

AGENDA
FINANCE COMMITTEE
Village of Hoffman Estates
August 19, 2019

7:00 p.m. – Board Room

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 – July 22, 2019

NEW BUSINESS

1. Request approval of:
 - a) the FY2019 mid-year financial review, and
 - b) an ordinance to amend the 2019 Budget as a result of the mid-year financial review.
2. Request approval of a five year agreement with Ticketmaster of Chicago, IL to provide ticketing services at the Sears Centre Arena.
3. Request authorization to award a contract to Webmarc Doors of South Elgin, IL to replace doors at the Sears Centre Arena in an amount not to exceed \$38,412.

REPORTS (INFORMATION ONLY)

1. Finance Department Monthly Report.
2. Information System Department Monthly Report.
3. Sears Centre Monthly Report.

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.

I. Roll call

Members in Attendance:

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

**Management Team Members
in Attendance:**

Dan O'Malley, Deputy Village Manager
Art Janura, Corporation Counsel
Alan Wenderski, Village Engineer
Mark Koplín, Asst. Village Mgr.-Dev. Services
Kathryn Cawley, Assistant Police Chief
Pat Fortunato, Fire Chief
Bev Romanoff, Village Clerk
Rachel Musiala, Finance Director
Monica Saavedra, Director of HHS
Fred Besenhoffer, Director of IS
Joe Nebel, Director of Public Works
Patti Cross, Asst. Corporation Counsel
Doug LaSota, Assoc. Corporation Counsel
Suzanne Ostrovsky, Asst. to Village Mgr.

The Finance Committee meeting was called to order at 7:05 p.m.

II. Approval of Minutes

Motion by Trustee Gaeta, seconded by Trustee Arnet, to approve the Finance Committee Meeting minutes of June 24, 2019. Voice vote taken. All ayes. Motion carried.

NEW BUSINESS

- 1. Request authorization to waive bidding and purchase 27 Panasonic Arbitrator in-car video recording systems and related equipment from CDS Office Technologies (State of Illinois Master Contract CMS5848520), Itasca, IL, in an amount not to exceed \$192,244.**

An item summary sheet from Fred Besenhoffer was presented to Committee.

Trustee Stanton asked about why the equipment is being purchased and not leased. Rachel Musiala stated that due to some positive financial outcomes the Village has experienced, purchasing the equipment saves approximately \$20,000 versus leasing.

Motion by Trustee Gaeta, seconded by Trustee Arnet, to waive bidding and purchase 27 Panasonic Arbitrator in-car video recording systems and related equipment from CDS Office Technologies (State of Illinois Master Contract CMS5848520), Itasca, IL in an amount not to exceed \$192,244. Voice vote taken. All ayes. Motion carried.

REPORTS (INFORMATION ONLY)

1. Finance Department Monthly Report

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

2. Information Systems Department Monthly Report

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

3. Sears Centre Monthly Report

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

II. President's Report

III. Other

IV. Items in Review

V. Adjournment

Motion by Trustee Gaeta, seconded by Trustee Mills, to adjourn the meeting at 7:08 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: FY2019 Mid-Year Financial Review
MEETING DATE: August 19, 2019
COMMITTEE: Finance Committee
FROM: Daniel P. O'Malley, Deputy Village Manager
 Rachel Musiala, Director of Finance
 Anthony Fashoda, Assistant Director of Finance

PURPOSE: Request approval of:
 a) the FY2019 mid-year financial review, and
 b) an ordinance to amend the 2019 Budget as a result of the mid-year financial review.

BACKGROUND

FY2018 Year-end Results

The original budget for FY2018 reflected the Village's decision to utilize \$513,820 of General Fund fund reserves for the replacement of the Fire Department's SCBA equipment. As can be seen on the first page of the attachment, FY2018 ended the year much better than expected with the Village adding \$2,581,071 to fund reserves. The fund balance of the General Fund currently stands at 39.3%, well above the 25% requirement.

FY2019

For FY2019, the Village approved a budget utilizing just over \$1 million of fund reserves for road improvements and other capital needs. As you can see on the bottom of page 2 of the attachment, several Village revenues are trending higher than expected and will make up projected shortfalls. As of now, we are expecting these major General Fund revenues to come in about \$815,000 over budget. It should be noted that a few of these revenues are one-time revenues and may not reoccur in future years.

On the expense side, we have savings in every department to offset any projected deficits. In total, as of mid-year data, we are projecting General Fund expenses to come in about \$306,410 under budget for the year.

After compiling this information, changes in revenue and expenditure projections are currently netting to \$1,121,410 of a positive surplus. This will more than offset the newly requested projects detailed below, totaling \$557,000.

DISCUSSION

There are seven (7) projects that were not planned for in the original FY2019 budget that have been brought to our attention. Based on the positive financial results noted above, it appears we have the financial capacity to proceed with these projects if the Finance Committee and Village Board approve. A few of the projects detailed below have already been reviewed and approved by the Village Board; they are just being mentioned again in order to do the formal budget adjustment ordinance.

In-car camera purchase (Police)

In the FY2019 budget, the Police Department planned on entering into a five-year lease for new in-car camera equipment for their vehicles at a price of \$40,000 per year. However, due to favorable pricing, purchasing the equipment outright seemed to be the logical decision. The cost to purchase the equipment is \$192,250, so the Police Department is requesting the additional \$152,250. This item was reviewed and approved by the Finance Committee and Village Board at the July 22 meeting. It is being presented now only to do the formal appropriation.

Protective Clothing (Fire)

In the FY2019 budget, the Fire Department budgeted \$45,000 for the replacement of 20% of their protective clothing. However, due to an unforeseen price increase by the vendor, only 17 sets were able to be purchased at the budgeted amount, leaving them short by three (3) sets.

In addition, due to increase retirements and new hires over the past few years, seven (7) additional sets of gear have reached their end of life and need replacement. The cost to purchase the 10 additional sets of gear is \$26,500. This item was reviewed and approved by the Finance Committee and Village Board at the July 22 meeting. It is being presented now only to do the formal appropriation.

Rapid Response Unit (Fire)

The Fire Department is requesting approval to purchase a heavy-duty pickup chassis with a 12'-14' rescue utility body. Their Emergency Medical Responses continue to increase. This increase in call volume continues to cause increased wear and tear on the larger fire apparatus that are needed to respond in a support role on EMS requests. Placing a Rapid Response Unit in service provides the support capabilities needed, as well as, provides the ability to carry all the vehicle extrication equipment and miscellaneous tools needed for non-emergency responses in a smaller and more cost effective vehicle. The cost to purchase the apparatus, equipment and necessary up-fitting is expected to not exceed \$198,500. This item was reviewed by the Capital Improvements Board at their mid-year review.

Village Hall Entrance Signs

The Village Hall entrance sign was budgeted to be replaced in FY2020, however, it has been requested that Public Works look into replacing the signs in FY2019. The estimated cost of replacement is \$125,000, with the General Fund contributing \$83,750 of that amount.

Two (2) golf carts (Public Works)

The Public Works Department is in need of additional small transportation vehicles they can use at public events (4th of July, Platzkonzert, summer concerts, etc.). The cost for each cart is \$9,000, totaling \$18,000.

One (1) ATV (Public Works)

The Public Works Department is in need of a mid-size transportation vehicle they can use at public events (4th of July, Platzkonzert, summer concerts, etc.). The cost is \$18,000.

Sidewalk machine (Public Works)

The Public Works Department is requesting a machine that will clean the sidewalks of snow and ice at the Kiss-n-Ride parking lot. Since Public Works cannot drive a plow on the sidewalks, using a shovel or snow blower is very time consuming due to the width of the sidewalks, causing the snow not to be cleared when the commuters are arriving at the station. The cost of the sidewalk machine is \$60,000.

If approved, these additional requests along with the changes in our revenue and expenditure projections would result in a positive change to our year-end projections, reducing the year-end deficit from \$1,057,050 to \$492,640, and a fund balance level of 38.9%.

- RECOMMENDATION:** Request approval of:
- a) the FY2019 mid-year financial review, and
 - b) an ordinance to amend the 2019 Budget as a result of the mid-year financial review.

ATTACHMENT
(FINANCIAL ANALYSIS AND BUDGET ADJUSTMENT ORDINANCE)

2019 Mid-Year Financial Review and Update

Updated: 8/14/2019 9:28

GENERAL FUND

2018 Year-End Results

Original Budgeted Revenues	56,107,320
Original Budgeted Expenses	(56,621,140)
Original Budgeted Shortfall	(513,820)
Actual Revenues	57,906,758
Actual Expenses	(55,325,688)
Actual Surplus	2,581,070
% of Unassigned Fund Balance:	
Unassigned Fund Balance	23,238,706
Budgeted Expenses	59,200,120
Fund Balance %	39.3%
25% of Unassigned Fund Balance	14,800,030
Current Surplus Above Required	8,438,676

Status of FY2019

Revenue Surplus - detailed below	815,000
Expense Savings - detailed on following pages	306,410
Projected Surplus	<u>1,121,410</u>
New Requests:	
Additional expense for in-car camera purchase (Police)	152,250
10 sets of protective clothing (Fire)	26,500
Rapid Response Unit (Fire)	198,500
Village Hall entrance sign	83,750
Two (2) Golf carts (Public Works)	18,000
ATV (1) (Public Works)	18,000
Sidewalk Machine (Public Works)	60,000
Total New Requests	<u>557,000</u>
Projected Impact the General Fund:	
2019 Original Budgeted Revenues	57,471,180
2019 Original Budgeted Expenses	<u>(58,528,230)</u>
Budgeted Shortfall	<u>(1,057,050)</u>
2019 Estimated Revenues - Preliminary	58,286,180
2019 Estimated Expenses - Preliminary	<u>(58,778,820)</u>
Estimated Surplus - Preliminary	(492,640)
% of Unassigned Fund Balance	
Projected Unassigned Fund Balance	22,746,066
Budgeted Expenses	58,528,230
Projected Fund Balance %	38.9%

2019 Projected Revenue Surplus/(Deficit)

Real Estate Transfer Tax	750,000
Home Rule Sales Tax	(350,000)
Sales Tax	(500,000)
Telecommunications Tax	(200,000)
Entertainment Tax	250,000
Income Tax	300,000
Building Permits	200,000
Local Use Tax	100,000
Ambulance Fees	100,000
Engineering Fees	(85,000)
Interest Income	250,000
	<hr/>
	815,000

<i>2019 Projected Expense Savings/(Shortfall)</i>	
General Government	
Salary Savings	17,673
TOTAL BUDGET SAVINGS - General Government	<u>17,673</u>
Police Department	
Salary Savings	93,019
TOTAL BUDGET SAVINGS - Police	<u>93,019</u>
Fire Department	
Salary Savings	52,212
TOTAL BUDGET SAVINGS - Fire	<u>52,212</u>
Public Works	
Salary Savings	31,908
Salt	22,500
Emergency Replace boiler	(20,000)
Electricity, Street Lights	(12,000)
Various account savings	28,500
TOTAL BUDGET SAVINGS - Public Works	<u>50,908</u>
Development Services Department	
Salary Savings	10,393
TOTAL BUDGET SAVINGS - Dev. Svcs	<u>10,393</u>
Information Systems	
Salary Savings	27,206
Fiber to SCA - not done this year	20,000
TrackIt Conversion savings	35,000
TOTAL BUDGET SAVINGS - Info Systems	<u>82,206</u>
<i>Total Projected Expense Surplus/(Deficit)</i>	<u>306,410</u>

ORDINANCE NO. _____ - 2019

VILLAGE OF HOFFMAN ESTATES

**AN ORDINANCE AUTHORIZING
AMENDMENTS TO THE 2019 BUDGET ORDINANCE**

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

Section 1: That pursuant to authority granted by the statutes of the State of Illinois, there is hereby an amendment to the budget ordinance in an amount not in excess of the aggregate of additional revenues or fund reserves available to the Village. The sums of money hereinafter itemized for each of the respective corporate objects specified hereby increase or decrease the amounts included in the original budget ordinance, Ordinance No. 4695 dated December 3, 2018. The appropriate sums shall be received from sources other than the tax levy. The respective sums of money, together with the resulting adjustments and changes in the budget are set out in Section 2 of this Ordinance.

