



Village Manager's Office | Monthly Report

February 2017 | Philip A. Kiraly, Village Manager

Business Services Update

The Business Services Team held the Village's first Business Before Hours event on February 16, hosting approximately 20 members of the business community. The team presented an overview of initiatives that support the Village's



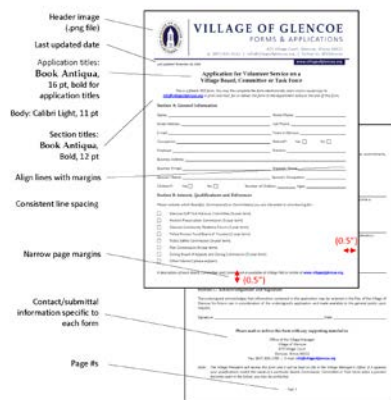
strategic priority of commercial vitality, including the Downtown Plan, membership in the Chicago's North Shore Convention and Visitors Bureau, the new Village website, formation of the Business Services Team, the 2015 liquor code overhaul and recent changes in downtown parking. Additionally, the team discussed upcoming projects, including the residential garbage collection evaluation, development of a *How to Open a Business in Glencoe* guide and future Business Before Hours events.

Soft Rebranding Initiative

In line with the branding from the new website and in an effort present a cohesive look for the Village moving forward, staff worked with all departments to apply new templates to internal and outgoing documents, including resident and business forms and applications. The next step in this process involves applying the templates to building and zoning applications.

Forms & Applications Template Guide

The following diagram illustrates the components of a form or application template. Forms and applications like the one below should always include the appropriate header image, the last updated date, section titles where appropriate as well as an e-mail or mailing address for submittals.



Staff is also working with Revize to build webforms for more simple applications and permits that do not require payment.

FOIA Requests

Staff received and processed 19 Freedom of Information Act requests in February.



Clean-Up Day

While Village Hall was closed to the public on President's Day, staff reported for the Village's second annual Clean-Up Day. Staff were divided into various teams and focused tasks such as the organization of physical files in the Public Safety Department, the uploading of Finance documents to Laserfiche, as well as final website preparations.

Village Website Beta-Testing & Staff Training

The Website Committee hosted a series of focus groups in early February to help fine-tune the website



before the anticipated launch on March 1. The feedback proved invaluable to the group, guiding both structural and design changes.

Also in February, the Website Committee received a full-day training session on the new site. The training allowed staff in all departments to learn how to use the new site's content management system and maintain the site in the future.

Information Technology

The IT Division is continuing to provide technology support for the 911 dispatch consolidation project by working with the Public Safety Department and Village of Glenview staff.

Additionally, the IT Coordinator and Prescient staff began coordinating an upcoming router replacement project.

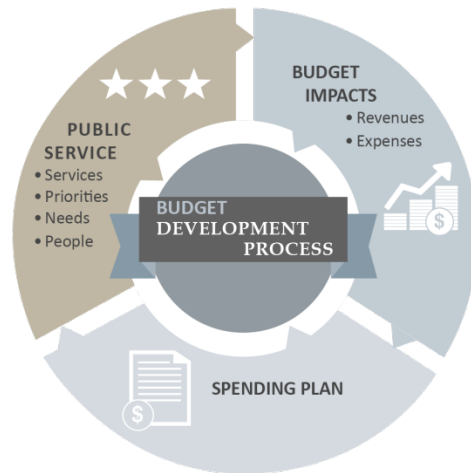


Finance | Monthly Report

February 2017 | David A. Clark, Director

Fiscal Year 2018 Budget

At the February 2 Village Board meeting, the Village Board approved the [Fiscal Year 2018 Budget](#). The methodology used to generate the budget is one that has been in place for many years and emphasizes public service, fiscal realities that impact our budgets and development of a sound spending plan. A summary of the budget process and highlights will be included in the March *Glencoe Quarterly*.



Evaluation of Village Fees

As a component of the Fiscal Year 2018 Budget, the Village Board approved the Fees and Fine Schedule at the February 2 Village Board meeting. Effective March 1, 2017, the following increases will take into effect:

SERVICE	FY 2017	FY 2018	% INCREASE
Garbage-1x Week	\$41.94*	\$42.99*	5%
Garbage-2x Week	\$83.05*	\$85.13*	5%
Water & Sewer	\$4.458*	\$4.572*	2.50%
Yard Waste Sticker Charge	\$2.00	\$2.25	12.50%
Yard Waste Subscription Fee	\$120	\$126	5%
Vehicle License-Late Fee**	n/a	\$50	n/a
Final Water Meter Reading Charge**	n/a	\$75	n/a

*Assessed quarterly. **New charges.

