruction Event at the Senior Center in September. Over 650 cars dropped off documents for shredding. Staff is currently trying to secure a larger site for this year's event, due to its popularity.

The Human Services Coordinator (HSC) continues expanding our community education portion of the Human Services Division. The HSC attended several agency collaboratives and spoke at several churches, schools, and private groups about what we do and how they can help. Another venue for community education has been attending school district resource fairs open to the community. Working with Arlington Cares, NFP to create awareness and fundraising as their liaison. The donations to the Emergency Assistance Fund (EAF) have increased.

On behalf of the Village of Arlington Heights, the Disability Services Coordinator (DSC) responded to an ADA 25 Chicago Survey and as a result was invited to join the Metropolitan Mayors Caucus ADA 25 Task Force. As Board Liaison to the Commission for Citizens with Disabilities, the DSC facilitated the Mayor and Board of Trustee Proclamation recognizing the 25th Anniversary of the signing of the Americans with Disabilities Act of 1990. The DSC facilitated the 6th Annual Disability Employment Awareness Award presented by the Mayor to The Arlington Heights Park District selected by the Commission to receive the 2015 Award for employing persons with disabilities.

This past year the DSC received authorization to access the Illinois Housing Search Case Worker Portal. This allows him to add Arlington Heights residents with disabilities to the State registry that disperses subsidized housing units to low-income persons with disabilities. The registry was mandated by consent decree to provide home and community based placements to persons with disabilities who would otherwise be institutionalized.

The DSC, as Board Liaison in conjunction with the Commission for Citizens with Disabilities, hosted the "Accessible and Viable Housing Presentation" presented by John Gonzalez of the International Code Council.

Due to the partnership created with IDPH, Nursing Services was able to obtain deputization of the VNA Federally Qualified Health Center, which allowed the Village to re-open the Community Partnership Clinic. They were also selected to offer immunizations to qualifying adults. Unfortunately, due to the State budget situation, this program was halted so that funds would stay with the children's program. Recent contact with IDPH suggests that if the budget is resolved, vaccines for qualifying adults may be re-established. The Community Partnership Clinic had significant growth in numbers served in 2015.

Nursing Services partnership with the Arlington Heights Chamber of Commerce launched the 12 week Awakening Health Initiative. Nursing Services provided blood pressures, heart rate, and oxygen saturation checks, along with body fat analysis.

The Senior Center held several successful programming events and services in 2015. In January, the local Mended Hearts Chapter began to meet at the Senior Center. We hosted a very successful job fair. Our players put on an "Old Time Radio Hour" show with Metropolis, performing to a packed house. We worked with several Eagle Scouts in developing their projects. We offered several programs to increase awareness of Alzheimer's disease, including the showing and discussions of "Still Alice" and "Alive Inside".

Escorted Transportation Service, Northwest hosted its 20,000th ride in its history since formation as a nonprofit in September, 2006. The Park District added a CNC machine (computerized numerical control machine or also referred to as CNC cutter) with phenomenal success. It is a machine in the woodshop

that is guided by computer, rather than human adjustments through wheels, gears or levers. The Senior Center Manager worked with the Assistant Village Manager to revamp the taxi program.

The Senior Center gained some statewide recognition as a top host for AARP activities in Illinois in 2014. Our Volunteer Coordinator applied for the Presidential Achievement Award and these were first issued at our 2015 Volunteer Luncheon. Karie Van Grinsven, Program Coordinator, served as a judge for the 24th Annual National Mature Media Awards, an awards program organized by the Mature Market Resource Center located in Libertyville.

Health Services strived to work closely with our partners at the Municipal, County, and State levels this past year. The quarterly Northwest Municipal Conference Health Directors meetings are now hosted by our Department and being held in the Community Room. Our Environmental Health Division agreed to take the minutes for these meetings.

The Director was asked to participate in key County initiatives and was asked to provide a second two year term as a voting member on the Cook County Department of Public Health (CCDPH), Community Health Advisory Council (CHAC). The CHAC is a collaborative network of organizations along the public health continuum with the primary objective of advising and making recommendations to support the advancement of CCDPH's strategic direction. The CHAC is collectively committed to improving the mental, physical, emotional, and social health of suburban Cook County residents. The Director was also invited by the CCDPH to participate as a member of the 2020 WEPLAN Steering Committee, to develop a community health strategic plan to improve the health status of suburban communities over the next five years. In 2014, the Director was also asked by the CCDPH to be a participant in their accreditation process by attending a meeting with the Public Health Accreditation Board, in order to share how our municipality interacts with the CCDPH.

Our Nursing Services Division has worked closely with the IDPH to assure we receive and properly provide our vaccines to the community. Nursing Services also attends the regular Municipal Nurses Club meetings. These partnerships are invaluable and help Arlington Heights stay connected while providing and promoting health and welfare services to our residents.

Section 4: Review of Current and Anticipated Challenges

The current and anticipated primary challenge for Building Services is the anticipated level of construction activity for this year. The foreseen increased level of construction, which is the result of both the increased national economic activity, the attraction of the business climate and other attributes of Arlington Heights, makes for a potentially challenging year for staff. Already this winter the department has noted an extraordinarily high level of permit applications for the time of the year. While this influx of permit applications does not guarantee that the pace will continue or rise, as would be normal with the upcoming warmer weather, it is a good bet that the pace will increase. The work already on the books for the upcoming year will, along with the anticipated normal construction activity, most likely place our inspectors under a very busy schedule. Already we have, or will shortly have issued permits for the new hotel, six large retail outbuildings and water park modification at Arlington Downs, the large scale expansion/major remodeling for HSBC, a large project for Paylocity and others. These large projects will take additional time and we do not anticipate a reduction in the underlying number of smaller projects.

The core mission of the Department: plan reviews, permit issuance and inspections done at the times requested, must be accomplished to meet the needs of residents, contractors and building owners. This demand may cause the priorities of the Department to require that secondary concerns such as property maintenance issues, illegal signs, assisting other departments, etc., to not be accomplished as quickly during peak season.

Staff consistently must reassess the amount of time available to be spent on each individual project based on the increasing volume of cases to be worked. Less time can result in less interaction with each individual applicant. This at times can disproportionately impact residential and small business customers

who often need more assistance. Use of new technologies and new processes are continuously being considered to allow staff to maintain a high level service or improve it.

These issues will be key areas of focus for the new Building Services Director as part of their transition.

Health Services also has several anticipated challenges they will be monitoring in the upcoming year.

Implementation of the Single-Family Solid Waste program changes will occur during the spring of this year. Staff will be responding to resident calls and emails regarding new collection days, refuse carts and sizes, once vs twice per week refuse collection, landscape waste subscription programs and other requests in an effort to provide a smooth transition.

A few of SWANCC's popular recycling initiatives, such as the battery recycling program, may be eliminated due to increased cost. These programs have become popular with our residents and staff will work closely with SWANCC and our refuse hauler to see if there are possible alternatives for our community.

This past season our grass/weed cutting contractor failed to comply with all of the contract requirements, necessitating a need to switch to the second lowest bidder. The new contractor has higher prices; however, the contractor also has the Village's contract for Village owned properties. It is anticipated that the two contracts will be combined for the 2017 season and staff will work with the new contractor to assure a smooth transition.

Medical re-imbursement will continue to impact our Nursing services. Although home visits are slightly lower now, new administration may curb HHC agencies as has been done historically. Keeping up with technology, medical advancements, and standards of care have and will be an ongoing challenge. Staff will also be monitoring the increased demand being placed on our Community Partnership Clinic.

