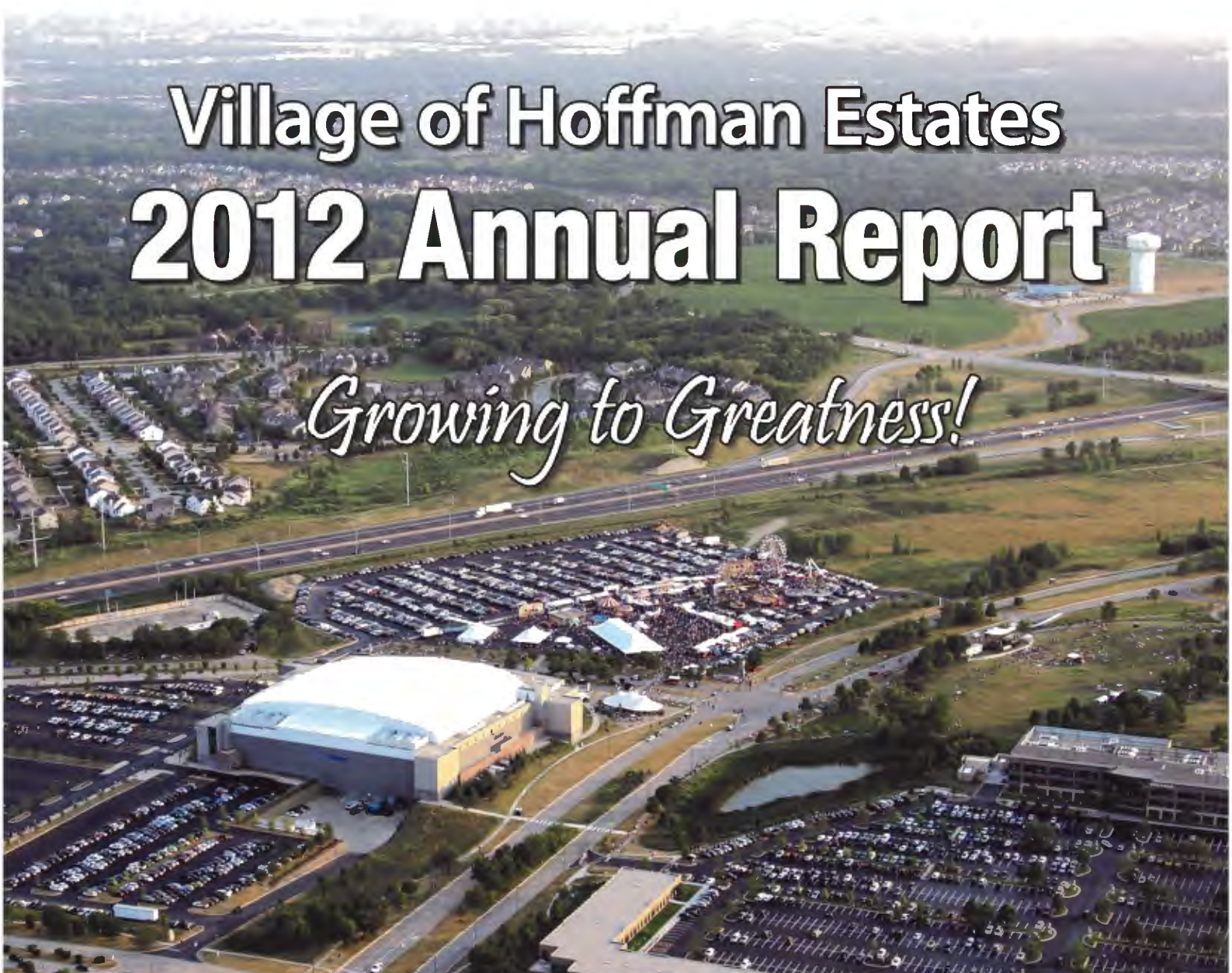




# Village of Hoffman Estates 2012 Annual Report

*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:

On behalf of the Village President and Board of Trustees, Management Team and employees of the Village of Hoffman Estates, I am proud to present the 2012 Annual Report highlighting another successful year serving the residents and businesses of the Village of Hoffman Estates. The annual report provides a great deal of information about the Village's innovative practices, sustainability efforts, high quality services as well as achievements and awards received in 2012. However, I would like to emphasize several areas as listed below:

**Economic Development:** The Village attracted several retailers and restaurants including Ross Dress for Less, Stone Eagle Tavern, the Saddle Room, and a new Audi dealership. However one of the biggest economic development successes was the retention of Sears Holdings Corp (SHC), and their 6,000 employees in the Prairie Stone Business Park in the Village. The Village experienced expansion through the construction of the Women's and Children's Hospital at St. Alexius Medical Center and Tate & Lyle PLC, makers of Splenda sweetener, completed an interior build out of a three-story office building in the Prairie Stone Business Park.

**Residential Electrical Aggregation:** One of 2012's most impactful accomplishments was the establishment of a Municipal Electrical Aggregation Program which saves eligible participants almost 40% on electricity supply costs. On March 20, 2012 voters approved a referendum for the Village of Hoffman Estates to seek lower electricity supply rates for residents and businesses through an opt-out electricity aggregation program. This program allowed the Village to create economies of scale by leveraging the buying power of thousands of residents and small businesses to obtain a lower price for the supply of electricity. The Village's Municipal Electricity Aggregation Program became effective August 2012, for residents and small businesses. The state's definition for small business excluded several Hoffman Estates businesses, so the Village found another savings program through the Metropolitan Mayor's Caucus which is available to those businesses not eligible for the original Village aggregation program.

**Green Initiatives/Sustainability:** The Village has continued its sustainability agenda with several efficiency projects completed at Public Works buildings, an energy assessment program for Village residents, improved recycling at Village facilities, and drafted a sustainability plan. The Village's anti-idling policy has saved the Village \$334,309 in fuel cost from 2008 through 2012. The Village received the Sierra Club's Cool Cities Achievements Award for climate change reduction efforts and the Excellence in Energy Code Compliance Award. Since initiation of the Hoffman Estates Green Business Recognition Program eleven businesses have been awarded recognition and a concentrated effort was made by the Sustainability Commission to increase business participation.

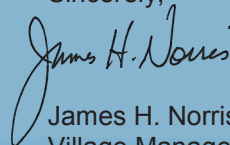
**Grants:** The Village applied for and received numerous grants, many of which will be put to use in 2013:

Palatine Road Widening – Federal Surface Transportation Program (STP)/IDOT: \$2,977,000  
Hassell Road Reconstruction – Federal STP: \$4,000,000  
Enhance Dispatch Communication – Federal Assistance to Firefighters Grant: \$164,960  
Regional Transportation Authority (RTA) Grant: \$80,000  
Federal Community Development Block Grant (CDBG): \$259,504.00  
Three new firefighter salaries – Federal SAFER Grant: Valued at \$581,565

The Village prides itself on our applying for and receiving grant awards. Our success brings tax dollars from both the State and Federal governments back to Hoffman Estates to make major capital improvements and to enhance existing service levels.

It was a very successful 2012 and we look forward to an even brighter and more successful year in 2013.

Sincerely,



James H. Norris  
Village Manager



# 2012 Development Highlights

Director of Development Services Mark Koplin

## Introduction

Development Services continually strives to facilitate new growth in the community. The Department works with developers and land owners to attract businesses, navigate the approval process, obtain construction permits, and inspect residential and commercial construction projects, as well as streets and public utilities. The Department oversees the Annual Street Construction Project and enforces the Property Maintenance Code to resolve violations, and works with other Village Departments on a variety of projects.

Economic Development staff work 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, bicycle / pedestrian planning, 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.

## Development Highlights

Although the economy is still slow to recover, the Village continues to experience improved growth and saw numerous successful projects come to fruition in 2012. Large and small businesses chose to locate in Hoffman Estates or make improvements to existing property. Hotel occupancy and rates increased from previous years, demonstrating



an upswing in economic activity. Use of new online database technology expanded the reach of the Village's economic development efforts to national proportions and the Village website was improved to provide updated information and tools for residents and businesses. The Department continued to pursue and manage grant funding, receiving several grants for various projects to aid development. Plan design and specs for major road projects were performed in-house, significantly reserving funds for infrastructure improvements rather than contracted work. With limited staff resources, superb customer service was provided to an increased demand in permitting, review, and inspection services.

### Office/Light Industrial

The Village saw development and occupancy for numerous major facilities in several areas of Hoffman Estates, including expansions at the St. Alexius Medical Center, a build out of a three-story office building in Prairie Stone Business Park, and the beginning of an expansion and building renovation at Fortune 500 Company, ADP.

St. Alexius Medical Center constructed a new six story building addition on the east side of their campus that will house an expanded day surgery center, pediatric department, expanded NICU department, post partum department, and a labor and delivery

department.

In spring 2012, London-based Tate & Lyle PLC, makers of Splenda sweetener, completed an interior build out to an 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, as well as the regional headquarters for the Specialty Food Ingredients business in North America, moved into the space in March, bringing 160 high-quality jobs to the Village.

Hoffman Estates was successful in retaining Sears Holdings Corp along with the 6,000 jobs it maintains in the Village.

Other office and industrial development successes include plans for a parking lot expansion and building renovation at Fortune 500 Company ADP, the opening of Chicago Education Project school based services in the Blackberry Falls Office Park, and the completed development of Morizzo Funeral Home, all located along Hassell Road.

### Retail/Restaurants

During 2012 a number of independent restaurants and retailers opened for business in Hoffman Estates:

The introduction of Mariano's Fresh Market to Hoffman Village Shopping Center provides a new option for residents for picking up groceries, sushi, and other treats. In preparation for the anchor tenant and opportunity to fill Hoffman Village occupancy to capacity, the Shopping Center underwent a complete exterior facade renovation and installation of new ground signs. Other tenants are expected to follow.



The Stone Eagle Tavern opened in the 59/90 Entertainment District (Hoffman Blvd and Route 59).

The Saddle Room, a restaurant and OTB is



# 2012 Development Highlights

Continued ...

open, also located in the 59/90 Entertainment District.

Ricky Rocket's, a convenience store, gas station, and strip center located at Hassell and Barrington Roads broke ground in spring 2012 and is expected to open in 2013.

While part of a national chain, Ross Dress is a new junior anchor tenant in the Poplar Creek Crossing Shopping Center, near TJ Maxx, World Market, and Target, that is anticipated to open in early 2013.

The Southeast Corner of Golf and Roselle Roads (Alexion Shopping Center) completed the major reconstruction and addition to the corner lot retail building which now includes an updated façade and tenants including

Caribou Coffee, Chipotle, Sprint, and Discount Mattress. Other retail and restaurant venues that renovated or opened in Hoffman



Estates include building and façade changes at U-Haul and Strawberry Hill Plaza Shopping Center, Barrington Square Town Center site improvements and TIF establishment, as well as an expansion of Valli Produce.

The Audi automobile dealership began construction and will open mid-2013 at 1200 Golf Road.

### **Roselle Road Business District**

The Hoffman Plaza Shopping Center has been purchased and presents an opportunity for potential upgrades or redevelopment. The renovated Jewel store continues to be a solid anchor for the center. The adjacent out lot at the southeast corner of Golf and Roselle Roads finalized a major renovation, including a new facade and building expansion to accommodate Chipotle, a Sprint store, and a mattress store. The vacant former gas station at Higgins and Roselle Roads remains an opportunity

for potential developers.

Golf Center Shopping Center filled a number of vacancies experienced in 2011 and has seen few tenant changes in 2012. The Center has seen increased traffic due in part to the opening of the Royal Seafood Buffet. Efforts continue to market the remaining vacant store fronts in the center to interested businesses.

Several businesses have been through varying points in the review and planning process for the unoccupied Myoda building on Roselle Road; however, opportunities remain for redevelopment of the property. Coordination with the Myoda property, Firestone, Golf Center, and the Cook County Highway

Department continues to plan for installation of a future traffic signal on Roselle Road at the entrances to Golf Center and Hoffman Plaza. The signal will help to connect the entrances of the two shopping centers, as well as address traffic safety issues.

### **Economic Development Highlights**

In addition to the major developments highlighted above, the Economic Development Division focused upon expanding its reach to local, regional, and national proprietors through a variety of marketing techniques, including ads in various publications and the initiation of an online searchable database, Zoom Prospector. In April, the Village began listing retail properties in Zoom Prospector, accessible via the Village's website and [www.hoffmanestatessites.com](http://www.hoffmanestatessites.com). Database features allow users to develop a report providing variable mile radius information on income levels, demographics, labor force, wages, and surrounding businesses. A public relations campaign has been communicating the benefits of the system to the Village's external

customers.

A portion of the Division's time has been invested in the efforts of the Golden Corridor Manufacturing Group. Over the past several years, the Village has aggressively partnered with several area precision toolmakers to help educate local students and potential employees on the advantages of a career in manufacturing. The Group's efforts have culminated in Harper Community College offering an advanced technology degree to their curriculum in fall 2012. Additionally, the Village partnered with the Golden Corridor Manufacturing Group and local municipalities including the Village of Schaumburg, City of Elgin, Village of Carpentersville, and the Village of Wheeling and was awarded a Chicago Metropolitan Agency for Planning (CMAP) Local Technical Assistance Grant. Staff will begin work with CMAP in 2013 to promote connections between manufacturers, schools, and students in order to further develop a local skilled manufacturing workforce.

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 various events, association, and trade shows.

### **Tourism Highlights**

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

In partnership with the Alexian Healthcare Network, the Fitness for America Fest in 2012 expanded to offer more than 20 events in order to include athletes with special needs. Great weather and good publicity produced 1,600 Festival registrants, making the Fest the second largest inline skating marathon in the Nation. Features of the Festival included an inclusive special play area for children set up by Special Olympics, and free children's events



# Planning Division

Director of Planning Peter Gugliotta

were opened to Special Olympics youth athlete participants. The seven hotels along Barrington and Higgins Roads were sold out during the festival that drew from thirty-five states and four countries.

