

**AGENDA
FINANCE COMMITTEE
Village of Hoffman Estates
December 10, 2018**

Immediately following Public Health & Safety

Members:	Gary Pilafas, Chairperson	Karen Mills, Trustee
	Anna Newell, Vice Chairperson	Gary Stanton, Trustee
	Michael Gaeta, Trustee	Karen Arnet, Trustee
		William McLeod, Mayor

- I. Roll Call**
- II. Approval of Minutes – November 20, 2018 (Special Finance Committee)
November 26, 2018**

NEW BUSINESS

- 1. Request approval of a resolution establishing hire back rates for Police and Fire personnel for the period January 1 through December 31, 2019.

REPORTS (INFORMATION ONLY)

- 1. Finance Department Monthly Report. (Request for Deferral)
- 2. Information System Department Monthly Report.
- 3. Sears Centre Monthly Report. (Request for Deferral)

- III. President's Report**
- IV. Other**
- V. Items in Review**
- VI. Adjournment**

Further details and information can be found in the agenda packet attached hereto and incorporated herein and can also be viewed online at www.hoffmanestates.org and/or in person in the Village Clerk's office.

The Village of Hoffman Estates complies with the Americans with Disabilities Act (ADA). For accessibility assistance, call the ADA Coordinator at 847/882-9100.

SPECIAL FINANCE COMMITTEE MEETING MINUTES

November 20, 2018

I. Roll call

Members in Attendance:

Trustee Gary Pilafas, Chairman
Trustee Anna Newell, Vice Chairperson
Trustee Karen Arnet
Trustee Michael Gaeta
Trustee Karen Mills
Trustee Gary Stanton
Mayor William McLeod

Staff Members
in Attendance:

Jim Norris, Village Manager
Dan O'Malley, Deputy Village Manager
Pat Fortunato, Fire Chief
Ted Bos, Police Chief
Greg Poulos, Assistant Police Chief
Monica Saavedra, Director of HHS
Audra Marks, Assistant Director HHS
Joe Nebel, Director of Public Works
Kelly Kerr, Assistant Director of Public Works
Fred Besenhoffer, IS Director
Rachel Musiala, Finance Director
Anthony Fashoda, Assistance Finance Director
Suzanne Ostrovsky, Asst. To Village Manager
Arthur Janura, Corporation Counsel
Mark Koplín, Assistant Village Mgr - Dev Svcs
Michael Hankey, Director –Transp & Engin.
Ben Gibbs, Sears Centre Arena GM
Pete Gugliotta, Director – Planning
Bev Romanoff, Village Clerk
Bruce Anderson, CATV Coordinator
Kevin Kramer – Director – Economic Dev.
Cathy Doczekalski – Asst. to HRM Director
Ryan Johnson – Management Analyst
Aaron Howe – Management Analyst
Kasia Maciorowski – Accounting Assistant

The Special Finance Committee meeting was called to order at 6:00 p.m.

A quorum was present.

II. Approval of Minutes - None

NEW BUSINESS

1. Review and discussion of the Proposed FY2019 Operating & Capital Budget.

Village Manager Jim Norris gave an overview of the Proposed FY2019 Operating and Capital Budget. Mr. Norris explained the budget process. We had the board goals setting in January and the formal goals are adopted by the board for use by departments in formulating their budget request for this coming year. The board adopts both ongoing goals and short term goals. Revenues that we talked about a year ago that were starting to decline thru 2017 and 2018 have actually rebounded. The biggest cost for a service organization are personnel costs and for us we have to look at ongoing salary costs, benefit costs, as well as public safety pensions. In the 5 year plan for roads, we achieved more street segments than we originally planned. This year, the Village will be doing 30 resurfacings and 4 reconstructions. The board passed a fund balance policy that if we are over the 25% requirement. The Village Manger can recommend the use of additional fund reserves for one-time expenses. We are recommending that about \$1 million be used for roads and for other capital. Salary increases of 2.5% are budgeted in aggregate for merit employees. As for personnel changes in the budget, Chief Bos is recommending that we replace a vacant officer position with two ASO's. Fire will transition one part time inspector to full time. Development Services will combine two part time vacant positions into one and the Information System department will upgrade a software support specialist from part time to full time.

Dan O'Malley gave an overview for the General Government Department.

Trustee Pilafas asked if the Citizen Newsletter continues to be an effective method of communication. Dan O'Malley replied absolutely yes.

Greg Poulos gave an overview for the Police Department.

Trustee Stanton asked how often do the radar units have to be collaborated. Greg Poulos replied every year.

Trustee Mills asked how many officers are going to be retiring in the next year. Greg Poulos replied 3 or 4

Pat Fortunato gave an overview for the Fire Department.

Trustee Pilafas asked what are the duties of the Management Analyst in the Fire Department. Chief Fortunato replied that he is taking on a lot of administrative work, budget, daily operations, over flow from the fire prevention bureau, and phone calls. He is a great asset.

Trustee Pilafas asked if we pay any subscription fees for Northwest Central. Jim Norris replied yes, we pay for the interface.

Joe Nebel gave an overview for the Public Works Department.

Trustee Pilafas asked if we have an idea when the Fire Station will sell. Jim Norris replied that they want to close December or January.

Joe Nebel gave an overview for the Water and Sewer Fund.

Motion by Trustee Karen Mills, seconded by Anna Newell to take a 5 minute break. All ayes. Motion carried.

The Special Finance Committee was called back to order at 7:40 p.m.