Completion of Fiscal Year 2017

With the end of Fiscal Year 2017, Finance Department is preparing for the year-end audit, including making sure records are available and up to date, cutting off any year end overlaps (tax, fine, collections, etc.), processing accounts payable invoices for services that occurred prior to February 28 and completing property inventory and depreciation records.

Vehicle/Pet Licensing Renewal

Finance Department staff has been working diligently with the vehicle/pet licensing vendor to enhance the applications and configure the online portal to allow residents to maintain their own vehicle and pet information. Staff is anticipating the applications to be mailed mid-March with a due date of May 1.

Barcode Scanning

Barcode scanning has now been implemented in the Finance Department. The new process will make account queries and processing of cash receipts easier. The barcode scanning will eliminate 100-150 hand entered transactions. Staff is now reviewing applicability for other department users and evaluating barcoding system-generated documents.

Laserfiche Storage of Payroll Records

Finance staff is reviewing the appropriate structure for the storage of payroll records in Laserfiche, the Village's electronic document archiving system. Presently, certain payroll information is archived electronically, and staff is reviewing opportunities to increase electronic record archiving.

ACA Annual Reporting

Staff is working with the Village Manager's Office to process annual reporting required under ACA.

Other Projects Ongoing

Finance Department staff are continuing work on implementing line citizen access for utility billing, an employee access portal, employee mobile timecard punching, and training on the time and attendance system's report writing software.



Golf Club | Monthly Report

February 2017 | Stella Nanos, General Manager

Golf Course Opens in February

The golf course and driving range were open for a stretch of six days in February resulting in 639 rounds played and \$22,486 in unbudgeted revenue. This is the first time the Club has ever been open for play in February with temperatures reaching 70 degrees. The warm spell occurred the weekend prior to President's Day so additional rounds were also played on the holiday. The [Glencoe News](#) featured a story about the Golf Club's early opening.



PGA Junior League



The Glencoe Golf Club is excited to participate in the PGA Junior Golf league. This league is specifically designed for any level of golfer 13 years of age and under. The league includes weekly

practice sessions with instruction as well as matches that compete against teams from other local courses. The goal of this program is to offer a fun, social, and inclusive program to all participants while building comradery in a team environment.

Opening Day Event

An inaugural "Opening Day Shamble" was created to celebrate the World Champion Chicago Cubs and the start of the 2017 season. This 18-hole event will utilize a shamble format for two-person teams on Sunday, April 2 beginning with a 2 p.m. shotgun start. The entry fee includes greens fees, power carts, a warm up session on the range, prizes and a ballpark-style dinner following the competition. After dinner guests are invited to watch the Cubs take on their division foe the St. Louis Cardinals. This event will be added to the courses annual schedule of events which bring a sense of community and help develop loyalty to the facility.

Revenue, Rounds and Weather

February had unseasonably warm weather allowing the course to open for a stretch of six days.

Total Revenues: \$154,632 versus the budget of \$755. A large portion of the revenue brought in will be deferred until Fiscal Year 2018 for our membership programs (\$120,017 is for the permanent tee time program that begins in May and \$2,475 is for the senior membership program that begins March 1).

Marketing Notes

- An e-mail blast was sent promoting the golf course opening in February and Academy programs.
- A push notification was sent to all of the app subscribers informing them that the course would be open for play in February.
- An ad was published on social media outlets, Facebook and Instagram, promoting indoor golf instruction.

Maintenance

- The cart barn manhole project was completed. This work involved lowering the existing manhole and adding new drain pipe from the manhole to existing drain tile on the golf course. This will facilitate drainage in the area and reduce labor costs.
- Tee signs and directional sign were sanded down and re-painted in preparation for the season.
- Routine equipment repairs as well as preventative maintenance are in the process of being performed on all mowing units.



Public Safety | Monthly Report

February 2017 | Cary Lewandowski, Director

Crime Highlights

The attached charts depict February department activity.

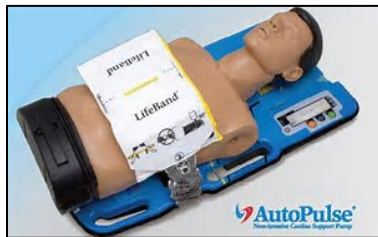
The Village reminds residents that tax season is a common time for scams. Do not share any personal information with anyone over the telephone or via e-mail. The IRS does not initiate contact with taxpayers by telephone or e-mail to request personal or financial information.

Training and Personnel Development

In February, Public Safety staff members were provided with over 887 hours of training; including: Police – 351 hours, Fire – 198 hours, EMS – 305 hours, Administrative – 33 hours.

All personnel received training related to automated CPR.