### **Hotels**

A rate analysis of eight Hoffman Estates hotels was conducted to determine if in occupancy/rate capture are trending up as hotels have reported across the country. Hotel Tax revenues showed an increase of ten percent from revenues in 2011. Despite a reduction in the mid-week corporate traveler, the Village hotels have become adept at capturing the social, military, educational, religious, and fraternal travelers and are doing a better job of yield management by increasing rates during high demand periods and reducing rates to include internet sites when demand decreases. Review of STAR reports that outline Occupancy, Average Daily Rate (ADR), and Revenue captured per available room indicate that Hoffman Estates hotels are successfully driving rate and occupancy in each of the properties

### **Shop Local/ International Taste of Hoffman Estates**

In 2012 the Shop Local team focused on Hoffman Estates restaurants creating an event that would allow each restaurant to gain additional exposure and introduce their unique offerings to a new audience. Each of the 20+ participating restaurants provided sample sizes of their foods for 300 attending guests. The event sold out in advance after a feature story in the Daily Herald. The event coupled with the annual visit of French Chefs and culinary students from the Village's sister city Angouleme, France, sponsored by the Hoffman Estates Sister Cities Commission. Additionally, sponsorship from one of our newest businesses, Tate & Lyle, challenged area Community Colleges to a cupcake competition using

Tate and Lyle products. Participating restaurants commented that unlike other food tasting events, the planning of the event ensured that the guests interacted with each restaurant by using coupons to ensure that each guest visited every station once. Participating restaurants were able to distribute samplings to every guest while capturing emails and distributing coupons designed to drive diners into their restaurants. Each participating restaurant from International Taste 2012 is anxious for next year's event.

2012 Shop Local efforts included use of a variety of social media, print ads, press releases, and staff outreach.

### **Planning Division Highlights**

In 2012, the Division continued to experience increased interest in new development and redevelopment activities, and several projects advanced through the approval and construction process. Highlights of the year include the construction and opening of two new restaurants in the 59/90 Entertainment District in the western portion of the Village - the Stone Eagle Tavern and the Saddle Room. In other areas of the Village, many ongoing projects are smaller in nature, yet they continue to require a substantial amount of staff time and often are delayed due to business or

financial circumstances beyond the Village's control. The Division also engaged in preliminary discussions for development of a National Veterans Museum in the Western area of the Village; this project will continue to be reviewed and planned throughout the upcoming year.

The Planning Division has reviewed and processed a number of development projects during the year, including formal site plan reviews, administrative reviews, minor site plan amendments, along with four Master Sign Plans, and various permits. Several 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 2012, including both commercial projects and the completion of residential subdivision improvements.

The Division reviewed sign permits during the year and performed a basic zoning review of all commercial building permits and new business licenses. 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. This includes new installations and site upgrades on both private and public property. Activity in this sector has remained high during the past year. Division staff has completed work on a revised Village Antenna Siting Policy and plans in 2013 to propose Zoning Code revisions to support the policy.

The new Planning and Zoning Commission, combined from the Plan Commission and Zoning Board of Appeals, assumed all duties of both former boards and moved beyond a transition period. The Planning Division finalized the implementation of processes related to the new Planning and Zoning Commission, including updating all application forms into fillable and savable PDF format to make completion and submission easier for petitioners.

### ***Cooperative Efforts***

The Planning Division has continued to provide staff support for many economic development efforts, including work on





# Planning Division Cnt'd

Director of Planning Peter Gugliotta

the Shop Local Campaign and the Taste of Hoffman Estates event. Again this year, Planning staff produced most of the Village graphics for the 59/90 electronic Tollway marquee sign managed by Cabela's, and helped produce many of the posters, maps, brochures, and other materials used for the Village's booth and meetings at the International Council of Shopping Centers annual conference. Staff also helped create the Zoom Prospector website materials and assisted with several marketing and promotional efforts. Division staff authored articles for the Citizen newsletter, produced press releases, and other publicity pieces. Planning staff provided support through participation in several meetings with prospective businesses and developers as part of ongoing economic development efforts.

Cooperative and supportive efforts have also partnered Planning staff with the Transportation and Engineering Division on projects, such as the RTA Transit Study project and the Canadian National Railway sound wall project. Contributions have also been made on the Complete Streets Policy and code updates, the Hassell Road reconstruction plan development, preparing graphics for various engineering projects, and planning efforts for transportation improvements in the I-90 corridor, among other projects.

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

The Division continued administrative responsibilities for the CDBG Program. In 2012, Planning staff and the Village's CDBG consultant created an "Analysis of Impediments to Furthering Fair Housing" to satisfy requirements of the U.S. Department of Housing and Urban Development. This project required data analysis and collection, as well as internal and external consultations. Additional administration efforts included overseeing the Northwest Housing Partnership-managed single-family home rehabilitation program, finalizing construction of Phase II of lighting



infrastructure improvements in the Barrington Square neighborhood, as well as 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, as well as the tracking and monitoring of Village Department grant efforts. Major grant activities during 2012 included managing the conclusion of all 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 reporting, and processing 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. Reports of grant status, including as summary of ARRA accomplishments were written and distributed to the Village Board and posted on the Village website.

In addition to projects completed with EECBG funding including infrastructure improvements,

code development project, residential energy assessment program, and the replacement of one Public Works fleet vehicle with a hybrid SUV, Planning staff coordinated the development of a sustainability plan, in line with EECBG requirements and Village Board Goals. Staff effort was required for a second lengthy EECBG amendment process in order to include the Sustainability Plan and revise the budget in order to maximize use of the grant funds. 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 2012, several efficiency projects were completed at Public Works buildings, a reduced cost energy assessment program for Village residents continued, and a sustainability plan was drafted. Research on green initiatives, potential revisions for the Village's Subdivision Code were drafted, and preparation for adoption of new building codes continued 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. The Village also received the Sierra Club's Cool Cities Achievements Award for cumulative efforts to reduce climate change.

Staff continued liaison duties with the Green Initiatives Commission and managed the Commission's oversight of the Hoffman Estates Green Business Recognition Program, introduced in April 2011.

Since program initiation, eleven businesses have been awarded recognition through the program and a







# Transportation and Engineering Division

Director of Transportation Michael Hankey; Director of Engineering Gary Salavitch

concentrated effort was made in the summer by the Commission to increase business participation. Staff coordinated the Green Business Recognition Program press releases, Citizen articles, website revisions, and awards. In December 2012, the Green Initiatives Commission was disbanded and the Sustainability Commission was created. The Sustainability Commission includes members from both the Green Initiatives Commission and the Environmental Commission, and will provide recommendations to the Village Board from the Sustainability Plan and assistance in education and event support for Village sustainability projects and programs. 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.

### **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 2012 Street Revitalization Project (about \$2.7 million) on time and under budget stands out as a major highlight. Transportation and Engineering Division personnel coordinated all aspects of the seven reconstruction projects and fourteen resurfacing projects on various streets that included field survey, design plans

and specifications, estimates and bidding, utility coordination, construction inspection, punch lists, and project closeout.

A major accomplishment was an in-house completion of the plans, specs, and estimates for the widening of Palatine Road and reconstruction of Hassell Road. Division staff has performed in-house design and inspection for the annual street project for a number of years and by using in-house staff instead of hiring a consultant, the funds saved on contract services can be used toward infrastructure improvements. Work done on Palatine Road will include the addition of a center left turn lane, to reduce traffic congestion and improve safety as well as a new traffic signal at Huntington Boulevard and an upgrade of the Chambers Drive traffic signal. Construction is anticipated to begin in



2013. Hassell Road, in 2013, will be reconstructed from Barrington Road to Fairway Court. To address safety issues, a continuous left turn lane will be provided from Barrington Road to near Holbrook Lane. The four lane road will generally be modified to a center left turn lane and one travel lane in each direction. The remaining pavement space will be designated for bicycle lanes and/or on-street parking. The Village applied for and obtained federal funding to cover 80% of the construction costs for both the Palatine Road and Hassell Road projects.

Work towards the engineering design for the full interchange at Barrington Road and I-90 made significant progress in 2012. Following a Village request, IDOT advanced funds from its total share to be used for a portion of Phase I engineering services. A cost sharing agreement for Phase I engineering between IDOT and the Village was executed in mid-2011. A recommendation for Phase I preliminary engineering services was approved by the Village Board and a contract awarded. Village staff has reviewed and evaluated proposals for the full interchange and as of the end of 2012, narrowed the selection to four final designs.

Traffic signal improvement and widening work was completed at Beverly and Higgins Roads to improve safety through a federal grant which covers most of the cost. New right turn lanes have been completed at Shoe Factory Road and

Route 59 with some remaining traffic signal improvements to be completed in 2013. This work was also funded in part through a federal grant to improve traffic operations at the intersection. A new traffic signal was installed at Higgins Road and Prairie Stone Parkway. The plans for widening Shoe Factory and Beverly Roads are in the final design phase with the Cook County Highway

Department. Shoe Factory Road will be widened to four lanes from just east of Beverly Road to Essex Drive. Beverly Road will be widened to four lanes from its intersection with Shoe Factory Road to the I-90 entrance ramp. The County will be undertaking right of way acquisition as the next phase of work.

### ***Grant Programs***

Division staff continues to undertake more in-house engineering design on federally funded projects. This enables the Village to better utilize staff resources, lowers overall project costs,



# Transportation and Engineering Division Cnt'd...

Director of Code Enforcement Don Plass

gives direct involvement with the design process, and provides potential for reimbursement of some staff costs. 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 was 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) were designed by a consultant hired by the Village and constructed was completed 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. And the Higgins Road sidewalk and bicycle path project was essentially completed in 2012 through the CMAQ program. The Division actively seeks out additional funding opportunities such as use of CDBG funds for eligible projects.

The Division assisted the Planning Division with the closeout of the Communities Putting Prevention to Work (CPPW) grant program from Cook County. The grant funded support services for creation of a Complete Streets resolution and provided support for potential changes to the Village Subdivision Code to support this policy. Code revisions developed from these efforts will be proposed in 2013. The grant also funded the installation of approximately 18 miles of on-street bicycle route and directional signage, installed in 2011.

Other applications were submitted for federal funds but were not selected. An application for TIGER 2012 funds (Transportation Investment Generating Economic Recovery) was submitted for the Barrington Road interchange project but it was not chosen due to the high number of requests received by the federal government. The Division is still

waiting for the Illinois Transportation Enhancement Program (ITEP) to select awarded projects. The Village submitted a proposal for a bicycle and pedestrian underpass of I-90 to connect Shoe Factory Road to the Prairie Stone Business Park along the Canadian National right of way.

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

The Bicycle and Pedestrian Advisory Committee (BPAC) met during the year to oversee the components of the Comprehensive Bicycle Plan. BPAC also organized a Village community ride in 2012 in conjunction with the July 4th festival. Education and advocacy work continued 2012, along with research to identify potential funding for bicycle and pedestrian projects. The Division has designed bicycle lanes and routes that may be incorporated into applicable road projects as they are practical.

### ***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 2012, a large portion of time was spent meeting 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. After significant review, public information, open house, and public hearing, the Village Board opted not to install a sound wall, in favor of sound mitigation for eligible households to be funded by CN. CN installed a new advance warning sign for westbound traffic on Shoe Factory Road in advance of the hillcrest as well as allowing construction of a path connection through its right of way along Shoe



Factory Road.

### ***Public Transit***

The Taxi Discount Program showed continued growth throughout 2012. 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 Village website.

The Illinois Tollway will be reconstructing and widening the Jane Addams Tollway (I-90) through Hoffman Estates starting in 2014. Design concepts, including the provision of space for transit operations on the Tollway, were initiated in 2011 and have pursued engineering phases with IDOT throughout 2012. 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 will also allow conversion of lane and shoulder areas to bus rapid transit or rail at some point in the future which is consistent with long range plans for the STAR Line project. While road improvements would need to be made on

the outside edges of I-90, the Tollway design does not preclude incorporation of a higher capacity transit service in the future. The Village has discussed possible transit service provisions with Pace to accommodate the new design and two potential park and ride facilities are being considered along I-90. Pace is also involved as the potential for park and ride facilities along I-90 to serve regional travel needs are being evaluated.

Pace Route 554 continued in 2012, with funding approved by the Village Board, as well as financial shares from Elgin, Streamwood, Hanover Park, and Schaumburg. Saturday service, initiated



# Code Enforcement

in 2011, remains available. The route provides ADA service for residents within three quarter mile of the route who meet RTA eligibility requirements. Ridership growth has been significant since enhancements were made in late 2011 to provide bi-directional service on weekdays along with expanded operating hours.

Division staff continued to work with a consultant through the Regional Transportation Authority's Community Planning Grant program, awarded in 2011. The grant will pay 80% of the study's estimated cost of \$80,000. The study being conducted will evaluate the potential for a flexible route transit service in the Village. Staff is finalizing the report findings and determining how to implement such a service, as well as identifying 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 Devonshire Woods, and Yorkshire Woods subdivisions.

Stormwater management efforts resulted in a reduction in the Jones/Highland flooding problem. Instigated by a 2011 Village analysis of lower cost solutions, a \$200,000 storm sewer replacement was installed and dramatically reduced flooding in the Jones/Highland area. Division staff prepared plans, specifications, and estimate for storm sewer improvements. In addition, approximately 60 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 continues to maintain its webpage hosting information on a variety of transportation questions. These include status and updates on the Village's Annual Street Rehabilitation Project, in addition to projects like the Canadian National, bicycles and pedestrians, and others being constructed by IDOT and the Illinois Tollway.

## **Code Enforcement Division Highlights**

Code Enforcement's mission is to safeguard and protect the public health, safety and general welfare of the residents of Hoffman Estates through application of the adopted codes and ordinances in an efficient and effective manner, through the wise use and management of all available resources.

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

The front counter staff provides excellent customer service to all residents and other external customers who visit the front counter. The staff delivers accurate answers and direction to phone calls, accepts permit applications, processes, and issues building and fire permits (2,600 in 2012). The Division issues contractor licenses, and verifies state licenses, insurance and bonds (over 800 in 2012). Staff issues an average of 125 Village transfer stamps per month, each of which requires staff to verify that all final water, waste hauling, and Village bills, liens, or citations have been paid, as well as verify accuracy and completeness of documentation. Staff also manages licensing and license payments for pets, vehicle (truck) and chauffeur licenses, schedules building and fire inspections, and accepts payment for water bills. Staff processed over 500 garage sale permits in 2012, the first year that required residents to obtain a free garage sale permit. Toward

the end of 2012, plans were developed for enhancements to the counter operations and customer service. The implementation of these changes will occur in 2013.

### ***Annual Fire Inspections***

The Code Enforcement Division has been conducting commercial Annual Fire Inspections since the start of 2011. Three inspectors have been certified as ICC Fire Inspector II and performed more than 1,650 inspections in 2012. The Village utilizes the computer program "Fire House" to provide an inspection record and verification of the address. Business licenses for each building occupancy were verified during fire inspections and the Village Clerk was notified of any businesses that were in violation.

### ***Plan Review and Building Inspections***

Over 1,000 plans were reviewed by the Plan Examiner in 2012. Plans reviewed include large and small-scale commercial projects, residential projects, and residential permits for decks, sheds, roofs, and other accessory structures. The Plan Examiner and each Inspector has obtained several International Code Council (ICC) certifications in various aspects of code standards and attends local seminars and other training classes to maintain their certifications.

