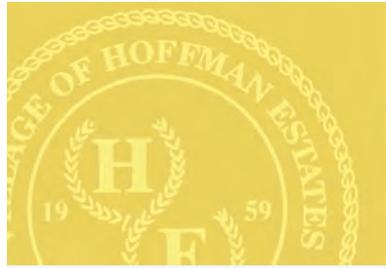
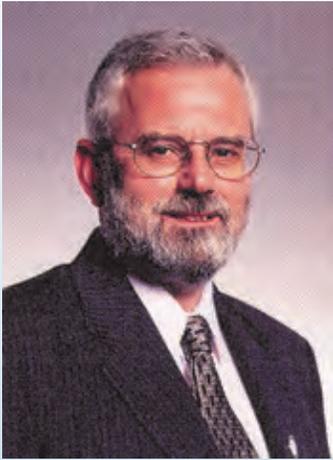


# Village of Hoffman Estates 2011 Annual Report

*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



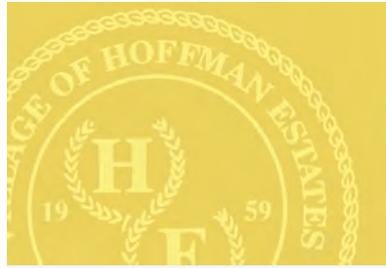
**GARY J. PILAFAS**  
TRUSTEE  
DEPUTY VILLAGE PRESIDENT



**GARY G. STANTON**  
TRUSTEE



**BEV ROMANOFF**  
VILLAGE CLERK



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# Village Manager's Message

## Honorable Village President and Board of Trustees

### *Village of Hoffman Estates, Illinois*

Ladies and Gentlemen:

In 2011, the Village of Hoffman Estates continued to be vigilant in the use of limited resources and innovative with methods of service delivery. This vigilance and innovation has allowed the Village to maintain a high quality of service to residents and businesses in a fiscally responsible manner.

The largest accomplishment of 2011 was the extension of the Economic Development Area (EDA). The Mayor and Village Board and Village staff worked effortlessly to support the passage of legislation to extend the Economic Development Area (EDA) which allowed Sear Holding Corporation to remain in Hoffman Estates and in the State of Illinois. With over 6,000 jobs in Hoffman Estates, and an additional 9,000 ancillary jobs statewide, Sears is critical to the economic vitality of the region and the state. The extension also allows development tools available in the EDA to continue to be utilized to help cause the remaining 200 acres of undeveloped land to be competitive development sites.

Although the economic recovery still languishes, the Village experienced other significant developments and accomplishments in 2011:

**St. Alexius Medical Center:** The groundbreaking for Alexian Brothers Health System's new Women's and Children's Hospital, which will be located on the campus of St. Alexius Medical Center, occurred in 2011. When completed, not only with this facility be the only specialized children's hospital in the northwest suburbs, it will also bring additional jobs to the Village. The presence of St. Alexius Medical Center and their expansion has also attracted new doctors' offices and medical services to the Village of Hoffman Estates.

**Office/Light Industrial:** The recent trend of Hoffman Estates attracting international tool making companies continues with yet another top Japanese corporation in 2011. The new American headquarters of NSK America Corporation, a leading manufacturer of high speed precision rotary tools, opened its doors in the Huntington 90 Business Park.

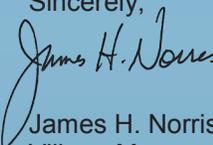
**Police Station Sale:** The Village sold the old Police Station property, located at 1200 Gannon Rd with the potential of an Audi car dealership to be developed in 2012 at that site.

**Shop Local Campaign:** Staff initiated a Shop Local Campaign to encourage residents to visit businesses within the Village and promote the benefits of shopping locally such as the return of tax dollars, employment, and other indirect support to their community. Along with this effort, staff organized a "Shop Hoffman for the Holidays" weekend to promote special sales and encourage residents to patronize local establishments.

**Environmental Sustainability:** The Village continues to expand upon its green initiatives for environmental sustainability. In 2011, the Village received recognition for its efforts and was awarded the 2011 Illinois Governor's Sustainability award and Platinum Community Status from Clean Air Counts. The Village also initiated a new Green Business Recognition Program to recognize the eco-friendly efforts of Hoffman Estates' businesses.

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 2011 Annual Report.

Sincerely,



James H. Norris  
Village Manager



# 2011 Development Highlights

Director of Development Services Mark Koplin

## Introduction

In 2011, Development Services again focused on doing more with less due to additional staff reductions. The department not only conducts annual projects such as street reconstruction, transportation programs, development and planning activity, business recruitment and retention, and code enforcement, but is expanding programs and projects such as:

- Transportation Grants
- NSK America Grand Opening
- St. Alexius Medical Center expansion
- IDOT funding for Beverly Road interchange
- New restaurants
- Shop Local campaign
- Annual commercial fire inspections
- Green Business Recognition Program

Development Services continually strives to accommodate new growth in the community, with the Economic Development staff working with developers and business owners to recruit and retain businesses with new construction and upgrading existing properties. The Planning Division directs the site development approval process, and the Transportation and Engineering Division ensures safe and 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, and enforces property maintenance codes to

maintain neighborhood quality and property values. The goal is to accomplish all the above as efficiently and as customer-friendly as possible.

## Development Highlights

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

The retail marketplace has a national, as well as a local ebb and flow. For example, new methods of purchasing products and services (Internet, social media, apps on phones) result in impacts to brick and mortar shopping centers. Video stores leave and former retail spaces are filled with services and entertainment providers. In 2011, banks and phone stores filled vacant storefronts. The presence of St. Alexius Medical Center and their expansion currently underway, attracted new doctor offices and medical services (Ambria College of Nursing, Meadows Sleep Disorder Clinic, Chicago Medical Innovations).



## Office/Light Industrial

The recent trend of Hoffman Estates attracting international toolmaking companies continues with yet another top Japanese corporation. The new American headquarters of NSK America Corporation, a leading manufacturer of high speed precision rotary tools, opened its doors in the Huntington 90 Business Park. Late in 2010, London-based Tate & Lyle PLC, makers of Splenda sweetener, announced their intent to occupy a 110,000 square foot, three story building in the Prairie Stone Business Park, just north of the Sears Centre Arena. The global headquarters of Tate & Lyle's Innovation and Commercial Development Group is now nearing

completion and the 160 high quality jobs will occupy their new offices in spring 2012. Avnet moved into the single story building near Tate & Lyle in spring.

## Retail/Restaurants

During 2011 a number of national and independent/local restaurants opened in Hoffman Estates. The Royal Seafood Buffet opened in Golf Center Shopping Center, India House opened in Crossroads Commons, and Chipotle opened in a rehabbed strip center at Golf and Roselle Roads. All are doing well and show that the Hoffman Estates market area remains strong. Other new restaurants featuring a variety of cuisines that opened in Hoffman Estates include: House of Pho, Eshticken Pizza, Frank's Shrimp House, and Which Wich.

## Roselle Road Business District

Since the Hoffman Plaza Shopping Center is currently "for sale", it presents an opportunity for potential upgrades or redevelopment. The renovated Jewel store continues to be a solid anchor for the center. The adjacent outlot at the southeast corner of Golf and Roselle Roads completed a major renovation, including a new facade and building expansion to accommodate Chipotle, a Sprint store, and a mattress store.

Golf Center Shopping Center experienced the effects of the economy with a number of vacancies. However these provide a chance for new tenants and development to change the mix of services available. The new Royal Seafood Buffet opened in the former Harlem Furniture building in September, bringing new visitors to the center and generating new revenue as customers show up in record numbers. Efforts continue to market the remaining vacant store fronts in the center to interested businesses.

Staff continues to work with the developer who purchased the Myoda building on Roselle Road for a proposed bank. Coordination with Myoda, Firestone, Robin Realty, and Cook County Department of Highways continues 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 centers, as well as address traffic safety issues.



# 2011 Development Highlights

Continued ...

## **Economic Development Highlights**

Staff has focused on office and retail succession planning to attract new tenants in a revolving door marketplace. Priority has been on shopping center anchors or with major office users undergoing transition. Meetings with adjacent vacant landowners (e.g. the Meijer site) led to developing long term strategies and potential for synergy between the properties.

The Economic Development Division worked with national and local publications in 2011 to provide recognition of development efforts in Hoffman Estates including articles in the Heartland Real Estates Business, Business Ledger, the Business Expansion Journal, Daily Herald, and more.

Thinking regionally, 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. In October 2011, the Golden Corridor Manufacturing Group with Hoffman Estates sent over 100 high school students to the Fab Tech Trade Show at McCormick Place. The Manufacturing Group also organized a manufacturing summit at Harper College in October to explore the possibility of the community college adding an advanced technology major to their curriculum. Consequently, Harper will be offering such a major in fall 2012.

Staff and elected officials attended the annual International Council of Shopping Centers trade show. Multiple appointments with developers, brokers, and retailers continue to provide leads



for new retail development in the Village. Staff regularly networks with office, industrial, and retail brokers through numerous events, associations, and their trade shows.

## **Tourism Highlights**

### ***Fitness for America Sports Festival***

The big push for Fitness for America in 2011 was to engage children and our partnership with the Alexian Brothers Network brought a \$20,000 sponsorship to promote an active lifestyle for kids and families. Fitness for America continues to grow each year and generate International travelers. Participation has grown from 235 in 2007 to 1,550 participants from 32 states and 5 countries in 2011, with 700 spectators and 175 volunteers. As the USA's second largest inline marathon, we attracted the #1 skater in the world, as well as other world and national champions.

### ***Hotel Stakeholders***

In 2011, the Hilton Garden Inn and Red Roof Inn changed ownership and new sales teams were hired at the Comfort Inn, Candlewood, and Hampton Inn and Suites. To best assist our hotels in growing rate and capturing business, extensive time was spent in the field to identify the demand generators and secure a booking relationship for each hotel. A written recap of top and

targeted accounts was distributed to each hotel sales team, along with a written recap of best practices to capture the leisure traveler. The Event Booking Guide for the Sears Centre Arena now carries a recap of every Hoffman Estates hotel. The Tourism Office has coordinated request

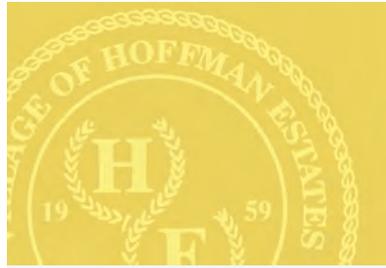
for proposals from the Sears Centre Arena to Hoffman Estates hotels to ensure our properties receive first rights to refusal.

### ***Shop Local Campaign***

Several staff members from the Department participated in a major new initiative to encourage residents to visit businesses within the Village. The benefits of shopping locally were widely publicized to educate people about the return of tax dollars, employment, and other support to their own community when they do business locally. Staff worked on a number of activities



throughout the year including field visits, attendance at events, and a public information campaign to get the word out. In December, a major initiative was undertaken with the "Shop Hoffman for the Holidays" weekend. This weekend involved local businesses highlighting special sales and the Village publicizing the shopping weekend in a variety of ways. Feedback from the weekend from retailers and residents was positive and website visits have dramatically increased since the Shop Local Campaign was launched a year ago.



# Planning Division

Director of Planning Peter Gugliotta

## Planning Division Highlights

A major effort for the Division during 2011 involved the combining of the former Plan Commission and Zoning Board of Appeals into one joint review board. The new Planning and Zoning Commission assumed all duties of both former boards and began meeting in June. The Planning Division spent a substantial amount of time performing research and preparing the necessary documents leading up to the change. After the change was approved by the Village Board, there was a substantial transition period that involved updating documents and procedures related to development review process.

In 2011, the Division continued to see an increase in development and redevelopment discussions, although many of these projects have been smaller in scale due to the economic conditions. Developers are facing many more challenges in the area of financing and often, for reasons outside of the Village's control, projects become delayed or cancelled due to financial restrictions. Some larger projects under review have not yet advanced to the construction stage, but have still involved significant staff review and discussion time. Unfortunately, in 2011, the Division experienced another reduction in staff (1/2 position) and had to redistribute responsibilities to account for this situation.

The Planning Division has reviewed and processed a number of development projects during the year, including a major expansion at St. Alexius Medical Center, the Morizzo Funeral Home, and a major facade renovation at the Hoffman Village Shopping Center. Several other projects, including a new apartment development, two new restaurants, and a bank began the review process in 2011, and will likely conclude in 2012. Several other property owners have discussed possible development proposals with the

Village and it is expected that activity will continue to increase during the next year. Staff was involved in a number of complex construction projects that continued throughout the year, including both commercial projects and the completion of residential subdivision improvements.