The department recently purchased a Zoll AutoPulse resuscitation device, which provides high quality automated CPR to victims of sudden cardiac arrest. The device was used successfully on February 21, the second day it was in service – [learn more in this short video that was shared on social media.](#)



February Employment Milestones

Congratulations to Public Safety Officer Ryan Windham on becoming a certified paramedic! Officer Windham successfully completed the nine-month paramedic training program and has been certified by the Illinois Department of Public Health.



Public Safety Officer Recruitment

The Public Safety Commission authorized a recruitment process to create an eligibility list for the Public Safety Officer position. The mandatory written exam was held on Saturday, February 25, 2017 at 9 a.m. at the New Trier High School Northfield Campus. The next phase of the process will be initial interviews with the Public Safety Commission. The eligibility list will be finalized and posted in May.

Emergency Dispatch Consolidation

Public Safety continues to work with the Village of Glenview to implement emergency dispatch consolidation in accordance with State law by July 1, 2017. **Dialing 911 is the preferred method to request emergency police, fire or medical services.** Residents seeking general information are encouraged to call the Public Safety non-emergency phone number at (847) 835-4112.

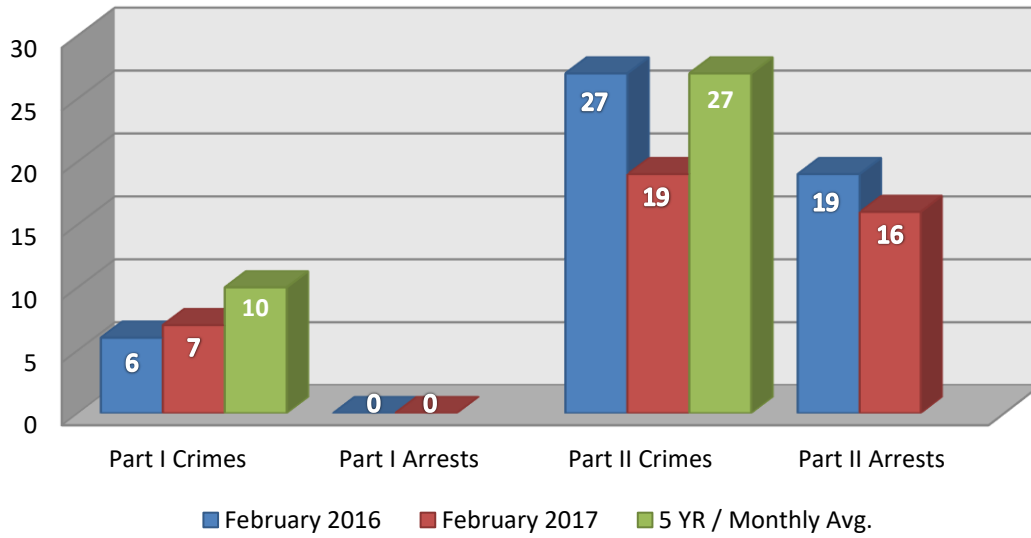
Residents will not see any reduction in Public Safety services once we transition to Glenview— 911 telephone calls will simply be answered in Glenview rather than Glencoe. Glencoe Public Safety Officers will continue to respond and provide 24/7 police, fire and emergency medical services. Because calls for service will be routed directly to Glenview, response times for Public Safety services will not change.

The Village appreciates your patience and understanding and we will continue to provide public information throughout the consolidation process. Questions may be directed to Public Safety Director Cary Lewandowski at (847) 835-4112 or clewandowski@villageofglencoe.org. Additional information and documents are available on the Village website at www.villageofglencoe.org.