During 2012, the Division issued over 2,600 building/fire permits and conducted over 4,500 field inspections with over \$880,000 collected in building permit fees. Inspectors review building construction, mechanical, electrical, and plumbing standards and often inspect sites multiple times during the duration of the project to ensure code compliance. Code Enforcement staff has been preparing for moving from the current 2009 International Energy Code Council (IECC) standards to adoption of the 2012 IECC standards.

### ***Property Maintenance***

Property Maintenance Code Enforcement staff continues to divide inspections between one Code



# Code Enforcement

Continued ...

Enforcement Officer assigned only to residential properties and the other Code Enforcement Officer, also certified as a Building Inspector, is assigned to conduct multi-family common area/exterior inspections concurrent with fire inspections. This combination



provides a more efficient and time saving manner to conduct the inspections. Over 450 multi-family inspections were conducted with compliance on all violations noted. An annual drive through of the Village, known as the "Clean Sweep" program, was conducted with Village elected officials and staff. Over 700 single-family home property maintenance violations were observed during the inspections and letters were sent out to each resident indicating the violation. All observed violations were in compliance by early fall. Over 5,800 property maintenance violations were investigated, of those, approximately 3,500 were initiated by observations from Code Enforcement staff. The Code Enforcement staff works with the Assistant Corporation Counsel in the adjudication process if compliance is not obtained through usual communications.

### **Energy Assessments**

Code Enforcement staff conducted 20 voluntary assessments of single-family homes during 2012, recommending energy saving measures to save assessed residents an average of 20% on their energy bills. Residents who have made at least one recommended improvement are re-inspected to ensure that the improvement was properly completed and will benefit the indoor quality and energy savings of the home. A rebate for half of the assessment cost is given after each re-inspection.

### **Annual Building Safety Week**

The Division Annual Building Safety Week was held in conjunction with the April Coffee with the Board. This provides a great opportunity for the residents to meet the building staff and ask questions regarding any upcoming projects. Staff works with the local school district in having the children color pictures relating to safety or writing a report on how safety is important.

### **Recertification of Fire Suppressed Single Family Home Backflow Devices**

The Village Plumbing Inspector conducted over 1,160 tests and recertifications on single-family home backflow devices. These devices are required by law and must be tested and recertified annually. Code, working along with Fire Administration and Public Works, 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 tested and recertified 47 Village backflow devices, saving the Village approximately \$4,000 this year.

### **Environmental Health**

In 2012, the Environmental Health Officer conducted 33 plan reviews on the building/kitchen submittals and over 700 total inspections of Hoffman Estates food establishments. In addition, the Health Officer also performs daily inspections at public events where food is served, such as the Northwest Fourth Fest. Commercial day care centers, tanning, and nail salons, along with commercial swimming pools are also inspected throughout the year. The Environmental Health Officer also investigated one instance of a possible food-borne illness outbreak with the Cook County Health Department.

### **Awards and Achievements**

The Code Enforcement Division was recognized for three distinguished achievements in 2012: The Division was recognized as the inaugural grand prize winner of the "Excellence in Energy Code Compliance Award" given by the International Code Council (ICC) Property Maintenance Inspector Betty Melligan was recognized by the Illinois Association of Code Enforcement (IACE) as Code Enforcement Officer of the Year. Environmental Health Officer David Banaszynski was appointed to the Illinois State Board of Health by the Governor, and is awaiting confirmation from the Illinois Senate committee.





# Fire Department

Fire Chief Robert Gorvett

## Introduction

The department's current staffing is 92 sworn personnel who include one Fire Chief, one Deputy Fire Chief, one Assistant Fire Chief, 3 Battalion Chiefs, 4 Captains, 11 Lieutenants and 71 Firefighters.

During 2012, the Department reduced the number of personnel working on shift from 90 to 89 through the separation/retirement of one member. The Fire Department was honored to receive a grant award through the Assistance For Firefighters (AFG), 2012 Staffing for Adequate Fire and Emergency Response Grant (SAFER) Program, which is allowing the department to hire and fund three new Firefighters salaries for the next two years.

This process began in the fall of 2012 with a plan to hire the new members in early 2013. At the same time, we will also hire a replacement from the retirement of our one member in 2012, bringing department staffing level to 96.

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.

One of our members was placed on military leave with

the National Guard in November of 2011 and was deployed to Kosovo, Serbia. He remained assigned for all of 2012.

Contract negotiations covering the Collective Bargaining Agreement began in September of 2011 between the Hoffman Estates Professional Firefighters Union, Local 2061, and the Village. These negotiations continued through 2012 and progressed to an arbitration hearing, of which we are awaiting the outcome.

The Department took possession of 850 smoke detectors during December. This was due to an award from the Kidde Company donating over 2500 free smoke detectors to the Schaumburg Fire Department and was based on the Home Depot store located on Barrington Road having the most sales of smoke detectors in the month of October, 2012. The Schaumburg Fire Department



shared the detectors with the Streamwood and Hoffman Estates Fire Departments due to the proximity to the store and potential of our residents sharing in shopping at that location. This donation will offer us a better opportunity to assist those in our community by providing a very important life safety measure within their homes and to protect their residences.

During 2012, Engine 24 – a 1999 Pierce Quantum model – underwent a refurbishment process, which should lengthen the total lifespan of the vehicle a number of years. We also ordered a new ambulance to replace one of the oldest in the fleet. The new vehicle will be used on a regular basis as a front-line

response vehicle, but will be built to accommodate bariatric patients.

The Fire Department had several grant opportunities that we applied for in 2012. We were awarded the Illinois Terrorism Task Force – Narrowbanding Assistance Grant, which allowed us to purchase three new mobile radios for completing the compliance required for our radio system. We were also awarded an EMS Assistance Grant Fund for 2013, which will allow us to purchase two to three computer reporting tablets to be placed on responding apparatus for completing EMS reports in the field. And, as mentioned above, we were awarded the Assistance For Firefighters (AFG), 2012 Staffing for Adequate Fire and Emergency Response Grant (SAFER) Program, which will allow us to hire three new Firefighters in 2013.

## Emergency Response Activity

The overall number of emergency responses from the Fire Department was 5,415 as compared to 5,419 calls in 2011, which represents a 0.1% decrease. Included in this number were a total of 59 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 1,645 fire suppression calls, which accounted for 30.4% of the department's emergency responses in 2012. This was a 9.5% decrease from 2011 where the Department responded to 1,802 suppression-related calls.

Of these responses, there were 43 fire incidents that resulted in financial losses, including 31 structure related fires and 12 vehicle fires. The total estimated loss from fires during 2012 was \$3,277,217 (5 incidents were of over \$300,000 each). Total loss in 2011 was \$524,800 – a 624% increase in 2012. Total loss in 2010 was \$1,693,200.

## Emergency Medical Services

The department responded to 3,770 emergency medical calls which accounted for 69.6% of the Department's emergency responses in 2012. The Department responded to 3,617 EMS calls in 2011.



# Fire Department

Continued ...

The 3,770 EMS calls were broken down into still district responses totaling the following for all four stations: Station #21 had 1001 (27%); Station #22 had 1,962 (52%); Station #23 had 374 (10%); and Station #24 had 433 (11%).

### **Motor Vehicle Crashes**

Of the 3,770 emergency medical responses during 2012, 286 (7.6%) were related to vehicular accidents. Of the 3,617 EMS calls in 2011, 358 (9.9%) 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 28,286 hours of training during 2012. This is an average of 314 hours of training per department member.

### **Training highlights during 2012 include:**

#### ***Fire Service Vehicle Operator***

In early 2012, the Fire Department completed the Office of the State Fire Marshal Fire Service Vehicle Operate course (FSVO) department wide. This training is a study in safe driving and strives to address and promote a safe attitude while operation fire vehicles in emergency situations.

#### ***Online Training – Autism Awareness and Firefighter Safety and Survival on the Fire ground***

These two training opportunities were on-line and self-study for all department members. The Autism Awareness program is an eight hour training opportunity that was developed and delivered by the Illinois Office of the States Fire Marshal. The Firefighter Safety and Survival on the Fire Ground on line program is a 12 hour training opportunity that was developed as a joint

collaboration between the International Association of Firefighters and the International Fire Chiefs Association, This training presented an overview of safety issues that arise on the fire ground and offered ways to avert potential injury by recognize when and how these issues happen and how to prevent them.

#### ***Cyanide, Carbon Monoxide and other Fire Ground Hazards***

The Training Division in conjunction with the department Hazardous Materials Division presented training on a study that presents information on the airborne hazards that are present during fire suppression and post suppression activates and the risk these hazards present. The goal is simple, to make our membership more informed of the dangers. As a result of this training and the study, the Fire Department purchased, trained on and placed into service two additional atmospheric monitors that are used to specifically to determine cyanide levels at all fire scenes.

#### ***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.

#### ***2895 Greenspoint***

Through the use of a vacant six story building and with the approval of the building management, the Fire Department was able to complete a real time response to a high rise fire scenario at night. This training simulated a fourth floor fire, completely filled with smoke and provided an opportunity for companies to function in a high rise

emergency situation. Part of this training was also to examine the current plan for an incident at occupancies like this and assure that the Fire Department had appropriate resources to address this situation. Lessons learned from the training will be discussed by Fire department Staff and should any changes be necessary these changes will be made.

#### ***Laser Quest***

In November, the Fire Department became aware that Laser Quest had vacated their store front on Roselle Road. Communication with Valli Produce – the building owner – resulted in the ability for both the Fire Department and the Police department to use the occupancy for a brief period for training. Because the props used by Laser Quest (the maze) remained and was to be disposed of during renovation, this proved to be an excellent training ground. The Fire Department continued with the theme initiated by the Safety and Survival Training completed earlier in the year and at Laser Quest completed hands on self and downed fire fighter rescue scenarios to all the companies to participate in. Further, the Fire department reached out to our neighboring fire agencies and offered that they participate in the training.

#### ***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, 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 five (5) members of the department to this level. It should be



# Fire Department

Continued ...

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 (1) of these class in 2013.

### **Live Fire Training**

In 2012, 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, our Senior Fire Inspector. A majority of the routine annual inspections are completed by members of Code Enforcement by having three of their members split duties between code enforcement and fire inspections.

During 2012 the Fire Prevention Bureau completed 50 of the 79 annual inspections assigned. Plan reviews completed throughout the year totaled 197, down from 249 completed in 2011. In addition, there were 457 construction inspections completed. There were 4 major projects started in 2011 and running through 2012, which involved a major time commitment by our Fire Inspector. They are: the Sears Holdings Corporation and AT&T building fire alarm system replacements; and two major building construction projects; completion of the Tate & Lyle build out, and the continuation of the East Pavilion addition at St. Alexius Medical Center. There were 149 Fire Permits issued, which generated a total revenue of

\$33,854.80.

### **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.

#### **Elementary School Program**

During 2012, public educators completed 14 fire safety education presentations in 7 elementary schools in Hoffman Estates, educating a total of 2,980 children.

#### **Business Program**

Programs include fire extinguisher training, evacuation planning and general fire safety education. During 2012, public educators completed 7 programs instructing over 1885 employees and patrons.



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

During 2012, firefighters distributed 28 smoke detectors to residents in Hoffman Estates. In many instances, firefighters also installed these smoke detectors.

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

During 2012, a total of 200 students including residents, Village employees, and members of the business

community received CPR/AED or first aid training.

#### **Code Three Programs**

During 2012, the Hoffman Estates Fire Department completed 6 Code 3 Programs for 33 residents. These programs offer information to residents and business people of the community following a significant incident.

#### **Senior Citizens Program**

The Public Education Division completed 2 senior citizen fire and safety programs to 185 of the Village's senior citizens.

#### **General Programs**

General programs consist of station tours, block parties, National Night Outs, and various other programs completed or attended by department members. During 2012, the Department hosted 24 station tours and visited 22 block parties, educating 1,171 residents. They also educated over 1045 people at various other fire safety programs. The Fire Department offered its annual

Citizen's Fire Academy program, which was attended by 18 people.

#### **Honor Guard**

During 2012, the Hoffman Estates Fire Department's Honor Guard attended 3 events, including the Fourth of July Parade, the 911 Remembrance Ceremony, and the Conant/Hoffman Estates football game. They appeared in front of thousands of spectators.

#### **Career Day Programs**

During 2012, the Hoffman Estates Fire Department presented 2 Career Day events to 330 students from School District 211 and Eisenhower Junior High School.



# 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.

## Cable TV Division Highlights

HETV entered its eighth year in 2012. HETV produces programs about Hoffman Estates to air on the Village's cable channel, Comcast channel 6 and on AT&T U-Verse channel 99/Hoffman Estates. This is the first year that HETV has been available on U-Verse and we began providing our signal in February. We also began sending our signal to Comcast over fiber optic cable, which has resulted in better audio and video quality.

There were seventy three programs produced in 2012 including: twelve "Citizen" news magazine programs and thirty one special events programs in 2012. These programs ranged from the Martin Luther King Day Celebration, to the September 11 Remembrance, Fourth of July Parade, High School and Village Green Concerts, Celtic Fest, Fitness America, Veterans Day and the Tree Lighting Ceremony. There are also several educational programs from outside agencies that air about Health, Ecology, Education and Military News, as well as from NASA and SeaWorld. (The HETV Schedule is available on the Village website.)

The Village continued airing Board and Committee meetings in 2012. Meetings are shown live and then replayed throughout the week. Thirty six meetings were shown in 2012.

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

The Cable TV division worked to address twenty one inquiries from residents about service from Comcast and AT&T. This is an increase from eighteen inquiries in 2011.

## 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 Rachel Musiala

## Introduction

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

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

### Adoption of the 2013 Budget

On December 17, 2012, the Village Board formally approved a budget for fiscal year 2013 totaling \$106,284,550, which is 1.1 percent higher than the fiscal year 2012 budget. In the 2013 budget, the Village is experiencing a 4.5 percent increase in General Fund revenues and a 3.9 percent increase in expenditures, resulting in General Fund budgeted expenditures exceeding revenues by \$204,950. 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, 2011, 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 29th 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, 2012. 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 4th year the Village has achieved this award.