Roll Call

Members in Attendance:

Gary Pilafas, Chairperson
Anna Newell, Vice Chairperson
Michael Gaeta, Trustee
Karen Mills, Trustee
Gary Stanton, Trustee
Karen Arnet, Trustee
William McLeod, Mayor

Mark Koplin gave an overview for the Development Services Department.

Trustee Pilafas asked what percentage of rental units are in the Village. Mark Koplin replied about 2,200 of the 16,000 total units.

Ben Gibbs gave an overview for the Sears Centre Arena. We improved total event income by \$250,000 over the prior year. We hosted the 2nd successful season of the Windy City Bulls G-League Basketball team. We sold an additional 10 annual suites. Some of the improvements done last year were seal coating of the parking lots, innovative mud jacking to maintain longevity of the facility. The WiFi has been replaced and upgraded. All interior lights have been upgraded to LED's. The Craft Canteen at the Village Green was a big success.

Monica Saavedra gave an overview for the Health and Human Services Department.

Fred Besenhoffer gave an overview for the Information Systems Department.

Jim Norris gave an overview for Boards and Commissions.

Ben Gibbs gave an overview of the 4th of July Sears Centre two day event.

Motion by Trustee Arnet, seconded by Trustee Gaeta to approve one day fest for the 4th of July budget, and moving the savings to the Sears Centre Arena Fund budget. All Ayes. Motion carried.

Motion by Trustee Arnet, seconded by Trustee Mills to request an additional \$25,000 be added to the Sears Centre Arena Fund to pay for Village events. All Ayes. Motion carried.

2. Request approval of the FY2019 – FY2026 Capital Improvements Program.

Motion by Trustee Stanton, seconded by Trustee Mills to request approval of the FY2019-FY2026 Capital Improvements Board. All ayes. Motion carried.

3. **Direct staff to publish the Notice of Availability of Budget and Public Hearing on the 2019 Proposed Budget. With Committee's concurrence, the Public Hearing will be scheduled for Monday, December 3, 2018 at 6:55 p.m. in the Council Chambers prior to the Village Board Meeting. (Notice of this public hearing will be given at least one week prior to the hearing date).**

Motion by Trustee Gaeta, seconded by Trustee Arnet, to direct staff to publish the Notice of Availability of Budget and Public Hearing on the 2019 Proposed Budget. With Committee's concurrence, the Public Hearing will be scheduled for Monday, December 3, 2018 at 6:55 p.m. in the Council Chambers prior to the Village Board Meeting. (Notice of public hearing will be given at least on week prior to the hearing date). All ayes. Motion carried.

4. **Direct staff to draft the Tax Levy and Tax Abatement Ordinances, which will appear on the December 3, 2018 Village Board Agenda with the amendment of moving the amount from the public safety levy to the debt levy.**

Motion by Trustee Arnet, seconded by Trustee Mills to direct staff to draft the Tax Levy and Tax Abatement Ordinances, which will appear on the December 3, 2018 Village Board Agenda with the amendment of moving the amount from the public safety levy to the debt levy. All ayes. Motion carried.

III. President's Report

Mayor McLeod stated no report.

IV. Other

V. Items in Review

VI. Adjournment

Motion by Trustee Arnet, seconded by Trustee Mills, to adjourn the meeting at 9:05 p.m. Voice vote taken. All ayes. Motion carried.

Minutes submitted by:

Kasia Maciorowski, Accounting Assistant

Date

FINANCE COMMITTEE MEETING MINUTES

November 26, 2018

I. Roll call

Members in Attendance:

Trustee Gary Pilafas, Chairman
Trustee Anna Newell, Vice Chairperson
Trustee Michael Gaeta
Trustee Gary Stanton
Trustee Karen Arnet
Mayor William McLeod

Members Absent:

Trustee Karen Mills

**Management Team Members
in Attendance:**

Jim Norris, Village Manager
Art Janura, Corporation Counsel
Dan O'Malley, Deputy Village Manager
Mark Koplin, Asst. Vlg. Mgr. – Dev. Services
Ted Bos, Police Chief
Rachel Musiala, Director of Finance
Monica Saavedra, Director of HHS
Joe Nebel, Director of Public Works
Fred Besenhoffer, Director of IS
Pat Fortunato, Fire Chief
Alan Wenderski, Village Engineer
Ken Koop, Risk Manager
Bruce Anderson, CATV
Suzanne Ostrovsky, Asst. to Village Manager

The Finance Committee meeting was called to order at 7:00 p.m.

II. Approval of Minutes

Motion by Trustee Gaeta, seconded by Trustee Stanton, to approve the Finance Committee meeting minutes of October 22, 2018. Voice vote taken. All ayes (Abstain: Arnet). Motion carried.

Motion by Trustee Gaeta, seconded by Trustee Arnet, to approve the Special Finance Committee meeting minutes of November 19, 2018. Voice vote taken. All ayes. Motion carried.

NEW BUSINESS

- 1. Request authorization to award a contract for the 2019 Northwest Fourth Fest fireworks display to Melrose Pyrotechnics, Inc., Kingsbury, IN, in an amount not to exceed \$40,250.**

An item summary sheet from the 4th of July Commission was presented to Committee.

Motion by Trustee Gaeta, seconded by Trustee Stanton, to award a contract for the 2019 Northwest Fourth Fest fireworks display to Melrose Pyrotechnics, Inc., Kingsbury, IN, in an amount not to exceed \$40,250. Voice vote taken. All ayes. Motion carried.

- 2. Request authorization to purchase excess workers' compensation insurance from Alliant/Mesirow Insurance Services.**

An item summary sheet from Ken Koop was presented to Committee.