Section 2:

*Village of Hoffman Estates
2019 Budget Amendment*

		<u>Current Budget</u>	<u>Change</u>	<u>Revised Budget</u>
<u>Revenue Budget Revisions</u>				
<i>General Fund</i>				
01000010-3117	Entertainment Tax	210,100	152,250	362,350
01000011-3205	Building Permits	800,000	36,000	836,000
01000012-3303	Income Tax	4,950,000	198,500	5,148,500
01000013-3405	Ambulance Fees	1,550,000	26,500	1,576,500
01000015-3601	Interest Income	250,000	143,750	393,750

Capital Improvements Fund

36000018-3901	Transfer from General	-	83,750	83,750
36000018-3940	Transfer from Water	18,650	41,250	59,900

Capital Vehicle & Equipment Fund

37000018-3901	Transfer from General	783,600	446,750	1,230,350
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Water & Sewer Fund

40400015-3601	Interest Income	20,000	41,250	61,250
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TOTAL REVENUES			1,170,000	
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Expenditure Budget Revisions

		<u>Current Budget</u>	<u>Change</u>	<u>Revised Budget</u>
<i>General Fund</i>				
01303122-4304.16	Uniforms	103,600	26,500	130,100
01616427-4836	Transfer to Capital Improve.	-	83,750	83,750
01616427-4837	Transfer to Capital V & E	783,600	446,750	1,230,350
<i>Capital Improvements Fund</i>				
36000025-4610	Other Capital Improvements	-	125,000	125,000
<i>Capital Vehicle & Equipment Fund</i>				
37000025-4602	Department Equipment	500,690	96,000	596,690
37000025-4603	Motor Vehicles	858,970	350,750	1,209,720
<i>Water & Sewer Fund</i>				
40406727-4836	Transfer to Capital Improve.	18,650	41,250	59,900
TOTAL EXPENDITURES			1,170,000	

Section 3: That the Village Clerk is hereby authorized to publish this ordinance in pamphlet form.

Section 4: That this ordinance shall be in full force and effect immediately from and after its passage and approval.

PASSED THIS _____ day of _____, 2019

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 _____, 2019

Village President

ATTEST:

Village Clerk

Published in pamphlet form this _____ day of _____, 2019.

①

VILLAGE OF HOFFMAN ESTATES
REQUEST FORM FOR BUDGET ADJUSTMENTS

FUND: Capital Vehicle & Equipment

FISCAL YEAR: 2019

DEPARTMENT: Police Department

DATE: 8/14/2019

DIVISION:

Increase in Expenditures:

<i>Account No.</i>	<i>Account Title</i>	<i>Amount</i>	<i>Current Annual Budget</i>	<i>Annual Budget After Adjustment</i>
37000025-4603	Motor Vehicles	\$152,250.00	\$858,970.00	\$1,011,220.00
01616427-4837	Transfer to Capital V&E	\$152,250.00	\$783,600.00	\$935,850.00

Increase in Revenues:

37000018-3901	Transfer from General	\$152,250.00	\$783,600.00	\$935,850.00
01000010-3117	Entertainment Tax	\$152,250.00	\$210,100.00	\$362,350.00

Reasons for Adjustment Request:

Mid-year review: additional funding for police in-car camera purchase

Approval Requested By: [Signature]

Date: 8/15/19

Approved by Department Head: _____

Date: _____

Finance Department Approval: [Signature]

Date: 8/15/19

VILLAGE OF HOFFMAN ESTATES
REQUEST FORM FOR BUDGET ADJUSTMENTS

FUND: **General**

FISCAL YEAR: **2019**

DEPARTMENT: **Fire Department**

DATE: **8/14/2019**

DIVISION: **Suppression**

Increase in Expenditures:

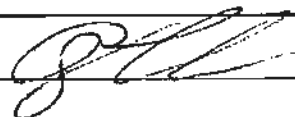
<i>Account No.</i>	<i>Account Title</i>	<i>Amount</i>	<i>Current Annual Budget</i>	<i>Annual Budget After Adjustment</i>
01303122-4304.16	Uniforms	\$26,500.00	\$103,600.00	\$130,100.00

Increase in Revenues:

01000013-3405	Ambulance Fees	\$26,500.00	\$1,550,000.00	\$1,576,500.00

Reasons for Adjustment Request:

Mid-year review: additional funding for replacment of fire protective clothing turn-out gear sets

Approval Requested By: 

Date: 8/15/19

Approved by Department Head: _____

Date: _____

Finance Department Approval: Rachel Luvol

Date: 8/15/19

VILLAGE OF HOFFMAN ESTATES
REQUEST FORM FOR BUDGET ADJUSTMENTS

FUND: Capital Vehicle & Equipment

FISCAL YEAR: 2019

DEPARTMENT: Fire Department

DATE: 8/14/2019

DIVISION:

Increase in Expenditures:

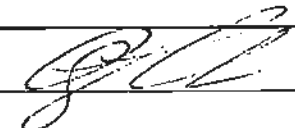
<i>Account No.</i>	<i>Account Title</i>	<i>Amount</i>	<i>Current Annual Budget</i>	<i>Annual Budget After Adjustment</i>
37000025-4603	Motor Vehicles	\$198,500.00	\$858,970.00	\$1,057,470.00
01616427-4837	Transfer to Capital V&E	\$198,500.00	\$783,600.00	\$982,100.00

Increase in Revenues:

37000018-3901	Transfer from General	\$198,500.00	\$783,600.00	\$982,100.00
01000012-3303	Income Tax	\$198,500.00	\$4,950,000.00	\$5,148,500.00

Reasons for Adjustment Request:

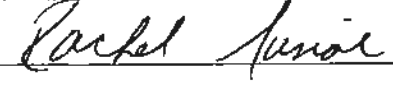
Mid-year review: purchase of rapid response unit for Fire Department

Approval Requested By: 

Date: 8/15/19

Approved by Department Head: _____

Date: _____

Finance Department Approval: 

Date: 8/15/19

4

VILLAGE OF HOFFMAN ESTATES
REQUEST FORM FOR BUDGET ADJUSTMENTS

FUND: Capital Vehicle & Equipment

FISCAL YEAR: 2019

DEPARTMENT: Public Works

DATE: 8/14/2019

DIVISION:

Increase in Expenditures:

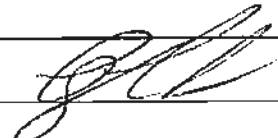
Account No.	Account Title	Amount	Current Annual Budget	Annual Budget After Adjustment
37000025-4602	Department Equipment	\$18,000.00	\$500,690.00	\$518,690.00
01616427-4837	Transfer to Capital V&E	\$18,000.00	\$783,600.00	\$801,600.00

Increase in Revenues:

37000018-3901	Transfer from General	\$18,000.00	\$783,600.00	\$801,600.00
01000011-3205	Building Permits	\$18,000.00	\$800,000.00	\$818,000.00

Reasons for Adjustment Request:

Mid-year review: purchase of two (2) golf carts for Public Works

Approval Requested By: 

Date: 8/15/19

Approved by Department Head: _____

Date: _____

Finance Department Approval: Rachel Sunal

Date: 8/15/19

5

VILLAGE OF HOFFMAN ESTATES
REQUEST FORM FOR BUDGET ADJUSTMENTS

FUND: Capital Vehicle & Equipment

FISCAL YEAR: 2019

DEPARTMENT: Public Works

DATE: 8/14/2019

DIVISION:

Increase in Expenditures:

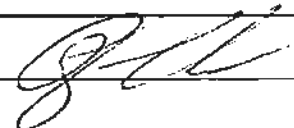
<i>Account No.</i>	<i>Account Title</i>	<i>Amount</i>	<i>Current Annual Budget</i>	<i>Annual Budget After Adjustment</i>
37000025-4602	Department Equipment	\$18,000.00	\$500,690.00	\$518,690.00
01616427-4837	Transfer to Capital V&E	\$18,000.00	\$783,600.00	\$801,600.00

Increase in Revenues:

37000018-3901	Transfer from General	\$18,000.00	\$783,600.00	\$801,600.00
01000011-3205	Building Permits	\$18,000.00	\$800,000.00	\$818,000.00

Reasons for Adjustment Request:

Mid-year review: purchase of one (1) ATV for Public Works

Approval Requested By: 

Date: 8/15/19

Approved by Department Head: _____

Date: _____

Finance Department Approval: 

Date: 8/15/19

6

VILLAGE OF HOFFMAN ESTATES
REQUEST FORM FOR BUDGET ADJUSTMENTS

FUND: Capital Vehicle & Equipment

FISCAL YEAR: 2019

DEPARTMENT: Public Works

DATE: 8/14/2019

DIVISION:

Increase in Expenditures:

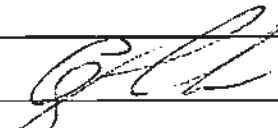
<i>Account No.</i>	<i>Account Title</i>	<i>Amount</i>	<i>Current Annual Budget</i>	<i>Annual Budget After Adjustment</i>
37000025-4602	Department Equipment	\$60,000.00	\$500,690.00	\$560,690.00
01616427-4837	Transfer to Capital V&E	\$60,000.00	\$783,600.00	\$843,600.00

Increase in Revenues:

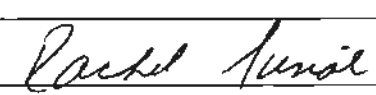
37000018-3901	Transfer from General	\$60,000.00	\$783,600.00	\$843,600.00
01000015-3601	Interest Income	\$60,000.00	\$250,000.00	\$310,000.00

Reasons for Adjustment Request:

Mid-year review: purchase of one (1) ATV for Public Works

Approval Requested By:  Date: 8/15/19

Approved by Department Head: _____ Date: _____

Finance Department Approval:  Date: 8/15/19

7

VILLAGE OF HOFFMAN ESTATES
REQUEST FORM FOR BUDGET ADJUSTMENTS

FUND: Capital Improvements

FISCAL YEAR: 2019

DEPARTMENT: Public Works

DATE: 8/14/2019

DIVISION:

Increase in Expenditures:

Account No.	Account Title	Amount	Current Annual Budget	Annual Budget After Adjustment
36000025-4610	Other Capital Improvem	\$125,000.00	\$0.00	\$125,000.00
01616427-4836	Transfer to Capital Imp	\$83,750.00	\$0.00	\$83,750.00
40406727-4836	Transfer to Capital Imp	\$41,250.00	\$18,650.00	\$59,900.00

Increase in Revenues:

36000018-3901	Transfer from General	\$83,750.00	\$0.00	\$83,750.00
36000018-3940	Transfer from Water	\$41,250.00	\$18,650.00	\$59,900.00
40400015-3601	Interest Income	\$41,250.00	\$20,000.00	\$61,250.00
01000015-3601	Interest Income	\$83,750.00	\$250,000.00	\$333,750.00

Reasons for Adjustment Request:

Mid-year review: purchase of one (1) sidewalk machine for Public Works

Approval Requested By: [Signature]

Date: 8/15/19

Approved by Department Head: _____

Date: _____

Finance Department Approval: [Signature]

Date: 8/15/19

**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Request approval of a five year agreement with Ticketmaster of Chicago, IL to provide ticketing services at the Sears Centre Arena

MEETING DATE: August 19, 2019

COMMITTEE: Finance

FROM: *M.K.* Mark Koplin/Ben Gibbs

REQUEST: Request approval of a five year agreement with Ticketmaster of Chicago, IL to provide ticketing services at the Sears Centre Arena (SCA).

BACKGROUND: When the SCA opened in October 2006, MadKatStep chose Paciolan to provide ticketing services. In 2008, MadKatStep switched to Ticketmaster with the hope that ticket sales would increase. Ticketmaster provided ticketing when the Village acquired the SCA in late 2009. After evaluating both Paciolan (which had been acquired by Comcast, parent of Global Spectrum, and merged with their existing ticketing platform New Era Tickets) and Ticketmaster, the Village chose Paciolan/New Era as the ticketing fees generated to the Village were substantially higher than with Ticketmaster. Revenues increased by thousands of dollars each year under Paciolan/New Era. Ticketmaster was phased out by the end of 2010, and all events were sold on the Paciolan/New Era platform from that point forward. After two extensions to the Paciolan (the "New Era" name was phased out several years ago) agreement, their Term expires on January 25, 2020. The Village has the ability to extend that agreement again by two years by providing notice to Paciolan by November 1, 2019.

With the last extension to Paciolan's agreement and term, Paciolan provided a cash contribution (or Extension Fee) of \$69,930 (as did Spectra and Front Row Marketing/Spectra Partnerships). Paciolan amortized the contribution over the five year extension period, plus the potential two year extension. Thus, we would owe Paciolan an "exit payment" of \$19,980 by not opting for the two year extension.