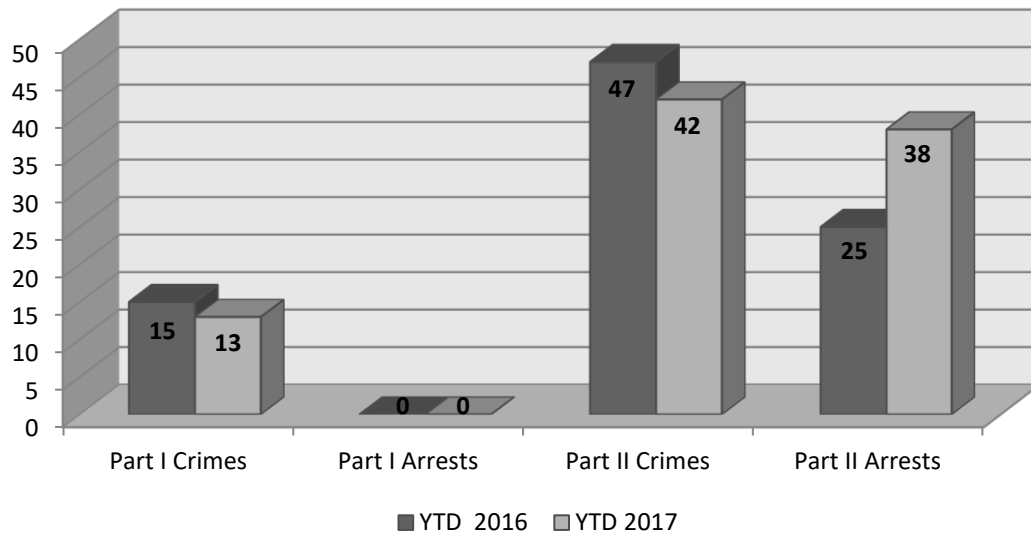


Glenview Dispatch Center

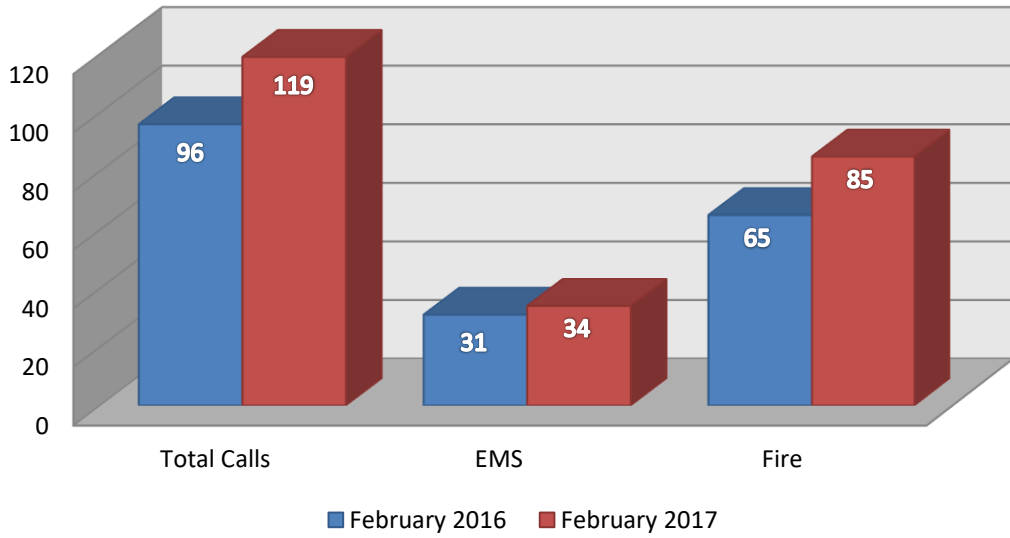
Monthly Crime Data



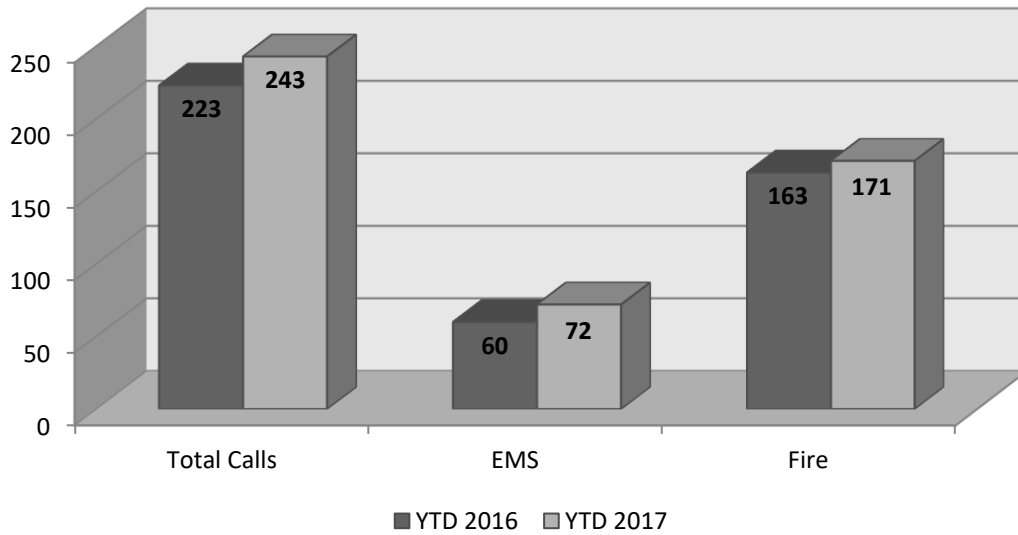
Year-to-Date (YTD) Crime Data



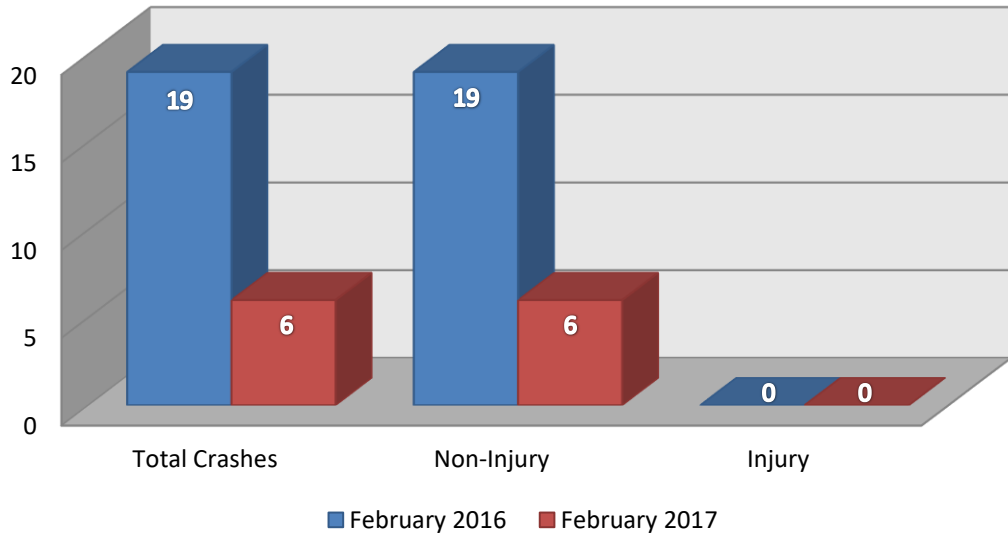
Monthly Fire / EMS Data



