



Village Manager's Office | Monthly Report

April 2016 | Philip A. Kiraly, Village Manager

New Monthly Department Reports and Strategic Work Plan Reports Developed

New and significantly improved monthly Departmental Reports as well as a new quarterly progress report for the Village's Three Year Strategic Work Plan have been developed and included in the May Village Board Meeting Agenda. These documents are intended to provide valuable information on day-to-day operations as well as progress on larger projects and initiatives and to do so in an easy-to-understand format. These documents will be made available on the Village's website, and residents are encouraged to review them. Moving forward, staff intends to make similar improvements to the monthly Treasurer's Report.

These efforts are in line with the Village's ongoing commitment to provide transparency in government operations and to continually strive to improve our communication with the Village Board and residents of the Village.

Village Joins Alliance for Innovation

The Village recently became a member of the Alliance for Innovation. The Alliance for Innovation



is a professional association for local governments to connect about emerging trends and innovative practices in local government. We plan to use our membership to keep a pulse on some of these emerging practices and connect with our counterparts in other local governments across the country to learn about how they are tackling similar challenges.

Business Licensing Update

Village Manager's Office staff has processed 158 new and renewal business license applications year to date. This process involves mailing renewal letters, applications, invoices and reminders to all current license holders, working the Finance Department and front counter staff to process payments, and printing, signing and mailing all new and renewed licenses. The licensing process also offers a great opportunity for Manager's Office staff to maintain relationships with Glencoe business owners.



FOIA Requests

Staff received and processed 18 Freedom of Information Act requests in April. The majority of requests were for information relating to residential properties such as house files, plats of surveys and general construction. In addition to these requests, the Village received one request relative to a water main break and two requests for information on contractors who currently work or have worked on properties in the Village.

Human Resources Activities

The Village Manager's Office conducted recruitments for one Public Works maintenance equipment operator position, two Public Safety paid-on-call firefighter positions, one Public Safety part-time community service assistant position, and is supporting the Public Safety Commission's ongoing entry-level public safety officer examination process and lieutenant promotional process. Additionally, the Village Manager's Office assisted with the selection and onboarding of a full-time accountant in the Finance Department.

In addition, staff from the Village Manager's Office and Public Works Department are continuing negotiations with the American Federation of State, County and Municipal employees to negotiate a successor contract for the Public Works Department's collective bargaining unit. AFSCME represents the Village's maintenance equipment operators, water plant operators and mechanics.



Finance | Monthly Report

April 2016 | David Clark, Director

Finance Department Staff Transition

In December, Accountant Melita Roque left the Village for a position with the City of Evanston as Senior Accountant. Since then, the Finance Department has:

- Evaluated the continued need for a full-time employee versus a contractual service alternative.
- Retained services from Lauterbach & Amen to maintain core services during transition.
- Determined that it was in the best interests of the Village to hire a full-time replacement.
- With help from Lauterbach & Amen, the department was able to continue with core services and prepare for the annual audit.

The new Accountant began her duties on May 4, 2016.

Annual Licensing Underway

Each year from March to May, the Village manages the annual pet license, vehicle license and alarm permit renewal. During that time over 10,000 licenses are processed by Finance and Public Works staff. The fulfillment process requires a great deal of administrative effort to process applications for payment and to fulfill licenses.



As a non-home rule community, licenses are a critically important source of revenue, generating over \$200,000 annually. Staff is continually reviewing ways to make the fulfillment process more efficient so as to increase the value of revenue collected.

Payroll System Highlights

An improved payroll system implementation was completed in January, substantially improving payroll processing. It also:

- Updated pay practices in accordance with a recent Fair Labor Standards Act (FLSA) Audit.
- Substantially reduced the amount of paper used.
- Integrates with new Harris Attendance Enterprise (Time & Attendance System).
- Increases administrative efficiency related to time keeping and leave request management.

Village Receives Financial Reporting Award

The Government Finance Officers Association (GFOA) notified the Village in February 2016 that we received the Certificate of Achievement for Excellence in Financial Reporting for the Fiscal Year ending February 28, 2015.



The Certificate of Achievement is the highest form of recognition in governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management.

