

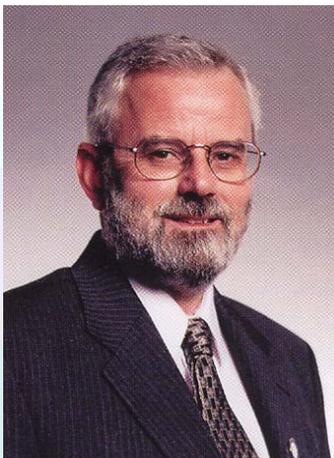
Village of Hoffman Estates 2010 Annual Report



Growing to Greatness!



Village of Hoffman Estates Elected Officials



WILLIAM D. MCLEOD
VILLAGE PRESIDENT



KAREN V. MILLS
TRUSTEE



RAYMOND M. KINCAID
TRUSTEE



JACQUELYN GREEN
TRUSTEE



ANNA NEWELL
TRUSTEE



GARY J. PILAFAS
TRUSTEE
DEPUTY VILLAGE PRESIDENT



GARY G. STANTON
TRUSTEE

*APPOINTED DECEMBER 2010



BEV ROMANOFF
VILLAGE CLERK

**NOTE: TRUSTEE
CARY J. COLLINS
RESIGNED
DECEMBER 2010*



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Village Manager's Message

Honorable Village President and Board of Trustees

Village of Hoffman Estates, Illinois

Ladies and Gentlemen:

In 2010, the Village of Hoffman Estates continued to be affected by the economic recession that has persisted since 2008. The Village has been vigilant in the use of limited resources, and innovative with methods of service delivery. This dedication and innovation has allowed the Village to persevere through these formidable economic challenges, and maintain a high level of service to residents and businesses.

Hoffman Estates has actively pursued numerous grants, and has been fortunate to receive funds to help achieve Village goals and objectives. These grants are dedicated towards street construction projects, infrastructure improvements, energy efficient updates, emergency operations technology, emergency medical equipment and more. The Village will continue to apply for grants on a federal, state and regional level, while also completing existing grant-funded projects and attending free training opportunities that will enhance success in receiving future grant funds.

Although the economy still falters, the Village has worked to retain and promote existing businesses, as well as stimulate opportunities for growth. Signs of growth and development include:

Office/Light Industrial: NSK America Corporation, a leading manufacturer of high-speed precision rotary tools, broke ground in the new Huntington 90 business park on Oct. 6. In 2010, Hoffman Estates also welcomed the companies BIG Kaiser, JCL Bioassay and Americare College of Nursing to the Village. These companies have brought 256 high-quality jobs to the community.

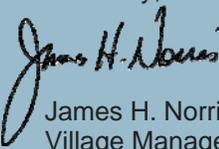
Manufacturing Career Awareness Programs: To foster the growth of existing companies, the Village has partnered with several area precision toolmakers along the I-90 "Golden Corridor" to promote and teach about potential careers in robotics and manufacturing. The Village recognizes the importance of helping these companies prepare for the 21st century workforce.

Sears Centre Arena and the Entertainment District: In 2010, operation of the Sears Centre Arena transitioned to the Village. The Village contracted with Global Spectrum to operate the Sears Centre Arena on a daily basis and book events. By all accounts, 2010 was a success, as the Sears Centre Arena hosted acclaimed events, achieved the highest amount of event income to date and exceeded budget projections. To promote the surrounding area and Poplar Creek Crossing as a destination for shopping, dining and entertainment, the brand "Popular Creek at 59/90" was adopted. Signs with the brand were installed to help direct visitors to destinations, such as the Arena, Cabela's and the Marriott hotel.

Green Accomplishments: The Village made great strides towards the goal of "Growing to Greenness." In addition to the green Fire Station 24 building, which was completed in 2009, the new green Police Department facility was completed in July 2010. These green-friendly municipal buildings and other infrastructure improvements have reduced energy consumption and harm to our environment. The Village has also initiated many green programs for residents, ranging from residential energy assessments to a multitude of recycling events and programs for non-conventional items such as latex paint, medical waste, electronics and batteries.

On behalf of the Village President and Board of Trustees, Management Team and staff of the Village of Hoffman Estates, I am proud to present the 2010 Annual Report.

Sincerely,



James H. Norris
Village Manager



Village Highlights: Success with Grants

In 2010, the Village applied for numerous grants, and was successful in securing funds to achieve various goals and objectives. These funds are for projects that will occur from now through 2013. Highlights include:

- **Federal Surface Transportation Funds – est. \$4,820,000**
 - Hassell Road reconstruction (est. \$3,500,000 for design in FY2011, and construction in FY2012)
 - Palatine Road widening (est. \$1,320,000)
- **Illinois Department of Commerce and Economic Opportunity Grant – \$1,325,000**
 - Police Department building construction (\$1,175,000)
 - Emergency Operations Center (EOC) construction (\$150,000)
- **Energy Efficiency and Conservation Block Grant – \$515,100**
 - Facilities (\$347,435)
 - Energy Assessment Program (\$83,075)
 - Code improvements (\$25,857)
 - Administration of all projects (\$58,733)
- **Assistance to Firefighters Grant – \$312,000**
 - Thirteen advanced life support (ALS) cardiac defibrillator and monitors
- **Congestion Mitigation Air Quality Grant – est. \$1,624,000**
 - Illinois Route 59 and Shoe Factory Road turn lane improvements (est. \$1,024,000)
 - Higgins Road Bicycle and Pedestrian Path Project (est. \$600,000)
 - Diesel retrofits for vehicles (\$221,400)
- **Local Energy Assurance Planning Grant – \$98,566**
 - Consultant for facility audit and emergency energy assurance plan creation
- **Regional Transit Authority Transit Service Planning Grant – \$80,000**
 - Study to identify and create operating plans for flexible route bus transit service in the Village
- **EOC Technology Grant – \$70,000**
 - Audio/visual conferencing equipment for emergency operations
- **Public Health Institute of Metropolitan Chicago Communities Putting Prevention to Work Grant – \$48,000**
 - Bicycle route signage and policy review
- **Emerald Ash Borer Grant for Urban Restoration – \$29,926**
 - Preventative forestry: removing public ash trees and replanting with other species of trees



2010 Development Highlights

Director of Development Services Mark Koplin

Introduction

In 2010, the Department of Development Services again focused on doing more with less due to additional staff reductions. The Department not only maintains ongoing projects, such as street repairs, transportation programs, development and planning activity, business recruitment and retention, and code enforcement, but it is expanding programs and projects such as:

- Transportation grants (bike path, road improvements, safety, public transit study)
- Community Development Block Grant (program administration)
- Energy Efficiency and Conservation Block Grant
- LEAP Grant involvement (Green Business Program)

Development Services strives to accommodate new growth in the community by having Economic Development staff work with developers and business owners to recruit and retain businesses with new construction and upgrading existing properties. The Planning Division assists with site development, as does Transportation and Engineering to ensure easy access and parking to businesses and residences, along with other issues, such as drainage, infrastructure and detention. The Code Enforcement Division ensures construction is safe and built according to Village codes. The goal is to accomplish this assistance as efficiently and as customer-friendly as possible.

While the national economy struggles, the Village of Hoffman Estates continues to prove itself as a desirable location for corporate business headquarters.

Office/Light Industrial

New building construction activity continued due to an influx of top Japanese corporations. On Oct. 6, a groundbreaking introduced the new American headquarters of NSK America Corporation, a leading manufacturer of high-speed precision rotary tools, in the Huntington 90 business park. NSK America construction had barely begun when the Village learned that London-based Tate & Lyle PLC, makers of Splenda sweetener, will occupy a 110,000-square-foot three-story building in the Prairie Stone Business Park, just north of the Sears Centre Arena. This will be the global headquarters of Tate & Lyle's Innovation and Commercial Development Group, as well as the regional headquarters for the Specialty Food Ingredients business in North America.

Tate & Lyle's arrival in the fall of 2011 will bring 160 high-quality jobs to the community, and will entail significant investment to upgrade the existing building. Through outreach and marketing efforts, Hoffman Estates is fortunate to have welcomed the following new companies in the past few years (see table below), a period when the overall economy has been down.

Retail

Although economic indicators reveal that retail sales are improving, the overall economy still has a long way to go to attain pre-recession levels. Some positive signs of recovery are evident in Hoffman Estates. At the Poplar Creek Crossing shopping center at Illinois Route 59 and Higgins Road, for example, Cost Plus World Market reopened their store in 2010. Other retailers have found a way to continue during challenging economic



conditions. The "Poplar Creek at 59/90" Entertainment District also saw a lease for a pizza store and two pending lease/sale contracts for drive-thru buildings in the Prairie Stone Crossing shopping center. The hope is for a completed contract in the first or second quarter of 2011.

Crossroads Commons shopping center underwent a major facade renovation in 2010. Aside from the new look, India House and Bombay Chopsticks restaurants opened their doors for business. Early reviews of the new appearance and restaurants have been very positive. In 2010, a new Sherwin Williams paint store opened next to Comp USA to complete that shopping center.

While some shopping centers undergo upgrades and obtain new tenants, others remain in transition. Hoffman Village was sold, and the new owner, like Crossroads Commons, plans to update the facade to attract new tenants, as does the smaller Strawberry Hill Plaza.

During 2010 a number of national and independent companies (especially restaurants) opened in Hoffman Estates, including PNC Bank, Sherwin Williams, State Farm, and Edward Jones.

YEAR	COMPANY	SQUARE FT	EMPLOYEES
2009	DMG Mori Seiki	100,000	100
2010	BIG Kaiser	32,000	34
2010	JCL Bioassay	30,000	111
2010	Americare College of Nursing	24,000	111
2011	NSK America	25,500	22
2011	Tate & Lyle	110,000	160



2010 Development Highlights

Continued ...

Aside from those previously mentioned, plenty of new restaurants, featuring a variety of international cuisine, opened in Hoffman Estates in 2010, including:

- Falafil Hut in Hoffman Center
- Rookies All American Pub & Grill in Poplar Creek Crossing
- iChef in Forest View
- Thumka Indian Bar & Grill in Barrington Square
- Metropolis Bar & Grill in the old Max & Erma's location at Barrington and Higgins roads

Roselle Road Business District

Hoffman Plaza shopping center could present an opportunity for upgrades and development to potential new owners. It recently received an overhaul of its existing building façade, and Outlots in the northwest corner of the shopping center at Golf and Roselle roads are undergoing major renovations, including a new facade and building expansion to accommodate a planned Chipotle restaurant and a Sprint store, among others. The renovated Jewel grocery store continues to be a solid anchor for the center. The former Shell station outlot received some interest from potential buyers, also.

Golf Center shopping center is experiencing the effects of the economy with a number of vacancies. However, these vacancies provide a chance for new tenants as well as development to change the mix of services available. A new Royal Seafood buffet is planned in the former Harlem Furniture building, and is completing a major remodel of the interior. Once open, the restaurant will help bring new visitors to the center, and generate new revenue. Efforts continue to market the vacant storefronts in the center to interested businesses.

Staff has worked with a developer who purchased the Myoda building on Roselle Road with a due diligence period. Coordination is ongoing with Myoda, Firestone, Robin Realty and the Cook County Highway Department to enter into signed easement agreements to allow installation of a future traffic

signal on Roselle Road at the entrances to Golf Center and Hoffman Plaza. The signal would help to connect the entrances of the two shopping centers, as well as address traffic safety issues. The Cook County Highway Department approved a new traffic signal with certain qualifying conditions that will need to be addressed in 2011.

Economic Development Highlights

Beyond new construction, the Village recognizes the importance of fostering the growth of existing companies. Hoffman Estates aggressively partnered with several area precision toolmakers along the Golden Corridor (I-90 from O'Hare to Elgin) to help educate potential employees on the career opportunities available in the modern manufacturing industries. On Sept. 16, the Golden Corridor Manufacturing Group (with Hoffman Estates taking the lead), sent 60 students to the International Manufacturing and Technology Show at McCormick Place. On Nov. 18, FANUC Robotics America Corporation of Hoffman Estates sponsored a Manufacturing Open House to expose students and parents to potential careers in robotics. The Village is planning other manufacturing career awareness programs in early 2011. These efforts focus on the monumental changes that have occurred in the manufacturing and tool-making industries. Today's industrial jobs require computer and technical skills. Hoffman Estates attempts to assist these global companies in preparing the 21st century workforce.