### 2012 EDA Surplus Distribution

On December 3, 2012, the Village Board approved the 2012 distribution of surplus in the amount of \$4,593,720.65 for the 2011 tax levy year. This represented a 14.3 percent decrease from the surplus declared last year. The breakdown of the surplus by taxing district is depicted below:

## 2012 EDA Surplus Distribution

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

TAXING DISTRICT	AMOUNT
School District 300	\$2,737,710.43
Barrington Public Library	\$107,146.38
Village of Hoffman Estates	\$630,141.84
Hoffman Estates Park District	\$294,179.12
Elgin Community College (ECC) District 509	\$268,205.53
Northwest Mosquito Abatement	\$5,646.43
Metropolitan Water Reclamation District	\$180,685.83
Barrington Twp. Gen Asst.	\$732.06
Barrington Township	\$14,680.73
Cook County Forest Preserve District	\$32,749.31
Consolidated Elections	\$14,116.09
Cook County	\$260,865.17
Illinois School District U-46	\$40,780.39
Poplar Creek Public Library District	\$6,813.40
<b>Total</b>	<b>\$4,593,720.65</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

As one of the Human Resources Management Department's (HRM) goals for 2012, HRM placed a heavy focus on developing the employee's leadership skills and knowledge in the organization through providing multiple employee training programs. Those trainings included; "Essential Skills for Supervisory Success", "Conducting meaningful Performance Evaluations" "Customer Service Training", "Sexual Harassment", and "Workplace Violence - When Shots are Fired."

In addition to those trainings, HRM also conducted numerous employee workshops educating employees on medical insurance plan changes. Those changes increased the cost share for employees as a result of a market study and the future impact of the Patient Protection and Affordability Care Act (PACCA). Further, HRM coordinated plan design changes for all employee groups impacted with medical insurance carrier (Blue Cross Blue Shield) and pharmaceutical provider (Medco/Express Scripts).

The Director of HRM participated in several organizations in moving those organizations forward. As Vice President of the Intergovernmental Personnel Benefits Cooperative (IPBC) he has played a major role in the restructuring of the organization that resulted in a new governance structure and the recruitment of the organizations' first executive director. He also serves as the Past President of the Illinois Public Employer Labor Relations Association (IPELRA),

After extensive market evaluation, the Village Board approved the recommendation of the Risk Manager for the renewal of the Village's excess property and casualty and workers' compensation insurance coverage, realizing a net reduction in premium.

The Risk Manager conducted a request for proposal process for the property and casualty and workers' compensation third party claim administration services. The Village Board approved the recommendations of the Risk Manager.

The Risk Manager, in partnership with the Police Department, implemented the second phase of the Workplace Violence training program. In addition, to increase safety

awareness throughout the Village culture, the Risk Manager spearheaded the reimplementation of the annual Safety Lunch. The Risk Manager oversaw the administration and conclusion of several high exposure liability and workers' compensation claims. HRM continues to comply with the new Family Medical Leave Act and processed 52 employees eligible for FML during the year. A total of five (5) fulltime, eight (8) part-time, five (5) paid interns, two (2) temporary employees and (15) seasonal positions were filled in 2012, as well as twenty (20) unpaid internships. HRM participated in 50 interviews and coordinated 23 recruitments. A total of 661 applications and resumes were received and processed in response to advertised vacancies or as unsolicited submissions. Also, a total of 69 employee anniversaries were recognized by the Village.

The Director of HRM along with General Government met with Public Works Teamsters representatives and successfully agreed to a voluntary contract settlement. Also, both the Director of HRM along with General Government participated in negotiators (mediation and arbitration) with the IAFF Firefighters' union which is awaiting arbitrator decision. 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

### *2012 Highlights at a glance:*

- 4,852 Visits for preventive health services.
- 538 vaccinations were provided at the Children's clinics.
- 63 vaccinations were provided at the Baby clinics.
- 2147 preventative adult health screenings (Blood pressure, Hemoglobin, Glucose, and Pulse) were conducted.
- 114 Cholestech (Total Cholesterol, HDL, LDL, Triglycerides and Glucose level) screenings were completed.
- 1886 preschool vision and hearing screenings conducted.
- 597 flu vaccinations provided.

### *Counseling and Crisis Response:*

- 1140 client contacts.
- 2012 hours of individual counseling session were conducted.
- 133 hours of couples counseling session were conducted.
- 85 hours of family therapy sessions were conducted.

### "Live Well and be Well"

"An ounce of prevention is worth a pound of cure." That profound statement echoes at the heart of the Department of Health and Human Services' (HHS) mission and helping the community to "live well and be well" is our main focus. Living well means that the prevention of "dis-ease" is at the goal of all our healthcare services. Our highly qualified professional staff takes the utmost pride and providing services in a professional, sensitive and caring manner.

One of the biggest highlight for HHS was receiving a 2012 Governor's Hometown Award for our community work conducted in partnership with School District 54 at the Village's two Community Resource Centers.

### Access to Care

Navigating many of today's healthcare systems can be a daunting task for many, however; HHS' structure provides access to affordable health, mental health, and community outreach services. Whether through direct services or referral, HHS' is committed to helping people achieve and maintain good health.

In 2012, HHS saw approximately 6,000 individual visits for physical health, mental health, and support services. Additionally, our community outreach services continue to provide needed support in area schools and at the community resource centers located in the Hoffman Estates Police building and at the Salem Ridge Apartment Complex.

Utilization of the baby, children, and adult clinics remains high. Total visits for health Services during the calendar year were 4,852. This number includes 701 vaccinations for infants, children, and adolescents; 2147 preventive health screenings for adults and seniors, 114 adult tuberculosis tests, 114 Hepatitis vaccinations, 97 Cholestech tests, and 597 flu vaccinations were provided. 1,886 vision and hearing screenings were also conducted over the course of the year.

HHS' staff believes that complete health means that both mind and body function optimally. Our clinical psychology staff provided 2012 hours of individual, 133 hours of couples and 85 hours of family counseling.

Psychological assessment was added to the list of available services for consumers. Additional support for people in need was provided through the Salvation Army and Nicor Sharing programs; fifty one residents received needed financial support to pay utility, rent, or mortgage through these programs.

Our Prevention and Wellness Team implemented several health awareness initiatives including: 2012 Employee Wellness Series (Wheel of Wellness), 2012 Community Wellness Day, Mindfulness Meditation, Heart Health Awareness Month, Nutrition Awareness Month, Sexual Assault Awareness Month, and Mental Health Awareness Month. Additional community education was provided through the "Take Charge of Your Health" and "Older Adult University" series for seniors and "Freedom from Smoking" classes.

One of the department's most well received events was the "Pink Tea" celebration. The "Pink Tea" was implemented to show the Village's support for Breast Cancer survivors and provided an opportunity for breast cancer survivors to share their stories and to help women learn about the importance of early detection of breast cancer. Nursing staff also conducted several cancer prevention workshops for Village employees throughout the later part of the year.

### Community/Outreach Services

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

Activities at Vogelei Teen Center provide a safe, supportive and structured environment for area teens to socialize and learn. Three nights per week teens are welcome to come to Vogelei to participate in group discussions, socialize, or engage in other recreational activities.



# Department of Health and Human Services

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

## Introduction

### 2012 Highlights at a glance:

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- 1886 preschool vision and hearing screenings conducted.
- 597 flu vaccinations provided.



### Counseling and Crisis Response:

- 1140 client contacts.
- 2012 hours of individual counseling session were conducted.
- 133 hours of couples counseling session were conducted.
- 85 hours of family therapy sessions were conducted.

### 2012 Highlights at a glance:

4,852 Visits for preventive health services

538 vaccinations were provided at the Children's clinics.

163 vaccinations were provided at the Baby clinics.

2147 preventative adult health screenings (Blood pressure, Hemoglobin, Glucose, and Pulse) were conducted.

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

1886 preschool vision and hearing screenings conducted.

597 flu vaccinations provided.

### Counseling and Crisis Response

1140 client contacts.

2012 hours of individual counseling session were conducted.

133 hours of couples counseling session were conducted.

85 hours of family therapy sessions were conducted.

NiCor Gas Sharing: HHS continues to assist residents who are having difficulty paying their gas/heating bills via the Nicor Gas Sharing program. The program provides payment assistance for Nicor gas customers who demonstrate need. 29 residents have completed applications for this program.

Salvation Army: The Salvation Army assistance fund provides limited financial support to individuals or families who show a financial need due to an unexpected emergency (i.e. insufficient funds to pay rent or past due utility bill). Staff meets with each client for approximately 45 minutes to assess the need for additional services. 22 residents have received financial assistance during the year.

### NCL- Discount Prescription Drug program

Total # of prescriptions:	1497
Total dollars saved:	\$ 13,975.71
Average dollars saved:	\$ 9.40
Average Savings:	19.9%
Total users:	676





# 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.

## ASP Implementation

All SunGard databases – FinancePLUS & CommunityPLUS – and the associated report writing software were transitioned to their Cloud environment at the end of June 2012. All users were familiarized with the new environment before we went live, and the most critical reports rewritten. By the end of 2012, all the reports were rewritten and we continue to develop new reports for our users. While the initial transition period presented us with challenges, we were able to resolve them as they occurred and that environment is stable and reliable. It affords us the benefits of having a truly redundant environment and has eliminated the need for three in-house servers and the maintenance required for them.

We have developed a good working relationship with the ASP Team at SunGard, and they have entrusted us with their first ever remote access to their Cloud servers which allows us to maintain the metadata models we use for reporting from our databases.

## SunGard Public Sector Software

IS staff worked with SunGard to develop a custom project which gave the Village the ability to email Utility Bills to our customers for the first time in 2012.

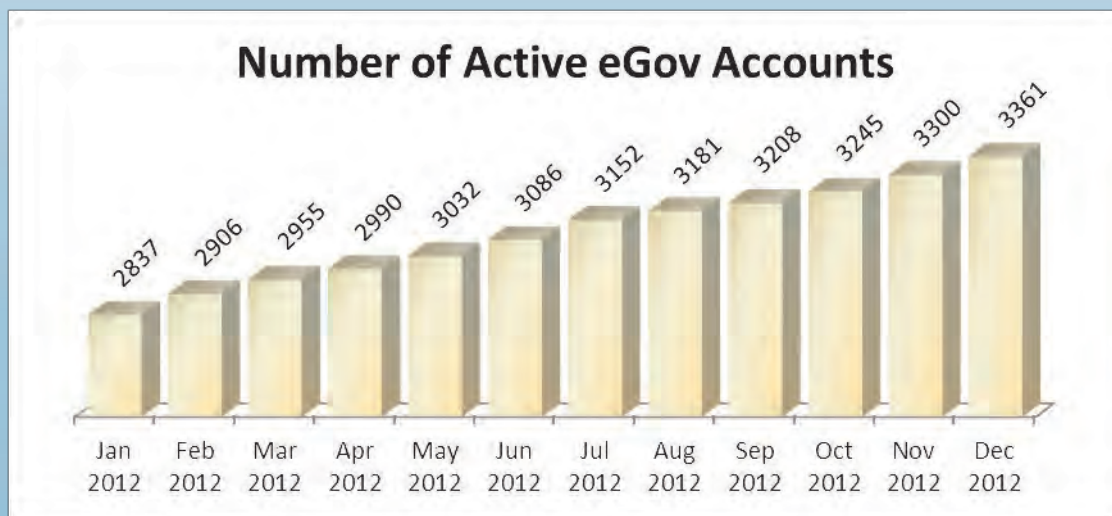
### eGovPLUS

2012 saw a 20% increase over 2011 in the number of activated eGov accounts. The number of payments made each month using eGov continues to increase as well.

### Geographic Information System (GIS)

The former Economic Development Area in the Prairie Stone Business Park was rezoned into three new business classifications: B-3 Business District, B-4 Business District, and O-5 Office District. The zoning map was updated to show the new business classifications. Also, many of the parcels in the Prairie Stone Business Park required updating to reflect the subdivision of those parcels over the last several years. In all, about 35 parcels were either subdivided or reshaped.

Three new maps were developed for the Intranet GIS maps website. The Planning and Zoning map is the standard zoning map with the addition of property parcels and address labels. The General Village Map is the standard Village map also with the addition of property parcels and address labels. The layer symbology was modified for faster display rendering. The Engineering & Transportation, Utilities Infrastructure, and Sign Shop maps were combined into a single Infrastructure Map to eliminate the need for some users to switch between maps to get all of the information they required. All of the Intranet maps now include tasks to search by street name, street address, and Property Index Number, and tasks to draw buffer zones around points, lines, and polygons defined by the user.



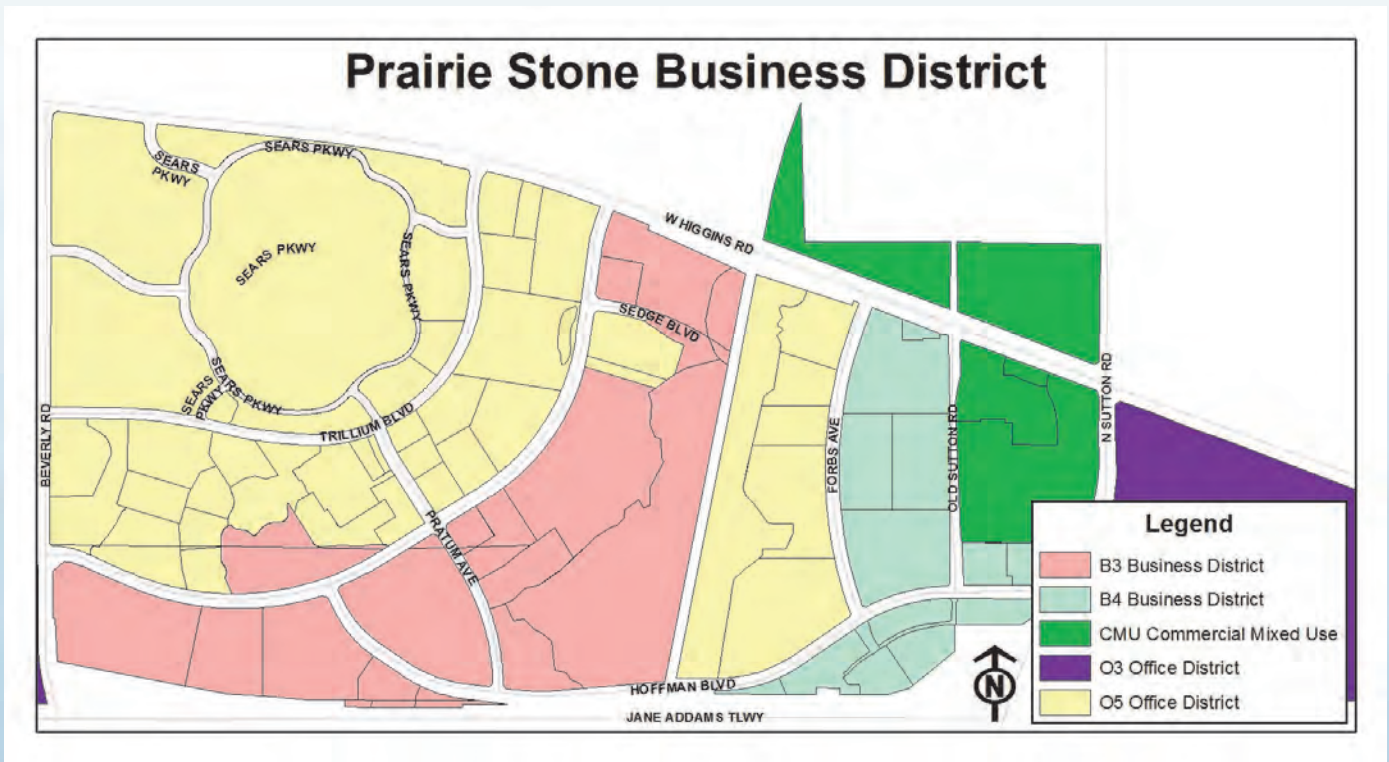
Compiled a list of representatives from the departments throughout the Village to meet regularly to discuss the mapping needs of each department and to then set priorities for the resolution and implementation of those needs. The following departments are represented in the new GIS User Group: Code Enforcement, Front Counter, Finance, Fire, General Government, Health & Human Services, Planning, Police, Public Works, Transportation & Engineering, Village Clerk's Office, and Emergency Management. The first meeting of the GIS User Group was held in August 2012 with subsequent meetings held in October and December.