YTD Ongoing Projects

- Fiscal Year 2016 Audit – August 2016
- Employee Access Portal for access to employee records/check stubs – June 2016
- Interface to Golf POS System – May 2016
- Barcoding billing statements – August 2016

YTD Completed Projects

- Implemented new payroll system effective January 1, 2016
- Converted to bi-weekly payroll
- Implemented first-ever time & attendance system effective January 1, 2016
- Substantially completed annual vehicle and pet license renewal process
- Completed annual alarm permit renewal process
- Implemented cash receipts software integration with Public Safety ticket system.
- Finalized the Washington Place Special Service Area Bonds (Series 2016A)
- Completed Fiscal Year 2016 preliminary audit field work with Lauterbach & Amen



Golf Club | Monthly Report

April 2016 | Stella Nanos, General Manager

Impact of State & Federal Employment Law Meeting

Stella Nanos attended a meeting presented by several local golf associations to discuss how the proposed federal overtime laws could affect employee compensation and staffing strategies at our facilities. Topics of discussion included; definitions and classification of employees, framing job descriptions, timekeeping, the tracking number of hours worked/week and the effects on proposed overtime laws and practical applications for common club staffing practices and scenarios.

Illinois PGA Spring Meeting



Matt Radde, Head Golf Professional, attended the Illinois PGA Spring meeting. In addition to the usual

chapter business, the chapter heard from multiple special guests including Tricia English who shared her story on the impactful experience she and her family have had with the Folds of Honor Foundation. Breakout sessions were conducted covering best practices and keys to creativity in social media and marketing.

Travel & Tourism Program

Stella Nanos and Caesar Noriega attended the annual tourism luncheon presented by Chicago's North Shore Convention & Visitors bureau. The program included comments by Jean Franczyk, the new president and CEO of the Chicago Botanic Garden, and a presentation from an expert on integrated marketing on the fast paced changes in digital and social media.

Safety

Abelardo De la Garza, assistant superintendent and Ed Placha, spray technician, attended a training seminar on pesticide and fertilizer use to stay current with local sustainability regulations. They both then passed the Illinois Pesticide Operators exam which is valid for three years.

The first safety meeting of the year was conducted by Dave Arden, Head Superintendent, for 12 maintenance staff members on vehicle/mower safety protocols, Personal Protective Equipment and lifting protocols.



Weather and Rounds

April's weather brought below average temperatures resulting in a decrease in rounds demand and utilization.

Total Revenues: \$84,102 vs. \$80,967 budget

Rounds: 2016-1,566 2015-1,632 2014-1,744

Marketing Notes

- Stella Nanos and Matt Radde attended the annual Ladies League luncheon. The league has 41 members and will play every Tuesday morning for 25 weeks.
- Over 900 Tee times have been booked for local high schools for the fall season. Loyola Academy Girls Team, New Trier's Junior Varsity and the New Trier Booster Club will be utilizing the golf course.
- The Glencoe News featured the upcoming Drive, Chip and Putt Championship event that will be hosted at the course.

Improvement, Upkeep, Maintenance Projects

- Ten trees have been planted throughout the property as part of the tree replacement program.
- The putting green and chipping green expansion projects have been completed. The expanded green areas will be open for play at the end of May.





Public Safety | Monthly Report

April 2016 | Cary Lewandowski, Director

Crime Highlights

The attached charts depict the Department activity for the month of April.

A recent spike in Theft cases is related to Identity Theft.

Residents are encouraged to closely monitor their credit card statement and credit reports. Any fraudulent or unusual activity should be reported immediately to Public Safety as well as your banks and the major credit bureaus.

For further information, please contact the Federal Trade Commission at <https://www.identitytheft.gov/>



Personnel Development

Glencoe firefighting crews participated in the Mutual Aid Box Alarm System (MABAS) Spring Drills which were held at the Northeastern Illinois Public Safety Training Academy (NIPSTA) in Glenview. The drills provided live-fire scenarios to local mutual-aid fire departments, stressing inter-agency response to major fire incidents.

In April, Public Safety staff members were provided with over 700 hours of training; including: Fire - 313 hrs, Police – 288 hrs, Policy - 32 hrs, Administration – 36 hrs.

April Employment Milestones

- Lieutenant Michael Neimark – 26 years of service
- Public Safety Officer Jonathan Boersema – 1 year of service
- Public Safety Officer Derek Mortensen – 1 year of service
- Paid-on-Call Firefighter James Almdale - 34 years of service



Public Safety Commission

The Commission conducted oral interviews for thirty-one Public Safety Officer applicants. An initial eligibility list for employment was posted on April 26th; the final eligibility list will be posted in mid-May.

