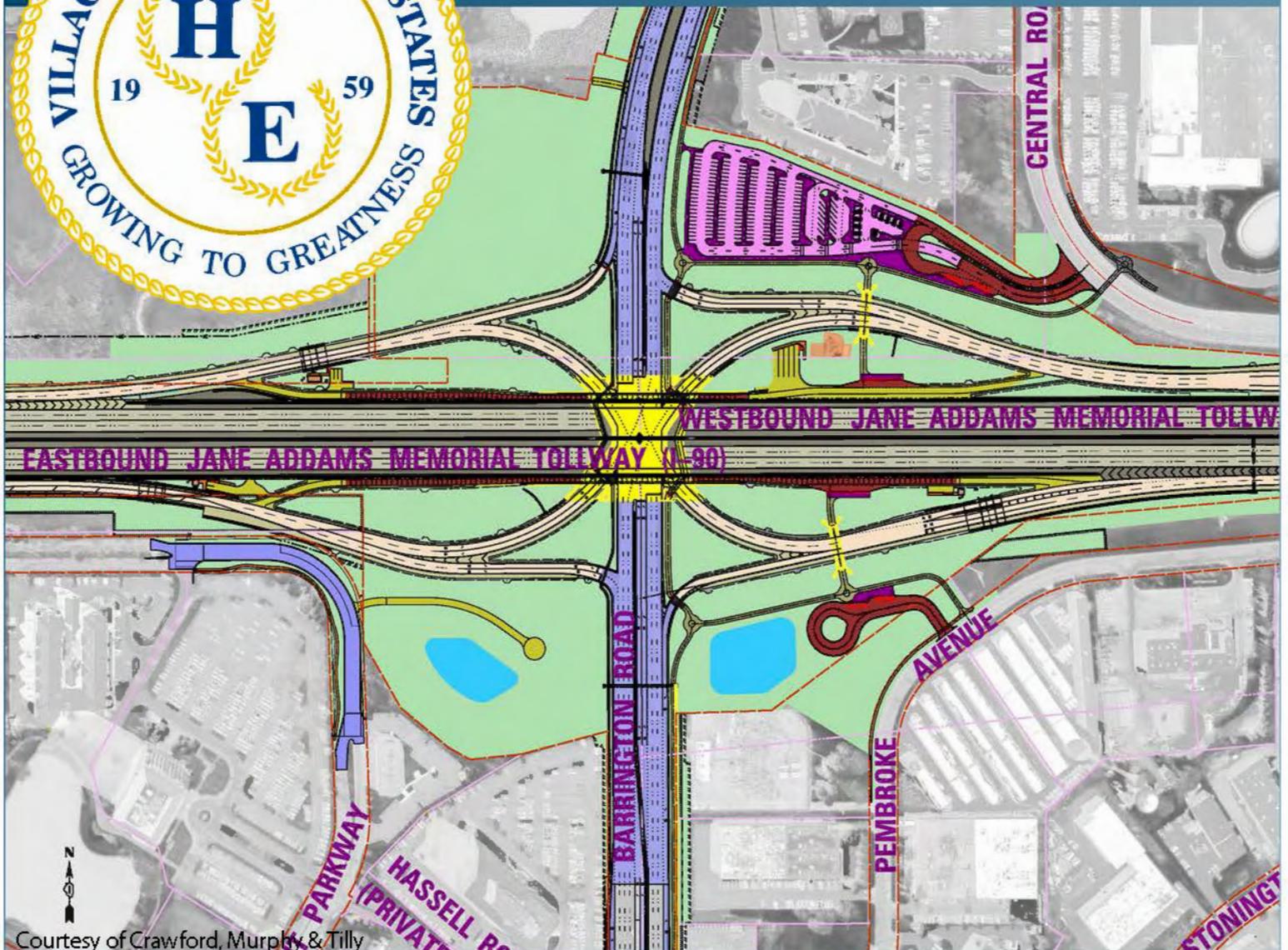
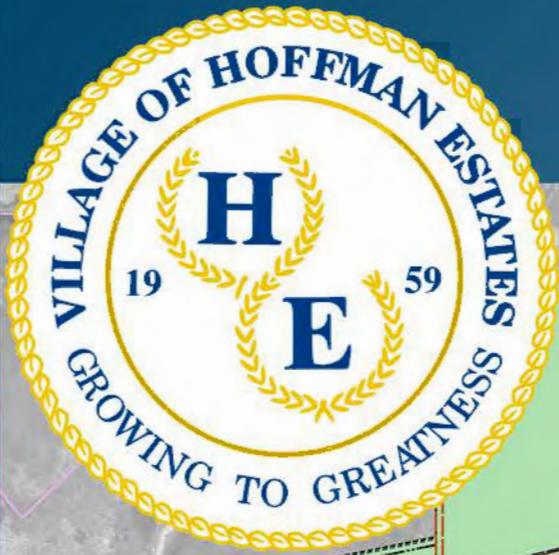


Village of Hoffman Estates 2014 Annual Report



Courtesy of Crawford, Murphy & Tilly

Barrington Road Interstate 90 Full Interchange



Village of Hoffman Estates Elected Officials



WILLIAM D. McLEOD
VILLAGE PRESIDENT



KAREN V. MILLS
TRUSTEE



GARY J. PILAFAS
TRUSTEE
DEPUTY VILLAGE PRESIDENT



ANNA NEWELL
TRUSTEE



GARY G. STANTON
TRUSTEE



GAYLE VANDENBERGH
TRUSTEE



MICHAEL GAETA
TRUSTEE



BEV ROMANOFF
VILLAGE CLERK



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Village Manager's Message

Honorable Village President and Board of Trustees
Village of Hoffman Estates, Illinois



Ladies and Gentlemen:

On behalf of the Village President and Board of Trustees, Management Team, and employees of the Village of Hoffman Estates, I am proud to present the 2014 Annual Report highlighting another successful year serving the residents and businesses of the Village of Hoffman Estates. The annual report provides insight into the daily efforts by the Village to uphold the duty of providing quality public services and programs to our residents and businesses. Some areas of interest that I would like to emphasize are listed below:

Economic Development: The Village attracted several retailers and restaurants including Great Harvest Bread Company, Maurice's, Dick Pond Athletics, Cardinal Wine and Liquor, Viet House, Moretti's, and Whiskey River. However, another major economic development success was attracting the Omron Corporation's North America headquarters and their 200 employees to the Village of Hoffman Estates.

2014 marked the first year of a five-year street rehabilitation program that utilized \$6 million in new and existing revenues to reconstruct and resurface 23 streets, 7.3 miles long across the Village. In 2015, the Village will spend \$5.3 million to reconstruct 12 streets and resurface 10 others, including Bode Road which will be done with federal Surface Transportation Program funds covering 80% of the \$2.6 million construction cost.

The Village receive a \$900,000 grant from the Metropolitan Water Reclamation District that will pay for $\frac{3}{4}$ of the drainage improvements to the Jones/Highland intersection. The investment will make much needed improvements to the Village's storm water system and decrease the likelihood of flooding for residents in that neighborhood during heavy storms.

The Village has worked closely with the Illinois Tollway and the State of Illinois during the construction of the full Barrington Road Interchange. An intergovernmental agreement was established between the Village, the Illinois Tollway, and the State of Illinois to provide a smooth transition for all the parties involved. The Village will pay for only \$5 million of the \$68 million total project cost. This will make Barrington Road accessible for both east and westbound traffic, and it will provide access to the regional transit network.

Grant Awards: The Village works hard to bring your federal and state tax dollars back to Hoffman Estates. The following grants have been received by the Village, and provided supplemental revenue sources for capital improvements:

- Metropolitan Water Reclamation District Grant: \$900,000
- Regional Transportation Authority (RTA) Planning Grant: \$64,000
- Federal Community Development Block Grant (CDBG): \$273,000.00

In addition, the Village is extremely happy to announce that a voluntary settlement of the firefighter's collective bargaining agreement was established, and it includes a three-year extension in their contract. In a further effort to bring a greater financial security to our residents and businesses, the Village has committed to keep its property tax levy flat for 2015.

It was a very satisfying and productive 2014, and we look forward to an even more successful and prosperous year in 2015.

Sincerely,

A handwritten signature in blue ink that reads "James H. Norris". The signature is written in a cursive style.

James H. Norris
Village Manager



Development Highlights

Director of Development Services Mark Koplin

Introduction

The Development Services Department consists of four divisions: Economic Development, Transportation and Engineering, Planning, and Code Enforcement. Collectively, these divisions coordinate all aspects of residential and commercial development in Hoffman Estates. We work with residents and existing businesses on improvements to their property and with the development community to bring new businesses to Hoffman Estates.

The Economic Development Division works with developers and business owners to recruit and retain businesses, increase the tax base, and provide necessary services and employment for residents.

The Transportation and Engineering Division is responsible for the planning, design, and construction of various components of the Village transportation and infrastructure systems.

The Planning Division guides the development community and residents through the process of requesting approvals from multiple governing bodies as well as in various long-term planning studies.

The Code Enforcement Division ensures construction is safe and built according to Village codes, works with property owners, and conducts inspections, to enforce building, health, and property maintenance requirements to protect the public health, enhance neighborhoods, and retain property value.

Development Highlights

Hoffman Estates businesses and residents saw several developments come to fruition in 2014. As the national and state economies continued to turn the corner from the economic downturn development activity accelerated in the Village of Hoffman Estates. New revenue sources allowed the Village to make much needed neighborhood enhancements and infrastructure improvements. Significant public and private investments made across the Village increased the quality of life for those that call Hoffman Estates home.

Last year, construction started on the Barrington Road Interchange as part of the widening and full reconstruction of the Jane Addams Memorial Tollway (I-90). An intergovernmental agreement with the Illinois Tollway and State of Illinois formalized the Village's share at just \$5 million of the \$68 million total project cost. The project will make Barrington Road accessible for both east and westbound traffic and will provide access for a Pace Park-n-Ride location to access new and expanded I-90 bus service that will connect to the regional transit network. Bridge replacements on Bartlett, Higgins, and Roselle Roads are well underway with completion projected in 2015. All Tollway-related construction is scheduled to be completed by the end of 2016. Once the interchange becomes fully accessible, the project is likely to spur new commercial, economic, transit, and residential development activity.



The year 2014 also marked the first year of a five-year street rehabilitation program that

utilized \$6 million in new and existing revenues to reconstruct and resurface 23 streets and 7.3 miles across the Village. Moving into 2015, the department will continue the program spending \$5.3 million to reconstruct 12 streets and resurface 10 others, plus \$3.3 million to rebuild Bode Road.

While streets are certainly one of the more visible components of a Village's infrastructure, the department also focused on less visible but equally critical infrastructure. The new stormwater utility fee gave the Village leverage to be approved for a \$900,000 grant from the Metropolitan Water Reclamation District for drainage improvements to the Jones/Highland intersection. The investment will make much needed improvements to the Village's stormwater system and decrease the likelihood of flooding for residents in that neighborhood.



Department staff worked quickly in 2014 to get the Village's single-family rental property registration and inspection program off of the ground. The program allows the Village to proactively monitor rental properties, ensure the health and safety of renters, and maintain the condition of the Village's housing stock. More than 1,800 properties were registered in 2014 with revenues easily covering the expenses of administering the program.

Economic development activity, including business recruitment, retention, and expansion, materialized during 2014. The Village amended the Barrington/Higgins TIF redevelopment plan to encourage two popular Chicagoland restaurants, Moretti's and



Economic Development

Director of Economic Development Kevin Kramer

Whiskey River, to renovate and fill long-vacant buildings just east of Barrington Road on the south side of Higgins Road. Both are scheduled to open in the first quarter of 2015.

Across the road in the Higgins/Hassell TIF, the owner of the Barrington Square Town Center completed a number of façade, landscaping, and other upgrades to the center. In the Roselle Road TIF, the Village received approval from Cook County to begin construction on a long-needed traffic signal at the location in 2015 to provide better accessibility to the Jewel-Osco grocery store and all tenants in the shopping centers.

With development activity at full speed ahead in 2014, Department staff began reviewing conceptual plans for several large commercial and residential projects with results likely in 2015. These included a new auto dealership, a new residential subdivision, entertainment uses, and industrial developments. While all of these projects may not be realized this year, staff has dedicated time and resources to helping these developers bring their projects to the construction phase in 2015.

Economic Development Division Highlights

The Economic Development Division provided various services to existing Hoffman Estates businesses to assist in marketing, redevelopment, and renovation. It also utilized new and

existing channels to promote the Village and attract new business. In collaboration with the other Divisions, Economic Development guided the development community through the process of doing business in Hoffman Estates from site plan review to promotion and marketing once opened.

Village staff continued to work with the Sterling Organization in the Roselle Road TIF on redevelopment opportunities and identification of new tenants where possible. Sterling acquired Hoffman Plaza in late 2013, providing a fresh approach to one of the first shopping centers in the Village. In 2014, Sterling acquired an adjacent out-lot.

The Division developed a brand for Hoffman Estates economic development to promote and market to developers, brokers, and business owners through various communication outlets. The Village was touted in numerous articles, advertisements, and marketing materials and was promoted at multiple trade shows and conferences including the International Council of Shopping Centers RECon show.

The Business Retention and Expansion program was restarted in 2014 to connect with the major business

investors in the community. Village staff visited with 14 businesses in 2014 to learn about some of the benefits and hurdles of doing business in the State of Illinois and Hoffman Estates in particular. The program was well received and looks to continue in 2015.

The Village continued to lead and sponsor the Golden Corridor Advanced Manufacturing Partnership (GCAMP) to assist with workforce development and promote manufacturing as an attractive career for local high school and community college students. The Village worked with GCAMP in order to maintain the area's status as the largest manufacturing corridor in the State of Illinois and retain Hoffman Estates' manufacturing companies.

Economic Development also created the Village's new online available properties database through Location One Information Systems (LOIS). The platform is free for all Illinois municipalities, has been a valuable new





Economic Development

Continued...

resource for the Village to share with prospective developers, and has had several thousand visits since going live in 2014.

Economic Development and Tourism helped coordinate a number of community events including the third annual Hoffman Estates Chamber of Commerce Taste event at the Stonegate Conference Center, the two-day Fitness for America festival in July, and various Village festivals. The Tourism office also coordinated with the Sears Centre Arena to further economic benefits from Big Ten Women's Basketball, the Davis Cup, USA Gymnastics and Volleyball, various concerts, and other events.

Economic Development and Planning staff continue to maintain and update content at www.visithoffman.com and continues to post events and other information, including regular updates to all restaurant openings and closings.