One of our biggest challenges at the Senior Center has been brought on by our own success. We frequently max out the Senior Center's parking lot and continuously seek solutions that will provide sufficient parking for the senior patrons, are realistic for staff, and respectful of our neighbors.

Despite our growth, our staffing pattern has been reduced since we arrived at the Senior Center. Being a remote site, we struggle for coverage for illnesses and vacation times and staff routinely find themselves in the position of having several people competing at one time for their individualized attention. We also are in a trenching back mode, passing on important conferences and workshops, turning down community events and not pursuing or taking a less active role in some of the bigger "razzle dazzle" projects, such as City Livability or becoming a certified senior friendly community. Our accreditation as a Senior Center has run out and it has been more difficult to develop new programs and opportunities.

Another challenge we face at the Senior Center is the State of Illinois budget impasse. Our Case Coordination Unit (Catholic Charities Northwest Senior Services) and the congregate dining program and Meals on Wheels program (Catholic Charities Division of Community Development and Outreach) are heavily funded by Federal and some State dollars. In early February 2016, the State of Illinois owed Catholic Charities \$25,000,000. We are anticipating that Catholic Charities will continue to provide the Meals on Wheels program and make cuts to our daily luncheon program. We do not have information on plans for the Case Coordination Unit at present.

Section 5: Key initiatives now underway

In Building Services a new Fire Safety Supervisor was hired that started with the Village on March 7, 2016. In addition, a new Director will be hired for Building Services in late spring/early summer. Staff will work closely with the new hires to assure a smooth transition for the Department. When this transition is complete, Building Services and Health Services will once again be stand-alone Departments.

Building Services will continue to evaluate opportunities to improve customer service, while still maintaining the integrity of our codes and ordinances.

Staff will continue to work with our Village elevator contractor, Thompson Elevator Inspection Service, Inc., to ensure all public elevators meet the new State mandated requirements for door restrictors and pit ladders. Staff is also creating a new database to improve tracking of elevator inspections. This will enable us to better monitor and respond to inquiries from all concerned parties.

In Health Services, a key initiative that will be underway this year is preparations for the adoption of the Food & Drug Administration (FDA), 2013 Model Food Code. The Illinois Department of Public Health (IDPH) is moving toward adopting the 2013 FDA Model Food Code with an effective date of January, 2017. The FDA Model Food Code has significant changes from the current IDPH Food Code that will require additional training of staff. The Illinois State Food Code currently used is 111 pages while the FDA Model Food Code is over 700 pages. When staff has been trained, they will then need to provide educational training materials to our food service establishments. Staff is also currently verifying that food service establishments are in compliance with the State's new Food Handler law.

Staff will continue to educate and inform our residents on the changes and new options available in the Single-Family Solid Waste Program.

Nursing Services continues to work on mechanizing our documentation for all services. This involves ongoing updates with IDPH's system and we are very appreciative for the support we continue to receive from our IT Department.

Staff continues to work closely with our Boards, Commissions, and not for profits on projects they have to help serve our community. Arlington Cares and Senior Inc. continue to have excellent fund raisers that help our Emergency Assistance Fund and Senior Center agencies. The Commission for Citizens with Disabilities currently has two key initiatives including the Commission's "Disability Employment Campaign" and a survey of municipalities use and adoption of the Accessibility Chapter of the International Building Code. The Youth Commission has just completed their 4th Annual Teen Job Fair. The Environmental Commission is working on educational campaigns related to storm water management.

Section 6: Potential new initiatives

As technology continues to improve at a fast rate, evaluation of hand held computer devices for field personnel in both Building Services and Health Services will need to be considered. The inspection field is moving toward tablets/tough books so that reports and notices can be printed in the field and uploaded to servers. The most recent Building and Property Maintenance Inspector hired evaluated the technology available for use at the previous municipality he worked for, and selected a vendor. His experience will be helpful when Building Services begins to consider this transition. When the State adopts the FDA Model Food Code there will be significant changes to the food service inspection process and forms used. This would serve as an appropriate time to consider hand held field devices.

Another area of technological improvement is anticipated in the Human Services Division. As our programs grow and the families we assist are quickly changing demographics, it is becoming increasingly important to track data on social service needs, demographics, and general information. It may be prudent to look into a professionally created database specializing in social services. It is very important to be able to track this data for various reasons, such as changing needs and origination of funding trends. Being able to obtain information on clients, services, history, and other data will help us stay up-to-date with current trends, stay current with the responsibilities of reporting, and manage activities in a transparent manner. Another important project for the Human Services Division is the creation of a procedural manual to aid in maintaining a consistent level of service.

The Village is considering the expansion of the adjudication option to include many of the code violations that are now heard in the Cook County Third Municipal District. This process would involve field personnel in both Building and Health Services, allowing for a more streamlined approach for obtaining compliance to code issues.

During the solid waste RFP selection process, Groot presented an option to franchise all multi-family solid waste in the upcoming contract. The Village did not select this option, however, Groot has communicated with staff that they will be approaching the Village with this option in the near future. This would verify that all residential waste generated in Arlington Heights is taken to SWANCC, per the Project Use Agreement.

Staff will meet with the new Joint Emergency Management Service Coordinator to discuss our emergency related programs. Emergency preparedness is vital and staff would like to be able to dedicate more time to evaluating our procedures and processes related to sheltering and our pharmaceutical distribution plans and will continue to evaluate opportunities to further develop our Medical Reserve Corps. Staff also plans to review our procedures for responding to after-hours services for emergency situations.

Staff looks forward to evaluating these potential new initiatives, and implementing, where appropriate, to better serve our community.

VILLAGE OF ARLINGTON HEIGHTS

Memo

Date: March 11, 2016
To: Randy Recklaus, Village Manager
From: Jim Massarelli, Director of Engineering
Re: ENGINEERING DEPARTMENT DESCRIPTION

Per your request, following is the annual Engineering Department report outline:

Engineering Department Description

Overview of Engineering Department – The Department consists of ten employees with four being registered as Professional Engineers in Illinois. The Engineering Department is involved in many different aspects of Village operations. We are part of many essential daily work tasks, from street construction to plan reviews, and flood control to meeting ADA requirements. Our primary expertise is in the areas of road construction and plan review. We work with all the different departments within the Village but the most similarity in work tasks occurs with the Public Works Department. The Engineering and Public Works Departments work together in a number of areas. The greatest amount of overlap is within street maintenance function. Road Resurfacing Program and Road Reconstruction Program are the responsibility of the Engineering Department. Roadway Edge grinding program, Roadway patching and crack filling are the responsibility of Public Works. The Pavement Committee, made up of three employees from each department, coordinates these programs to extend the pavement life of the roads in the Village of Arlington Heights. The Pavement Committee is also incorporating the road programs and the water main replacement program.