9-1-1 Dispatch Consolidation

Last June, a State law was passed that requires 911 dispatch agencies serving populations of fewer than 25,000 to consolidate services to ensure that each agency serves a minimum of 25,000 people by July 1, 2017.

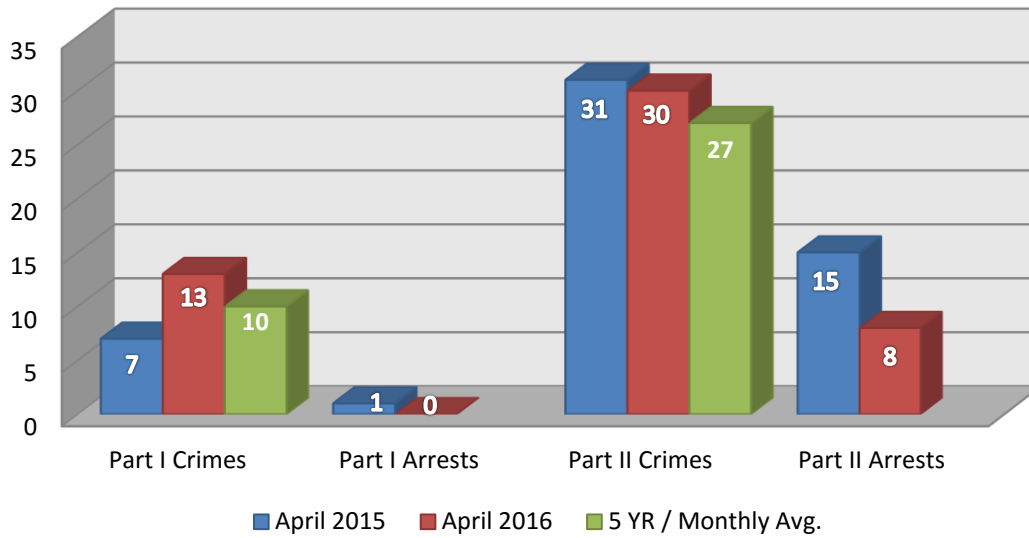
The Village and several of our neighboring communities have 911 dispatch centers that serve fewer than 25,000 people, and are therefore required to consolidate to comply with the law. The Village is working with the Villages of Kenilworth, Northfield and Winnetka and a consultant to study possible consolidation options to comply with the State law.

Over the next few months, staff from each community will work with the consultant to review the feasibility of several consolidation options before the Village selects a specific consolidation option. During the process of reviewing consolidation options, the Village will focus on selecting an option that maintains high-quality 911 dispatch services for our residents to continue providing first-rate public safety services to the community.

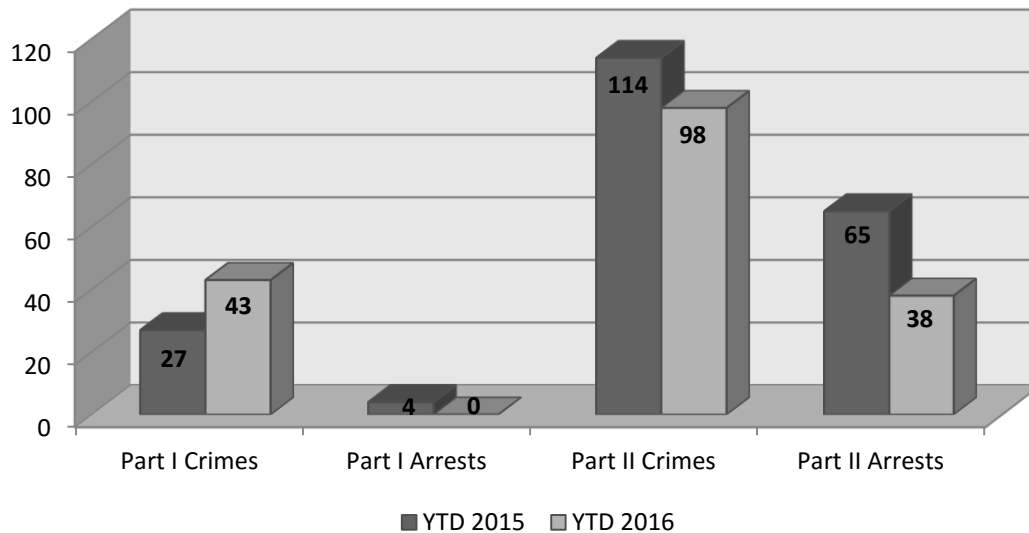
The Village Board will continue to discuss 911 dispatch consolidation as the study progresses before selecting a consolidation option, and the Village will continue providing information to residents throughout the project.



