

Village Manager's Office | Monthly Report

November 2016 | Philip A. Kiraly, Village Manager

IT Needs Assessment and ERP Evaluation

The Village concluded its IT needs assessment and is planning significant IT-related projects for FY 2018. The IT needs assessment provided a high-level review of the Village's enterprise resource planning (ERP) system, as well as future IT needs and best practices. The IT Steering Committee will begin developing a work plan to review and implement best practices and plan for future IT needs, and the Village will conduct a more detailed evaluation of the ERP system in FY 2018, prior to issuing a request for proposals for a new or upgraded system.

Winter Glencoe Quarterly

The December-January-February issue of the Glencoe Quarterly combined community newsletter was completed in November. Staff created content for Village pages and completed layout for Village, Park District, School District and Family Service pages, as well as coordinated the inclusion of an insert from the Chamber of Commerce. The newsletter is delivered to all Glencoe residents and businesses.



FOIA Requests

Staff received and processed 18 Freedom of Information Act requests in November.



New Village Website

Significant progress is being made toward the redevelopment of the Village's website, with VMO staff and the website committee working diligently with Revize (a government-focused website developer) in order to launch the new website by early 2017. Overall design has been approved and Revize's suggested webmap is under review. Currently each department is auditing their forms, applications and brochures with the goal of consolidating information and transferring eligible requests to webforms. A beta-site will be launched before the full site goes live to collect resident and stakeholder feedback.

Special Events

Light the Village Lights

Residents gathered at the corner of Park and Vernon Avenues on the evening of November 25 for the annual lighting ceremony, complete with an appearance from Santa and the North Shore Harmonizers.

Small Business Saturday

The Village assisted the Glencoe Chamber of Commerce in promoting Small Business Saturday on November 26. The event, which serves as a reminder to shop local during Black Friday weekend, was advertised in the Winter 2016/2017 *Glencoe Quarterly*, on the Village's website, in the Weekly News Briefing and on the Village's social media accounts.

Sesquicentennial Planning

The Village's Sesquicentennial is quickly approaching in 2019. On November 16, VMO staff met with members of the Glencoe Historical Society to review their series of recommendations for a successful partnership and planning process.

Social Media Audit

In an effort to increase the Village's social media presence—with the ultimate goal of increasing online communication with residents—a base-line audit of the Village's social media account performance was compared to the account performance of other Glencoe community organizations and surrounding municipalities. While the Village's accounts fared decently in comparison, the VMO is adopting a series of best practices and tactics to drive higher levels of engagement in the future.



Finance | Monthly Report

December 2016 | David A. Clark, Director

Fiscal Year 2018 Budget

In November, the second review of each department's Fiscal Year 2018 budget requests was reviewed with Finance Department staff and the Village Manager's Office. The Preliminary Fiscal Year 2018 Budget document and fee recommendations are being presented at the December 13 Finance Committee meeting. In addition, staff has reviewed and made updates to the Fiscal Year 2017 projections.



Following the December Finance Committee, staff will present the Fiscal Year 2018 Budget document to the Village Board at the January Village Board meeting.

Evaluation of Village Fees

As part of the Fiscal Year 2018 budget development process, staff reviewed various fees, fines and charges for Village services. In late fall, staff distributed a fee survey to surrounding communities in an effort to collect data that would allow staff to analyze and compare the fees, fines and charges that Village assesses to those of comparable communities. The communities surveyed included Deerfield, Highland Park, Kenilworth, Lake Bluff, Lake Forest, Lincolnwood, Northbrook, Northfield, Wilmette and Winnetka. Based on the review of this data, staff identified areas for potential fee modifications in Fiscal Year 2018 as well as in future fiscal years.



The proposed fee modifications are being presented as a component of the Fiscal Year 2018 Preliminary Budget being presented to the Finance Committee on December 13.

Online Citizen Access Portal

Staff is working with our current enterprise resource planning (ERP) software vendor to reinstate the implementation of the Online Citizen Access Portal. The new portal will provide residents a chance to view their utility bills and pay online. Staff is anticipating going live with the Citizen Access Portal in February.

Utility Bills Enhanced

As part of the Department's ongoing goal of improving customer service, Finance staff worked with the Village's new utility billing service provider, Third Millennium, to finalize the new layout for the Village's utility service bill. The new bill has been designed to be easy to read and provide residents with information regarding their quarterly utility bill charges. Noteworthy changes to the new layout include a chart that will show a comparison of the resident's water consumption from year to year, an improved messaging center for important notices and an itemized detail listing of all fees.