Staff and elected officials attended the annual International Council of Shopping Centers tradeshow. Multiple appointments with developers, brokers and retailers continue leading to ongoing possibilities for new retail development in the Village. Staff regularly networks with office, industrial and retail brokers through numerous events, associations and their tradeshows.

Just south of the Poplar Creek Crossing shopping center, Economic

Development and Planning staff spent a number of months with McShane Companies developing a striking gateway sign at Illinois Route 59 and Hoffman Boulevard. The large red and black disk signs identify the gateway to the "Poplar Creek at 59/90" Entertainment District. The signs include directional signage to destinations such



as the Sears Centre Arena, Cabela's and the Marriott hotel.

Ownership at Poplar Creek Crossing also adopted the idea of branding the surrounding area as a destination for shopping, dining and entertainment in 2010. Consequently, they installed light pole banners depicting the "59/90" logo and name: "Poplar Creek at 59/90 — The Entertainment Crossroads." Other tenants, such as Sports Clips, Rookies and the Sears Centre Arena signed Trademark Use Agreements for "59/90," while Buffalo Wild Wings, Massage Envy, Caribou Coffee and the Game Stop continue to explore advertising and promotional possibilities. Due to policy restrictions, national chains and franchises sometimes find it difficult to participate, thought not impossible, and staff will continue to work through issues with them.

Tourism Highlights

Tartan Day Parade

The Tartan Day Parade moved west to the Entertainment District, kicking off at the Bosch Rexroth campus, and



Planning Division and Code Enforcement Division

Director of Planning Peter Gugliotta;
Director of Code Enforcement Don Plass

concluding at the Sears Centre Arena. Inside the Sears Centre Arena, the Cultural Awareness Commission arranged an afternoon of dance from around the world on a stage in the concourse. The concession areas served an ethnic mix of food items. Corporate sponsorships were sought to underwrite dramatic parade balloons that were guided by Hoffman Estates Boy Scouts troops and community members.

Fitness for America Sports Festival

The Fitness for America Sports Festival was held again on the AT&T campus, and received signature sponsorship from the Alexian Brothers Health System as part of their push for a proactive lifestyle to prevent illness. Working with All Community Events, the festival is now the second largest inline skating marathon in the country. Despite heavy rains, the festival drew Olympians and athletes from several international countries and 35 states.

Hotel Leadership Meetings

Quarterly meetings are held with the eight hotels in Hoffman Estates to ensure the Tourism Office is meeting their needs and working toward common goals. A great deal of time was spent in the field in 2010 working closely with hotel sales teams to effectively capture room nights that are generated by top/targeted accounts within the Village and at Sears Centre Arena events.

Planning Division Highlights

Beyond significant efforts working on the development projects highlighted above, the Planning Division has reviewed and processed a number of other project approvals that are expected to start construction in the near future, including a retail/gas station development at Barrington and Hassell roads, Muller's Woodfield Acura expansion and two major additions to religious buildings. Significant time has been spent working with the St. Alexius Medical Center on the approval process of plans for two new parking decks and a major hospital expansion. The first phases of this

project began in 2010, and additional plan approvals and construction are expected in 2011. Many other property owners have discussed possible development proposals with the Village, and it is expected that activity will continue to increase next year.

The Planning Division processed a number of zoning cases in 2010, including text amendments, master sign plans, variations and special uses. As an extension of the zoning process, the Division currently manages the entire cellular communication antenna review process, including lease negotiations, plan review, zoning approvals and coordination through the permitting, installation and inspection process. This includes new installations and site upgrades on both private and public property. Activity in this sector has increased significantly during the past year.

The Planning Division has continued to provide staff support for various functions of the entire Department. A significant amount of work has been invested in economic development and Village promotional efforts. Staff produced most of the Village graphics for the 59/90 electronic Tollway sign managed by Cabela's, and created many of the posters, maps, brochures and other materials used for the Village's booth and meetings at the International Council of Shopping Centers tradeshow. Staff authored several articles for the Citizen newsletter, and produced press releases and other publicity pieces. The Planning Division provided support through participation in several meetings with prospective businesses and developers as part of ongoing economic development efforts.

Staff provided significant assistance in the development of the Village's first Bicycle and Pedestrian Plan, is assisting with the Canadian National (CN) Railway project and has produced a number of exhibits and presentation materials for street reconstruction projects.

Community Development Block Grant (CDBG)

The Planning Division continued administrative responsibilities for the CDBG program. During 2010, administration efforts included western street reconstruction, managing North West Housing Partnership (NWHP) Home Rehabilitation Program, completion of all required reports and forms, and all other program administrative duties. Staff also began the substantial process of developing the 2011-2015 Consolidated Plan, which will need to be adopted in 2011 according to U.S. Department of Housing and Urban Development (HUD) requirements.

Census

Throughout much of 2010, staff worked to promote participation in the 2010 U.S. Census. Efforts involved disseminating information through the Complete Count Committee, regular updates to the Village Web site, placing posters throughout the community and a variety of other methods. The Village ended up with an 81 percent participation rate, which exceeded the state and national averages.

Green Initiatives and Sustainability Programs

Projects funded by the Energy Efficiency and Conservation Block Grant (EECBG) significantly guided efforts made towards increasing green initiatives.





Planning Division and Code Enforcement Division

Continued ...

In 2010, several lighting efficiency projects were completed at the Village Hall, and a reduced-cost Energy Assessment Program was launched for Village residents. Planning Division staff worked with other Departments to coordinate these projects. Time was also spent improving the recycling program at Village facilities. Staff continued liaison duties with the Green Initiatives Commission, and spearheaded the Commission's development of the Green Business Recognition Program, which will be released for business participation in 2011. Additional efforts were spent on the maintenance of the Growing to Greenness Web page, coordination of the rain barrel program, various programs in conjunction with Solid Waste Agency of Northern Cook County (SWANCC) and communication with residents regarding the Village's green programs and projects.

Web sites

The Planning Division is responsible for maintaining several sections of the Village Web site, and has continued to increase its involvement in various ways. The entire Economic Development Web site was restructured and improved. A significant amount of new information was added to make it easier for users to find available properties and buildings. The Division is currently responsible for regular monitoring and frequent updates to the Planning and Zoning, Economic Development, CDBG, Growing to Greenness, and Grants Web pages. Planning also completed a significant update to www.visithoffman.com, and continues to perform all maintenance of tourism events on this Web site, including regular updates to all restaurant openings and closings.

Code Enforcement Division Highlights

The Code Enforcement Division is responsible for enforcing the Village's Municipal Code, which includes building, property maintenance, zoning and environmental health codes. The mission statement for the Division

states: "To safeguard and protect the public health, safety and general welfare of the residents of Hoffman Estates through application of the adopted codes and ordinances in an efficient and effective manner, through the wise use and management of all available resources."

Staff reviews plans, issues permits, maintains a record of contractor registration and issues certificates of occupancy. Although new commercial construction slowed in 2010, permit applications throughout the year remained strong, and the Division continues to make customer service its top priority by serving not only the construction industry, but residents who have taken out permits for their numerous construction projects.



Division staff is dedicated to providing user-friendly, professional customer service for residents and companies to achieve their building objectives in compliance with all Village requirements. During 2010, the Division issued 3,737 building permits that required 5,399 field inspections with over \$508,000 collected in permit fees.

The two Code Enforcement officers responded to over 5,900 property maintenance complaints, with over 4,000 identified by staff and over 900 citations written, which required appearances before the Village's Administrative Adjudication hearing officer. These violations include items such as tall

weeds/grass, improper outside storage, garbage placed out early, or totes not brought back in from the curb. The officers also follow-up and investigate complaints of home occupations and overcrowding.

The annual Residential Inspection Program (RIP), conducted during the summer, divides the Village into three geographical sections with each section inspected on a rotational basis. On average, 3,300 single-family residences are inspected each year. During 2010, over 650 violation letters were sent out to residents after the RIP was completed. In 2010, residential inspections occurred from Golf Road north to the Tollway, as well as the western section of the Village. In 2011, residences north of the Tollway will be inspected.

The Multi-Family Inspection Program continued in 2010 with approximately 400 inspections of building exteriors during the summer, with interior common and mechanical areas inspected during the winter months. During 2010, a building inspector accompanied the Code Enforcement officer to conduct a thorough mechanical and structural inspection of the buildings.

The environmental health officer conducted over 400 inspections of Hoffman Estates food establishments, retail food stores, daycares and health facilities. The Fourth of July, Chamber of Commerce Fishing Derby and many other special outdoor events are inspected by the environmental health officer and the electrical inspector. All commercial pools (indoor and outdoor) are inspected by Code Enforcement on a regular basis.

The annual Building Safety Week, conducted in April, provided an opportunity for residents to meet with the inspectors and ask questions regarding home improvement projects. Village President McLeod announced the winners of the "Saving Energy" coloring contest prior to the meeting, and handed



Transportation and Engineering Division

Director of Transportation Michael Hankey;
Director of Engineering Gary Salavitch

out the prizes. Code Enforcement staff provided demonstrations on how they conduct Energy Assessments for residences, which included using infrared cameras and the blower door.

Five staff members were certified by the Building Performance Institute (BPI) to conduct Energy Assessment. Staff conducted 74 Energy Assessments of single-family homes beginning in August. The program has become very successful, saving residents up to 20 percent of their energy bill when they seal leaks in the building envelope. Inspections will continue in 2011 upon request by homeowners who call and schedule an inspection.

The Village's plumbing inspector received certification from the state of Illinois to test and certify the backflow devices required on all residential fire suppression systems and all homes with automatic lawn sprinklers. Coordinating with Public Works, Code Enforcement identified residences with such systems, submitted articles for the Citizen newsletter and informed residents by word of mouth of the Illinois requirement for yearly testing and recertification of backflow devices. The inspector tested and certified 87 devices, in addition to 39 Village backflow devices.

Transportation and Engineering Division Highlights

Road Improvement Projects

The completion of the 2010 street revitalization project on time and under budget stands out as a major highlight. Transportation and Engineering Division personnel coordinated all aspects of the reconstruction and resurfacing on various streets that included field survey, design plans and specifications, estimates and bidding, utility coordination, construction inspection, punch-lists, and project closeout.

Several important steps remain for the proposed full interchange at Barrington Road and the Tollway, but progress was made in 2010. The Illinois Department of

Transportation (IDOT) included funds for a share of the Barrington Road interchange in its six-year highway improvement program. Agreement on a Letter of Intent for IDOT funding and agency roles was reached with the state of Illinois and the Illinois Tollway. An economic assessment of a full interchange was completed by the Village at the request of the Tollway. A draft Request for Qualifications (RFQ) associated with the Phase I engineering work for the interchange was developed with input from IDOT and the Tollway. Once an intergovernmental agreement is signed with IDOT in 2011, the Village will be able to begin preliminary engineering work. When constructed, the project will complete a full interchange at Barrington Road by providing new ramps for movements to and from the west.

Plans for widening Shoe Factory and Beverly roads advanced into the final design plan phase with the Cook County Highway Department. Shoe Factory Road will be widened to four lanes from just east of Beverly Road to Essex Drive. Beverly Road will be widened to four lanes from its intersection with Shoe Factory Road to the I-90 entrance ramp. Plan approval is anticipated in 2011, with construction timing to be determined based on right-of-way needs.

Grant Programs

Staff continues to undertake more in-house engineering design work on federally funded projects. This enables the Village to better utilize staff resources, lowers project costs, gives direct involvement with the design process and provides potential for reimbursement of some staff costs. Such projects include the Higgins Road bicycle path, the Palatine Road widening project, the Bode/Salem reconstruction project and the Hassell Road reconstruction project. Division staff has performed in-house design and inspection for the annual street project for a number of years. This allows more money to be spent on improving Village streets versus hiring an outside engineering company to design and

inspect the Village project. Funding agreements will allow a portion of Village staff time to be reimbursed for some of these projects.

The Division is managing projects funded through Congestion Mitigation Air Quality (CMAQ) grants, a program that covers 80 percent of eligible expenses. These projects include a diesel emissions reduction project that will replace or modify various fleet vehicles to improve air quality (about \$225,000), which is expected to occur in 2011. In cooperation with IDOT and Cook County, right turn lanes at the Shoe Factory Road and Illinois Route 59 intersection (about \$1 million) are being designed by a consultant hired by the Village with construction expected in 2012/2013. The local match for this project is being paid by the state of Illinois and Cook County, so no Village funds are being used. The Division actively seeks out funding opportunities for the Village. Some CDBG funds were used for reconstruction of western streets during the 2010 street revitalization project.