HOFFMAN ESTATES
Where Businesses Converge

Sear Centre Arena Highlights

The Sears Centre Arena increased revenue and reduced operating expenses, which made 2014 the second best year in history. The Arena worked with 40 event promoters and hosted 86 total events with nearly 40% of event operating income generated from promoters that had not used the Arena in 2013. From sporting events to concerts and family friendly shows, the Sears Centre Arena continued to work with area promoters to provide a wide variety of events that appealed to people of all ages and interests across the Northwest suburbs.

Overall ticket sales were extremely strong resulting in the largest gross ticket revenue and highest entertainment tax revenue for the Village since taking over management in 2010. New sporting events had the most impact on ticket sales including Skate America, USA Gymnastics, USA Volleyball, and the Davis Cup.

Due to the size and scope of these sporting events (many were multiple days), Levy Restaurants was utilized several times to cater for the athletes, volunteers and organizers, resulting in record catering commissions remitted to the Arena.

Family entertainment and concerts also saw significant growth in 2014 with Sesame Street Live, Cirque Michael Jackson, and country music star Hunter Hayes all hosting successful events. The Arena continued to serve as a destination for ethnic events with revenue from Hispanic and Indian concerts doubling from 2013. Additionally, ice rentals continued to be a significant source of revenue, generating income on week nights and on non-event weekends.

Front Row Marketing Services enjoyed a very strong year, and revenue from sponsorships was the highest since 2011.

Finally, a number of community events were held at the Arena including the Village-sponsored Northwest Fourth Fest and Celtic Fest, the Hoffman Estates Chamber of Commerce Annual State of the Village breakfast, as well as nearly 20 high school graduation ceremonies.

In 2015, the Sears Centre Arena will build on these successful partnerships and work with existing promoters to bring back profitable events while continuing to seek out new and exciting opportunities.





Transportation and Engineering Division

Director of Transportation and Engineering Michael Hankey

Transportation and Engineering Division Highlights

The Transportation and Engineering Division led the Barrington Road Interchange project, completed the \$6 million street rehabilitation project, and sought out alternate funding sources to improve the Village's transportation and infrastructure network.

The Village also completed design of Bode Road which will be done with federal Surface Transportation Program funds covering 80% of \$2.6 million construction cost in 2015. These federal funds and the Village's new revenue sources have provided the Village with the ability to make more neighborhood infrastructure improvements without increasing the property tax burden on residents.

A taskforce was created to assist in evaluating and implementing various transit improvements identified from a 2013 study that developed potential new transit services within the Village. Funded through the Regional Transportation Authority's Community Planning program, the study outlined

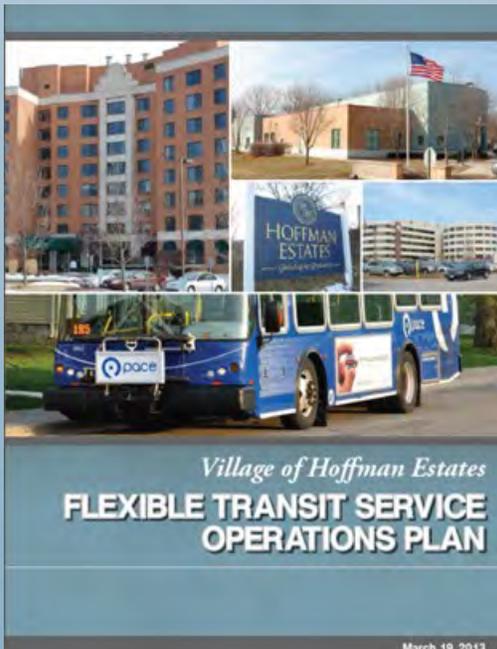
steps to expand transit for Village residents and businesses. The taskforce consists of several key stakeholders and has begun discussing how the plan will be implemented. One key component of this task force will be the proposed Pace Park-N-Ride facility at the Barrington Road Interchange for access to new and increased I-90 bus transit which is being done in conjunction with the Tollway's widening project.

Focus continued on bicycle and pedestrian improvements across the Village incorporating bike lanes into the reconstruction of Volid Drive to complement similar designs that have been built on Hassell and Huntington and described in the Village's Bicycle Plan. The Division has continued to look for opportunities to improve interconnectivity in the bicycle and pedestrian network and to encourage sustainable transit services with the goal of obtaining grants to advance those goals moving forward.

A grant through MWRD was finalized for improvements to the Jones/Highland storm sewer project. The project will address long standing flooding issues experienced during intense rainfall events. The total cost of about \$1.2 million will be funded through the \$900,000 grant with the balance paid

from the Village's Storm water Improvement Fund.

Finally, Transportation and Engineering staff continued to administer the Canadian National Railway Noise Mitigation Program. The program offers \$1.7 million to homeowners closest to and most affected by the increase in rail traffic. Eligible properties are able to make qualified improvements to their property to help mitigate noise. To date, \$1.57 million or 92% of the original program funding has been spent, with 96% of all eligible homeowners participating.





Planning and Code

Director of Planning and Code Enforcement Peter Gugliotta

Planning Division Highlights

Planning Division staff expedited plan review and scheduling of public hearings to accommodate accelerated developer and business schedules for several planning and zoning cases. All cases were driven by the goal of accommodating existing businesses in their relocation or expansion needs. These included Culver's/Mobil, Moretti's, Whiskey River, Shree Jalaram Temple, Devonshire Woods Estates, Barrington Square Mall Courtyard, Bergman Farm, Burger King and others.

Staff also began working with developers and reviewing conceptual plans for several large-scale commercial and residential projects. Much of the review and discussion was completed in 2014, with the goal of reaching the construction stage in 2015. These include a new auto dealership, three or four reconstructed restaurants, a new residential subdivision, two significant entertainment-related uses in the 59/90 District, major improvements to at least one shopping center, major improvements to two multi-family residential properties, and two new significant industrial developments among other smaller projects that are being discussed.

Division staff worked with other Divisions and Departments to implement grant projects such as the ITEP Bike Grant, the RTA Transit Planning Grant, and the CMAP LTA Workforce Development Grant. Staff has assisted with other efforts such as the Barrington Road Interchange, Pace transit planning for the I-90 Corridor, and various economic development projects.

In 2014, the Division created a framework and obtained background information for a full effort to update the Village's Comprehensive Plan in 2015. The current plan was adopted in 2007 prior to the economic downturn. The update will consider the long-term needs of the community, future uses for vacant land, and interconnectivity of recent and future commercial, economic,

residential, and transportation developments.

The Planning Division continued to administer the Community Development Block Grant (CDBG) program through the US Department of Housing and Urban Development. Through this program the Village provided loans to two individuals to assist with rehabilitation of their homes.

The Division continued to restructure to facilitate close coordination with the Code Enforcement Division. This has provided greater support for the front counter permitting and inspection operations. Staff worked extensively on several process improvements for various permits and staff spent significant time working on permit processing and other coordination efforts.

Code Enforcement Division Highlights

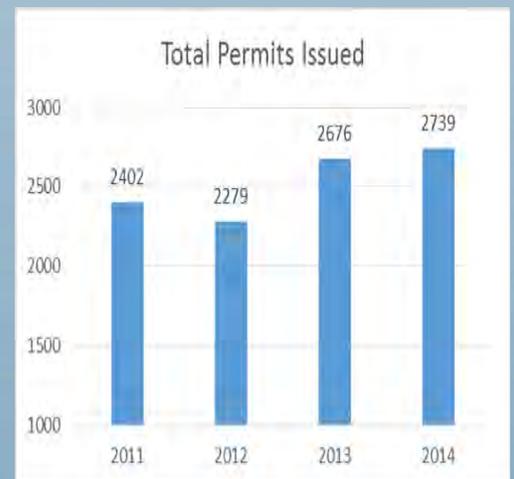
The Code Enforcement Division successfully implemented the new single family rental housing registration and inspection program, with roughly 1,800 property owners registering during the first year. A number of these properties were inspected in 2014 with the balance set for inspection in early 2015. The program is being coordinated with collections efforts to obtain outstanding monies owed to the Village and over \$30,000 is expected to be obtained during the initial year. All salaries and program costs are covered by the registration fees for the program.

Building permit activity for 2014 was roughly equal to 2013, however many of the permits were for smaller projects. Building staff successfully managed many commercial remodeling permits, including the new Omron occupancy in the Greenspoint buildings, CDK Global formerly ADP Dealer Services, Salvation Army, and the Montessori Schools of North Hoffman.

The Code Enforcement Division continued to successfully implement a reorganization of the Division structure by merging work with Planning Division staff. The entire staff has also participated in reorganization efforts involving citizen services and front counter operation.

Efficiency improvements in building permit processing were a focus during 2014, with a number of changes occurring to reduce the amount of paper/forms being used and to reduce the amount of staff time needed for various processes including garage sales, garden plot registration, contractor licensing, police tow payments, and in other areas. These aggressive efficiency improvements will continue in 2015 as the Division looks to expedite over the counter permits through an online permitting tool.

Health inspections continued to occur on a consistent basis with one significant notable change – the State of Illinois has implemented new food handling permit requirements for all food service employees. The change began implementation during 2014 with a voluntary, educational phase and will become formalized on January 1, 2015. The new rules require the health inspector to interact with many of the food service employees to verify they have the required training and are knowledgeable of appropriate safety procedures for their particular duties.





Fire Department

Fire Chief Jeff Jorian

Introduction

The Fire Department's current staffing is 96 sworn personnel which includes one Fire Chief, one Deputy Fire Chief, one Assistant Fire Chief, 3 Battalion Chiefs, 4 Captains, 11 Lieutenants and 75 Firefighters.

During 2014, the number of personnel assigned to shift remained consistent at 90 throughout most of the year. In October 2014, an ordinance adjustment was passed that increased the department staffing to 93 shift personnel.

2014 saw several changes to the rank and file of the Fire Department including the retirement of 4 members and the hiring of 7 replacement Firefighter/Paramedics to fill staff vacancies. Three of the 7 newly hired recruits were sent to the Northeast Illinois Public Safety Training Academy - Fire Academy in Glenview, IL. These 3 members were part of an academy 4-person "company" that received the Company Citation recognition for best overall company efforts during the nine week training course. This is no small achievement and one of only a few awards given by the Fire Academy at the completion of the training. Additionally, one of our recruits graduated the academy with Honors and placed second overall, missing the top spot by only a few points.



Fire Department Highlights

Currently, there are 452 wireless transmitters installed in buildings throughout the Village, which transmit fire alarm signals to our dispatch center. This transition from a hard wired to a wireless alarm system has been working well and will continue to be the method of transmitting alarms into the foreseeable future.

Contract negotiations for the Collective Bargaining Agreement between the Village and the Hoffman Estates PFF Union, Local 2061, were finalized in March of 2014. The negotiations on this contract had begun in Sept of 2011. The new contract resulted in a five year agreement that runs through 2017. The voluntary settlement ended the Cook County Court review of an arbitration ruling. A separate promotional process negotiation started in 2013, looks to be reconvening in early 2015.

During 2014, Truck 22 – a 1999 Pierce Dash aerial ladder – continued through its refurbishment process, which should lengthen the total lifespan of the vehicle a number of years. The department also placed a new engine in service as Engine 22 at Fire Station 22 on Moon Lake Blvd. The new vehicle replaced a 1988 Pierce engine that served as Reserve Engine 23.



The Fire Department had several grant opportunities that we applied for in 2014. Included, was the FEMA Assistance to Firefighters Grant, where the department requested funding to replace the Thermal Imaging Cameras carried on each piece of suppression apparatus. Unfortunately, the department was not successful in this attempt. The department was also unsuccessful in being awarded the State of Illinois, Office of the State Fire Marshal Small Equipment Grant, which would have provided the funding for Self Contained Breathing Apparatus equipment. On a more positive note, the Fire Department was successful in receiving a grant from FM Global for the training and continuing education of department fire investigators. The amount received was \$2,550.00, which allowed for the training of two new fire investigators. Finally, we continued to receive funding from the 2012 Assistance to Firefighters (AFG), Staffing for Adequate Fire and Emergency Response Grant (SAFER) Program that provided funding to hire three new Firefighters in 2013.





Fire Department

Continued...

Emergency Response Activity

During 2014, the Fire Department responded to a record number of service requests. The overall number of emergency responses from the Fire Department was 6,028, as compared to 5,627 calls in 2013. This represents an approximate increase of 7.10%. Included in this number were a total of 33 calls for patients transported, or treated and released, while on standby assignment at Special Events (Sears Centre Arena, 4th of July Fest, etc.).

Fire Suppression Overview

The Fire Department responded to 2,569 fire suppression-related calls, which accounted for 42.6% of the department's emergency responses in 2014. This was a 2% increase from 2013 where the department responded to 2,268 suppression-related calls. Of these responses, there were 64 fire incidents that resulted in financial losses, including 42 structure related fires and 11 vehicle fires. The total estimated loss from fires during 2014 was \$2,458,650.00 (3 incidents were of over \$300,000 each). Total loss in 2013 was \$488,100.00.



Emergency Medical Services

The Department responded to 3,459 emergency medical calls which accounted for 57.4% of the Department's emergency responses in 2014. The Department responded to 3,359 EMS calls in 2013. The 3,459 EMS calls were broken down into still district responses totaling the following for all four stations: Station #21 had 970 (28%); Station #22 had 1,744 (50%); Station #23 had 334 (10%); and Station #24 had 312 (9%) and 99 (2%) were mutual aid responses.

Motor Vehicle Accidents

Of the 3,459 emergency medical responses during 2014, 316 (9.1%) were related to vehicular accidents. Of the 3,359 EMS calls in 2013, 290 (9.4%) were related to vehicular accidents.

Training Division

Annual departmental training covers the following categories for all department members: Fire; EMS; Hazardous Materials; Specialized Rescue, including high angle, confined space, water rescue/recovery, trench and structural collapse operations; and other miscellaneous training topics. Department personnel participated in a total of 26,625 hours of training during 2014. This is an average of 295 hours of training per department member.

Surface Ice Rescue Training

This year all department members participated in Surface Ice Rescue Training. This training was conducted on the ice at North Twin Park pond. This training involved the new Cold Water Survival Suit (Mustang Suit), which has replaced our aging GUMBY Suit equipment. The training focused on a victim trapped in the ice, having fallen through. Members donned a Cold Water Survival Suit (Mustang Suit) and proceeded to crawl out to the victim, apply rescue equipment and remove the victim from the hazard. Additionally, the training presented ideas and skills related to rescue of animals that may become trapped in broken ice and/or open water situations.