DISCUSSION: With the deadline for extending the Paciolan agreement approaching, Village staff and SCA staff worked on a request for proposals that was sent to Paciolan (as incumbent) and Ticketmaster (as the bigger player in the Chicago area). We did not consider other ticketing services for various reasons.

DISCUSSION: (Cont'd)

Under both proposals, ticketing revenue to the Village and SCA will improve compared to the existing contract. Ticketmaster submitted a very aggressive proposal that is much more competitive than in 2010, but generates approximately \$30,000 per year less in revenue compared to the new Paciolan proposal. It is noted that the varying event schedule at the SCA does not allow for precise projection, but the recent three year history should provide a good indicator.

Paciolan

- ◆ Five year term
- ◆ Decreased their fees/increase revenue to the Village and SCA
- ◆ Lowered credit card fees to a blended rate
- ◆ No signing bonus
- ◆ Maintain/upgrade current equipment
- ◆ Provide support for Marketing Automation Solution with 5 Use Cases annually
- ◆ One Complimentary registration for PacNet 2020

Ticketmaster

- ◆ Five year term
- ◆ \$75,000 signing bonus (will more than offset the “exit” payment to Paciolan)
- ◆ Lower per ticket fees/increase revenue to the Village and SCA
- ◆ Provides all new hardware and software at no cost
- ◆ Training for SCA staff, as needed
- ◆ Based in Chicago, staff will have easy access to Ticketmaster during the transition and throughout the term
- ◆ Ticketmaster will provide Ticketmaster branded ticket stock at no cost to the SCA

Ticket Fees (comparisons based on historical ticket sales for non-tenant events from 2016-2018 as compared to current contract with Paciolan):

- ◆ Per ticket fees are 13% lower than current Paciolan deal
- ◆ Estimated 24% yearly increase in per ticket revenue with Ticketmaster fees vs. current Paciolan
- ◆ Credit card fees lowered to 2.5%
 - ◇ Ticketmaster will pay all credit card fees on their base per ticket fees
- ◆ Ticketmaster pays all Cook County tax on their base per ticket fees
 - ◇ Approximately \$10,000 savings per year
- ◆ Ticketmaster is integrated with Groupon, allowing tickets bought on Groupon to be assigned a barcode that the customer can enter the SCA with
 - ◇ Paciolan not currently integrated with Groupon. Customers have to come to box office and exchange their voucher for a ticket. Currently, for the circus events, the SCA rents a storage container at approximately \$2,000 to act a remote box office to handle Groupon voucher exchanges.
- ◆ Sponsor inventory available on Ticketmaster purchase email confirmations
- ◆ Ticketmaster will brand SCA ticket pages when linking from SCA website to Ticketmaster
- ◆ Cannot brand tickets with a sponsor, so will lose some sponsor inventory, but impact is minimal
- ◆ Similar to Paciolan, Ticketmaster will not apply an order charge

DISCUSSION: (Cont'd)

Over the eight plus years with New Era/Paciolan, the box office has had no real issues. Paciolan has provided good service and is responsive and ticketing fees are an important revenue. The reason for issuing a request for proposal was to see if Ticketmaster could match Paciolan's revenue. The only downside to Paciolan is that they are not Ticketmaster, a dominant player in the Chicago area and Illinois. SCA and Assembly Hall in Champaign are the only two major arenas in the State of Illinois not on Ticketmaster.

The majority of entertainment consumers that regularly buy tickets in the Chicago market are Ticketmaster customers and have a familiarity with the ticketing platform and website. As a Ticketmaster venue, we will gain access to a large database of potential customers, which would not be possible under Paciolan. Furthermore, Ticketmaster.com is one of the most visited websites in the country, so having SCA events listed on this website is extremely valuable.

As marketing of events has moved away from traditional mediums like televisions, radio, and outdoor billboard, access to customer data has become the priority. Ticketmaster has a database of past purchasers in the millions, which can be used to identify potential customers for our events.

Beyond the database, Ticketmaster offers targeted venue market emails, automated on sale, last call and retargeting emails, and their Ticketmaster analytics platform, free of charge. They also offer marketing services for a fee that we could use on an event-by-event basis when needed. Many promoters are familiar with Ticketmaster and that reduces stress, questions, and modifications to the "on sale" for the promoter. Staff will not need to explain what Paciolan is and how it will actually work for the promoter's event. The Ticketmaster office is located in Chicago, with easy access both ways for us and Ticketmaster staff. Ticketmaster offers advantages in event promoter/staff report access (already built vs. box office built) and sold map functionality.

Finally, the switch to Ticketmaster could have a positive effect on event bookings. Ticketmaster is owned by Live Nation, the largest concert promoter in the world. Live Nation promotes the majority of major concerts in Chicago, but has not been overly active at the SCA. While there is no guarantee of additional shows, utilizing Ticketmaster at the SCA will certainly make the venue more attractive, and there will be more financial upside for Live Nation to book shows at the SCA.

Beyond Live Nation, switching to Ticketmaster would provide a good opportunity to rekindle relationships with other regional promoters as switching ticketing system will likely be seen as a positive change given Ticketmaster's dominance in the area.

In theory, booking one additional large show due to the change in ticketing system could offset the additional revenue from staying with Paciolan for the entire five year term. While there is no guarantee this will happen, we believe there is minimal downside and potentially a much higher upside to this switch.

DISCUSSION: (Cont'd)

While we are comfortable with Paciolan, and they have provided excellent service and support, we believe we should try Ticketmaster to test the upside of the dominant player in the Chicago area. With the exception of a brief period in 2009/2010, the SCA has been using the Paciolan ticketing platform since opening. We know the pros and cons of this partnerships, and the benefits are known and can be quantified. The upside to a switch to Ticketmaster could be substantial to the SCA, but are largely unknown at this time. As the risk is minimal, we feel confident a change in ticket system will ultimately have a positive impact on the SCA.

Ticketmaster's proposal is attached to this agenda item. The proposal evolved during discussions and the attached document includes the final terms for consideration by the Committee. If the Committee accepts the proposal, we will work with Ticketmaster to create an actual contract that incorporates all of the deal points listed on the attachment and present at the September 3, 2019, Village Board meeting.

FINANCIAL IMPACT:

Either proposal will provide more revenue to the SCA over the term than our current Paciolan deal, with Paciolan a little better based on our analysis (projected \$90,000 over the next three years, factoring in Ticketmaster's signing bonus). What we do not know is if or how much Ticketmaster could provide a "lift" in overall ticket sales, bookings, and overall awareness of the SCA. A small percentage increase in ticket sales or an additional concert booking would offset the financial upside from the Paciolan proposal. While neither is guaranteed, there is a higher potential ceiling on the Ticketmaster proposal compared with Paciolan.

RECOMMENDATION:

Request approval of a five year agreement with Ticketmaster of Chicago, IL to provide ticketing services at the Sears Centre Arena.

Attachment

August 15, 2019

Ben Gibbs / Dan Guza
Sears Centre Arena
5333 Prairie Stone Pkwy
Hoffman Estates, IL 60192

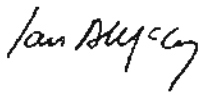
Dear Ben & Dan,

On behalf of the entire team at Ticketmaster, I would like to thank you for the opportunity to present you with a summary of our financial proposal for Sears Centre Arena. Our goal is to become your best partner, and we are excited to offer you the innovations and white glove support our clients have come to expect from us.

I would be remiss if I didn't emphasize how much our local team in Chicago is excited about the prospect of becoming a long-term partner with the Sears Centre Arena. We are eager about the future and look forward to working with the Sears Centre Arena and the Village of Hoffman Estates.

If you need anything further or have questions, please don't hesitate to contact me directly.

Best Regards,



Ian McCoy
Sr Director, Client Development
Ticketmaster

Fees to Spectra / Sears Centre Arena

- There is a **\$0 Annual License Fee** for using the Ticketmaster platform. Additionally, we are pleased to offer a **\$75,000 Signing Bonus** upon contract signature for a 5-year term. All hardware required by the Sears Centre Arena will be supplied by Ticketmaster **at no cost** and has a retail value of **\$43,107**.
- Ticketmaster will deduct a Per Ticket Fee for each ticket sold.
- The SCA can set the Per Ticket Convenience Charge and Per Order Processing Fee (what the customer pays) and retains any additional revenue generated between the difference of the Per Ticket Fee and Per Ticket Convenience Charge, factoring in credit card (2.50%) expense.
- The SCA is responsible for credit card fees (2.50%) and taxes associated with the face value of the ticket and any facility fee, as well as the credit card charges (2.50%) and taxes on the retained share of the fees. Ticketmaster will be responsible for the credit card fee and taxes on the Per Ticket Fee.

Ticketing Fee Structure

PER TICKET INSIDE CHARGE	
General Events \$0.01 to \$19.99	\$1.75
General Events \$20.00 to \$39.99	\$2.75
General Events \$40.00 and up	\$3.75
Multicultural Events \$0.01 to \$29.99	\$1.50
Multicultural Events \$30.00 and above	\$2.00

-The per ticket Inside Charge increases \$0.15 each year

-Any Convenience Charge set above \$12.00 will be split 50/50 between Ticketmaster and client

PER ORDER INSIDE CHARGE	
All Events	\$0.00

DELIVERY FEE (PER ORDER)	CONSUMER COST
SafeTix Mobile Delivery & Ticket Transfer	\$0.00
Mail Delivery	\$5.00 (100% retained by Ticketmaster)
Will Call Delivery	\$5.00 (100% rebate to client)

Software Licensing Fee Structure

DESCRIPTION	LICENSE AND SUPPORT FEE
TM1 Sales/SalesDeck	No Annual Fee
TM1 Entry/Presence	No Annual Fee
Interactive Seat Maps	No Annual Fee
TM1 Suite	No Annual Fee
TM1 Engagement (optional)	If SCA opts to subscribe to base \$3,500 package, Ticketmaster will provide an additional \$3,500 credit towards additional email volume

**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Request authorization to award a contract to Webmarc Doors of South Elgin, IL to replace doors at the Sears Centre Arena in an amount not to exceed \$38,412

MEETING DATE: August 19, 2019

COMMITTEE: Finance

FROM: *M, K* Mark Koplin/Ben Gibbs

REQUEST: Request authorization to award a contract to Webmarc Doors of South Elgin, IL to replace doors at the Sears Centre Arena in an amount not to exceed \$38,412.

BACKGROUND: The Sears Centre opened 12 years ago. Given its age, certain elements of the building are reaching the end of their useful life. Exterior doors have deteriorated due to heavy salt usage during winter, particularly in the dock area where these five doors are located.

DISCUSSION: The doors have deteriorated to the point where replacement is highly advisable. In order to preclude salt damage, rather than replacing with metal doors (as were originally installed), quotes were obtained for fiberglass doors which cost more, but last much longer as they are less susceptible to salt damage. The Sears Centre Operations Department obtained quotes after discussions with Village staff and the Public Works Facilities Department at the bi-monthly SCA building coordination meetings. Three companies provided quotes for five fiberglass doors. The base bids did not include hardware, and Webmarc Doors provided the lowest cost when the cost of the doors and hardware were included.

FINANCIAL IMPACT: Funding from the SCA budget - Operations Department, will be used for this project.

RECOMMENDATION: Request authorization to award a contract to Webmarc Doors of South Elgin, IL to replace five doors (three 4'-0" x 7'-4" doors and two pairs of 6'-0" x 7'-4" doors) at the Sears Centre Arena in an amount not to exceed \$38,412.

