

YOUR

CITY

AT WORK



The City of Highland Park
2013 Annual Report

The City of Highland Park 2013 Annual Report

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Mission

The mission of the City of Highland Park municipal government is to provide excellent services with the highest degree of efficiency, fairness and equity.

Vision

The City of Highland Park municipal government is committed to a vision which: 1) includes the highest level of public safety and security; 2) values diversity and compassion; 3) pursues opportunities for intergovernmental cooperation; and 4) strives for efficiency, and customer satisfaction in delivering all governmental services.

Mayor and City Council



Nancy R. Rotering
Mayor
2011-2015



Anthony E. Blumberg
Councilman
2011-2015



Paul Frank
Councilman
2011-2015



David Naftzger
Councilman
2011-2015



Daniel A. Kaufman
Councilman
2013-2017



Alyssa Knobel
Councilman
2013-2017



Kim Stone
Councilwoman
2013-2017



I am pleased to present the first Annual Report of the City of Highland Park. Our goal is to provide a snapshot of the planning and operations that go into providing city services, information about our budget and a handy guide of whom to contact with questions or concerns.

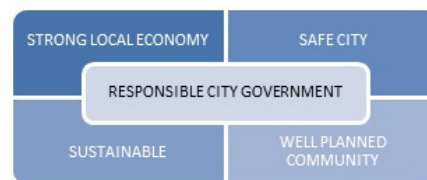
In 2013, we made significant changes to our operations to ensure high quality service with responsive, efficient and professional management. This Annual Report summarizes our work as an organization and reflects the teamwork between the City Council and City staff.

As Mayor, I appreciate receiving input from residents, businesses and visitors. You are our eyes and ears around town, and your comments and concerns are important in setting our objectives. Throughout 2013, we focused on our City's core priorities: fiscal stability, public safety and investment in our infrastructure as well as supporting our businesses, meeting the needs of our most vulnerable community members, celebrating the arts and preserving our natural resources. These priorities continue in 2014.



The City's financial house is in order. For the third year in a row, our operating expenses are in balance with our operating revenues. We have solid financial reserves and are achieving efficiencies through shared services with our sister governments. The strength of our financial condition was affirmed recently when Moody's reissued a Aaa bond rating, the highest credit rating possible and a rating held by only a handful of cities in Illinois.

We do, however, have external pressures that demand careful attention. The State of Illinois' financial challenges, pension mandates as well as spiraling health care costs require that we continue to analyze our personnel needs as well as other expenditures. The ongoing challenge is providing high quality service while minimizing resident economic burdens.



As we move forward into 2014, we are planning for where we want to be in one year, the next five years and beyond. The priorities we set inform what we do as a City and how we evolve as a community. They allow us to work towards meeting those core needs through collaboration with our school districts, park district, township, county and state. These actions are essential to maintaining all that is "Highland Park."

Thank you to my Council colleagues, our dedicated City staff, community volunteers and each of you for making Highland Park a great community in which we live, raise our families, work and play. I look forward to hearing from you with any questions or suggestions about how we can do better at City Hall.

Sincerely,

Nancy R. Rotering
Mayor

WELCOME TO HIGHLAND PARK

Highland Park is a thriving community, with a diverse population, and outstanding educational, recreational and business opportunities. We are fortunate to be located approximately 23 miles north of Chicago's Loop and bordering Lake Michigan with varying landscapes from sandy beaches to incredible ravines. We are home to Ravinia Festival, nine business districts, historic Fort Sheridan and a bustling downtown. We have much of which to be proud.



The City operates under the council-manager form of government, combining the strong political leadership of elected officials in the form of a council with the expert management of a professional city manager. The form ensures a representative system where policy is established by the elected board and that policy is executed by a manager who oversees the delivery of public services and day-to-day operations.

At the City, we value communication with the public and will continue a two-way conversation with residents, the business community and visitors. While Highland Park residents gave the City a 95% satisfaction rating, we strive to improve programs and services through the feedback we receive and by finding savings wherever possible. An overwhelming majority of residents rated Highland Park public safety as excellent and due to this outstanding rating, the City was awarded three ICMA Voice of the People Award for Police, Emergency Medical Services and Fire in 2013. In addition, our three largest departments (Police, Fire and Public Works), representing 80% of our work force, are accredited by independent rating agencies, assuring that the highest standards of the industry are met.

The City looks forward to another year of providing excellent service to citizens. Let us know what we can do to better serve you.