Created a new GIS database (PWData) to contain the GIS data files for the Village infrastructure. These feature classes are broadly considered to be infrastructure for which the Public Works Department has responsibility. The new database will still be part of the main GIS



# Information Systems Department

Continued ...



database, but separating the infrastructure data will make database administration and maintenance easier as planned projects such as utility analysis using geometric networks and linear referencing, and mobile applications for field based data maintenance are implemented.

Downloaded the block, blockgroup, and tract data files for the 2010 Census from the U.S. Census Bureau. Also downloaded data files for elementary, secondary, and unified school districts, as well as for Illinois and U.S. Congressional districts. Re-projected and clipped the data files to the local area as necessary and added them to the GIS database. The tract data, which encloses the largest area of the three Census data file types, includes demographic data. The Census data were added to the Intranet Planning & Zoning Map, and the school and Congressional districts data were added to the General Village Map.

### Training

The IS Department provided approximately 200 training contact hours

during 2012. This included 95 hours for SunGard-related areas, 22 hours of GIS training and the remainder were for a variety of other software or devices.

### Anti-Virus Annual Report

In July we left behind our Barracuda filter and migrated to Forefront Online Protection for our email spam and anti-virus filter. Forefront Online Protection for Exchange (FOPE) is an internet-based service that protects the Village inbound and outbound email from spam, viruses, phishing scams, and email policy violations. In September we moved our email services to Office 365. This bought some additional features like having the junk mail folder catch any emails that might have been mistaken for spam.

In the year 2012 we have filtered out more than 1.4 million emails. Moving our spam and virus filtering to the cloud had made our internet connection more efficient. Unwanted emails are filtered out before even entering the NIU network, helping to keep our internet connection less congested.

### 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 2012 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 \$3,350.06

Month	Spam
Jan	115,631
Feb	113,151
Mar	112,852
April	102,365
May	106,345
June	63,621
July	85,000
Aug	90,000
Sep	0
Oct	179,000
Nov	233,000
Dec	233,000
<b>Total</b>	<b>1,433,965</b>



# Information Systems Department

Continued ...

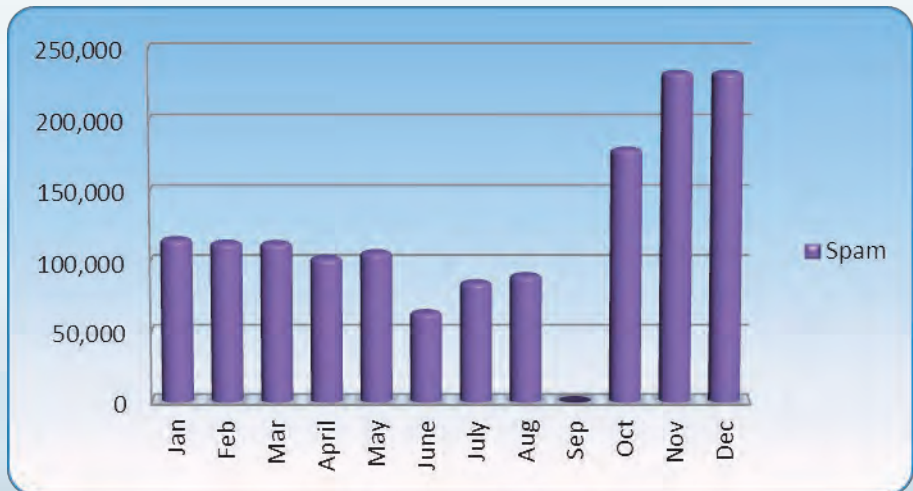
less than it would have to purchase them through HP. Had the Village not participated in this program during 2012, the cost of parts and labor would have added approximately \$4,396.40 to the amount spent on toner from sources other than D.I.D. When considering all of these factors, participating in the Printer Sense program saved the Village \$7,746.46 in 2012. The results are depicted in the following charts.

## Technical Support Projects:

### **Email cloud migration**

The department successfully migrated 385 entities which included staff email boxes, shared email boxes and resources (Meeting and conference rooms, equipment etc.) and approximately 200 GB of email with little or no impact to staff to Microsoft Exchange Online, the "Cloud" based email system. Microsoft Exchange Online is a hosted service from Microsoft that offers redundant servers in geographically-distributed datacenters, with continuous data backup and premier disaster recovery capabilities that are protected by built-in antivirus and anti-spam filters and supported by 24-7.

With the inclusion of built in viruses and spam with Forefront® Online Protection for Exchange, a service that handles over 150 million users around the world every day and is updated to address new virus and spam threats as soon as they appear, Exchange Online provides advanced security and reliability to help protect our information. Staff retains all of the functionality they are accustomed to with an "in house" system; multi-mailbox search, secure anywhere access to email on the browsers and devices most commonly used—Internet Explorer, Firefox, Safari and



Chrome as well as mobile device access on the Windows Phone, iPhone, Blackberry, and Android

From an administrative viewpoint, the move to the "Cloud" as well as new features such as Email archiving and legal hold will allow us to eliminate two servers and an appliance. Savings to the Village include hardware purchases, service contracts, power consumption as well as eliminating the system backups, storage space, device upkeep as well as automatic patching.

### **Spam**

The department implemented Forefront Online Protection for Exchange (FOPE), an internet-based service that protects inbound and outbound email from spam, viruses, phishing scams, and email policy violations. FOPE utilizes a global network of state-of-the-art, fully redundant data centers and requires no hardware or software to install, manage or maintain. This eliminated the costs associated with the previous appliance-based solution. Manageability is through a web browser-based Administration Center.

## Estimated 2012 difference between Retail costs of Toner, repair and DID Program.

The graph depicts \$7,746.46 of savings in 2012





# Information Systems Department

Continued ...

## ***In-car Camera System***

Work began on the backend set up of Police's new in car video system; the Arbitrator by Panasonic. The video server was installed and configured for housing the Panasonic Evidence Management Software that interfaces with the mobile units as well as the video files recorded by the system.

The Arbitrator is a Mobile Evidence Capture System that includes a Vehicle Rugged Solid State VPU, 32-128GB Expandable Storage Media, Evidence Class camera, Wireless Microphone, Covert Microphone as well as the ability to stream live video to remote sources within the network infrastructure. The police department has purchased six initial units with a lease for 21 additional units planned for 2013.

## ***Public Safety Wireless***

The department completed migrating Police and Fire mobile units to the Village's wireless and cellular network and is in the process of upgrading from 3g cell cards to 4g cell cards. The mobile units are now able to receive the necessary operating system and anti-virus updates as well as allowing officers access to the network on a real time basis.

## ***CFA Upgrade***

The department completed the upgrades to the Public Works Computerized Fleet Analysis software. The decision to upgrade the product was based on the incompatibility of the current software client and the Windows 7 desktop operating system.

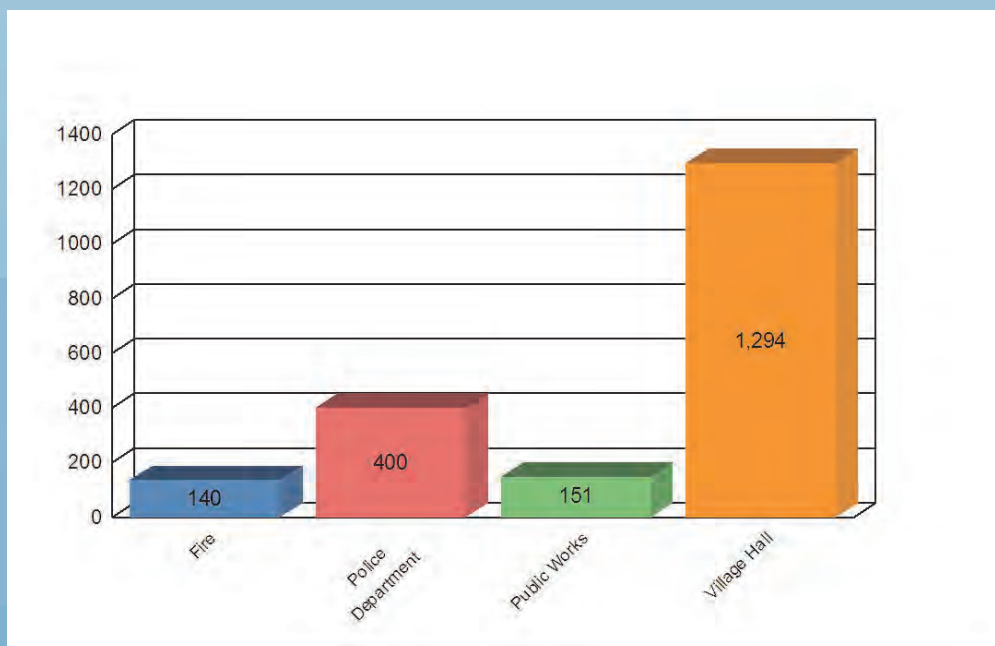
The software is designed to help control the costs and expenses of maintenance operations by identifying cost and expenses, as well as the metrics to reduce and control costs and expenses. CFAWin comes standard with a large variety of reports including Asset Management, Equipment Replacement, PM Scheduling, Warranty Tracking and Recovery, Repair Costs, Fuel Consumption and Costs, Inventory Management and Inventory Warranty.

## ***CFA Upgrade***

The Information Systems Department Help Desk fielded 1988 calls for service this year, closing 1985, a 99.8% closure rate. This is a greater closure than previous years. 1985 survey forms were sent out with 589 being returned; a 29.7% return rate.

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.

## **Completed Work Orders by Location from 01/01/2012 through 12/31/2012**







# Information Systems Department

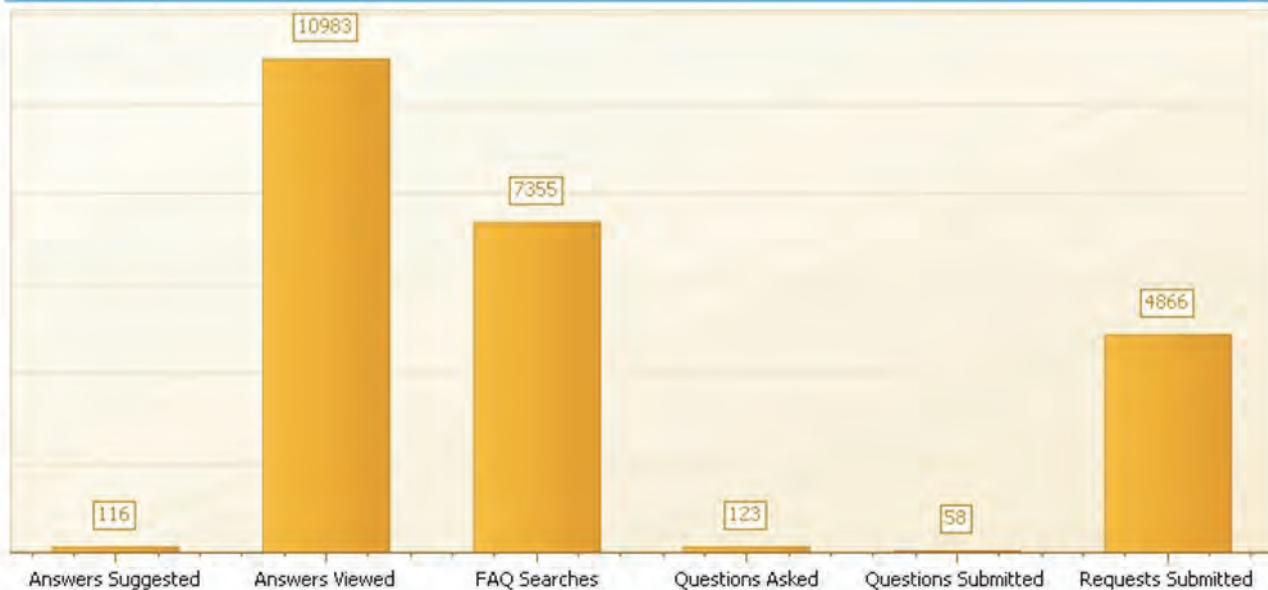
WEBQA Hoffman Estates, IL System 2012 Summary

Between 1/1/2012 and 12/31/2012, 6833 visitors to your WebQA Action Center viewed 73506 pages. They reviewed 10983 answers and submitted 58 questions and 4866 service requests. According to Gartner, email and phone inquiries cost an estimated \$4.50. Each request submitted online only costs \$.50. This results in a savings of \$4.00 for every question and request submitted online. Based on these statistics, your total savings for this period is \$69,119.50.

## Savings Summary - 1/1/2012 - 12/31/2012

Answers Viewed - No Intervention:	\$49,423.50	Total Answers Viewed X \$4.50
Questions Submitted:	\$232.00	Questions Submitted X \$4.00
Service Requests Submitted:	\$19,464.00	Service Requests Submitted X \$4.00
<b>Total Savings:</b>	<b>\$69,119.50</b>	

## System Activity



## Top Pages



Support Home Page:	11304
Service Request Login Page:	11023
Answer Detail Page:	10983
FAQ Page - Initial Screen:	7355
Service Request Select Type Page:	6134
Customer Login Page:	5978
Customer Home Page:	4168
Create Customer Account Page:	3387
Forgot Password Page:	1599
All other pages:	11575

# Police Department

Police Chief Michael E. Hish

## Introduction

The look of our police presence on the streets will be changing. In January 2012 vehicle manufactures were invited to bring their current police production vehicles to our station for display. The purpose of this event was to allow agencies and their staff to discuss the transition out of the discontinued Ford Crown Victoria product and evaluate alternatives and up fitting solutions. This event was visited by representatives from 35 local police agencies and their vehicle maintenance staff. The Ford Police Interceptor Sedan was chosen due to the improved fuel efficiency with a V6 engine and all-wheel drive. This model is a police purpose built vehicle and assembled in Illinois. Watch for the new model squad cars to start rolling out in 2013.