The Department has three basic work group sections:

- i. **Public Development Construction Inspection and Systems Design:** This unit is responsible for the preparation of plans, construction inspection, and layout for all publicly funded municipal system projects, including flood control and road improvements; planning and administering the Village's infrastructure improvement program, including inventory, evaluation, and construction; reviewing and approving all plans prepared by consulting engineers engaged by the Village in these activities; and performing all engineering services for the Board of Local Improvements.
- ii. **Private Development Construction Inspection and Systems Design:** This unit is responsible for reviewing and approving all plans prepared by developers for privately funded municipal system projects and sites to be developed; inspecting the construction of these projects and sites; making bond release inspections; and responding to citizen inquiries on grading problems.
- iii. **Traffic Engineering:** This unit is responsible for the compilation of traffic data for proposed traffic controls; investigating and evaluating requests and needs for traffic safety measures and traffic control devices; reviewing the traffic impact of new development; coordinating the installation of street lighting systems; preparing plans for traffic signal modifications and street lighting systems; coordinating the Village's involvement with proposals for improvements by the Illinois Department of Transportation and Cook County Highway Department; and performing long and short range transportation planning.

Staff members and their roles:

- Jim Massarelli, P.E., Director of Engineering, 30 years of Engineering experience. Manages the staff of the Engineering Department.
- Mike Pagones, P.E. Deputy Director, nearly 30 years of Engineering experience. Manages the Private Development work group which involves Plan Commission review, Building Department plan reviews, and Service requests generated by residents. Supervises three employees; two Engineering Inspectors and the Traffic Technician
- Nanci Julius P.E, CEII, nearly 25 years of Engineering experience. Project manager for the Resurfacing program and Wilke/Northwest Highway project. Prepares plan specifications, proposed construction quantities, and manages all aspects of the construction for the program. Extensive experience with ADA regulations and reviews ZBA requests

- Briget Schwab, P.E., CEII, nearly 15 years of Engineering experience. Project Manager for the Reconstruction Project and BPAC liaison. Completed all aspects of the federally funded Nichols/Walnut project, completed largest in-house federally funded project.
- Tom Ponsot, Traffic Engineer, 35 years of Engineering experience. Responds to traffic inquiries and performs plan reviews. Reviews Plan Commission traffic issues.
- Tiffany Schmoker, Traffic Tech 8 years of Traffic data experience. Obtains traffic data. Manages the Engineering database and updates GIS maps.
- Chuck Homuth, Engineering Asst., nearly 30 years of Engineering drafting/CADD experience. Prepares construction plans for road construction projects using CADD. Assists the Police Department with accident reconstruction using CADD.
- Karl Emma, Engineering Inspector, 30 years of Engineering Inspection experience. Mainly reviews permits and does site inspections for permit. Performs site visits for Service Requests.
- Jim Zaharopoulos, Engineering Inspector, nearly 10 years of Engineering Inspection experience. Mainly works on public road construction projects. Performs site visits for Service Requests.
- Donna Locher, Admin Asst. nearly 30 years of Administrative Assistance experience. Handles all incoming calls and assists in many other duties.

Ongoing Programs Overseen:

- a. Resurfacing/Sidewalk Program: 2015 budget \$3.6 million, 2016 budget \$4.9 million

The resurfacing program is one of the main pavement preservation tools utilized to extend the life of Village streets. The program has evolved over the years with different methods but the basic concept with this program is to replace two to three inches of existing pavement to improve ride-ability and extend the life of the entire pavement section.

- b. Reconstruction Program: 2015 budget \$2.0 million (\$400,00 VAH), 2016 budget \$4.1 million

The reconstruction program replaces roadways that cannot be resurfaced due to base failure. The program rebuilds the entire street replaces all of the curb and gutter as well as most driveway aprons.

- c. Federally Funded Programs Wilke/Northwest Hwy \$2.2 million (\$40,000VAH)

The use of Federal dollars has assisted the financing of replacing sections of streets that are eligible for federal funding. The department continues to look for ways to stretch our construction dollars. Below is a list of federally funded projects since 2011:

Federally funded projects	Total Cost	Village Share	Construction year
Nichols/Walnut	\$ 2,017,930.00	\$ 403,586.00	2015
Wilke/Northwest Hwy	\$ 2,181,057.00	\$ 36,211.00	2015/16
Davis/Arthur	\$ 4,904,754.00	\$ 992,430.00	2013/14
Douglas Sidewalk	\$ 75,891.00	\$ 18,973.00	2011/12
McDonald Creek Bike Path	\$ 237,359.00	\$ 24,791.00	2012
Commuter Drive*	\$ 2,326,564.00	\$ 270,273.00	2013/14
Algonquin Street Light*	\$ 1,664,406.00	\$ 78,052.00	2011/12
	\$ 13,407,961.00	\$ 1,824,316.00	

* Rolling Meadows 50/50

Legal and Operational Responsibilities to the community and organization:

- a. IEPA Water permits: All new developments that require an extension of the VAH water system requires a permit from IEPA. Engineering requires that an approved permit is obtained prior to any construction of any new water main. All construction is inspected by the department and must meet the State and Village requirements for water main construction. The water main is pressure tested and must pass water sample requirements. Prior to allowing the main to be used the IEPA water operation permit form is completed which states that all the permit requirements have been satisfied.
- b. MWRD permit and inspection: All new sanitary and combined sewer modifications as well as detention requirements must be permitted by the MWRD. The developer's engineer completes the necessary forms and the Engineering Department reviews and approves via signature, the MWRD permit applications. All construction is inspected and must meet the MWRD and Village requirements for sewer and/or detention basin construction. Once all of the work is completed, the Village and MWRD complete an RFI (request final inspection). Only after the approval of the RFI is granted can the new sewer be put into service.
- c. ADA requirements for public sidewalk: All sections of sidewalks at intersections within a construction zone must meet ADA requirements. The following is one example of meeting ADA requirements in a developed neighborhood.

The ADA ramps at the NW corner of Highland Ave & Oakton St were non-compliant and required reconstruction. The non-compliant issues were as follows:

Existing curb ramps are non-compliant, no detectable warning panels, transition area 6.5% (non-compliant);

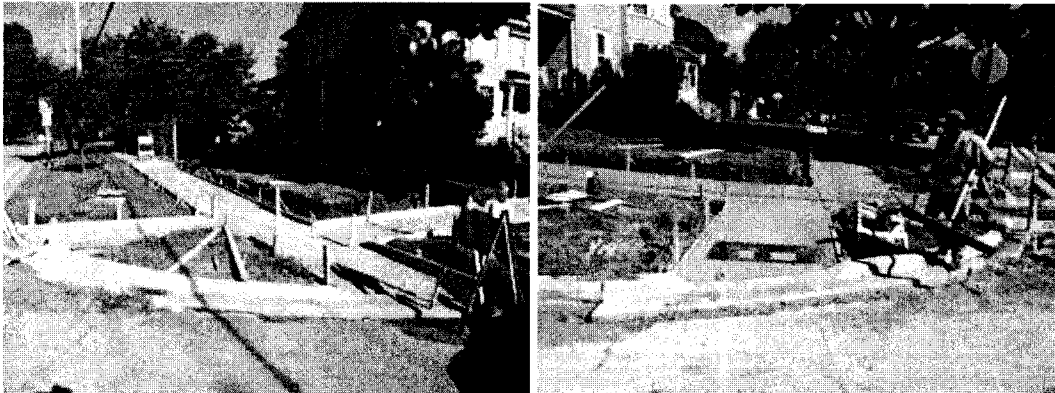
South ramp 5.7% cross slope (non-compliant), running slope 11.2% (non-compliant);

East ramp 6.8% cross slope (non-compliant), running slope 10.9% (non-compliant)

The homeowner was contacted prior to construction and requested a retaining wall to meet the existing grade.