The Planning Division processed a number of zoning cases in 2011, including text amendments, master sign plans, variations, and special uses. The Division reviewed over 100 sign permits during the year and performed a basic zoning review of all commercial building permits and new business licenses. A number of zoning compliance letters and



Freedom of Information Act requests were responded to. The Division has continued to manage the cellular communication antenna review process, including lease negotiations, plan review, zoning approvals, and coordination through the permitting, installation, and inspection process. Activity in this sector has remained high during the past year. Division staff has also begun work on a revised Village Antenna Siting Policy.

The Planning Division has continued to provide staff support for many economic development efforts, including work on the Shop Local Campaign, authoring public information pieces, and participating in several meetings with prospective businesses and developers.

Planning staff has produced most of the Village graphics for the 59/90 electronic Tollway sign managed by Cabela's, and created many of the materials used for the Village's booth and meetings at the International Council of Shopping Centers annual conference.

Cooperative and supportive efforts have also partnered Planning staff with the Transportation and Engineering Division on many projects.

## **Community Development Block Grant (CDBG)**

The Division continued administrative responsibilities for the CDBG Program. During 2011, a significant amount of time was spent on the development and adoption of the 2011-2015 Consolidated Plan. This project required data analysis and collection, internal and external consultations, multiple public hearings, and development of a written document. Additional administration efforts included managing Northwest Housing Partnership home rehab program, planning Phase II of lighting infrastructure improvements in the Barrington Square neighborhood, completion of all required reports, forms, and all other program administrative duties.

## **Grants Highlights**

The Division continued to oversee all grant evaluation, applications, implementation, and reporting in the Village. This includes tracking and monitoring grant efforts for all Departments of the Village. Major grant activities during 2011 included overseeing all various projects funded by American Recovery and Reinvestment Act (ARRA) awarded grants, including the Energy Efficiency and Conservation Block Grant (EECBG), Local Energy Assurance and Planning (LEAP) Grant, and the Communities Putting Prevention to Work (CPPW) Grant. Staff involvement included project management, quarterly and bi-annual

# Transportation and Engineering Division

Director of Transportation Michael Hankey;  
Director of Engineering Gary Salavitch

reporting, and payments. Additionally, grant opportunities were sought, researched, and applied for in most Village departments, with Planning Division staff assisting the departments with their application requirements. Quarterly reports of grant status were written and distributed to the Village Board and posted on the Village website.

Staff was responsible for selecting and working with a consultant to develop and adopt an Energy Assurance Plan as part of the LEAP grant terms. Benefits to the Village from participation in this project included an energy usage analysis of multiple Village facilities and a plan for sustaining municipal and business operations in the event of an energy emergency. The EECBG program added several activities to accommodate the reallocation of some EECBG funds. In addition to previous completed projects, a Village fleet vehicle was upgraded to a hybrid and more lighting and HVAC improvements were installed in Village facilities. Substantial staff effort was required for the lengthy EECBG amendment process. As part of the energy efficiency improvements, staff worked with the Department of Commerce and Economic Opportunity (DCEO) to secure additional funds to leverage with Federal grants.

## ***Green Initiatives and Sustainability Programs***

The projects funded by the EECBG significantly guided efforts made towards increasing green initiatives. In 2011, several lighting efficiency projects were completed at the Village Hall and Public Works buildings, a reduced cost energy assessment program for Village residents continued. Research continued on various green initiatives as part of the code development project. 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 Hoffman Estates Green Business Recognition Program, which was introduced in April 2011. Since program initiation, eight businesses have been awarded recognition through the program. Additional efforts this year were spent on the maintenance of the Growing to Greenness webpage, various programs in conjunction with SWANCC, and communication with organizations and residents regarding the Village's green programs and projects. Staff also coordinated award applications for Platinum Community Status from Clean Air Counts and the Governor's Sustainability Award.

## ***Website***

The Planning Division is responsible for maintaining the Planning/Zoning, Economic Development, Green Initiatives, Census, Grants, CDBG, and other sections of the main Village website. Division staff also maintains and updates all content on [www.visithoffman.com](http://www.visithoffman.com) and continues to post events and other information, including regular updates to all restaurant openings and closings. During the year, the Division designed and created several special purpose web pages on the Village websites.

## **Transportation and Engineering Division Highlights**

### ***Road Improvement Projects***

The completion of the 2011 Street Revitalization Project (about \$2.3 million) on time and under budget stands out as

a major highlight. Transportation and Engineering Division personnel coordinated all aspects of the reconstruction (seven streets) and resurfacing (five streets) on various streets that included field survey, design plans and specifications, estimates and bidding, utility coordination, construction inspection, punchlists, and project closeout.

Work towards the engineering design for the full interchange at Barrington Road and I-90 made significant progress 2011. Following a Village request, IDOT advanced funds from its total share to be used for Phase I engineering services. A cost sharing agreement for Phase I engineering between IDOT and the Village was executed in mid-2011. This step allowed the Village, acting as the lead agency, to advertise to interested consulting firms to submit qualifications to perform the Phase I preliminary engineering services. Following an evaluation of proposals, the top rated firms were then interviewed and one was chosen for more detailed negotiations on the scope and fee. Village staff is coordinating this review process with the Illinois Tollway and IDOT. It is expected that a recommendation for an award of contract for Phase I services will be presented to the Village Board in 2012.

Plans for widening Shoe Factory Road and Beverly Road advanced into the final design plan phase with the Cook County Highway Department. Minor plan revisions are expected to be completed in 2012. 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. The next step will be beginning right of way work which will require coordination with Cook County beginning in 2012.

### ***Grant Programs***

Division staff continues to undertake more in-house engineering design on federally funded projects. This enables the Village to better utilize staff

# Transportation and Engineering Division

Continued ...



An application submitted for bicycle route signing as part of Cook County's Communities Putting Prevention to Work grant program was approved and signs were installed. The goal of the program, funded through federal stimulus money, is to create active, healthy lifestyle choices for residents. About 18 miles of on-street bicycle route and directional signage

were completed in 2011. The grant also funded support services for creation of a Complete Streets resolution and potential changes to the Village Subdivision Code to support this policy.

Other applications were submitted for federal funds but were not selected. These include two bicycle and pedestrian projects through the CMAQ program and an application for TIGER 2011 funds (Transportation Investment Generating Economic Recovery) submitted for the Barrington Road.

## ***Bicycle and Pedestrian Projects***

The Bicycle and Pedestrian Advisory Committee (BPAC) met during the year to oversee the components of the Comprehensive Bicycle Plan. Their reviews and recommendations included the bike signing and complete streets projects. BPAC also organized two Village community rides in 2011 which were well attended. Education and advocacy work continued 2011, along



with research to identify potential funding for bicycle and pedestrian projects.

## ***Canadian National Railroad***

The Canadian National (CN) purchase of the EJ&E railroad was finalized in early 2009 and an agreement was reached with CN on certain projects they will complete in the Village. During 2011, Division staff met with CN and its consultants to discuss various projects which CN agreed to construct and fund. These projects include concept design of a sound wall adjacent to residential areas, which was reviewed at an Open House meeting in December 2011. A pedestrian and bicycle path was constructed across the CN right of way and new pedestrian gates were installed for this crossing. CN extended 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 2012 following approval by Cook County. CN installed a median barrier on Shoe Factory Road at the crossing to help maintain its Quiet Zone status.

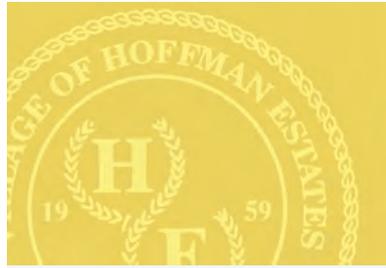
## ***Public Transit***

The Taxi Discount Program showed continued growth throughout 2011. 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 and information has also been posted to the website.

Metra's STAR Line project, a 55 mile proposal for new rail service, would connect Hoffman Estates to O'Hare Airport to the east along the Northwest Tollway and from Prairie Stone south along the CN right of way to Joliet. Station areas are being studied in the vicinity of Barrington Road and in Prairie Stone Business Park, as

resources, lowers overall project costs, gives direct involvement with the design process, and provides potential for reimbursement of some staff costs. By using in-house staff, the funds saved on contract services can be used toward infrastructure improvements. Sample projects include the Higgins Road bicycle path, the Palatine Road widening project, the Bode/Salem reconstruction project, the Cook County Health Department Grant for bicycle signing, and the Hassell Road reconstruction project. Division staff has also performed in-house design and inspection for the annual street project for a number of years. 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% of eligible expenses. These projects include a diesel emissions reduction project to replace or modify various fleet vehicles to improve air quality (about \$225,000) which began in 2011 and will be completed in 2012. In cooperation with IDOT and Cook County, right turn lanes at the Shoe Factory Road and IL 59 intersection (about \$1,000,000) are being designed by a consultant hired by the Village with construction expected in 2012. The local match for this project is being paid by the State of Illinois and Cook County so no Village funds are being used.



# Code Enforcement Division

Director of Code Enforcement Don Plass

described in the Village Comprehensive Plan. Several technical meetings were held in 2011, leading up to public meetings in January 2012. The Alternatives Analysis phase will be completed by spring 2012. With the current lack of funding, the STAR Line will be a longer term project, but it is important that these preliminary steps are completed so that it is better positioned to move forward should funding become available.

The Illinois Tollway will be reconstructing and widening the Jane Addams Tollway (I-90) through Hoffman Estates in several years. Design concepts were developed during 2011, which include providing space for transit operations on the Tollway. A bus on shoulder or a managed lane type of operation could be implemented in the median to help build transit familiarity and ridership in the tollway corridor. The tollway design would also allow conversion of lane and shoulder areas to bus rapid transit or rail at some point in the future.



Pace Route 554 continued in 2011, with funding approved by the Village Board, as well as financial shares from Elgin, Streamwood, Hanover Park, and Schaumburg. A significant service improvement was implemented along the route in mid-2011, to provide bidirectional service throughout the day and Saturday service is available for the first time. The route now also qualifies for ADA service for residents within three quarter mile of the route who meet RTA eligibility requirements.

Division staff prepared and submitted an application for the Regional

Transportation Authority's Community Planning Grant program which was approved. The study will evaluate the potential for a flexible route transit service in the Village. Public surveys were completed in 2011, and initial work began on evaluating the feasibility of this type of service. The grant will pay 80% 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 future 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 above under Development Highlights. Staff coordinated acceptance of public improvements with Beacon Pointe, Devonshire Woods, and Yorkshire Woods subdivisions.

Stormwater 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. Division staff prepared plans, specifications, and estimate for the Jones/Highland storm sewer improvements. 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.

The Division upgraded its webpage to host information on a variety of transportation questions.

## **Code Enforcement Division Highlights**

Code Enforcement's mission is 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.

## **Customer Service Representatives (Front Counter Staff)**

The staff accommodates excellent customer service to all residents and other external customers who visit our front counter. Below are some examples of the day-to-day activities the staff provides:

- Answer main phone and Code lines and provide accurate answers or direction to each caller (average 80 calls per day).
- Accept permit applications, process, and issue both building and fire permits (2,400 in 2011).
- Contractor licenses, enter state license, insurance, bonds, and accept payment (over 600 in 2011).
- Issue Village transfer stamps (average over 70 per month).
- Pet licenses, enter data and accept payment.
- Vehicle licenses (trucks) and chauffer licenses, enter data and accept payment.
- Accept payment for water bills and work with Finance for shutoffs.
- Schedule building and fire inspections.

## **Annual Fire Inspections**

As of January 1, 2011, the Code Enforcement Division began conducting commercial Annual Fire Inspections. Three inspectors were assigned additional duties to inspect over 1,700 business occupancies. These inspections were previously conducted by the Fire Prevention Bureau. The combination inspectors were trained in conducting the inspections and in the application of the International Fire Code by Fire Administration. The three

# Code Enforcement

Continued ...

inspectors are in the process of becoming ICC Fire Inspector Certified. Over 70% of the business occupancies were inspected to comply with the Village adopted fire codes during 2011. The computer program "Fire House" was updated to provide an inspection record and verification of the address for each occupancy. In addition, the business licenses for each occupancy were verified.

## **Building Inspections**

Permits were down from the 2010 level, but several commercial projects were issued permits during 2011 including Tate & Lyle LLC interior builtout, the East Pavilion addition to St Alexius Medical Center, along with a small shopping center rebuild. In addition, numerous residential permits for decks, sheds, roofs, and two residential teardowns/rebuilds. Each inspector has obtained over seven International Code Council (ICC) certifications and attends local seminars and other training classes to maintain their certifications. During 2011, the Division issued over 2,400 building/fire permits and conducted over 4,000 field inspections with over \$1.2 million collected in building permit fees.

## **Property Maintenance**

Due to the Division taking on the Annual Fire Inspections, the two Code Enforcement Officers' duties were altered somewhat. One Code Enforcement Officer is assigned only residential properties, while the other Code Enforcement Officer is assigned to conduct multi-family fire inspections and common area/exterior inspections at the same time. This combination provides a more efficient and time saving manner to conduct the inspections. Over 400 multi-family inspections were conducted with compliance on all violations noted.