Staff teamed with the Planning Division to submit an application for bicycle route signing as part of Cook County's Communities Putting Prevention to Work. The goal of the program, funded through federal stimulus money, is to create active, healthy lifestyle choices for residents. The program awards are expected to be announced in early 2011.

Bicycle and Pedestrian Projects

The Division oversaw approval of the Village's first Comprehensive Bicycle Plan. Through a series of public open house meetings, input was received on various physical and program elements of the plan. Staff incorporated comments from public and external expert bicycle groups. The Bicycle and Pedestrian Advisory Committee met to oversee the completion of the plan, and to support its goals. Education and advocacy work will continue in 2011, along with research to identify potential funding for bicycle and pedestrian projects.



Transportation and Engineering Division

Continued ...



The CN purchase of the EJ&E Railway was finalized in early 2009, and an agreement was reached with CN on certain projects they will complete in the Village. During 2010, Division staff met with CN and its consultants to discuss various projects that CN agreed to construct and fund. These projects include concept design of a sound wall adjacent to residential areas, which will be reviewed by the public before a final decision is made on installation. A pedestrian and bicycle path is planned to extend across the CN right-of-way to complete a missing link in the system. Staff appeared before the Illinois Commerce Commission with respect to the path and the proposed siding extension by CN. New pedestrian gates will be installed for this bicycle and pedestrian crossing. CN plans to extend the siding track through the Shoe Factory Road intersection to address delays caused by train activity to and from the siding. CN hired a contractor to install a new advance warning sign for westbound traffic on Shoe Factory Road in advance of the hillcrest. The sign is expected to be operational in 2011. CN also plans to install a median barrier on Shoe Factory Road at the crossing to help maintain its Quiet Zone status.

Public Transit

The Taxi Discount Program showed continued growth in 2010. It is intended to serve local trips as a supplement to other services provided by the townships and Pace. Transportation Division staff administers and monitors usage of the Taxi Discount Program (847-252-5800), and information has also been posted to the Village Web site.

Metra's STAR (Suburban Transit Access Route) Line project, a 55-mile proposal for new rail service, would connect Hoffman Estates to O'Hare Airport to the east along the Tollway, and from Prairie Stone to Joliet to the south along the CN right-of-way. It will provide a means to commute from suburb to suburb, and to reach O'Hare. Station areas are being studied in the vicinity of Barrington Road and in the Prairie Stone Business Park, as described in the Village's Comprehensive Plan. Planning efforts are moving toward completion of the Alternatives Analysis phase.

Pace Route 554 continued in 2010, with funding approved by the Village Board, as well as financial shares from Elgin, Streamwood, Hanover Park and Schaumburg. The route through Streamwood was modified to provide a transit connection to the Hanover Park Metra station. Route 554 is the only arterial street bus line that travels through Hoffman Estates. Route 554 showed consistent ridership growth in 2010. After nine years of operation, the Hot Line (Pace Route 557) is expected to end in 2011 due to difficulties among business partners to help fund its operation. The Village initiated this innovative shuttle service in 2001, using federal CMAQ funds. Over the life of service, about 119,000 rides were provided between the Barrington Metra station and participating local employers. The Hot Line was recognized with an award by the Partners for Clean Air in 2003. While it is disappointing to see the service end, it does demonstrate that shuttles over extended distances from a train station will attract a steady base of riders.

Division staff prepared and submitted an application for the Regional Transportation Authority's Community Planning Grant program in 2010. This proposal for a study of a flexible route transit service evaluation was approved by the Regional Transportation Authority (RTA), and will begin in 2011. The grant will pay 80 percent of the study's estimated cost of \$80,000. The findings are the basis for determining how to implement such a service, as well as being the foundation for operational funding requests.

Basic Division Services

Engineering services included plan review and construction inspection of public and private construction projects, including residential subdivisions, commercial and office projects described previously under "2010 Development Highlights." Staff coordinated acceptance of public improvements with Beacon Pointe and Yorkshire Woods subdivisions.

Storm water management efforts consisted of a new analysis of lower cost solutions for the Jones/Highland flooding problem. These smaller alternatives may prove to be effective at reducing the flooding at this intersection at a lower cost. After reviewing proposals, an engineering company was hired to provide the hydraulic analysis and design services for the new culverts on Hassell Road in anticipation of the street's reconstruction. In addition, approximately 100 residents received advice on how to resolve backyard flooding and standing water problems on their lots. Many other inspections were done on smaller projects, such as existing site improvements, room additions and backyard garages.

The Division continues to support requests from residents, management and the Village Board for investigations of issues related to drainage, floodplain, construction inspections, traffic volume, speed and parking.



Fire Department

Fire Chief Robert Gorvett

Introduction

The Fire Department's current staffing is 100 sworn personnel, including one Fire Chief, one Deputy Fire Chief, one Assistant Fire Chief, three Battalion Chiefs, four Captains, 11 Lieutenants and 79 Firefighters.

During 2010, the Department reduced the number of personnel in the Fire Administration office. Deputy Chief John Mayer retired on Dec. 31 after 24 years of service, and Administrative Assistant Bonnie Busse retired after 25 years of service with the Village in November. The Fire Prevention Bureau was reduced by two positions as a result of a reduction in workforce due to the economic downturn.

Transitioning started to take place with the movement of all inspectional services of the Fire Prevention Bureau being moved to the control of the Code Enforcement Division of the Village. The official transition took place on Jan. 1, 2011. A Fire Inspector will remain with the Fire Department handling specialty inspections and fire investigations. A total of three members of Code Enforcement will conduct annual fire inspections along with their regular Code Enforcement duties.

Currently, there are 447 wireless transceivers installed in Village buildings for transmitting fire alarm signals to our dispatch center. This completes a three-year project to transition from a hard-wired to a wireless alarm system.

Firefighter/Paramedic Brian Duffy was on military leave with the Army in 2010, and was deployed to Afghanistan in a medical unit. His time was spent working in a forward medical triage hospital group gaining valuable medical experience.

Contract negotiations covering the promotional processes for the position of Captain and Lieutenant

were concluded in July with a new agreement between the International Association of Firefighters (IAFF) Local 2061 and the Village. This new portion of the contract will be included with the rest of the contract retroactive from Jan. 1, 2009, and run through Dec. 31, 2011. The Fire Department will be conducting promotional testing for these positions in 2011.

Emergency Response Activity

The overall number of emergency responses from the Fire Department was 5,813 compared to 5,272 calls in 2009, which represents a 10.3 percent increase. Included in this number were a total of 47 patients treated while on standby assignment at the Sears Centre Arena during events.

Fire Suppression Overview

The Department responded to 1,976 fire suppression calls, which accounted for 34 percent of the Department's emergency responses in 2010. This was an increase from 2009 where the Department responded to 1,670 calls.

Of these responses, there were 91 fire

incidents that resulted in financial losses, including 57 structure fires, 22 cooking fires and 26 vehicle fires. The total estimated loss from fires during 2010 was \$1,681,200. Total loss in 2009 was \$903,680 – an 85.6 percent increase in 2010.

Emergency Medical Services

The Department responded to 3,837 emergency medical calls, which accounted for 66 percent of the Department's emergency responses in 2010. The Department responded to 3,602 Emergency Medical Services (EMS) calls in 2009.



The 3,837 EMS calls were broken down into still district responses totaling the following for all four stations: Station #21 had 918 (23.9 percent); Station #22 had 2,078 (54.2 percent); Station #23 had 348 (9.1 percent); and Station #24 had 410 (10.7 percent). There were also 83 mutual aid responses totaling 2.1 percent of all EMS calls in 2010.

Motor Vehicle Crashes

Of the 3,837 emergency medical responses during 2010, 375 (9.8 percent) were related to vehicular crashes. Of the 3,602 EMS calls in 2009, 345 (9.6 percent) were related to vehicular crashes.

Training Division Highlights

Annual training covers the following categories for all Department members: Fire; EMS; Hazardous Materials; Specialty Rescue, including high angle, confined space, water rescue/recovery, trench and structural collapse operations; and other miscellaneous topics. Department personnel participated in a total of 30,220 hours of training during 2010. This is an average of 305 hours of training per Department member.



Fire Department

Continued ...

Training highlights in 2010 include:

Surface Ice Rescue

In 2010, all Department members participated in this training, which was conducted on ice in the pond behind Barrington Square shopping center. The training focused on a victim trapped under the ice, having fallen through. Members donned cold water rescue suits, and proceeded to crawl out to the victim, apply rescue equipment and remove the victim from the hazard.

Railcar Emergencies – Hazardous Materials

Presented by CN Railway, this training provided familiarization to the types of potential hazards and concerns that may be associated with a potential derailment or other incident related to the rail system. Case histories were discussed, and information was shared about the CN response.

Firefighter Mayday Case Study

This training focused on an incident in Virginia in which four Firefighters were trapped in a flashover while at a single-family structure fire. The entire incident was caught on video. It provided a firsthand review of what lead up to the incident. In addition, the training included a review of local policies and procedures related to trapped or missing Firefighters.

Propane Emergencies

This training focused on propane transportation incidents, and included live propane fire training. The training was conducted at night near the Public Works Garage. Funding for this training was through grant funding to the Illinois Fire Service Institute and provided by Illinois Propane Education and Research Council (IPERC).

Water Rescue

Conducted in cooperation with the South Barrington Park District and held at a South Barrington Park District facility, this training focused on removing injured swimmers from a pool, and simulating medical care of the patient.



Search Techniques

This training was conducted at Laser Quest, and focused on search techniques, victim location and removal, and utilization of thermal imaging cameras. The training was conducted in a “real-time” format, in which companies, after being briefed as to the scenario, responded and completed the evolution.

Trench Rescue Operations

This training focused on the first five minutes of an incident in which a victim is trapped in an open trench. The training was conducted at the Public Works garage. Public Works assisted by

providing an actual trench.

Lost Firefighter, Collapse/Trapped Firefighter, Forcible Entry

These separate drills were conducted at the vacant Police building at 1200 Gannon Drive. The scenarios included a simulated disorientated Firefighter who reported a Mayday, and then initiated self-rescue techniques to find a way out of a large open space with limited visibility; a simulated sudden collapse/explosion that trapped and/or injured a company of Firefighters and required additional companies to address multiple hazards at the very initial stages of the incident; and reinforced existing skills for forcibly opening different styles of doors.



Building Construction

This training provided a review of modern construction techniques, including truss systems, conventional lumber construction, etc., and the effects of fire on these systems.

Multiple Victims

This training was conducted at the Sears Centre Arena, and was a simulation of a multiple injury incident that required initial companies to triage up to 30



Fire Department

Continued ...

victims. Additionally, a review of the Northwest Community Hospital EMS Multiple Victim Procedure was included.

Live Fire

In 2010, through the use of existing budgeted funds, the Fire Department was able to reinstitute Live Fire Training at the Carol Stream Fire Training Facility. This type of training was previously completed on an annual basis, and provides first-hand exposure to fire situations. Although scaled down from previous years to include only a single shift, this is important training. Looking forward, the Fire Department should be able to continue this scaled down level of training (one shift per year) until such time as funding will allow a return to the previous schedule.

Fire Ground Simulations

Fire ground simulation training involves review of tactical and strategic decision making and situational evaluation. Company officers are placed in simulated fire situations and allowed to practice decision making, observation and communication and delegation skills. This was a continuation of an ongoing training program.

Fire Prevention Bureau Highlights

The Fire Prevention Bureau began to undergo a transition at the end of 2010 where most of the inspectional services will be conducted by the Code Enforcement Division. As of the end of 2010, the Fire Prevention Bureau is now comprised of only one member, Inspector Scot Neil. Most of the routine annual inspections will be completed by members of Code Enforcement by having three of their members split duties between code enforcement and fire inspections.

During 2010, fire inspectors completed 1,966 annual inspections and re-inspections. This represents a 1.9 percent decrease in total inspections over 2009, where 2,003 inspections were completed. Also, 225 plan reviews were completed. The Bureau issued a total of 141 permits



that generated \$50,879.85 in revenue. This is a 48.5 percent increase over the 2009 total of \$34,264.