Highland & Oakton (NW corner) non-compliant ADA ramps before construction & during construction



Highland & Oakton (NW corner) during construction



Highland & Oakton (NW corner) after retaining wall

Workload Indicator Review/Performance Measures

Performance Measures

	FY2013	2014	2015
1. Private Development			
Number of Inspections:			
Pre-pour	491	688	621
Final	549	808	802
All Other	<u>327</u>	<u>474</u>	<u>517</u>
Total	1367	1970	1940
Number of Service Requests	136	136	163
Number of Plan Reviews	1736	2045	1975
2. Public Development			
Miles of streets resurfaced	⁽¹⁾ 8.10	⁽²⁾ 8.10	⁽³⁾ 7.45
Miles of streets reconstructed	1.51	1.51	1.00
Miles of streets rehabilitated	0.12	0.12	0.00
Linear feet of sidewalks replaced	39,791	39,791	⁽⁴⁾ 24,792
Linear feet of curb and gutter replaced	59,542	59,542	33,067
3. Traffic Engineering			
Number of Traffic Inquiries:			
School	12	1	5
Stop Signs & Traffic Signals	15	15	7
Speed	4	3	6
Parking	9	11	7
Lighting	4	0	1
Sight Distance	9	6	5
General	26	45	46
Traffic Counts	<u>34</u>	<u>36</u>	<u>60</u>
Total Traffic Engineering	113	113	137

⁽¹⁾ Does not include 5,080 square yards Class C patching (concrete streets).

⁽²⁾ Does not include 5,159 square yards Class C patching (concrete streets).

⁽³⁾ Does not include 3,209 square yards Class C patching (concrete streets).

⁽⁴⁾ prior years include sidewalk program

Approved 13 MWRD permits, 6 IEPA water permits.

Key Accomplishments in 2015

- a. Completing the federally funded project Nicholas/Walnut. The amount of required field inspections as well as paper work necessary to meet all of the federal guidelines required the assistance of a consultant.
- b. Overall completion of the 2015 construction season. The summer of 2015 was filled with challenges and the department met expectations.
- c. Working with Public Works and consultants to complete Reports on the Storm Water projects associated with the July 2011 event.
- d. Introduction of the "basket weave" for stop sign placement in the Recreation Park Area as a trial.
- e. The trial of placing "stop for Pedestrian in crosswalk" signage and developing a policy for installation.
- f. I have been involved for the last few years speaking at Career Nights and Engineering events at district 214 and was approached by District 214 career counselor to give some High School students who are interested in Civil Engineering Degree a taste of what a Civil Engineer gets involved with during construction of a road project. We have worked with High School students over the last two summers and plan on continuing it this year. The intern not only interacts with engineering staff but more importantly, works with our college interns who have some great insights for the student.

Review of Current and Anticipated Challenges

- a. 2016 will be a demanding year due to the increases in the road budget. The Engineering staff is excited about the new size of the projects but also apprehensive due to the increase in work load. One challenge will be to fill the needs of all the project demands.
- b. Storm Water analysis and discussion.
- c. The continued challenge of pozzolonic concrete "pozz" replacement.
- d. The coordination of the road programs, water main replacement, and possible storm water improvements.
- e. The Engineering department will be utilizing more temporary employees than previous years. The most important part of a successful year is the ability to communicate. Communication within the department, with residents, and with other departments is all extremely critical to achieve success.

Key initiatives now underway

- a. Engineering Department is gearing up for a very busy 2016. The department will have to use more of the temporary workforce. The use of a consultant, temporary help from an agency, as well as summer college interns will fill the work task gap.
- b. Storm Water project costs and implantation.
- c. Storm water utility to generate funds.
- d. GIS mapping, utilize internal expertise to expand current level of use.
- e. Exploration of long term maintenance and financial benefits of increasing road fund.

Potential new initiatives

- a. The Department is always looking to complete more with less. An example is using federal funding to construct needed improvements. Another is to find and develop methods to be more efficient. Attending workshops and conferences to listen and discuss the latest technology available in the construction world.
- b. The sustainable initiative is one that technology combined with the shortage of materials has driven the recycling of materials such as concrete and asphalt.

Memorandum

To: Randy Recklaus, Village Manager

From: Cris Papierniak, Assistant Director of Public Works

Date: March 10, 2016

Subject: 2016 Public Works Departmental Status Report

It is with great pleasure that I submit the "2016 Public Works Departmental Status Report". It provides a great opportunity to talk about our accomplishments as well as our challenges. As you will see within the report, Public Works continues to efficiently manage the public infrastructure needs of the Village. Contractual work has expanded to accept new challenges such as the Emerald Ash Borer and to expand ongoing challenges such as pavement maintenance.

SCOPE OF SERVICES PROVIDED

Included in this section is a brief overview of the responsibilities of the Department and who is responsible for each category, as well as the legal requirements that help guide some of our programs and services.

DEPARTMENT OVERVIEW

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, street lights, 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, and all Village vehicles and equipment.

KEY DIVISIONS / STAFF MEMBER AND THEIR ROLES

The PW Department is led by the Director, Scott Shirley and Assistant Director, Cris Papierniak. Both positions oversee all 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.

Jeff Musinski, Utilities Superintendent, oversees the Public Works Utility Division including the Sewer, Water Distribution, Water Meter Services, Water Production, and Traffic Units,

and he reports to the Assistant Director. Mr. Musinski ensures compliance with all Federal, State, and Metropolitan Water Reclamation District of Greater Chicago (MWRDGC) water and sewer regulations. Mr. Musinski also processes numerous resident inquiries related to water quality, flooding, sewer concerns and miscellaneous private property utility questions.

The PW Services Coordinator, Steven Mullany, handles all utility coordinating with outside agencies such as ComEd, Nicor, Comcast, etc. and processes all utility permits for work performed by these agencies within the Village. Mr. Mullany also serves as the liaison between these agencies and residents. The PW Services Coordinator is also the Department's safety and training officer, handling all required safety training for the Department, as well as CDL licensing and random drug testing programs. Mr. Mullany also handles day to day operations for the Metropolis Theatre and the spaces within the building owned by the Village.

The Department's Administrative Support Coordinator, Theresa Wolkowicz, oversees all aspects of the Department's Front Office including maintaining personnel records and timekeeping for the Department. The Support Coordinator also manages all phone communications, record keeping for Safety and Departmental training, as well as word processing and Front Office duties of the clerical staff. Ms. Wolkowicz also acts as the executive secretary for the Department Director and Assistant Director, managing communications and traditional office manager and executive secretary duties.

Chester Gorecki is the Department's Management Analyst and handles all purchasing duties between accounts payable, processing of invoicing, adherence to certified payroll requirements, and administration of the Village's purchasing guidelines. Mr. Gorecki also proofs all Department-issued RFP's and Bid Specifications for compliance and applicable requirements and spearheads the Department's use of Social Media. He also oversees the Department's budget development and adherence throughout the year.

The Department's Draftsman is responsible for updating utility atlas sheets and maintaining Department maps pertaining to sewer, water, and street lighting systems. The Draftsman also records plans for infrastructure and building projects throughout the Village, prepares public utility right-of-way permits for review by the Services Coordinator and assists residents with utility questions.