Basic Operations Firefighter Academy

The Basic Operations Firefighter training results in a certification through the State of Illinois, Office of the State Fire Marshal (OSFM) and was formerly recognized as Firefighter II. The Fire Department hired 7 new firefighters in 2014, of which, three needed to attend the Northeastern Illinois Public Safety Training Academy (NIPSTA) for this certification. The academy is nine weeks long and provides students with 360 hours of training. At the conclusion of the academy the firefighters have received OSFM certifications in Basic Operations Firefighter, as well as, Hazardous Materials First Responder Operations, Technical Rescue Awareness, and Fire Service Vehicle Operator. Of our three firefighters attending the academy, one graduated with Honors and the group received the top company award for achievement—the Company Citation Award.



Fire Department

Continued...

Fire Investigator Training

This year the department applied for a grant to secure funding to train and place into service two new Fire Investigators. We were fortunate to receive this grant and were able to send two department members to this certification course of 120 training hours. The department also had funding available to send one additional member for this training. At the end of 2014, we now have three new OSFM certified Fire Investigators, which brings the team up to eight shift members. In 2015 we are planning on adding one additional shift member, so that all three shifts have an even number of investigators.

Fire Apparatus Engineer Training

This year the department was able to send three members to Fire Apparatus Engineer (FAE) training. This training covers the operations of the fire engine and hydraulics, which allows for proper water supply for fire extinguishment events. All department members hired as of 2008 have been certified to this level through the OSFM.



Stage Collapse Drill

During the year, the Training Division worked with staff from the Sears Centre Arena to complete training of a simulated small stage collapse. The drill involved a small stage collapse with 10 victims (rescue mannequins) that needed to be assessed, treated, and removed from the collapse. This drill also involved dispatchers from Northwest Central Dispatch, as well as Andy Frain staff. The drill was well received by all involved parties and actually led to a suggestion to have exits clearly labeled to aid in the evacuation of event attendees. These markings are slated to be installed in early 2015.

New Engine 22 Training

This year the department purchased a new Ferrara Fire engine as a replacement for the Pierce engine. A Ferrara manufacturer's representative came out over a three day period to train/orient our members on the operations of the new engine.

CN Railroad Class

Personnel from the Canadian National Railroad were invited to train our members on the correct safety procedures involved in railroad operations. This was a very informative training session, which allowed our personnel to realize the high level of hazards a railroad incident could involve.

Toll-way Incident Management Class

The Illinois Department of Transportation, Division of Tollway Management delivered training over a three-day period on their Incident Command procedures. This training allowed all parties the chance to ask questions and clarify the needs of all participants involved in incidents on the Tollway system.

Fire Prevention Bureau

As of January 1st, 2011, the Fire Prevention Bureau is now comprised of only one member, our Senior Fire Inspector. A majority of the routine annual inspections are completed by members of Code Enforcement by having three of their members split duties between code enforcement and fire inspections.

During 2014, the Fire Prevention Bureau completed 77 of the 103 annual inspections assigned. Plan reviews completed throughout the year totaled 301, up from 253 completed in 2013. In addition, there were 500 construction inspections completed. The Fire Prevention Bureau instituted a notification system, whereby fire suppression companies that responded to activated alarms that were the result of a system malfunction or other non-fire or smoke condition, could easily and quickly report the finding to the bureau for follow up. This simple process more than doubled the ability of the bureau to follow up on these complaints allowing for these alarms to be placed back in service much quicker. Three major projects that were completed by the bureau included major alarm renovations at 2 hotels in the Village and the installation of sprinkler and fire alarm systems at the Children's Advocacy Center.



Fire Department

Continued...

Public Relations and Public Education

The members of the Public Education Division and the rest of the Department have maintained a dedication to teaching fire and medical safety to the general public. Most of these events were conducted by members while working on-duty. The Hoffman Estates Fire Department was featured on WFLD TV news with Tammy Souza as the first firehouse visited for a news spot called "Firehouse Friday".

Elementary School Program

During 2014, public educators completed 16 fire safety education presentations in elementary schools in Hoffman Estates, educating a total of 3,220 children.

Smoke Detector/Carbon Monoxide Program

During 2014, firefighters distributed 61 smoke detectors to residents in Hoffman Estates. In many instances, firefighters also installed these smoke detectors.

CPR/AED Program

During 2014, a total of 167 students including residents, Village employees, and members of the business community received CPR/AED or first aid training.

Code Three Programs

During 2014, the Hoffman Estates Fire Department completed 3 Code 3 Programs for Village residents. These programs offer information to residents and business people of the community following a significant incident.

Senior Citizens Program

The Public Education Division completed senior citizen fire and safety program attended by over 70 of the Village's senior citizens.

General Programs

General programs consist of station tours, block parties, National Night Outs, and various other programs completed or attended by department members. During 2014, the Department hosted 24 station tours and visited 19 block parties reaching 2,599 residents. They also educated over 1007 people at various other fire safety programs. The Fire Department offered its annual Citizen's Fire Academy program, which graduated 15 people.

Honor Guard

During 2014, the Hoffman Estates Fire Department's Honor Guard attended 2 events, including the Fourth of July Parade and the 911 Remembrance Ceremony.

Career Day Programs

During 2014, the Hoffman Estates Fire Department presented 3 Career Day events to 632 students from the following schools: Hoffman Estates High School, Whitely Elementary School and Harper College.





Department of General Government

Village Manager James H. Norris

Deputy Village Manager Daniel P. O'Malley

Introduction

The Department of General Government consists of the following divisions: Administration, Cable TV, Communications, Corporation Counsel, and Legislative. General Government works closely with all nine Village departments.

The General Government Administration Division houses the Office of the Village Manager. The Village Manager is appointed by the Village Board and is responsible for administering the day-to-day operations of the Village government. The Division also consists of the Deputy Village Manager, Assistant to the Village Manager, Executive Assistant, and Administrative Intern.

The Communications Division consists of the Assistant to the Village Manager and strives to increase communication to Village residents and businesses through a number of communication outlets. The Communications Division compiles and distributes the Citizen newsletter, press releases, and all other special publications.

Cable TV Division Highlights

HETV entered its tenth year in 2014. HETV produces programs about Hoffman Estates to air on the Village's cable channel, Comcast channel 6 and on AT&T U-Verse channel 99/Hoffman Estates. Many programs are uploaded to YouTube for wider availability.

There were seventy one programs produced in 2014 including: twelve "Citizen" news magazine programs and twenty six special events programs. These programs ranged from the Martin Luther King Day Celebration, to the September 11 Remembrance, Fourth of July Parade, High School and Village Green Concerts, Celtic Fest, Fitness America, Veterans Day and the Tree Lighting Ceremony. There are also several educational programs from outside agencies that air about Health, Ecology, Education and Military News, as well as from NASA and SeaWorld. (The HETV Schedule is available on the Village website.)

The Village continued airing Board and Committee meetings in 2013. Meetings are shown live and then replayed throughout the week. Thirty six meetings were shown in 2013. In addition to Village events, High School Sports and concerts were covered. HETV aired twenty six High School sporting events including football, basketball, baseball and wrestling; and eleven concerts. High School sports programs air Wednesday evening, Saturday afternoon and Sunday morning. The use of unpaid interns helps to make this coverage possible.

The Cable TV division worked to address twenty seven inquiries from residents about service from Comcast and AT&T. This is an increase from nineteen inquiries in 2013.

Due to Microsoft ending support for the Windows XP operating system, staff researched and ordered a replacement for the Village's video server that operated on the XP platform.

Corporation Counsel Highlights

The Corporation Counsel is appointed by the Village President with the advice and consent of the Board of Trustees, and is the legal

advisor for the President, Board of Trustees, Village Clerk, Village Manager and other Village officers in all matters of law involving the Village's interests. Statutory commissions of the Village, such as the Fire and Police Commission, and Planning and Zoning Commission, also receive legal advice from Corporation Counsel.

As the Village's lawyer, Corporation Counsel prepares and reviews legal documents including contracts, municipal ordinances and resolutions, and monitors developments to ensure the Village's compliance with legal obligations.

Corporation Counsel must also prosecute or defend in all lawsuits in which the Village is a party or in which it may be interested, or may be brought by or against any officer of the Village acting on behalf of the Village. Addressing employment issues, zoning issues, tax matters and defending tort cases that require coordinating with the Village's insurers and its outside attorneys are other parts of the Corporation Counsel's responsibility, and for this purpose the Corporation Counsel has the right to direct communication to the Corporate Authorities.

Since 2008, Corporation Counsel oversees the Village's Administrative Adjudication hearing process. Local Administrative Adjudication hearings allow residents to resolve citations issued for Municipal Code violations and for police tickets by working directly with the Village of Hoffman Estates, rather than through the Cook County Circuit Court system. This Adjudication hearing process is more convenient for residents, and achieves a higher percentage of compliance. Adjudication hearings are held twice monthly at the Police Department Complex, on Monday evenings.

Separately, the Village Prosecutor, also appointed by the President with the advice and consent of the Board of Trustees, represents the Village in housing, misdemeanor and traffic cases before the Circuit Court of Cook County, Third Municipal District.

Corporation Counsel also performs such other duties as may be required by the Village Manager.



Finance Department

Finance Director Rachel Musiala

Introduction

The Finance Department is responsible for maintaining the Village's financial assets and investments.

The Finance Department oversees and coordinates the following:

- Cash and Debt Management
- Pension Administration
- Budgeting and Purchasing
- Accounting, Auditing and Reporting
- Revenue Administration
- Tax Administration
- Billing and Collections
- Water Billing
- Customer Service
- Employee Payroll

Finance Department Highlights

Adoption of the 2015 Budget

On December 1, 2014, the Village Board formally approved a budget for fiscal year 2015 totaling \$121,771,230, which is 8.9 percent higher than the fiscal year 2014 budget (as amended). The FY2015 budget includes a total investment of over \$5.2 million in the FY2015 Street Revitalization Program, which will result in thirteen street reconstructions and ten street resurfacings. Another ongoing and significant road project enhancing the Village is the Barrington Road Interchange project. The Village is acting as the lead agency for this \$65 million project that is more than 92% funded by the Illinois Department of Transportation (IDOT) and the Illinois Tollway Authority. With engineering work that began in 2012, this multi-year undertaking will result in interchange ramps that will allow motorists a new full west-bound access to the I-90 tollway from Barrington Road. Additionally, the FY2015 budget reflects a continuation of the Village's Emerald Ash Borer program. In FY2015, \$1,056,710 of General Fund reserves is proposed to be used to complete the Ash tree removals and replace 1,600 more trees. In the FY2015 budget, the Village is experiencing a 1.1 percent increase in General Fund revenues and a 0.1 percent increase in expenditures.

Financial Reporting Award

The Village of Hoffman Estates comprehensive annual financial report for the year ending December 31, 2013, was awarded a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association (GFOA) of the United States and Canada. The Certificate of Achievement is the highest form of recognition for excellence in state and local government financial reporting. In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report. This report must satisfy both generally accepted accounting principles and applicable legal requirements. This was the 31st consecutive year the Village has achieved this award.

Budget Award

The Village was presented a Distinguished Budget Presentation Award from the GFOA for its annual budget for the fiscal year beginning January 1, 2014. In order to receive this award, a governmental unit must publish a budget document that meets program criteria as a policy

document, as an operations guide, as a financial plan, and as a communications device. This was the 6th year the Village has achieved this award.

2014 EDA Governmental Share Distribution

On December 15, 2014, the Village Board approved the 2014 Economic Development Area (EDA) taxing district and developer distribution in the amount of \$18,434,271.24 for the 2013 tax levy year. This distribution was the first one under the new EDA legislation approved by the State of Illinois in 2012. The new legislation states that, starting in fiscal year 2014, the first \$5 million of incremental property taxes will come to the Village of Hoffman Estates. Then up to \$350,000 will be used by the Village, as needed, for legal, reporting and auditing expenses related to the EDA. Any incremental taxes remaining will be distributed 55% to pay off EDA Notes and 45% to all of the affected taxing districts, excluding the Village. The breakdown of the taxing district portion is reflected on the left:

Taxing District	Amount
School District 300	\$5,782,384.78
Barrington Public Library	\$222,734.06
Cook County	\$511,163.97
Hoffman Estates Park District	\$610,658.40
Elgin Comm College Dist. 509	\$582,361.83
N.W. Mosquito Abatement	\$11,866.31
MWRD	\$380,634.61
Barrington Township Gen. Assistance	\$912.80
Barrington Township	\$29,209.37
Cook County Forest Preserve	\$62,982.71
Consolidated Elections	\$28,296.57
School District U-46	\$62,958.86
Poplar Creek Library District	\$9,257.79
Total	\$8,295,422.06



Department of Human Resources Management

Human Resources Management Director Patrick J. Seger

Introduction

The Human Resources Management Department (HRM) is committed to attracting and retaining the best work force in local government, especially within a competitive market. Through HRM services, the key values of commitment to the customer and service excellence will be fostered and reflected within each employee, and will be realized in the services Village employees provide to the community.

The function of HRM is reflected by the diverse objectives of the Department's mission statement. It involves a broad base of customer service, support and administrative responsibilities. Numerous programs are involved in attracting, retaining and maintaining a highly skilled and diverse workforce, and ensuring a productive and safe work environment. These programs support operating departments, and strive to exceed their expectations by fulfilling their service requirements effectively, efficiently and safely.

The Department consists of numerous areas of focus, including:

- HRM Administration
- Benefits Management
- Compensation
- Employee Relations
- Labor Relations/ Negotiations
- Recruitment
- Employee Training
- Risk Management

Department Highlights

As one of the Human Resources Management Department's (HRM) goals for 2014, HRM focused on increasing the employee's overall knowledge in the organization benefit offerings through multiple employee programs and workshops. Those included; three (3) Health Savings Account/Insurance plan design workshops, 3 Supervisor Performance Evaluation workshops, and a combined Employee Health and Benefit fair which provided both employee benefit vendors along with health and wellness vendors. Further the department has been educating employees via required notices for the Patient Protection and Affordability Care Act (PACCA).

HRM reviewed and updated the Employee Personnel Policy Manual and will recommend amended policy for Village Board approval early 2015.

HRM worked with General Government to finalize and implement successor contracts for Fire, MAP 96 and MAP 97 Unions.

The Director of HRM played a prominent role participating in several organizations outside of his Village position. As Vice President of the Intergovernmental Personnel Benefits Cooperative (IPBC) he has played a major role in the restructuring of the organization. He also serves as the Member Services Committee Chair for the IPBC.

To increase employee safety awareness, the Risk Manager spearheaded the annual Safety Lunch. The Risk Manager oversaw the administration and conclusion of several high exposure liability and workers' compensation claims. HRM continues to comply with the new Family Medical Leave Act and processed 39 employees eligible for FML during the year.