Motion by Trustee Gaeta, seconded by Trustee Arnet, to purchase excess workers' compensation insurance from Alliant/Mesirow Insurance Services. Voice vote taken. All ayes. Motion carried.

REPORTS (Information Only)

- 1. Request acceptance of the Finance Department Monthly report.**

The Finance Department Monthly Report was presented to Committee and received and filed.

- 2. Request acceptance of the Information System Department Monthly report.**

The Information System Department Monthly Report was presented to Committee and received and filed.

- 3. Request acceptance of the Sears Centre Monthly report.**

The Sears Centre Monthly Report was presented to Committee and received and filed.

II. President's Report

Mayor McLeod reported that he attended the Brookdale holiday event on November 20 and also the Special Finance Committee to discuss the 2019 budget.

On November 24, Amanda Marscin held a St. Nick's photo shoot at Village Hall with proceeds going to the Hanover Township food pantry. The event benefitting the Schaumburg and Palatine Townships food pantry will be held again on December 1 at Village Hall from 9am-12 noon.

III. Other

IV. Items in Review

V. Adjournment

Motion by Trustee Arnet, seconded by Trustee Gaeta, to adjourn the meeting at 7:03 p.m.
Voice vote taken. All ayes. Motion carried.

Minutes submitted by:

Debbie Schoop, Executive Assistant

Date

**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Police and Fire Hire Back Rates

MEETING DATE: December 10, 2018

COMMITTEE: Finance

FROM: Rachel Musiala, Director of Finance

PURPOSE: To establish Police and Fire hire back rates for the period January 1st through December 31st, 2019.

BACKGROUND: Each year the Village Board passes a resolution establishing hire back rates for Police and Fire Personnel.

DISCUSSION: The attached schedules present the calculations for hire back rates for Police Sergeant, Police Lieutenant, Firefighter, Fire Lieutenant, and Fire Captain. The Patrol Officer contract for 2019 has not been approved as of yet, therefore, those rates are not being presented at this time.

The hire back rates are as follows:

	1/1/19-12/31/19
Police Sergeants	\$117.88
Police Lieutenants	\$128.60
Firefighters/Paramedics	\$103.80
Fire Lieutenants/Paramedics	\$112.80
Fire Captains/Paramedics	\$117.92

The hire back rates for organizations having 501(c)(3) status:

	1/1/19-12/31/19
Police Sergeants	\$89.32
Police Lieutenants	\$98.36
Firefighters/Paramedics	\$75.65
Fire Lieutenants/Paramedics	\$83.14
Fire Captains/Paramedics	\$87.41

RECOMMENDATION: Request approval of a resolution establishing hire back rates for Police and Fire personnel for the period January 1 through December 31, 2019.

ATTACHMENT (Resolution)

VILLAGE OF HOFFMAN ESTATES
HIREBACK RATES
January 1, 2019 through December 31, 2019

	Annual Cost	Hourly Rate	Hireback Rate	IRS 501 (c)(3)
Police Sergeants				
Salary	122,069	58.69	88.04	88.04
Pension	21,692	10.43	10.43	-
Life Insurance	81	0.04	0.04	-
Health Insurance	22,882	11.00	11.00	-
Uniforms	750	0.36	0.36	-
Medicare Tax (1.45% of Salary)	1,770	0.85	1.28	1.28
Workers' Compensation (charge divided by FTE's)	1,782	0.86	0.86	-
Administration (10% of Salary)	12,207	5.87	5.87	-
	<u>183,233</u>	<u>88.10</u>	<u>117.88</u>	<u>89.32</u>
Police Lieutenants				
Salary	134,438	64.63	96.95	96.95
Pension	23,890	11.49	11.49	-
Life Insurance	81	0.04	0.04	-
Health Insurance	22,947	11.03	11.03	-
Medicare Tax (1.45% of Salary)	1,949	0.94	1.41	1.41
Uniforms	750	0.36	0.36	-
Workers' Compensation (charge divided by FTE's)	1,782	0.86	0.86	-
Administration (10% of Salary)	13,444	6.46	6.46	-
	<u>199,281</u>	<u>95.81</u>	<u>128.60</u>	<u>98.36</u>

VILLAGE OF HOFFMAN ESTATES
HIREBACK RATES
January 1, 2019 through December 31, 2019

	<u>Annual Cost</u>	<u>Hourly Rate</u>	<u>Hireback Rate</u>	<u>IRS 501 (c)(3)</u>
Firefighters/Paramedic				
Salary	102,682	49.37	74.06	74.06
* Driver's Pay	700	0.34	0.51	0.51
Pension (% of All Pay)	21,245	10.21	10.21	-
Life Insurance	67	0.03	0.03	-
Health Insurance	22,882	11.00	11.00	-
Medicare Tax (1.45% of Salary)	1,499	0.72	1.08	1.08
Uniforms	250	0.12	0.12	-
Workers' Compensation (charge / by FTE's)	3,788	1.82	1.82	-
Administration (10% of Salary)	10,338	4.97	4.97	-
	<u>163,451</u>	<u>78.58</u>	<u>103.80</u>	<u>75.65</u>
Fire Lieutenants/Paramedic				
Salary	113,020	54.34	81.51	81.51
** Fire Officer Pay	600	0.29	0.44	0.44
Pension (% of All Pay)	23,349	11.23	11.23	-
Life Insurance	67	0.03	0.03	-
Health Insurance	22,882	11.00	11.00	-
Medicare Tax (1.45% of Salary)	1,647	0.79	1.19	1.19
Uniforms	250	0.12	0.12	-
Workers' Compensation (charge / by FTE's)	3,788	1.82	1.82	-
Administration (10% of Salary)	11,362	5.46	5.46	-
	<u>176,965</u>	<u>85.08</u>	<u>112.80</u>	<u>83.14</u>
Fire Captain/Paramedic				
Salary	118,677	57.06	85.59	85.59
** Fire Officer Pay	800	0.38	0.57	0.57
Pension (% of All Pay)	24,553	11.80	11.80	-
Life Insurance	67	0.03	0.03	-
Health Insurance	22,882	11.00	11.00	-
Medicare Tax (1.45% of Salary)	1,732	0.83	1.25	1.25
Uniforms	250	0.12	0.12	-
Workers' Compensation (charge / by FTE's)	3,788	1.82	1.82	-
Administration (10% of Salary)	11,948	5.74	5.74	-
	<u>184,697</u>	<u>88.78</u>	<u>117.92</u>	<u>87.41</u>