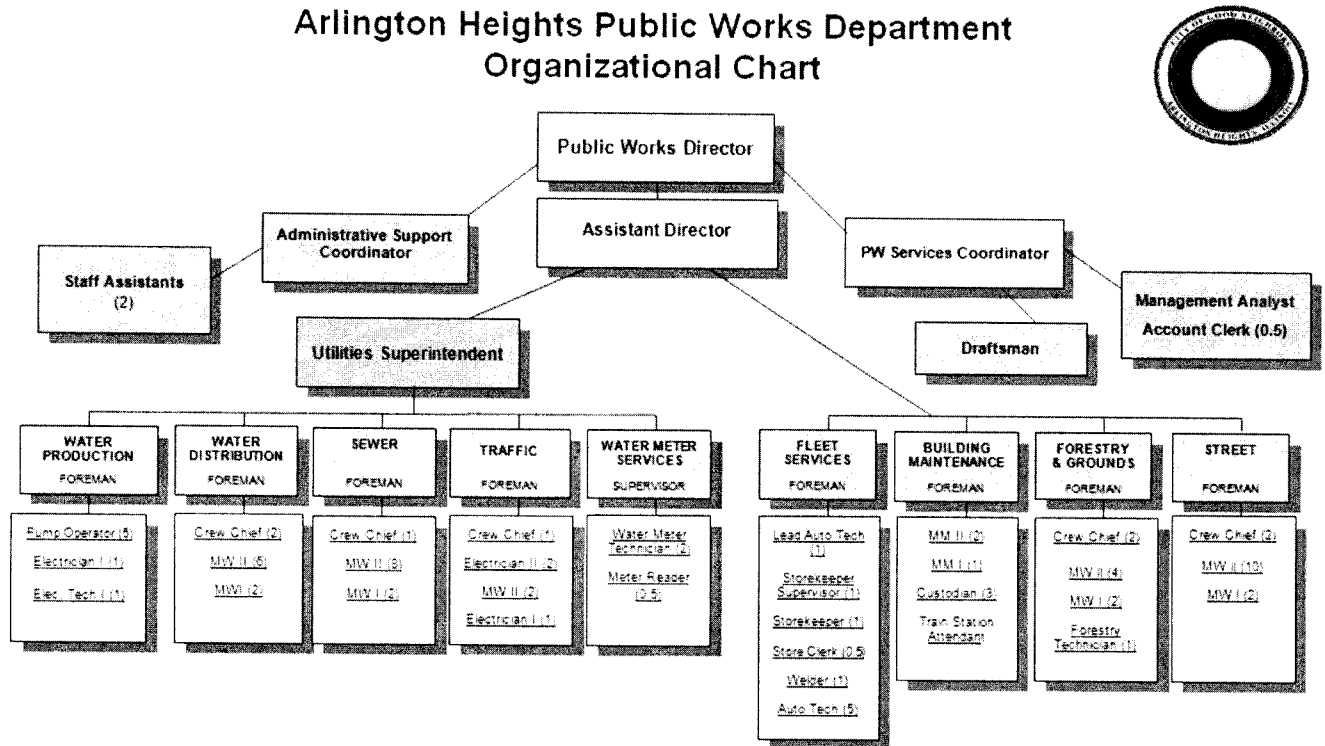
The two Staff Assistants are responsible for a variety of clerical tasks. These include, but are not limited to maintaining timekeeping records for the Department's payroll processing, receiving incoming telephone and in-person resident inquiries, following up with related work order entries and performing miscellaneous data entry for the Department.

The Department has one Part-Time Clerk responsible for Department purchasing and accounting tasks including expense reports, accounts payable, and tracking of various program costs.

The nine Operating Units within the Department are: Building Maintenance, Fleet Services, Forestry and Grounds, Sewer, Street, Traffic, Water Distribution, Water Meter Services, and Water Production. Their duties and responsibilities are described later in the memorandum. These Units are managed by a group including (8) Foremen, (1) Supervisor, and (8) Crew Chiefs. The supervisors are responsible for the day-to-day operations, training and safety of the employees. A brief summary of the work they accomplish will be included in the workload indicator section.

Total staffing includes 93 full-time employees and 3 permanent part-time employees. During the summer months, an additional 10 to 12 seasonal employees are hired to assist crews, primarily with outdoor seasonal maintenance activities.

The following organizational chart shows how the Units are structured within Public Works:



MAINTENANCE PROGRAMS

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

- Consumer Confidence Yearly Report
- Contractual Tree Trimming Program
- Municipal Separated Storm Sewer System (MS4) Program & Yearly Reporting Requirements
- Tornado Warning Siren Program
- Holiday Lights 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 Program
- Parking Garage Maintenance Program
- Fuel System Program
- Vehicle Maintenance & Replacement Program
- CDL Drug Testing and Cert. Program
- Pace Bus System Maintenance
- Water Meter Replacement & Repair
- Contractual Roof Maintenance Program
- Sewer CIP Program
- NPDES Permit Compliance
(National Pollution Discharge Elimination System)
- Safety and Training Program
- Pace Bus System Maintenance Program
- Water Main Replacement and Repair Program
- Contractual Sanitary Slip Lining Programs

LEGAL AND OPERATIONAL RESPONSIBILITIES TO THE COMMUNITY AND ORGANIZATION

From a legal standpoint, the Department has compliance 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 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.

WORKLOAD INDICATOR REVIEW

As mentioned in the Department Overview, the Department has operational responsibilities for the basic infrastructure needs of the community, whether located in public buildings, utility easements and right-of-ways. The following summaries also address the responsibilities of the Unit Foremen and Supervisors. It should be noted that the Foremen, Supervisors and Crew Chiefs in each Unit oversee numerous single and annual contracts that are constantly ongoing, while each unit's basic responsibilities continue.

PERFORMANCE MEASURES

Many of the statistics reported annually by the Department are driven by weather and our related responsibilities. The events that require the most time and are out of our control are snow/ice control events, wind events, extreme cold weather, and rain events. Each present unique challenges and often two or more occur simultaneously.

In the absence of a major weather event, we have numerous maintenance activities that the Foreman and line staff spends the majority of their time performing. The following are some samples of the ongoing maintenance activity measures we track and report in our Annual Report:

Building Maintenance (7 Full Time Employees (FTE))

Responsible for the overall maintenance, cleaning, and repair of the 28 Village-owned buildings totaling more than 521,560 square feet of building space. The Police Station and four Fire Stations are occupied 24 hours a day, 365 days a year.

- Completed 254 significant Work Order Requests for services
- Responded to 115 Emergency Services calls

Fleet Services (10.5 FTE)

Responsible for the acquisition, fueling, maintenance, repair, and disposal of 350 Village-owned vehicles and equipment and the maintenance of 10 Wheeling Township busses.

- Completed 2,382 Repair Orders
- Completed 1,034 Police Vehicle Checks
- Completed 3,818 Jobs

Forestry (10 FTE)

Responsible for the inventory, care and planting of 38,000 parkway trees and approximately 92 acres of maintained public property.

- Planted 3,570 trees
- Removed 2,719 trees
- Decorated 326 trees for Holiday Season

Meter Services (3.5 FTE)

Responsible for the accuracy, maintenance and repair of 21,000 water meters and 1,450 backflow devices.

- Performed 126,192 meter readings
- Responded to 360 high bill complaints
- Scheduled 500 appointments for service

Sewer (12 FTE)

Responsible for the maintenance, repair and replacement of 254 miles of sanitary main, 212 miles of storm main, and associated structures.