Attachment

Webmarc Doors

725 Schneider Dr. Unit #3
South Elgin, IL 60177
(847)888-2212
webmarcdoors@sbcglobal.net
www.webmarcdoors.com



Estimate

ADDRESS

Sears Centre Arena
5333 Prairie Stone Parkway
Hoffman Estates, IL. 60192

ESTIMATE # 3618

DATE 07/24/2019

EXPIRATION DATE 08/24/2019

DOOR LOCATION

Pedestrian Doors

ACTIVITY

ACTIVITY	QTY	RATE	AMOUNT
Commercial Ped Door Installation Est. Door #7; Furnish and install one 4'0"x7'0" Fiberglass Pedestrian door and frame, complete with new heavy weight hinges, closer, kick plate, threshold, weatherstrip, sweep, drip cap and lock guard. Reuse customers lockset. Removal and haul away of existing door included.	1	4,883.00	4,883.00
Commercial Ped Door Installation Est. Door #8; Furnish and Install one 4'0"x7'0" Fiberglass Pedestrian door and frame, complete with new heavy weight hinges, closer, kick plate, threshold, weatherstrip, sweep, drip cap and lock guard. Reuse customers lockset. Removal and haul away of existing door included.	1	4,883.00	4,883.00
Commercial Ped Door Installation Est. Door #9 Single; Furnish and Install one 4'0"x7'0" Fiberglass Pedestrian door and frame, complete. Door to have one 6"x24" Light Kit with 1" insulated glass, new heavy weight hinges, rim panic device, mortise cylinder, pull trim, closer, kick plate, threshold, weatherstrip, sweep, drip cap. Reuse customers I.C. Core and electric strike. Removal and haul away of existing door included.	1	6,109.00	6,109.00
Commercial Ped Door Installation Est. Door #9, 2 pairs; Furnish and Install two 6'0"x7'0" Fiberglass Pedestrian door and frame. Each door to have one 6"x24" Light Kit with 1" insulated glass (four total), new heavy weight hinges, rim panic device, mortise cylinder, pull trim, key-removable mullion, rim cylinder, closer, kick plate, threshold, weatherstrip, sweep, drip cap and meeting style astragal. Reuse customers I.C. Core. Removal and haul away of existing door included.	1	22,537.00	22,537.00
Door Installation:Commercial Door Installation Note: 12-14 Week Delivery Time.	1	0.00	0.00

TOTAL

\$38,412.00

Accepted By

Accepted Date



HOFFMAN ESTATES

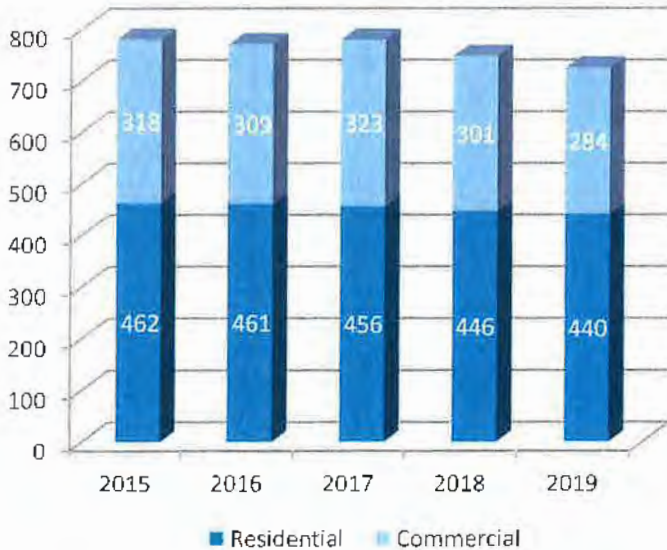
GROWING TO GREATNESS

DEPARTMENT OF FINANCE MONTHLY REPORT JULY 2019

Water Billing

A total of 14,769 residential water bills were mailed on July 1st for May's water consumption. Average consumption was 4,395 gallons, resulting in an average residential water bill of \$59.84. Total consumption for all customers was 112 million gallons, with 65 million gallons attributable to residential consumption. When compared to the July 2018 billing, residential consumption decreased 1.5%.

**Total Water Consumption
Year-To-Date Comparison
Month of July**

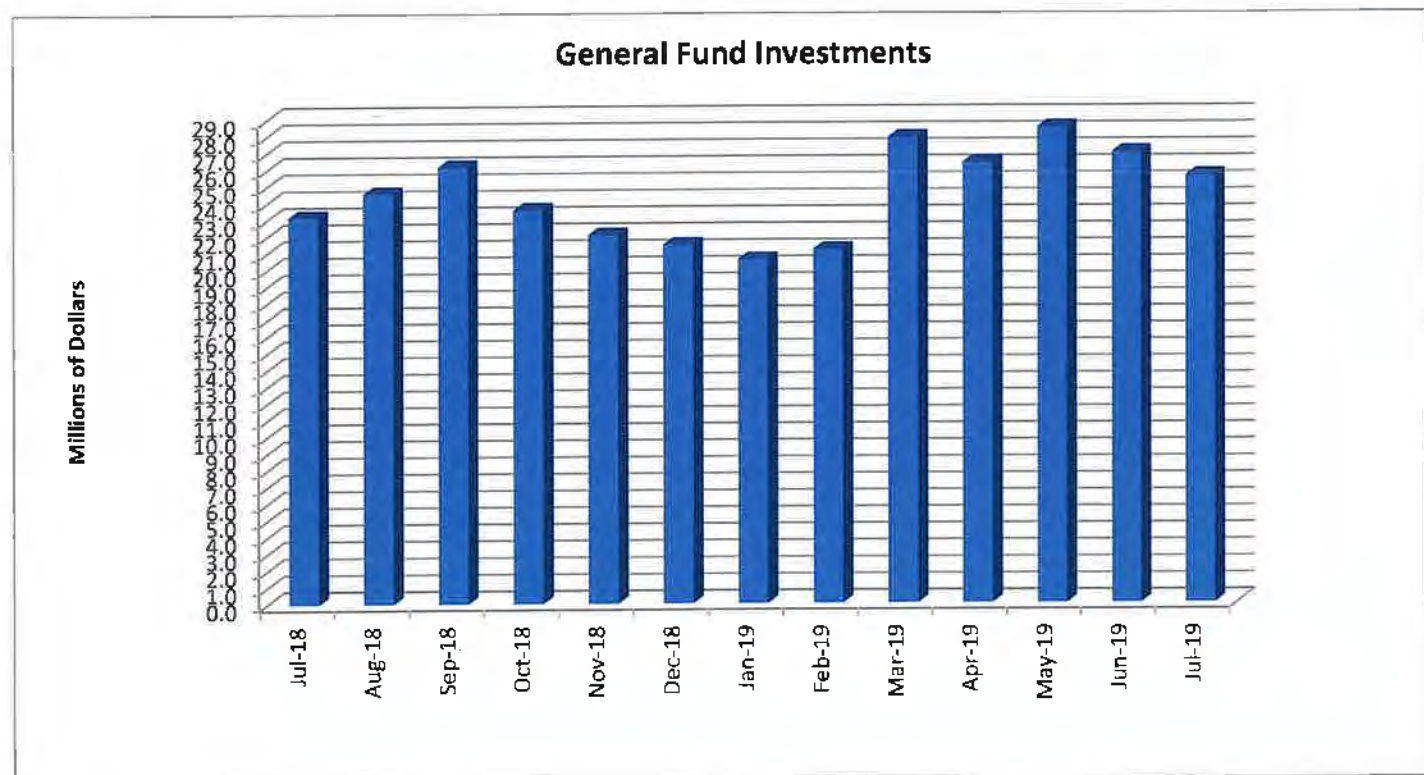
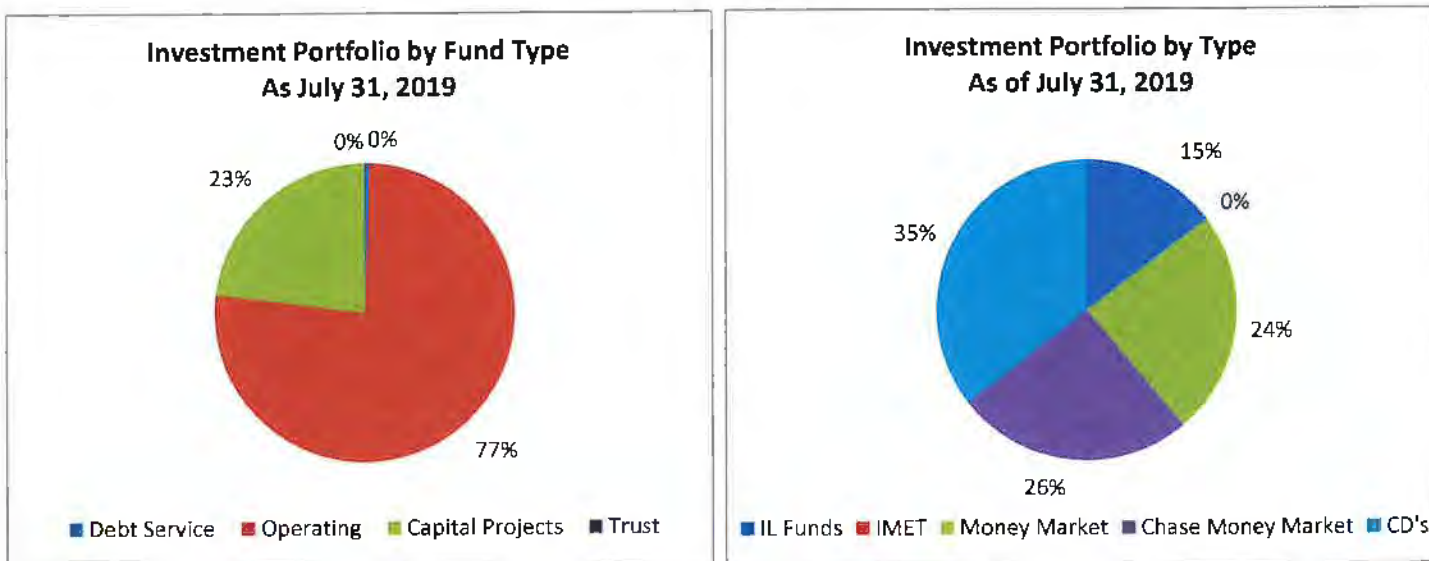


**Total Water Consumption
Month of July**



Village Investments

As of July 31, 2019, the Village's investment portfolio (not including pension trust funds) totaled \$60.9 million. Of this amount, \$46.6 million pertained to the various operating funds. As can be seen in the following graphs, the remaining \$14.3 million is related to debt service, capital projects and trust funds.