In addition to the changes in the inspection process, the Annual Residential Inspection Program (RIP) was not conducted for the 2011 year. However, the "Clean Sweep" program was conducted with Village elected officials and staff working together. Over 700 single-family home property



maintenance violations were observed during the day's inspections and all violations were corrected to now comply with the code.

Over 4,000 property maintenance violations were investigated and followed through to compliance. Over 80% of the investigations were staff initiated. The Code Enforcement staff works with the Assistant Corporation Counsel in the adjudication process if compliance is not obtained through usual communications.

## **Energy Assessments**

The Village of Hoffman Estates is the only municipality in Illinois to offer Energy Assessments to its residents for a minimal charge. The staff conducted 30 assessments of single-family homes during 2011, recommending energy saving measures to save these residents an average of 20% on their energy bills just by sealing the air infiltration leaks through walls and ceilings. Due to the State of Illinois adopting an Energy Code for residential construction, window and door replacements now require a permit to be installed. Staff has created a new permit application with information on the website and a Window and Door Replacement Guide as a handout to residents and contractors. Energy inspections are required by State law on new residential

construction, including blower door and duct blaster testing. The building staff is certified to conduct these inspections and is only one of two building departments in Illinois trained to do so. During 2011, the building staff has been constructing an "Energy House" example in the Village Lobby. The funding came from the EECBG grant and it will be used to provide examples to residents and contractors on how to properly install many different building products.

## **Insurance Services Office (ISO) Rating**

The ISO conducts reviews of municipal building departments on a five year basis. This is the third review of the Village and the final scoring remains a grade of 4 out of 10, which is considered a very good grade.

## **Recertification of Backflow Devices**

The Village Plumbing Inspector conducted over 500 tests and recertifications on single-family home backflow devices. These devices are required by law and must be tested and recertified annually. Staff has identified homes which have fire suppression and have sent letters out informing the owners of these backflow devices and their testing requirements. This program has been very successful and is saving residents money on the testing fees, while providing the Village with up-to-date information on the devices. The Village Plumbing Inspector also tests and recertifies all Village backflow devices, saving the Village several thousands of dollars per year.

## **Environmental Health**

With many new restaurants opening in the Village during 2011, the Environmental Health Officer conducted 12 plan reviews on the building/kitchen submittals and over 400 total inspections of Hoffman Estates food establishments. In addition, the Health Officer also inspects public events where food is served. Commercial day care centers, tanning, and nail salons, along with commercial swimming pools are also inspected throughout the year.



# Fire Department

Fire Chief Robert Gorvett

## Introduction

The department's current staffing is 93 sworn personnel who include one Fire Chief, one Deputy Fire Chief, one Assistant Fire Chief, 3 Battalion Chiefs, 4 Captains, 11 Lieutenants and 72 Firefighters.

During 2011, the Department reduced the number of personnel working on shift to 90 through the voluntary separation and retirement of seven members. Captains Dave Savone and Scott Sutschek, Lieutenant John Gerc and Firefighters Steve Hehn, Tim Suerth and Matt Collins all retired in January and February of 2011.

The Fire Department conducted promotional testing for the positions of Fire Captain and Fire Lieutenant during the year. At the completion of the testing process, the following members were promoted. Lieutenants Mike Buckel and Mike Hartman were promoted to the rank of Fire Captain and Firefighters Jeff Golden, Brian Raymond and Chris Lenczewski were promoted to the rank of Fire Lieutenant.

Transitioning took place with the movement of all inspectional services of the Fire Prevention Bureau being moved to the control of the Code Enforcement Department of the Village. Fire Inspector Scot Neil remains with the Fire Department handling specialty inspections and fire investigations. Three members of Code Enforcement have been conducting annual fire inspections along with their regular Code Enforcement duties.

Currently, there are 451 wireless transceivers installed in village buildings for transmitting fire alarm signals to our dispatch center that require this connection. This transition from a hard wired to a wireless alarm system has been working well and will continue to be the method of transmitting alarms into the foreseeable future.

Operating Guidelines and EMS reports switched to an electronic record format. This will allow for easier review and retrieval of information, as well as, reducing storage space concerns. In addition, having the EMS reports in an electronic format allows for a more secure system to comply with HIPAA regulations.



## Emergency Response Activity

The overall number of emergency responses from the Fire Department was 5,419 as compared to 5,653 calls in 2010, which represents a 4.14% decrease. Included in this number were a total of 91 calls for patients transported or treated and released while on standby assignment at Special Events (Sears Centre Arena, 4th of July Fest, etc.).

## Fire Suppression Overview

The department responded to 1,802 fire suppression calls, which accounted for 33.3% of the department's emergency responses in 2011. This was an increase from 2010 where the Department responded to 1678 suppression related calls.

Of these responses, there were 43 fire incidents that resulted in financial losses, including 30 structure related fires and 13 vehicle fires. The total estimated loss from fires during 2011 was \$524,800. Total loss in 2010 was \$1,693,200 – a 69% decrease in 2011.

## Emergency Medical Services

The department responded to 3,617 emergency medical calls which accounted for 66.75% of the Department's emergency responses in 2011. The Department responded to 3,975 EMS calls in 2010.

The 3,617 EMS calls were broken down into still district responses totaling the following for all four stations: Station #21 had 935 (26%); Station #22 had 1,874 (52%); Station #23 had

FF/PM Brian Duffy returned to duty following a year-long deployment to Afghanistan with the Army in a forward medical unit. FF/PM Matt Long was placed on military leave with the National Guard in November of 2011 and was deployed to Kosovo, Serbia. He will be deployed for most of the 2012 year.

Contract negotiations covering the Collective Bargaining Agreement were begun in September of 2011 between the Hoffman Estates Professional Firefighters Union, Local 2061, and the Village.

The Department issued new high-visibility duty jackets to all members in 2011. These highly visible and reflective jackets will help to ensure the safety of our membership when responding and working at non-fire emergency incidents – especially on roadway emergencies. The Department's Foreign Fire Insurance Board funded this purchase, which was coordinated by FF/PM Nick Schmitt.

In order to help save on paper waste, the Department moved to have all of its Standard



# Fire Department

Continued ...

342 (9%); and Station #24 had 466 (13%). In December, the Village Board approved the reduction of front-line in-service ambulances from four down to three, taking Ambulance 22 out of service. Service levels revert back to the levels of 2007, prior to Ambulance 22 being placed in service. Squad 22 and Truck 22 will be the initial EMS response to that district, allowing for timely response by Paramedic equipped personnel to all EMS incidents in that district. Transports from that district will be made by the three remaining ambulances within the village. Whenever manpower permits, Ambulance 22 will be placed in service in their district.

## **Motor Vehicle Crashes**

Of the 3,617 emergency medical responses during 2011, 358 (9.9%) were related to vehicular accidents. Of the 3,975 EMS calls in 2010, 351 (8.8%) were related to vehicular accidents

## **Training Division Highlights**

Annual departmental 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 training topics.

Department personnel participated in a total of 28,984 hours of training during 2011. This is an average of 322 hours of training per department member.

## **Command Operations/MABAS Response**

This training continued to present developmental information for Officers and Firefighters. The training focused on the initial responding officer responsibility in both local and regional incidents. The topics included scene size up, establishing incident priorities, developing an Initial Action Plan (IAP), NIMS terminology and communication procedures for regional incidents. Also covered in this training was decision making skills for the initial officer.



## **Surface Ice Rescue Training**

This year all department members participated in Surface Ice Rescue Training. This training was conducted on ice in the pond behind Barrington Lakes Apartments. The training focused on a victim trapped in the ice, having fallen through. Members donned a cold water rescue suit and proceeded to crawl out to the victim, apply rescue equipment and remove the victim from the hazard. Additionally, the training presented ideas and skills related to rescue of animals that may become trapped in broken ice and/or open water situations.

## **1200 Gannon**

Through the use of the vacated Police Headquarters building, the Fire Department was able to complete many skills based training evolutions. This training was arguably some of the best training the department has been able to conduct in some time. Topics and/or skills covered in these training opportunities were advanced Self Contained Breathing Apparatus (SCBA) skills, confidence courses, basic skills (Job Performance Requirements) in low light and smoke conditions, forcible entry of both wood and steel doors, aerial ladder truck operations, hose advancement exercises, victim rescue etc.

## **Designated Infection Control Officer**

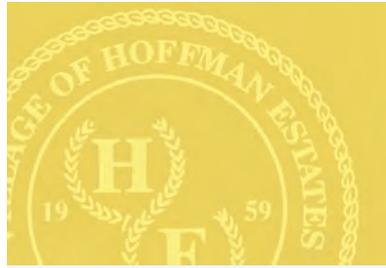
As required in the "Ryan White Care Act" October 1, 2009, the Fire Department has initiated a program to identify an Infection Control Officer. As part of this, the department conducted training to familiarize the membership as to the details of this new law. BC Tom Mackie was chosen as the Village's Infection Control Officer and subsequent to his training for the role, he presented the materials to the department membership.

## **Water Supply Operations**

This training was a cooperative effort between the Hoffman Estates, Streamwood and Bartlett Fire Departments. The topic related to water supply in specific areas within each town and rural areas. The training was intended to bring familiarity to all involved so that in the event we respond to a mutual aid request the departments have a basic understanding of each other's equipment and operations.

## **Advanced Technician Firefighter**

This training results in a certification for the State of Illinois Office of the State Fire Marshal and was formerly known as Firefighter III. Prior to 2009, the fire department sent members to an academy for this level of training. However due to the economic downturn,



# Fire Department

Continued ...

this training was postponed and in fact the Hoffman Estates Fire and Police Commission Rules and Regulations requiring this training were modified to extend the time to achieve this training. In an attempt to be proactive, the training division through the use of existing funds was able to conduct this training in a combined effort with the Elk Grove Village Fire Department and successfully trained seven (7) members of the department to this level. It should be noted that the firefighters that participated in this training completed a great deal of self-study and deserve much of the credit for the success of the program. The Training Division intends on conducting at least two (2) of these class in 2012.

### **Live Fire**

In 2011, through the judicious use of budgeted funds was the Training Division was again able to complete Live Fire Training at the Carol Stream Fire Training Facility. Although remaining a scaled down version from previous years to include only a single shift, this important and relevant training remains a priority for the division. 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 Prevention Bureau**

As of January 1st, 2011, the Fire Prevention Bureau is now comprised of only one member, Inspector Scot Neil. A majority 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 2011 the Fire Prevention Bureau completed 40 of the 79 annual inspections assigned. Plan reviews completed throughout the year totaled 249, up from 225 completed in 2010. In addition, there were 471 construction inspections completed. There were 4 major projects started in 2011, which

involved a major time commitment by Inspector Neil. They are the Sears Holdings Corporation and AT&T building fire alarm system replacements; along with two major building construction projects of the Tate & Lyle build out, and the East Pavilion addition at St. Alexius Medical Center. There were 132 Fire Permits issued, which generated a total revenue of \$39,576.31.

### **Public Relations and Public Education Highlights**

The members of the Public Education Division and the rest of the Department have maintained a dedication to teaching fire and medical safety to the general public. Most of these events were conducted by members while working on-duty.

#### **Preschool Program**

During 2011, public educators completed fire safety education programs in 5 classrooms within Hoffman Estates' 24 pre-schools, educating a total of 150 children in fire safety.

#### **Elementary School Program**

During 2011, public educators completed fire safety education programs in 0 classrooms within 14 elementary schools in Hoffman Estates and Inverness, educating a total of 0 children in fire safety.

#### **Business Program**

Programs include fire extinguisher training, evacuation planning and general fire safety education. During 2011, public educators completed 16 programs instructing over 1,600 employees and patrons.



#### **Smoke Detector/ Carbon Monoxide Program**

During 2011, firefighters distributed 25 smoke detectors to residents in Hoffman Estates. In many instances, firefighters also installed these smoke detectors.

#### **CPR/AED Program**

During 2011, a total of 183 students including residents, Village employees and members of the business community, received CPR/AED or first aid training.

#### **Senior Citizens Program**

The Public Education Division completed 3 senior citizen fire and safety programs to over 100 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 2011, the Department hosted 15 station tours and visited 16 block parties. The Fire Department offered its 13th annual Citizen's Fire Academy program, which was attended by 15 people.

#### **Honor Guard**

During 2011, the Hoffman Estates Fire Department Honor Guard performed at 3 different events in front of thousands of spectators.



# Department of General Government

Village Manager James H. Norris

Deputy Village Manager Daniel P. O'Malley

## Introduction

The Department of General Government consists of the following divisions:

Administration, Cable TV, Communications, Corporation Counsel, and Legislative.