RESOLUTION NO. _____ - 2018

VILLAGE OF HOFFMAN ESTATES

A RESOLUTION ESTABLISHING FEES
FOR POLICE & FIRE DEPARTMENT PERSONNEL

WHEREAS, members of the Hoffman Estates Police and Fire Departments are hired back by private and/or public employers; and

WHEREAS, costs of salary, fringe and administrative costs have been calculated.

NOW, THEREFORE, BE IT RESOLVED by the President and Board of Trustees of the Village of Hoffman Estates, Cook and Kane Counties, Illinois, as follows:

Section 1: That the Hoffman Estates Police Department is hereby authorized to charge fees for services under hire back arrangements for the period January 1, 2019 through December 31, 2019 as follows:

Police Sergeant	-- \$117.88
Police Lieutenant	-- \$128.60

However, upon a proof of a grant of 501(c)(3) status by the Internal Revenue Service, the fees for services under hire back arrangements for the period from January 1, 2019 through December 31, 2019 are as follows:

Police Sergeant	-- \$ 89.32
Police Lieutenant	-- \$ 98.36

Section 2: That the Hoffman Estates Fire Department is hereby authorized to charge fees for services under hire back arrangements for the period January 1, 2019 through December 31, 2019 as follows:

Firefighter/Paramedic	-- \$103.80
Lieutenant/Paramedic	-- \$112.80
Captain/Paramedic	-- \$117.92

However, upon a proof of a grant of 501(c)(3) status by the Internal Revenue Service, the fees for services under hire back arrangements for the period from January 1, 2019 through December 31, 2019 are as follows:

Firefighter/Paramedic	-- \$ 75.65
Lieutenant/Paramedic	-- \$ 83.14
Captain/Paramedic	-- \$ 87.41

Section 3: That this Resolution shall be in full force and effect immediately from and after its passage and approval.

PASSED THIS _____ day of _____, 2018

VOTE	AYE	NAY	ABSENT	ABSTAIN
Trustee Karen V. Mills	_____	_____	_____	_____
Trustee Anna Newell	_____	_____	_____	_____
Trustee Gary J. Pilafas	_____	_____	_____	_____
Trustee Gary G. Stanton	_____	_____	_____	_____
Trustee Michael Gaeta	_____	_____	_____	_____
Trustee Karen Arnet	_____	_____	_____	_____
Mayor William D. McLeod	_____	_____	_____	_____

APPROVED THIS _____ DAY OF _____, 2018

Village President

ATTEST:

Village Clerk



2018 NOVEMBER MONTHLY REPORT

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November Synopsis

- The Open Enrollment selection period closed at the end of October, and we turned our attention to creating records for changes submitted manually, merging those changes with the ones made through EAC Open Enrollment, and then testing the results of posting them to employee records. After successful testing, we posted the changes in Dental Benefits to employee deductions. We will follow the same process for Health and other benefits during the last weeks of December.
- The Village is undergoing a study of the existing Water Meters with Siemens and we are involved in the discovery and extraction of water meter data available in CommunityPLUS.
- We began the process of determining the feasibility of implementing Employee Timesheets for recording employees' work and leave hours.

CentralSquare/GovQA Support Cases

- Began to research payment issues occurring on RRL renewals on the FirstBilling website. Their process is not returning the correct Business Number for some transaction for owners who rent multiple businesses.
- Added Violation Codes to Citations.
- Provided CentralSquare with SQL script to update the deadline date to 2/7/2019 for rental inspections in Business Licensing.
- CentralSquare added new user so they can do REQs/POs.
- CentralSquare removed three users (three separate cases).
- Contacted Support to investigate why a Cognos Scheduled Report is sending an old version of the report
- CentralSquare refreshed the eFinancePlus training #2 database so we can do more testing for Open Enrollment.
- Closed CentralSquare Case related to Open Enrollment because during testing we were able to determine why some of our dental deductions were showing as \$0.
- New Case was assigned to CentralSquare related to issue with a partial Citation payment not showing up in the history detail. This resulted in a Cognos letter not reflecting the correct amount.
- Provided CentralSquare an image for them to add to our Cognos repository of images we will use as the border of the Clerk's Office Business Licenses.
- Closed CentralSquare Case related to UB Cron being out of balance as this is no longer an issue.