2012 also brought forth a new computer aided dispatch system. The Records Management System (ID Network) which the police department already used was chosen by Northwest Central Dispatch communities to handle the dispatch needs. This new system provides for better interoperability between all of the communities dispatched by Northwest Central Dispatch. It also helps each department by bringing together LEADS and the records management system within the computer aided dispatch system. This allows an officer to run a single query accessing multiple law enforcement databases. Queries run through the system have also been improved to the patrol officer by allowing them almost the same access to LEADS information that in the past

was only available in non-mobile terminals. The new system also contains an integrated mapping feature to assist officers with response times and coordinating mutual efforts when responding to emergency calls.

## Junior Police Academy

In June and July 2012 Officer Notarnicola held the Junior Police Academy Camps. Due to an overwhelming amount of kids who signed up to participate in the Junior Police Academy Camp, Officer Notarnicola held two sessions with the assistance of the Police Explorers. A total of for 53 students (5th-7th graders) experienced hands-on activities such as traffic stops, radar, evidence collection and crime scene, and a bicycle safety class with a timed obstacle course. They met K9 Bundo and his handler Officer Donohue. Students were given a DUI presentation and observed field tests with fatal vision goggles. Lieutenant Poulos also held a class and explained NIPAS and conducted range demonstrations, along with a tour of the NIPAS Armored Response Vehicle. The Department received numerous letters of appreciation from parents and were delighted their children expressed interest in attending the camp again next summer.

## Shop with a Cop

In December 2012, the Hoffman Estates Police Department held the Annual Shop With A Cop event. The goal is to provide gifts to those children that are in need and provide them with a positive and compassionate experience with a police officer. This event is made possible through fundraising sponsored by the Hoffman Estates Police Charitable Foundation in cooperation with donations from local businesses. The kids really enjoyed the day and it was a success thanks to the 26 Hoffman Estates Police Officers, 3 South Barrington Officers, 14 Explorers, 4 EMA personnel and numerous HEPPA volunteers

who donated their time to make a difference in a child's life.

## Personnel Transitions

### Retirements

Officer Harry Moore joined the Hoffman Estates Police Department in September 1979 and retired in November 2012 after serving more than 30 years. During his career, Officer Moore held a variety of specialty positions including: Traffic Officer and Field Training Officer and most notably ended his career as the Bond Hearing Officer. During his career the Department received numerous complimentary letters of appreciation on Officer Moore's behalf for all his efforts.



Lieutenant Dennis Cardiff was a 26 year veteran of the Hoffman Estates Police Department. Lieutenant Cardiff held many assignments at the police department including: Detective and MCAT Investigator. He also contributed to building the Sergeant Union MAP 97. Lieutenant Cardiff spent the last two years of his career as the Investigations Division Commander. Lieutenant Cardiff's announcement to retire came as surprise to many in November.

### Promotions

On November 5, 2012 Tony Wanic was promoted to the rank of Lieutenant and



# Police Department

Continued ...

assigned to the position of First Watch Commander. Lieutenant Wanic is a 25 year veteran of the Department and had been promoted to the rank of Sergeant in 2001, supervising the Second Watch. Prior to that, Lieutenant Wanic was an evidence technician, juvenile investigator and canine officer.

## **New Hires**

Three new recruits joined the Department in September 2012. They graduated from the Police Academy on December 21, 2012 and will remain in field training as probationary officers for the next eighteen months. The new recruits will rotate between all three shifts in order to gain the necessary experience and familiarize themselves with the community.

## **Patrol Division Activity**

The police department patrol division remains the focal point of our operations. As the most visible entity of our village work force, the patrol division is asked to perform duties far beyond crime fighting and traffic enforcement. Our officers on the street are at the forefront of our community policing efforts, attending community meetings, block parties and corporate functions. Comprised of three watches the shifts are supervised by a Watch Commander and two Sergeants. The patrol division is very experienced which accounts for more professional and resourceful handling of calls for service. Our patrol division handled more than 19,000 calls for service in 2012.

Traffic Safety remains a crucial function in keeping the streets safe for our residents and motorists. Patrol supervisor's monitor traffic daily and assign officers to areas of concern. During the past year each patrol watch completed T.A.R.G.E.T details on a monthly basis, which addressed safety concerns on the roadways during the respective watches. In the past year over 18,000 traffic stops were made.

Working with management and aided by the community policing section the patrol division concentrated on our multi-dwelling neighborhoods in 2012. Citizen meetings were attended and sponsored by the police department. Regular follow up was conducted with management representatives to insure that professional service was delivered daily. Shift supervisors regularly updated the administration on efforts in these areas.

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

During the past year our patrol division received valuable assistance by our police explorers and volunteer E.M.A personnel. This assistance as well as support from our CPAAA, enhanced the patrol divisions over all effectiveness in 2012.

## **Canine Unit**

2012 marked the last complete year of Bundo's tenure on the police department. Canine Bundo is expected to retire later in 2013 due to chronic health issues. During the past year canine Bundo and his handler Officer Donohue were at the forefront of our community participation efforts, with the team attending numerous outings including DARE graduations, block parties and our yearly Shop with a Cop event.

Officer Donohue falls under the guidance of our Third Watch supervisors who monitor the canine unit. Officer Donohue and Bundo have the further support of Sergeant Dornbos who is a certified canine trainer. This support function has allowed Officer Donohue to complete his bi-weekly training and assist with calls for service in an exemplary manner. Officer Donohue and Bundo are great ambassadors of the police department often receiving thank you letters from the public and other police departments.

Officer Donohue has been very flexible with his hours to attend community functions during the daytime hours. This flexibility has allowed the police department better canine coverage without incurring overtime. Working from 6:00PM to 2:00AM has allowed the department to have canine coverage during the busiest time of our First Watch.

During the past year Officer Donohue and his partner completed 63 vehicle searches for narcotics for our department, as well as outside agencies. Other activity included 12 building searches, 9 tracks for offenders or missing persons, 5 article searches, and 23 community events. This past year also saw an increase in school searches. Officer Donohue completed 9 searches of area schools including District 211 High Schools. No narcotics were located in Conant or Hoffman Estates High School.

## **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, D.A.R.E., Lion's Pride, Breakfast Club, Police Explorers, National Night Out, Home Inspection Program, and the gun lock give-away program.



# Police Department

Continued ...

The Hoffman Estates Police Department owns a life-sized Daren costume for our DARE program and 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, grow and teach young adults to become better citizens and to help in their future career as law enforcement officers.

Officer Notarnicola, 8 explorers and 2 advisors attended the 2012 National Explorer Conference held in Ft. Collins, CO. There were over 4600 explorers in attendance competing in team and individual competitions. Team A won a certificate for being in the top 10% in the traffic stop competition, and Team B won a certificate for being in the top 10% in the Crisis Negotiation Competition and won a Plaque for 5th place in Crisis Negotiation. This is the first time that the Hoffman Estates Explorer Post 806 has ever competed at the National level. The costs associated with attending the competition were provided by donations and fundraising. This competition was a great experience for all 8 of these young adults.

The Explorers volunteered at the Arboretum of South Barrington on a traffic detail for a car show in the summer on Wednesday evenings for approximately 15 weeks and in return the Arboretum donated money to the post. The Explorers held several fundraising events throughout the year and held their first annual car show. Explorers assisted at the 4th of July parade and fireworks event. They also were present at the open house and the Veterans Memorial Day Ceremony held at the Police Station. Fourteen

Explorers assisted with Shop with a Cop in December.

We lost a total of 6 Explorers in 2012; 2 went away to College, 1 went into the military, and 3 were lost to age requirements. Jimmy Rion who was our Advisor got hired at Woodridge Police Department in December. An open house was held to recruit new explorer cadets in August. There were 10 applicants and 8 of the young adults passed the testing process and became Explorers. Our totals are 16 Explorers and 3 Advisors. We exceeded our goal for 2012 of 15 Explorers and 2 Advisors. Our goals for 2013 are to maintain the current roster numbers and to take two teams of 4 to the State Competition in August.

Over 25 Explorer meetings were held this year which included physical training, report writing, firearm safety, shoot-don't-shoot situations, crime and crash investigations, Traffic stops, Evidence Collection, Handcuffing, encountering armed subjects, K-9 presentation. Our goal was met for 2012 by putting on two junior police academy camps for 5th, 6th, and 7th graders in the summer. Both camps were well received. This program is run with the Explorer's assistance.

Through the year the Problem-Oriented Policing Unit attended or hosted well over 125 different functions. These include but are not limited to station tours, operation straight I.D., Village on the Greens concerts in the park, block parties, Citizen Police Academy, crime prevention and safety lectures. With restructuring of Neighborhood Watch program to fall under the USA on Watch guidelines, Officer Barber was able to triple the amount of active neighborhood watch programs. Monthly meetings are conducted with the groups and training is provided on several topics including, crime prevention and target hardening, financial crimes, personal safety, crimes against the elderly, disaster preparedness and weather spotting. Officer Barber has also started a

program that involves the fire department when it comes to multi-family dwellings and fire prevention under the disaster preparedness portion for the Neighborhood Watch. We were able to host National Night out in 2 separate locations this year with approximately 600 attendees and hope for 1000 next year. P.O.P. recently designed a presentation evaluation form in hopes to improve the presentations and illicit more information from our citizens regarding what type of lectures they would like. P.O.P. also handles neighborhood/ quality of life investigations and works closely with Code Enforcement. Officer Barber is also assigned to the Use of Force Training Unit which provides all in-service training and annual re-certification of firearms, rifles, pepper spray, expandable baton, handcuffing and Taser training.

## ***Investigations Division***

The Investigations Division, commanded by a lieutenant, is comprised of the Investigations Section, Juvenile Investigations Section, and Tactical Section. In 2012 the Investigations Section was staffed with 1 sergeant and 5 criminal investigators; operating one short of full-staff.

In 2012 the Investigations Division underwent several staffing changes. In November, Lieutenant Thomas Sullivan was appointed Investigations Division Commander after the retirement of Lt. Dennis Cardiff. Tom Sullivan served as the Detective's Sergeant from 2004-2008 and left when he was promoted to Lieutenant rank. Lt. Sullivan rejoins and heads the Investigations Division after supervising Watch 1 for the past 4 ½ years.

In April 2012 Officer Al Fernandez was transferred into the Investigations Division to the position of Detective. Detective Fernandez is a 21 year veteran of the Department and has held numerous assignments including: Tactical Officer, School Resource Officer and served 7 year as a MCAT Investigator. In 2008 Det. Fernandez received a Honorable Service Ribbon



# Police Department

Continued ...

and was recognized by MCAT in 2007 as the Investigator of the Year. The Investigations Section has truly benefited from Det. Fernandez's knowledge and experience.

Upon completing his assignment as the School Resource Officer at Eisenhower Jr. High, Officer Bryant Savage was transferred into the Investigations Section to the position of Detective in June 2012. Detective Savage has shown success in solving criminal damage to property and burglary to motor vehicle cases.

During 2012 quarterly sex offender checks were conducted. The number of sex offenders residing in Hoffman Estates was reduced to 6; from 9 in 2011. The Village website continues to be updated with this information.

During April and September 2012 the Investigations Division coordinated with the Tactical Officers to conduct a Drug Enforcement Agency Take Back Initiative where citizens can turn in unwanted or outdated prescription drugs. During a 4-hour period set by the DEA, over 2,000 pounds of prescription drugs were brought to the Hoffman Estates Police Department and turned over to the DEA for disposal.

In May Investigators concluded a theft investigation in which \$244,000 worth of surgical equipment was stolen from St. Alexius Medical Center. An employee of the hospital was suspect in the theft. Investigators obtained invoices that detailed purchases between the suspect and a medical center in Florida and obtained emails and Paypal transactions between suspect and the buyer. The offender was charged with Theft over \$100,000, which is a Class 1 felony.

In July Investigators concluded an aggravated battery with a deadly weapon investigation in which a resident suffered six stab wounds. Investigators with the assistance of the Tactical Officers located and took the offender into custody. The victim and witnesses were able to positively identify the offender in a physical lineup at the

DuPage County Jail. The offender was charged with Aggravated Battery with a Deadly Weapon.

In September Investigators concluded a residential burglary investigation in which suspect information was developed from stolen credit cards that were used in Schaumburg and at the Grand Victoria Casino in Elgin. Investigators interviewed the suspect who admitted his involvement in five residential burglary cases. Investigators recovered two stolen autos and numerous proceeds from the burglaries. The offender was charged with three counts of Residential Burglary and turned over to Elgin Police Department in which the offender was charged by Kane County with two felony counts of Unlawful Use of Credit Card.

In November Investigators assisted the FBI for a bank robbery suspect who was wanted on a Federal warrant for several bank robberies that had occurred in Chicago, Park Ridge, Rolling Meadows, and Arlington Heights. Investigators, with the assistance of the Tactical Unit, conducted surveillance and the wanted bank robber was taken into custody without incident and turned over to the FBI for prosecution.

Compliance checks of the 63 establishments which hold liquor licenses continue to be a priority of the Investigations Section to ensure liquor servers are current on the necessary certifications as required by local ordinances.

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

freeze on credit files, which is free for senior citizens.

During 2012, the Investigations Division worked on 1,179 cases. The Division had a clearance rate of 73 percent and made a total of 255 arrests. The Division also recovered a total value of \$163,032.92 in property and money.

## ***Juvenile Investigations***

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

In August 2012 Officer Joe Golbeck was assigned as the School Resource Officer at Hoffman Estates High School. Officer Golbeck had previously served the Department as a Detective in Investigations for 7 years. Officer Golbeck's experience has proven to be a resource at the school. Officer Audrey Berman was transferred from Patrol Watch 1 to the School Resource Officer at Eisenhower Jr. High School. Officer Berman has completed all necessary training and will teach a gang and violence prevention program.

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, handle matters of school safety, and other school related issues. Members of the division meet with school district officials on a



# Police Department

Continued ...

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 2012-2013 school year.

In 2012, members of the division conducted an 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.

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

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, neglect, bullying, and truancy.