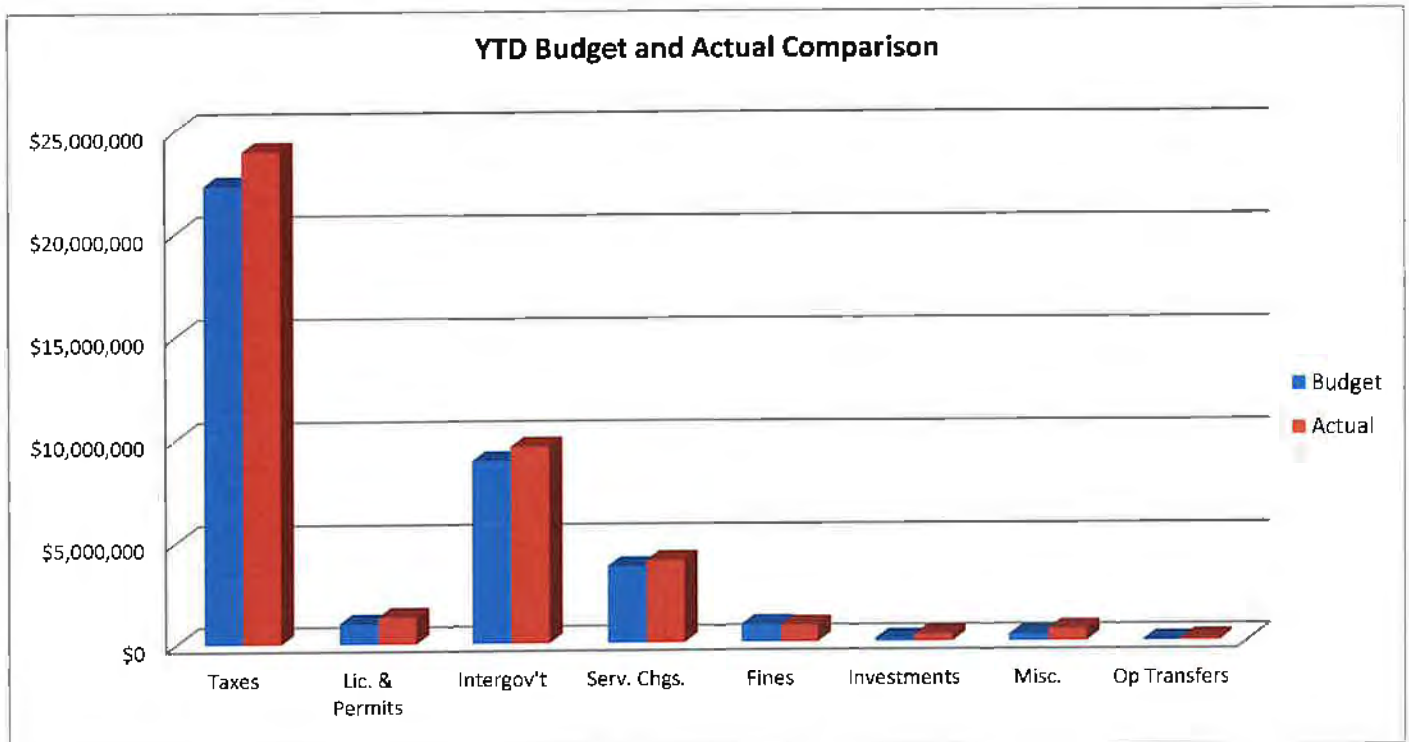
Operating Funds

General Fund

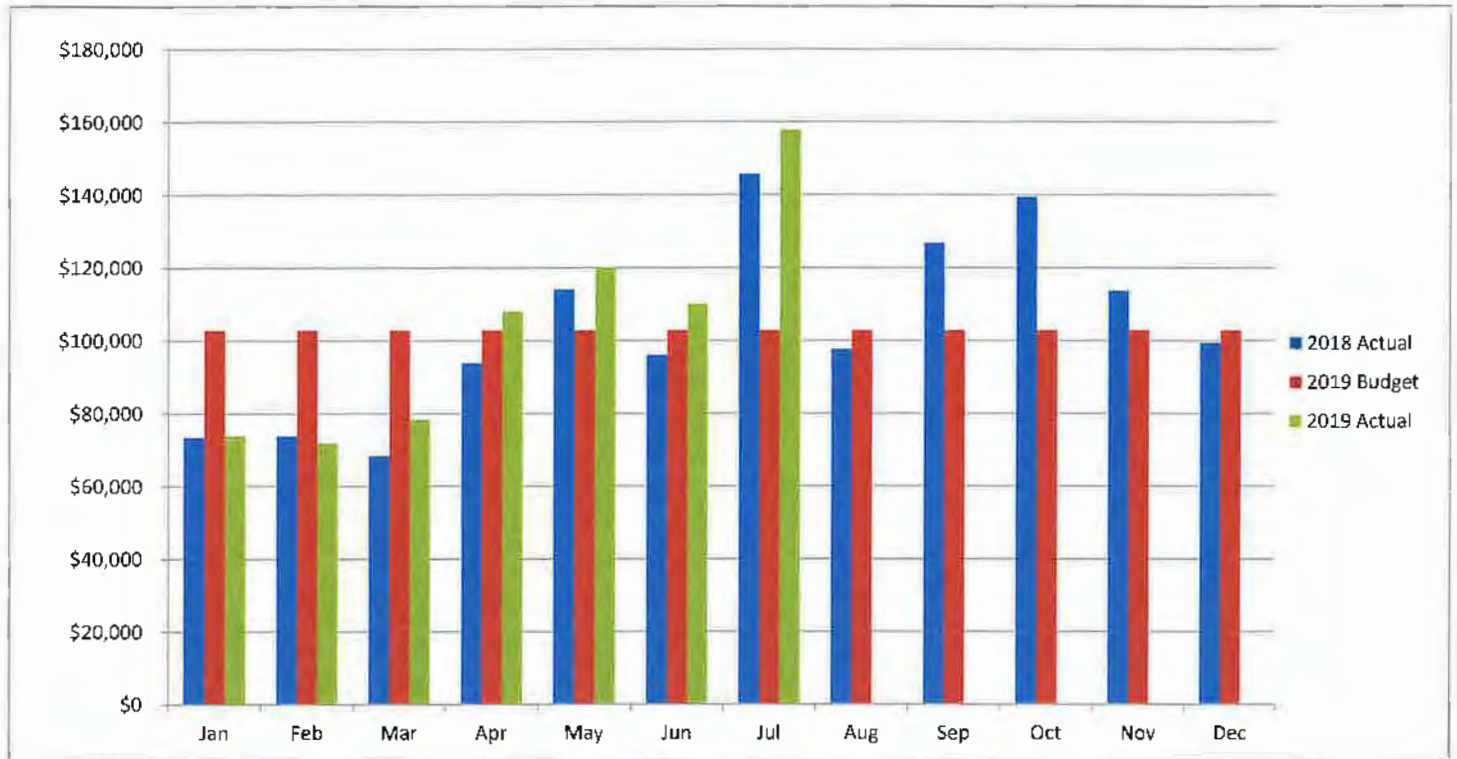
For the month of July, General Fund revenues totaled \$7,038,551 and expenditures totaled \$5,624,818 resulting in a surplus of \$1,413,733.

Revenues: July year-to-date figures are detailed in the table below. Licenses and permits are over budget due to business license renewal being received in April. Fines and Forfeits are under budget because ticket revenue is not performing as expected. Investment income is over budget due to increased investment activity and higher interest rates being realized. Most miscellaneous revenues are not received on a monthly basis.

REVENUES	YEAR-TO-DATE		VARIANCE
	BUDGET	ACTUAL	
Taxes	\$ 22,299,236	\$ 23,952,483	7.4%
Licenses & Permits	1,007,625	1,330,463	32.0%
Intergovernmental	8,914,028	9,600,234	7.7%
Charges for Services	3,754,312	4,053,667	8.0%
Fines & Forfeits	849,683	806,960	-5.0%
Investments	145,833	352,256	141.5%
Miscellaneous	324,683	590,234	81.8%
Operating Transfers	40,192	126,986	216.0%
TOTAL	\$ 37,335,592	\$ 40,813,283	9.3%

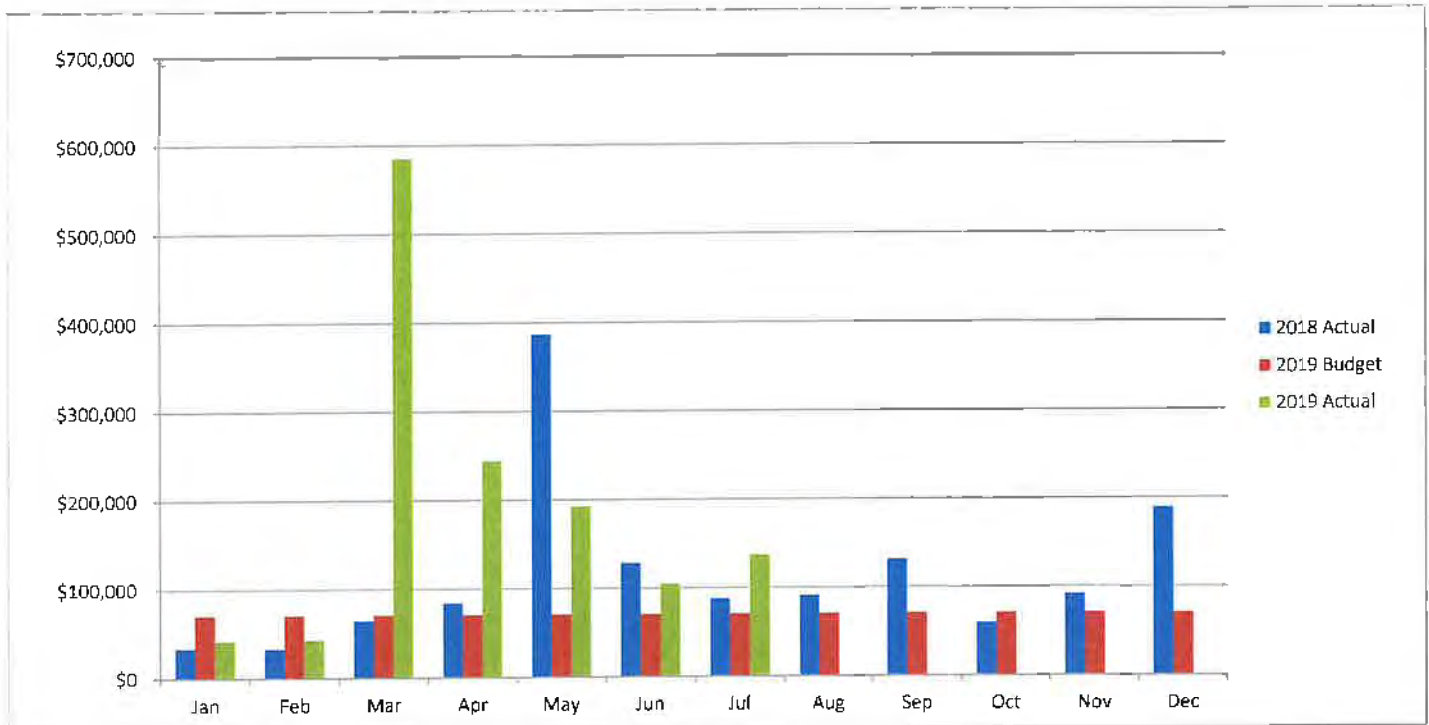


Hotel Tax



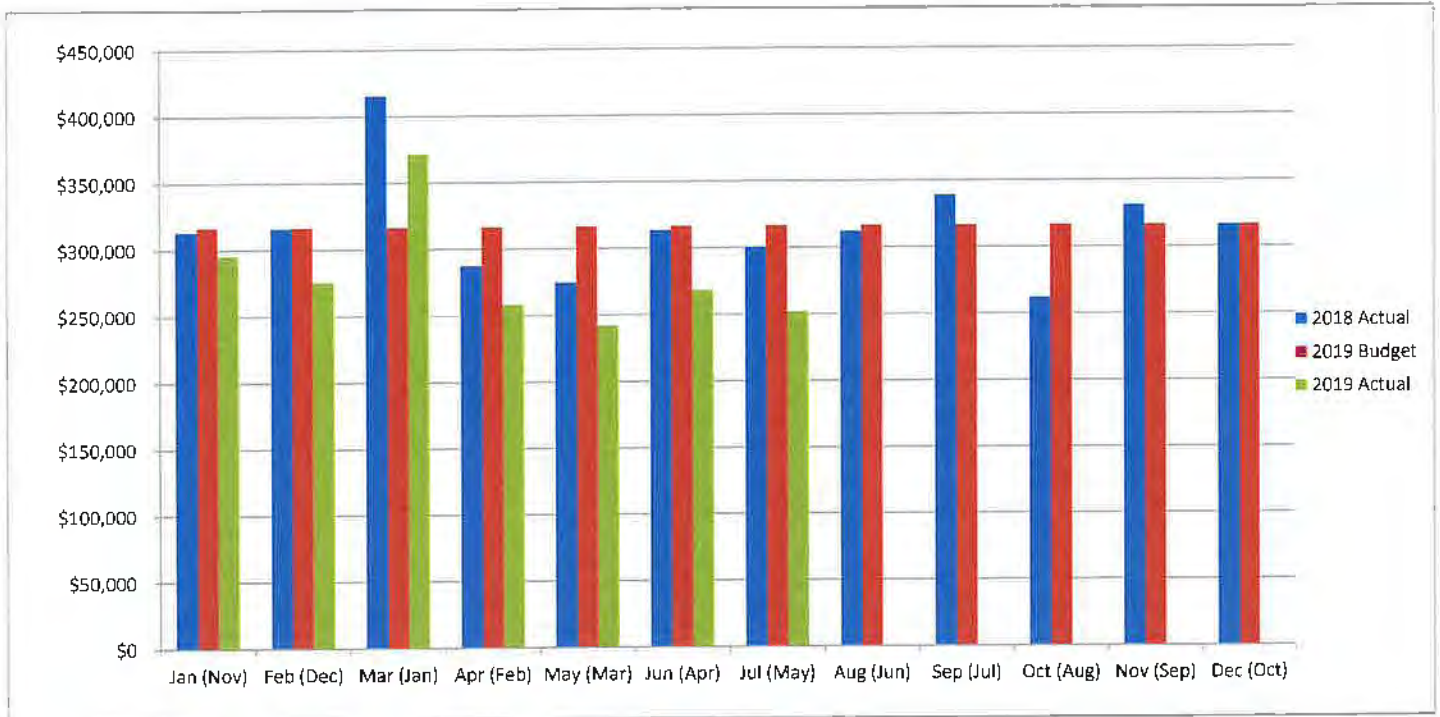
<u>Month Received</u>	<u>2018 Actual</u>	<u>2019 Budget</u>	<u>2019 Actual</u>	<u>Cumulative Variance 2019 Actual vs. Budget</u>
Jan	\$ 73,426	\$ 102,917	\$ 73,861	\$ (29,056)
Feb	73,833	102,917	71,935	(60,037)
Mar	68,427	102,917	78,416	(84,538)
Apr	93,845	102,917	108,026	(79,429)
May	114,055	102,917	120,207	(62,138)
Jun	96,120	102,917	110,051	(55,004)
Jul	145,737	102,917	157,865	(56)
Aug	97,633	102,917		
Sep	126,735	102,917		
Oct	139,436	102,917		
Nov	113,644	102,917		
Dec	99,472	102,917		
YTD Totals	<u>\$ 1,242,363</u>	<u>\$ 1,235,000</u>	<u>\$ 720,361</u>	