Work Orders

- Fulfilled the last requirement of service on the SUGA Board by completing the Board of Governance Questionnaire for service in 2017-2018.
- Due to a change in Ordinance for the sale of vaping products, began researching how our statutes currently entered in Citations to determine how we will need to modify them to comply with the guidelines of the new ordinance.
- A request was made to grant access to make Citations adjustments for a Finance Department staff member, as the result of the termination of the employee previously handling the process that required that access.
- Developed Cognos reports to extract multiple files of data on Water Meters and the customers connected to the accounts for Siemens to use in their project.
- Created SQL script to update RRL License Deadline date.
- Run November Penalties on GPs.
- Removed three users from the databases.
- In preparation for Residential License Renewal, updated Cognos Renewal Documents and reports.
- Ran RRL Renewals (2,155 properties were renewed) and tested accuracy of Renewal Documents.
- Added additional access to Development Services employees participating in PO/Req creation and approvals, set up Purchasing defaults and provided UID to Finance to set up approvals
- Continued working on the implementation of Open Enrollment, including testing accuracy of Dental Deductions Codes.
- Updated Pins on several properties from the Palatine Township
- Working on new Cognos Report that will replace Business Licenses in FormEasy
- Added the Pay Interest to the total on the Business TAX report
- Applied tax credits to Business License Tax Returns at requests of Finance Department.
- Fixed the Salary Info by Department and Job Class Cognos reports in the Human Resources folder, they were pointing to a test FP database.

Administration

- Prepared monthly report.
- Processed Payroll for department employees on November 5 and 19, 2018.

Training

- Attended Phase I of Employee Time Sheet Training, provided by CentralSquare.
- Provided Entity Training to new Customer Service Rep.

Meetings

- Participated in meeting with Finance, Public Works, and Siemens to discuss the possibility of having Siemens complete a study on the efficiency of our water meters.
- Discussed ETS with Department Director regarding the need to meet with upper management to demonstrate how the software works and how we might implement it to streamline our current processes of submitting payroll hours.
- Met with Development Services and Front Counter staff to discuss changes in permit fees approved by the Board. We demonstrated that using the permit fee tables to provide those fees, instead of entering them manually on each permit, will make entry more accurate and streamlined.
- Biweekly meetings with IS Director on November 19, 2018

November Synopsis

- Work continued with the new Fire Department AGO user account. Two pdf guides (one for each app) were drafted and supplied to our new users for reference. I met with Brian Raymond on the 8th to go over the *Explorer for ArcGIS* app from install through basic functionality. The app is live and we will meet again at a future date to discuss user experience and recommendations. Meanwhile, Tim Stoub informed us that he has been editing with AGO and in fact, completed all the updates to the lockboxes and fire department connections for the map book. Remaining edits that GIS staff must complete are on hold as we work through several projects for both Transportation and Fire. The fire map book edits were moving along quickly until we got to the Sears/Prairie Stone area. All of the drives/lots leading to the structures need to be digitized. This has taken a considerable investment of time this month and is about 75% complete. Once complete, we will again meet to finalize the map book prior to the major re-print.
- The Fire Department looks to create another *Collector* map to verify the locations of Tyco/Johnson Controls monitored alarm panels. This isn't data that we currently maintain, so we will need to create it. The first step to creating the alarm panel data point is to join the Tyco address info to our GIS database based on a common field, in this case, the address field. This will require some time as the addresses need to match and upon initial testing there were only 278 out of 488 matches. This work will continue into December and a basic draft of the map should also be ready at that time.
- Upcoming in December: Transportation & Engineering will be looking to update a number of items with the Public Transportation map on our GIS Portal. Sean will be working with IS to re-configure the Pipetech license manager. Moving forward with printing of wall maps for PW & DS.

Work Orders

- Web Map Request: Alarm panel locations (FD)
- Map Request: utilities at 80 W Higgins for W-T Group (PW)
- Map Request: utilities at Hampton Lift Station for Engineering Solutions (PW)
- Map Request: smoke testing failure sites (PW)
- Map Request: Pace/Village maintenance responsibilities at I-90/Barrington Rd (DS-TE)
- Map Request: utilities for multiple sites near former AT&T Campus (DS-TE)

- Map Request: utilities FOIA (2) at Beverly Rd & Prairie Stone (PW)
- Map Request: utilities for IDOT ADA improvements various locations (FD)
- Map Request: Water main replacement/AGO markup tools (PW)
- Map Request: Bode Rd water main breaks (PW)
- Data Request: street lights for energy audit (PW)
- Data Request: utilities for V3 at Greenspoint Pkwy (DS-TE)
- Data Request: utilities for Draft Pros at Barrington Square (PW)
- Data Request: reconnect/update broken data links for Lakota Group project (DS-P)
- Data Request: census data within enterprise zone for Lakota Group project (DS-ED)

Administration

- PW wall map sample (PW)
- Flushing/Televising data (PW)
- Scanner lamp out (IS)
- Metra & Pace contacted regarding AGO services (DS-TE)
- Tutorial PDF guides for Explorer/Collector users (FD)
- Video tutorial annotation for TechSmith/Camtasia, Shotcut, Windows Movie Maker (IS)

Training

- ESRI Fire & Emergency Mgmt Forum (11/1)
- Explorer for ArcGIS w/ B. Raymond (11/8)

Meetings

- Public Works GIS monthly (11/6)
- GIS Bi-Weekly (11/5, 11/19)

Project Activities

Project – Printers Upgrade

- I.S. Staff continues to work towards replacing old and failing printers. I.S. department is committed to replace all printers that are 10-15 years old. During the month of November we were able to replace a printer located at the Public Works Department EOC Room.

Project – CCTV Project

- I.S. Staff continues to work with PACE Systems on upgrading and replacing cameras throughout the Village. During the month of November the team was able to complete Milestone System upgrade to the newest version.