The first set of bills in the new format is expected to be delivered to residents in mid-December. A sample of the bill is attached.

Alarm Permits

Finance Department staff mailed out the 3rd quarter occurrence billings to residents who had false alarms through the month of October 2016.

In December, staff will mail out the 2017 Annual Alarm Permit Renewals which will be due January 16, 2017.



Golf Club | Monthly Report

November 2016 | Stella Nanos, General Manager

10th Annual Chili Open

The Hard Course Day/Chili Open was held on November 5th. This is one of our most popular events of the season with over 100 participants. The course is set up with the pins in the most difficult locations and prizes are awarded for the lowest two-person score. A chili lunch and awards ceremony takes place after the tournament.



Indoor Teaching Studio



The indoor teaching studio has been set up in the clubhouse to offer golf lessons over the winter. A FlightScope 3D Doppler Golf Simulator as well as V1 Video Analysis is utilized to offer the latest in teaching technology. The indoor

lessons allow our teaching professionals to remain operational over the winter and keep our students on site and involved throughout the winter months.

Gift Cards

The Glencoe Golf Club is promoting the purchase of gift cards for the holiday season. The gift cards can be redeemed for greens fees, private lessons or merchandise and are available in person, online or over the phone.



Marketing Notes

- Fall rates remained in place throughout the month due to the mild temperatures. In the event that mild temperatures are reached in December we will switch to our lower winter rates.

Maintenance

- Winterization of irrigation and potable water systems took place; all irrigation heads, pipes, bathrooms and water lines were blown out to prevent freezing.
- Leaf blowing and mulching occurred daily since we remained open most the month. Seasonal laborers hours were increased to allow for the extra daily maintenance to occur due to the unexpected additional rounds played.
- The majority of the mowing equipment was moved to indoor storage for the winter. Several pieces of equipment must remain outdoors due to lack of space. All the equipment will undergo preventative maintenance over the winter months. The mowers blades and bedknives will also be sharpened.
- The hot water heater in the clubhouse was replaced. The 100-gallon tank was replaced with a 75-gallon tank which was determined to be more than adequate for the needs of the clubhouse, as well as more energy efficient.



Public Safety | Monthly Report

November 2016 | Cary Lewandowski, Director

Crime Highlights

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

On November 12, the Chase Bank on Green Bay Road was robbed by a subject armed with a knife. Glencoe officers conducted the investigation along with the Chicago Office of the FBI and the offender was arrested two days later. The stolen money was recovered and the offender was charged with Bank Robbery.

Training and Personnel Development

In November, Public Safety staff members were provided with over **987** hours of training; including: Fire – **394.5** hours, Police – **437.5** hours, EMS – **125.5** hours, and Administrative – **30.5** hours.

Over a three day period, fire shift officers participated in extrication drills with the Winnetka Fire Department. These scenario based drills stressed vehicle stabilization and victim extrication related to traffic crashes.

Glencoe hosted a Mutual Aid Box Alarm System (MABAS) regional technical rescue drill on the Lakewood Avenue bridge over the ravine. Approximately 50 rescue specialists from neighboring mutual aid fire departments participated in the vertical rescue exercises throughout the one day drill.

November Employment Milestones

- Communications Operator Richard Hinks – 15 years
- Administrative Assistant Deborah Hersh – 3 years

Toys for Tots

Public Safety is hosting a Toys for Tots drop off location again this year. Help make the holidays special for local children in need by bringing new, unwrapped gifts for any age group to the Public Safety lobby in Village Hall before Sunday, December 25. Contact Lieutenant Mary Saikin at 847-461-1179 for further information.

911 Dispatch Consolidation

The Village is working with the Village of Glenview to implement dispatch consolidation in accordance with State law by July 1, 2017. Residents are reminded that 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.

The Village appreciates everyone's patience and will continue to provide public information throughout the consolidation process.

Questions may be directed to Director of Public Safety Cary Lewandowski at 847-835-4112 or clewandowski@villageofglencoe.org.

Visit www.villageofglencoe.org for more details.