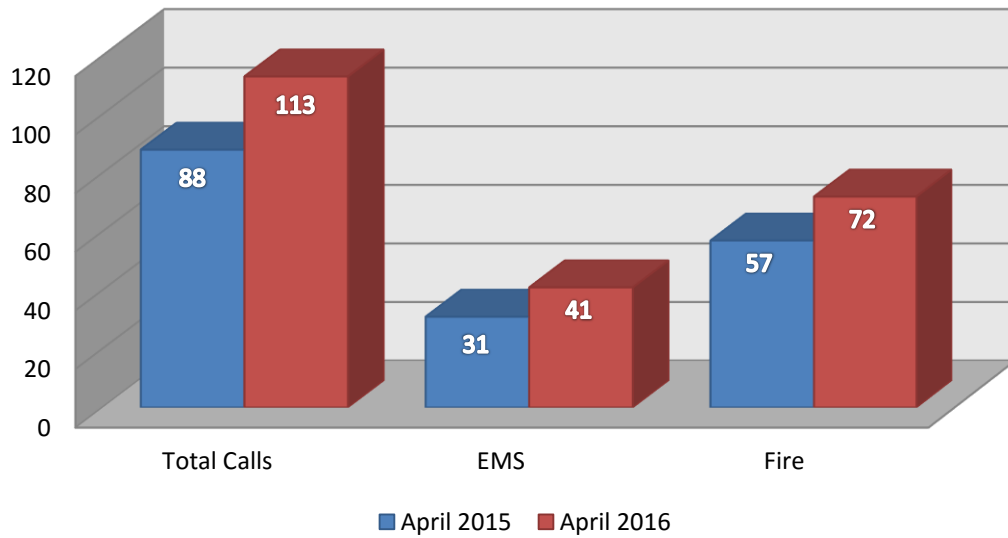
Monthly Crime Data



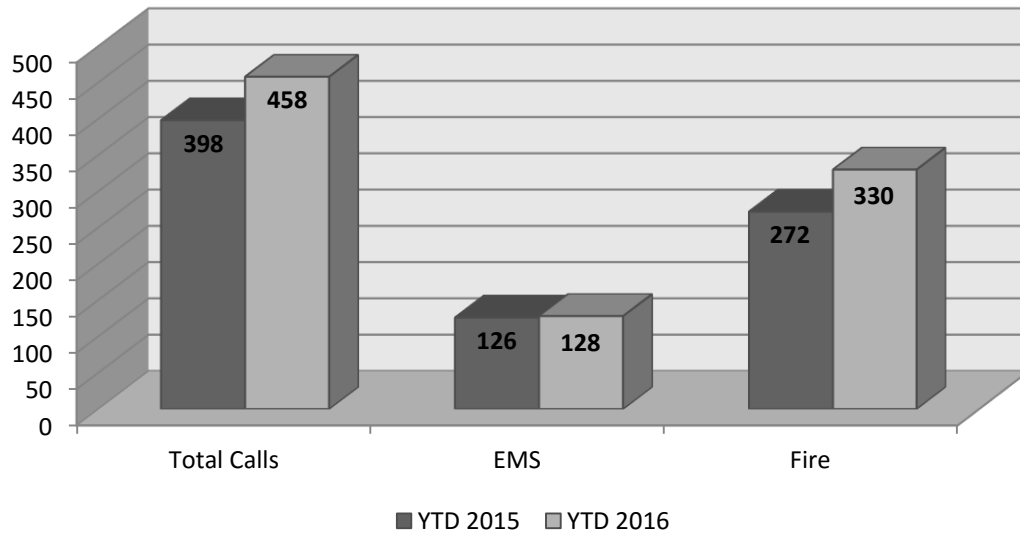
Year-to-Date (YTD) Crime Data



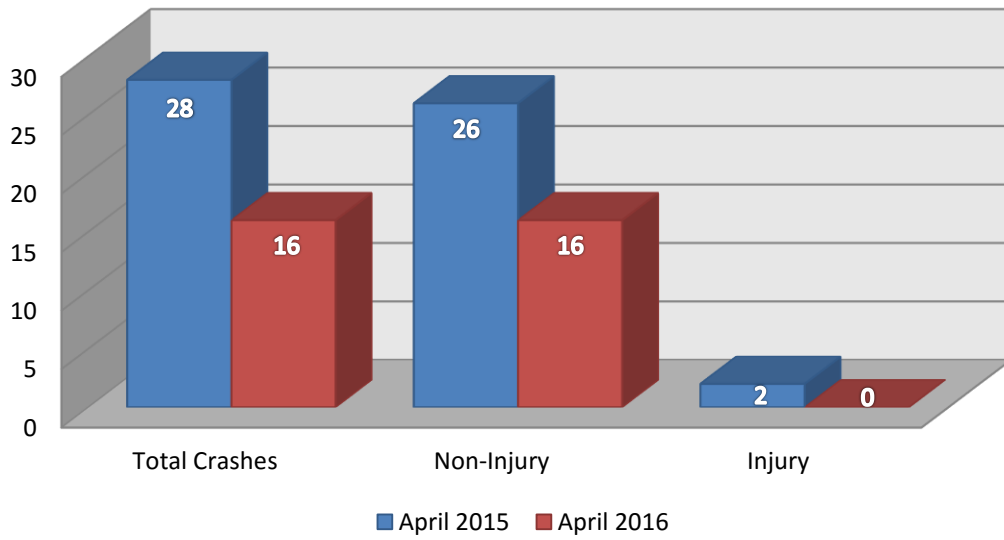
Monthly Fire / EMS Data



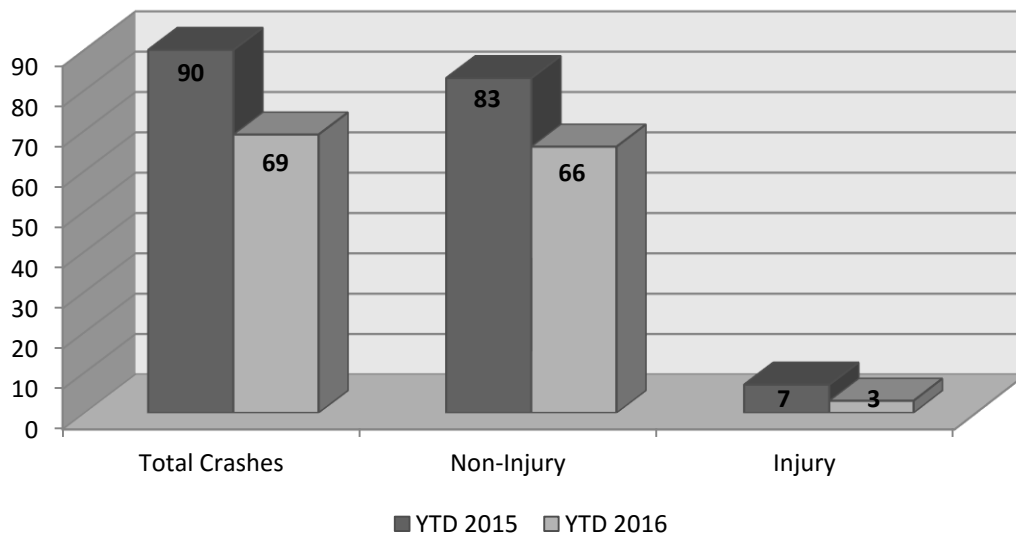
Year-to-Date (YTD) Fire / EMS Data



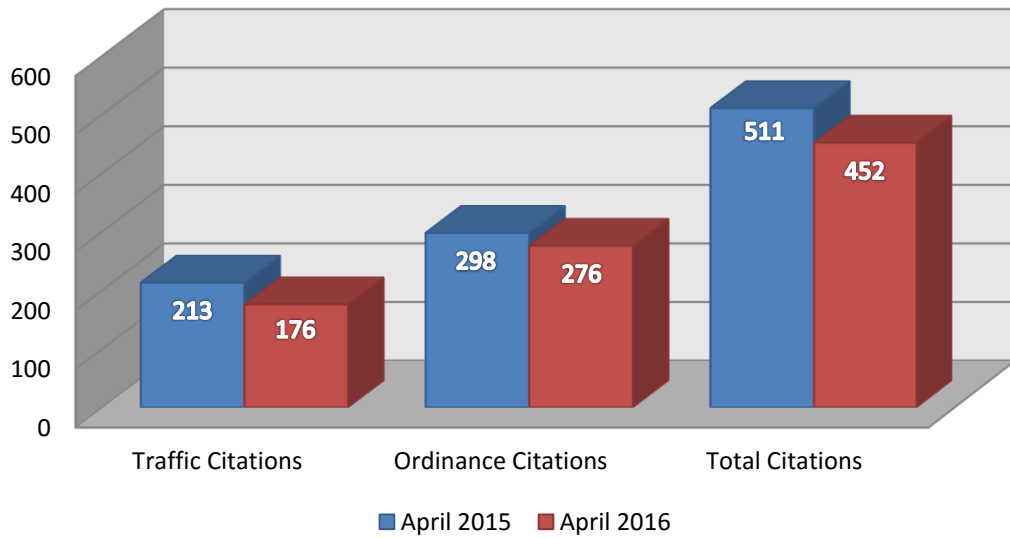
Monthly Traffic Crash Data



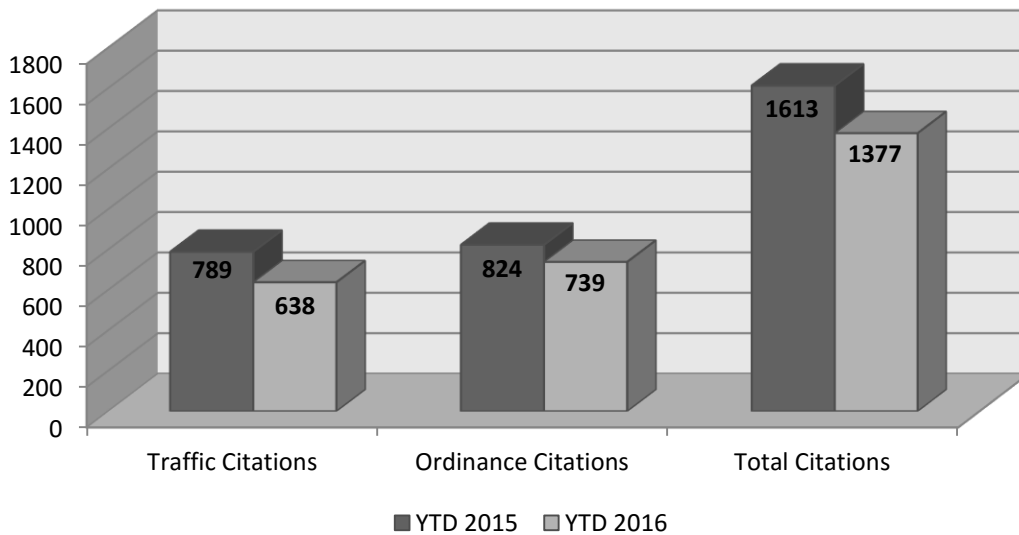
Year-to-Date (YTD) Traffic Crash Data



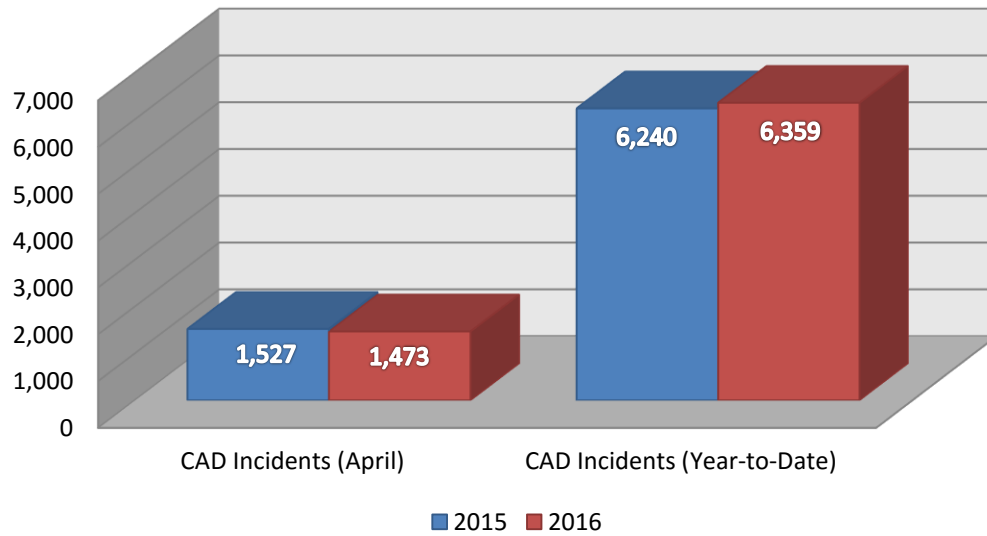
Monthly Enforcement Data



Year-to-Date (YTD) Enforcement Data



Overall Calls for Service



Part I Crimes

Homicide
 Sexual Assault
 Robbery
 Aggravated Battery
 Aggravated Assault
 Burglary
 Burglary from Motor Vehicle
 Theft
 Motor Vehicle Theft
 Arson

Part II Crimes

Battery
 Assault
 Deception
 Criminal Damage/Trespass to Property
 Weapons Offenses
 Sex Offenses
 Gambling
 Offenses Involving Children
 Cannabis Control Act
 Controlled Substance Act
 Hypodermic Needles/Paraphernalia
 Liquor Control Act
 Motor Vehicle Offenses