General Government works closely with all nine Village departments.

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

The Communications Division consists of the Community Relations Coordinator and strives to increase communication to Village residents and businesses through a number of communication outlets. The Communications Division compiles and distributes the Citizen newsletter, press releases, and all other special publications. The Village has continued to enhance use of social media and the website in 2011.

## Cable TV Division Highlights

HETV entered its seventh year in 2011. HETV produces programs about Hoffman Estates to air on the Village's cable channel, Comcast channel 6. There were twelve "Citizen" news magazine programs produced along with Thirty one special events programs in 2011. These programs ranged from the Martin Luther King Day Celebration, to the September 11 Remembrance, Fourth of July Parade, Concerts, Fitness America and Tree Lighting Ceremony. There are also several educational programs from outside agencies that air about Health, Ecology, Education and Military News, as well as from NASA and SeaWorld. (The HETV Schedule is available on the Village website.)

The Village began airing Board and Committee meetings in 2010 and continued in 2011. Meetings are shown live and then replayed throughout the week. Thirty seven meetings were shown in 2011.

In addition to the High School Sports coverage, HEHS concerts were aired. HETV has covered twenty two High School sporting events including football, basketball, Lacrosse and wrestling; and eight concerts. High School sports programs air Wednesday evening, Saturday afternoon and Sunday morning. The use of unpaid interns helps to make this coverage possible.

The Cable TV division worked to address 18 inquiries from residents about service from Comcast and AT&T. This is a decrease from 24 inquiries in 2010.

New equipment has been received which will allow HETV to run a news ticker across the bottom of all programs. It will be installed in January of 2012. Also, preparations have been made to provide the HETV signal to AT&T for their U-Verse service. It is anticipated that this connection will be made in the first quarter of 2012, when AT&T provides the needed communications circuits and equipment.

## 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, Planning and Zoning Commission, also receive legal advice from the Corporation Counsel.

The Corporation Counsel is the Village's lawyer who prepares and reviews legal documents and performs other legal duties as stated in Village ordinances. Existing developments are monitored and enforced to ensure compliance with legal obligations.

Employment issues and coordination of negligence cases with the Village's insurers have been the responsibility of the Corporation Counsel.

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 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 Department Complex 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

### Adoption of the 2012 Budget

On December 5, 2011, the Village Board formally approved a budget for fiscal year 2012 totaling \$105,173,670, which is 2.5 percent lower than the fiscal year 2011 budget. In the 2012 budget, the Village is experiencing 3.2 percent decrease in General Fund revenues and a 4.2 percent decrease in expenditures, resulting in General Fund budgeted expenditures exceeding revenues by \$418,000. This deficit will be funded with General Fund reserves.

### Financial Reporting Award

The Village of Hoffman Estates comprehensive annual financial report for the year ending December 31, 2010, was awarded a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association (GFOA) of the United States and Canada. The Certificate of Achievement is the highest form of recognition for excellence in state and local government financial reporting. In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report. This report must satisfy both generally accepted accounting

principles and applicable legal requirements. This was the 28<sup>th</sup> consecutive year the Village has achieved this award.

### Budget Award

The Village was presented a Distinguished Budget Presentation Award from the GFOA for its annual budget for the fiscal year beginning January 1, 2011. 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 3<sup>rd</sup> year the Village has achieved this award.

### 2011 EDA Surplus Distribution

On December 5, 2011, the Village Board approved the 2011 distribution of surplus in the amount of \$5,357,786.84 for the 2010 tax levy year. This represented a 5.0 percent increase from the surplus declared last year. The breakdown of the surplus by taxing district is depicted below:

## 2011 EDA Surplus Distribution

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

TAXING DISTRICT	AMOUNT
Community Unit School District 300	\$2,857,421.63
Barrington Area Library	\$123,650.01
Village of Hoffman Estates	\$721,814.24
Hoffman Estates Park District	\$340,409.35
Elgin Community College (ECC) District 509	\$317,715.40
Northwest Mosquito Abatement	\$6,588.57
Metropolitan Water Reclamation District of Greater Chicago (MWRDGC)	\$200,585.30
Barrington Twp. Gen Asst.	\$732.06
Barrington Township	\$16,105.39
Cook County Forest Preserve District	\$37,335.21
Cook County	\$309,662.70
Illinois School District U-46	\$420,578.90
Poplar Creek Public Library District	\$5,188.08
<b>Total</b>	<b>\$5,357,786.84</b>



# 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

## Department Highlights

The 2011 year has been a continuation of the work begun in 2010, with another eight (8) employees separating from service under the Village's Voluntary Separation Plan (VSP). Additionally, another five (5) employees retired resulting in an overall reduction of employees that were not replaced in 2011. HRM performed intensive meetings/retirement orientations and retirement recognition events over this period of time in order to ensure a smooth and positive transition for those employees. Also, a total of 83 employee anniversaries were recognized by the Village.

HRM updated the Village Personnel Policy manual to include information on recent legislation: Identity Protection Act, Illinois Religious Freedom Protection and Civil Union Act, Genetic Information Notice Act (GINA), and the Genetic Information Protection Act (GIPA).

HRM conducted and/or facilitated several employee training programs during the year: Performance Evaluations for Supervisors, Identity Protection Policy, and Financial Planning for employees planning retirement. In conjunction with 2011 Performance Measures, HRM conducted surveys after each of the training programs held for employees to measure the level of value of several HRM programs provided to the employee population.

The Director of HRM participated in several organizations in moving those organizations forward: President of the Illinois Public Employer Labor Relations Association (IPELRA), Assistant Chair for the Intergovernmental Personnel Benefits Cooperative (IPBC), committee member of Solid Waste Agency of Northern Cook County (SWANCC) Employee Personnel Policy sub-committee.

Upon approval by the Village Board, the Risk Manager renewed the Village's excess liability and workers compensation insurance and brokerage services after an extensive market evaluation.

The Risk Manager, in partnership with the Police Department, spearheaded the implementation of a Workplace Violence training program.

The Risk Manager oversaw the administration and conclusion of several high exposure liability and worker's compensation claims.

The HRM Director was successful in negotiating renewal with the Intergovernmental Personnel Benefits Cooperative (IPBC) for another three (3) years.

HRM continues to comply with the new Family Medical Leave Act and processed 53 employees eligible for FML during the year.

A total of nine (9) fulltime, seven (7) part-time and 18 seasonal positions were filled in 2011, as well as nineteen (19) unpaid internships. HRM participated in 90 interviews and coordinated 27 recruitments. 956 applications and resumes were received and processed in response to advertised vacancies or as unsolicited submissions.

The Director of HRM along with General Government met with Public Works Teamsters representatives for the re-opener of that collective bargaining agreement and were successful in their negotiations. The HRM Director also began negotiations with the IAFF Firefighters' union.

On behalf of the Village organization, HRM along with General Government have received and processed grievances from the International Association of Firefighters (IAFF) local 2061 that resulted in an Arbitration award in favor of Management's position. 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

### **2011 Highlights at a glance:**

- 588 vaccinations at children's clinics
- 207 vaccinations at baby clinics
- 1,258 preventative adult health screenings
- 107 Cholestech screenings
- 985 preschool vision and hearing screenings
- 1,024 preschool vision and hearing screenings conducted
- 116 residents utilized medical equipment through HHS's medical equipment lending program
- 1,713 hours of counseling sessions
- 68 hours of couples counseling sessions
- 34 hours of family therapy sessions
- 129 applications for the two pre-doctoral internship positions available for the 2012-2013 year

### **"Growing to Greatness...Striving for Excellence"**

Having a great community means having access to high quality preventive healthcare. The Department of Health and Human Services (HHS) remains steadfast in its commitment to provide affordable healthcare to the Hoffman Estates community. During 2011, HHS had more than 5,000 individual visits for physical health, mental health, and social support services.

Our mental health services staff provided 1,713 hours of individual, 68 hours of couples and 34 hours of family counseling. To help couples improve their relationship, HHS launched the "Hold me Tight" relationship series. The eight week group focused improving communication reducing conflict, and restoring intimacy. Additionally, 86 families received assistance paying their utility bills, rent, or mortgage through the Salvation Army and Nicor Gas sharing programs.

Our Prevention and Wellness Team initiated several health awareness campaigns. Topics included: Alcohol and Drug Awareness, Sexual Assault Awareness, Mental Health Awareness, Heart Health Awareness, Domestic Violence Prevention, Colorectal and Breast Cancer Awareness. Additionally, our nursing staff helped residents learn how to better manage their medical conditions, use medications properly, and develop good self-care skills through the "Take Charge of Your Health" education series.

During the year, 3,943 residents visited our immunization and health clinics. Nursing staff provided 795 vaccinations for infants and children, 2,028 preventive health screenings for adults and seniors, 250 adult tuberculosis tests, 207 Hepatitis vaccinations, and 107 complete cholesterol screenings. During the flu season, 955 adults and children were vaccinated against influenza.

Support for younger residents was achieved through our Outreach and Prevention programs. Real-Girls Real Talk, Reaching for the Starts and Lion's Pride all focus on helping school age children increase their self-esteem, learn conflict resolution, and develop leadership skills. To reduce the likelihood of violence and bullying among youth, staff

conducted eleven workshops entitled "Let's Talk about Bullying." We also partnered with the Village of Hoffman Estates Youth Commission, and Hoffman Estates Police Department to facilitate the "Safe Communities" conference. This conference addressed issues related to cybercrimes, drugs awareness, and gang prevention. Youth services also continued at Vogelei Teen Center. The Teen Center provides a safe and structured environment for teens to socialize, engage in psychoeducational groups, and participate in recreational activities.



HHS counseling and nursing staff represented the Village at several community health fairs: Week of the Young Child in Schaumburg, Your Health Matters with the Hoffman Estates Park District, and the Schaumburg Community Health Fair.

With an eye on "Being Green" HHS continued the pharmaceutical and sharps collection program. During the year, 1,138 containers of open/expired medications and 184 containers of used needles/sharps were collected.

### ***Additional Activities***

In collaboration with Life Line Screening, HHS hosted a stroke assessment event for the community. Life Line Screening conducts a number of preventative diagnostic tests utilizing ultrasound equipment and highly trained medical personnel. 72 residents signed up for the event. HHS in conjunction with LifeSource hosted 2 blood drives and collected 55 units of blood.

HHS in conjunction with the Spanish Speaking Coalition hosted a community resource fair at Village Hall. There were 22 social service agencies represented. Approximately 50 residents from the community attended.



# Information Systems Department

Information Systems Director Gordon Eaken

## Introduction

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

## Help Desk

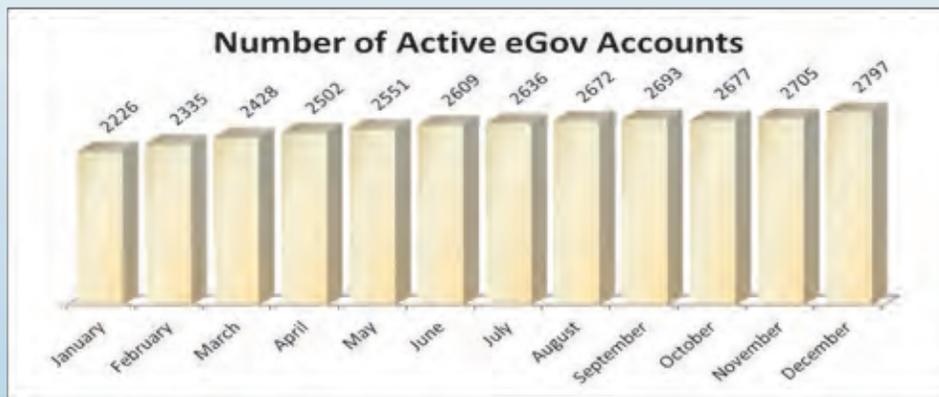
The Information Systems Department Help Desk fielded 1,970 calls for service this year, closing 1,964, a 99.6% closure rate. This is consistent with previous years.

Enhancements continue to be made to our handling of email, virus protection and web surfing. There were no virus outbreaks recorded during the year and another sharp reduction in Spam email was documented.