- Sanitary and Combined Sewer Flushing 206,930 lineal feet
- Sanitary and Combined Sewer Root Cutting 480,029 lineal feet

▪ Storm Sewer Root Cutting	5,970 lineal feet
▪ Manhole / Catch Basin Repairs	106
▪ Sewer Repairs	18

Street (15 FTE)

Responsible for the maintenance and repair of 240 miles of roadway and sidewalk, four municipal garages and 20 parking lots.

- Swept 10,260 street miles
- Installed 6,176 tons of asphalt
- Plowed 67,431 miles of roadway
- Used 167,637 gallons of liquid deicer
- Applied 5,371 tons of granular deicer

Traffic (7 FTE)

Responsible for repair, maintenance, and replacement of 3,000 streetlights, 320 traffic signals, 13,000 street signs, and all municipal pavement markings on Village roadways.

▪ Street Light Repairs	1,129
▪ Traffic Signal Repairs	112
▪ Building Circuit Repairs	552
▪ Signs / Maintenance Orders	3,307

Water Distribution (11 FTE)

Responsible for the maintenance, repair, and replacement of 260 miles of water main, 3,772 hydrants, and associated structures.

- Repaired 156 Water Main Breaks
- Hydrants Repaired or Replaced 94 Hydrants
- Repaired 38 Water Service Leaks
- Flushed 4,282 Hydrants
- Installed 59 New Water Service Connections

Water Production (8 FTE)

Responsible for the water quality serving a daily population of 79,000 people, responsible for the operation, water testing, maintenance, repair and replacement of 13 generators, 5 pumping stations, 16 storm and sanitary lift stations, 11 elevated and ground storage tanks, and 6 wells.

▪ Water Samples Collected	1,598
▪ Generator Maintenance Checks	1,320
▪ After-Hours Emergency Calls	797
▪ Phone and Door System Repairs	333

The Public Works Department responded to 19,691 JULIE Requests.

COST MEASURES

Cost measures are frequently impacted by weather conditions as described earlier, but also by the day to day changing costs of critical materials. Labor costs are generally adjusted annually depending on the economy and budget limitations. Material costs vary not only due to economic conditions in general, but also by the changes to external factors within very specific national and international markets, i.e. oil, fly ash, steel, lime, salt, etc.

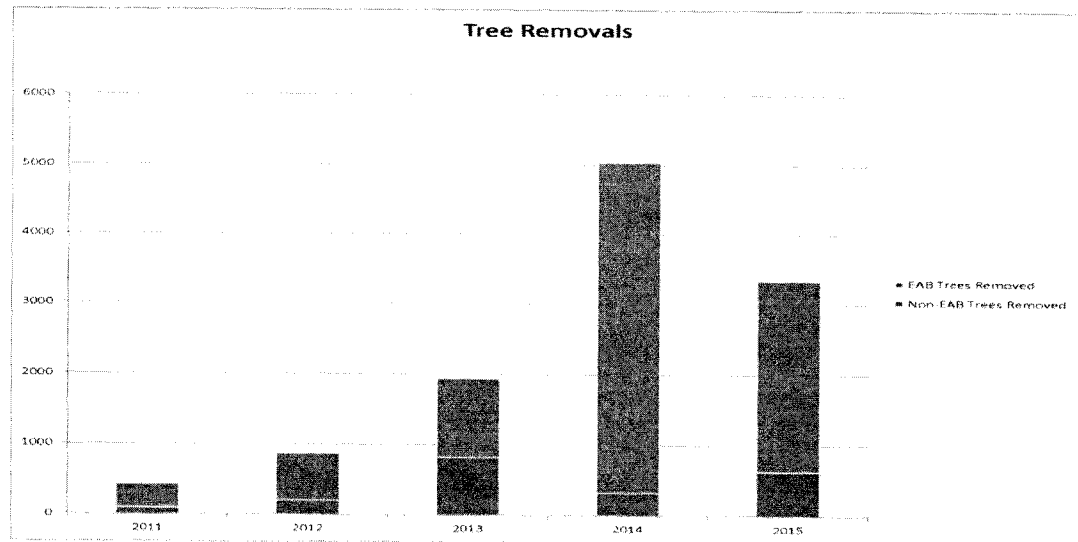
The following is a sampling of some of our most important performance cost measurements:

- Snow and Ice Control \$ 14.53 per mile per event
- Tree Removal (in-house) \$312.36 per tree (average diameter 17.8")
- Tree Removal (contractual) \$318.56 per tree (average diameter 18.0")
- 4" Asphalt Removal and Replacement \$ 46.21 per SF (in-house)

2015 KEY ACCOMPLISHMENTS

- **Established Central Purchasing** – The Department developed a Central Purchasing Program which ensures that whenever possible, equipment and material purchases are grouped together to increase quantity and improve our purchasing power through economies of scale.
- **20-Year Water Main Replacement Schedule** – Following the expansion of the Village's Water Main Replacement Program, staff worked with a consultant to create a matrix that identifies the water main that needs to be replaced during the next 20 years. This schedule has been developed to help plan our Water Main Replacement Program and to ensure that aging Village utilities are upgraded prior to road reconstruction projects. This schedule will also help us coordinate any necessary sewer system improvements.
- **Established initial framework for Storm Sewer System Assessment Program** – Staff developed a multi-year program for the assessment and possible repair of the Village's 9,462 storm structures and corresponding 212 miles of storm sewer main. This program will include enhanced mapping of all storm sewers in Geographic Information System (GIS). A contractor has been selected and approved and is scheduled to start the project in March 2016.
- **PW Garage floor sealing program shifted to in-house** – Staff is scarifying existing floor and installing an epoxy coating in the Public Works Garage to prolong the life of the concrete and improve its resistance to petroleum and snow/ice products.
- **Expanded Participation in Municipal Purchasing Incentive (MPI) Joint Bidding and Contract Administration Program** – The Department continues to lead and participate in several programs administered through MPI. MPI is the collaboration of more than 18 local communities to jointly purchase materials or contract services. In 2015, Public Works staff led the Concrete Replacement Program and the Sanitary Slip-Lining Program and participated in the Crack Sealing Program.

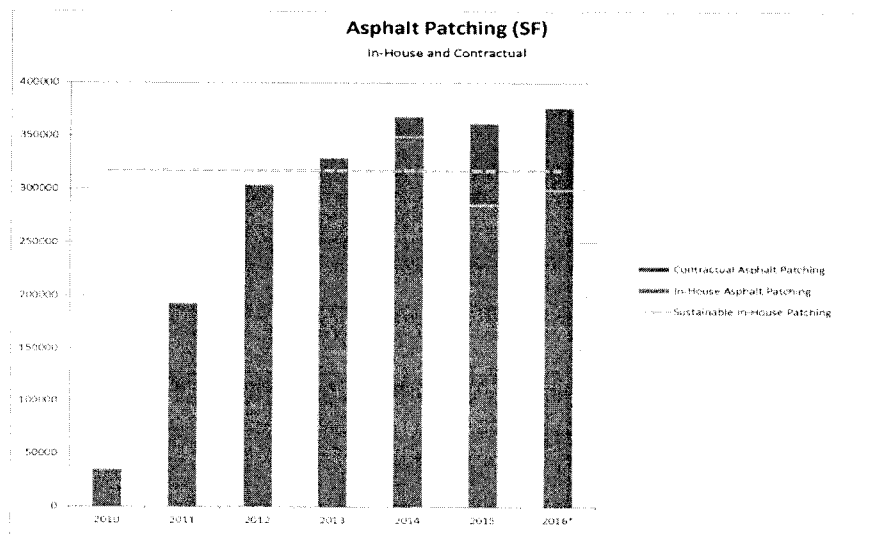
- **EAB Program** – Completed 4th year of EAB Program. This program includes the residential education and notification, identification of infected trees, condition assessments, tagging, removal, stump grinding, and replacement of infected ash trees throughout the community. The graph below show the increase in trees removed since the identification of the infestation.