 Disorderly Conduct
 Interference w/Public Officers
 Other Offenses



Public Works | Monthly Report

April 2016 | David C. Mau, Director

Tree Replacement Initiatives



Over the winter, the Village removed more than 200 dead or diseased trees along the southern most section of the Green Bay Trail between Harbor Street and Scott Avenue. Of the trees

removed, 170 were dead ash trees as a result of Emerald Ash Borer (EAB) infestation.

The Village is planning an extensive tree-replanting program along this portion of the Green Bay Trail, focusing on planting new native trees, over the next four years.

To supplement this effort, the Village is partnering with the Friends of the Green Bay Trail (FGBT), a non-profit organization actively working on maintaining this segment of the trail for the last five years. For more information, please click [here](#).

MWRD Manhole Repair

The Metropolitan Water Reclamation District of Greater Chicago (MWRD) has identified a significant failure on a manhole on their interceptor sewer crossing under Old Green Bay Road north of the train station.

The current repair plans include the MWRD drilling and constructing a new manhole to the west of the existing structure, and the installation of sewer pipe to transfer connect the existing Village sanitary sewer.

This repair will require Old Green Bay Road to remain closed to thru traffic, with access to the neighborhood to the east available at Walden Drive and Lincoln Drive. Work is expected to begin on May 9, and the MWRD is estimating this project will be completed in 7-8 weeks.

Building and Construction Permits



Four building permits with an estimated value of \$1,497,496 were issued in April 2016, compared to 3 building permits with an estimated value of

\$166,000 in April 2015. In addition, 236 construction permits were issued in April 2016 with a value of \$825,366 compared to 37 permits with a value of \$933,733 issued in April 2015.

2016 Stormwater Improvement Projects

Construction on the 2016 Storm Water Improvement projects began in early April. This \$2.5 million improvement includes the installation of nearly 7,000 feet of new storm sewer pipe (12-inch to 42-inch in diameter) to reduce street and right-of-way flooding in the Skokie Ridge and Terrace Court Basin areas.

Work in the Terrace Court Basin area was completed at the end of April. The Skokie Ridge improvements are underway and anticipated to be completed by the end of June.



Water Stats at a Glance

- Water pumpage in April 2016, was 37,635,000 gallons, down from 38,935,000 gallons in April 2015.
- Work this month at the Plant included completion of work on a new drainage system for the flat roof, and initiation of a pilot test for a new coagulant treatment formula.
- Water distribution crews repaired 3 water main breaks in April, inspected 13 main line valves, and tested 66 fire hydrants.

Other News

Improvements were completed in early April on the downtown business district streetlight LED conversion project. This project was partially funded through grant dollars.