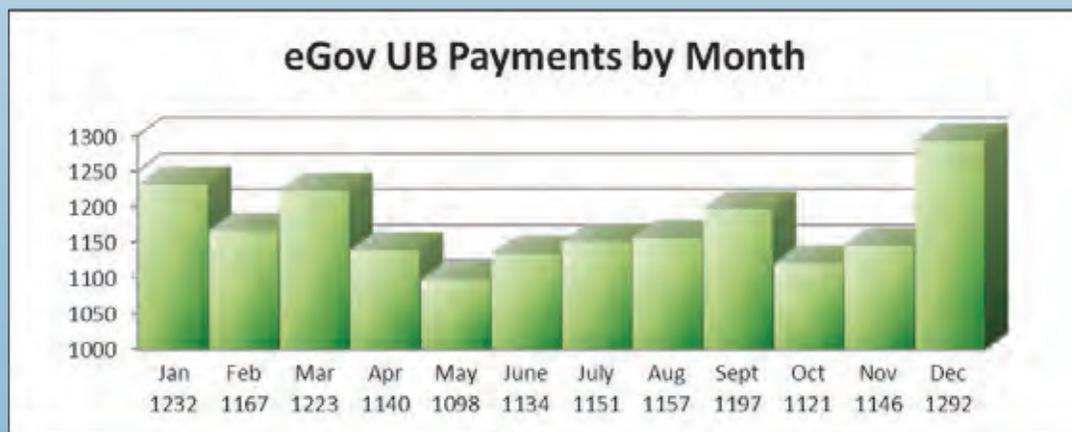
## SunGard Public Sector Software

### eGovPLUS

We have seen continued and steady growth in the use eGov by Hoffman Estates residents and businesses. By utilizing this online application, they are able to obtain information on account balances, consumption and account history, as well as providing access to make payments on their accounts, thus reducing the necessity of calling the village for this information and/or coming in or sending in their payment to be processed manually. As of the end of 2011, 2,797 Utility Billing accounts were registered as eGov users.

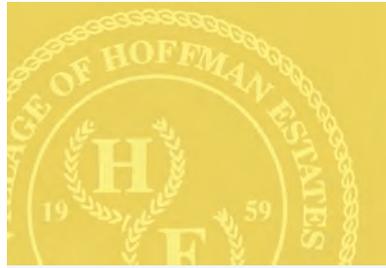


The average number of payments made through eGov each month for the past year was 1,171. This eliminated the need for village hall staff to enter over 14,000 payments during 2012. As you can see by the graph below, the quantity of payments each month is definitely trending upwards.



### eGovPLUS

At the beginning of the 2nd Quarter of 2011, we began working with the SunGard ASP Team to install and test our databases and the new Cognos ReportNet report writer in their hosted environment. There are many challenges to this implementation and we have worked diligently over the past nine months to resolve them. The most time-consuming issues are related to the report writer. Early on, we identified a problem with the versions of the models, which are used to select the data items in the database from which reports are written. We worked extensively with various SunGard staff members to develop models for each of the databases that include all of our custom fields and are at the same database versions that we currently have implemented in-house. During this time, we continued to provide training in the new report writer and to rewrite reports that included the missing data items.



# Information Systems Department

Continued ...

## Training

Staff members were provided with 146 training contact hours for SunGard applications during 2011. Training was provided for Citations, Entities, Year-End Processing, EFT Transactions, and several courses for Query Studio and Report Studio.

## Geographic Information System (GIS)

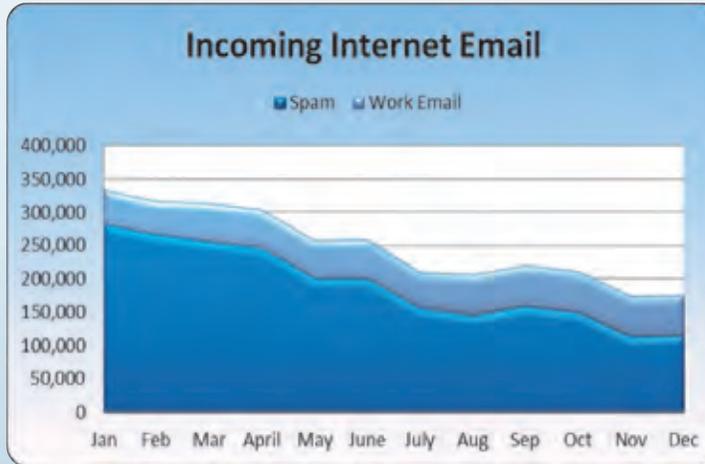
A new GIS server was purchased, installed and configured with Windows Server 2008. The enhancements inherent in both the server hardware and server operating system platform allow for the increased loads being placed on the system with the installation of the new ArcSDE (version 10) and the ArcGIS mapping software upgrades as well as the increased use by Village staff.

Public Works staff members were trained and are now capable of adding data collected while out in the field directly to the database. Previously, data collected by staff members had to be gathered, stored and entered by the GIS Specialist. This current process is more efficient, reduces the workload on the GIS Specialist allowing him to concentrate on other areas.

Completed the geocoding process for the eCommunityPlus locations by referencing the location addresses to the Address Points GIS data file. This process created point locations in GIS for nearly 19,000 addresses from eCommunityPlus. There were approximately 850 addresses that required manual creation of points for the addresses. The accuracy of these points was demonstrated by adding the new point location data layer to a Google map display. Finally, geographic coordinates (latitude & longitude) were added for each address in the new point file. The newly created file was exported to an Excel spreadsheet and ultimately sent to Neptune for inclusion in software to be used by the Village's water meter readers.

## Anti-Virus Annual Report

In 2011 the IS Department handled 2.9 million email messages. Of the email hitting our network, 87% of the total was Spam and Viruses. Without our current security



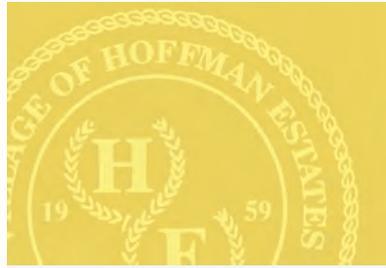
devices filtering out all this email, our Exchange Server would be severely hampered, creating instability in our email service to the Village of Hoffman Estates. The Village anti-spam, anti-virus and security policies have saved the IS Department time and money, overall made our Computer Network more secure and stable.

## Printer Maintenance Program Costs Savings

The Village of Hoffman Estates currently participates in a program called Printer Sense. This program is offered by Document Imaging Dimensions, Inc. Participation in this program provides the Village with a maintenance contract that includes all applicable parts and labor for all covered printers while using toner purchased through D.I.D. The recorded toner and ink purchases made by the Village in 20011 were used to perform a cost comparison with the prices available for similar products at HP. Purchasing the toner through D.I.D. under the Printer Sense program cost approximately \$4,702.14 less than it would have to purchase them through HP. Had the Village not participated in this program during 2011, the cost of parts and labor would have added approximately \$6,293.37 to the amount spent on toner from sources other than D.I.D. When considering all of these factors, participating in the Printer Sense program saved the Village \$10,995.51 in 2011. The results are depicted in the following charts.

**Estimated 2011 difference between Retail costs of Toner, repair and DID Program.**  
The graph depicts \$10995.51 of savings in 2011





# Information Systems Department

Continued ...

## **Phones and iPads**

iPhones were deployed to staff as a replacement for the RIM Blackberry device. The iPhone can function as a video camera, a camera phone, a portable media player, and an Internet client with email and web browsing capabilities, can send texts and receive visual voicemail, and has both Wi-Fi and 3G connectivity. By replacing the Blackberries with iPhones the need to go through a separate server for email and texting was no longer necessary and the Blackberry Enterprise Server shut down and removed from service.

The IS Department moved forward with testing iPads to elected officials as a productivity tool. The units ability to integrate with our Outlook email, calendaring and tasks coupled with the program iAnnotate.

## **Project - E911 System Administrative Update**

A review of the E911 system showed a number of areas that could be improved on. Prior to the completion of this project the system was broken down into non-descript zones that only provided the basic information required by law. After meeting with Fire Chief Gorvett it was decided to rezone the system and add as much additional information as possible allowing first responders a better picture of where they needed to go. The system is now broken down by department, floor and compass direction.

## **Project - EOC Inventory and Setup**

The IS Department completed the documentation for the Emergency Operations Center (EOC) at the Police Department. This comprehensive document will allow emergency personnel/first responders to initialize the EOC in the event of an actual or simulated situation without the assistance from the ISDEPT staff members. The document includes a complete mapping of the EOC showing the setup of all network equipment. Data and voice ports are marked and broken down to show which piece of equipment may be plugged in to any of the available ports. All EOC laptops are configured for use on both the "wired" and wireless networks.

## **Project - Video Conferencing**

As part of an EOC grant the Village received a video conferencing system. The system consists of four individual units that have been placed in the Emergency Operation Center at the Police Department, the Chief's Conference Room at the Police Department, The Emergency Operations Center in the Public Works Department and the Training Room on the second floor of the Village Hall. IS Department staff configured and deployed the systems which offer video conferencing between each unit.

## **Project - VPN Access - SD 211**

The IS Department completed the

configuration and testing for the ability to connect Police vehicles to School District 211's internal networked camera system. This now gives responding officers the ability to connect into the camera system and view an incident in real time. Deployment to all vehicles is pending the writing of General Order in use of the system from police command staff.

## **Project - Public Safety Wireless**

In response to the requirements for the new Mobile Computer Aided Dispatch (CAD) system being deployed by the Northwest Central Dispatch Center (NWCDC) in 2012 the IS Department designed and implemented a new network structure using Verizon air cards (cell cards). This network configuration allows the Police and Fire mobile computers (CF units at PD and Motorola units at Fire) to communicate with the NWCDC back through the Village high speed secure network. The current CAD system uses legacy Radio Frequency and modem technology which does not have the speed or capacity to transmit or receive the massive amounts of data that is intended to be pushed with the new CAD system.

The system was tested from August through November, the "bugs" worked out and deployment on a whole began in December. In all, 35 units were ordered for Police and 19 units ordered for Fire.

## **WebQA System Summary**

Between 1/1/2011 and 12/31/2011, 6,405 visitors to our WebQA Action Center viewed 74,584 pages. They reviewed 11,820 answers and submitted 68 questions and 4,682 service requests. According to Gartner, email and phone inquiries cost an estimated \$4.50. Each request submitted online only costs \$.50. **This results in a savings of \$4.00 for every question and request submitted online.** Based on these statistics, our total savings for this period is \$72,190.00.

## **Savings Summary 1/1/2011 - 12/31/11**

Answers Viewed - No Intervention:	\$53,190.00	Total Answers Viewed X \$4.50
Questions Submitted:	\$272.00	Questions Submitted X \$4.00
Service Requests Submitted:	\$18,728.00	Service Requests Submitted X \$4.00
<b>Total Savings:</b>	<b>\$72,190.00</b>	



# Police Department

Police Chief Michael E. Hish

## Introduction

In February 2011, Acting Chief Michael E. Hish was sworn-in as the Chief of Police. Shortly after, Assistant Chief of Police Steve Casstevens retired after 29 years of service to become the Chief of Police for the Village of Cary, Illinois. Ted S. Bos was promoted to Assistant Chief of Police after successfully serving the Department as the Investigations Division Commander for the past 7 years.



In April 2011, Sergeant Mike Brady retired after 28 years of dedicated service with the police department. That same month Officer Deborah Whited retired after proudly serving the Hoffman Estates community for 22 years.

In June 2011, Bob Kravetz celebrated his 40 year anniversary with the Village of Hoffman Estates. Bob retired from the Police Department in 2004 as a Sergeant and is currently working as an Administrative Service Officer II and his ongoing contributions do not go unnoticed.

Numerous department awards were presented to police department employees for achievements that occurred during 2011. Among these

awards Officer Leo Monroy was presented with a Meritorious Service Award for his quick decision making and actions involving an armed offender brandishing a knife which resulted in the successful apprehension of the offender.

Officer Scott Lawrence, Officer Brian Petersen and Officer Patrick Patla received Life Saving Awards for working together to safely disarm a felony suspect while saving his life via first aid techniques. Due to substantial blood loss it was evident the suspect would have died in minutes without their rapid actions. In December Officer Lisa Notarnicola received the Chief's Commendation Award for elevating the Explorer Program with special consideration of their performance at the state competition, the Junior Police Academy, Dare and on-going patrol responsibilities. The dedication demonstrated has made a difference in the lives of numerous young adults.

Deb Whited received a Meritorious Service Award from the Illinois School Resource Officer's Association for her hard work and dedication. Officer Mark Wondolkowski, Officer James Thomas, and Officer Adam Marak were presented with an award from the Illinois Department of Transportation for Seat Belt Enforcement for having issued over 1,000 occupant protection citations.

Industrial/Organizational Solutions Inc. (I/O Solutions) was retained to develop the promotional examinations for the Hoffman Estates Police Department. In July 2011, the Promotional testing process began for Lieutenants and Sergeants. An eligibility list containing 8 Lieutenants and 13 Sergeants was established and approved by the Hoffman Estates Police and Fire Commission.

The Police Department conducted 9,506 hours of training for officers including 488 hours for civilian employees during 2011. An additional 921 hours were accumulated by Department instructors – teaching on a variety of topics including defensive tactics, critical incident response, DUI field sobriety testing, and in-house in service training. General order red policy review and training continued throughout the year.

## 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 up to three Sergeants. The Patrol Division also encompasses the canine, community relations and problem-oriented policing (POP) units.