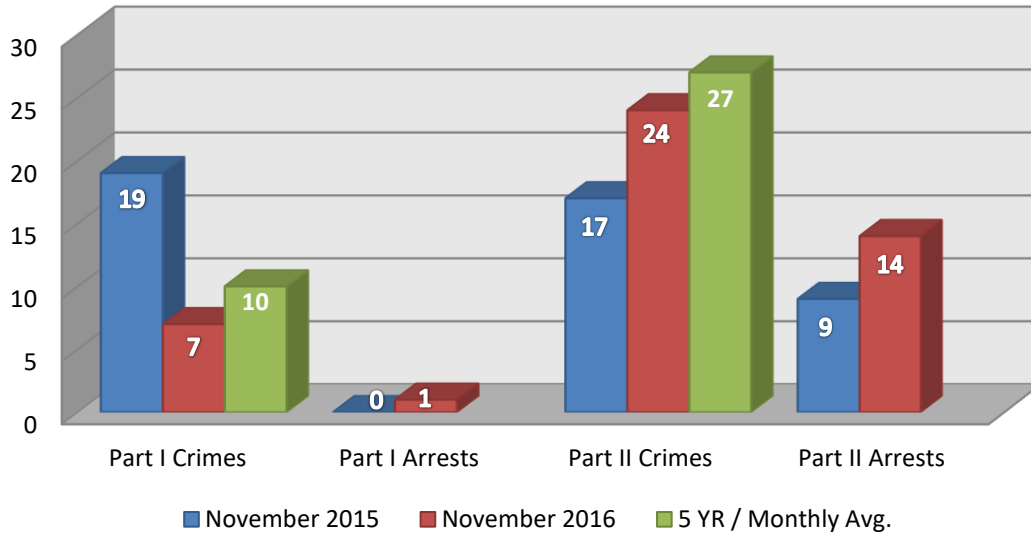
Coyote Awareness

Public Safety suggests the following to help discourage in Glencoe:

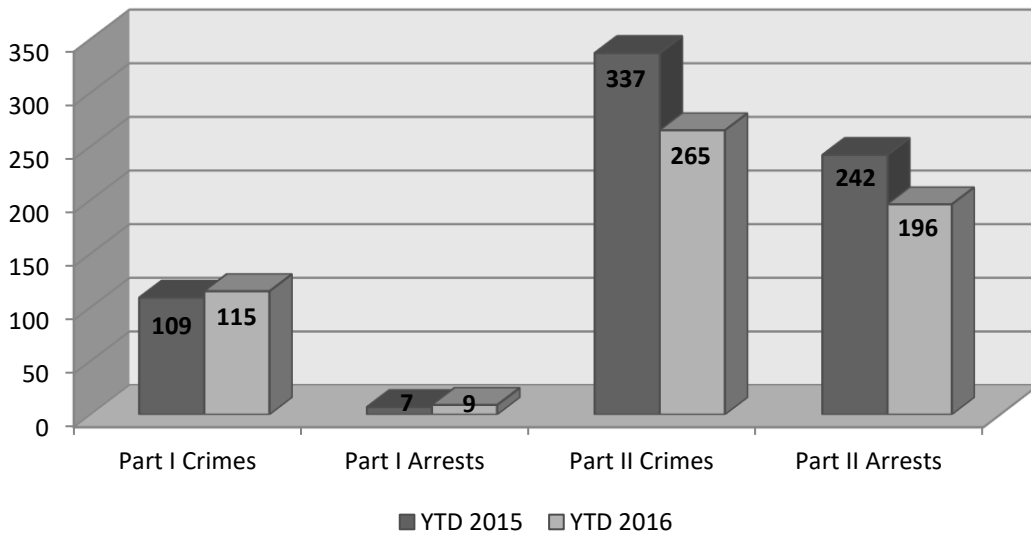
- Always walk your dogs on a leash and keep your cats indoors. Allowing dogs to run loose and sending cats out to roam increases the chance of a coyote encounter.
- Feed your pets inside. Do not keep pet food outdoors where it might attract coyotes or other wildlife.
- Do not feed wildlife - feed/seed will attract coyotes or other small animals that coyotes prey upon.
- Keep trash bins tightly closed.
- Clear dense weeds & brush to remove shelter for rodents, which attract coyotes.
- If you encounter a coyote, shout, clap, or throw a small object at it. This may condition the coyotes to avoid people.

If you experience problems with coyotes, see them in your neighborhood, or have any questions regarding coyotes, or have other animal related concerns, please call 847-835-4112 x 1148. Visit www.villageofglencoe.org for more information.