A total of eighteen (18) fulltime, thirteen (12) part-time, eight (8) paid interns, one (1) temporary employee and thirty (30) seasonal positions were filled in 2014, as well as twenty-two (22) unpaid internships. HRM participated in 88 interviews and coordinated 25 recruitments. A total of 700 applications and resumes were received and processed in response to advertised vacancies or as unsolicited submissions. Also, a total of 54 employee anniversaries and 8 retirements were recognized by the Village. Finally, a total of (57) health screenings was provided to employees as part of employee wellness initiative.



Department of Health and Human Services

Health and Human Services Director Dr. Algean Garner II, Psy.D.



Health and Human Services Department Highlights

Healthy Mind/Health Body

The primary objective of the Department of Health Human Services (HHS) is to provide the community with high quality affordable healthcare services. HHS' staff is sensitive to the needs of the community and takes pride in providing the best care for people in need.

In addition to providing high quality health and mental health services, education and community outreach are at the core of our programming. We hold steadfast in the belief that prevention is best and our highly trained staff seeks to educate and empower the community to stay healthy.

In calendar year 2014, HHS received approximately 5800 visits for immunizations, vaccinations, health screenings, counseling services, and outreach and social support services. Our nursing staff performed 861 blood pressure checks, 802 pulse checks, 67 glucose screenings, 102 hemoglobin screenings, 182 adult TB tests and 92 total cholesterol screenings. Staff also provided 59 Hepatitis A/B, Twinrix, and Td/Tdap vaccinations for adults. Six hundred and twenty four residents received their flu shot at our flu clinics.

Providing affordable immunizations for youth is an essential service provided by our staff. HHS nursing staff vaccinated 471 infants, children, and adolescents against preventable diseases, providing 1153 vaccinations over the course of the year. Additionally, 50 school physicals were completed during our annual Back-to-School clinics. 2412 vision and hearing screenings were conducted at area preschools.

Among our senior residents, the "Take Charge of Your Health" education series remained very popular. This eight week program educates older adults with chronic health conditions or those who live with an older adult with a chronic health condition on how to successfully manage symptoms associated with the illness. In 2014, 34 senior residents enrolled and successfully graduated from the program.

In order to have complete health, both the mind and body must be kept in good condition. To help the community maintain good mental health, we provide individual, family, and couples counseling. Our professional clinical psychology staff provided 2309 hours of individual, 116 hours of couples and 113 hours of family counseling. More than just "talk" our mental health services provides an opportunity for personal growth, healing, and reconciliation.

Community/Outreach Services

Recognizing that some individuals/family may experience financial difficulties, HHS' is able to provide partial assistance through the Salvation Army and Nicor Gas Sharing programs. These programs provide some financial support to help qualified applicants make it over a financial hurdle; 83 residents received needed financial assistance to pay their utility, rent, or mortgage.

HHS's continues to support the healthy development and well-being of children and adolescents. Our collaborative work with the Hoffman Estates Police Department, School District 54 and other area partners allows us to extend our services far into the community. Real-Girls Real Talk, Reaching for the Stars and Lion's Pride all focus on helping youth develop appropriate self-esteem, manage conflicts, and develop leadership ability. This year HHS received a "Community Partner Award" from School District 54 in recognition of our work at Muir Elementary.





Department of Health and Human Services

Continued...

Activities at Vogelei Teen Center provide a safe, supportive and structured environment for area teens to socialize and learn. Three nights per week teens are welcome to come to Vogelei to participate in group discussions, socialize, or engage in other recreational activities. Throughout the year, HHS hosted several community workshops/seminars: College Readiness for Parents, Coping with Grief and Loss, Getting your Children Organized, and Postpartum Depression.



2014 Highlights At A Glance:

4646 Visits for preventive health services.

957 vaccinations were provided at the Children’s clinics.

196 vaccinations were provided at the Baby clinics.

1832 preventative adult health screenings (Blood pressure, Hemoglobin, Glucose, and Pulse) were conducted.

92 Cholestech (Total Cholesterol, HDL, LDL, Triglycerides and Glucose level) screenings were completed.

2412 preschool vision and hearing screenings conducted.

633 flu vaccinations provided.

Counseling and Outreach

Dr Monica Saaverda received the “Supervisor of the Year” award from the Adler School of Professional Psychology.

HHS received a “Community Partner award from School District 54.

1110 client contacts.

2309 hours of individual counseling session were conducted.

116 hours of couples counseling session were conducted.

1113hours of family therapy sessions were conducted.

NiCor Gas Sharing: HHS continues to assist residents who are having difficulty paying their gas/heating bills via the Nicor Gas Sharing program. The program provides payment assistance for Nicor gas customers who demonstrate need. **47** residents have completed applications for this program.

Salvation Army: The Salvation Army assistance fund provides limited financial support to individuals or families who show a financial need due to an unexpected emergency (i.e. insufficient funds to pay rent or past due utility bill). Staff meets with each client for approximately 45 minutes to assess the need for additional services. **36** residents have received financial assistance during the year.

NCL- Discount Prescription Drug program

Total # of prescriptions:	414
Total dollars saved:	\$ 4022.63
Average dollars saved:	\$ 9.72
Average Savings:	23.9%
Total users:	189



Information Systems Department

Information Systems Director Fred Besenhoffer

Introduction

The Information Systems Department is responsible for the security and maintenance of over 350 personal computers, 16 file servers and the related connectivity among eight physical Village sites. Daily end-user support is provided to all Village Departments by our staff. 24/7 support is also provided for critical Public Safety systems.

I.S. Department Highlights

SunGard Public Sector: Employee Access Center

Customized and configured the Employee Access Center application to provide all employees a way to print out paychecks and W2s, and to check their Leave Time Balances and Employee Benefits. Created instructional documents regarding the use of the application.

Storm Water Utility Fee Implementation

Designed and uploaded Storm Water Utility Fee Services for all 13,600 affected UB residential accounts by matching CommunityPLUS UB Data with GIS data to determine square footage. In addition, uploaded services for the approximately 400 commercial accounts with impervious areas as calculated by Engineering. Provided SunGard with the data file and SQL script to upload those services to each account electronically, thus eliminating the need to hire temporary UB staff to enter services all 14,000 accounts manually, as had originally been planned.

Residential Rental Licensing

Worked with Development Services staff members to determine their requirements for the Residential Rental License Program utilizing Business Licensing. This included developing the processes and procedures to use in tracking Residential Rental Licenses. Customized several licensing tables to align the software to the recordkeeping and reporting requirements of the program. Developed Cognos reports to extract data from Locations and Utility Billing of likely properties and owners to notify of their need to obtain a license under the program and then created notification letters. Developed more than two dozen reports used during the course of the license year for things like Inspection Scheduling, Temporary Certificates, and reminder letters, as well as created a new license form for the Residential License Program. By year-end, the renewal process was complete, representing license fees in excess of \$224,000.

GovQA Anonymous Police Tips App

Developed, tested and implemented the Anonymous Police Tips App in GovQA. Worked with Police to determine the setup and with WebQA to work out the bugs in a test environment. Developed workflows for notification to appropriate staff and set up security so that other staff members do not have access to the data.

Inspection Area Custom

To simplify inspection scheduling, worked with SunGard to load Inspection Area data into all the Locations in the database. Then, developed a custom with SunGard which displays the Inspection Area on the main Business Licensing window.

Number of Active eGov Accounts



Tollway Expansion

Provided data on multiple occasions during the year for the Tollway Expansion. This included resident notification of upcoming work in their area and determining users with high water consumption that could be affected by temporary water line interruptions during phases of the project for Public Works.

eGovPLUS

The number of activated eGov accounts increased by 20% in 2014. Total Utility Billing payments made through eGov increased by 13% in the same period, with the average numbers of payments made per month at 1416.



Information Systems Department

Continued...

Geographic Information System (GIS)

The migration and export of the GIS data to the ESRI Local Government Information Model is 92% complete. Nineteen utility networks files remain to be migrated. 68 of the 174 maps (39%) have been repointed to use the data from the new Local Government SQL Server database. Completed adding the remainder of the home foreclosure data for December 2013 to the GIS database and updated the maps for the North, South, and West areas of the Village. Exported the maps to PDF files and forwarded them to Development Services for inclusion in the monthly report. Updated the standard zoning map for 2014 per the changes provided by Planning Division. Points and labels were added for ten new Special Use Permits and points and labels were deleted for five expired permits. There were no zoning changes. Updated and modified the **GIS Intranet Map Training** document which can be used as an online help and training aid as well as for instructor led sessions. The document includes numerous illustrations and many examples that walk the user through the tools and tasks that are available with the intranet maps. The **GIS Intranet Map Training** document, which uses the General Village Map for its examples, is available at the GIS Maps page <http://www.hoffnet.gov/Depts/ISDEPT/Dev/GISMaps.htm>. The document also includes a listing of the contents for the various maps on the GIS Maps website. The Fire Map Books, which are carried in all of the fire trucks and ambulances, do not get updated completely on a regular basis because of the cost to print new pages and the time required to replace the pages. As a consequence, some of the existing pages do not include changes that have been made in the GIS database, and the discrepancies are not noted until there is an emergency. Developed a procedure to provide a complete set of all map pages, in the PDF file format, every three months (initially) to the Fire Department. When a discrepancy is discovered fire personnel can check that page in the most recent set of files. If the problem is corrected in the newer file they can immediately print the newer page for distribution. If the problem has not been corrected fire personnel will contact the I.S. Department to get the problem corrected. At that time a complete set of new PDF files will be created. This process will normally provide an updated page in less time than it usually takes. Also, this process will allow the map books to be completely updated a few pages at a time instead of all at once.

Fire personnel requested a map that would show where the Fire and EMS incidents are occurring using data from the FireHouse software that they use. We were provided with a set of sample data to use and re-created the address locators for the AddressPoints and Parcels feature classes and created a new locator for the Other Parcels feature class which is for the surrounding areas. These address locators are used for geocoding lists of addresses such as the FireHouse incidents. The incidents were then geocoded and a basic map showing the locations and types of incidents was created. Scanning the old ordinance survey plats for the Clerk's office is complete. Thirty-two plats were scanned this month and unless more are found, this completes the scanning project. All of the scanned plat files were copied to a CD-ROM and delivered to the Clerk's office. Replaced the Ash Trees and Removed Ash Trees data layers in the GIS database with updated data. The Infrastructure intranet map has the current data on removed and still existing Ash trees in the Village.

Technical Support Projects:

Public Safety Wireless – Sierra GX440

Completed the installations and configurations of the Sierra 440GX devices in 45 public safety vehicles. The Sierra 440GX device supports 4G LTE networks and can be deployed in-vehicle field to connect police cars, fire trucks and ambulances for public safety or any other fleet application. The device has water-resistant aluminum casing and is capable of withstanding extreme temperature changes, humidity, shock, and vibration.

Deployed the AirVantage Management Service, a device management application with interactive dashboards that make it easy to deploy, monitor and upgrade wireless devices remotely. Began the firmware upgrade process on the 53 Sierra devices currently deployed.

Made configuration changes to the Sierra devices to allow the Fire Department to proceed with testing of the LIFENET System. The LIFENET System provides EMS and hospital care teams with reliable, quick access to clinical information through a secure, web-based platform, helping to improve patient care flow and operational efficiency.

Network Infrastructure

Configured, tested and installed an additional edge router on the Verizon link. The additional router is connected to the Comcast internet Service provider and designed to provide failover for the Public Safety vehicles utilizing the Sierra GX440 devices. The router is configured to "fail over" to the Comcast link in the event that the primary link to Verizon through the Northern Illinois (University) (NIU) link fails (the link was severed a number of times during the summer of 2014 due to work on the tollway). This



Information Systems Department

Continued...

University (NIU) link fails (the link was severed a number of times during the summer of 2014 due to work on the tollway). This dual router configuration provides the public safety vehicles with network redundancy.

Deployed Self-Service Reset Password Manager (SSRPM), a password management and reset utility that **allows end-users to** reset their active directory password directly from the network Login screen using the "Forgot my Password" button. The application works by asking the end user for the answers to three predefined questions selected the end user when first enrolled.

Hardware and firmware upgrades were applied to the Fatpipe load balancing device. The upgrades were designed to increase the device's performance and bandwidth capabilities.

Training: Cisco Certified Network Associate (CCNA)

John Peebles and Darek Raszka attended Cisco Certified Network Associate (CCNA) training at Global Knowledge. The goal of the training is eventual certification for network engineers. The CCNA Routing and Switching validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks.

Cathy Errichiello has been appointed Past President of Midwest SunGard User's Group and attended planning conference in Houston. Continued involvement in conference content planning.

Cathy Errichiello attended three day classes for FinancePLUS and CommunityPLUS sessions at the International SUGA Conference. Topics of interest were FP Workflows, UB Roundtable, Popular CP Add-On Products, Popular FP Add-On Products, Project Accounting, Upgrading to 5.0/9.0, Security Changes in 5.0/9.0, PLUS Support Initiatives, and CP and FP Roadmap Sessions.

Cathy Errichiello attended the following SkillPath classes as a Total Access Member:

Project Management: Fundamentals of Successful Project Management; Managing Multiple Projects, Objectives and Deadlines.

Soft Skills: Communicating with Diplomacy; Handling Workplace Personality Clashes; Sparking Innovation and Creativity ;

Conflict Management Skills for Women; Excelling as a Team Leader; How to Excel at Managing and Supervising People.

Software: Advanced Microsoft Excel Techniques; Microsoft Access; Microsoft Project.

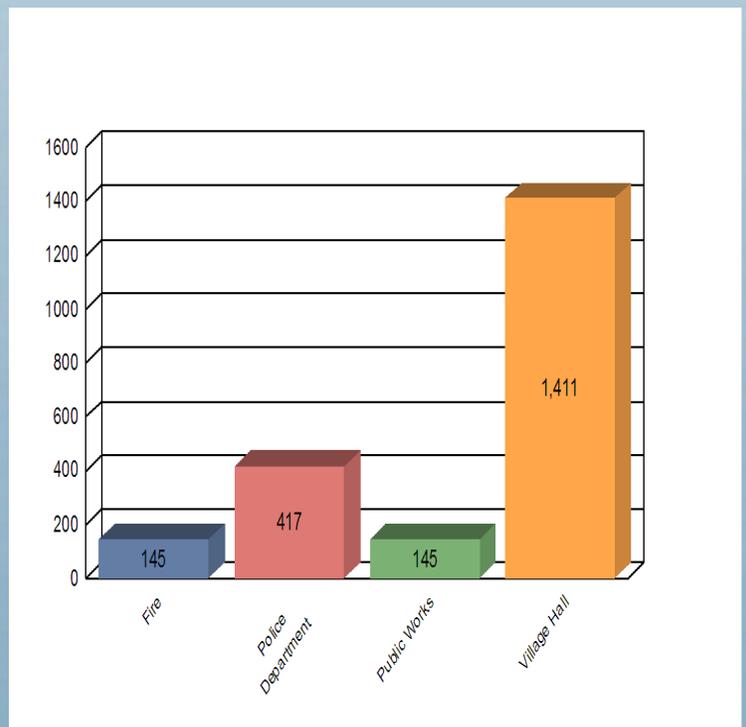
Help Desk Summary

The Information Systems Department fielded 2108 calls for service this year, closing 2081, a 98.7% closure rate. 2108 survey forms were sent out with 514 being returned; a 24.3% return rate.