The Hoffman Estates Peer Jury is a long running court alternative program administered by the Juvenile Investigations Section. Peer Jury provides consequences and positive outcomes to youthful offenders that

would otherwise be screened out of the juvenile court system, or have no other consequences.

During 2012, the Juvenile Section arrested 216 juveniles and referred 16 to the Peer Jury program. There were 70 juvenile petitions filed and 20 cases referred to other agencies for disposition.

### ***Tactical Unit***

The Tactical Operations Section is staffed by 1 sergeant and 4 tactical officers and 1 taskforce officer. In 2012 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 2012, 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 2012 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 continues researching a criminal housing program and began training in this area. This program 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 318 arrests, an increase from 289 in 2011. Of these arrests, there were 59 felonies, 259 misdemeanors, 113 drug arrests, and 40 warrant arrests. The Section also seized \$15,257.00 in drug assets.

### **Special Services / Staff 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, building maintenance, Police Chaplain Program, Administrative Tow Fee Program, Administrative Adjudication and critical incident response training. During the year 436 Administrative Tow Fee citations were written by the Hoffman Estates Police Department. Of those, 387 citations were paid which generated \$192,070 in revenue. This reflects an 88.76% payment collection average for the Administrative Tow Fee Program.

The Department Honor Guard also functions from within the Division. Sergeant Felgenhauer is in command of this unit. During the year this unit participated in: The Martin Luther King, Jr. Ceremony; annual NEMRT Conference; Conant High School Football Game in honor of 9-11 Police and Fire Recognition; 4th of July Parade,



# Police Department

Continued ...

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

In 2012 the Section processed 52 abandoned autos, investigated 214 hit-and-run crashes, issued citations for overweight truck violations totaling \$38,052.00, and issued truck permits totaling \$6,370.00. The Section also issued 158 taxi/chauffeur licenses with total fees collected at \$8,070.00. A total of 131 child safety seat inspections were completed by officers from Traffic and Patrol Division. Traffic Section officers issued 438 seat belt citations and 858 speeding citations in 2012. The Traffic Section also reviewed 3,573 red light camera violations from the cameras at Higgins Road and Barrington Road as well as Roselle Road and Higgins Road.

The Traffic Section also conducted 34 special enforcement details throughout the year, as compared to 35 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 2012 there were a total of 1,731 traffic crashes investigated by the Department, an increase from 1,383 crashes in 2011. Of those crashes, 191 were injury crashes, up only 1 from 2011. The Traffic Section also investigated one fatal crash that occurred in December of 2012.

## 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 2012 the Division coordinated four 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: Searching In Custody Subjects, Officer First Aid; Active Shooter Response; Officer Judgment with use of force using the MEGGITT system (firearms simulator); Use of Force training items such as ASP, OC Spray and Handcuffing. The in-service program provided each officer with 32 hours of

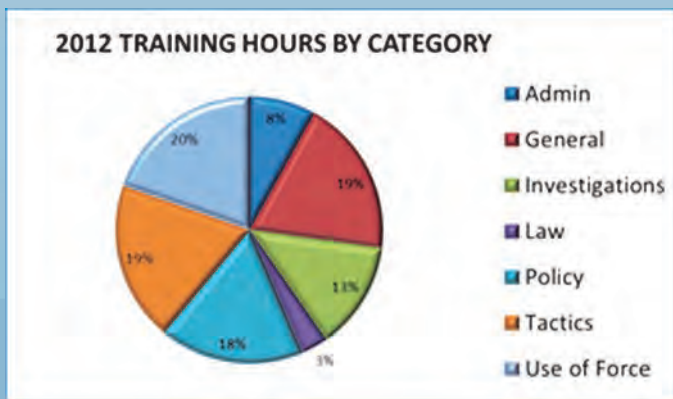
annual training. In addition to "in services training", various training bulletins were distributed to department members covering various officer safety topics or tactical advice. The Use of Force unit within the training division also conducted firearms training and qualifications which consist of four separate sessions throughout the year.

The Staff Services Division was also responsible for researching a vendor for the initial eligibility roster which expired in November. Cops and Fire Personnel Testing Service was chosen by the Fire and Police Commission to begin this process in 2013.

The 23rd class of the Citizen Police Academy was held in 2012. Twenty three citizens graduated this year's class where they learned about the Hoffman Estates Police Department. This program is taught by various members throughout the department covering topics such as: Officer Safety, "Shoot / Don't Shoot" scenarios, Officer Judgment with use of force using the MEGGITT system (firearms simulator); firearms familiarizations, investigations, identity theft, evidence collection, K-9 presentation, Northern Illinois Police Alarm System overview and many more. Upon graduation many former class

members continue to support the Hoffman Estates Police Department through the Hoffman Estates Citizen Police Academy Alumni

Association (HECPAAA). HECPAAA provides many volunteer hours throughout the year for activities such as National Night Out, Citizen Police Academy Classes, the annual conference for the International Law Enforcement Training Association, and





# Police Department

Continued ...

America on Watch. The volunteers also help with data entry and other clerical tasks around the department.

During the year, the Department inventoried 1,799 pieces of evidence and property, an increase from 1,246 in 2011. The property room Administrative Service Officer sent 569 items of evidence to the crime laboratory for testing and 41 items to auction. Transfers of property (movement of items in or out of the property/evidence room) in 2012 totaled 14,229. There were 337 items returned to their owners, an increase from 198 in 2011.

In 2012, the Chicago Tribune ran an article about a resident from Hoffman Estates that was found after a concerned citizen called in a check for well-being. Jose Moran was honored by the mayor and the police department receiving a certificate of appreciation and a key to the Village.

## **Training**

The Police Department conducted 9,025 hours of training for officers during 2012. Officers received instruction – teaching on a variety of topics including defensive tactics, critical incident response, DUI field sobriety testing, and in-house in service training. General order red policy review and training continued throughout the year.

## **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 one part-time clerk and is currently operating two short of full staff. The Records Department processed approximately 5,800 reports, 850 subpoenas, 650 FOIA requests, 175 warrants, and countless requests from other police / government agencies in 2012. 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 2012, The Hoffman Estates Emergency Management Agency completed all Federal and State accreditation requirements for FFY12 as well as applied for and awarded certification of accreditation for two more years (valid 10/1/2012-9/30/2014). In accordance with being an accredited emergency management agency, the Emergency Management Performance Grant (EMPG) requirements for 2012 were completed, the application for 2013 was accepted, NIMS training requirements were met, and the required three year training and exercise plan was revised and submitted. The EMA conducted a Full Scale Exercise in conjunction with the NW 4th Fest, conducted hot washes and submitted the AAR and IP to the State EMA for approval and credit. Other significant accomplishments of the EMA include completion of the Building Emergency Plan (BEP), Energy Assurance Plan (EAP) Citizen Corp and LEAP Grant requirements. The EMA applied for and was awarded “last chance” funding through the ITTF for radio equipment needed to fulfill the narrow-banding requirement. During the first quarter of 2012, the EMA coordinated with Village Schools, businesses, Village staff, and citizens to advertise earthquake preparedness and urged participation in the Great Central U.S. Shakeout exercise. The exercise was conducted on February 7th, with high participation by the Village employees. The EMA Coordinator conducted six, three hour courses in severe weather preparedness for emergency responders at Harper College, Cook County Forest Preserve, EMA personnel, Amateur Radio Clubs and volunteers. In 2013, the EMA will continue to train in severe weather preparedness and response procedures in coordination with the NWS, CCDHSEM, KCOEM, IEMA, Village public safety personnel, NWCD, and Village employees. The EMA has applied for grants for 2013 including: the EMPG, Community Resilience Challenge, and IEMC. Hoffman Estates is currently working on revisions and

enhancements to the Village EOP (required every two years). Several emergency preparedness campaigns continue into 2013 with a focus on planned events, severe weather, whole community preparedness (residents, business, and schools), technology, and the 2013 national preparedness campaign. In 2012, EMA volunteers were provided training opportunities including: Search & Rescue, Incident Command, Severe Weather, Law Enforcement Support, traffic control, communications, child passenger safety technician certification and emergency vehicles. EMA volunteers participated in over 1,000 hours of planning, training and response to the Village; during planned events, exercises and emergency call-outs.

## **Awards Officer of the Year**

In March 2012 a ceremony was held to honor the Employee of the Year Award recipients (left to right) Officer Patrick Patla, Officer Scott Lawrence and Officer Brian Petersen. These officers were voted employee of the year by their colleagues for each receiving Life Saving Awards in August 2011 for responding to a call in which their actions led to the saving of a human life. Other Department Awards included: In March 2012 Lieutenant Russo presented Commander's Awards to Officer Doug Zboril and Officer Becky Kaszubski for their rapid and appropriate response to a residential burglary in progress.

In May 2012 Chief Hish presented Officer William Rublev with a Commander's Award in recognition of his effort while investigating a suspicious incident and his smart police work led to charges against the offender and the return of property to the rightful owner.

In May 2012 Chief Hish also presented Officer Mike Barber with a Meritorious Service Award in recognition of his courageous actions taken while off-duty he heard a female's cry for help as she was being battered and robbed and with complete disregard for his own safety





# Police Department

Continued ...

forcibly separated the assailant armed with a knife from the female victim until the Antioch Police Department arrived.

In July Chief Hish presented Officer John Bending and Officer Jason Gessert with a Meritorious Service Award for their actions and attention to detail which took a dangerous felon off the street without injury or damages.

On 11 October Chief Hish presented Officer Laughlin with a meritorious duty award for going above and beyond and preventing possible injury to a child.

On 11 October Officer Tenuto received an outstanding service award for providing valuable police service and demonstrating exceptional skill and ingenuity while locating a wanted subject and recovering guns and drugs.

Other awards include: In August 2012 AAIM, the Alliance Against Intoxicated Motorists presented a Certificate of Appreciate to Officer John Bending for his 2011 DUI enforcement. This award was in recognition for Officer Bending demonstrating high priority in DUI enforcement and keeping our roadways safe.

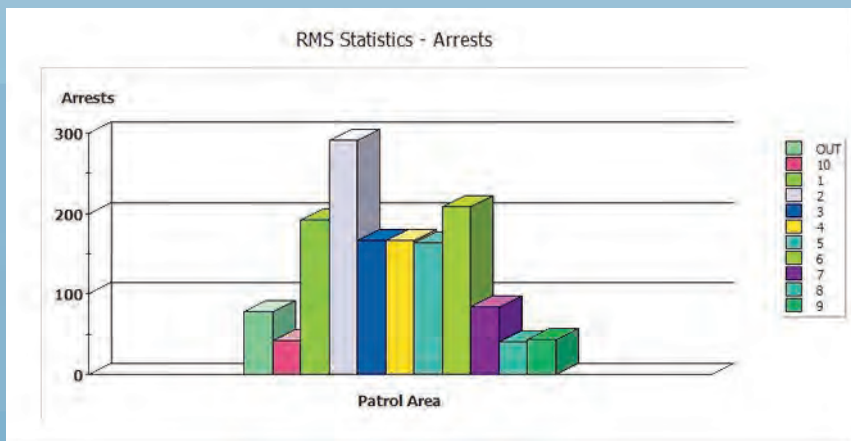
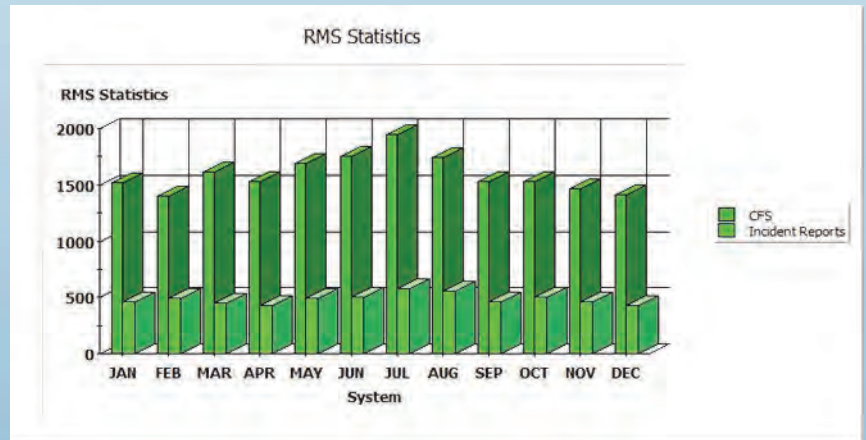
## 2012 Crime Statistics and Trends

### Calls for Services

The number of calls for police service dropped significantly in 2012, by 1,894 calls; representing a 9% decrease from 2011. Calls for service include any call for police assistance from: reporting a crime, investigating a crash, or request for general assistance or public service such as lockouts, check for well beings, animal complaints, noise complaints or outside agency assists.

### Arrests

When compared to 2011, adult arrests were down 14%, and there was a 22% increase in juvenile arrests. Reports of Part 1 crimes which are more serious crimes against person and property decreased 13% from 2011. Reports of Part 2 crimes which are less serious offenses decreased 9% from reported in 2011.





# 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.

LED Lighting



Public Works consists of 11 Divisions that provide a wide variety of services to both internal and external customers. The Department is currently staffed by 65 full time personnel and 2 part time personnel. During the summer of 2012, ten (10) summer seasonal employees were hired to augment construction staffing needs and five (5) seasonal employees hired in the fall to support the Brush Pick-up Program.

## Department Highlights

The SCADA radio telemetry project was substantially completed. The newly installed radio system for all 28 water/sewer facilities including the control center will reduce operating costs by approximately \$40,000 annually.

The 2012 Critical Sanitary Sewer Repair Project was completed, which included three new manholes installed to replace lamp holes and a back-pitched manhole, 210 feet of pipe installed to correct the back pitched sewer on Mayfield Lane, 6 spot repairs by excavation with a total of 75 feet sewer replacement and 12 full sections of manhole to manhole CIPP lining of 3,358 feet.

The final phase of the Well 9 rehabilitation was completed. The well was placed back into service after purging the well both in the morning and afternoon and daily pumping for cleaning purpose and consecutive water sample results met IEPA requirements of 0 particles.

Over 1,709 residential cross connection control devices were brought into compliance with State of Illinois certification requirements.

The storm sewer division graded a 260 ft. ditch from the pond behind Crowfoot Circle east, to the creek running north towards Golf Rd. in order to reduce the potential of future flooding. Crews installed 230 ft. of perforated 6" drain tiles, on Bolleana Ct. in order to greatly reduce ice flows on Village streets.

The Village received a Tree City USA Award for the 21st consecutive year. With the presence of Emerald Ash Borer in the Village's ash tree population, infested tree removal remained a high priority in 2012 with the required removal of 320 infested trees.