Sincerely,

A handwritten signature in black ink that reads "David W. Knapp". The signature is fluid and cursive, written in a professional style.

David Knapp
City Manager
cityhp@cityhpil.com
www.cityhpil.com





Mission

The mission of the Highland Park Police Department is to safeguard persons and property through a committed community partnership by upholding public trust, fostering mutual respect and providing services which enhance the quality of life. The Highland Park Police Department values integrity and honesty in all professional endeavors. We take pride in working with the community and believe the police and community are accountable to each other. The Department values its employees and their commitment to provide the highest quality of service. We treat all residents, employees and visitors with respect, dignity and equality.



Paul Shafer
Police Chief

The Police Department is an accredited full-service, first responder providing 24-hour a day police services, 365 days a year throughout the City. We respond to and investigate all types of calls for service.

The Department's primary mission is as first responders to any emergency. Several services support that patrol mission including: Investigations to provide in-depth follow up of complex and serious crimes; Records and Communications to staff police and fire dispatch as well as maintain departmental records; and Traffic and Community Services which provide traffic and parking enforcement as well as animal warden services.

2013 Highlights

- The Department responded to 23,814 calls for service from citizens.
- A review and complete revision of the **City's Emergency Operations Plan** was approved by the Lake County Emergency Management Agency.
- The Department assessed consolidation of dispatch services with other agencies resulting in combined resources, technology and staffing.
- The City added a public safety social worker who provides contractual social services for the City out of an office within the Police Department.
- A separate **juvenile administrative hearing process** was established to authorize a hearing officer to order drug and/or alcohol deferral programs and/or

community service for minor marijuana, drug paraphernalia and alcohol ordinance violations as a means of early substance abuse intervention.

- Preliminary plans were developed to integrate emergency operations equipment into the police training room. This emergency operations center, using equipment procured in 2013, will be up and running in 2014.

- To continue enforcement of our hands-free cell phone ordinance, Highland Park coordinated a four-tiered, multi-jurisdictional education and enforcement initiative with four of our neighboring communities. Enforcement efforts were concentrated in area school zones, business districts and work zones. Highland Park Police issued 25 verbal warnings, 935 written warnings and 440 traffic citations for improper cell phone usage while driving.

- Staff created **on-line crime mapping** on the City's website to facilitate sharing of information with the public.

- Staffing was restructured within the Department to provide for more effective use of crime analysis and provide more supervisory staffing in the Patrol Division.

- An increased number of private donations to offset reduced federal funding supported our agency's **Community Emergency Response Team** (CERT). CERT continues to provide supplemental civilian manpower assistance with special events and well-being checks. These volunteers save thousands of dollars by supporting City-wide special

events and maintaining preparedness for disasters.

- Staff trained and integrated the new **School Resource Officer** (SRO) into the District 113 schools and assisted the Village of Deerfield with establishing an SRO at Deerfield High School.

- Ravinia Festival developed a revised Emergency Operations Plan with input provided from the Police Department. Police personnel participated in several disaster preparedness drills to familiarize staff with the new plan and prepare for potential crises.

- The City re-introduced a dedicated Traffic Officer to aid our agency's commitment to promoting traffic safety within the community. The Police Department continues to apply for and receive awards of grant funds to facilitate hiring back officers to engage in enforcement and educational initiatives, particularly with DUI and Seat Belt education and enforcement.

- Staff conducted on-going railroad safety initiatives which included 12 presentations at Highland Park and Deerfield High Schools.

- A **bicycle education and enforcement program** was created to provide an educational option in lieu of citation. The Police Department joined forces with the League of Illinois Bicyclists (LIB) to use an on-line bicycle safety course to promote greater awareness of bicyclist responsibilities and safe operational practices. Sign improvements were made along frequented bicycle routes by Public Works staff with Police Department input.





Mission

The Highland Park Fire Department is committed to protecting the people, property, and environment of our community. We are dedicated to providing the highest quality services that are responsive to our community's needs. The Highland Park Fire Department continually strives to exceed our citizen's expectations. Working in a healthy, safe, and innovative environment that enhances the professional and efficient delivery of emergency services, we also strive to provide community safety education and information, anticipating, influencing and embracing change.



Patrick Tanner
Fire Chief

The Highland Park Fire Department is an accredited full-service emergency fire, medical, and rescue response provider offering fire and accident prevention education and services, including Fire Code, Building Code, and Life Safety Code enforcement.