- **Successfully completed Phase One of Four-Year Parking Garage Rehabilitation Program** – In 2014, the Village developed a four-year program to rehabilitate the four Village-owned and maintained parking garages. The first phase of the project was completing in 2015 and included the full rehabilitation of the three floors of the Municipal Garage and the repair and sealing of the top floors in both the Eastman and Vail Garages.
- **Developed and successfully bid for a multi-year contract for Utility Repairs.** This program formalized our contractual efforts to repair utility excavations experienced over the winter months leading to quicker roadway repairs.
- **Sewer Lining Program** – Continued to line sanitary sewers in lieu of full replacement. In 2015, this program Lined 6,000 lineal feet of sewer main.
- **Concrete Replacement Program** – Expanded our current Concrete Replacement Program to address removal and replacement of residential sidewalks.
- **Updated and Improved the 10-Year Vehicle and Replacement Program** – Updated the Village's 10-Year Vehicle and Replacement Program placing more emphasis on formal fleet approvals for all replacements regardless of vehicle/equipment ages. Offered non-traditional replacements to Departments yielding roughly \$83,885 in savings.
- **Anti-Icing Liquids** – Expanded the Village's use of anti-icing liquids on the Village's roadways and parking garages.

The Village increased its capacity for storage of liquids by 10,000 gallons and introduced non-chlorine anti-icing liquids to improve Snow/Ice Control at our three Municipal-owned parking garages.

- **Public Works Participation at Local Events** – Increased Public Works active participation at local events over and above the usual setup and custodial assistance. In 2015, Public Works participated in the Mane Event, Touch A Truck, Windsor School World of Work Program, Thomas Middle School Mock Interview Program, and National Night Out.
- **Increased Attention to our Downtown** – This year we created our first “Downtown Cleaning Task Force”. Staff inspected the Downtown, prior to Mane Event and noted aesthetic deficiencies. Staff was tasked with providing a member or two from each Unit for a 3-week time frame to improve the appearance of our Downtown. Tasks included curb patching, brick replacement, light pole painting, garbage can painting, street sign replacement, and enhanced weed control.
- **Enhanced Social Media Output** – This past year, staff created a “Social Media Committee” within Public Works to encourage use of social media. The Village’s website was utilized more often for large events and presentations. Public Works sent out frequent tweets and Facebook posts on snow/ice control, EAB, and other high visibility programs and events during the year.
- **Enhanced Pavement Maintenance** – Although staff has become more efficient since development of the in-house edge grinding program, the unit was still falling behind in need of pavement repair. Utilizing all of the available labor hours before the street sweeping season, was not enough to keep up with demand. In 2014, PW contracted out for asphalt patching. The graph below shows the increase in patching completed over the last four years. Note: 2016* is a projection.



- **Revamped Hydrant Flushing Program** -Through the use of specialty equipment, staff is able to redistribute the flow from the hydrant minimizing damage and more importantly record pressure readings over time. This valuable information will help us determine system integrity.
- **Water Service Lowering** - Lowered nine residential services in-house to lower susceptibility for frozen water lines.

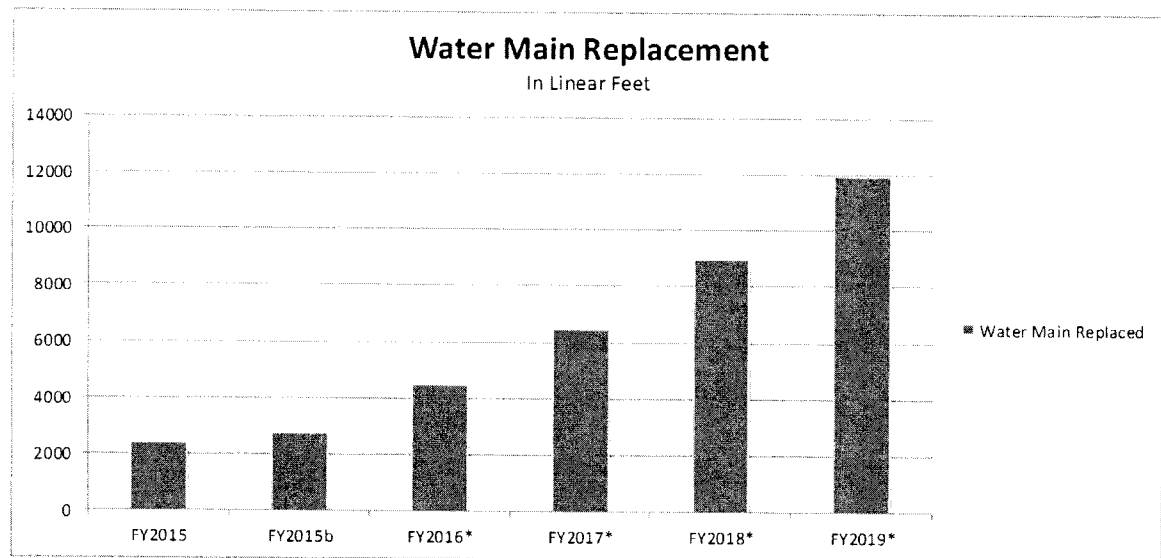
- **Stop Sign Replacement** - Began in-house replacement of Stop signs, due to decreased retro-reflectivity. Replaced 489 Stop signs in 2015.
- **IT Upgrade for Public Works** - Utilized existing Village-owned conduit to install a fiber optic line from Public Works to Village Hall. This new line eliminated the need to lease a data line yielding a roughly \$8,000 yearly savings and increased reliability and speed. Performing this work in-house made the improvement economically feasible.
- **Automotive Safety Excellence (ASE) Blue Seal Certification** - Fleet Services Unit achieved recognition as an ASE Blue Seal of Excellence Repair Facility. This is only given to shops which have 75% of technicians certified by ASE with at least one technician certified in each area of repair that the facility offers.

CURRENT AND ANTICIPATED CHALLENGES

CURRENT WORK LOAD CHALLENGES:

- Maintain the direction of the Department towards proactive maintenance of the Public infrastructure.
- Finalize flood report and develop possible next steps.
- Focus on Employee Morale to make sure that our goal oriented production demands do not override the basis of our customer service success, which is directly related to positive employee attitude and a generally positive workplace environment.
- Maintaining expected level of service at all times on our sidewalk snow removal program. Currently we have one team assigned to snow removal with very little back up for long duration events where staffing is dedicated to roadway snow/ice control.
- Aging Infrastructure
 - Water Main and Potable Water Storage Tanks
 - Storm Sewers
 - Pavements
 - Downtown Streetscape
 - Industrial and Commercial RPZs
 - Residential Sidewalks
 - Sanitary Sewers
- Continuing maintenance of the Metropolis Building and changing tenants and uses.
- Completion of the EAB Program and continued re-population of our urban forest with increased diversity.
- Redevelopment of our Urban Forestry Plan
- Northwest Water Commission (NWC) studies and opportunities relating to backup water supplies / future with Evanston /Partnership with JAWA.
- Continued review of our Snow/Ice control service levels and newly emerging trends in conservation, i.e. beet juice and sensible salting.
- Continuing response to more stringent and new established sampling and reporting requirements on drinking water standards.
- Ongoing improvements to implement security measures at Water and Sewer facilities related to our original vulnerability assessments.