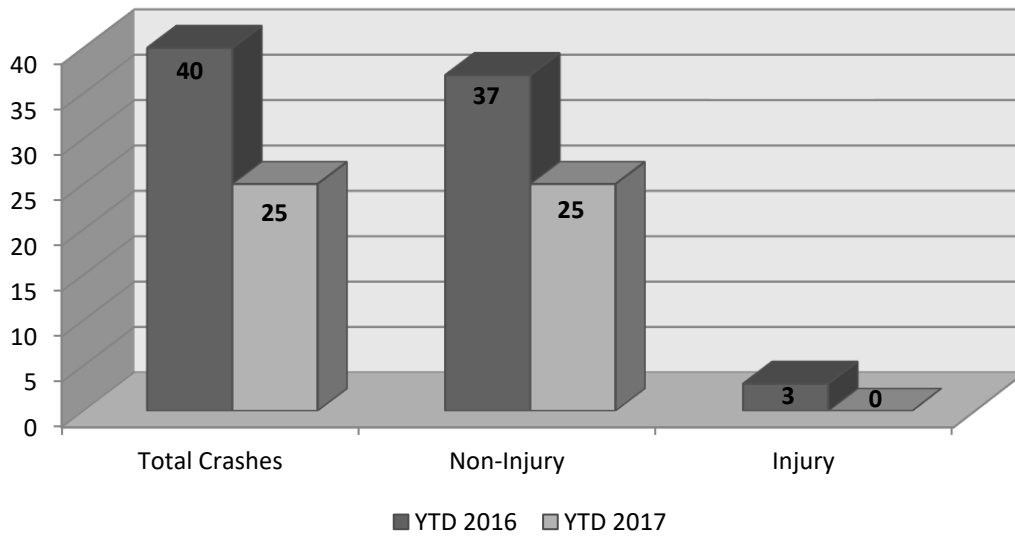
Year-to-Date (YTD) Fire / EMS Data



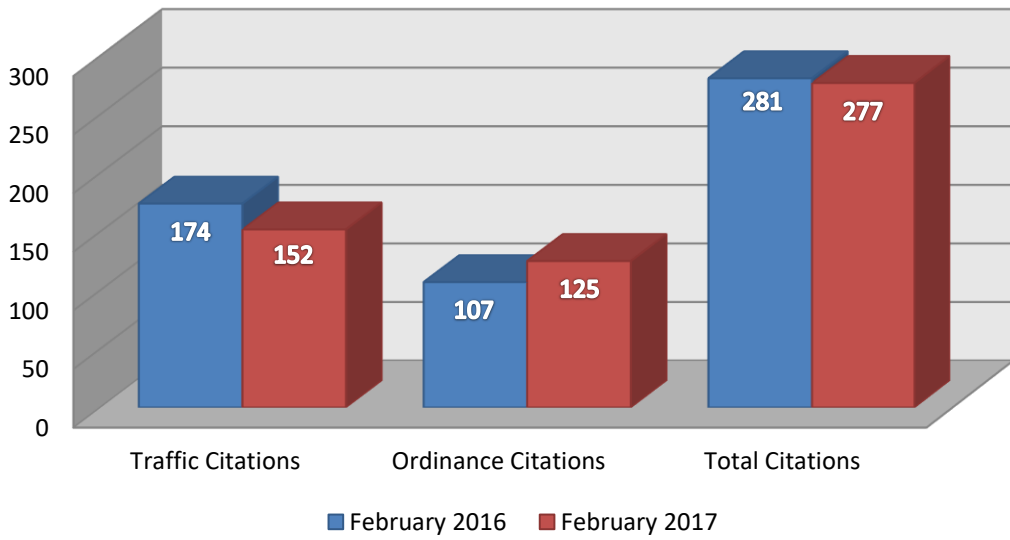
Monthly Traffic Crash Data



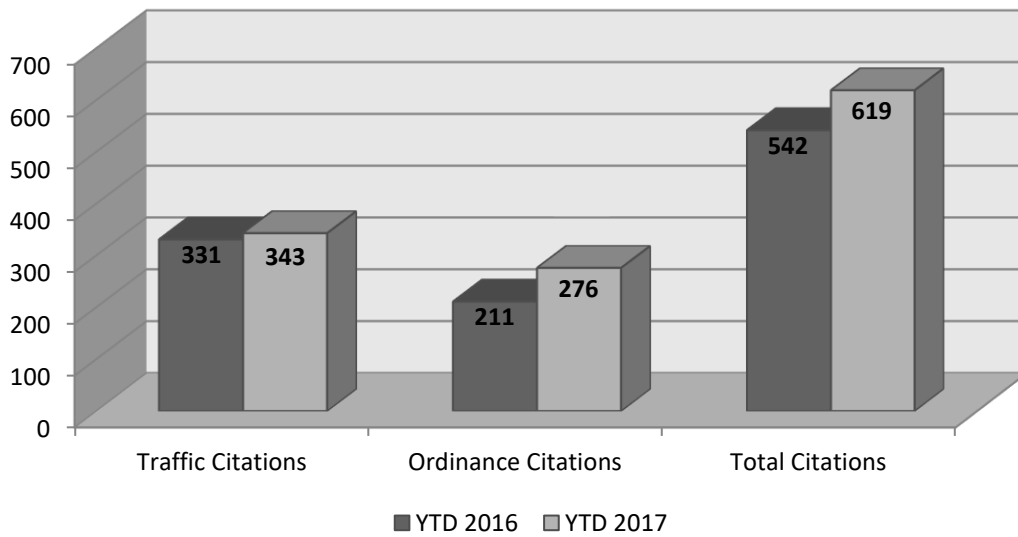
Year-to-Date (YTD) Traffic Crash Data



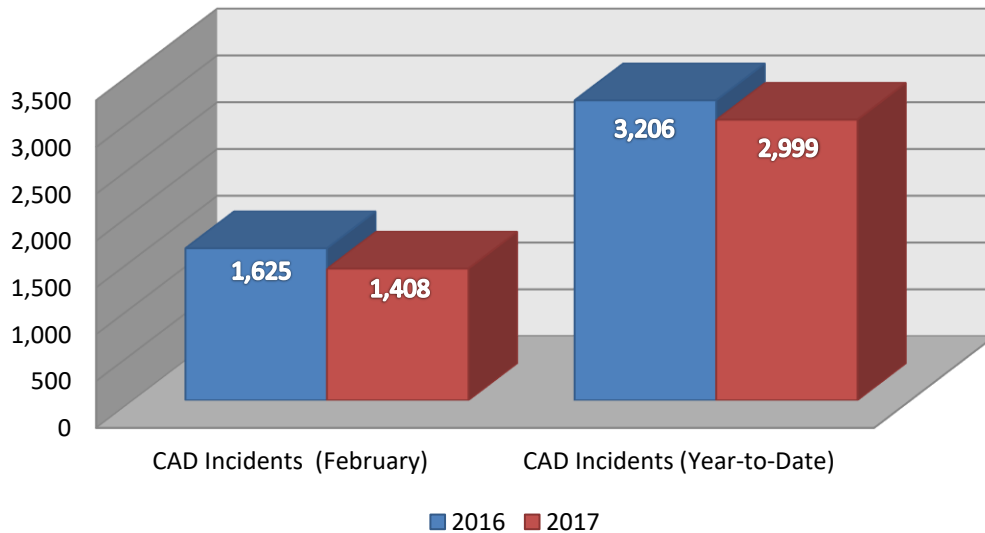
Monthly Enforcement Data



Year-to-Date (YTD) Enforcement Data



Overall Calls for Service

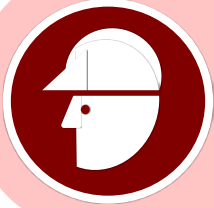


Part I Crimes

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

February 2017 | David C. Mau, Director

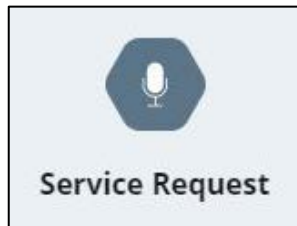
Garbage Collection Program Analysis - Phase II