The Department was established in 1889, and thus carries a long tradition of providing service to the community. Currently, to protect approximately 30,000 residents and the visitors to this 12.5 square mile city, the Department operates out of three fire stations, all located in Highland Park, as follows:

- Station #32 – Ravinia Fire Station – 692 Burton Ave.
- Station #33 – Headquarters Fire Station – 1130 Central Ave.
- Station #34 – North Fire Station – 1100 Half Day Rd.

All emergency response apparatus (engines, trucks, ambulances, rescue squads) carry advanced life support equipment, and all are staffed with licensed paramedics. In addition, the Department staffs several specialized teams, including an Underwater Rescue and Recovery Team, a Hazardous Materials Response Team, a Technical Rescue Team (for low-/high-angle, collapse, trench, or confined space incidents), a Fire/Arson/Bomb Investigation Team (in conjunction with the Police Department), and a Juvenile Fire setter Intervention Unit.

2013 Highlights

- The Fire Department responded to 4639 emergency medical and fire/rescue calls for service.
- The Department received the International City/County Management Association (ICMA) **Voice of the People Awards for Excellence** for both Fire and Emergency Medical Services.
- The Insurance Services Office (ISO) improved its **ISO rating** from 4 to 3. This measure of excellence potentially saves residents and business owners money on insurance premiums.
- The Department replaced the emergency call alerting system in all three fire stations, reducing the overall response times to emergency calls.
- Placed a new ambulance in service at Station 34.
- Staffing was increased in the Fire Prevention Bureau by one inspector. The additional staffing will help advance the department's goal of inspecting every business at least once every other year.
- The Department began the process of

replacing the **Ravinia Fire Station** located at 692 Burton Avenue.

- The Department hosted its first ever **Blood Drive** in May 2013, which included 43 donors, and a second Blood Drive in November 2013, resulting in almost 30 additional donors.
- The Department Public Education Team visited more than 39 District 112 classrooms and taught more than 800 children the importance of fire safety and prevention.
- The Department held an **Open House** informing the public about fire prevention and safety through live-fire demonstrations, as well as demonstrations on rappelling, rescue diving and extricating a victim from a vehicle.
- Department CPR/AED Instructors certified 65 individuals in cardiopulmonary resuscitation (CPR), automated external defibrillator (AED) and first aid.
- The Fire Department Headquarters was toured 22 times throughout the year by more than 686 children and adults, sensitizing all individuals about fire safety.





Mission

The mission of the Public Works Department is to maintain, preserve and protect the City's infrastructure efficiently and effectively including: streets, bridges, storm and sanitary sewers, water mains, sidewalks and ravines; provide guidance and assistance to residents on developing and protecting property; provide safe and high quality potable water to residents and external customers; and provide a reliable and user-friendly transit system. The Department's vision is to achieve excellence in services provided including: customer service; maintaining and improving infrastructure; ensuring high water quality; preserving natural resources; applying proven technology prudently; delivering cost effective and efficient service; and increasing productivity.



Ramesh Kanapareddy
Director of Public
Works

The Public Works Department is an accredited department organized into four Divisions: Transit and Support Services which oversees Administration, Recycling, and Transit Sections; Operations which oversees Equipment, Facilities, Forestry, Sewer, Streets, and Water Distribution Sections; Engineering which oversees the 5-year Capital Improvement Plan; and Water Production which oversees the Water Treatment Plant.

The Department is currently staffed by 68 full-time employees and 43 part-time employees. Since 2009, the Department was restructured to reduce its staffing by 13 full-time personnel without compromising its high quality services.

2013 Highlights

- Launched the \$35 million **Water Treatment Plant Upgrade Project** using ultra-membrane technology. The existing Plant operation is continuing uninterrupted while the on-going construction upgrades the plant to produce 30 million gallons of water a day with high-tech filtration techniques by 2015.
- Participated in the **Municipal Partnership Initiative** (MPI) program, joint bidding with sister agencies to take advantage of economies of scale in securing low bid prices.
- The **Water Production Division** implemented Cross Connection Control Safety Lockout program offering low-cost alternative to residents unable to test their backflow devices annually, as mandated by the IEPA.