Project – Wireless Access Points Replacement

- I.S. Staff continues replacement of all aging access points throughout the Village. During the month of November, I.S. staff added new external access point at Fire Station 23.

Project – KnowBe4 Campaign

- I.S. Staff deployed new spam and phishing campaign to all Village employees. This campaign and training started on November 1st. Any employee that failed the spam/phishing test will be required to take short, 15 minute online training that explains the dangers of opening unknown or questionable emails. Users will have 30 days to complete the training and subsequent quiz. This campaign/training will be renewed on monthly basis.

Project – Computer Replacements

- I.S. Staff continues to work on old desktop computer replacements. During the month of November, I.S. staff started replacing computers at the Public Works Department.

Project – Disaster Recovery

- I.S. Department is committed to continue improve network redundancy and disaster recovery throughout the Village's network infrastructure. During the month of November, I.S. staff was able to install additional network card for the new Hypervisor server located at the Police Department. This server serves as a backup platform for our virtual machines currently running at the Village Hall.

Project – Public Works IDF

- I.S. Staff along with Public Works employees started work on the second wiring room or IDF for Public works building. With the increased demand for the computer network access, Public works and IS Department recognized the need for expansion of the wired and wireless access at the main building. During the month of November we were able to install new networking rack as well as run new Ethernet cables for offices and Fiber connection between MDF and IDF rooms.

Project – Copiers

- I.S Staff along with the representatives from ProveIT installed and configured five new copiers at the Village Hall. The new Canon C5550 were installed in HR, HHS, 2nd floor copy room and Canon C7565/8505 were installed in the 1st floor copy room.

Meetings

- I.S. Staff met with the representatives from Sentinel to discuss QOS project.
- I.S. Staff met to discuss, compare and analyze received proposals for the phone system replacement at the Sears Centre Arena.

Technical Support, Hardware & Software Activities

- Applied necessary software updates as needed.
- 170 help desk requests were opened during the month of November.
- 154 help desk requests were closed during the month of November.
- Self Service Password Resets or Account Unlocks: 7
- Email passwords reset: 1
- SunGard passwords reset:
- Voicemail passwords reset: 2
- User accounts unlocked: 1
- Active Directory Password Resets: 3

Director Summary

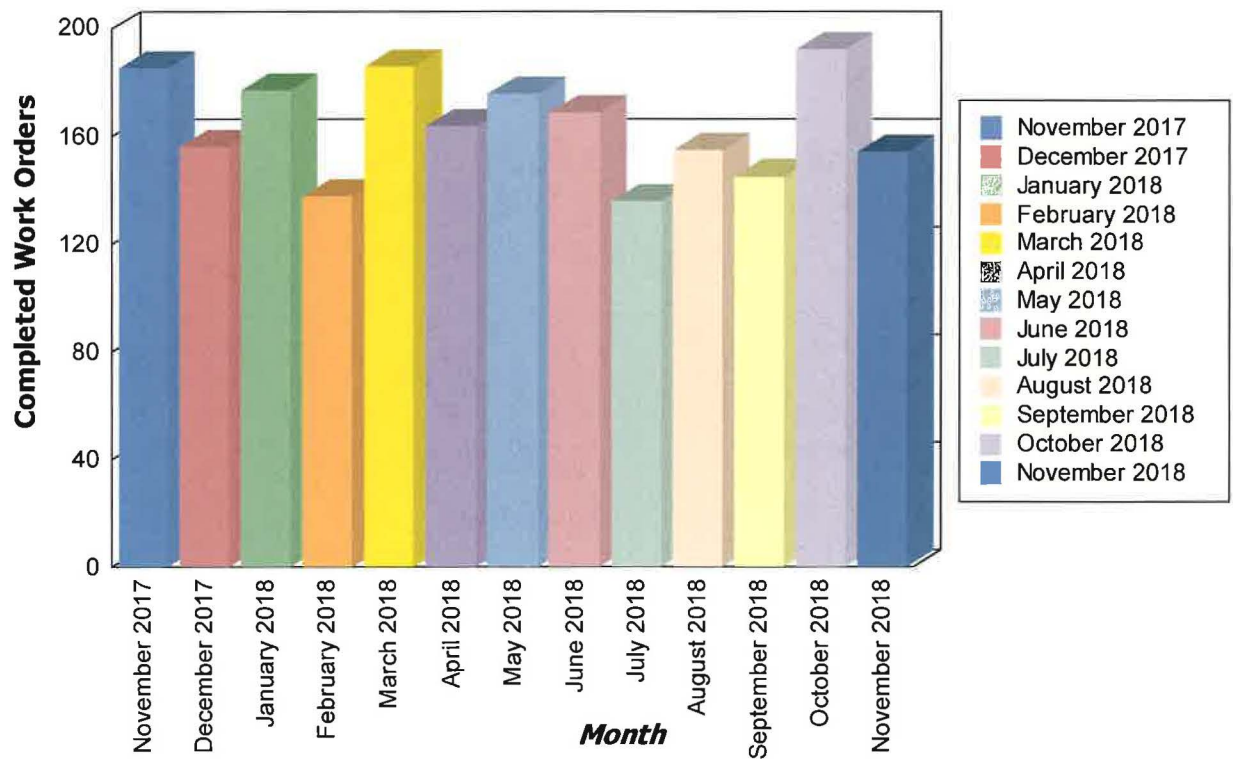
- Met with the Heads of each department to discuss the increased requests to be able to share files large with individuals or vendors. In addition to a number of solutions discussed (OneDrive, DropBox, You Send It) I also raised the question of data classification and restrictions. We will be looking for a licensed solution which provides

security, administrations and audit capabilities.