Public Relations and Public Education Highlights

The members of the Public Education Division and the rest of the Fire 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.

Preschool Program

During 2010, public educators completed fire safety education programs of 13 classrooms within Hoffman Estates' 24 preschools, educating a total of 350 children in fire safety.

Elementary School Program

Public educators completed fire safety education programs in eight classrooms within 14 elementary schools in Hoffman Estates and Inverness, educating a total of 1,300 children in fire safety.

Business Program

Programs include fire extinguisher training, evacuation planning and general fire safety education. During 2010, public educators completed nine programs instructing over 1,600 employees and patrons.

Smoke Detector/Carbon Monoxide Program

During 2010, Firefighters distributed 35 smoke detectors to residents in Hoffman Estates. In many instances, Firefighters also installed these smoke detectors.

CPR/AED Program

During 2010, a total of 259 students, including residents, Village employees and members of the business community, received cardiopulmonary resuscitation (CPR)/automated external defibrillator (AED) or first aid training.

Senior Citizens Program

The Public Education Division completed three senior citizen fire and safety programs to over 150 of the Village's senior citizens.

General Programs

General programs consist of station tours, block parties, Fire Prevention Week and various other programs completed or attended by Department members. During 2010, the Department hosted 20 station tours, and visited 20 block parties. The Fire Department offered its 12th annual Citizen Fire Academy program, which was attended by 25 people.

Honor Guard

During 2010, the Hoffman Estates Fire Department Honor Guard performed at five different events in front of thousands of spectators. Additionally, the unit served at one wake.



Department of General Government

Village Manager James H. Norris;
Deputy Village Manager Daniel P. O'Malley

Introduction

Public Building Improvements

In 2010, the Village completed its final phases of the Public Building Improvement projects. The new "green" friendly Police Station finished construction early summer of 2010. In July, the Police Department relocated from 1200 Gannon to the new station at 411 W. Higgins. The Veteran's Memorial has also moved to this new location.

The new two-million-gallon water tower that began construction in August 2009 was substantially completed in December 2010.

Success with Grants

In 2010, the Village applied for numerous grants, and was successful in securing funds to achieve various goals and objectives. These funds are for projects that will occur from now through 2013. Grants include:

- Federal Surface Transportation Funds
- IL Department of Commerce and Economic Opportunity Grant
- Energy Efficiency and Conservation Block Grant
- Assistance to Firefighters Grant
- CMAQ Grant
- Local Energy Assurance Planning Grant
- Emergency Operations Center Grant

These grants are a valuable asset and the Village will continue to apply for grants on a federal, state and regional level.

Cable TV Division Highlights

The Village has been producing programs on the Government Access Channel (GAC) for over 20 years, with the past six years as Hoffman Estates TV (HETV). HETV produces programs about Hoffman Estates that air on the Village's cable channel, Comcast channel 6. There were 10 "Citizen" news magazine programs produced along with 24 special events programs in 2010. These programs included the Martin Luther King Jr. Day Celebration, the Sept. 11, 2001 Ceremony of Remembrance, the Fourth of July and Tartan Day parades, concerts, and the Tree-Lighting Ceremony. There are also several educational programs from outside agencies that air about health, ecology, education and military news. The HETV schedule is available on the Village Web site.

The Village began airing Board and Committee meetings in 2010. Meetings are shown live, and then replayed throughout the week. Thirty-three meetings were shown in 2010, with several more done as practice prior to airing.

In addition to the high school sports coverage that began in 2009, Hoffman Estates High School concerts were aired. HETV has covered 30 high school sporting events, including football, basketball, gymnastics and wrestling. These programs air Wednesday evening, Saturday afternoon and Sunday morning. The use of unpaid interns helps to make this coverage possible.

In addition to programs for broadcast, HETV recorded and made multiple DVDs of 17 system training sessions for maintenance personnel on the systems at the new Police Department and three at Fire Station 24.

The Cable TV Division worked to address 24 inquiries from residents about service from Comcast and AT&T. This is a decrease from 34 inquiries in 2009.

HETV replaced its malfunctioning AVID video editing systems with two Final Cut Pro systems in 2010. These systems have 8TB of shared storage that allows two editors to share audio and video files in the editing process, which increases efficiency.

The HETV video server was also replaced toward the end of 2010, as replacement parts for the old server were no longer available.

Corporation Counsel Highlights

The Village Board is advised on procedures and updates of the law by the Corporation Counsel. Commissions of the Village, such as the Fire and Police Commission, Zoning Board of Appeals and Plan Commission, are regularly updated with statutory and case law changes. Statutory and case law changes are interpreted for Department and Division directors on a regular basis.

Contracts and other legal documents are reviewed for the Village. The past year's highlights include incentive agreements for new private developments and renovations. Existing developments are monitored, and enforcement action have been taken to ensure compliance with development plans.

Employment issues and coordination of negligence cases with the Village's insurers have been the responsibility of the Corporation Counsel, and the litigation docket finished the year with 10 cases pending in the courts.

The Village prosecutor represents the Village in housing, misdemeanor and traffic cases before the Circuit Court. The Village prosecutor also represents the Village at the newly established Administrative Adjudication hearing system.

The Office of Corporation Counsel oversees the Administrative Adjudication Court that was created in 2008. Administrative Adjudication hearings allow residents to resolve citations issued for Municipal Code violations directly with the Village of Hoffman Estates, rather than the Circuit Court system. This process has proven to be more convenient for residents, as well as obtaining a larger percentage of compliance. Administrative Adjudication hearings are held at the Police station on Monday evenings.



Finance Department

Finance Director Michael DuCharme

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

Budget Award

The Village was presented a Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA) for its annual budget for the fiscal year beginning Jan. 1, 2010. 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 second year the Village has achieved this award. As part of this award, the Village received special capital recognition and special performance measures recognition for those sections of the document.

Adoption of the 2011 Budget

On Dec. 13, 2010, the Village Board formally approved a budget for fiscal year 2011 totaling \$107,866,662, which is 15.2 percent lower than the fiscal year 2010 budget. In the 2011 budget, the Village is experiencing 5.1 percent increase in General Fund revenues and a 4.6 percent increase in expenditures, resulting in General Fund budgeted expenditures exceeding revenues by \$874,870. This planned deficit will be funded with General Fund reserves.

Financial Reporting Award

The Village's comprehensive annual financial report for the year ending Dec. 31, 2009, was awarded a Certificate of Achievement for Excellence in Financial Reporting by the 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 27th consecutive year the Village has achieved this award.

2010 EDA Surplus Distribution

On Dec. 13, 2010, the Village Board approved the 2010 distribution of surplus in the amount of \$5,102,408.47 for the 2009 tax levy year. This represented a 2.4 percent decrease from the surplus declared last year. The breakdown of the surplus by taxing district is depicted below.

2010 EDA Surplus Distribution

** Subject to the Intergovernmental Agreement between U-46 and the Sears Centre Arena*

TAXING DISTRICT	AMOUNT
Community Unit School District 300	\$2,906,797.55
Barrington Area Library	\$112,605.89
Village of Hoffman Estates	\$649,955.33
Hoffman Estates Park District	\$302,287.78
Elgin Community College (ECC) District 509	\$259,103.81
Northwest Mosquito Abatement	\$5,855.45
Metropolitan Water Reclamation District of Greater Chicago (MWRDGC)	\$191,034.17
Barrington Twp. Gen Asst.	\$1,463.86
Barrington Township	\$14,638.63
Cook County Forest Preserve District	\$35,864.66
Cook County	\$288,381.07
Consolidated Elections	\$15,370.57
Illinois School District U-46	\$313,905.86
Poplar Creek Public Library District	\$5,143.84
Total	\$5,102,408.47



Department of Human Resources Management

Human Resources Management Director Patrick 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
- Loss control/prevention.

Department Highlights

2010 has been busy, as the Village implemented a Voluntary Separation Plan (VSP) as a cost-savings effort to several Village employee groups. The VSP resulted in 10 employees separating from service. Due to the significant numbers of employees separating from service, HRM performed intensive meetings/retirement orientations and retirement recognition events in order to ensure a smooth transition for those employees retiring from the Village.

Additionally, a total of 73 employee anniversaries were recognized by the Village.

In order to provide full disclosure regarding Village employee compensation and benefits, HRM assisted in the development of the compensation and benefit document located on the Village Web site. HRM performed a comprehensive compensation study comparing non-union employee's rates of pay with our comparable community market.

HRM, in partnership with the Police Department, facilitated several well-attended educational sessions on work place violence policy for Village Hall and Police administration employees. Further, in partnership with the Department of Health and Human Services, a diversity training program was conducted for all sworn Police officers.

The HRM Department worked on the transition of the new Sears Centre Arena as a Village-owned property by assisting with past employee health insurance coverage, and providing oversight in regards to the liability/ exposure as it related to the Arena's operations.

The Department renewed the Village's excess liability and workers compensation insurance and brokerage services after an extensive and comprehensive Request for Proposal (RFP) was performed by the Risk Manager.

Several new laws became effective in 2010; however, the most impactful was the new federal Health Care Reform Act, which has prompted the HRM Department to prepare for and initiate several changes to the Village's health insurance plan. Also, as a result of the

Act, the HRM Department applied for the Early Retirement Reimbursement Program (ERRP) and patiently awaits application approval.

HRM continues to comply with the new Family Medical Leave Act (FMLA), and processed 78 employees eligible for FMLA during the year.

A total of six fulltime, five part-time and 21 seasonal positions were filled in 2010, as well as 20 unpaid internships. HRM participated in 30 interviews and coordinated 10 recruitments. Further, 327 applications and resumes were received and processed in response to advertised vacancies or as unsolicited submissions.

On behalf of the Village organization, HRM, along with General Government, have received and processed grievances from the IAFF Local 2061, and an Unfair Labor Practice (ULP) from the Metropolitan Alliance of Police (MAP) Chapter 96 and Chapter 97. HRM continues to work toward harmonious labor relations through clear communications, and fair and equitable policy and contract administration.



Department of Health and Human Services

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

Introduction

Activity Highlights

- 823 vaccinations at children's clinics
- 314 vaccinations at baby clinics
- 2,376 preventative adult health screenings
- 118 Cholestech screenings
- 985 preschool vision and hearing screenings
- 87 residents utilized medical equipment through HHS's medical equipment lending program
- 1,682 hours of counseling sessions
- 267 participants in National League of Cities (NLC) Prescription Discount Card Program, 576 prescriptions filled and \$4,880.72 dollars saved
- 70 residents assisted with applying for financial assistance programs
- 22 youth per evening attending Vogeley Teen Center
- Five community outreach groups at three elementary schools that run for eight weeks each
- 10 diversity training classes conducted for Police Department
- 99 applications for two pre-doctoral internships positions for 2011-2012 training year



Healthy mind, healthy body, healthy community

The Department of Health and Human Services (HHS) concentrates its efforts on providing preventive physical health, mental health and social support services for the Hoffman Estates community. During 2010, HHS had 4,938 visits for physical health services, and 1,513 visits for counseling and other supportive services.

Nursing staff provided 1,137 vaccinations for infants and children. Additionally, 985 vision and hearing screenings were conducted at area preschools. For adults and senior citizens, the Department's nursing staff conducted 2,376 preventative health (blood pressure, pulse rate, hemoglobin, glucose) screenings and 118 Cholestech (total cholesterol, HDL, LDL, triglyceride) screenings. Additionally, 235 tuberculosis tests were given, and 185 vaccinations were provided. Further, 966 flu shots were provided during the flu season.

In collaboration with LifeSource blood centers, HHS hosts two employee blood drives annually. In 2010, 63 pints of blood were collected during the two drives, potentially saving the lives of 189 people.

Outreach, community support and psychological services are also provided by HHS. Counseling staff provided 1,483 hours of individual counseling, 112 hours of group counseling, and 87 hours of couples counseling. Also, staff assisted 70 residents with financial assistance through the Salvation Army and Nicor Sharing assistance programs.

HHS, in partnership with the Police Department, continues to provide prevention programming in area schools (John Muir, MacArthur, Lakeview) and at the Community Resource Center (CRC). Real-Girls Real-Talk, a group for fourth through sixth grade girls, focuses on increasing self-esteem and leadership in young girls. Topics discussed include body image, leadership, self-esteem and anti-bullying. Reaching for the Stars is a 10-week program held at the CRC that focuses on increasing self-esteem, leadership and cultural identity enhancement for young girls. Lion's Pride, a young male leadership group, focuses on social and emotional development and gang prevention, through healthy problem solving.