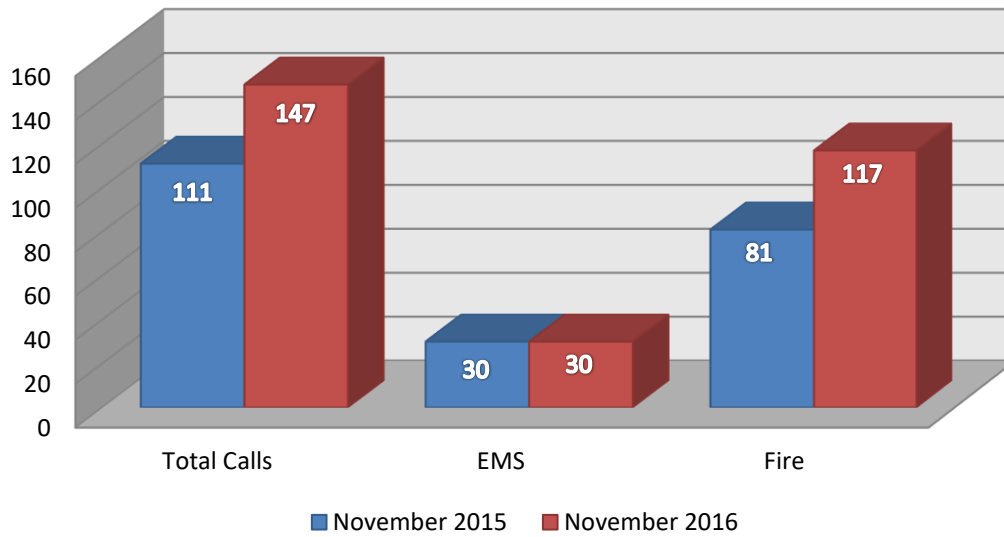
Monthly Crime Data



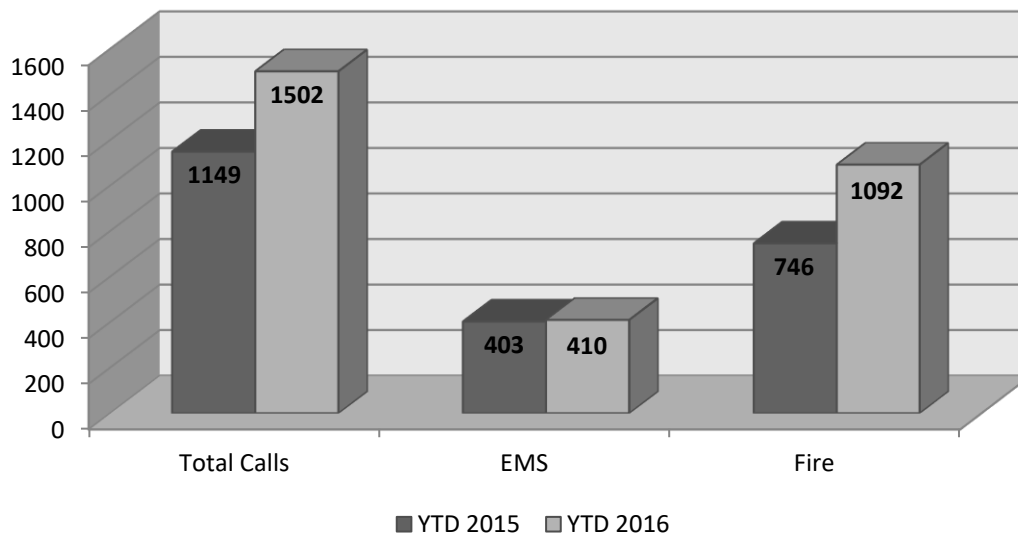
Year-to-Date (YTD) Crime Data



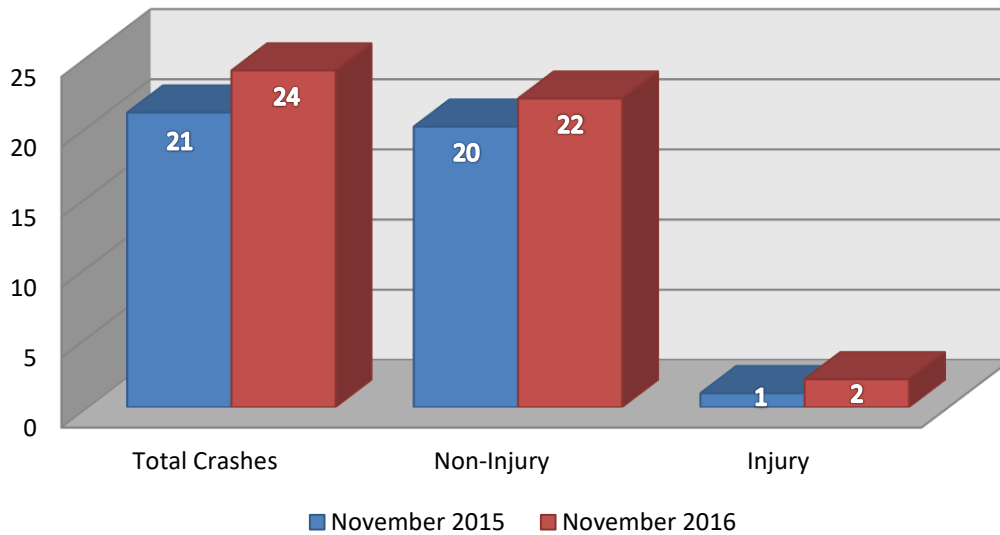
Monthly Fire / EMS Data



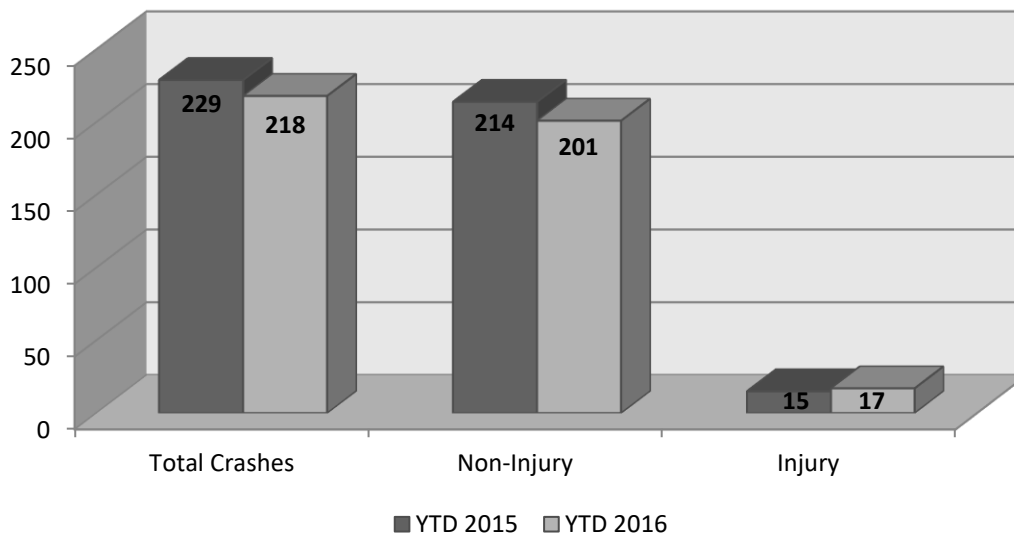
Year-to-Date (YTD) Fire / EMS Data



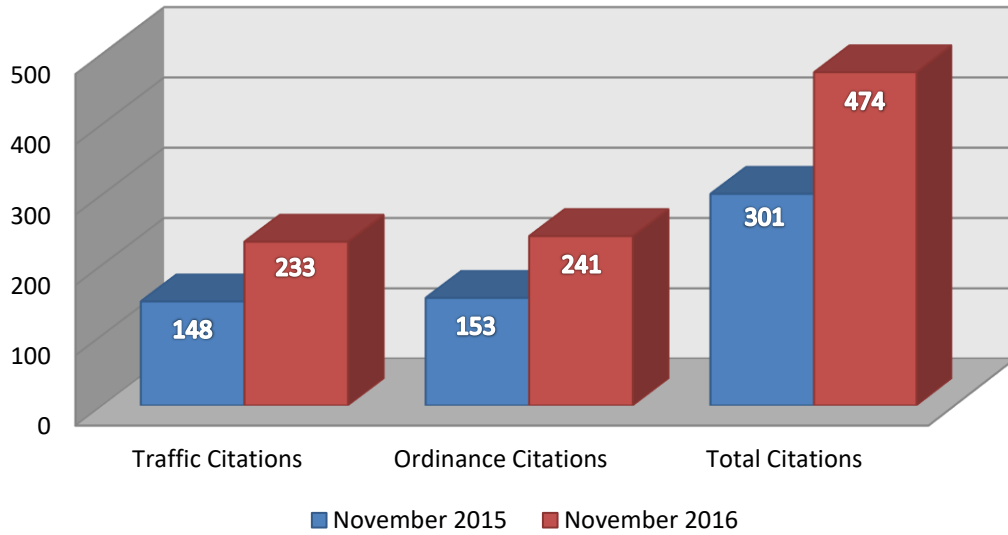
Monthly Traffic Crash Data



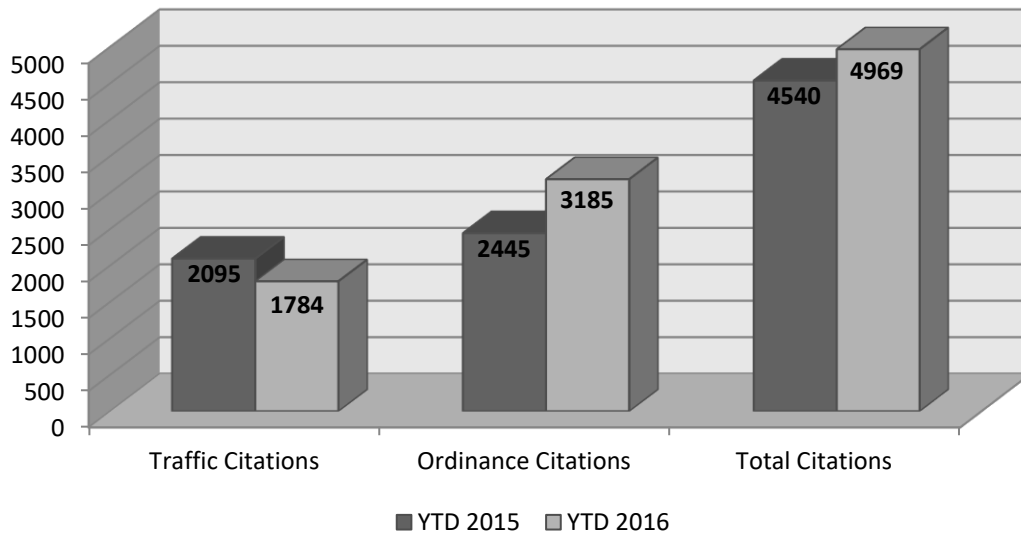