*Completed Work Orders by Location from 01/01/2014 through 12/31/2014

Printer Maintenance Program Costs Savings

The Village of Hoffman Estates currently participates in a program called Printer Sense. This program is offered by Document Imaging Dimensions, Inc. Participation in this program provides the Village with a maintenance contract that includes all applicable parts and labor for all covered printers while using toner purchased through D.I.D. The recorded toner and ink purchases made by the Village in 2014 were used to perform a cost comparison with the prices available for similar products at HP. Purchasing the toner through D.I.D. under the Printer Sense program cost approximately \$10,619.89 less than it would have to purchase them through HP. Had the Village not participated in this program during 2014, the cost of parts and labor would have added approximately \$7,053.02 to the amount spent on toner from sources other than D.I.D. When considering all of these factors, participating in the Printer Sense program saved the Village \$17,672.91 in 2014. The results are depicted in the following chart.





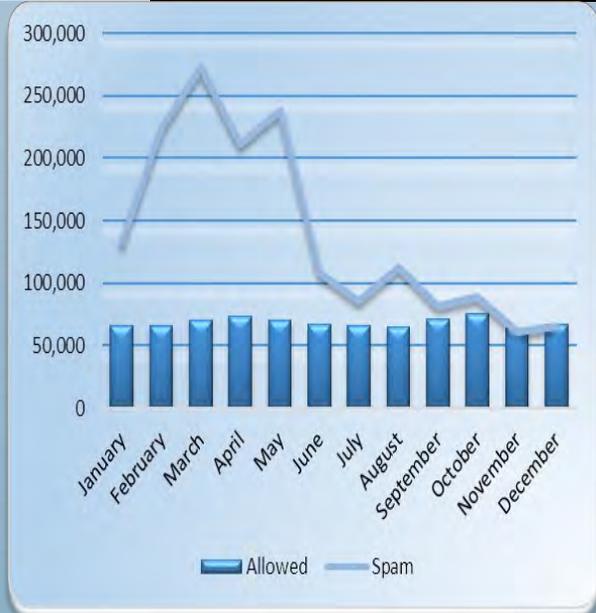
Information Systems Department

Continued...

Spam Annual Report

Microsoft Forefront Online Protection blocked over 1.6 million emails from flooding our inboxes. From the chart below you can see that the amount of spam was nearly 70% of the total email volume.

Month	Al- lowed	Spam	Percent Spam
January	66,446	131,736	66%
February	65,537	224,199	77%
March	70,714	272,622	79%
April	73,256	210,710	74%
May	70,699	237,454	77%
June	66,839	108,198	62%
July	66,074	86,092	57%
August	65,270	112,490	63%
September	71,174	81,393	53%
October	75,126	88,468	54%
November	64,214	61,099	49%
December	67,165	65,666	49%
Total	822,514	1,680,127	67%

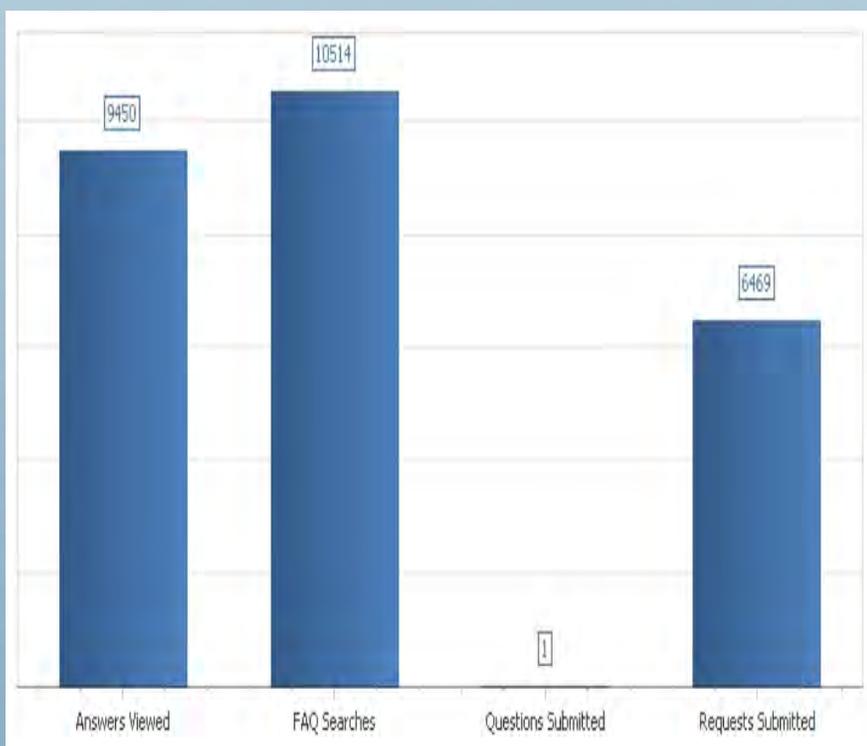


Estimated 2014 difference between Retail costs of Toner, repair and DID Program.
The graph depicts \$17,672.91 of savings in 2014



WEBQA Hoffman Estates, IL System 2013 Summary

Between 1/1/2014 and 12/31/2014, 6763 visitors to your WebQA Action Center viewed 63161 pages. They reviewed 9450 answers and submitted 1 questions and 6469 service requests. According to Gartner, email and phone inquiries cost an estimated \$4.50. Each request submitted online only costs \$.50. This results in a savings of \$4.00 for every question and request submitted online. Based on these statistics, your total savings for this period is \$68,405.00. (Below)





Police Department

Police Chief Ted Bos

Police Department Highlights

12-hour Shifts

The Department looked at several new schedules and agreed upon implementing the 12-hour shift for patrol officers. This change has shown a positive reflection in our patrol officer's morale. It has decreased the frequency of having to call in or hold over Officers to maintain manpower on each shift which resulted in a decrease of overtime of 727 hours and a decrease of sick time use of 1285 hours. This schedule was implemented on a trial basis, and due to the encouraging results the 12-hours shifts have been extended into 2015.

Rapid Deployment Exercise

In April 2014 the Department developed and coordinated the Police and Fire Department response to Active Shooter Incidents and participated in a "Rescue Task Force Exercise" at Sears Corporate Headquarters that simulated numerous people shot and wounded. The purpose of this exercise was to coordinate and cooperate with HEFD in order to remove seriously wounded victims while the scene was "still active" in an effort to save more lives. Basically "rescue teams" consisting of police officers and EMT personnel go into a scene in order to bring seriously wounded victims out safely for treatment. This is a new paradigm that was created to save as many lives as possible during a mass shooting incident.



Promotional Testing

During 2014 the Sergeant and Lieutenant promotional testing and eligibility lists were completed. All 3 Officers who retired in 2014 were supervisors which led to promotional opportunities. It's a very exciting time in the police department. Over the last two years, 5 new deserving supervisors have been promoted and with the creation of these eligibility lists several more promotions are forthcoming. We are very excited about the ability level of the candidates and are expecting a strong management team going forward.

Retirements

Sergeant Michael Collins announced his retirement and celebrated his last day at the Hoffman Estates Police Department on July 16, 2014. Mike served the Village of Hoffman Estates for 27 years in a variety of assignments. We wish Mike all the best in his future endeavors.



Lieutenant JC Paez announced his retirement effective July 30, 2014. Throughout JC's 28 year career, he has served the citizens of our community in a highly dedicated and professional manner. We congratulate JC on his retirement and extend our best wishes to him as the Chief of Wabauensee Community College.

Chief Michael Hish announced his retirement after over 29 years of dedicated service to the Village of Hoffman Estates, Chief Michael E. Hish announced his retirement on September 12, 2014. During Chief Hish's career, he held just about every position within the police department including: school resource officer, evidence technician, detective, sergeant, lieutenant and assistant chief. We congratulate Chief Hish on a successful career. Assistant Chief Ted Bos has assumed command of the police department in an Acting Chief of Police position.





Police Department

Continued...

New Hires

The police department hired 4 new probationary officers during 2014. These new officers graduated from the SLEA police academy and are currently in the Field Training Program.

In June 2014 Krysstof Kowal in as Probationary Officers at the Village Board meeting. (Left-Below)

In August 2014 Probationary Officer Louis Masucci was sworn in, however he did not complete his probationary period. (Middle-Below)

In September, 2 new probationary police officers were sworn in at the Village Board meeting; Nathan Parks and Antonio Garcia. (Right-Below)



Patrol Division

The Police Department Patrol Division saw some significant changes in 2014. With the retirement of some senior officers we saw the addition of 4 new officers to replace those that have left. All the probationary police officers are in various phases of their training and the Department expects good results from each of them. The Patrol Division is winding down its first year since switching to 12 hour shifts and by all accounts the switch has been successful.

School safety remained the focal point of our patrol efforts throughout 2014. Officers were assigned to be at our high schools at both ingress and egress times. We remained proactive in our efforts to train with school officials on lock down drills throughout the years. All dayshift officers participated in the training.

Traffic safety remains a crucial function in keeping the streets safe for our residents and motorists. Patrol supervisor's monitor traffic daily and assign officers to areas of concern. The Patrol Division received praise from local media in our enforcement of Distracted Drivers. Texting and cell phone use will remain a priority in 2015. The Patrol Division also participated in a statewide seatbelt enforcement TARGET.

Working with management and aided by the Community Policing Section the Patrol Division concentrated on our multi-dwelling neighborhoods in 2014. Citizen meetings were attended and sponsored by the police department. Regular follow-up was conducted with management representatives to ensure that professional service was delivered daily. Shift supervisors regularly updated the administration on efforts in these areas.

Customer service remained the primary concern and our patrol division was held to high standards when addressing our community policing efforts. Officers remained assigned to their primary beats and were given the latitude to work on areas of concern in those beats. When citizens brought matters to our attention or issues were raised by the area officer, extra patrol assignments were carried out. Most of the extra patrols were traffic related, however many were a result of suspicious activity that needed the Patrol Division's attention. Our Patrol Division officers attended many community functions including block parties. These functions always result in a positive experience for both the officer and resident and often results in further awareness of citizen concerns. The Patrol Division handled over 21,000 calls for service in 2014.



Police Department

Continued...

During the past year the Patrol Division received valuable assistance by our police explorers and volunteer E.M.A personnel. This assistance, as well as support from our HECPAAA, enhanced the Patrol Division's overall effectiveness in 2014.

Canine Unit

In May of 2014 Canine Dozer was introduced at the Village board meeting as our department's newest police dog. Dozer came from Europe and trained with his handler Officer Adam Marak at Northern Michigan K-9 training. Dozer is assigned to the Patrol Division where he generally works night time hours. Dozer is trained in narcotics detection, people and article searches, as well as handler protection and apprehension. Our canine program is at the forefront of our community policing efforts. Canine Dozer has attended many community events including block parties and DARE graduations. Canine Dozer is friendly towards kids and Officer Marak does a great job explaining Dozer's duties. Dozer and his partner train once every two weeks to keep updated in all facets of their job. This training was passed on to their fellow officers in the Patrol Division during a two week In Service Training class. As part of our efforts to assist other Law Enforcement agencies, Dozer is often called upon when a canine is needed. On one occasion, dozer assisted the Kane County Metropolitan Enforcement Group with a narcotics sniff of a trailer attached to a vehicle. Dozer reacted to the scent of cannabis and 225 pounds of cannabis was seized. On another occasion, Dozer did a canine sniff of money seized from a drug dealer. The result was a seizure of \$25,000 for ICE and DHS.



Community Relations and Problem-Oriented Policing (Pop)

The Community Relations and POP Units work hand-in-hand throughout the year on numerous programs for the Department, including the Bicycle Safety and Bike Helmet giveaway program, the Neighborhood Watch, the Citizen Police Academy, Junior Police Academy, D.A.R.E., Police Explorers, National Night Out, Home Inspection Program, and the gun lock give-away program.

Officer Bending instructed the D.A.R.E. curriculum to over 425 fifth and sixth graders in 6 different Village schools. Some portions of the D.A.R.E. curriculum include: drug and alcohol abuse, peer pressure, dealing with stress, effective communication and bullying.

Officer Bending continued his involvement in assisting Sgt. Crimmins and the school resource officer in the school safety preparedness program. Lockdown drills were conducted at: Fairview Elementary, Timber Trails Elementary, MacArthur Elementary, Lincoln Elementary, Lincoln Prairie Elementary, Eisenhower Jr. High, Conant High School, Hoffman Estates High School and St. Hubert's Catholic School.

Officer Bending conducted stranger danger presentations at local preschool, kindergarten, summer camps and daycare facilities. Officer Bending spoke with over 200 kids, providing them with coloring books and workbooks on topics including: what to do when you get lost, calling 911 and not talking to strangers.

The Hoffman Estates Police Department owns a life-sized Daren costume for our DARE program and a life size McGruff the Crime Dog costume. These costumes were used at community events at Lakeview School, a parade for Thomas Jefferson School, and at DARE graduations. These costumes are a big hit to all the students and young children who see them.

Officer Bending, Officer Barber and Lisa Notarnicola continued the Junior Police Academy summer program. During the week long camp, local children entering 5th and 6th grade had the opportunity to learn what it's like to be a police officer. The kids participated in activities such as a police department tour, evidence and crime scene investigation, handcuffing and arrest procedure, physical fitness and bicycle obstacle course, traffic stops and radar and a demonstration on the police shooting range. This year, 30 local students participated in the program.





Police Department

Continued...