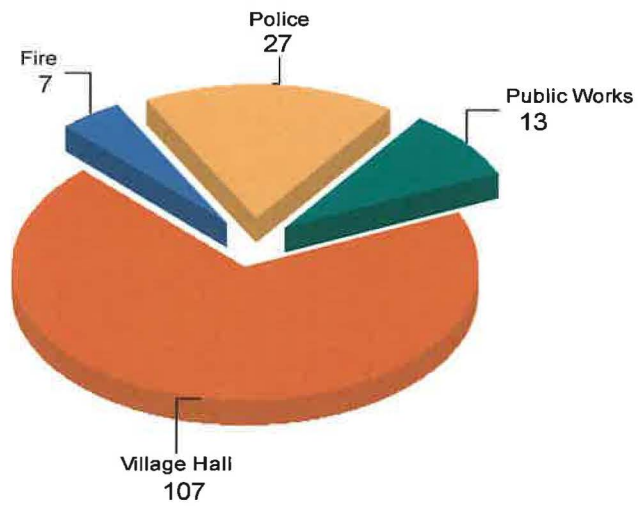
- Met with the Directors of Finance and Public Works as well as Erin Perry of Siemens. Public works has retained Siemens to audit water meters and needs the water meter data to be able which will be used to possibly identify meters that are not functioning properly.
- Received nine responses to the Sears Centre Arena replacement telephone system RFP.
- Capital Improvements and Budget review meetings.
- Conducted bi-weekly meetings with the leads of each of the I.S. Departments divisions
 - Project progress
 - Division Goals Review
- Monthly meeting with the Manager's office.
- Police CAD group conference call with NWCD.
- Bi Weekly Management team and Committee agenda meetings.

Total Work Orders by Priority by Month

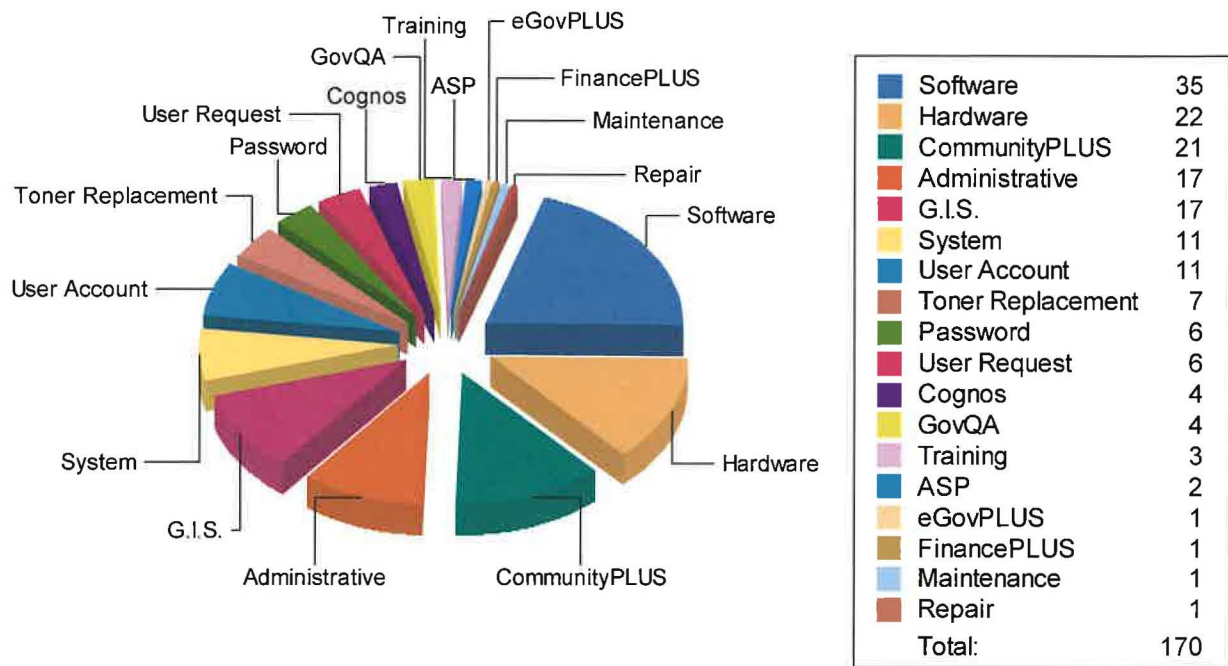
Month	February
1 - Normal	137
2 - High	4
3 - Urgent	1
Project	15
Scheduled Event	10
Vendor intervention required	3
Total for Month	170