Additional prevention programming is provided at the Vogeley Teen Center. In partnership with the Hoffman Estates Park District, HHS provides structured and psycho-educational activities for community youth. Services are available three nights a week, and provide an opportunity for youth to socialize, learn and enhance their social and emotional development. The teen center has an average of 22 participants during operating hours.

The pharmaceutical and sharps collection program continues to be a success for the Village. More than 2,000 containers of open/expired medications and sharps were collected in 2010. The discount prescription card program offers great savings to Hoffman Estates residents. Users of the discount card have saved \$4,880.72 dollars.



Information Systems Department

Information Systems Director Gordon Eaken

Introduction

Network Infrastructure

The Information Systems (IS) Department completed two important network infrastructure upgrades during 2010.

The first was the installation of a DragonWave microwave link from the Aster Lane water tower to the new Police facility. This provides a redundant link to the Police Department in case of a fiber optic outage. The second was a microwave link from the Beverly Road water tower to the Sears Centre Arena. This ties the Arena into the Village network.

Also, existing Wi-Fi access points were upgraded and, where necessary, new ones installed to provide coverage in and around Village facilities for both employees and guests.

SunGard Public Sector Software

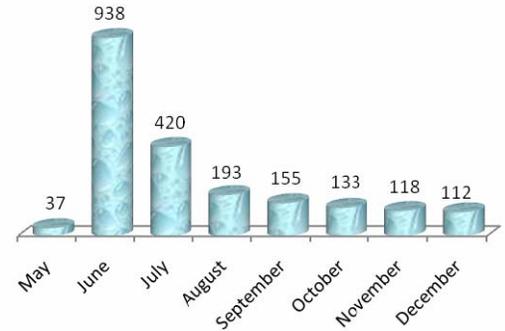
eGovPLUS

The constituent portal, eGovPLUS, was implemented at the end of May 2010. The switch to this application for the processing of online utility bill payments went very smoothly. This was due to the care that was taken to ensure that it was as user-friendly as possible. By utilizing this online application, residents are able to obtain information on account balances, consumption and account history, as well as making payments on their accounts, thus reducing the necessity of calling the Village for this information. As of the end of 2010, 2,106 new eGov users had registered to access their accounts.

There are approximately 1,110 utility bill payments made each month through eGov, thereby eliminating their payment into a cash register by a Village Hall employee.

To provide help for residents interested in using this new application, IS created common FAQs and requests for eGov help, using WebQA, the Citizen Support Center available from the Village Web site. Since its inception, there have been 158 requests for help, and over 1,000 hits on the eGov FAQs.

New eGov Users by Month



CommunityPLUS 8.4 Beta and Live Implementation

Simultaneously with the finalization of the eGovPLUS implementation project, IS beta-tested, trained and retested programming changes needed to prepare for the live implementation. All adjustments in the Cognos catalog and reports required for this upgrade were tested and implemented. The Village went live Aug. 31, 2010. By agreeing to be the beta site for this upgrade, IS was able to receive a \$6,100 credit to our annual SunGard maintenance fees. There was minimal impact on staff time in other departments resulting from this upgrade, since all the beta testing and resolution of issues was completed by IS staff, unlike the previous beta projects for SunGard, for which there was much involvement by non-IS staff.

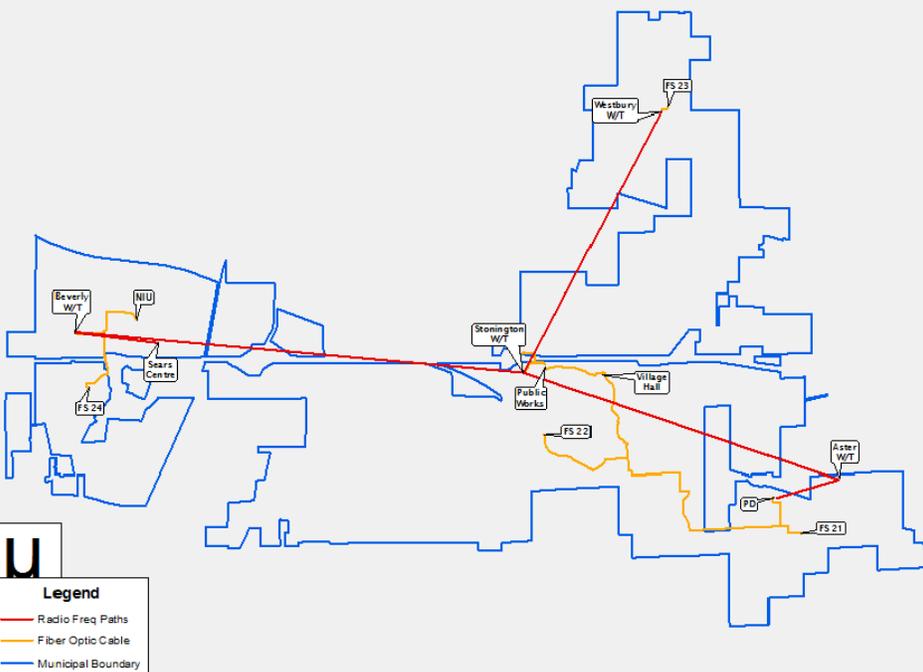
FinancePLUS 4.3 Upgrade

Testing and implementation was completed in July and August 2010, and the Village went live in this new version simultaneously with the CommunityPLUS 8.4 upgrade.

While completing testing and implementation at the same time presented a challenge, it was a success and the few problems that occurred were minor and handled in a timely manner.

Training

Staff members were provided with 172 training contact hours for SunGard applications during 2010. This included, but was not limited to, training for staff assigned to help with applications they wouldn't normally work in to help with backlogs in citations, permits and utility billing.



Legend

- Radio Freq Paths
- Fiber Optic Cable
- Municipal Boundary



Information Systems Department

Continued ...

IS also had training for eGov implementation, upgrades for CommunityPLUS 8.4 and FinancePLUS 4.3, alarm billing and payroll and finance year-end processing.

Geographic Information System (GIS)

GIS installed updated Freeance software to work with ArcGIS server software. Using Freeance, GIS created a new map of the Village on the intranet. This map is oriented to the Village Hall employees, and provides search capability by street number, street name and Property Index Number (PIN). Clicking on a search result will cause the map to zoom to that location. The map area displayed on the monitor can be printed along with brief notes. A new, similar map was created for Emergency Operations Center (EOC) use. This map has added features that will be useful for Emergency Management.

The fiber optic cable was pulled into the new Police facility in the spring of 2010, and all strands were terminated in the demarcation room. Twelve fiber strands from the original cable at the former Police facility were spliced into the new cable, and the fiber optic infrastructure was live to the new facility. After the former facility was vacated, the remaining 24 fiber strands of the original cable were spliced into the new cable, and the fiber optic infrastructure extension project was complete.

Seven large wall maps (approximately 6-1/2 feet by 9 feet) were created and laminated for display in the front desk area, EOC and other functional areas in the new Police facility. These maps will save time, and make it easier for the various groups to visualize and analyze events and situations.

The Department received new orthophotographs from Northwest Central Dispatch System from a flyover in the spring of 2010. These aerial images were loaded into the GIS raster database, and became available to the GIS users as well as for base images for all of the intranet maps. The next flyover

(and last for the current agreement) is expected to be completed sometime in 2013.

A new dataset was created to track the foreclosure notices that the Clerk's office receives each month. The data is available on three area maps of the Village, and shows the data for the most recent month in red, with all prior months' data in black. A bar chart showing the number of notices for each month was added to one chart. The maps will be updated monthly.

The ArcGIS mapping software has been updated to the latest version (ver. 10.0 with service pack 1). These updates were applied to the servers where the GIS database is installed, and also where the intranet maps are hosted. The GIS desktop computers in IS, Engineering and Transportation, and Public Works were also updated.

Anti-Virus Annual Report

In 2010, the Department handled 7.8 million e-mail messages. Of the e-mail hitting our network, 91 percent of the total was spam and viruses. Without our current security devices filtering out all this e-mail, our exchange server would be severely hampered, creating instability in our e-mail service to the Village of Hoffman Estates.

The Village's anti-spam, anti-virus and security policies have saved the IS Department time and money, and has made our computer network more secure and stable overall.

Printer Maintenance Program Costs Savings

The Village 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 DID. The recorded toner and ink purchases made by the Village in 2010 were used to perform a cost comparison with the prices available for similar products at Hewlett-Packard (HP). Purchasing the toner through DID under the Printer Sense program cost approximately \$1,210.63 less than it would have to purchase them through HP. Had the Village not participated in this program during 2010, the cost of parts and labor would have added approximately \$2,700 to the amount spent on toner from sources other than DID. When considering all of these factors, participating in the Printer Sense program saved the Village \$3,910.63 in 2010.

Year to Date Spam Filtering





Information Systems Department

Continued ...

Wireless Access

The IS Department deployed a Cisco Wireless Control System (Cisco WCS) in order to manage the 18 wireless access points currently deployed throughout Village facilities. Cisco WCS is a wireless network management tool that adds to the capabilities of the Web user interface and the command line interface, moving from an individual controller to a network of controllers. Cisco WCS includes the same configuration, performance monitoring, security, fault management and accounting options used at the controller level (access points), and adds a graphical view of multiple controllers and managed access points. The Cisco WCS base unit includes wireless client data access, rogue access point containment functions, and Cisco wireless local area network (WLAN) solution monitoring and control, which allows client and rogue access point location to the nearest access point.



The Department's coordination with AT&T in adding new telephone lines, installing a new Public Rate Interchange (PRI), adding a new T1 line and coordinating the move of all existing Direct in Dial (DiD) lines with the telephone vendor resulted in virtually no downtime during the actual move. In addition, our involvement with logistical issues and new equipment purchases resulted in the savings of over \$150,000,

or 84 percent of the total budgeted for network switching equipment.

Help Desk

The Help Desk fielded 2,002 calls for service this year, closing 1,997 of them. This is consistent with previous years. Enhancements continue to be made to the handling of e-mail, virus protection and Web surfing. There were no virus outbreaks recorded during the year, and a sharp reduction in spam e-mail was documented. The addition of the Barracuda Web filter adds to the level of protection by scanning for malicious Web sites, and restricting access to inappropriate material.

Network Availability

Server/network, application and services (e-mail, voicemail, telephone, etc.) up time was at 99.9 percent. With 6,832,800 minutes of potential server uptime, the Village lost approximately 3,000 minutes due to server failure (SQL breakdown) and biweekly server maintenance. This success can be attributed to an aggressive server replacement and maintenance policy implemented by the Department.

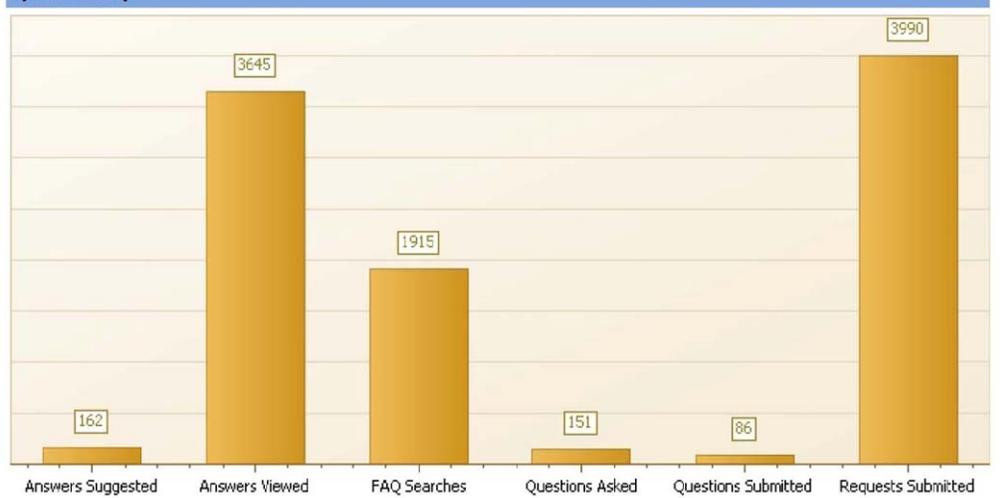
New Police Facility Cost Savings

IS played an integral part in the smooth transition from the old Police facility to its new location at 411 W. Higgins Road.