The Police Explorer Program continued to grow this year, the program welcomed 9 new Explorers bringing our current total to 18. Explorers go through a selection process and have to be between 14 and 20 years of age. The program helps to mentor, grow and teach young adults to become better citizens and to help in their future career as law enforcement officers. Officer Bending, Officer Barber and retired Officer Notarnicola and 6 Explorers attended the 2014 National Explorer Conference held in Bloomington, IN; in which there were both individual and team competitions. Explorer Gustavo Espinosa took second place in the police physical fitness course. The Explorers volunteered at the Arboretum of South Barrington on a traffic detail for a car show in the summer on Wednesday evenings for approximately 15 weeks and in return the Arboretum donated money to the post. The Explorers held several fundraising events throughout the year including a car wash at the Hoffman Estates Police Department. Explorers assisted at the 4th of July parade and fireworks event. They also were present at the open house and the Veterans Memorial Day Ceremony held at the Police Station. Seventeen Explorers assisted with Shop with a Cop in December and assisted with the Junior Citizen Police Academy. Over 37 Explorer meetings were held this year which included: physical training, report writing, firearm safety, shoot/don't shoot situations, crime and crash investigations, traffic stops, DUI investigation, evidence collection, handcuffing, crisis negotiation and rapid deployment. This year we had four Explorers hired by local police departments.

Throughout the year the Problem-Oriented Policing Unit attended or hosted well over 125 different functions. These include but are not limited to: station tours, Village on the Green concerts in the park, block parties, Citizen Police Academy, Junior Citizen Police Academy, crime prevention and safety lectures. The Hoffman Estates Police Department now has a total of 5 active neighborhood watch programs. Monthly

meetings are conducted with the groups and training is provided on several topics including: crime prevention and target hardening, financial crimes, personal safety, crimes against the elderly, disaster preparedness and weather spotting, fraud and identity theft, and a new lecture on cold weather preparation has since been added. Officer Barber continues to work with the fire department when it comes to multi-family dwellings and fire prevention under the disaster preparedness portion for the Neighborhood Watch.

Officer Barber attended a senior citizen fashion show at the Schaumburg Prairie Center for the Arts. This was a combined effort with the Schaumburg Police Department, Public Works, Code Enforcement, ComEd, Comcast and the United States Post Office. The purpose of the show was to show senior citizens the various uniforms worn by different professions in an attempt to prevent them falling prey to ruse burglaries.

We hosted National Night Out events in 3 separate locations this year with approximately 550 people in attendance. P.O.P continues to handle neighborhood/quality of life investigations and works closely with Code Enforcement.



Officer Barber is also assigned to the Use of Force Training Unit which provides all in-service training and annual re-certification of firearms, rifles, pepper spray, expandable baton, handcuffing and Taser training.

Investigations Division

The Investigations Division, commanded by a Lieutenant, is comprised of the Investigations Section, Juvenile Investigations Section, and Tactical Section. In 2014 the Investigations Section was staffed with 1 Sergeant and 5 criminal investigators.

In January the state law concerning Concealed Carry became effective. The Investigations Division reviewed all Hoffman Estates residents who applied for a concealed carry license and filed objections if necessary.

Due to retirements in both the police department and fire department the Investigations Division conducted pre-employment background investigations for both police officer applicants as well as firefighter/paramedic applicants.

In compliance with the State of Illinois Murderer/Violent Offender Against Youth Registry the Investigations Division conducted initial registrations and quarterly checks on 2 subjects residing within the Village of Hoffman Estates. Individuals included on the registry are included solely by virtue of their conviction record, Illinois state law and proof the offense was not sexually motivated. The primary purpose of providing this information is to make the information easily available and accessible, not to warn about any specific individuals.

In November Investigators worked in conjunction with the Illinois Department of Revenue – Liquor Control Commission on a compliance check for a sale of liquor to minors. Two subjects, a 19 year old male and an 18 year old female, accompanied Detective Tenuto and Special Agent Marcus Dabney to various establishments in Hoffman Estates. Of the 16 businesses visited, 80% of them successfully denied the sale of liquor to the minors.



Police Department

Continued...

During 2014 the Investigations Division conducted 43 sex offender checks and registrations. The number of sex offenders residing in Hoffman Estates decreased to 5. The Village website continues to be updated with this information.

Compliance checks of the 67 establishments which hold liquor licenses continue to be a priority of the Investigations Section to ensure liquor servers are current on the necessary certifications as required by local ordinances.

Each year the Investigations Division conducts several financial crimes presentations to members of the Seniors Club located at the Devonshire of Hoffman Estates. The presentation discusses various financial crimes including: ID theft, credit card fraud, home repair fraud and foreign money offers. The groups are provided with examples of each crime and provided with strategies to limit the chances of being victimized. The Division also provides information on how to protect from identity theft by placing a security freeze on credit files, which is free for senior citizens.

During 2014, the Investigations Division worked on 898 cases. The Division had a clearance rate of 74 percent and made a total of 198 arrests. The Division also recovered a total value of \$298,216.96 in property and money.

Juvenile Investigations

The Juvenile Investigations section is comprised of 1 juvenile investigator and 3 school resource officers. While supervising a Patrol Shift, Sergeant Joe Crimmins continues many of the Juvenile Section's goals and objectives and he adjusts his schedule accordingly. It should be noted that to compensate for the shortage in the Investigation Division, the juvenile investigator functions in a dual role by assuming criminal cases.

The Division has primary responsibility to investigate reports of child sexual abuse, assault, and neglect, and handle all other types of criminal matters as

they arise. The Division members, including school officers, handle matters of school safety, and other school related issues. Members of the Section regularly respond to grade schools at the request of principals to assist them with problems of a sensitive nature, and to investigate reports of bullying and truancy.

Sergeant Crimmins and the Juvenile Investigations Section provided training to all schools in Hoffman Estates on building intruders and emergency lockdowns. Members of the division assisted in writing uniform safety procedures for the school districts, and these procedures were continued during the 2014-2015 school year. Division members offered in person training on lockdown procedures to every school, and provided this training to the staff and administrators at both high schools. Juvenile Investigation Division members coordinate and attend a lockdown drill at every school in town.



In August 2014 the Juvenile Investigations Section welcomed Officer Dan Donohue as the new School Resource Officer at Conant High

School. Officer Donohue, a Conant Alumni himself, has transitioned well into this position as he was familiar with the school from working there with the canine unit. He has spent time introducing himself to staff and students and has taught several Health classes on the dangers of drinking and driving.

In October Officer Richard Turman delivered a presentation to District 54 PTA and student families on cyberbullying and internet safety. This presentation was given in an effort to teach the parents of the kids in our community to deal with cyberbullying and provide online safety tips. This presentation was given in conjunction with the Attorney Gen-

eral's Office High Tech Crimes Bureau and held an extensive question and answer session after the presentation. Local cell phone providers were also in attendance and assisted families in setting up family-based programs to allow parents to monitor and control their children's cell phones.

The Section also facilitates a state grant targeting underage smoking in which plain-clothes police officers accompany under age volunteers to retailers in an attempt to purchase tobacco products. If the retailer makes a sale, the officer issues a village ordinance citation for unlawful sale of tobacco. 95% of our local retailers correctly denied the sale to the minor.

The Hoffman Estates Peer Jury is a long running court alternative program administered by the Juvenile Investigations Section. Peer Jury provides consequences and positive outcomes to youthful offenders that would otherwise be screened out of the juvenile court system, or have no other consequences.

During 2014, the Juvenile Section arrested 161 juveniles and referred 17 to the Peer Jury program. There were 32 juvenile petitions filed and 21 cases referred to other agencies for disposition.

Tactical Unit

The Tactical Operations Section is staffed by 1 sergeant and 4 tactical officers and 1 taskforce officer. In 2014 the Section continued working closely with the Investigation Division on a number of cases, as well as participated in many multi-jurisdictional operations. Members of the Tactical Section have additionally been utilized by Patrol for: covering manpower shortages, making warrant arrests, and other duties. The Tactical Section maintains its focus on a zero tolerance policy in the areas of gang and drug activities.

The Section provides the community with information in the form of presentations such as at the Citizen Police Academy on topics including: gang awareness, crime prevention, and indication signs of drug



Police Department

Continued...

use and drug recognition. Throughout 2014, members of the Tactical Section gave several gang presentations to various community groups.

The Tactical Section continued to use a gang awareness intervention program which involves parents of juveniles who have been identified in gang activity. Meetings were held with local school districts to bring awareness to teachers to look for signs of gang activity and how to report signs of gang involvement as a prevention effort.

In April and September the Tactical Division partnered with the Drug Enforcement Administration (DEA) to coordinate a local Take-Back Initiative in which 340 pounds of unwanted or expired medications were turned in for safe and proper disposal.

In 2014 the Tactical Section utilized the computerized gang file, public nuisance incidents and parolee information. These technological advances have allowed officers to obtain and share information, internally and externally, more efficiently.

The Section made a total of 241 arrests in 2014. Of these arrests, there were 52 felonies, 189 misdemeanors, 118 drug arrests, and 57 warrant arrests. The Section also seized \$29,161.80 in drug assets.

Special Services Division

The Special Services Division continues to be combined with the Staff Services Division and is under the command of one Lieutenant.

The Special Services Division includes the Traffic Section as well as the Vehicle Maintenance and Animal Administrative Service Officers. The Division is responsible for planning and research, managing the Department's grants, written policies, vehicle maintenance, building maintenance, Police Chaplain Program, Administrative Tow Fee Program, Administrative Adjudication and critical incident response training.

The Department Honor Guard also func-

tions from within the Division. Sergeant Felgenhauer is in command of this unit. During the year this unit participated in: The Martin Luther King, Jr. Ceremony; annual NEMRT Conference; Conant High School Football Game in honor of 9-11 Police and Fire Recognition; 4th of July Parade, and the Village Hall 9-11 ceremony. In July 2014 Sergeant Felgenhauer attended the 10-week FBI National Academy which develops law enforcement leaders by raising law enforcement standards, knowledge and cooperation worldwide.

Traffic Division

There were two staffing changes in the Traffic Section in 2014. The Traffic Section welcomed Officer Bryan Wiegert and Officer Scott Reichel as Traffic Enforcement Officers. Officer Dan Falkenberg was trained as a Traffic Investigator and replaced Officer Adam Marak who was assigned to the Department's new canine unit.

The Traffic Section is commanded by a Sergeant and includes two traffic investigators, four traffic enforcement officers and one traffic service officer. The Section also includes 28 (24 full-time and 4 alternates) school crossing guards. The Section also has 2 officers assigned to the Battle Auto Theft Task Force. These officers work on stolen auto cases as well as cloned auto cases throughout the region. Their work with the taskforce results in numerous vehicle seizures each year, with some of the seized vehicles being turned over to the police department.

The Traffic Section handles numerous programs, including all traffic-related public information and education campaigns, and numerous enforcement campaigns. The Section is also responsible for all abandoned auto processing, red light camera enforcement, overweight and over-dimension truck permits, taxi and limo licensing, towing contract, coordination of special events occurring on Village roadways, speed trailer deployment and the coordination of all school crossing guards.

In 2014 the Section processed 90 abandoned autos, investigated 25 hit-and-run crashes, and investigated 16 school bus stop arm violations. Traffic Section officers issued citations for overweight truck violations totaling \$42,399, and issued truck permits totaling \$2,210. The Traffic Section also issued 140 taxi/chauffeur licenses with total fees collected at \$7,500. A total of 91 child safety seat inspections were completed by officers from the Traffic Section. Traffic Section officers issued 413 seat belt citations and 1,232 speeding citations in 2014. Traffic Section officers made 301 traffic related arrests in 2014. Out of these 301 arrests, 14 were for DUI.

The Traffic Section reviewed 9,200 red light camera violations from the cameras at Higgins Road/ Barrington Road, Higgins Road/Roselle Road as well as from the two new cameras at Barrington/58, and 58/59, which were installed in the beginning of 2014.

It should also be noted that as of January 1, 2014 a new law was enacted that prohibits cell phone usage and texting while driving. The Traffic Section took a very proactive stance in this area by first educating the public with articles on the Village Website and doing a news bit for the Village Cable Station. Traffic Section officers issued 806 cell phone/texting citations in 2014.

The Traffic Section conducted 20 extra patrols in 2014. A total of 132 hours were spent doing extra patrols which resulted in 147 citations issued by Traffic Section officers. TARGET details, seat-belt surveys, extra seatbelt enforcement details, State Police Overweight Truck Portable Scale enforcement details, and speed trailer deployment details were also duties that Traffic Section officers were responsible for in 2014.

The Traffic Section Sergeant is responsible for coordinating, organizing, and planning significant aspects of the annual Fourth of July celebration. The Fourth of July Festival involves planning all year



Police Department

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long as the Traffic Section Sergeant must attend monthly committee meetings. The parade route must be manned and secured by members of the Traffic Section with the assistance of Police Explorers, the Hoffman Estates Citizens Police Academy Alumni Association, and Hoffman Estates EMA personnel. Sufficient manpower must be provided for each day and night of the festival for traffic direction and security, as well as foot and bicycle patrols. Most importantly, the Traffic Section Sergeant must come up with a workable traffic plan to accommodate the 40,000 plus people who attend the fireworks. In 2014, the fireworks traffic plan worked well due to the hard work of the men and women of the Hoffman Estates Police Department and various other agencies who assisted us. It should also be noted that we were also assisted by EMA personnel from Des Plaines and Hanover Township. Traffic Safety is of the utmost importance to the Hoffman Estates Police Department. It has been over two years since our last traffic fatality. The men and women of the Hoffman Estates Police Department should be extremely proud of this fact and should continue to make traffic safety a priority as they always do.

Staff Services

This Division is responsible for Department training, testing, and hiring of new officers, front desk operations, court preparation, property and evidence processing, and maintenance of department records. The Division also includes the Court Officer and Property/Evidence Room Officer.

During 2014 the Division coordinated six college interns who worked within the department to complete their requirements for their criminal justice degrees. The Division organized as well as took part in instructing four separate “in-service training” programs. Each session of training consisted of various continuing education and police certification classes such as: LEADS recertification; bloodborne pathogen training; HAZMAT Training; sexual harassment training;

Gas Mask fit test and training; CPR Recertification; DUI procedure and law review; Search Theory and Law Review; Use of Force report writing review; Financial Crimes; Crash Report Investigating and Report Writing Review; Felony Stop Training; Perimeter Searches and K9 Familiarity; Medical Tactics using IBDs and Tourniquets; officer judgment using scenario based training; use of force training items such as: ASP, OC Spray, Long Baton and Handcuffing. The in-service program provided each officer with 32 hours of annual training. In addition to “in services training”, various training bulletins were distributed to department members covering various officer safety topics or tactical advice. The Use of Force unit within the Training Division also conducted firearms training and qualifications which consist of four separate sessions throughout the year.

The Staff Services Section was also responsible for assisting in the hiring of four new patrol officers.