The 2012 Annual Branch Pickup Program began in late September and concluded in mid-October with the Village being divided into four sections. In addition to the use of normal

chipping crews to handle branch piles, a Contractor was utilized for two days in two different sections to assist with pick up operations. The Contractor used a grapple loader and haul truck rather than chipping equipment. Additionally, a grapple loader truck was rented for use by Village crews for pick up operations in all four sections of the Village.

Overall results for this year's program reflect a large decrease in the number of pickups as well as yardage produced in all sections of the Village as compared to prior years.

Several energy efficiency grant funded projects were completed including the upgrade of the Public Works Center interior garage lighting and exterior parking lot lights with high efficiency LED fixtures. A new building automation system was commissioned and became operational at the Vehicle Maintenance Building providing improved comfort control and energy savings.

### Snow/Ice Control Operations

This program provides for de-icing and plowing 158 center lane miles of streets, including 367 cul-de-sacs and 10 parking lots. All Department personnel support these operations along with seasonal auxiliary personnel. In calendar year 2012, the Department engaged in 19 separate snow plowing and de-icing operations combating 19 inches of total snowfall.

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 cutting and replacements, street sweeping, pavement marking, streetlight pole replacements, parkway tree trimming, turf mowing and janitorial maintenance at various locations throughout the Village. Contracted services are also utilized for assistance during major snowfall events. Partnering with the private sector gives the Village the capability



# Public Works Department

Continued ...

to provide a wider range of cost effective municipal services.

signs are posted and maintained in accordance with the Manual of Uniform

connection and backflow prevention, and fire hydrant flushing.

### Highlights of Services Provided in 2012

2,690	Service requests and equipment upgrades completed
1148	Staff hours dedicated to preventative building maintenance

Traffic Control Devices, the source of all U.S.

### Facilities

The program is supported by a Facilities Manager and 4 full time personnel. During 2012 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.

2012 accomplishments include the upgrade of the Public Works Center interior garage lighting and exterior parking lot lights with high efficiency LED fixtures. A new building automation system was commissioned and become operational at the Vehicle Maintenance Building providing improved comfort control and energy savings.

Consolidation contractual services for all Village elevators and fire safety inspection services occurred to reduce costs, improve reliability, and provide better coordination of staff oversight. Staff performed ongoing management of the physical maintenance, improvements, and the review/revision of budgetary needs for all facilities, including capital equipment replacements. 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 9,000 signs and sign posts along Village streets. All

standards for roadway signage. Also included is the maintenance of 2486 Village owned street lights and Village owned parking lot lighting.

This division installs and maintains 120 Village pride seasonal banners that are changed at each of the four seasons. They are responsible for the oversight of over 296 curb miles of street sweeping. Traffic Operations provides for the maintenance of approximately 158 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. 2012 pavement repairs were completed at 173 locations covering 22,522 sq. ft.

### Highlights of Services Provided in 2012

381	Tons of debris collected and removed from street sweeping
392	Tons of hot asphalt material placed
45	Tons of cold patching material used for pot-holes

of roadway utilizing 392 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 257 miles of water distribution main, 3,082 hydrants, 3,209 valves, 4 reservoirs, 7 water towers, 2 water high service pump stations, 2 booster stations, 7 emergency standby wells and 15,000 water meters. Staff ensures compliance with the U.S. Safe Drinking Water Act through programs such as weekly water sampling and lab testing, cross

Maintenance on the sanitary sewer system includes 16 lift station facilities, 5,166 manholes and 186 miles of sewer main pipe and 13.4 miles of force mains requiring various cleaning, root cutting and videotaping of sewer main lines. Inspections of contractor work on private sanitary sewer service repairs were performed as was comprehensive flow monitoring of sub-basins for further assessment of inflow and infiltration for the Sanitary Sewer Rehabilitation Program.

In addition to the routine maintenance accomplished, the wet wells in the WDA and Moonlake Lift Stations were thoroughly cleaned removing 2 truckloads of debris, greatly reducing future operating problems. Safety grates were also installed at WDA lift station wet well.

### Customer Service/FAST

The Customer Service Unit provides service to over 15,000 water meters and responds to all JULIE locate requests.

The division also conducts inspections of the Village Right-of-Way (R.O.W.) excavations performed by private contractors. The Fast Action Service Team (F.A.S.T.) acts as the first responder to both internal and external service requests including hanging tree branches, water leaks, sewer back- ups and equipment deliveries. FAST is also responsible for the sidewalk concrete deviation cutting 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 218 miles of storm sewer pipe ranging between 4" and 36" including 9.66 miles of pipes for area infrastructure systems, 4,170 catch-



# Public Works Department

Continued ...

basins, 1,085 flared end outlets, 5,493 street inlets and 3052 run-off manholes. Work responsibilities also included removal of beavers and the flow obstructions they create in Village creeks. A portion of staff time is allocated to monitoring the flow of 73 miles of private sewer system that ultimately discharges into the public system.

### 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 195 titled vehicles. The Automotive Service Excellence (ASE) group has awarded Fleet Services with the ASE Blue Seal of Excellence for the 13th 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 the replacement of the Fuel Management System located at the Vehicle Maintenance Facility.

### 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,

Highlights of Services Provided in 2012	
57	Storm sewer structures rebuilt
230	Installation of perforated 6" drain tile in Bolleana Ct.
35,842	Feet of storm sewer main line pipe cleaned and flushed

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 2012, the Village was awarded its 21st consecutive Tree City USA recognition by the Illinois Department of Natural Resources and National Arbor Day Foundation. Ongoing programs for 2012

included the EAB Infested Tree Removal Programs, Contractor Tree Trimming

Scheduling for the 2012 Annual Branch Pickup Program paralleled that of

Highlights of Services Provided in 2012	
5	Total number of vehicles and equipment sold through auction
16	Total number of vehicles and equipment purchased and placed into service
5041	Total number of vehicle maintenance/repairs performed

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.

previous years with the Village divided into four (4) sections and each section given one week for completion. In addition to the use of normal chipping crews for branch piles, a Contractor was utilized for two days in two different

Since the 2010 confirmation of Emerald Ash Borer, the removal of EAB infested parkway trees continued to be a high priority in 2012 by way of in-house crew efforts as well as the involvement of contractor assisted removals. 320 parkway trees infested with EAB were removed, 200 in-house and 120 via contractor services, with a majority being replanted in fall of 2012 or scheduled for planting in spring of 2013. An additional 103 parkway trees were removed in-house as a result of storm damage, decline, disease, vehicle damage, etc. A major component of the Department's response plan to EAB continues to be public education by way of informational brochures, local papers, cable television, and the Citizen newsletter. Residents are encouraged to inspect trees on their property and report suspicious circumstances to Public Works.



EAB Street Shot

2012 saw a marked increase in

resident requests for service which were mostly related to EAB questions and concerns. Close communication continues to be 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.

sections to assist with pick up operations. The Contractor used a grapple loader and haul truck rather than chipping equipment. Additionally, a grapple loader truck was rented for use by a Village crew for pick up operations in all four sections of the Village and 5 seasonal workers were hired for the 2012 program. Overall results for this year's program reflect a decrease in the number of pickups as well as yardage produced in all sections of the Village. Reasons for this decline are unclear as quantities have shown to be on the rise for a number of years. Also with the drought experienced this season and related loss of plant material coupled with the anticipated increase in material as a result of EAB removals on private property, a decrease in pickups and yardage of material was not expected.



# Department of Public Works

Continued ...

2011	2012	Public Works Service Delivery
3,891	3,653	Residential customer service requests
4,433	4,603	JULIE locates for excavation work: 4,301 required a field locate response, 398 were considered an emergency priority
65	112	Water distribution system repairs 53 leak repairs, 25 hydrant repairs/replacements, 12 b-box and 22 valve repairs/replaced
161,286	240,723	Lineal feet of sanitary sewers flushed out of a total system of 932,818 lineal feet
4	2	Number of main line sewer backups cleared
7	9	Sanitary sewer lift station pump repairs
385	401	Water meters repaired/replaced including 100 pit meters in Parcel A & B and 18 2" meter for apartment buildings
866	1,040	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
9,595	10,996	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)
134	425	Lineal feet of curb poured due to water and sewer dig-up projects and annual concrete maintenance program
16,131	17,839	Lineal feet of sanitary sewer/storm sewer televised
3,071	3,082	Fire hydrants flushed to remove sediment from 246 miles of water main
87	95	Sanitary sewer replacement inspections
28,756	35,842	Lineal feet of storm sewer flushed
48	39	B-box inspections, repairs/replacements
475	711	Hydrants painted
433	734	Traffic-control devices/signs replaced
56	32	New traffic-control devices/signs installed as a result of new ordinances and/or Transportation Division requests
104	45	Banners and/or signs designed and fabricated for Village events
550	435	Service requests for streetlight repairs completed
14	61	Driveway locations repaired as part of the 2012 street revitalization project
4,325	2,590	Residential pickups from the annual Branch Pick-up Program reflected a dramatic decrease in 2012 as did yardage produced, 1,006 cubic yards of woodchips were generated; an additional 274 holiday trees were also chipped
786	892	Requests were received for parkway tree maintenance, inspection, storm damage, and fertilization. Highest amount of requests received to date
297	320	New and/or replacement parkway trees planted
1,740	2,058	Parkway trees trimmed in conjunction with the Contractor Tree Trimming Program. In-house trimming efforts resulted in the trimming of an additional 684 parkway trees being trimmed

# 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 Open Meetings Act Training Certificates



## Activity Highlights

In 2012, the Village Clerk's office registered 292 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 527 passport applications in 2012 earning \$13,175 for the general fund.

As keeper of the records, the Village Clerk was responsible approximately for 26 resolutions, 62 ordinances, the filing of more than 15 documents with the Cook or Kane County Clerk's office and a total of 63 sets of minutes, 20 from regular Board meetings and 5 from Special Village Board meetings, 13 from Executive Sessions, 18 from liquor hearings and 7 from public hearings.

The Village Clerk issued approximately 2,441 licenses including business, general contractors, home occupations, general premises, raffle and liquor. The Clerk's office also licensed one establishment for video gaming. The Clerk's office mailed 512 Welcome Packets to new residents in 2012.

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 16 bid notices or public projects in 2012 and attending each opening.

The Clerk's office assists other departments as needed.

The Village Clerk attended many new business ribbon cuttings and Village and Chamber events. 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



## 2012 Report

The 2012 budget represents another successful year with regards to controlling expenses and generating revenue from new event business.

This was achieved by:

- Avoiding Losses Attributed to Buying Risky Shows
- Increasing Efficiency by Job Sharing in Select Departments
- Aggressively Pursuing Niche Markets Including the Indian and Hispanic Acts.

### Launch of Northwest Fourth-Fest:

The Village July 4th celebration was relocated from Village Hall to outside the SCA.

In the inaugural event, the SCA successfully spearheaded marketing and promotional efforts, resulting in 35,000 visitors on July 4th making the event of the largest free Independence Day celebrations in the market.

	2008	2009 – (Partial Year, #'s Estimate Only)	2010	2011	2012 (Unaudited)
Event Income*	\$1,582,938 <sup>^</sup>	\$1,247,021	\$1,626,019	\$1,992,485	\$1,402,902
Sponsorship/Premium**	\$1,665,380	N/A	\$296,463	\$307,385	\$363,244
Indirect Expenses***	\$4,067,420	N/A	\$2,457,975	\$2,509,392	\$2,274,815

\*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

## 2012 Accomplishments

**Expense Savings:** Overhead expenses associated with running the building (not expenses associated with hosting events) have decreased by \$200,000 compared to 2011. This was achieved by reducing staffing by two full-time positions amongst other initiatives.

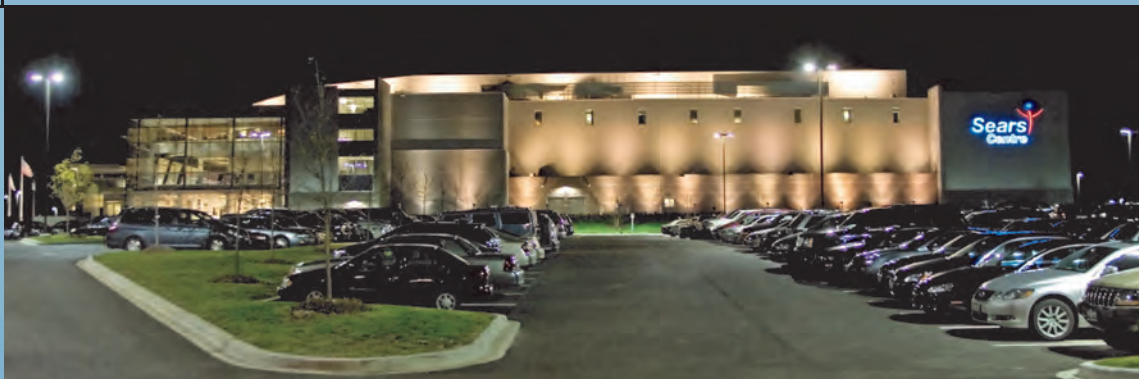
**Renewal of Levy Restaurants:** The arena renewed Levy Restaurants with a substantially higher commission percentage, which could result in nearly \$100,000 in additional F&B profit annually. In addition, the new deal offers \$150,000 in capital improvements and a \$60,000 signing bonus.

**Growth of Hispanic/Indian Market:** Global Spectrum actively solicited promoters to attract more shows from these communities. Shows included Hispanic Bull Riding, the arena's first half-house Indian Show featuring Mika Singh, Hispanic superstar Joan Sebastian, and the inaugural Reflejos award ceremony in the Club Room (Daily Herald event).

**Growth of Catering Business:** After two years of advertising the arena as a destination for catering events, the arena finally secured a massive corporate event organized by Advocate Health Care. The event required use of the event floor, both warehouse spaces as well as the entire suite level.

**Increase Premium & Other Income:** Compared with 2011, the SCA increased sponsorship and miscellaneous income (includes office rent to hockey team and ice rental to club teams) by over \$50,000.

**Growth of Outdoor Events:** While the months of July and August are typically slow periods for arenas, the SCA has managed to utilize the arena parking lot to drive revenue during this time. Renting the parking lot to various car clubs and a large RV dealership, the SCA has grown parking lot events every year since 2010. Total revenue from parking lot events is nearly \$60,000.





# Community Information

## Demographic and Community Data



**Founded:** 1959

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

**Land Area:** 22.1 square miles

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

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

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

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

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

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

**Lodging:** 8 hotels; 1,200 rooms

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

### Transportation:

#### Roadways

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

#### Commuter Rail

- Nearby 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

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







# 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

**Rachel Musiala**  
Director of Finance  
847-843-4801  
rachel.musiala@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  
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**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 Koplin**  
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  
2012 ANNUAL REPORT**