■ The **Engineering Division** oversaw annual Capital Improvement Program (CIP) projects totaling \$6 million including installing 2,600 linear feet of 8-inch water main; water-main upgrade and roadway reconstruction on Sunnyside Avenue; storm and sanitary sewer improvement including roadway reconstruction on Elmwood Drive; executed Annual Bridge Maintenance Program completing necessary repairs on Lake Cook, Park Ave. West, and Wade Street bridges; and pavement repairs to 25 City streets and alleys totaling 7.3 lane miles. The Western Ave. Reconstruction project was also completed in partnership with the City of Highwood.

■ The **Water Distribution Team** replaced 25 fire hydrants; repaired 22 water meter pits; replaced 625 water meters; completed a water main lining project along Athletic Field Drive; conducted a leak detection survey on the water main distribution network; and completed the bi-annual hydrant flushing program.

■ The **Sewer Team** televised 28,612 feet of storm sewers; cleaned and inspected 2,204 storm inlets; flushed 21,176 feet of storm sewers and performed 2,225 linear feet of storm sewer lining. Additionally, 45,142 feet of sanitary sewers were televised; flushed 228,581 feet of the non-ravine sanitary sewer system; and they performed 11,905 linear feet of sanitary sewer lining work.

■ The **Forestry Division** implemented the Emerald Ash Borer action plan to monitor the spread of infestation by routine surveying and removal of diseased trees. In addition, tree trimming was performed on 3,600 parkway trees; 612 dead, dying, diseased or

hazardous trees were removed; and 350 new parkway trees were planted.

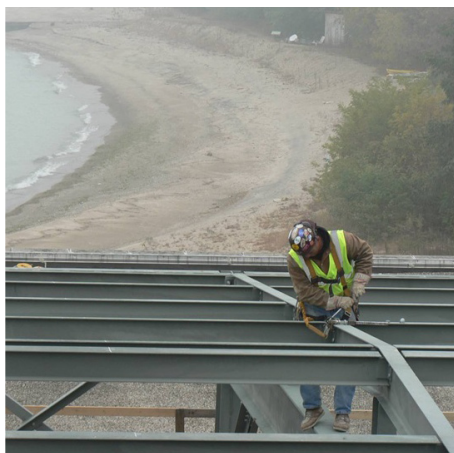
■ The **Facilities Team** implemented necessary capital improvements to City-owned buildings totaling \$500,000.

■ The **Fleet Equipment Team** managed the safe operation of 76 pieces of equipment units including fueling operations using ultra low sulfur bio-diesel as part of an ongoing effort to reduce emissions.

■ The **Transit Team** maintained an outstanding safety record transporting residents, employees, and Ravinia Festival concert goers while driving 245,973 miles. Ridership for PACE fixed routes was 155,911 and the Senior Connector served 6,840 passengers. This year recorded the highest number of riders since 1990 totaling 327,000 attending 61 Ravinia Festival summer concerts.

■ Overall, the department received \$346,262 in federal and state grants to supplement the City's Capital Improvement Program (CIP) for various programs such as the Emerald Ash Borer mitigation plan, energy efficiency, and other infrastructure upgrade projects.

■ Implemented the **Bike/Walk 2030 Plan** by filling the sidewalk gaps including installation of 4,550 feet of new sidewalk with new pedestrian signals on west side of Green Bay Road and on Sheridan Road. In addition, new sidewalk was installed on Leonard Wood East through landscape islands to connect existing sidewalks. The Annual Sidewalk Replacement Program completed replacement of 400 panels of deteriorated sidewalk throughout the City.



Mission

The mission of the City Manager's Office is to provide professional leadership in the administration and execution of policies and objectives formulated by City Council; to support and advance business development objectives for the City; to pursue opportunities to enhance community initiatives in the most cost effective and efficient manner; to provide valuable communication; and to foster community pride in city government through excellent customer service.



Ghida Neukirch
Deputy City Manager

The City Manager's Office provides management, staff leadership, and administrative review and oversight of all City departments. Within that office, the Deputy City Manager oversees Administration, Human Resources, Communications, Youth Services, Senior Services, Clerk's Office, Business Development, and Sustainability. The Deputy City Manager also oversees contract management of the Highland Park Country Club. The City Manager's Office is typically the first point of contact for residents and businesses. The Department is staffed by 15 full-time and 7 part-time personnel. The Department oversees two commissions: Business and Economic Development Commission and the Human Relations Commission.