WebQA System Summary

Between Jan. 1, 2010, and Dec. 31, 2010, 6,278 visitors to our WebQA Action Center viewed 38,411 pages. Visitors reviewed 3,645 answers and submitted 86 questions and 3,990 service requests. According to Gartner, e-mail and phone inquiries cost an estimated \$4.50. Each request submitted online only costs \$.50. This results in a savings of \$4 for every question and request submitted online. Based on these statistics, the total savings for this period is \$32,706.50.

System Activity



Savings Summary 1/1/2010 - 12/31/2010

Answers Viewed, No Intervention: \$16,402.50	Total Answers Viewed x\$4.50
Questions Submitted: \$344	Questions Submitted x\$4
Service Request Submitted: \$15, 960	Service Requests Submitted x\$4
Total Savings: \$32,706.50	



Police Department

Police Chief Clinton J. Herdegen;
Acting Police Chief Michael E. Hish

Introduction

The construction of the new Police Department facility, located at 411 W. Higgins Road, was successfully completed, and operations were transferred over on July 27, 2010.

The facility was designed on high-quality, cost-effective solutions that create efficiencies and support the Police Department for the next 50 years.

The Veterans' Memorial site was also relocated, and stands proudly at the entrance to the facility. The new facility boasts underground parking, an indoor firearms range, a CRC, and a state of the art EOC.



In October 2010, an additional traffic enforcement safety grant in the amount of \$59,039.88 was received from the Illinois Department of Transportation's Division of Traffic Safety. This grant provides funds for officer overtime to concentrate on enforcement of safety belt laws, speeding violations and impaired driving. Funds are also included for squad car mileage and public information, as well as educational materials.



In September 2010, the Hoffman Estates Park District transformed the Willow dog park into a bigger and better facility, expanding the half-acre complex into nearly two acres. The park was renamed "Bo's Run" in honor of the Police Department's first K9 and his handler, Sgt. Joe Dornbos. Bo graduated from the Chicago Police Department's Canine Training Center in 1994, and served with the Police Department until February 2003. During Bo's service time, he amassed over 1,465 service calls. In addition to Bo's service to the Police Department, he served over 20 local Police Departments and nine county, state and federal agencies. Bo's accomplishments include the recovery of over 100 pounds of various narcotics, 100 articles of narcotic paraphernalia and \$130,000 in currency. Bo was credited with the life-saving recovery of one person on a track, and the apprehension of 30 suspects. Bo also located 15 articles of evidence, and participated in over 100 officer safety uses.



In January 2010, Officer Kevin O'Keefe retired from the Hoffman Estates Police Department after proudly serving the community for 28 years. Kevin's retirement allowed the Department to call back to service an officer who had recently been laid-off due to budgetary issues. In September 2010, Lt. Dennis Jones retired from the Hoffman

Estates Police Department after 35 years of dedicated service. Dennis was promoted to Lieutenant in August 2001 and served as Watch Commander for the past nine years. His Watch Commander position was filled by Lt. Richard Russo. Rich's position in the Special Services Division has been eliminated due to budgetary issues.

Police Chief Clinton J. Herdegen retired in October 2010 after 29 years of dedicated service to the Village of Hoffman Estates. Clint served as Police Chief from 1998 to 2010.

Michael E. Hish was appointed to the position of Acting Police Chief in October. Mike has proudly served the people of the Village of Hoffman Estates for over 25 years, and has served in the capacity of Assistant Police Chief since 2002. His previous position of Assistant Police Chief has not been filled due to budgetary issues.

The Police Department conducted 10,160 hours of training for officers and civilian employees during 2010. An additional 904 hours were accumulated by Department instructors teaching on a variety of topics, including defensive tactics, critical incident response, driving under the influence (DUI) field sobriety testing, and in-house service training. General order red policy review and training continued throughout the year. For the



Police Department

Continued ...

second year, the Department raised nearly \$10,000 for the Illinois Law Enforcement Torch Run for Special Olympics. This money was raised through numerous fundraising events, including a bowling tournament, "Tip a Cop" at area restaurants, "Cop On Top" at Dunkin Donuts and the Torch Run. Several members of the Department formed a committee to coordinate and organize these events during the year.

Numerous awards were presented to Police Department employees for achievements that occurred during 2010. Among these awards was a Life-Saving Award presented to Sgt. Joe Dornbos for pulling an elderly woman from a burning building. Officer Scott Lawrence was presented with a Meritorious Service Award for his gallantry and actions resulted in the capture of an offender from a home invasion and attempted first-degree murder of an officer stemming from a case in Schaumburg. Other award recipients include:

- Officer Sean Kenost
Two Commander's Awards for actions above and beyond the call of duty
- Officer Richard Turman
Commander's Award for actions above and beyond the call of duty
- Officer Dave Eggers
FBI Appreciation Award as a member of the Kane-Cook Auto Theft Task Force (KCAT)
- Officer Craig Niefert
Illinois Department of Transportation 1,000 Speeding Citation Award
- Officer Scott Reichel
Illinois Department of Transportation 1,000 Speeding Citation Award
- Officer Matthew Teipel
Two Commander's Awards for actions above and beyond the call of duty
- Officer Mark Laughlin
Outstanding Service Award for intelligent and valuable Police service demonstrating special faithfulness, and attention to duty
- Sgt. Carl Baumert
Chief's Commendation Award for his

ongoing coordination of the yearly Shop with a Cop event for the past 11 years

- Officer Mark Wondolkowski
Chief's Commendation for contributions to the goals and objectives of the Department for having issued over 2,000 speeding citations

Patrol Division Highlights

The Patrol Division continues to be the strength of the Department, being the



first responders to calls for service. The Division consists of three patrol shifts, each commanded by a Lieutenant and three Sergeants.

In 2010, the Department responded to 23,161 calls for service compared to 29,039 calls for service generated in 2009. The dramatic decrease was based on a change in policy where status complaint numbers were no longer initiated for certain activities, such as Crime Hazard Alerts and fingerprinting for job applicants. Additionally, 6,207 Crime Hazard Alerts were issued by patrol officers during the year. Out of the total calls for service, 6,643 were officer self-initiated calls.

The Patrol Division also assisted in the Department's community relations efforts by attending block parties, in addition to an emphasis on the aforementioned Crime Hazard Alerts program.

During these tough economic times, the Department has maintained staffing

levels of the Patrol Division by adjusting staffing and job responsibilities in other areas. The Drug Abuse Resistance Education (DARE) officers and the Problem-Oriented Policing (POP) officers have been moved to the Patrol Division, and the Department can report that there have been no problems associated with this change. The credit for the smooth transition belongs to the dedicated DARE officers and the supervisors of the Second Watch.

Patrol K9 Highlights

Patrol K9 is currently staffed by Officer Dan Donohue and his K9 partner, Bundo. K9 operations are supervised by the Watch Commanders and Sergeants assigned to the Patrol Division. The K9 officer is on a shift schedule that covers portions of both the afternoon watch and the midnight watch, a time when the unit is typically needed most. The K9 officer and his partner attend bi-monthly training with the Northwest Canine Training Group, which is managed by Sgt. Dornbos, a past K9 officer, and our current Traffic Sergeant who is well recognized in the K9 training field. They also attended their annual recertification training in Michigan.

The K9 officer and his partner have conducted 62 vehicle searches for narcotics for members of our Department and outside agencies. They have also conducted 16 building searches, 20 tracks for offenders or missing persons, five article searches and seven narcotic searches in area schools. They were also called upon four times for crowd control and assisted other law enforcement agencies 24 times in 2010. In addition to the above duties, the K9 unit has done an outstanding job in the area of community relations by performing eight community relations presentations during 2010. They have also received numerous letters of appreciation from the outside agencies they have assisted.



Police Department

Continued ...

Investigations Division Highlights

The Investigations Division, commanded by a Lieutenant, is comprised of the Investigations Section, Juvenile Investigations Section, and Tactical Operations Section. Each Section is commanded by its own Sergeant.

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 crimes, including ID theft, credit card fraud, home repair fraud and foreign money offers. The groups are provided with examples of each crime, as well as 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.

The Investigations Division has joined forces with the Internet Crimes Against Children Taskforce, and has begun targeting cyber crimes against children. Members of the Division have received training relating to cyber crime, and will work in conjunction with state, local and federal law enforcement agencies, state and federal prosecutors, and other

agencies including the Children Advocacy Center (CAC) counselors.

In March 2010, the Investigations Division conducted a theft investigation that occurred at the Sears Centre Arena where over \$14,000 was taken from a vendor. Investigators from the Division were able to identify two suspects, and were able to obtain verbal and written confessions. The Division was also able to recover over \$14,000 through questioning of the suspects. The two suspects were charged with felony theft.

In April 2010, the Investigations Division followed up on a lead relating to a homicide that took place in 2008. The efforts of the Division led to the questioning of several subjects, which resulted in the identification of the two offenders and the discovery of the murder weapon. The two offenders were charged with first-degree murder.

Also in 2010, the Division conducted an investigation of financial exploitation of an elderly person, where a suspect embezzled more than \$230,000 from the victim. After an extensive investigation, including numerous subpoenas, the suspect was arrested and charged with felony financial exploitation of an elderly person.

During 2010, the Investigations Division worked on 1,301 cases, an increase

from 1,226 cases in 2009. The Division had a clearance rate of 79 percent and made a total of 220 arrests. The Division also recovered a total value of \$126,961.37 in property and money.

Investigations Section

In 2010, the Investigations Section was staffed with five criminal investigators.

During 2010, quarterly sex offender checks were conducted with all 11 registered sex offenders in Hoffman Estates. One sex offender was found to be non-compliant, and a warrant was obtained.

Compliance checks of the 63 establishments that hold liquor licenses continue to be performed to ensure servers are current on the necessary certifications as required by local ordinances. The Investigations Section, in conjunction with members from the Illinois Liquor Commission, conducted checks at all the liquor establishments for compliance on underage drinking ordinances, which resulted in 11 violations.

Juvenile Investigations Section

The Juvenile Investigations Section is comprised of a Sergeant, one juvenile investigator and three school resource officers. The Section provided training to all schools in Hoffman Estates on building intruders and emergency lockdowns. Lockdown drills were conducted, and school emergency plans were written and reviewed with school staff members.

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, have primary responsibility to handle matters of school safety, and other school-related issues. Members of the Division meet with school district officials on a continuing basis to discuss school safety issues. Division members offered in-person training on lockdown procedures to





Police Department

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every school, and provided this training to the staff and administrators at both high schools. Investigation Division members coordinate and attend a lockdown drill at every school in town. Members of the Division assisted in writing uniform safety procedures for the school districts, and these procedures were used for the first time during the 2010 school year.

The Investigation Division also provides this expertise and assessment on emergency lockdown procedures at Alexian Brothers Behavioral Health Hospital (ABBHH) and St. Alexius Medical Center. In 2010, Division members conducted an emergency drill at ABBHH that involved representatives from area hospital and the Fire Department. The entire hospital network participated, including reps from St. Alexius and Sherman Hospital. The scenario was a fire with multiple injuries and evacuation. Division members directed the Police response, and learned valuable lessons about handling an emergency like this. They also made recommendations to hospital administrators that would assist and improve the Police response in the event of a real emergency.

In 2010, members of the Division conducted the first Infant Abduction drill at St. Alexius Medical Center. This was a large-scale operation and was planned to be extremely realistic. Hospital personnel were not notified that this was a drill. The hospital announced via alarm that an infant had been abducted from the hospital. Division members were present to observe and evaluate the staff response, and to obtain first-hand training on how to respond to such an important incident. The drill was a great success, and the role player that abducted the infant was captured by each layer of security. Division members also drafted a brand new Department General Order on the topic of infant

abductions.

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.

The Juvenile Investigations Section also facilitates a state grant targeting underage smoking. Four times a year, plainclothes Police officers accompany underage volunteers to retailers in an attempt to purchase tobacco products. If the retailer makes a sale, the officer issues a citation for unlawful sale of tobacco.

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 child abuse or neglect.