Year-to-Date (YTD) Traffic Crash Data



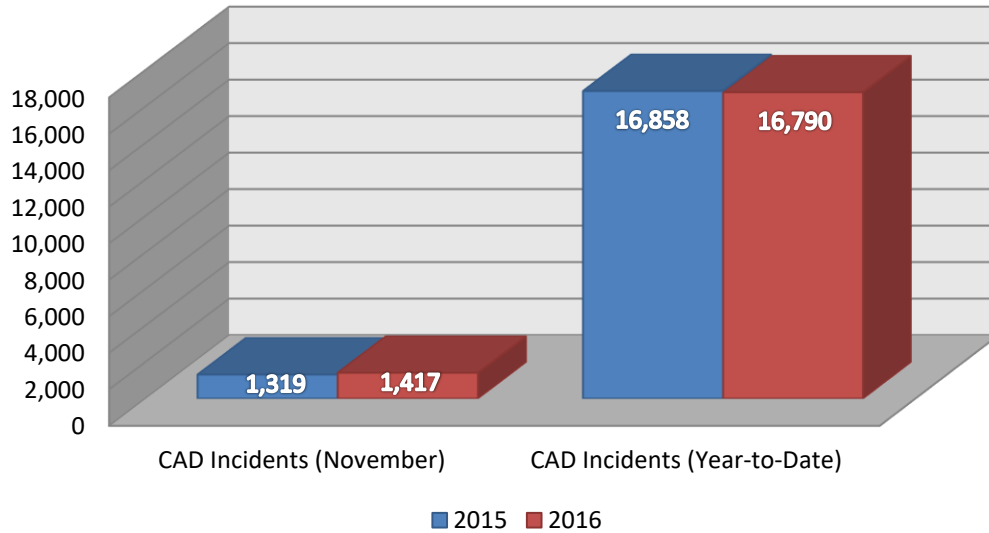
Monthly Enforcement Data



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

November 2016 | David C. Mau, Director

Garbage Collection Analysis

At the November Committee of the Whole meeting, staff presented the comprehensive garbage program analysis which included a review of all operational costs, service levels, long-term capital costs and possible program efficiencies in an effort to ensure residents and businesses receive the highest quality services at the lowest cost. The Village Board directed staff to initiate the next phase of the analysis which will include exploring an all-curb-side collection program, or a combination of curb-side and backdoor collection, using Village Public Works staff or a private contractor.