Real Estate Transfer Tax



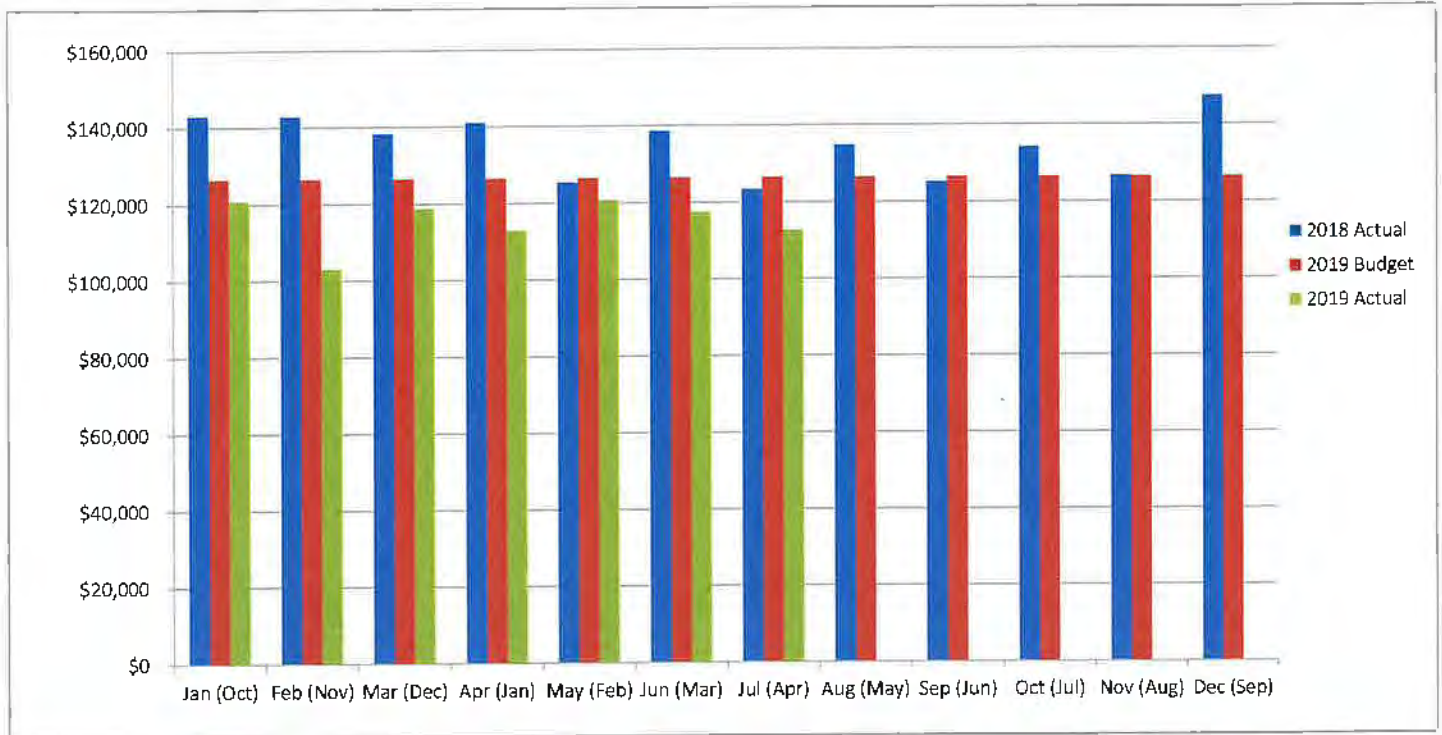
<u>Month Received</u>	<u>2018 Actual</u>	<u>2019 Budget</u>	<u>2019 Actual</u>	<u>Cumulative Variance 2019 Actual vs. Budget</u>
Jan	\$ 33,669	\$ 70,833	\$ 42,133	\$ (28,700)
Feb	33,215	70,833	43,229	(56,305)
Mar	64,943	70,833	585,748	458,610
Apr	84,196	70,833	244,290	632,067
May	386,938	70,833	192,702	753,935
Jun	128,366	70,833	104,977	788,079
Jul	87,683	70,833	137,205	854,451
Aug	91,143	70,833		
Sep	130,898	70,833		
Oct	59,570	70,833		
Nov	91,474	70,833		
Dec	189,210	70,833		
YTD Totals	\$ 1,381,305	\$ 850,000	\$ 1,350,284	

Home Rule Sales Tax



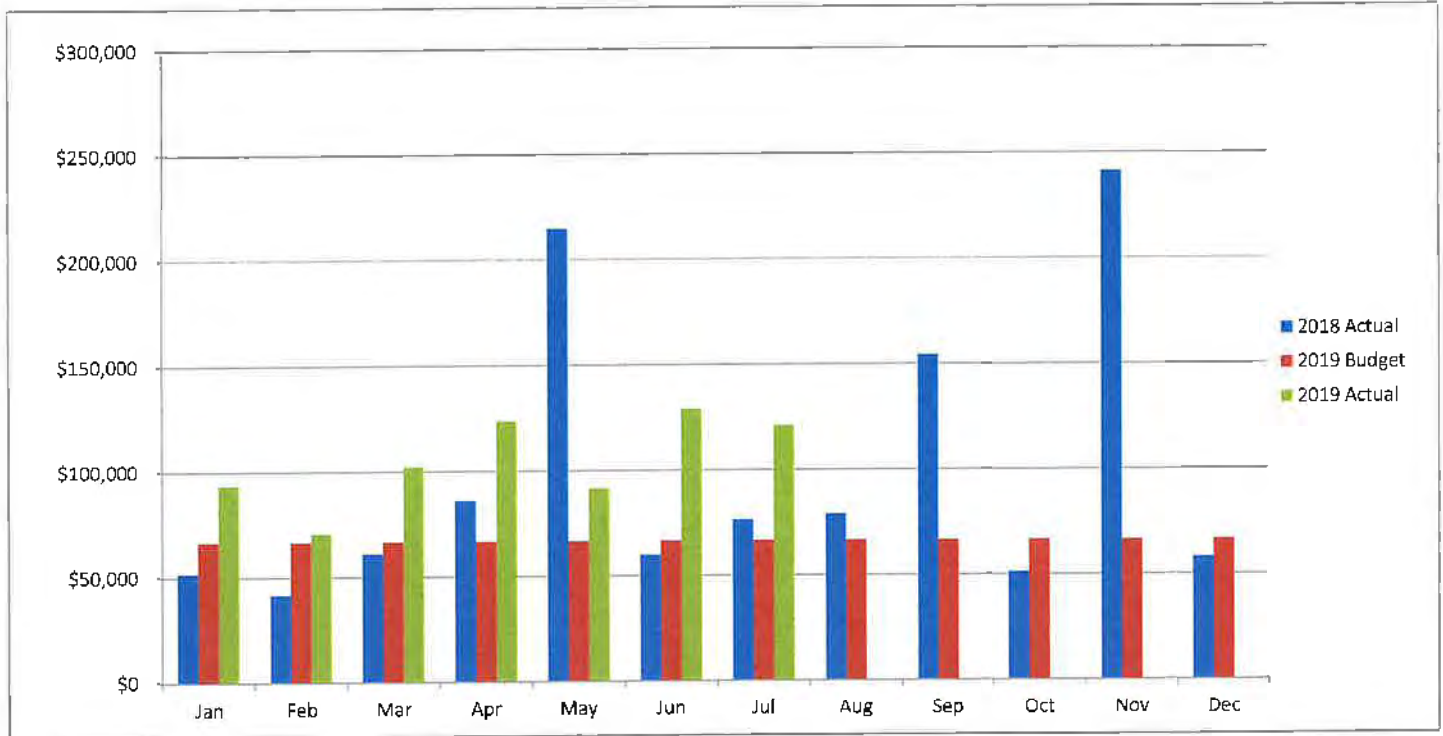
<u>Month Received (Liability Period)</u>	<u>2018 Actual</u>	<u>2019 Budget</u>	<u>2019 Actual</u>	<u>Cumulative Variance 2019 Actual vs. Budget</u>
Jan (Nov)	\$ 313,635	\$ 316,667	\$ 295,761	\$ (20,906)
Feb (Dec)	316,042	316,667	275,771	(61,801)
Mar (Jan)	415,305	316,667	371,809	(6,659)
Apr (Feb)	287,678	316,667	258,175	(65,151)
May (Mar)	274,533	316,667	242,128	(139,689)
Jun (Apr)	313,381	316,667	268,309	(188,047)
Jul (May)	300,246	316,667	251,842	(252,872)
Aug (Jun)	311,996	316,667		
Sep (Jul)	339,100	316,667		
Oct (Aug)	261,779	316,667		
Nov (Sep)	331,367	316,667		
Dec (Oct)	316,550	316,667		
YTD Totals	<u>\$ 3,781,611</u>	<u>\$ 3,800,000</u>	<u>\$ 1,963,795</u>	

Telecommunications Tax



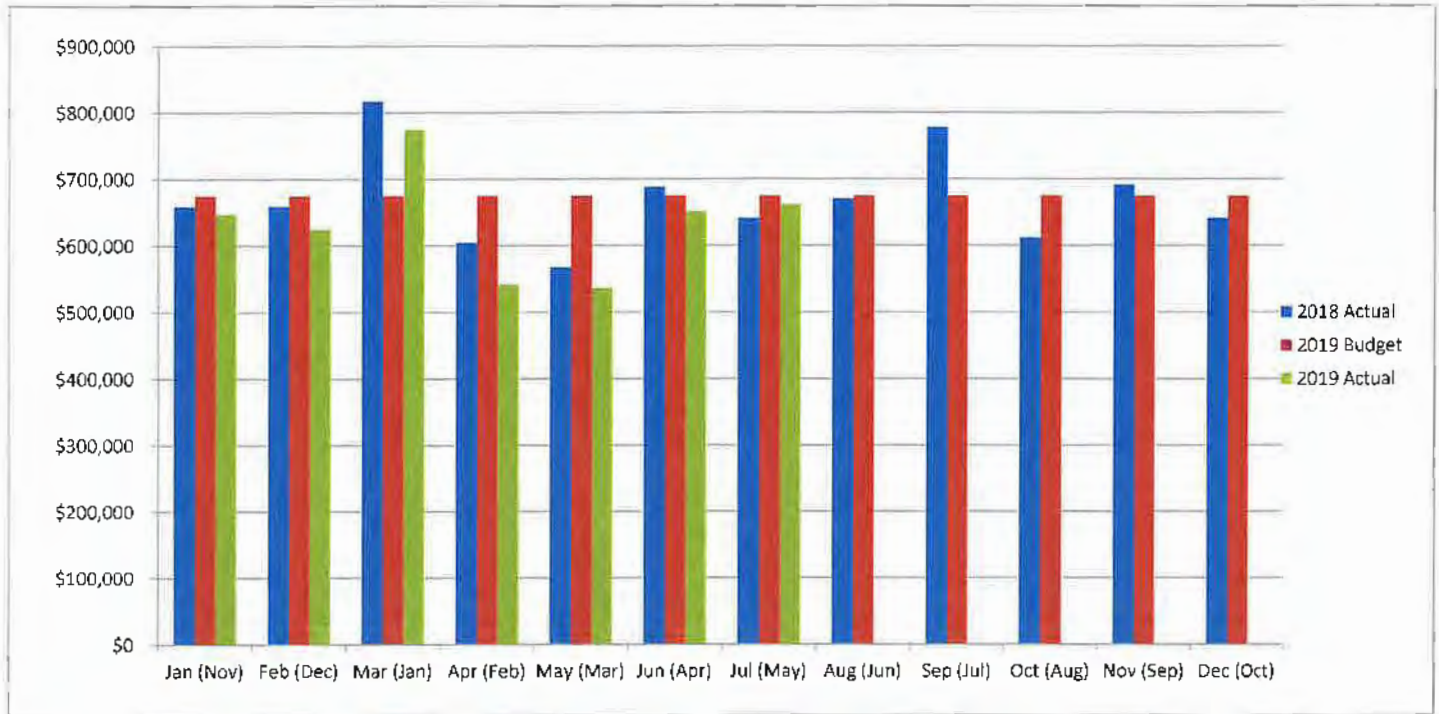
<u>Month Received (Liability Period)</u>	<u>2018 Actual</u>	<u>2019 Budget</u>	<u>2019 Actual</u>	<u>Cumulative Variance 2019 Actual vs. Budget</u>
Jan (Oct)	\$ 143,036	\$ 126,500	\$ 120,844	\$ (5,656)
Feb (Nov)	142,880	126,500	103,168	(28,988)
Mar (Dec)	138,304	126,500	118,778	(36,710)
Apr (Jan)	141,076	126,500	113,000	(50,210)
May (Feb)	125,439	126,500	120,765	(55,945)
Jun (Mar)	138,619	126,500	117,606	(64,839)
Jul (Apr)	123,374	126,500	112,703	(78,636)
Aug (May)	134,787	126,500		
Sep (Jun)	125,192	126,500		
Oct (Jul)	134,173	126,500		
Nov (Aug)	126,705	126,500		
Dec (Sep)	147,478	126,500		
YTD Totals	\$ 1,621,062	\$ 1,518,000	\$ 806,864	