Completed Work Orders by Location



Work Order Trends by Type

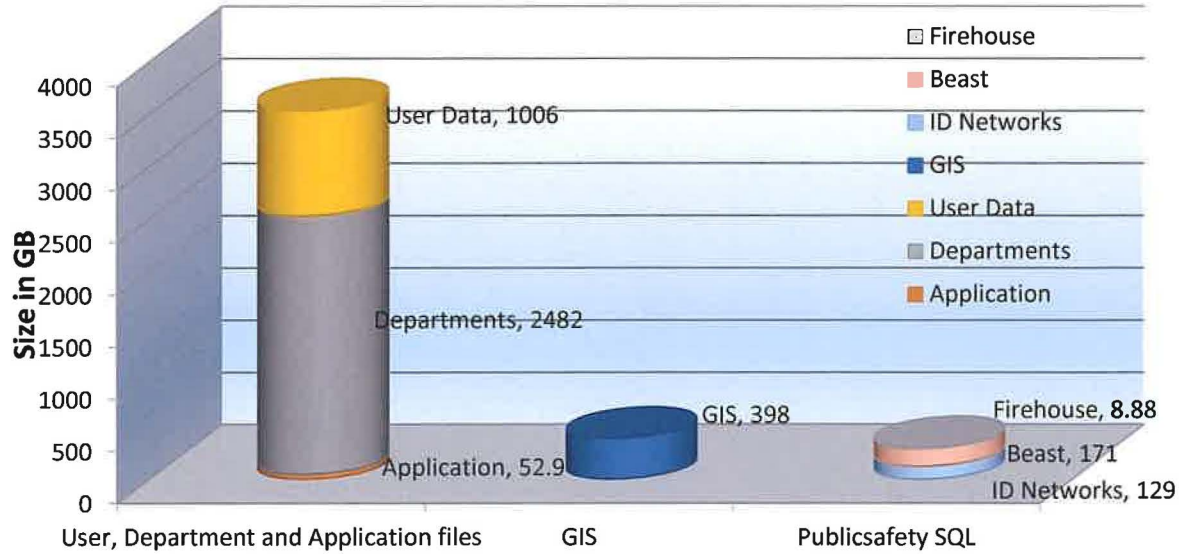


Savings on Printer Repairs

Since the beginning of the year Village of Hoffman Estates is enrolled in DID's Printer Sense program. One of the advantages of the program is included maintenance for our printers. In the month of November there were no printer repair requests.

System and Data Functions

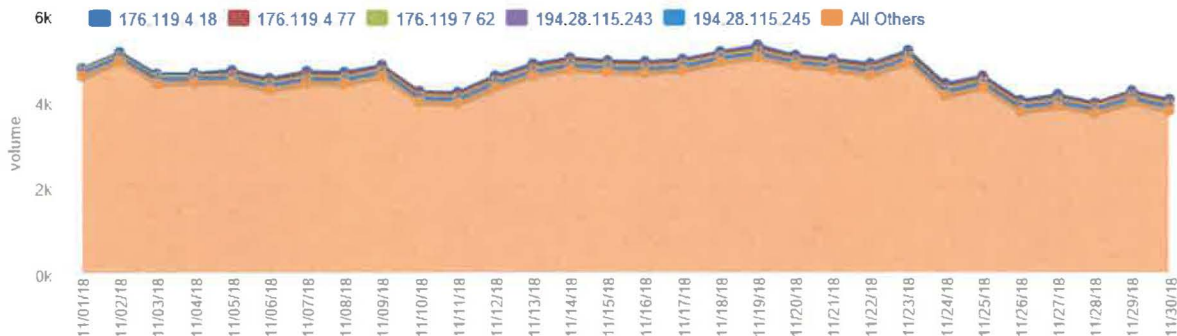
Disk Usage



Sentinel IPS Attack Report

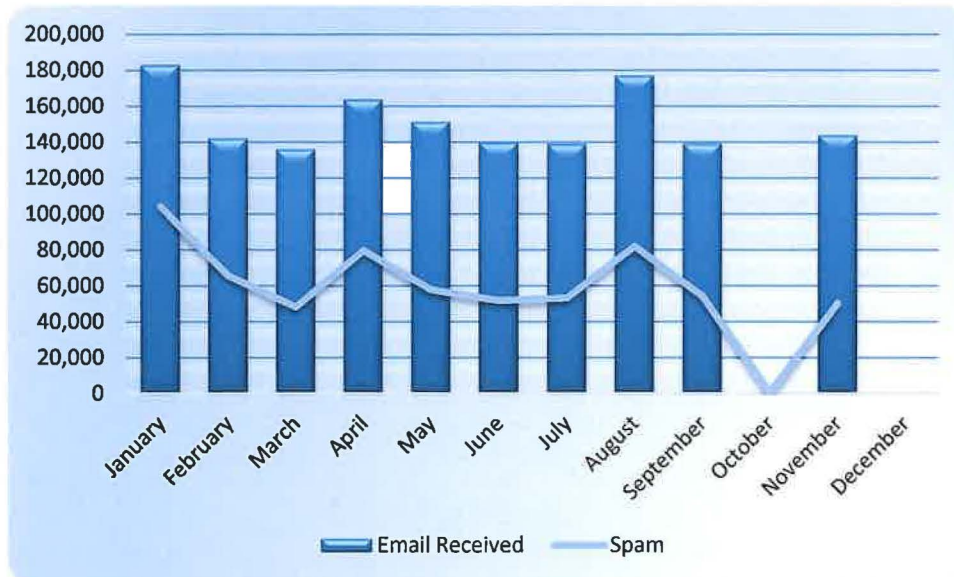
External parties attacked the Village network 139395 times during the month of November

Attack Volume with 5 Most Active IP Addresses



Email Spam Report

Month	Email Received	Spam	Percent Spam
January	182,753	104,111	57%
February	141,809	65,554	46%
March	135,823	48,211	35%
April	163,386	79,667	49%
May	151,173	57,882	38%
June	139,527	51,643	37%
July	138,906	53,074	38%
August	176,806	81,901	46%
September	138,947	53,962	39%
October	0	0	0%
November	143,598	50,267	35%
December			0%
Total	1,512,728	646,272	43%



Fred Besenhover

Fred Besenhover, Director of Information Systems