Leaf Collection Program

The Leaf Collection Program has collected nearly 8,000 cubic yards of leaves from parkways in residential neighborhoods as of November 30. The unseasonable fall weather delayed leaves dropping, so Public Works crews continued collection into early December.



Village Employee of the Year - John Sojer



John Sojer, one of the Village's mechanics in the Public Works Fleet Services Division, was named the 2016 Employee of the Year. John has been with the Village since 2012 and in that time has proven himself to be a standout employee in many ways. John received five nominations from his coworkers, with numerous comments

highlighting his positive attitude, dedication, and leadership and pride in his work.

Building and Construction Permits

Four building permits with an estimated value of \$1,152,000 were issued in November 2016, compared to five building permits with an estimated value of \$8,502,500 in November 2015. Conversely, 19 construction permits were issued in November 2016 with a value of \$429,866 compared to 29 permits with a value of \$643,500 issued in November 2015.

Green Bay Trail Crossing Engineering Study

The Fiscal Year 2017 budget includes funding for an engineering feasibility study for possible improvements to the at-grade crossing of the Green Bay Trail at its intersection with Hazel Avenue. The proposed study will involve the review and analysis of potential improvements to the location based on feasibility, safety, topography, impacts to the surrounding environment, and cost.



PW Stats at a Glance

- Water pumpage in November 2016 was 32,890,000 gallons, compared to 36,925,000 gallons in November 2015.
- Water distribution crews inspected 5 main line valves and tested two fire hydrants and winterized 505 fire hydrants.
- Holiday lights were installed in 85 trees in the downtown area in advance of the November 25 lighting event.

2016 CAPITAL IMPROVEMENTS
For Period through November 30, 2016

2016 STORMWATER IMPROVEMENT

Contractor: Di Meo Bros, Inc.; Engineer: Engineering Resources Associate; Inspection: ERA & Staff

Locations	FY Budget	Low Bid	FYTD	% Complete	Comments
Drainage Basins: Terrace Court Skokie Ridge Drive	\$2,750,000	\$2,478,293	\$2,488,372	100%	Completed in June.

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 2017.

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	\$100,000	100%	Completed in September.

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	\$1,353,579	65%	New boilers are operational and work is ongoing on electrical service upgrade and the installation of new air handling units.

2016 WATERMAIN REPLACEMENT

Contractor: Di Meo Brothers ; Engineer: Staff

Locations	FY Budget	Low Bid	FYTD	% Complete	Comments
Oak Drive	\$200,000	\$97,174	\$86,541	100%	Completed in October.

Compiled and submitted by:

David C. Mau, P.E.
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 November 2016.

12201	414 Washington Avenue Demolish existing pool/ erect in-ground swimming pool/spa, pergola and deck Owner: Steve & Jocelyn Snower Contractor: Boilini and Mariani Landscaping Value: \$90,000
12202	105 Glade Road Partial demolition/ remodel house Owner: Alan & Jean Chapman Contractor: Fettner Development & Construction Value: \$500,000
12203	351 Washington Avenue Demolish existing house and garage/ erect new dwelling Owner: Krzysztof Bielecki Contractor: Old Timber Construction Value: \$436,000
12204	900 Bluff Street In-ground swimming pool and spa deck Owner: Mr & Mrs Silverman Contractor: North Shore Pool Value: \$126,000

Respectfully submitted,



John Houde
Building & Zoning Administrator

**BUILDING & CONSTRUCTION
PERMIT SUMMARY**

	NOVEMBER				YEAR TO DATE			
	2015		2016		2015		2016	
	No.	Value	No.	Value	No.	Value	No.	Value
SF Dwelling New	4	8,455,000	1	436,000	19	23,136,090	10	9,186,000
SF Dwelling Change			1	500,000	22	4,203,638	20	2,792,153
MF Dwelling New								
MF Dwelling Change								
Business Building New								
Business Building Change					2	2,225,000		
Accessory Building	1	47,600			6	136,500	3	489,321
Swimming Pool			2	216,000	8	715,800	5	502,924
Public Building					2	3,456,695	2	1,025,929
Miscellaneous					3	54,500	1	10,000
TOTALS	5	8,502,500	4	1,152,000	62	33,928,223	41	14,006,327