Building Permits



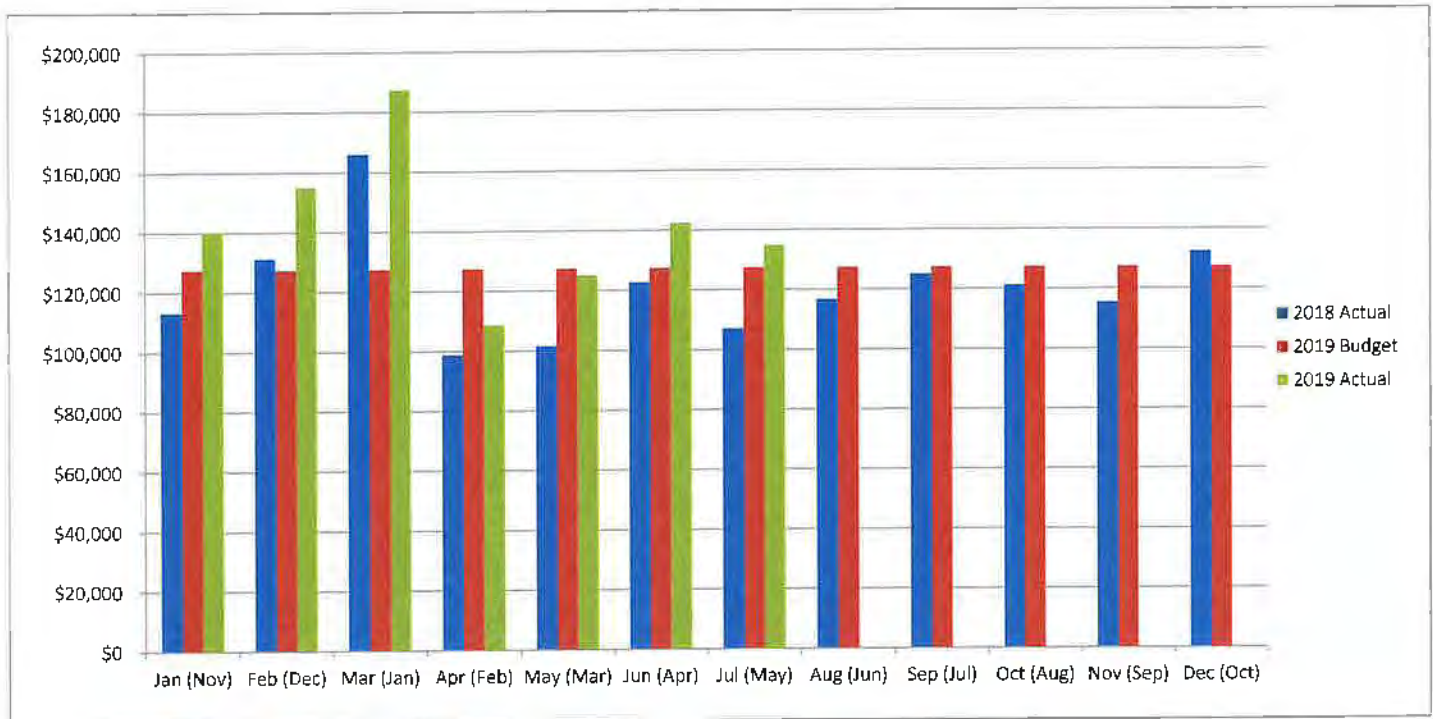
<u>Month Received</u>	<u>2018 Actual</u>	<u>2019 Budget</u>	<u>2019 Actual</u>	<u>Cumulative Variance 2019 Actual vs. Budget</u>
Jan	\$ 51,874	\$ 66,667	\$ 93,549	\$ 26,882
Feb	41,860	66,667	70,614	30,830
Mar	61,020	66,667	102,100	66,263
Apr	85,963	66,667	123,746	123,342
May	214,601	66,667	91,619	148,295
Jun	60,036	66,667	128,955	210,583
Jul	76,387	66,667	120,998	264,914
Aug	78,987	66,667		
Sep	154,270	66,667		
Oct	51,320	66,667		
Nov	241,375	66,667		
Dec	57,994	66,667		
YTD Totals	\$ 1,175,488	\$ 800,000	\$ 731,581	

State Sales Tax



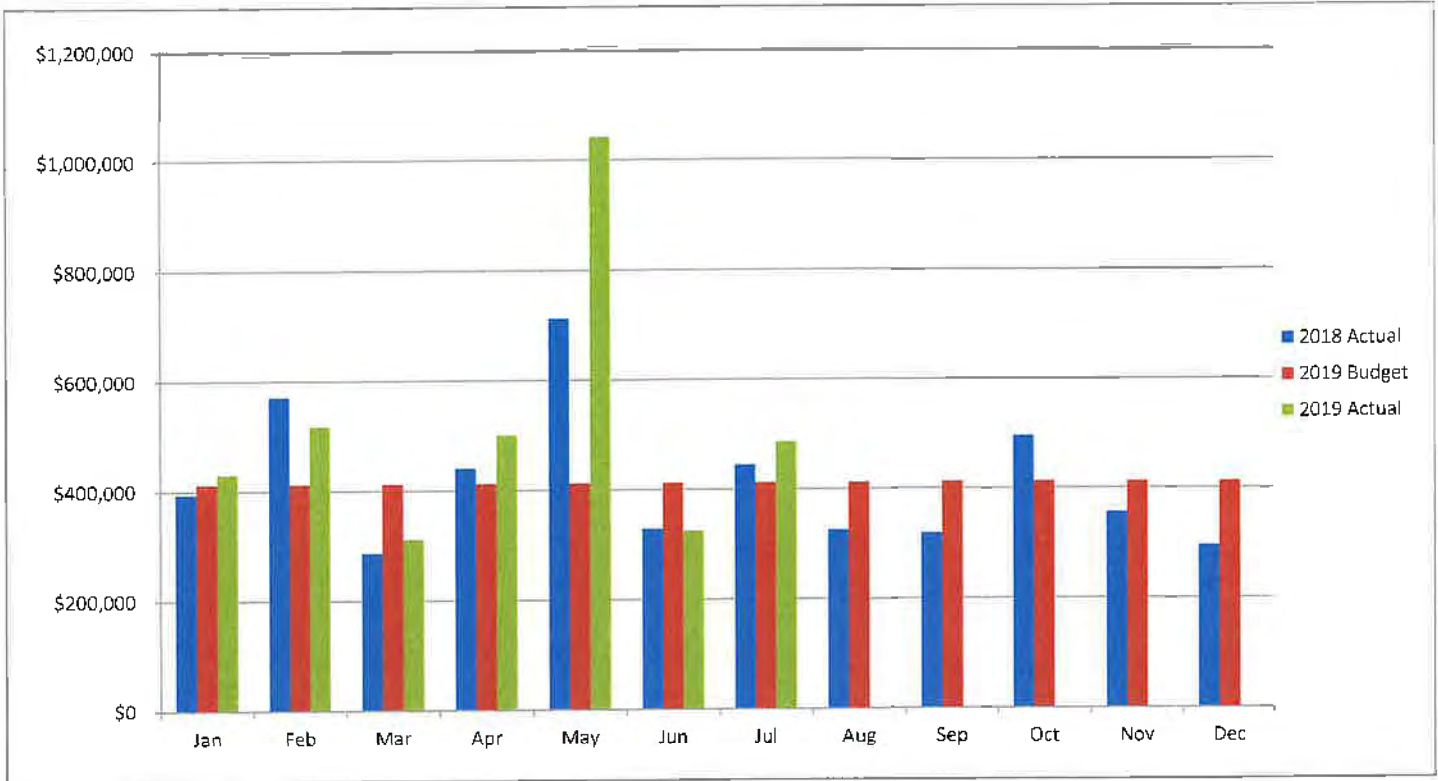
<u>Month Received (Liability Period)</u>	<u>2018 Actual</u>	<u>2019 Budget</u>	<u>2019 Actual</u>	<u>Cumulative Variance 2019 Actual vs. Budget</u>
Jan (Nov)	\$ 659,220	\$ 675,000	\$ 647,708	\$ (27,292)
Feb (Dec)	659,346	675,000	624,801	(77,491)
Mar (Jan)	817,105	675,000	774,929	22,438
Apr (Feb)	604,906	675,000	542,297	(110,265)
May (Mar)	567,645	675,000	536,850	(248,415)
Jun (Apr)	688,018	675,000	651,634	(271,781)
Jul (May)	641,453	675,000	662,407	(284,374)
Aug (Jun)	670,995	675,000		
Sep (Jul)	778,220	675,000		
Oct (Aug)	611,782	675,000		
Nov (Sep)	691,562	675,000		
Dec (Oct)	641,917	675,000		
YTD Totals	\$ 8,032,166	\$ 8,100,000	\$ 4,440,626	

Local Use Tax



<u>Month Received (Liability Period)</u>	<u>2018 Actual</u>	<u>2019 Budget</u>	<u>2019 Actual</u>	<u>Cumulative Variance 2019 Actual vs. Budget</u>
Jan (Nov)	\$ 113,343	\$ 127,500	\$ 140,169	\$ 12,669
Feb (Dec)	131,295	127,500	155,093	40,262
Mar (Jan)	166,066	127,500	187,546	100,308
Apr (Feb)	98,851	127,500	108,793	81,601
May (Mar)	101,658	127,500	125,331	79,432
Jun (Apr)	122,767	127,500	142,480	94,412
Jul (May)	107,147	127,500	134,859	101,771
Aug (Jun)	116,836	127,500		
Sep (Jul)	125,126	127,500		
Oct (Aug)	121,382	127,500		
Nov (Sep)	115,439	127,500		
Dec (Oct)	132,426	127,500		
YTD Totals	\$ 1,452,333	\$ 1,530,000	\$ 994,271	