As part of the Village's three-year Strategic Work Plan, the Village Board requested that staff analyze the current in-house residential and commercial garbage collection program. In Phase I of the analysis, presented to the Village Board in November 2016, staff completed a comprehensive evaluation of current service levels and cost. To help evaluate the services residents find most valuable, Village staff has initiated a comprehensive resident engagement process starting with an [online survey](#) beginning in March. The Village is using its social media platforms, website and the *Glencoe Quarterly* to provide information to resident about the analysis, and the Village will continue to engage with residents throughout the analysis process.



Public Service Request System

The Village is nearing completion of a fully redesigned website. Throughout this process, staff has worked to ensure that the website designed in a resident-focused manner. As part of the new redesign, residents can explore the new public service request system, a feature that will allow residents to report routined non-emergency issues from missed garbage collection to potholes, or request services, such as scheduling a house watch with Public Safety.

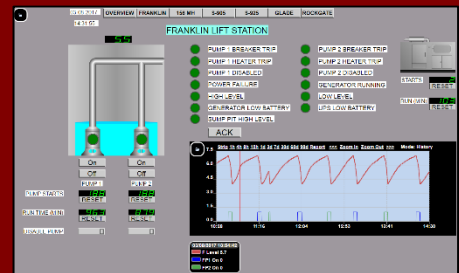


Building and Construction Permits

No single family building permits were issued in the month of February 2017, compared to one building permit with an estimated value of \$420,000 in February 2016. Twenty-five construction permits were issued in February 2017 with a value of \$1,176,533, compared to 12 permits with a value of \$382,500 issued in February 2016.

Sanitary Sewer Lift Station SCADA Installation

The Village's eight sanitary sewer lift stations collect raw sewage from lower elevations and pumping it to a higher elevation so it can flow via gravity to the Metropolitan Water Reclamation District's collector system. All eight sanitary sewer lift stations now have a SCADA (Supervisory Control and Data Acquisition) system installed. Prior to the SCADA system, the only way to know if there was a problem was through an automated phone dialer that contacted the Water Plant, and that was only available on three lift stations. The other five lift stations were monitored by visual inspection. The new SCADA system provides real-time information for each lift station.



Public Works staff are able to monitor sewage levels, pump starts, pump run times, pump failures, power outages, remotely start and stop pumps, and generate monthly reports. If there is an alarm, a text message is sent to the Public Works Supervisors notifying them of the specific alarm and the location. Public Works staff have remote access to the SCADA system which allows them to check the conditions at the lift station and determine if immediate attention is required. This already has reduced overtime and unnecessary trips back to the Village for the supervisor on-call. The lift station SCADA system was entirely designed, created and implemented by in-house staff, under the leadership of Water Plant Superintendent Alex Urbanczyk for under \$15,000, resulting in substantial savings to the budget.

FY 2017 CAPITAL IMPROVEMENTS
For Period through February 28, 2017

2016 STORMWATER IMPROVEMENT					
Contractor: Di Meo Bros, Inc., Engineer: Engineering Resources Associated; Inspections: ERA & Staff					
Locations	FY Budget	Low Bid	FYTD	% Complete	Comments
Drainage Basins: Terrace Court Skokie Ridge Drive	\$2,750,000	\$2,478,293	\$2,113,822	100%	Completed in June 2016
2016 SANITARY SEWER REHABILITATION IMPROVEMENTS					
Contractor: Hoerr Construction; Engineer: Staff					
Locations	FY Budget	Low Bid	FYTD	% Complete	Comments
Locations TBD	\$250,000				Work deferred to 2018
2016 RESIDENTIAL SIDEWALK REPLACEMENT					
Contractor: Schroeder & Schroeder; Engineer: Staff					
Locations	FY Budget	Low Bid	FYTD	% Complete	Comments
Various locations in Area 1	\$100,000	\$100,000		100%	Completed in September 2016
VILLAGE HALL HVAC UPGRADE PROJECT					
Contractor: Voris Mechanical; Engineer: Grumman Butkus					
Locations	FY Budget	Low Bid	FYTD	% Complete	Comments
Village Hall	\$2,380,000	\$2,380,000	\$1,967,835	85%	Air handling unit installed
2016 WATERMAIN REPLACEMENT					
Contractor: Di Meo Bros, Inc.; Engineer: Staff					
Locations	FY Budget	Low Bid	FYTD	% Complete	Comments
Oak Drive	\$200,000	\$91,174	\$86,541	100%	Completed in October 2016

Complied and submitted by:



David C. Mau, P.E.
Director of Public Works/Village Engineer

VILLAGE OF GLENCOE
GLENCOE, ILLINOIS

TO THE PRESIDENT AND BOARD OF TRUSTEES, VILLAGE OF GLENCOE
The following building permits were issued during the month of February 2017.