2013 Highlights

- Coordinated with all departments and created a 120-item work plan for the fiscal year broken out by Council-identified priorities, and department-specific tasks, ensuring transparency and accountability.
- Drafted and implemented the City's **Economic Development Strategic Plan** that included 37 action items focused on promoting and retaining existing business, attracting new business, rejuvenating and revitalizing the City through strategic business development efforts and coordination among business leaders.
- Worked with local business representatives to advance **three Special Service Areas** to fund desired activities, physical improvements and carry out the objectives of business owners in the Central Business District, Ravinia and Briaridge Business Districts.
- Updated the City's **Sales Tax Rebate Guidelines** and **Façade Improvement Program** to better serve businesses and enhance business development.
- Streamlined the Special Event Permit Process in order to better serve the public.
- Held the City's first-annual Business Summit, inviting residents, business owners, property owners and real estate professionals to an open forum setting to discuss

the next steps towards continued economic excellence in Highland Park.

- Created a **Communications Plan** with more than 20 aggressive action items to foster efficient, transparent and effective public communication.
- Significantly increased communication reach through meaningful use of social and digital media.
- Modified the City's monthly newsletter and created a community newsletter with our government partners to improve communication with the community.
- Increased the number of high school volunteers as part of the City's Youth Services program.
- Issued and reported results from a Senior member survey in order to better serve the senior population, and coordinated more than 230 programs for seniors through the Senior Center.
- Initiated the **Neighborhood Leaders Program** mid-2013 in an effort to foster a greater sense of community among neighbors in Highland Park as well as create a safer community. By the end of the year, more than 12 Neighborhood Leaders volunteered to serve the community, providing outstanding service to Highland Park residents.
- Coordinated **student commissioner program**, offering more than a dozen high school students an opportunity to participate in the municipal government process.

- The Highland Park Country Club facilitated 22,643 rounds of golf, and hosted 32 golf outings and 231 banquets.
- Negotiated two collective bargaining agreements with Fire and Public Works represented employees.
- Initiated **Lake County Leadership Alliance** program to foster regional business development pursuant to comprehensive opportunities in the Economic Development Strategic Plan.
- The **Human Services Task Force** worked with area agencies and sister governments to produce a comprehensive human services plan to address identified needs of the most vulnerable sub-populations of our community.
- Increased the average electronics and Styrofoam recycled at the City's recycling center by more than 50% during the first half of 2013 versus the same period one year ago.
- Received Honorable Mention at the 7th Annual U.S. Conference of Mayors – **Mayor's Climate Protection Award** for the success of the energy efficiency and electric vehicle initiatives.
- Led the **North Shore Electric Vehicle Initiative** (NSEVI) to install the first electric vehicle charge station on public property in Highland Park. Two additional nearby municipalities included in the NSEVI have installed electric vehicle charge stations, helping to reduce emissions for the region.



Please Ask
For ReceiptFinance
DepartmentInformation
Licenses
Birth Certificates

Mission

The Finance Department's mission is to apply modern financial management practices to ensure that the City is able to deliver services effectively and efficiently on a sustained basis; to serve residents in a manner which reflects the organization's dedication to excellence in customer service; and to ensure that the City's information systems are maintained in a secure environment and are capable of supporting all technological advancements made by the City.

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The Finance Department provides financial and City computer services. The Administration Division prepares the City's annual budget and comprehensive annual financial report; collects, disburses and invests all City funds; and provides financial administration and accounting. The Department is also a local registrar of vital records and administers the City's payroll, accounts payable, accounts receivable, business taxes, utility billing and parking permit program. The Computer Services Division provides technological support to all City departments, including computer hardware and software support, telephone and voice mail support and coordination of the City's geographical information system (GIS).

The Finance Department was restructured in CY 2013 from 13 full-time employees and one part-time employee to 11 full-time employees and five part-time employees.



Nikki Larson
Director of Finance

2013 Highlights

- For the 19th consecutive year, the Government Finance Officers Association (GFOA) presented its **Distinguished Budget Presentation Award** to the City for its annual budget. Additionally, for the 28th consecutive year, the GFOA awarded its Certificate of Achievement for Excellence in Financial Reporting to the City for its Comprehensive Annual Financial Report.
- Coordinated thirteen budget workshops with City Council followed by the budget public hearing on November 12, 2013. The Mayor and City Council also held five neighborhood meetings to gather public feedback on the budget process.
- Provided Monthly Financial Status Reports, which are published on the Know Your City's Finances page of the City's website.