- Addressing the additional residential requests for additional municipal services. This desire to do more programs with the same or less staff continues to be a challenge.
- Maintaining proper construction oversight of expanded Water Main Replacement Program. The graph below show the estimated replacement schedule for the next four years. Note: FY2016* to FY2019* are projections.



- Elevation of commodity prices. On average there is a road salt shortage every five years. When this occurs, salt prices sky rocket and our normal level of service is threatened. Staff continues to seek a regional salt storage solution and enhanced liquid application to manage this challenge without a significant drop in service level.
- Continue to obtain additional responsibilities. A consolidation trend is occurring in the State. Recently, Old Town Sanitary District was dissolved, adding almost 800 residential homes and associated items to our responsibility. There have been similar requests by The MWRD, Elk Grove Sanitary District and Wheeling Township.
- More frequent extreme weather events
- Enhanced training for new management
- Young Tree Maintenance. The Emerald Ash Borer has dramatically affected our urban forest. New trees need more care and attention to trimming early on to form the properly and ensure proper long term health and viability.
- Oversight of Water Main Replacement and Coordination with Road Improvement Program.

CHANGES WITH REGULATIONS AND INDUSTRY THAT ARE AFFECTING PUBLIC WORKS

- Increased State and Federal regulations regarding labor regulations, material storage, water and sewer quality and maintenance.

- Introduction to Millennial workforce with their shift in generational values, motivations, and expectations. This includes our staff (internal to PW and the Village).
- More emphasis on increasing professionalism of the Public Works Industry. Offering / encouraging staff to better themselves through educational and training opportunities.
- Continue to embrace social media to improve communication with residents.
- Promoting VAH – PW within community is becoming more of an expectation than an occasional feel good opportunity.

OUTSIDE REQUESTS FOR ADDITIONAL SERVICES

The most frequently requested services the Public Works Department presently does not provide are as follows. In each case, we have also listed the primary constituency requesting this service. It should be noted that implementation of any of the following services will place additional burdens on the delivery of the basic services and our already stressed in-house staffing.

Loose Leaf Pickup – Requested by Residents

Requests for the Village to provide a curbside loose leaf pickup program remains the most frequently requested service that we do not presently provide. Advances in equipment have made some of the aspects of these programs easier, but performance of this type of program remains extremely labor intensive.

Unbundled Branch / Brush Pickup– Requested by Residents

Unbundled curbside brush pickup is most often requested after wind events. However, we also receive requests for scheduled pickups. This service is extremely labor intensive because of the tangled way many residents pile branches when this service is offered. This program may also require the rental of a tub grinder to process some piles.

Arterial Sidewalk Snow Removal – Requested by Residents

This issue is seasonal, but most often requested by residents walking on Arlington Heights Road. These sidewalks are not consistently plowed and maintained by the local property owners. This concern also applies to other State arterial sidewalks as well as Central Road near the hospital. This area is probably the second most frequently requested location for removal.

School Sidewalk Snow Removal – Requested by Residents

At the present time we address snow on school sidewalks after cumulative snows of 8 plus inches. Generally, this level of service is sufficient, but recent requests have been received after lesser events and are now including requests from School Districts for more attention at crosswalks at specific locations.

Downtown Sidewalk Snow Removal – Requested by Chamber of Commerce

The majority of these requests over the last five years have come through elected officials and the Chamber of Commerce. We presently provide sidewalk snow removal on selected routes between the commuter parking lots and garages and the Downtown train station. We also perform this service at Village-owned properties in the Downtown which include the train station, parking lots, garages, and Harmony Park.

Sewer Lateral Root Cutting – Requested by Residents

Residents who have older sanitary sewer laterals often experience root intrusion into these laterals, via the gaps between the sections of vitrified clay pipe.

Arterial Street Snow and Ice Control – Requested primarily by Non-Residents commuting through the Village. At times the level of snow and ice control service provided by IDOT and CCHP on our arterial streets is not as timely or lacks the attention to detail that we provide on the streets under municipal jurisdiction.

We occasionally receive negative comments from commuters traversing through our municipal boundaries and from residents who believe that this reflects poorly on the Village.

Staff is not suggesting or endorsing the additions of any of these services but believe that this document is the proper place for this summary. Each of these programs would have a resulting increase to indirect or direct costs or both. Any of these programs would require a detailed cost analysis be developed before any discussions take place.

KEY INITIATIVES AND PROJECTS OCCURRING IN 2016

CURRENT PROJECT LIST

- Flood Study and Discussion
- Parking Garage Rehabilitation
- Paver Brick Study / Follow-up Construction
- Building Asset Inventory
- Storm Sewer Assessment
- Water Main Replacement
- Police Station Design / Construction
- Village Website Re-development
- Newly Expanded Asphalt Patching Program
- Work Order Program Replacement
- Sewer Lining
- Replacement of pedestrian signals on Village-owned intersections to countdown heads to modernize and improve level of service to pedestrians.
- Generator replacement at Station #13
- Development of a private backflow requirement notification program. This program would be intended to make private parties aware of the testing requirements of their installed devices.

WHERE STAFFS SPENDS CONSIDERABLE AMOUNT OF TIME

1. Prioritization of work activities of our Units and coordination of their labor
2. Public Contact and Outreach – Answering questions and provide advice to residents and traveling public regarding all aspects of the Village and infrastructure.
3. Compliance with applicable regulations
4. Contract Administration and Inspections (outside work)
5. Specification Development and Bid Letting

6. Safety Training
7. Response to accidents and severe weather events
8. Personnel issues

POTENTIAL NEW INITIATIVES

NEW PROJECTS / INITIATIVES THAT WARRANT CONSIDERATION

- Formal outreach / partnership with School District on education programs promoting Forestry / Public Works and possible shared services
- Compressed Natural Gas (CNG) fueling for vehicles / to include investigating establishing a fueling facility of our own
- Flood Control Improvements as outlined in the CDM Smith, Burke, Cypress Detention Basin, and Grove Street Studies
- Expand the Central Purchasing Concept throughout the Village to potentially include purchasing and contractual cooperation with the Park District and other government agencies

FUTURE PROJECTS

- Alternative Fuels and fleet modifications for in-house fueling
- Continued to explore green initiatives and Fleet Modification in Departmental operations
- Enhancement to Snow and Ice Control utilizing less salt, due to environmental impacts
- R.O.W. / Gateway Beautification
 - General enhancement of public experience. Expansion of Downtown furnishings, etc.
- Implement improvements and continue to improve our Storm Water Control. This will more likely include water quality in the future as more attention is given to storm water contaminants.
- Continue to merge pavement maintenance efforts of Public Works and Engineering Departments. Insure that utility improvements to storm, sewer, and water main are incorporated and precede future road programs and possible flood improvements.
- Follow up on any Board direction regarding flooding improvements and the increasing costs of managing storm water
- Development of options for effectively managing current and increasing work load and pressures
- Development of an Automatic Vehicle Location (AVL) System within Public Works. This enables Public Works to provide real time updates of service to residents, as well as more effectiveness to manage daily crews.

Please contact me if you have any questions or desire additional information.

tw

C: Scott Shirley, Director of Public Works