No permits were issued in the month of February 2017.

Respectfully submitted

John Houde
Building & Zoning Administrator

BUILDING & CONSTRUCTION PERMIT SUMMARY								
	FEBRUARY				YEAR TO DATE			
	2016		2017		2016		2017	
	No.	Value	No.	Value	No.	Value	No.	Value
SF Dwelling New					1	915,000	3	1,700,000
SF Dwelling Change	1	420,000			1	420,000		
MD Dwelling New								
MF Dwelling Change								
Business Building New								
Business Building Change								
Accessory Building								
Swimming Pool								
Public Building								
Miscellaneous								
TOTALS	1	420,000	-	-	2	1,335,000	3	1,700,000

MISCELLANEOUS CONSTRUCTION PERMIT SUMMARY								
Includes bathroom and kitchen fixture & cabinet replacement, roof, fencing, electrical service upgrades, generators, remodeling, and other minor repairs								
	FEBRUARY				YEAR TO DATE			
	2016		2017		2016		2017	
	No.	Value	No.	Value	No.	Value	No.	Value
TOTALS	12	382,500	25	1,176,533	20	706,466	33	1,461,799

BUILDING PERMIT 6 MONTH TIME EXTENSIONS								
Extension Fee is 1/3 of the original building permit cost								
	FEBRUARY				YEAR TO DATE			
	2016		2017		2016		2017	
	No.	Fee	No.	Fee	No.	Fee	No.	Fee
TOTALS	2	50,703	1	4031	2	50,703	1	4031

GLENCOE PUBLIC WORKS MONTHLY REPORT

		February 2016	February 2017	YTD 2016	YTD 2017
WATER PRODUCTION/DISTRIBUTION					
Total Pumpage	(million gal)	36.530	30.800	77.175	67.475
Average Day	(million gal)	1.260	1.100	1.286	1.144
Maximum Day	(million gal)	1.635	1.220	1.740	1.360
Minimum Day	(million gal)	1.055	0.900	1.055	0.900
Maximum Rate	(mgd)	3.7	2.3	3.7	2.4
Precipitation	(inches)	1.28	1.52	2.8	5.24
Gallons/User/Day		144	126	147	131
New Service Taps		1	0	2	1
Service Repairs		0	0	2	2
Main Breaks	Repaired	5	0	10	7
Fire Hydrants	Tested	25	14	37	20
	Repaired	2	0	2	0
	Installed (new)	0	0	0	0
Water Meters	Repaired	0	3	1	6
	New installation	5	0	7	2
STREETS, SEWERS, FORESTRY					
Street repairs	(sq. ft.)	486	756	848	11,556
Plowed	(times)	4	0	9	1
Salted	(times)	8	0	16	9
Road Salt	(tons)	219	0	561	124
Calcium Chloride/Brine	(gals)	1400	600	3000	1,800
Sidewalks	Repaired (sq. Ft.)	3	0	6	0
	Business District plowed	1	0	2	0
	Residential plowed (times)	11	0	23	1
Sanitary Sewers	Cleaned (ft.)	35,767	26,472	59,929	30,212
	Repaired (ft.)	0	2	0	2
	Televised (ft.)	212	716	656	716
Storm Sewers	Cleaned (ft.)	2762	0	3992	1,222
	Repaired (ft.)	2	0	2	0
	Televised (ft.)	592	0	592	637

GLENCOE PUBLIC WORKS MONTHLY REPORT

		February 2016	February 2017	YTD 2016	YTD 2017
Manhole/Catch Basins	Cleaned	53	103	75	156
	Repaired	2	0	2	0
Refuse/Landfill	(tons)	218	176	455	399
Parkway Trees	Trimmed	23	137	23	273
	Removed	175	150	335	168
	EAB	151	112	191	120
VEHICLE MAINTENANCE					
Routine Service	(each)	16	16	43	38
Breakdowns Major	(each)	2	5	6	8
Breakdowns Minor	(each)	12	4	25	9
Outside Repairs	(each)	0	2	1	2
Gasoline Used	(gals)	3511	2865	6888	6,247
Diesel Used	(gals)	2830	1555	5370	3,724
SHARED SERVICE – GPD					
Forestry	Trees trimmed	9	0	9	0
	Tree removed	9	60	9	60
Vehicle Maintenance	Routine service	2	2	2	2
	Repairs	2	3	3	5