MISCELLANEOUS CONSTRUCTION PERMIT SUMMARY

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

	NOVEMBER				YEAR TO DATE			
	2015		2016		2015		2016	
	No.	Value	No.	Value	No.	Value	No.	Value
TOTALS	29	643,500	19	429,866	281	4,903,965	256	5,785,462

BUILDING PERMIT 6 MONTH TIME EXTENSIONS

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

	NOVEMBER				YEAR TO DATE			
	2015		2016		2015		2016	
	No.	Fee	No.	Fee	No.	Fee	No.	Fee
TOTALS	--	--	1	7903	2	24,709	8	117,199

GLENCOE PUBLIC WORKS MONTHLY REPORT					
WATER PRODUCTION/ DISTRIBUTION		NOV 2015	NOV 2016	YTD 2015	YTD 2016
Total Pumpage	(million gal)	36.925	32.890	558.262	575.920
Average Day	(million gal)	1.231	1.096	1.671	1.724
Maximum Day	(millions gal)	1.450	1.275	3.565	3.925
Minimum Day	(million gal)	0.975	.920	0.955	.810
Maximum Rate	(mgd)	2.4	2.4	6.6	6.6
Precipitation	(inches)	4.33	1.56	40.66	40.00
Gallons/User/Day		137	122	196	202
New Service Taps		2	0	21	19
Service Repairs		0	1	10	12
Main Breaks	Repaired	2	1	28	33
Fire Hydrants	Tested	156	506	513	681
	Repaired	0	5	32	12
	Installed (new)	0	0	12	2
Water Meters	Repaired	1	5	11	12
	New Installation	1	3	29	27
STREETS, SEWERS, FORESTRY					
Street: repaired	(sq. ft.)	288	972	9780	10,498
Plowed:	(times)	1	0	10	11
Salted:	(times)	3	0	23	25
Road Salt	(tons)	36	0	851	713
Calcium Chloride/Brine	(gals)	0	0	10,100	3360
Sidewalks:	Repaired (sq. ft.)	1	0	515	194
	Business District plowings	2	0	2	2
	Plowed (times)	3	0	12	28
Sanitary Sewers:	Cleaned (ft.)	11,852	332	104,188	134,618
	Repaired (ft.)	0	8	9	41
	Televised (ft.)	350	332	34,243	20,135
Storm Sewers:	Cleaned (ft.)	1327	1398	25,507	27,941
	Repaired (ft.)	0	105	406	205
	Televised (ft)	180	1125	2247	17,489
Manhole/Catch Basins:	Cleaned	15	3	329	363
	Repaired	1	1	137	17
Refuse/Landfill	(tons)	226	249	2792	2543
Parkway Trees:	Trimmed	5	37	265	560
	Removed	11	2	195	654
	EAB	5	0	134	268
VEHICLE MAINTENANCE					
Routine Service:	(each)	14	13	153	183
Breakdowns Major	(each)	5	2	38	28
Breakdowns Minor	(each)	6	8	39	95
Outside Repairs	(each)	0	1	22	14
Gasoline Used	(gals)	3515	3705	33,797	35,633
Diesel Used	(gals)	2508	2606	25,348	23,557
SHARED SERVICES –GPD					
Forestry	Trees trimmed	0	0	0	1
	Trees removed	0	0	31	22
Vehicle Maintenance	Routine service	0	1	11	22
	Repairs	3	2	23	18

VILLAGE OF GLENCOE
GLENCOE, ILLINOIS

QUARTERLY STATISTICAL REPORT
SEPTEMBER 2016 - NOVEMBER 2016

FOOD PROGRAM INSPECTIONS	
Food Service Audit Inspections	21
Follow-up Inspections	0
Food Vending Machines	0
Complaints	0
Emergencies	0
Temporary Events	2
Plan Reviews	2

The last quarter finds the food establishments in stable condition and all the temporary events were very successful.

Respectfully,

Lynn Hoette
Village Sanitarian