The 25th class of the Citizen Police Academy was held in 2014. Fourteen citizens graduated this year’s class where they learned about the Hoffman Estates Police Department. This program is taught by various members throughout the department covering topics such as: Officer Safety, “Shoot / Don’t Shoot” scenarios, Officer Judgment with use of force using the MEGGITT system (firearms simulator); firearms familiarizations, investigations, identity theft, evidence collection, K-9 presentation, Northern Illinois Police Alarm System overview and many more. Upon graduation many former class members continue to support the Hoffman Estates Police Department through the Hoffman Estates Citizen Police Academy Alumni Association (HECPAAA). HECPAAA provides many volunteer hours throughout the year for activities such as National Night Out, Citizen Police Academy classes, the annual conference for the International Law Enforcement Training As-

sociation, and America on Watch.

During the year, the Department inventoried 1,855 pieces of evidence and property, an increase from 1,693 in 2013. The property room Administrative Service Officer sent 353 items of evidence to the crime laboratory for testing and 32 items to auction a decrease from 75 items in 2013. Transfers of property (movement of items in or out of the property/evidence room) in 2014 totaled 18,133 an increase from the 15,839 items moved in 2013. There were 244 items returned to their owners, an increase from 234 in 2013.

Training

The Police Department conducted 11,675.75 hours of training which was a decrease from 2013 of 13,804 hours of training and an increase from 2012 of 9,025 hours for officers. Officers received instruction—teaching on a variety of topics including: defensive tactics, critical incident response, DUI field sobriety testing, and in-house in service training. Much of the training was regarding recertification for topics such as CPR, ASP, OC, Hazmat, and Bloodborne. General Order red policy review and training continued throughout the year.

2014 TRAINING HOURS BY CATEGORY



Records and Front Desk

The Records Department and Front Desk is headed by one supervisor which oversees both areas. The Records De-



Police Department

Continued...

partment is staffed with one full-time clerk and one part-time clerk and is currently operating two short of full staff. The Records Department processed approximately 6,197 reports, 1,457 subpoenas, 757 FOIA requests, 200 warrants, and countless requests from other police / government agencies, as well as assisting Finance Department in completing citation data entry in 2014. The Front Desk is currently staffed with 4 full-time ASO positions and is operating two short of full staff.

EMA

In March of 2014 an Interim Emergency Management Coordinator was appointed. As part of our ongoing public warning program the outdoor warning siren on Golf Road was replaced with an upgraded battery backup unit that will function even if the power fails. Hoffman Estates Village Officials attended a Senior Officials Workshop in cooperation with Illinois Emergency Management Agency and Texas A&M Universities extension service. Cook County DHSEM rolled out Web EOC. EMA, Police, Fire, and Public Works are registered and have been trained. The system was first used with the Northwest Fourth Fest to report status, build IAPs and order resources. The EMA AUX added four new members to the team. This past year the EMA AUX team contributed a total of 1040 hours by providing: traffic control, perimeter security, weather spotting, ground search, public education, and auxiliary communications support to Village activities such as the Northwest Fourth Fest, Fishing Derby, Village Green Concert series, and the IHSA State Soccer playoffs at Hoffman Estates High School. Two members became AUX COM trained bringing the state's total to 60 registered auxiliary communicators. Members also completed severe weather spotters training and are continuing to take FEMA Independent Study Classes.

Grants

Several grants were applied for/awarded during 2014 including: The EMA achieved all the grant eligibility requirements including reports, NIMS training and exercises for the 2014 Emergency Management Performance Grant (EMPG) and was awarded a grant for 2015. The Village elected to participate in the Multi Community Cook County Hazard Mitigation Plan enabling us to receive grant funding.

Preparedness Exercises

EMA hosted Illinois Ground Search and Rescue Council training. Four EMA members completed the training and one member has qualified as a trainer. Our members were deployed to one Ground Search in Cook County this past year. This past year EMA participated in cooperation with the Schaumburg Amateur Radio Club in a national communications exercise. The combined team effort resulted in a first in its class for the state with over 2200 radio contacts in the 24-hour exercise.

Awards

In March 2014 a ceremony was held to honor the Employee of the Year Award recipient **Officer Scott Lawrence**. Officer Lawrence was voted by his peers to receive this award in recognition of his actions on April 5, 2013 while responding to a report of an agitated man armed with a knife. Officer Lawrence's actions were professional and courageous and as a result the subject was taken into custody and convicted of one count of felony Aggravated Battery to a Police Officer.



Other Department Awards included:

In February **Sergeant Ouimette** received the outstanding service award in recognition of his leadership, attention to detail and diligence resulting in the arrest of an offender of an armed robbery.

In February **Detective Tenuto** received the outstanding service award for his hard work and diligence which resulted in the arrest of a subject who committed 9 residential burglaries in our town.

Other Awards:

In May **Lt. Paez** was presented with an award from the Northern Illinois Police Alarm System (NIPAS) for his on-going commitment as the coordinator and lead instructor of the Critical Incident Response course for the NIPAS region for the past 10 years.

In May **Sergeant Joe Crimmins** was presented with the President Award from The Children's Advocacy Center of North and Northwest Cook County at their 18th Annual Volunteer Recognition luncheon. Sergeant Crimmins was recognized for long-term endeavors that had a direct and lasting impact on the Center's ability to create a safe and child-friendly environment.

In October Sears Holdings Management Corporation in partnership with ASIS North Shore Chapter (Illinois) recognized Hoffman Estates Police Department Officer of the Year **Officer Scott Lawrence** along with other local law enforcement and security officers. Officer Lawrence was nominated for his work with mental health training.



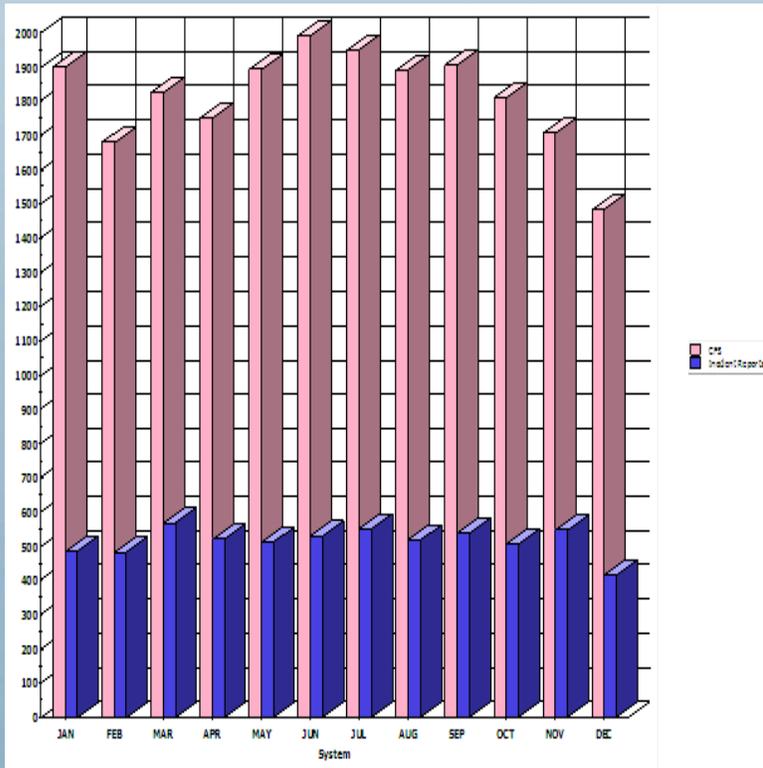
Police Department

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Crime Statistics

Calls For Service

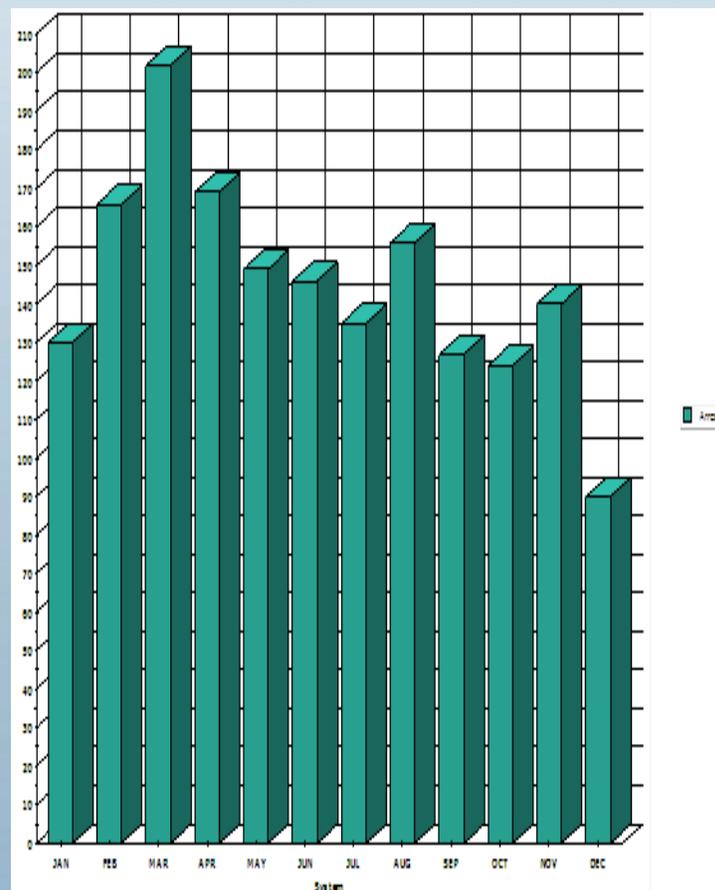
The number of calls for police service in 2014, increased by 12% from 2013. There were a total of 21,781 calls for service in 2014. Calls for service include any call for police assistance from: reporting a crime, investigating a crash, or request for general assistance or public service such as lockouts, check for well beings, animal complaints, noise complaints or outside agency assists. Reports of Part 1 crimes which are more serious crimes against person and property decreased slightly 1.8% from 2013; this was attributed to fewer residential burglaries. Incidents of Part 2 crimes which are less serious offenses increased by less than 1% from reported in 2013. Part 3 crimes which included traffic incidents were up 16% which led to the overall increase of calls for service.



Arrests

When compared to 2013, adult arrests decreased 5.5% and juvenile arrests were down 19%. The Department had fewer arrests for DUI and Possession of Cannabis 30 grams or less than last year.

Warrant arrests and traffic related arrests were increased by 31%. New laws effective this year dictate an automatic arrest when speeding over 30mph which contributed to the increase in traffic related arrests.





Public Works Department

Public Works Director Joseph Nebel

Introduction

The Public Works Department is responsible for the maintenance and repair of the Villages' infrastructure, buildings and fleet. This includes streets, parkways, water and sewer systems, creeks and drainage swales, municipal grounds, traffic control signs, and roadway lighting. Public Works consists of 11 Divisions that provide a wide variety of services to both internal and external customers. The Department is currently staffed by 67 full time personnel and 4 part time personnel. During the summer of 2014, ten (10) summer seasonal employees were hired to augment construction staffing needs and five (5) seasonal employees hired to support the both the spring and fall Brush Pick-up Program.

Public Works Department Highlights

The removal of EAB infested trees remained a very high priority for the department in 2014. A total of 3,046 trees were removed, and 1600 replacement trees were planted. The remaining 1500 removals will be completed in 2015.



In 2014 public works expanded services by offering a spring brush pick-up in addition to the annual fall pick-up program. The Village also received their 23rd consecutive Tree City USA Award, this designation is reflective of the level of stewardship necessary to build greener communities.

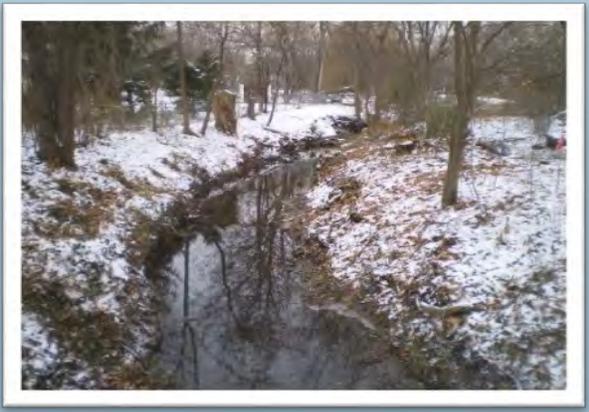
A severe wind/rain storm occurred in early September of 2014 that caused significant damage to a number of resident trees.



Tree damage was significant enough that a special branch/brush pickup program was declared for the entire village that lasted three weeks and required over 1,000 hours of labor. The Village annual creek cleaning project covered 35 – 50' sections of the tributary branch of the Salt Creek (starting from Ash Street going east, passing Hawthorn and Basswood) in Parcel A located at the SE section of the Village and the removal of overgrown trees and bushes (combined DBH of 1,375 inches of dead trees) has restored the creek's flow capacity and reduced the risk of flooding for houses in the area.



Ash Road Creek Line (Before)



Ash Road Creek Line (After)

The first village-wide water distribution system leak survey was completed and a total of 49 leaks were reported, including four hidden leaks with no water surfacing. The completed repair of those leaks may have prevented annual water loss by as much as 31.5 million gallons.



Public Works Department

Continued...

The first phase of a water valve assessment/exercise program was completed. 700 valves were cleaned, exercised and repaired with GPS location coordinates documented. An online valve inventory was created.

A total of 1,031 residential devices were recertified by Village staff for the Cross Connection Control Program. A combined residential & commercial compliance rate of 95% is our highest to date.

Private Sector Partnerships

Partnerships with the private sector enhanced municipal maintenance services, including parkway restoration of utility excavations, sidewalk cutting and replacements, street sweeping, pavement marking, streetlight pole replacements, parkway tree trimming, removal of trees due to the emerald ash borer, parkway tree planting, turf mowing and janitorial maintenance at various locations throughout the Village. Contracted services are also utilized for assistance during major snowfall events. Partnering with the private sector gives the Village the capability to provide a wider range of cost effective municipal services.

Snow/Ice Control Operations

This program provides for de-icing and plowing 158 center lane miles of streets, including 367 cul-de-sacs and 10 parking lots. The Emergency Operations Center (EOC) at the Public Works Center was utilized to supervise all snow and ice control operations and department personnel support these operations along with seasonal auxiliary personnel. The Department engaged in 46 separate snow plowing and de-icing operations combating 67.5 inches of total snowfall throughout the 2014 calendar year.