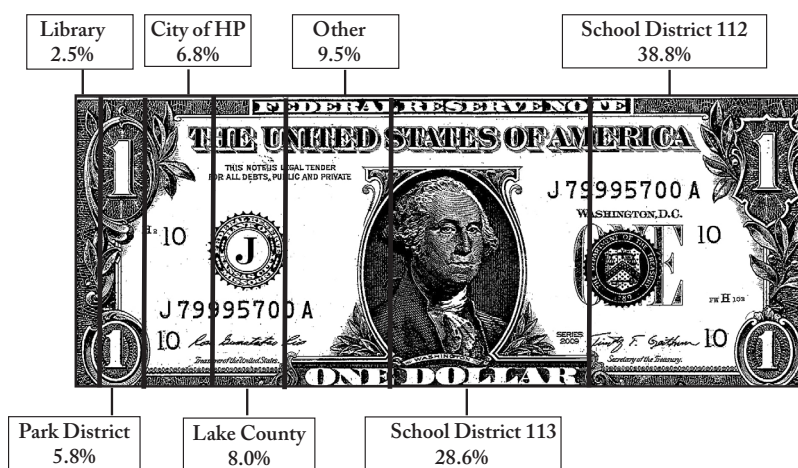
- Completed the transition to a new audit firm and conducted an analysis of internal controls at the Highland Park Country Club.
- Reaffirmed the City's **Aaa credit rating** with Moody's and issued \$10 million in General Obligation Bonds for the City's Water Treatment Plant improvements.
- Assisted in the completion of the first phase of analysis of shared services with the Highland Park Public Library.
- Participated in a joint Request for Proposals process for **shared IT services** with several other communities, including the Villages of Buffalo Grove, Glenview, Lincolnshire, Lincolnwood, Winnetka, Bannockburn and the City of Lake Forest.
- Initiated a new web portal that allows the public to pay for citations online on the City's website.
- Upgraded the connection bandwidth on City sites to better support disaster recovery initiatives.
- As part of a gap analysis (actual utilization of technology versus its potential), staff coordinated training sessions to gain a

greater use of the City's enterprise resource planning software and improved system integration by implementing a new cashiering point-of-sale system.

- Completed a Request for Proposals process for Investment Advisor for the Police Pension fund, generating an estimated savings of \$30,000 per year.
- Restructured the Finance Department at an estimated savings of \$40,000 per year.
- Began enrollment process in the **State of Illinois Local Debt Recovery Program**, which is an intergovernmental initiative that will create an increased efficiency in the City's collection operation.
- Participated in a joint bid process for paper supplies with Lake County and the Intergovernmental Purchasing Cooperative coordinated by the Northwest Municipal Conference.
- Launched **electronic billing** for utility billing customers, which is available to all utility bill customers on the City's website.
- Completed needs analysis study to prepare for the implementation of an electronic document storage solution.

Your Tax Bill Dollar

Property tax revenues are distributed to a number of taxing bodies, as illustrated below. In 2013, the City received 6.8% of the tax levy for 2012.





Mission

To provide timely, professional and accessible land use, zoning, planning and building regulatory services to ensure life safety, and preserve community character and quality of life in accordance with the City's Master Plan, building codes and ordinances. The Department strives to enhance the city's high quality of life through the provision of excellent customer service in the administration and enforcement of the City's land use and construction codes, policies and plans.



Joel Fontane
Director of Community
Development

The Department's services are provided by a team of dedicated professionals in its two Divisions: the Building Division and the Planning Division. The Building Division reviews and inspects all construction projects and also investigates complaints to identify and correct property maintenance code violations.

The Planning Division provides administrative, analytic and advisory services to one board and eight commissions, including: Design Review Commission, Cultural Arts Commission, Historic Preservation Commission, Housing Commission, Natural Resources Commission, Plan Commission, Joint Plan Commission, Ravinia Festival Commission, and Zoning Board of Appeals.

The Department also administers the City's award-winning affordable housing program, cultural arts grant program and historic preservation and environmental education programs. Moreover, it develops programmatic and policy recommendations on a host of planning related initiatives for consideration by the City Council.

The Community Development Department consists of 18 full-time and four part-time staff.