In 2011, the Department responded to 21,036 calls-for-service compared to 23,161 calls-for-service generated in 2010. 3,855 Crime Hazard Alerts and 18,190 traffic stops were conducted by the patrol division in 2011.

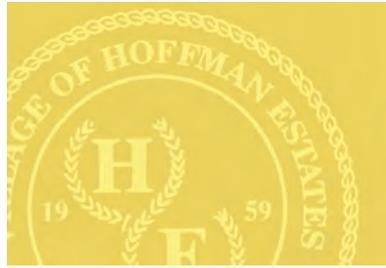
The Patrol Officers also assisted in the department's community relations efforts by attending Block Parties, community events as well as Village and Business events. The Patrol Division also conducted numerous bike patrols during the year.

During these tough economic times we have maintained the level of service to the community. We have utilized trained volunteers such as EMA, police explorers and CPAA to fill in as support roles as needed.

## Patrol Canine Highlights

The Police Department Canine Officer Dan Donohue is currently partnered with Canine Bundo. The canine team is assigned to the Third Watch and falls under the command of the Watch Commander and Shift Sergeants. Officer Donohue generally works from 1800 to 0200 hours where he can also be available to assist the First Watch. Officer Donohue has been very flexible with his hours to attend community functions during the daytime hours. This flexibility has allowed the Department better canine coverage without incurring overtime. Officer Donohue attends training at least twice a month and is supervised in his training by Sergeant Joseph Dornbos who is a certified canine trainer. Canine Bundo attends recertification annually in Michigan.

During 2011, Officer Donohue and his partner completed 57 vehicle searches for narcotics for our department, as well as outside agencies. Other activity included 16 building searches, 20 tracks for offenders or missing



# Police Department

Continued ...

persons, 3 article searches, and 17 community events. This past year also saw an increase in school searches. Officer Donohue completed 12 searches of area schools including for the first time District 211 High Schools. No narcotics were located in Conant or Hoffman Estates High School. Officer Donohue routinely receives high praise from other area police departments as well as our residents for his efforts at community events.

## Community Relations & Problem-Oriented Policing (POP)

The Community Relations and POP Units work hand-in-hand throughout the year on numerous programs for the Department, including the Bicycle Safety and Bike Helmet giveaway program, the Neighborhood Watch, the Citizen Police Academy, 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 Department received a life-sized Daren costume for our DARE program from the Schaumburg Police Department. This costume has been used at a community event at Lakeview School, at a parade for Thomas Jefferson School, and at DARE graduations. This costume is a big hit to all the students and young children who see it.

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.

Officer Notarnicola, 4 explorers and 2 advisors attended the 2011 State Explorer Conference held in Springfield, IL. There were over 500 explorers in attendance competing in team and



individual competitions. Our team won a 2nd place trophy for the team building obstacle course and 1st place trophy for the individual live fire competition. This is the first time that the Hoffman Estates Explorer Post 806 has ever competed in the State competitions. This competition was a great experience for all 6 of these young adults.

The explorers volunteered at the Arboretum of South Barrington on a parking lot detail for a car show in the summer on Wednesday evenings for approximately 15 weeks and in return the Arboretum donated money to purchase uniforms for the explorers. The explorers are now in full uniform to date. Eleven explorers assisted with Shop with a Cop in December.

Currently, there are 12 explorers and 2 advisors. In 2012, the Department hopes to increase to 15 explorers. Over 25 Explorer meetings were held this year which included physical training, report writing, firearm safety, shoot-don't shoot situations and crime and crash investigations Traffic stops, Evidence Collection, Handcuffing, encountering armed subjects K-9 presentation. A Junior Police Academy Camp for thirty 5th, 6th & 7th Graders was conducted and was well received. We would like to add another Junior Police Academy for high school aged in the future.

In April, Officer Mike Barber was assigned to the Problem-Oriented Policing Unit and works under the supervision of the Afternoon Watch Commander. Officer Barber has begun restructuring the Neighborhood Watch program to USA on Watch and received

a \$4,000 grant from the Illinois Emergency Management Association for the Second Chance Citizen Corps Grant Program. Funds received were used to purchase supplies for the program. Officer Barber continues to conduct alcohol servers training, handles neighborhood issues, teaches class in the Citizens Police Academy and conducts in-service training. Officer Barber and Officer Notarnicola handle the many functions associated with Community Relations / POP while still being assigned to patrol and covering shifts where needed.

## Investigations Division Highlights

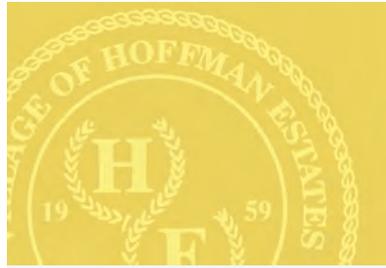
The Investigations Division, commanded by a Lieutenant, is comprised of the Investigations Section, Juvenile Investigations Section, and Tactical Section. In 2011 the Investigations Section was staffed with 1 sergeant and 5 criminal investigators; operating one short of full-staff. In 2011 the Investigations Division underwent several staffing changes. In March, Lieutenant Dennis Cardiff was appointed Investigations Division Commander and Sergeant Joseph Dornbos was assigned as the Investigations Section Commander.

During 2011, the Investigations Division worked on 1,314 cases. The Division had a clearance rate of 68 percent and made a total of 229 arrests. The Division also recovered a total value of \$121,064.42 in property and money.

During 2011, quarterly sex offender checks were conducted with all 9 registered sex offenders in Hoffman Estates.

Compliance checks of the 63 establishments which hold liquor licenses continue to be performed to ensure servers are current on the necessary certifications as required by local ordinance.

Each year the Investigations Division conducts several financial crimes



# Police Department

Continued ...

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

The Investigations Division continues working with the Internet Crimes Against Children Taskforce and targets cybercrimes 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 counselors.

In January 2011, the Investigations Division worked on a missing person and multi-state investigation involving an adult who had a diminished mental capacity from a prior accident and who suffered from depression and bipolar disorder. Investigators were able to locate bank records and transactions to trace her to Detroit, MI and work with Detroit Police to locate her at a Red Cross Shelter. The subject's parents were notified and given her location to close the case.

In May 2011, the Investigations Division made an arrest on internet theft case involving a resident which solved cases in 4 states. Detective Reichel and Detective Hanna responded to the residence to investigate a Craigslist fraudulent transaction reported from another state. After further investigation, Detective Reichel was able to obtain a statement from the offender admitting that he knew he was receiving stolen property in the mail. Detective Reichel charged the offender with three misdemeanor counts of possession of

stolen property. All of the property in this case was shipped back to the victims and they have all expressed their gratitude about their property being recovered.

In December 2011, Investigators recovered a missing juvenile in Mexico. Detective Domin was able to retrieve pertinent information about the possible destination and the subject who the female juvenile was with from family members and friends. Detective Domin spoke with numerous agencies that assisted in the investigation including Hanover Park Police Department, FBI, National Center for Missing and Exploited Children, and the Texas Department of Public Safety. Detective Domin was able to locate the subjects and speak with them hours after their arrival into Cuernavaca Mexico with ASO Toledo providing translation. The family members picked up the missing juvenile and were able to care for her until she was able to obtain her passport which she had left behind at her residence.

## **Juvenile Investigations Section**

The Juvenile Investigations Section is comprised of 1 juvenile investigator and 3 school resource officers. Due to the retirement of Sergeant Mike Brady, Sergeant Joe Crimmins was re-assigned to the Patrol Division to maintain proper staffing levels on the Third Watch. The Juvenile Section Sergeant position was eliminated, although Sergeant Crimmins continues many of the Juvenile Section's goals and objectives from Patrol and he adjusts his schedule accordingly.

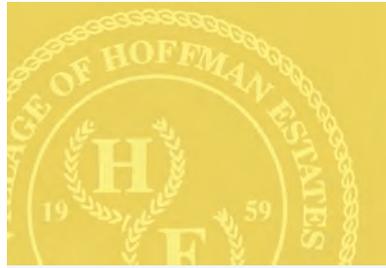
Sergeant Crimmins and the Juvenile Investigations Section provided training to all schools in Hoffman Estates on building intruders and emergency lockdowns. Lockdown drills were conducted and school emergency plans were written and reviewed with school staff members.

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 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 continued during the 2011-2012 school year.

In July, the Juvenile Investigations Division made an arrest involving a predatory criminal sexual assault and child pornography crime. In addition to the original 11 year old victim, other potential victims were discovered during the search of the items recovered as a result of the search warrant. Four other victims were discovered and identified and all of the additional subjects were located and interviewed. This case was reviewed by the Cook County State's Attorney's Sex Crime Division who approved charges of predatory criminal sexual assault, aggravated possession of child pornography and aggravated sexual abuse.

The Investigation Division also provides expertise and assessment on emergency lockdown procedures at Alexian Brothers Behavioral Health Hospital (ABBHH) and St. Alexius Hospital. In 2011, division members conducted an emergency drill at ABBHH that involved representatives from area hospital and the fire department. The entire hospital network participated, including representatives 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



# Police Department

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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 2011, members of the division conducted the second 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 Section also facilitates a state grant targeting underage smoking in which plain-clothes police officers accompany under age volunteers to retailers in an attempt to purchase tobacco products. If the retailer makes a sale, the officer issues a village ordinance citation for unlawful sale of tobacco. In 2011 we are happy to report there was a 100% compliance rate.

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.

During 2011, the Juvenile Section arrested 177 juveniles and referred 14 to the Peer Jury program. There were 40 juvenile petitions filed and 25 cases referred to other agencies for disposition. It should be noted that to compensate for the shortage in Investigation Division, the juvenile investigator functions in a dual role by assuming Investigation Division cases.

### ***Tactical Operations Section***

The Tactical Operations Section is staffed by 1 sergeant and 4 tactical officers and 1 taskforce officer. In 2011 the Section continued working closely with the Investigation Division on a number of cases, as well as participated in many multi-jurisdictional operations. Members of the Tactical Section have additionally been utilized by Patrol for: covering manpower shortages, making warrant arrests, and other duties. The Tactical Section maintains its focus on a zero tolerance policy in the areas of gang and drug activities.

The Section provides the community with information in the form of presentations given at the Citizen Police Academy on topics such as: gang awareness, crime prevention, and indication signs of drug use and drug recognition. Throughout 2011, members of the Tactical Section gave 10 gang presentations to various community groups.

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



In 2011, the Tactical Section utilized the computerized gang file, public nuisance incidents and parolee information. These technological advances have allowed officers to obtain and share information, internally and externally, more efficiently.

The Tactical Section began researching a criminal housing program and began training in this area. When this program is implemented in 2012, it will assist the community in maintaining standards in regards to rental property and offers a remedy for eviction which will improve the quality of life for all residents.

The Section made a total of 239 arrests in 2011. Of these arrests, there were 40 felonies, 199 misdemeanors, 84 drug arrests, and 46 warrant arrests. The Section also seized \$8,118.00 in drug assets and 1 vehicle.

### **Special Services** **Division Highlights**

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

The Special Services Division includes the Traffic Section as well as the Vehicle Maintenance and Animal Administrative Service Officers. The Division is responsible for planning and research, managing the Department's grants, written policies, vehicle maintenance,



# Police Department

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building maintenance, Police Chaplain Program, Administrative Tow Fee Program, Administrative Adjudication and critical incident response training. During the year approximately 539 Administrative Tow Fee citations were written by the Hoffman Estates Police Department. Of those, 486 citations were paid which generated \$243,000 of revenue. This reflects a 90% payment collection average for the Administrative Tow Fee Program.

The Department Honor Guard also functions from within the Division. Sergeant Felgenhauer recently took over command of this unit. Both Sergeant Felgenhauer and Officer Lawrence attended a week long Honor Guard training class in May 2011. During the year this unit participated in: The Martin Luther King, Jr. Ceremony; annual NEMRT Conference; a presentation of the National Colors at a Slaughter football game; Conant High School Football Game in honor of 9-11 Police and Fire Recognition; 4th of July Parade, Village Hall 9-11 ceremony.

## **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 28 (24 full-time and 4 alternates) school crossing guards. The Section also has 2 officers assigned to the Battle Auto Theft Task Force. These officers work on stolen auto cases as well as cloned auto cases throughout the region. Their work with the Task Force results in numerous vehicle seizures each year, with some of the seized vehicles being turned over to the police department.