Traffic Operations – Traffic Control/Pavement Maintenance

The Traffic Operations Division maintains regulatory traffic signs, roadway lighting, street sweeping, small scale pavement maintenance and street pavement markings. This is accommodated by 1 supervisor and 8 full time personnel. This program maintains over 9,000 signs and sign posts along Village streets. All signs are posted and maintained in accordance with the Manual of Uniform Traffic Control Devices, the source of all U.S. standards for roadway signage. Also included is the maintenance of 2,529 Village owned street lights and Village owned parking lot lighting.

Traffic operations are responsible for the oversight of over 296 curb miles of street sweeping and provides for the maintenance of approximately 158 center lane miles of Village pavement. This Division addresses small scale asphalt repairs resulting from utility dig-ups and minor pavement failures, road reconstruction, driveway repairs, inlet rehabilitation and pot-hole control. Extensive curb line patch repairs increased this year due to deteriorated street conditions. 2014 pavement repairs were completed at 202 locations covering 19,152 sq. ft. of roadway, utilizing 381 tons of hand applied hot asphalt.

Highlights of Services Provided in 2014	
403	Traffic control devices/signs replaced
49	New devices/signs installed as a result of new ordinance and/or Transportation Division requests
231	Banners and/or signs designed and fabricated for various Village events
312	Service requests for streetlight repairs completed
428	Tons of debris collected and removed from street sweeping
381	Tons of hot asphalt material placed
91	Tons of cold patching material used for pot-holes
96	Driveway locations repaired by the Public Works as part of the 2014 Street Revitalization Program
162,630	Feet of pavement markings installed via contractual services

Water and Sanitary Sewer

Operations are supported by a Superintendent, 3 Supervisors, and 24 full time personnel. This program is responsible for maintaining 257 miles of water distribution mains including hydrant and service laterals, 3,093 hydrants, 3,293 valves, 4 reservoirs, 7 water towers, 2 water high service pump stations, 2 booster stations, 7 emergency standby wells and 15,000 water meters. Staff ensures compliance with the U.S. Safe Drinking Water Act through programs such as weekly water sampling and lab testing, cross connection and backflow prevention, and fire hydrant flushing.

Maintenance on the sanitary sewer system includes 16 lift station facilities, 5,216 manholes and 192 miles of sewer main pipe and 13 miles of force mains, cleaning, root cutting and videotaping of sewer main lines. Inspections of contractor work on private sanitary sewer service repairs were performed as was comprehensive flow monitoring of sub-basins for further assessment of inflow and infiltration for the Sanitary Sewer Rehabilitation Program.

In addition to the routine maintenance accomplished, the 2014 sanitary sewer critical repairs at Frederick Lane (two sites) and Huntington Blvd. (one site with damaged sewer main) were completed. Cleaning of the Casey Farm, Carling and Moon Lake lift station wet wells were completed and will minimize the potential for future operating problems.



Public Works Department

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Customer Service / FAST Team

The Customer Service Unit provides service to over 14,500 water meters and responds to all JULIE locate requests. The division also conducts inspections of the Village Right-of-Way (R.O.W.) excavations performed by private contractors.

The Fast Action Service Team (F.A.S.T.) acts as the first responder to both internal and external service requests including hanging tree branches, water leaks, sewer back-ups and equipment deliveries.



Highlights of Services Provided in 2014	
3,412	Residential customer service requests
10,300	JULIE locates for excavation work; Of the notifications received 9,902 required a normal priority response, 398 were considered an emergency priority
1,132	Water samples were collected by staff and tested by IEPA certified labs as part of the Village's water quality monitoring program
61	Water distribution system repairs 40 leak repairs, 46 hydrant repairs/replacements, 5 b-box and 6 valve repairs/replaced
142,934	Lineal feet of sanitary sewers flushed out of a total system of 1,013,760 lineal feet
1	Number of main line sewer backups cleared (including an inflow/infiltration incident)
12	Sanitary sewer lift station major repairs
424	Water meters repaired/replaced including 125 pit meters in Parcel A & B and 26 2" meter for apartment buildings
11,930	Square feet of sidewalks/aprons replaced or repaired due to water and sewer dig-up projects (1,819) and annual concrete maintenance program (10,111)
440	Lineal feet of curb poured due to water and sewer dig-up projects (418) and annual concrete maintenance program (22)
51,046	Lineal feet of sanitary and storm sewer televised
3,044	Fire hydrants flushed to remove sediment from 246 miles of water main
48	Sanitary sewer replacement inspections
15,867	Lineal feet of storm sewer flushed
26	B-Box inspections repairs/replacements
300	Pressure washed and painted hydrants

Storm Sewers

The service work is supported by 3 full time maintenance personnel and includes the maintenance of 226 miles of storm sewer pipe ranging between 4" and 54" including pipes for area infrastructure systems, 4,081 catch-basins, 947 flared end outlets, 6,048 street inlets and 3,382 run-off manholes. Work responsibilities also included removal of beavers and the flow obstructions created by beavers in Village creeks. A portion of staff time is allocated to monitoring the flow of 72 miles of private sewer system that ultimately discharges into the public system.

Highlights of Services Provided in 2014	
40	Storm sewer structures rebuilt
15,867	Feet of storm sewer main line pipe cleaned and flushed

Fleet Services Division

The Fleet Services Division consists of a Supervisor and 4 full time mechanics and a portion of the departments Management Assistant's time, is responsible for the maintenance and repair of over 225 titled vehicles. The Automotive Service Excellence (ASE) group has awarded Fleet Services with the ASE Blue Seal of Excellence for the 15th consecutive year. The award recognizes the skill and expertise level of the mechanics through a certification and re-certification process. The ongoing effort to reduce parts inventory has resulted in a 5% decrease.

Highlights of Services Provided in 2014	
5	Total number of vehicles 5 sold through auction
1	Total number of vehicles purchased and placed into service
6,082	Total number of vehicle maintenance/repairs performed



Public Works Department

Continued...

Forestry

The Forestry & Grounds crew consists of the Village Forester, and 11 fulltime personnel. In 2014, two additional temporary Maintenance I positions were filled as well as a temporary Maintenance II Crew Leader position to help with addressing the EAB removal of infested trees. Additionally, the crew provides for the care and maintenance of 17,500+ parkway trees as well as 145+ acres of turf sites consisting of rights-of-way, detention/retention areas, park type sites and village owned building locations. Certified Arborist statuses are maintained by the Village Forester as well as 5 additional crew members. In 2014, the Village was awarded its 23rd consecutive Tree City USA recognition by the Illinois Department of Natural Resources and the National Arbor Day Foundation.

Ongoing programs for 2014 included the EAB Infested Tree Removal Programs, Contractor Tree Trimming Program, Annual Spring and Fall Branch Pickup Program, Holiday Tree Chipping Program, Annual Arbor Day Celebration and the Annual Tree Planting Programs. Since the confirmation of Emerald Ash Borer in 2010, the removal of EAB infested parkway trees continued to be a very high priority in 2014 utilizing in-house crew efforts as well as contractor assisted removals. In 2014, 3046 parkway trees were removed, 618 in-house and 2428 via contractor services. A total of 1580 trees were replanted.

A major component of the Department's response plan to EAB is public education utilizing informational brochures, articles in local papers, cable television, and articles in the Citizen newsletter. Residents are encouraged to inspect trees on their property and report parkway tree concerns to Public Works. 2014 resident requests for service related to EAB questions and concerns exceeded 2300 for the year. Close communication continues to be maintained with neighboring communities, the Illinois Department of Agriculture and the State Forester's office.

Highlights of Services Provided in 2014

6,082	Residential pickups from the annual Branch Pick-up Programs and special storm damage pick-up; 2,975 cubic yards of woodchips were generated; 244 holiday trees were also chipped
2,348	Requests received for parkway tree maintenance, inspection, storm damage, and fertilization
1581	New and/or replacement parkway trees planted
3,226	Parkway trees required for removal due to storm damage, decline or disease. Of this total, 3046 trees were removed as a result of EAB infestation
2,000	Parkway trees trimmed in conjunction with the Contractor Tree Trimming Program. In-house trimming efforts resulted in the trimming of an additional 684 parkway trees
3,120	Total acreage of turf mowed during the 2014 season





Community Information

Demographic and Community Data

Founded: 1959

Population: 51,895
(2010 U.S. Census)

Land Area: 22.1 square miles

Households: 18,132
(2010 U.S. Census)

Persons per Household: 2.84
(2010 U.S. Census)

Median Age: 37
(2010 U.S. Census)

Per Capita Income:
(2010 U.S. Census)

Median Household Income: \$76,381
(U.S. Census Bureau 2006-2008 Survey)

Median Housing Value: \$316,400
(U.S. Census Bureau 2006-2008 Survey)

Lodging: 8 hotels; 1,200 rooms

Restaurants: More than 90 restaurants in the Village featuring varied cuisine.

Transportation:

Roadways

- Interstate 90 (Jane Addams Memorial Tollway)
- Six state highways with regional significance
- 11 county highways with regional significance

Commuter Rail

- Nearby Springinsguth Road Metra Rail Station (Schaumburg)
- Nearby Northwest Highway Metra Rail Station (Palatine)

Chicagoland Airports

- O'Hare International Airport
- Midway International Airport
- Schaumburg Regional Airport
- DuPage Airport
- Chicago Executive Airport

Top Area Employers:

- Sears Holdings Corp.
- AT&T
- St. Alexius Medical Center
- GE Capital Services
- Career Education Corp.
- Automatic Data Processing
- Siemens Medical Systems
- Leopardo
- Liberty Mutual
- Claire's Accessories
- Bosch Rexroth
- Americare College of Nursing
- JCL Bioassay
- DMG Mori Seiki
- FANUC America

Education:

- 11 elementary schools
- One junior high school
- Two high schools
- One special education school
- Northern Illinois University satellite campus
- Nearby William Rainey Harper College





Village Clerk's Office

Village Clerk Bev Romanoff

Introduction

The Village Clerk acts as custodian of the Village seal and official keeper of the permanent records for the Village of Hoffman Estates. The responsibilities of the Village Clerk are numerous and are defined by the state and local statutes. These include record keeping; indexing; transcribing Village Board minutes; acting as deputy voter registrar for the Cook County Clerk; recording all plats, liens, property exemptions, tax levies, and the annual budget and various other documents with the Counties of Cook and Kane; publishing bid notices and assisting over bid openings; publication and indexing all ordinances passed by the Village Board; licensing all businesses, including contractors and home occupations; providing new residents with Welcome Packets; and receives and complies with all Freedom of Information requests, receives copies of appropriate Statements of Economic Interest and Open Meetings Act training certificates.

Village Clerk's Office Highlights

In 2014 the Village Clerk's office registered 15 new voters.

As a designated agent by the U.S. Department of State for passport services for the Village of Hoffman Estates, the Clerk's office processed 660 passport applications in 2014.

As keeper of the records, the Village Clerk was responsible for 34 resolutions, 54 ordinances, the filing of more than 16 documents with the Cook or Kane County Clerk's office and a total of 46 sets of minutes, 24 from regular Board meetings and 3 from Special Village Board meetings, 10 from Executive Sessions, 5 from liquor hearings and 4 from public hearings.

The Village Clerk issued approximately 3,025 licenses consisting of business, general contractors, home based, general premises, raffle, liquor, solicitor and rental housing, including 77 existing but previously unlicensed businesses. The Clerk's office also licensed seven new video gaming establishments. The Clerk's office also assisted in the issuing of 2,214 pet licenses. The Clerk's office mailed 650 Welcome Packets to new residents in 2014.

The Clerk's office is also responsible for providing updates on the monthly meeting calendar and appropriately posting all meeting notices and agenda. Finally, the Village Clerk's office was responsible for publishing 13 bid notices or public projects in 2014 and attending each opening.

The Clerk's office assists other departments as needed.

The Village Clerk attended an EMA Training, many new business ribbon cuttings/grand openings, Food & Beverage hearings, 11 DARE graduations, multiple block parties and Village and Chamber events. The Village Clerk is also chairperson to the Hoffman Estates Celebrations Commissions and coordinates all of their events including a project that is held each spring that is a joint event between the Sister Cities Commission and the Schaumburg Township District Library.



Village Contact Information



Elected Officials

William D. McLeod, Village President
847-781-2604
bill.mcleod@hoffmanestates.org

Michael Gaeta, Trustee
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Anna Newell, Trustee
847-781-2684
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Gary G. Stanton, Trustee
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Karen V. Mills, Trustee

847-781-2685
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Gayle Vandenberg, Trustee
847-781-2682
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Gary J. Pilafas, Trustee
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Bev Romanoff, Village Clerk
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Village Management Team

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Ted Bos
Police Chief
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Joseph Nebel
Director of Public Works
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Addendum

Village Board and Standing Committee Meetings

Village Board meetings are held on the first and third Monday of each month at 7 p.m. in the Village Hall Council Chambers, unless otherwise noted.

The General Administration and Personnel; Planning, Building and Zoning; and Transportation and Road Improvement Committees meet on the second Monday of each month at 7:00 p.m. in the Village Hall Council Chambers, unless otherwise noted.

The Finance; Public Health and Safety; and Public Works and Utilities Committees meet on the fourth Monday of each month at 7:00 p.m. in the Village Hall Council Chambers, unless otherwise noted.

The Village began airing Board and Committee meetings in 2010. Meetings are shown live, and then replayed throughout the week on the HETV Comcast Channel 6.

The Village of Hoffman Estates complies with the Americans with Disabilities Act (ADA). For accessibility assistance, call 847-882-9100. All telephones are V/TTY. The switchboard is open weekdays from 8:30 a.m. until 5:00 p.m.

Municipal Facilities

Village Hall

1900 Hassell Road
Hoffman Estates, IL 60169
Phone: 847-882-9100

Police Department

411 W. Higgins Road
Hoffman Estates, IL 60169
Emergency: 9-1-1
Non-Emergency: 847-781-2800

Susan H. Kenley-Rupnow Public Works Center

2305 Pembroke Ave.
Hoffman Estates, IL 60169
Phone: 847-490-6800

Fire Department Administration

1900 Hassell Road
Hoffman Estates, IL 60169
Emergency: 9-1-1

Fire Station 21 — Carl W. Selke Station

225 Flagstaff Lane
Hoffman Estates, IL 60169
Emergency: 9-1-1

Fire Station 22 — Michael J. O'Malley Station

1700 Moon Lake Blvd.

Fire Station 23 — Richard G. Cordova Station

1300 Westbury Drive
Hoffman Estates, IL 60192
Emergency: 9-1-1

Fire Station 24 — Jerome Danowski Station

5775 Beacon Pointe Drive
Hoffman Estates, IL 60192
Emergency: 9-1-1





**VILLAGE OF HOFFMAN ESTATES
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