2013 Highlights

- Reviewed more than 4,000 building permits and conducted approximately 8,300 related building inspections. Some notable projects include coordination with Tesla Motors, Lexus of Highland Park and D & R Autoworks.
- Promptly responded to more than 1,000 property maintenance and other complaints and performed more than 2,800 code enforcement inspections to ensure that violations were remedied.
- Presented land use and urban design policy changes to encourage higher intensity residential and mixed-use economic development in downtown.
- Achieved greater efficiencies through the implementation of a “real time” cashier system for the Department’s more than \$2.5 million in yearly transactions.
- Provided detailed review, analysis and advisement at 88 evening meetings regarding more than 150 case reports that were presented to the City’s Board and Commissions for consideration.
- Participated in an inter-municipal shared procurement effort for contract elevator inspection services that will save the City an estimated \$15,000 in 2014.
- Administered the City’s award winning **affordable housing program** to ensure quality housing units for seniors and families within our community, including management oversight of 167 affordable units in four developments and providing a portion of the funding needed to make an additional four single-family homes affordable.
- Supported a wide range of community enrichment activities through the administration of the City’s Cultural Arts grant making program including arts education, music theatre, architectural history and a local literary and arts journal.
- Partnered with the City’s Natural Resources Commission and local organizations to host a series of **public education outreach** events including the Chicago River Day Cleanup, Adopt-A-Beach Day, and a Residential Energy Audit Workshop.
- Partnered with the Historic Preservation Commission and Highland Park Historical Society to create the first annual **Famous Architects of Highland Park** education program featuring the work of John Van Bergen. This event included a walking tour of 26 architecturally significant Highland Park homes he designed.





THANKS TO OUR VOLUNTEERS

More than 100 residents serve on the 17 boards and commissions below. These volunteers dedicate their time to attend meetings, provide recommendations, listen to public feedback and meet the needs of our community.

City Boards & Commissions

Business and Economic Development Commission
 Board of Fire & Police Commission
 Cultural Arts Commission
 Design Review Commission
 Firefighters Pension Board
 Historic Preservation Commission
 Housing Commission
 Human Relations Commission
 Joint Plan Commission
 Library Board of Trustees
 Natural Resources Commission
 Plan Commission
 Police Pension Board
 Ravinia Festival Community Relations Commission
 Sister Cities Foundation
 Transportation Commission
 Zoning Board of Appeals

Task Forces & Groups

Community Emergency Response Team (CERT)
 Neighborhood Leaders
 Human Services Task Force
 Bike/Walk Plan Task Force
 Public Arts Task Force
 Downtown Business Alliance
 Ravinia Business District Association
 Briergate Business Association District

You truly define our community as one that is dedicated to serving others. Our high level of service is not possible without you. **Thank you.**

If you are interested in becoming a volunteer, please contact the City Manager's Office at cityhp@cityhpil.com or (847) 926-1000.

WE WORK FOR YOU

The City of Highland Park staff strive to deliver services that create a safe, sustainable, economically driven and well-planned city, and also help provide a strong sense of community among residents, business professionals and visitors to Highland Park.

Above all else we believe in action now and planning for the future. In 2013, the City completed an aggressive capital improvement plan, introduced efficiencies through collaboration and shared services, developed plans to market and communicate better both internally and externally, and listened to public feedback to help guide the City's future.

We encourage you to become informed and involved with your government. Contact us at any time; we hope to hear from you.

City Manager's Office

City Hall
1707 St. Johns Avenue
Hours: 8:00 a.m. - 5:00 p.m.
(847) 926-1000

Finance Department

City Hall
1707 St. Johns Avenue
Hours: 7:30 a.m. - 5:00 p.m.
(847) 432-0800

Public Works Department

1150 Half Day Road
Hours: 7:30 a.m. - 4:30 p.m.
(847) 432-0807

Community Development

1150 Half Day Road
Hours: 7:30 a.m. - 4:30 p.m.
(847) 432-1608

Mayor's Office

1707 St. Johns Avenue
(847) 926-1009

Police Department

1677 Old Deerfield Road
Records Hours: 8:00 a.m. - 5:00 p.m.
Non-Emergency: (847) 432-7730
Emergency: 911

Fire Department

1130 Central Avenue
Hours: 8:00 a.m. - 5:00 p.m.
Non-Emergency: (847) 433-3110
Emergency: 911

*In the event you need to contact the City outside of business hours for a non-emergency, please contact (847) 432-7730.

*To sign up cell phones and work phones for the Emergency Voice Notification System, go to www.cityhpil.com/signup. Landline phone numbers are automatically signed up.



2013 Annual Report

City of Highland Park
1707 St. Johns Avenue
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(847) 926-1000

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