This Section handles numerous programs, including all traffic-related public information & education campaigns, and numerous enforcement campaigns. The Section is also responsible for all abandoned auto processing, red light camera

<b>Traffic Section 2011</b>	
52	Abandoned autos processed
195	Hit-and-run crashed investigated
\$51,346	Total for citations issued for overweight truck violations
\$5,610	Total for issued truck permits
158	Taxi/Chauffeur licenses issued with total fees collected at \$8,660
110	Child Safety Seat inspections were completed
497	Seat belt citations issued, a decrease from 818 in 2010
1,140	Speeding citations issued, a decrease from 1,292 in 2010
1,159	Red light camera violations reviewed (August – December 2011)

enforcement, overweight and over-dimension truck permits, taxi and limo licensing, towing contract, coordination of special events occurring on Village roadways, speed trailer deployment and the coordination of all school crossing guards. The private property enforcement agreements are being revised with Corporate Counsel due to a recent court decision.

The Traffic Section also conducted 35 special enforcement details throughout the year, as compared to 56 details last year. These details include extra patrols, TARGET details, seatbelt surveys, extra seatbelt enforcement details, State Police Overweight Truck Portable Scale enforcement details and speed trailer deployment details.

During 2011 there were a total of 1,383 traffic crashes investigated by the Department, a decrease from 1,610 crashes in 2010. Of those crashes, 190 were injury crashes, down from 234 injury crashes in 2010.

## **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 includes the Court Officer and Property/Evidence Room Officer.

During 2011, the Division coordinated three college interns who worked within the department to complete their requirements for their criminal justice degrees. The Division organized as well as took part in instructing four separate "in-service training" programs. Each session of training consisted of various continuing education and police certification classes such as: National Incident Management System requirements; LEADS certifications; Recognition, Prevention, and Management of Excited Delirium and Sudden, In-Custody Deaths; Field First Aid; Use of Force training items such as ASP, OC Spray and Handcuffing. The in-service program provided each officer with 32 hours of annual training. In addition to "in services training", various training bulletins were distributed to department members covering various officer safety topics or tactical advice. The Use of Force unit within the training division conducted annual firearms training and qualifications which consist of four separate sessions throughout the year.

The Staff Services division was also responsible for researching a new vendor for promotional testing. I/O Solutions was chosen and the division worked with this company as well as with the Fire and Police Commission in conducting promotional testing and the creation of a promotional list for Sergeants and Lieutenants.

The 22nd class of the Citizen Police



# Police Department

Continued ...



Academy was held in 2011. Twelve citizens graduated this year's class.. This program is taught by various members throughout the department covering topics such as: Officer Safety, "Shoot / Don't Shoot" scenarios, firearms familiarizations, investigations, identity theft, evidence collection, K-9 presentation, Northern Illinois Police Alarm System overview and many more. Upon graduation many former class members continue to support the Department through the Hoffman Estates Citizen Police Academy Alumni Association (HECPAAA). HECPAAA provides many volunteer hours throughout the year for activities such as National Night Out, Citizen Police Academy Classes and America on Watch. The volunteers also help with data entry and other clerical tasks around the department.

Also necessary changes, due to changes in the law, with operating and storage of the in-car camera systems used by Patrol, resulted in coordination between the Court Officer, Records Division, Vehicle Maintenance division and training division. The in-car camera system continues to evolve and changes in procedure and policy are ongoing.

During the year, the Department inventoried 1,246 pieces of evidence and property, a decrease from 1,767 in 2010. The property room Administrative Service Officer sent 397 items of

evidence to the crime laboratory for testing. Transfers of property (movement of items in or out of the property/evidence room) in 2011 totaled 13,495. There were 198 items returned to their owners, an increase from 105 in 2010.

In 2011, the Chicago Tribune ran an article about a Baby Jesus statue from a Nativity set which the property room held for approximately 8 years and had been unsuccessful in locating the owner. Right before Christmas that article brought in leads which led to the return of the statue to the rightful owners who lived in Inverness. The Nativity set was estimated to be worth about \$20,000 and the owners were happy to have him back.

### **Records Department/Front Desk**

The Records Department and Front Desk is headed by one supervisor which oversees both areas. The Records Department is staffed with one full-time clerk and 2 part-time clerks. The Records Department processed approximately 6,300 reports, 1,150 subpoenas, 600 FOIA requests, 200 warrants, and countless requests from other police / government agencies in 2011. The Front Desk is staffed with 5 full-time ASO positions and

is currently operating one short of full staff.

### **Emergency Management Agency (EMA)**

In August, Nichole Collins started with Hoffman Estates as the Emergency Management Agency Coordinator. Accreditation requirements were finalized with IEMA and Cook County DHSEM and Hoffman Estates was certified. In accordance with being an accredited emergency management agency, the Emergency Management Performance Grant (EMPG) application was completed, NIMS training requirements were met, and the required three year training and exercise plan was submitted. The EMA participated in Harper College's Full Scale Exercise, by making notifications, opening and staffing the EOC, and participation in the AAR and IP conferences. The EMA has applied for grants for 2012 including the EMPG, Citizen Corps, and IEMC. Hoffman Estates is currently working on becoming a nationally accredited EMA, and assisting with the 2012 national preparedness campaign. In 2011, EMA volunteers were provided training opportunities including: CPST training, EOC set-up, traffic control, radios, and emergency vehicles. Several EMA volunteers also attended a two day search & rescue training course.





# Public Works Department

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 full time personnel and 2 part time personnel. During the summer of 2011, ten (10) seasonal employees were hired to augment construction season staffing needs.

## Department Highlights

The Barrington Square Lift Station Rehabilitation was completed in late December. Work included the rehabilitation of the existing wet well and application of a high build epoxy coating; installation of three submersible pumps, piping and control; the abandonment of the dry well; and the installation of a new 250kw generator with an automatic transfer switch.

The repainting and maintenance repair of T-6 water tower was completed. The finished work includes interior and exterior painting; pit piping and foundation; installation of the overflow flap gate; a mud valve and access tube gap and other minor repairs.

SCADA (Supervisory Control and Data Acquisition) Upgrades were completed. The finished work includes the Programmable Logic Control (PLC) upgrade and installation of a back-up float control at six (6) lift stations: Hampton Lift Station; Kingsdale Lift Station; Carling Lift Station; Thomas Lift Station; Pfizer Lift Station; and the Casey Lift Station.

Through a joint effort with the Illinois Tollway Authority, the cleaning of storm culver pipes was completed at the I-90 crossings. This helps in reducing the likelihood of street flooding during major storms.

In 2011 the public works department was able to get over 800 residential cross connection control devices into compliance with current State of Illinois certification requirements.

The Village received a Tree City USA Award for the 20th consecutive year. The presence of Emerald Ash Borer in the Village's ash tree population became very evident in 2011 with the required removal of 44 infested trees. An additional 93 smaller diameter Ash trees were removed in conjunction with an Ash Tree Reduction Program approved by the Village Board and implemented early in the year. Replacement of infested trees as well as those removed as part of the reduction

program was made possible due to a \$29,000+ reforestation grant the Village received through the Metropolitan Mayors Caucus. This insect infestation is likely to be a significantly and costly challenge for all Illinois communities, possessing ash tree populations for many years to come.

Planned, specified and bid several energy efficiency grant funded projects including interior lighting retrofits at the Public Works Center, Vehicle Maintenance Building and Village Hall; a new facility HVAC automation system at the Vehicle Maintenance Building; and installation of canopy LED lighting at the Village Hall.

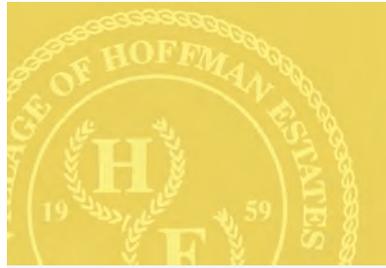


## Snow/Ice Control Operations

This program provides for de-icing and plowing 158 miles of streets, including 367 cul-de-sacs and 10 parking lots. All Department personnel support these operations along with seasonal auxiliary personnel. In calendar year 2011, the Department engaged in 25 separate snow plowing and de-icing operations combating 43.4 inches of snow. The Emergency Operations Center (EOC) at the Public Works Center was utilized to supervise all snow and ice control operations. The EOC has an on-site weather radar feed and access to a local meteorological service that provides customized timely forecasts during winter storms.

## Private Sector Partnerships

Partnerships with the private sector enhanced municipal maintenance services, including restoration of utility excavations, sidewalk



# Public Works Department

Continued ...

replacements, street sweeping, pavement marking, streetlight pole replacements, parkway tree trimming, turf mowing 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**

The program is supported by a Facilities Manager and 4 full time personnel. During 2011 Facilities managed 10 principal buildings covering 250,000 total square feet and an additional 252,000 square feet at the Sears Centre Arena which is owned by the Village. Facilities performed a wide range of function and support services to maintain a safe and comfortable environment for employees and visitors.

2011 accomplishments include the coordination and improvement of janitorial "green" cleaning, recycling programs and other "green" initiatives at Village facilities including the selection of and transition to a new janitorial cleaning firm. Provided maintenance warranty support for the new Police Department and Fire Station 24 facilities with continued review of preventative maintenance programs and equipment repair schedules. Performed ongoing management of the physical maintenance, improvements, and the review/revision of budgetary needs for all facilities. Provided technical support on facility related maintenance and contractual issued related to the Sears Centre Area.

## **Traffic Operations**

Traffic Operations Division maintains regulatory traffic signs, roadway lighting, street sweeping, small scale pavement maintenance and street pavement markings. This is accommodated by 1 supervisor and 8 full time personnel.



This program maintains over 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 2388 Village owned street lights and Village owned parking lighting.

This division installs and maintains 120 Village pride seasonal banners that are hung on street light poles and are changed at each of the four seasons and are responsible for the oversight of over 296 curb miles of street sweeping. Traffic Operations provides for the maintenance of approximately 158.40 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 pot-hole control. Extensive curb line patch repairs were increased this year by this division due to deteriorated street conditions. This work was completed in an effort to delay major road repairs that are unable to be performed due to the reduced funding towards resurfacing and reconstructing roadways. These repairs were completed at 76 locations covering 12,725 sq. ft. of roadway utilizing 145.5 tons of hand applied hot asphalt.

## **Water and Sanitary Sewers**

Operations are supported by a Superintendent, 3 Supervisors, and 24 full time personnel. This program is responsible for maintaining 246 miles of water distribution main, 3,071 hydrants, 3,144 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.

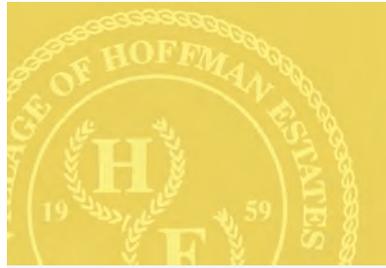
Maintenance on the sanitary sewer system includes 16 lift station facilities, 5,161 manholes and 185 miles of sewer main pipe and 13 miles of force mains, cleaning, root cutting and videotaping of sewer main lines. Inspections of contractor work on private sanitary sewer service repairs were performed as was comprehensive flow monitoring of sub-basins for further assessment of inflow and infiltration for the Sanitary Sewer Rehabilitation Program.

Repaired four (4) force main breaks and a total of 50 leaks on water mains, service lines and valves in order to reduce water lost through distribution system leaks.

Installed a dewatering station (drying area) for the drying of wet spoils that are generated from excavations by Unit 66 Vactor truck.

## **Customer Service/FAST**

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



# Public Works Department

Continued ...

responder to both internal and external service requests including hanging tree branches, water leaks, sewer back-ups 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**

The service work is supported by 3 full time maintenance personnel and includes the maintenance of 150 miles of storm sewer mains, 4,218 catch-basins, 1,059 flared end outlets, 5,373 street inlets and 2,993 run-off manholes. Work responsibilities also included removal of beavers and the flow obstructions created by beavers in Village creeks.

Major projects completed include the replacement of 40 ft. of 24" storm sewer in Brittany Park. The installation of approximately 350 ft. of 6" perforated drain tile on Hermitage Lane prior to street re-construction project in order to correct pavement icing problems during the winter months.

## **Fleet Services**

The Fleet Services Division consists of a Supervisor and 4 full time mechanics and is responsible for the maintenance and repair of over 182 titled vehicles. The Automotive Service Excellence (ASE) group has awarded Fleet Services with the ASE Blue Seal of Excellence for the 12th consecutive year. The award recognizes the skill and expertise level of the mechanics through a certification and re-certification process. The division continues to monitor and report vehicle idling in an ongoing effort to reduce fuel usage.

Completed replacement of the fuel pump dispensers located at fleet services.

## **Forestry**

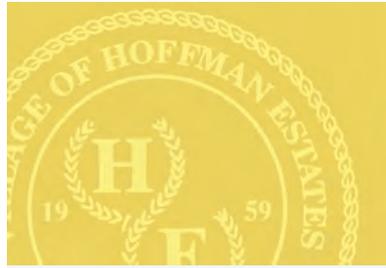
The Forestry & Grounds crew consists of the Village Forester, and 8 fulltime personnel. The crew provides for the care and maintenance of 17,500+ parkway trees as well as 145+ acres of turf sites consisting of rights-of-way,

detention/retention areas, park type sites and village owned building locations. Certified Arborist status and Illinois Pesticide Licenses are maintained by the Village Forester as well as 3 additional crew members. In 2011, the Village was awarded its 20th consecutive Tree City USA recognition by the Illinois Department of Natural Resources and National Arbor Day Foundation. Ongoing programs for 2011 included the Contractor Tree Trimming Program, the annual Branch Pickup Program, conducted in late September & October, the Holiday Tree Chipping Program, the Annual Arbor Day Celebration and the Annual Tree Planting Program.