Members of the Division met with representatives from St. Alexius Medical

Center in 2010 to improve coordination between Police and hospital staff in the emergency room when working on sexual assault investigations. It was very productive meeting, and should lead to a better working relationship with the emergency room as well as more effective evidence recovery.

In 2010, members of the Division attended a meeting with representatives from the Hoffman Estates Park District. The Park District is planning on updating their emergency response, and wanted to incorporate lockdown procedures in all three park district buildings for the first time. Division members will work with them on accomplishing this important project in the future.

During 2010, the Juvenile Investigations Section arrested 210 juveniles and referred 10 to the Peer Jury program. There were 76 juvenile petitions filed, and 23 cases referred to other agencies for disposition.

Tactical Operations Section

The Tactical Operations Section is staffed by a Sergeant, four tactical officers and one taskforce officer. In 2010 the Section worked closely with the Investigation Section on a number of cases, as well as participated in many multi-jurisdictional operations. Additionally, members of the Tactical Operations Section have been utilized by the Patrol Division for covering manpower shortages, making warrant arrests and other duties. The Tactical Operations Section continues to 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 given at the Citizen Police Academy on topics such as gang awareness, crime prevention and indication signs of drug use and drug recognition.

The Tactical Operations Section



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Continued ...

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, as well as how to report signs of gang involvement.

Last year, the Tactical Operations Section computerized the gang file, public nuisance incidents and parolee information. These technological advances have allowed officers to obtain and share intelligent information, both internally and externally, more efficiently.

The Section made a total of 295 arrests in 2010. Of these arrests, there were 74 felonies, 215 misdemeanors, 94 drug arrests and 63 warrant arrests. The Section also seized \$8,749 in drug assets.

Special Services Division Highlights

As a result of continued efforts at making operations more cost effective, the Special Services Division was combined with the Staff Services Division under the command of one Lieutenant in October 2010.

The Special Services Division includes the Traffic Section, as well as 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 hearing system and critical incident response training. During the year, \$274,500 was collected as a part of the Administrative Tow Fee Program. During that same period in 2009, over \$452,000 in fees were collected.

The Department Honor Guard also functions from within this Division, and participated in the Fourth of July Parade, Tartan Day Parade, Martin Luther King

Jr. Ceremony, funeral details for retired personnel and various other details throughout the year.

Traffic Section

The Traffic Section is commanded by a Sergeant, and includes three traffic investigators and one traffic service officer. Currently, the traffic service officer (TSO) position is vacant due to budget shortfalls. The Section also includes 29 school crossing guards (24 fulltime and five alternates). The Section also has two officers assigned to KCAT. These officers work on stolen auto cases, as well as cloned auto cases throughout the region. Their work with the Task Force results in numerous vehicle seizures each year, many of which are turned over to the Police Department.

This 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, overweight and over-dimension truck permits, taxi and limo licensing, private property enforcement agreements, towing contract, coordination of special events occurring on Village roadways, speed trailer deployment, and the coordination of all school crossing guards.

In 2010, the Section processed 171 abandoned autos, an increase from 145 in 2009; investigated 217 hit-and-run crashes; issued citations for overweight truck violations totaling \$153,993, an increase from \$33,616 in 2009; and issued truck permits totaling \$4,660. The Section also issued 167 taxi/chauffeur licenses with total fees collected at \$8,315. A total of 58 child safety seat inspections were completed by officers from Traffic, Community Relations and POP. Traffic Section officers issued 818 seat belt citations during 2010, a decrease from 924 citations in 2009. The Section also presented several "Saved by the Safety Belt" awards in 2010. Traffic Section officers issued 1,292

speeding citations in 2010, a decrease from 1,364 in 2009.

The Section has two speed monitor trailers that are utilized to deter speeding violations, and to record data relative to vehicle speeds and traffic patterns at any given location throughout the Village. Reports are generated, and the data collected includes the average speed of all vehicles, the maximum/highest speed, and the total number of vehicles in a given time period. The report also provides an hourly breakdown of the number of vehicles, as well as speed ranges the vehicles were traveling at – between 0-15 miles per hour (mph), 16-20 mph and 21-25 mph in 4 mph increments through 65 mph. A complete list of each vehicle clocked can be generated by the exact time including the vehicle's speed. During 2010, the speed trailer was deployed at 12 locations throughout the Village covering 96 days. This is a decrease due to the vacancy of the TSO position that handles the deployment of the speed trailer.

The Traffic Section also conducted 56 special enforcement details throughout the year, as compared to 60 details last year. These details include extra patrols, target details, Operation Safe Passage, extra seatbelt enforcement details, state Police overweight truck portable scale enforcement details and speed trailer deployment details.

During 2010, there were a total of 1,610 traffic crashes investigated by the Section, a decrease from 1,643 crashes in 2009. Of those crashes, 234 were injury crashes, up from 206 injury crashes in 2009.

Staff Services Division Highlights

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



Police Department

Continued ...

includes the Community Relations/ DARE Unit, the POP Unit, the court officer and property/evidence room officer.

During 2010, the Division coordinated four college interns who worked on various projects in the Department to complete their requirements for their criminal justice degrees. The Division coordinated four separate in-service training programs consisting of various continuing education and Police certification programs, such as use of force, building search, cultural awareness, stress management, rapid deployment and first responder meth lab awareness training. The in-service program provided each officer with 32 hours of annual training. The Division also coordinated four annual firearms training and qualification programs and coordinated the annual pulmonary function testing. The Division coordinated the annual Citizen Police Academy, and graduated 14 students at a Village Board meeting.

During the year, the Department inventoried 1,767 pieces of evidence and property, a decrease from 1,909 items in 2009. The property room administrative services officer sent 410 items of evidence to the crime laboratory for testing. A total of 666 items were destroyed, down from 980 items in 2009. Transfers of property (movement of

items in or out of the property/evidence room) in 2009 totaled 27,224, a 46.8 percent increase from the 18,533 items in 2009. There were 105 items returned to their owners.

One session of the Citizen Police Academy was held in 2010. The program provides residents with an opportunity to learn about Police functions through classroom lecture, demonstrations and practical exercises. Topics included officer safety, "shoot/don't-shoot" scenarios, firearms familiarization, traffic safety programs, evidence collection, K9 presentation and more. Twenty-one classes have successfully completed the program since its inception in the fall of 1999. The Hoffman Estates Citizen Police Academy Alumni Association (HECPAAA) continues to be active and members assist the Department in a variety of volunteer functions throughout the year.

Community Relations and POP Units
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, Neighborhood Watch, Citizen Police Academy, DARE, Lion's Pride, Breakfast Club, Police Explorers, National Night Out, home inspection program, child safety seat installations and the gun lock



give-away program.

The Police Explorer Program continued to thrive under the leadership of Officer Lisa Notarnicola. Explorers go through a selection process, and have to be between 14 and 20 years of age. The program helps to mentor and teach young adults to become better citizens, and to help in their future career as law enforcement officers.

Five new explorers were added in 2010, raising the total to 11 explorers and four advisors. Over 25 Explorer meetings were held this year, which included physical training, report writing, firearm safety, crash investigations, traffic stops, evidence collection, handcuffing, encountering armed subjects and a K9 presentation. The Explorers trained in hopes of making it to the Explorer State Competition in Springfield. A Junior Police Academy Camp for forty fifth and sixth graders was well received.

The POP Unit was reduced by one officer following the retirement of longtime Unit member Officer Kevin O'Keefe. The Unit responsibilities were transferred to the Patrol Division under the supervision of the Dayshift Watch Commander. The Unit continued to perform its duties, including liquor server training and handling neighborhood issues.





Public Works Department

Director of Public Works Kenneth Hari;
Acting Director of Public Works 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 is made up of 11 Divisions that provide a wide variety of services to both internal and external customers.

The Department is currently staffed by 65.5 personnel, which is a reduction from 68.5 at the start of 2010. During the summer of 2010, 10 seasonal employees were hired to augment construction season staffing needs.



Department Highlights

The construction of the two-million-gallon elevated water storage tower (T-7 Water Tower) was substantially completed and placed into service in December 2010. This major infrastructure improvement increases backup water storage, improves the firefighting water supply and enhances the distribution system pressure control for the western development area.

The joint wastewater lift station abandonment project with the Village of Schaumburg was substantially completed with the removal of the failing Frederick/Highland lift stations, and the installation of a joint gravity sewer main. This will reduce system maintenance costs, and improve the operation of the sanitary sewer collection system through increased reliability. The completed work includes installation of 4,150 feet of new eight inch to 12 inch sanitary sewer pipes, 25 new sanitary manholes and 336 feet of polyvinyl chloride (PVC) sanitary service pipe.

The critical sanitary sewer rehabilitation project was completed with replacement/repairs of six manholes, 4,712 feet of full-length manhole-to-manhole lining through the cured-in-place pipe (CIPP) process and five spot repair excavations replacing 57 feet of sewer main.

Joint creek cleaning efforts with MWRDGC covered the stretch of Poplar Creek between Shoe Factory Road and Golf Road along the EJ&E Railway, and greatly improved runoff flow with removal of many truck loads of accumulated debris in the channel. This

assistance is provided at no cost to the Village.

An inventory reduction plan was implemented in Fleet Services to reduce the number of parts kept onsite, and reduce labor time spent reordering inventory.

The Village received the Tree City USA Award for the 19th consecutive year.

The Department's ongoing efforts for inspection and monitoring perimeter areas of the Village for the existence of the Emerald Ash Borer proved effective in 2010 with the first appearance of a confirmed infestation being found in the parking lot of an apartment complex, located adjacent to Volid Drive. The Public Works Department will continue to work closely with other adjacent communities, as well as the U.S. Department of Agriculture, to identify and address any additional Emerald Ash Borer presence in Hoffman Estates.

Snow/Ice Control Operations

This program provides for deicing and plowing 158 miles of streets, including 367 culs-de-sac and 10 parking lots. All Department personnel support these operations.

In 2010, the Department engaged in 25 separate snow-plowing and deicing operations. The EOC at the Public Works Center is utilized to supervise all snow and ice control operations. The EOC has an onsite weather radar feed, and access to a local meteorological service that provides customized timely forecasts during winter storms.





Public Works Department

Continued ...

Private Sector Partnerships

Partnerships with the private sector enhanced municipal maintenance services, including restoration of utility excavations, sidewalk replacements, street sweeping, pavement marking, streetlight pole replacements, parkway tree trimming, and grounds and janitorial maintenance at various locations throughout the Village. Contracted services were 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.

Facilities

Supported by a Facilities Manager and 3.5 fulltime personnel, Facilities managed 12 principal buildings covering 331,294 total square feet, and an additional 252,000 square feet at the Sears Centre Arena, which is owned by the Village, in 2010. Facilities performed a wide range of functions and support services to maintain a safe and comfortable environment for employees and visitors.

Environmental stewardship was promoted by integrating green maintenance and janitorial service operations into our new Leadership in Energy and Environmental Design (LEED)-certified and other facilities. Several grant-funded energy-efficiency projects have been completed to reduce utility costs and the Village's carbon footprint, including an Energy Star®-rated roof restoration and light-emitting diode (LED) lighting retrofits. Facilities also provided planning, design and engineering support on various Village capital improvement and repair projects to ensure future sustainable operability.

Traffic Operations

The Traffic Operations Division maintains regulatory traffic signs, roadway lighting, street sweeping, small scale pavement maintenance and street pavement markings. This is accomplished by one supervisor and eight fulltime personnel. This program maintains over 15,000 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 2,362 Village-owned street lights and parking lighting.

This Division also installed new LED parking lot lighting at the Village Hall in October 2010, and installs and maintains 120 seasonal banners that are hung on street light poles and are changed for each of the four seasons.

The Division is also responsible for the oversight of over 296 curb-miles of street sweeping. Traffic Operations provides for the maintenance of approximately 158.4 center lane miles of Village asphalt pavement. This Division addresses small-scale asphalt repairs resulting from utility dig-ups and minor pavement failures, road reconstruction driveway repairs, inlet rehabilitation and pothole control.

Water and Sanitary Sewers

Operations are supported by one Superintendent, three supervisors, and 24 fulltime personnel. This program is responsible for maintaining 253 miles of water distribution main, 3,058 hydrants, 3,139 valves, four reservoirs, seven water towers, two water high service pump stations and seven emergency standby wells. 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, 5,151 manholes, 202 miles of sewer main pipe, 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.