BUILDING AND CONSTRUCTION PERMIT SUMMARY

	APRIL						YEAR TO DATE					
	2014		2015		2016		2014		2015		2016	
	No.	Value	No.	Value	No.	Value	No.	Value	No.	Value	No.	Value
New Dwelling Single Family	2	1,100,000			1	1,000,000	6	4,620,000	4	2,710,000	3	3,015,000
Dwelling Changes Single Family	3	643,000	1	56,000	2	52,000	6	1,048,800	6	2,203,588	4	598,863
New Dwelling Multi Family												
Dwelling Changes Multi Family												
Business Building												
Business Building Changes									1	2,000,000		
Accessory Building			1	30,000	1	445,496	1	2,000,000	2	38,800	1	445,496
Swimming Pools			1	80,000			1	38,800	3	350,000		
Public Buildings								350,000				
Miscellaneous												
TOTAL	5	1,743,000	3	166,000	4	1,497,496	14	7,302,388	16	7,302,388	8	4,059,598

MISCELLANEOUS CONSTRUCTION PERMIT SUMMARY

Includes bathroom/kitchen fixture/cabinet replacements, roofs, fencing, electrical service upgrades, generators, remodeling, and other minor repairs

	APRIL						YEAR TO DATE					
	2014		2015		2016		2014		2015		2016	
	No.	Value	No.	Value	No.	Value	No.	Value	No.	Value	No.	Value
TOTAL	33	803,133	37	933,733	23	259,366	54	1,703,199	71	2,332,276	59	1,0249,598

BUILDING PERMIT 6 MONTH TIME EXTENSIONS

Extension Fee is 1/3 of the original building permit cost.

	APRIL						YEAR TO DATE					
	2014		2015		2016		2014		2015		2016	
	No.	Fee	No.	Fee	No.	Fee	No.	Fee	No.	Fee	No.	Fee
TOTAL	--	--	--	--	--	--	1	22,164	--	--	2	50,703

GLENCOE PUBLIC WORKS MONTHLY REPORT

WATER PRODUCTION/ DISTRIBUTION		APR 2015	APR 2016	YTD 2015	YTD 2016
Total Pumpage	(million gal)	38.935	37.635	150.867	149.245
Average Day	(million gal)	1.298	1.255	1.257	1.233
Maximum Day	(millions gal)	1.540	1.570	1.685	1.740
Minimum Day	(million gal)	1.095	0.980	0.955	0.810
Maximum Rate	(mgd)	2.5	2.4	3.6	3.7
Precipitation	(inches)	4.4	3.94	10.37	11.62
Gallons/User/Day		N/A	144	N/A	141
New Service Taps		2	0	5	4
Service Repairs		1	0	2	2
Main Breaks	repaired	0	3	16	14
Fire Hydrants	tested	213	66	252	114
	repaired	2	1	2	4
	installed (new)	0	1	0	1
Water Meters	repaired	0	0	7	1
	new installation	5	3	13	13
STREETS, SEWERS, FORESTRY					
Street: repaired	(sq. ft.)	324	260	1867	1368
Plowed:	(times)	0	0	9	11
Salted:	(times)	0	1	20	25
Road Salt	(tons)	0	13	815	713
Calcium Chloride/Brine	(gals)	0	0	10,100	3360
Sidewalks:	repaired (sq. ft.)	75	100	275	112
	business district plowings	N/A	0	N/A	2
	plowed (times)	0	0	9	28
Sanitary Sewers:	cleaned (ft.)	10,000	118	40,939	100,175
	repaired (ft.)	1	0	2	1
	televised (ft.)	10,000	779	24,360	1896
Storm Sewers:	cleaned (ft.)	7,000	4995	12,988	11,901
	repaired (ft.)	6	1	7	3
	televised (ft)	500	6062	800	7942
Manhole/Catch Basins:	cleaned	31	21	90	179
	repaired	3	0	6	2
Refuse/Landfill	(tons)	259	266	893	931
Parkway Trees:	trimmed	2	55	61	139
	removed	24	64	55	517

	EAB	16	29	42	309
VEHICLE MAINTENANCE					
Routine Service:	(each)	14	12	73	73
Breakdowns Major	(each)	2	3	17	11
Breakdowns Minor	(each)	4	13	16	47
Outside Repairs	(each)	0	3	12	5
Gasoline Used	(gals)	3112	3473	13,075	13,771
Diesel Used	(gals)	2128	1955	11,196	9548
SHARED SERVICES – GPD					
Forestry	trees trimmed	0	0	0	0
	trees removed	0	0	5	0
Vehicle Maintenance	routine service	1	2	3	8
	repairs	1	1	4	4