Once the Emerald Ash Borer was found and confirmed in 2010, the removal of EAB infested parkway trees became a priority in 2011 in an effort to slow the spread of the insect throughout the Village. 44 parkway trees infested with EAB were removed with a majority being replanted or scheduled for replanting as a result of funding received as part of a grant, in the amount of \$29,000 through the Conference of Mayors. Additional

EAB related activity involved the institution of an Ash Tree Reduction Program which began in 2011. The program involved the in-house removal of 93 smaller diameter Ash trees in newer subdivisions with replanting occurring with grant program funding. A major component of the Department's response plan continues to be public education. Through informational brochures, articles in local papers, cable television, and articles in the Citizen newsletter, residents are encouraged to inspect trees on their property and report suspicious circumstances to Public Works. Close communication was maintained with neighboring communities, the Illinois Department of Agriculture and the State Forester's office remain current with activities and information related to the EAB migration to the Northwest suburbs.





# Department of Public Works

Continued ...

2010	2011	Public Works Service Delivery
3,915	3,891	Residential customer service requests
4,471	4,433	JULIE locates for excavation work
63	65	Water distribution system repairs: 35 leak repairs, 15 hydrant repairs/replacements, 8 b-box repairs, and 7 valve repairs
172,706	161,286	Lineal feet of sanitary sewers flushed out of a total system of 932,818 lineal feet
2	4	Number of main line sewer backups cleared
12	7	Sanitary sewer lift station pump repairs
378	385	Water meters repaired or replaced, including 95 pit meters in Parcels A and B, and 19 two-foot meter in apartment buildings
863	866	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	9,595	Square feet of sidewalks/aprons replaced or repaired, due to water and sewer dig-up projects (3,675) and annual concrete maintenance program (5,920)
85	134	Lineal feet of curb poured due to water and sewer dig-up projects and annual concrete maintenance program
11,250	16,131	Lineal feet of sanitary sewer/storm sewer televised
3,058	3,071	Fire hydrants flushed to remove sediment from 246 miles of water main
70	87	Sanitary sewer replacement inspections
16,028	28,756	Lineal feet of storm sewer flushed
53	48	B-box inspections, repairs/replacements
381	475	Hydrants painted
310	433	Traffic-control devices/signs replaced
50	56	New traffic-control devices/signs installed as a result of new ordinances and/or Transportation Division requests
68	104	Banners and/or signs designed and fabricated for Village events
526	550	Service requests for streetlight repairs completed
47	14	Driveway locations repaired as part of the 2010 street revitalization project
4,150	4,325	Residential pickups from the annual Branch Pickup Program continued to show an increase in 2011; 1,650 cubic yards of woodchips were generated; an additional 232 holiday trees were also chipped
778	786	Requests for parkway tree maintenance, inspection, storm damage and fertilization. 82 parkway trees required removal, due to storm damage, decline or disease
220	297	New and/or replacement parkway trees planted
2,360	1,740	Parkway trees trimmed in conjunction with the Contractor Tree-Trimming Program
10	21	Total number of vehicles and equipment sold through auction
6	13	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 2011, the Village Clerk's office processed a total of 2681 pet licenses in cooperation with the Finance Department, and registered 32 new voters.

As a designated agent by the U.S. Department of State for passport services for the Village of Hoffman Estates, the Clerk's office processed 468 passport applications in 2011 earning \$11,700 for the general fund.

As keeper of the records, the Village Clerk was responsible approximately for 40 resolutions, 64 ordinances, the filing of more than 15 documents with the Cook County Clerk's office and a total of 52 sets of minutes, 22 from regular Board meetings and 10 from special Village Board meetings, 8 from Executive Sessions, 11 from liquor hearings and 1 from public hearings.

The Village Clerk issued approximately 2,041 licenses including business, general contractors, home occupations, general premises, raffle and liquor. The Clerk's office mailed 408 Welcome Packets to new residents in 2011.

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 28 bid notices or public projects in 2011 and attending each opening.

The Clerk's office assisted other departments with projects, such as the Shop Hoffman program, by providing business license and owner contact information when requested. The Village Clerk is also chairperson to the Hoffman Estates Celebrations Commissions.

## Volunteer Boards and Commissions

- Arts Commission
- Barrington Road Interchange Task Force
- Bicycle and Pedestrian Advisory Committee (BPAC)
- Capital Improvements Board (CIP)
- Celebrations Commission
- Celtic Fest Commission
- Commission for Disabled Residents
- Cultural Awareness Commission
- Economic Development Commission
- Electrical Commission
- 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
- Planning and Zoning Commission
- Police Pension Board
- Road Improvement Impact Fee Traffic Advisory Commission
- Commission for Senior Citizens
- Sister Cities Commission
- Stormwater Management
- Utility Commission
- Veterans Memorial Commission
- Youth Commission



# Sears Centre Arena

General Manager Ben Gibbs



## 2011 Report

The 2011 budget represents the arena's best year with regards to event income and indirect expenses (along with Premium Seating Income, these three line items represent the key drivers to the arena's profitability), increasing income by nearly \$400,000 compared to the best year under previous ownership.

This was achieved by avoiding losses attributed to buying risky shows, developing new event categories, most notably Hispanic Bull Riding and the circus, the addition of a partial hockey season (15 games from October to December), and securing some extremely profitable events, including Strikeforce MMA and the X-Factor TV Taping.

By the end of the 2011 fiscal year, the arena will achieve record Event Income (Event Income is defined as the profit generated from hosting events). This includes revenue from concessions, rent, ticketing fees, etc. This is the net amount going back to the arena after all expenses are paid to host each event, increasing revenue by over \$200,000 compared with fiscal 2010. These numbers were achieved by increasing event income for returning events (Cirque du Soleil increased by \$51,671 and USA Volleyball increased by \$84,617), as well as securing unique events, including Strikeforce MMA (Event Income: \$141,527) and X-Factor TV Taping (Event Income: \$274,333).

	2007	2008	2009 – (Partial Year, #'s Estimate Only)	2010	2011 (unaudited)
Event Income*	\$657,537	\$1,582,938 <sup>^</sup>	\$1,247,021	\$1,626,019	<b>\$1,971,094</b>
Sponsorship/Premium**	\$1,993,561	\$1,665,380	Not Available	\$296,463	<b>\$376,817</b>
Indirect Expenses***	\$4,357,274	\$4,067,420	Not Available	\$2,457,975	<b>\$2,199,726</b>

\*Given accounting under CCO in 2007 and 2008, Convenience Fee Income was removed from 2010 and 2011 income calculations to enable an accurate comparison

\*\*Does not include \$1 million generated from Sears naming rights sponsorship

\*\*\*Does not include property taxes paid in 2007 and 2008

<sup>^</sup>Includes \$428,807 in event income resulting from tenant teams including Shamrox, Storm and Slaughter. Revenue in 2010 includes Slaughter only (\$160,762), and Slaughter (\$79,534) and partial season Express (\$78,000 Estimated) in 2011

## 2011 Accomplishments

**Record Event Income:** The SCA generated more profit from events that any other year since opening in 2006. Compared with previous ownership's best year, the SCA exceeded event related profit by nearly \$400,000.

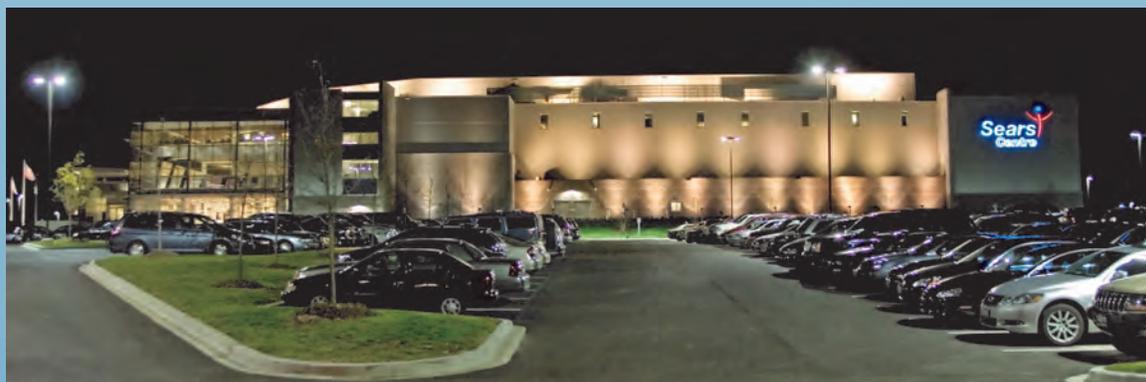
**Record Expense Savings:** Overhead expenses associated with running the building (not expenses associated with hosting events) is below 2011 budgeted expenses.

**Growth of Hispanic Market:** Global Spectrum booked three Hispanic events in 2011. These events were all profitable and represent the most Hispanic events hosted by SCA in a fiscal year.

**Successful Transition to Andy Frain:** Andy Frain handles all security and parking needs for SCA. As a third party provider, Andy Frain saves substantial money compared with the previous providers (Monterrey Security and Standard Parking). Despite paying substantially less for these services, the arena has experienced minimal transition issues with the new company.

**Individual Event Suite Sales:** Through aggressive sales practices, Front Row Marketing Services (FRMS) was very effective in increasing individual event Suite sales to \$182,864, which is an increase of nearly \$110,000 compared with 2010.

**Implementation of Preventative Maintenance Program:** For the first time in the arena's history, a full time building engineer is a member of the staff. This allows the arena to implement a thorough preventative maintenance program, which will save money in the long run by avoiding costly repairs.





# Community Information

## Demographic and Community Data



**Founded:** 1959

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

**Land Area:** 22.1 square miles

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

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

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

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

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

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

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

## Elected Officials

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

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

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

**Gary G. Stanton, Trustee**  
847-781-2683  
gary.stanton@hoffmanestates.org

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

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

**Gary J. Pilafas, Trustee**  
847-781-2680  
gary.pilafas@hoffmanestates.org

**Bev Romanoff, Village Clerk**  
847-781-2628  
bev.romanoff@hoffmanestates.org

## Village Management Team

**James H. Norris**  
Village Manager  
847-781-2601  
jim.norris@hoffmanestates.org

**Arthur L. Janura, Jr.**  
Corporation Counsel  
847-781-2603  
aljanura@arnstein.com

**Michael DuCharme**  
Director of Finance  
847-843-4801  
michael.ducharme@hoffmanestates.org

**Algean Garner**  
Director of Health and Human Services  
847-781-4851  
algean.garner@hoffmanestates.org

**Patrick Seger**  
Director of Human Resources Management  
847-781-2691  
patrick.seger@hoffmanestates.org

**Gordon Eaken**  
Director of Information Systems  
847-781-4871  
gordon.eaken@hoffmanestates.org

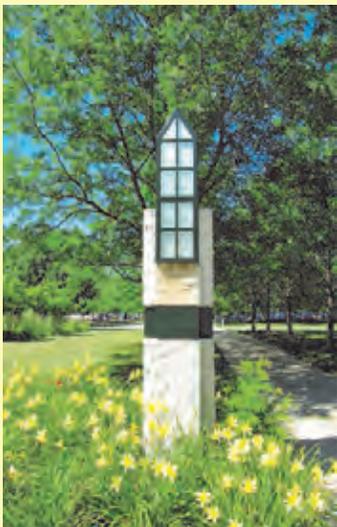
**Daniel P. O'Malley**  
Deputy Village Manager  
847-781-2602  
dan.o'malley@hoffmanestates.org

**Mark Koplín**  
Assistant Village Manager —  
Development Services  
847-781-2661  
mark.koplin@hoffmanestates.org

**Robert Gorvett**  
Fire Chief  
847-843-4827  
robert.gorvett@hoffmanestates.org

**Michael Hish**  
Police Chief  
847-781-2803  
michael.hish@hoffmanestates.org

**Joseph Nebel**  
Director of Public Works  
847-781-2701  
joseph.nebel@hoffmanestates.org



# Addendum

## Village Board and Standing Committee Meetings

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

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

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

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

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

## Municipal Facilities

### **Village Hall**

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

### **Police Department**

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

### **Susan H. Kenley-Rupnow**

#### **Public Works Center**

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

#### **Fire Department Administration**

1900 Hassell Road  
Hoffman Estates, IL 60169  
Emergency: 9-1-1  
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  
2011 ANNUAL REPORT**