Public Works Department

Continued ...

Customer Service/FAST

The Customer Service Division provides service to over 14,500 water meters, and responds to all JULIE (joint utility locating information for excavators) locate requests. The Division also conducts inspections of Village rights-of-way excavations performed by private contractors.

The fast action service team (FAST) acts as the first responder to both internal and external service requests, including hanging tree branches, water leaks, sewer backups and equipment deliveries. FAST is also responsible for the sidewalk concrete grinding program, which covers over 255 miles of the Village's sidewalk inventory.

Storm Sewers

Storm sewer service work is supported by three fulltime maintenance personnel, and includes the maintenance of 156 miles of storm sewer mains, 4,277 catch basins, 1,035 flared end outlets, 5,171 street inlets and 2,930 runoff manholes. Twenty-five feet of 12-inch pipe was replaced at Poplar Park at the intersection of Hassell Road and Kensington Lane. Routine creek/lake checks were performed to ensure proper flow at times of heavy rains to reduce the possibility of street flooding. The work also included removal of beavers,

and the flow obstructions created by beavers in Village creeks.

Fleet Services

The Fleet Services Division consists of one supervisor and four fulltime mechanics. It is responsible for the maintenance and repair of over 217 titled vehicles. The Automotive Service Excellence (ASE) group has awarded Fleet Services with the ASE Blue Seal of Excellence for the 11th consecutive year. The award recognizes the skill and expertise level of the mechanics through a certification and recertification process. The Division continues to monitor and report vehicle idling in an ongoing effort to reduce fuel usage.

Forestry

The Forestry and Grounds crew consists of the Village Forester and eight fulltime personnel. The crew provides for the care and maintenance of over 17,500 parkway trees, as well as over 145 acres of turf sites consisting of rights-of-way, detention/retention areas, park-type sites and Village-owned building locations. Certified arborist status and Illinois pesticide licenses are maintained by the Village Forester, as well as three additional crew members. In 2010, the Village was awarded its 19th consecutive Tree City USA recognition by the Illinois Department of Natural Resources and the National Arbor Day

Foundation. Ongoing programs for 2010 included the Contractor Tree-Trimming Program, the annual Branch Pickup Program conducted in late September and October, the Holiday Tree-Chipping Program and annual Tree-Planting Program.

A proactive program was continued in 2010 to monitor Village trees for signs of the Emerald Ash Borer infestation. A major component of the Department's monitoring plan continues to be public education. Through informational brochures, articles in local papers, cable television (HETV) and articles in the Citizen newsletter, residents were encouraged to inspect trees on their property and report suspicious circumstances to Public Works. Close communication was maintained with neighboring communities, the Illinois Department of Agriculture and the state forester's office to remain current with activities and information related to the Emerald Ash Borer migration to the northwest suburbs. As a result of these efforts, the first infestation was found, and confirmed by the Illinois Department of Agriculture in mid May of 2010 in a tree located in the parking lot of an apartment complex. Removal of the infested tree occurred shortly after the finding, and the area continues to be monitored for additional infestations.





Department of Public Works

Continued ...

Public Works Service Delivery in 2010

3,915 Residential customer service requests

4,471 JULIE locates for excavation work

63 Water distribution system repairs: 16 leak repairs, 10 hydrant repairs and 18 replacements, nine b-box repairs, and 10 valve repairs

172,706 Lineal feet of sanitary sewers flushed out of a total system of 932,818 lineal feet

2 Number of main line sewer backups cleared

12 Sanitary sewer lift station pump repairs

378 Water meters repaired or replaced, including 95 pit meters in Parcels A and B, and 19 two-foot meter in apartment buildings

863 Water samples collected by staff and tested by Illinois Environmental Protection Agency (EPA)-certified labs as part of the Village's water quality monitoring program

6,677 Square feet of sidewalks/aprons replaced or repaired, due to water and sewer dig-up projects (3,277) and annual concrete maintenance program (3,400)

85 Lineal feet of curb poured due to water and sewer dig-up projects and annual concrete maintenance program

11,250 Lineal feet of sanitary sewer/storm sewer televised

3,058 Fire hydrants flushed to remove sediment from 232 miles of water main

70 Sanitary sewer replacement inspections

16,028 Lineal feet of storm sewer flushed

53 B-box inspections, repairs/replacements

381 Hydrants painted

310 Traffic-control devices/signs replaced

50 New traffic-control devices/signs installed as a result of new ordinances and/or Transportation Division requests

68 Banners and/or signs designed and fabricated for Village events

526 Service requests for streetlight repairs completed

47 Driveway locations repaired as part of the 2010 street revitalization project

4,150 Residential pickups from the annual Branch Pickup Program increased by 10 percent in 2010; 1,650 cubic yards of woodchips were generated; an additional 286 holiday trees were also chipped

778 Requests for parkway tree maintenance, inspection, storm damage and fertilization. 82 parkway trees required removal, due to storm damage, decline or disease

220 New and/or replacement parkway trees planted

2,360 Parkway trees trimmed in conjunction with the Contractor Tree-Trimming Program

10 Total number of vehicles and equipment sold through auction

6 Total number of vehicles and equipment purchased and placed into service



Village Clerk's Office Boards and Commissions

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, 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
- Receives and complies with all Freedom of Information (FOIA) requests
- Receives copies of appropriate Statements of Economic Interest.

Activity Highlights

In 2010, the Village Clerk's office processed a total of 2,776 pet licenses in cooperation with the Finance Department, and registered 63 new voters.



As a designated agent by the U.S. Department of State for passport services for the Village, the Clerk's office processed 387 passport applications in 2010, and earned \$9,675 for the General Fund.

As keeper of the records, the Village Clerk was responsible for 34 resolutions, 59 ordinances, the filing of more than 26 documents with the Cook County Clerk's office and a total of 47 sets of minutes, 21 from regular Board meetings, and six from special Village Board meetings, 11 from Executive Sessions, eight from liquor hearings and one from public hearings.

The Village Clerk issued approximately 2,460 business licenses, including retail, general contractors, home occupations, general premises, raffle and liquor. The Village Clerk mailed 387 welcome packets to new residents in 2010.

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 18 bid notices or public projects in 2010, and attending each opening.

The Village Clerk is also chairperson to the Hoffman Estates Celebrations Commission.

Volunteer Boards and Commissions

- Arts Commission
- Barrington Square Land Use Committee
- Bicycle and Pedestrian Advisory Committee (BPAC)
- Capital Improvements Board (CIP)
- Celebrations Commission
- Children's Memorial Commission
- Cultural Awareness Commission
- Commission for Disabled Residents
- Economic Development Commission
- Electrical Commission
- Stormwater Management
- Emergency Management Agency (EMA)
- Emerging Technologies Advisory Commission
- Environmental Commission
- Firefighters Pension Board
- Fire and Police Commission
- Fourth of July Commission
- Green Initiatives Advisory Commission
- Historical Sites Commission
- Local Historian
- Plan Commission
- Police Pension Board
- Road Improvement Impact Fee Traffic Advisory Commission
- Roselle Road Business District Committee
- Commission for Senior Citizens
- Sister Cities Commission
- Utility Commission
- Veterans Memorial Commission
- Western Area Service Delivery Commission
- Youth Commission
- Zoning Board of Appeals (ZBA)



Sears Centre Arena

General Manager Ben Gibbs



Introduction

In 2010, operation of the Sears Centre Arena transitioned to the Village of Hoffman Estates. The Village contracted with Global Spectrum, a division of Comcast Spectacor, to operate the Sears Centre Arena on a daily basis and book events.

By all accounts, 2010 was a success, as the Sears Centre Arena hosted acclaimed events, achieved the highest amount of event income, and beat budget projections by \$800,000.

The Sears Centre Arena hosted a wide variety of events, from concerts to Cirque du Soleil, and USA Olympic Volleyball to Chicago Slaughter football. Additionally, Elton John, Hillsong United, AR Rahman, Chris Daughtry and Lifehouse attracted thousands of music lovers.

Global Spectrum successfully reached out to national promoters to host events at the Sears Centre Arena for the first time. Cirque du Soleil's Alegria entertained with aerial acrobatics and gymnastics, and Notre Dame hockey and college and high school basketball entertained sports fans. Other events included Arenacross, monster trucks and bull riding.

The 2010 budget projected a loss of \$1.2 million, based on the known events likely to return once the Village assumed ownership in December 2009. Through the efforts of the Village, and with aggressive event booking by Global Spectrum, event revenues exceeded expectations and achieved their highest levels since opening in 2006. Global Spectrum reduced operating costs to less than 50 percent from previous ownership. Increasing revenues and reducing costs lead to an \$800,000 budget improvement, to an operating loss of just \$400,000. When ancillary revenues are factored into the equation (from entertainment tax, food and beverage tax, Clear Choice, and Verizon), the 2010 operation was essentially a break-even



proposition, with a similar budget projection for 2011.

Global Spectrum initiatives and new programs included improvements to virtually every aspect of the Sears Centre Arena – all for the benefit of patrons. New food and beverage packages provided options and generated revenue. New building systems software was implemented to monitor the key building systems and track maintenance. Staff upgraded the Web site to improve promotions, event information and navigation.

Efforts in 2011 will continue to control costs while attracting events in an uncertain economy. The Chicago Express, the newly awarded ECHL hockey franchise, will take center stage as they gear up for their inaugural season commencing in October 2011.





Community Information

Demographic and Community Data



Founded: 1959

Population: 52,520
(2003 Special Census)

Land Area: 22.1 square miles

Households: 19,038
(U.S. Census Bureau
2006-2008 Survey)

Persons per Household: 2.82
(U.S. Census Bureau
2006-2008 Survey)

Median Age: 38
(U.S. Census Bureau
2006-2008 Survey)

Per Capita Income: \$33,314
(U.S. Census Bureau
2006-2008 Survey)

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

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

Population Density: 2,376
persons per square mile
(2003 Special Census)

Adults and children enjoy the Village's annual Fourth of July Festival (left) and the Summer Concert Series (right), which are just a couple of the many events and activities planned throughout the year by the various Village of Hoffman Estates commissions.

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 Springinguth 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

Recreation:

- Three golf courses
- 30 playground areas
- 23 baseball/softball fields
- 14 outdoor tennis courts
- 585 acres of parks and recreation





Village Contact Information



Above: The annual Friendship Tree-Lighting Ceremony

Elected Officials

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

Karen V. Mills, Trustee
847-781-2685
karen.mills@hoffmanestates.org

Raymond M. Kincaid, Trustee
847-781-2682
ray.kincaid@hoffmanestates.org

Jacquelyn Green, Trustee
847-781-2681
jackie.green@hoffmanestates.org

Anna Newell, Trustee
847-781-2684
anna.newell@hoffmanestates.org

Gary J. Pilafas, Trustee
847-781-2680
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Gary G. Stanton, Trustee
847-781-2683
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Bev Romanoff, Village Clerk
847-781-2628
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Village Management Team

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Michael DuCharme
Director of Finance
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Robert Gorvett
Fire Chief
847-843-4827
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Algean Garner
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Patrick Seger
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Joseph Nebel
Acting Director of Public Works
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Gordon Eaken
Director of Information Systems
847-781-4871
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Addendum

Village Board and Standing Committee Meetings

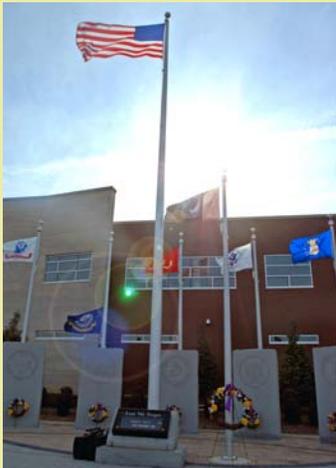
Village Board meetings are held on the first and third Monday of each month at 8 p.m. in the Village Hall Council Chambers, unless otherwise noted.

The General Administration and Personnel; Planning, Building and Zoning; and Transportation and Road Improvement Committees meet on the second Monday of each month at 7:30 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 7:30 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.



Above: Children enjoy the new Community Resource Center (CRC) located at the new Police station.

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
Non-Emergency: 847-843-4825

**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.
Hoffman Estates, IL 60169
Emergency: 9-1-1

**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



Pictures of the Community





**VILLAGE OF HOFFMAN ESTATES
2010 ANNUAL REPORT**