Income Tax



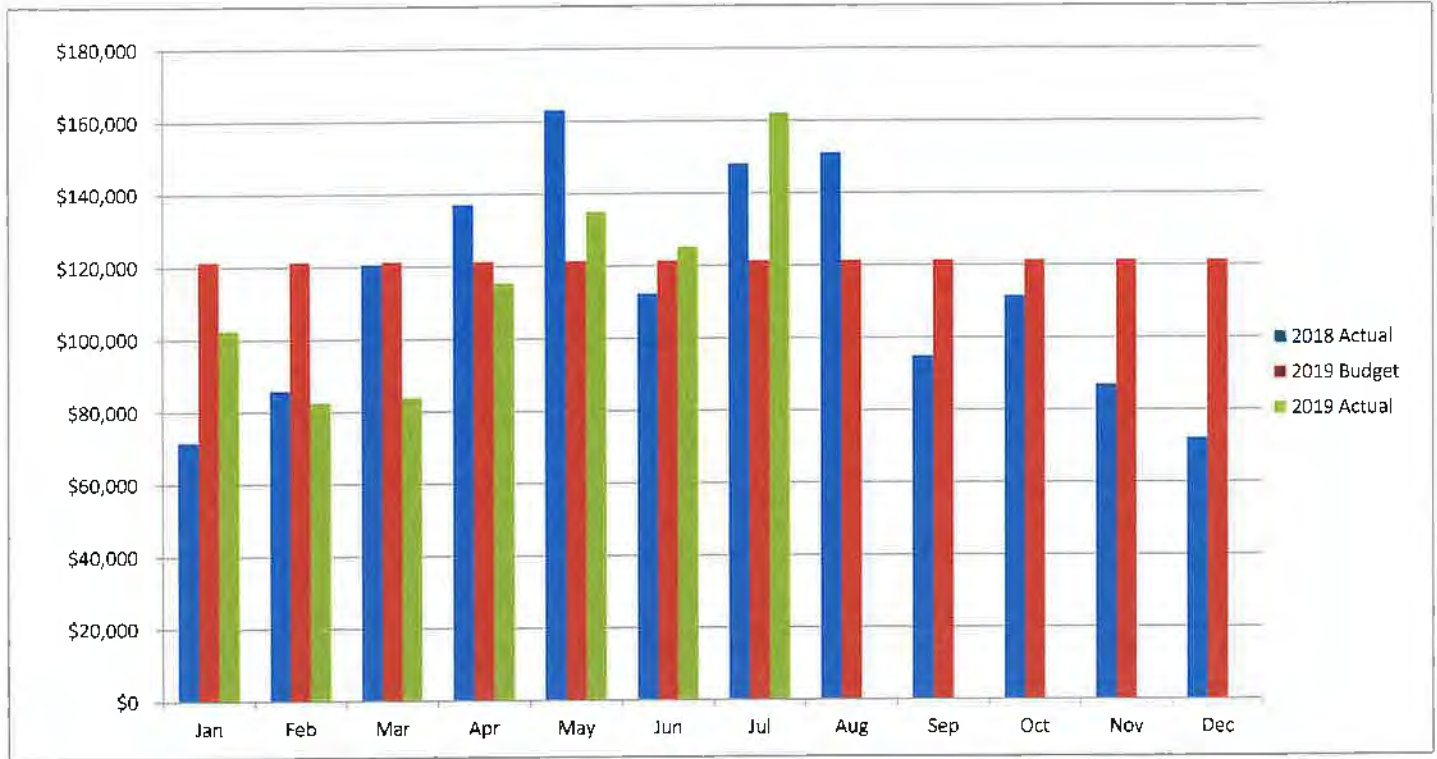
2017-2018		
Month		
<u>Received</u>	<u>Liab Pd</u>	<u>2018 Actual</u>
Jan	Dec-17	\$ 394,357
Feb	Jan-18	570,829
Mar	Feb-18	286,970
Apr	Mar-18	440,655
May	Apr-18	711,744
Jun	May-18	328,799
Jul	Jun-18	444,568
Aug	Jul-18	326,342
Sep	Aug-18	318,497
Oct	Sep-18	495,002
Nov	Oct-18	356,515
Dec	Nov-18	295,502
YTD Totals		<u>\$ 4,969,780</u>

2018-2019			
Month			
<u>Received</u>	<u>2019 Budget</u>	<u>Liab Pd</u>	<u>2019 Actual</u>
Jan	\$ 412,500	Dec-18	\$ 430,566
Feb	412,500	Jan-19	518,005
Mar	412,500	Jan-19	311,906
Apr	412,500	Jan-19	500,986
May	412,500	Feb-19	1,042,123
Jun	412,500	Feb-19	325,451
Jul	412,500	Mar-19	486,704
Aug	412,500	Mar-19	
Sep	412,500	Mar-19	
Oct	412,500	Apr-19	
Nov	412,500	Apr-19	
Dec	412,500	May-19	
	<u>\$ 4,950,000</u>		<u>\$ 3,615,741</u>

**Cumulative
Variance
2019 Actual
vs. Budget**

\$ 18,066
123,571
22,977
111,463
741,086
654,037
728,241

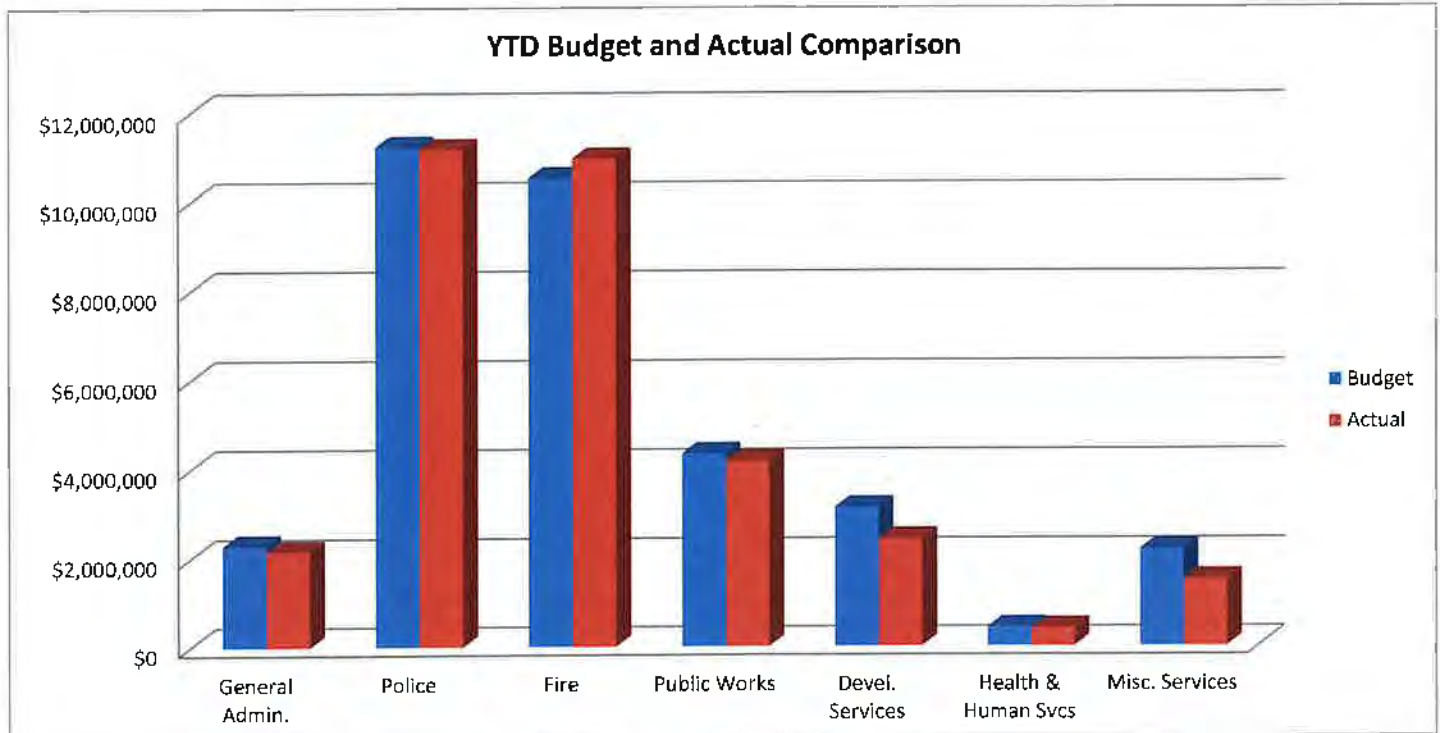
Fines



<u>Month Received</u>	<u>2018 Actual</u>	<u>2019 Budget</u>	<u>2019 Actual</u>	<u>Cumulative Variance 2019 Actual vs. Budget</u>
Jan	\$ 71,631	\$ 121,383	\$ 102,529	\$ (18,854)
Feb	85,889	121,383	82,643	(57,595)
Mar	120,617	121,383	84,003	(94,975)
Apr	137,043	121,383	115,421	(100,937)
May	163,094	121,383	135,100	(87,221)
Jun	112,383	121,383	125,188	(83,416)
Jul	148,104	121,383	162,077	(42,722)
Aug	151,117	121,383		
Sep	94,939	121,383		
Oct	111,532	121,383		
Nov	86,923	121,383		
Dec	72,167	121,383		
YTD Totals	\$ 1,355,439	\$ 1,456,600	\$ 806,961	

Expenditures: General Fund expenditures in July were \$704,978 above the budgeted figure of \$4,919,840. The summary of year-to-date actuals versus budgeted expenditures shown below reflect mostly positive variances for the Village departments for the year.

EXPENDITURES	YEAR-TO-DATE		VARIANCE
	BUDGET	ACTUAL	
Legislative	\$ 215,227	\$ 213,075	1.0%
Administration	378,257	378,945	-0.2%
Legal	307,627	255,997	16.8%
Finance	631,219	602,473	4.6%
Village Clerk	125,808	119,002	5.4%
HRM	316,161	283,073	10.5%
Communications	145,775	148,108	-1.6%
Cable TV	123,387	118,847	3.7%
Emergency Operations	46,072	45,091	2.1%
Police	11,237,847	11,181,136	0.5%
Fire	10,535,502	10,968,352	-4.1%
Public Works	4,345,297	4,182,204	3.8%
Development Services	3,132,296	2,430,731	22.4%
H&HS	430,296	405,760	5.7%
Miscellaneous	2,190,762	1,509,457	31.1%
TOTAL	\$ 34,161,530	\$ 32,842,252	3.9%



Department News

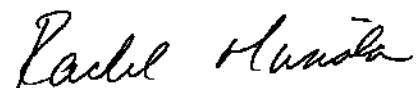
During the month of July, the following training sessions were attended by Finance staff:

- Attended Cook County Property Tax presentation and Board of Review tour. The discussion was on how residents can properly file an appeal of their property assessed value. (Assistant Finance Director).

Also during the month, Finance staff participated in the following events and planning meetings:

- The Capital Improvements Board met to review the mid-year status of all of the FY2019 capital projects.
- Met with the firm that is conducting the next five-year water rate study and began that process (Finance Director, and Assistant Finance Director).
- Attended the Platzkonzert planning meeting to oversee the financial operations of the annual Platzkonzert Festival (Finance Director).
- Attended the quarterly Fire Pension Board meeting (Village Treasurer and Finance Director).
- Attended the quarterly Police Pension Board meeting (Village Treasurer).
- Finance staff worked the financial operations of the 4th of July festival.
- Attended IGFOA Professional Education Committee planning meetings related to training, Annual Conference, and upcoming Pension Institute (Finance Director).

Respectfully Submitted,



Rachel Musiala

MONTHLY REPORT STATISTICS

July-19

	Jul-19	YTD Jul-19	Jul-18	YTD Jul-18	% Inc / Dec	
					Month	Year
Credit Card Transactions						
Finance and Code Front Counter						
Number	496	3,326	587	3,790	-15.5%	-12.2%
Amount	\$ 56,136	444,850	\$ 97,400	603,156	-42.4%	-26.2%
Internet Sales						
Number	1,991	14,974	2,573	18,396	-22.6%	-18.6%
Amount	\$ 223,750	1,679,724	\$ 258,813	1,710,431	-13.5%	-1 8%
Total						
Number	2,487	18,300	3,160	22,186	-21.3%	-17.5%
Amount	\$ 279,887	2,124,574	\$ 356,213	\$ 2,313,587	-21.4%	-8.2%
Credit Card Company Fees						
General Fund	\$ 37	272	\$ 2,282	15,166	-98.4%	-98.2%
Municipal Waste Fund	-	-	785	5,141	-100.0%	-100.0%
Water Fund	2,772	17,298	7,050	46,136	-60.7%	-62.5%
Total Fees	\$ 2,808	\$ 17,570	\$ 10,116	\$ 66,443	-72.2%	-73.6%
Accounts Receivable						
Invoices Mailed						
Number	114	1,222	80	499	42.5%	144.9%
Amount	\$ 917,518	1,632,140	\$ 652,609	1,533,436	40.6%	6.4%
Invoices Paid						
Number	74	370	56	453	32.1%	-18.3%
Amount	\$ 155,085	812,953	\$ 126,725	749,793	22.4%	8.4%
Reminders Sent						
Number	3	58	8	119	-62.5%	-51.3%
Amount	\$ 2,929	28,821	\$ 5,682	273,109	-48.4%	-89.4%
Accounts Payable						
Checks Issued						
Number	408	2,570	316	2,342	29.1%	9.7%
Amount	\$ 2,144,017	18,377,335	\$ 1,963,318	12,841,099	9.2%	43.1%
Manual Checks Issued						
Number	59	226	26	208	126.9%	8.7%
As % of Total Checks	14.46%	8.79%	8.23%	8.88%	75.8%	-1.0%
Amount	\$ 73,859	8,775,985	\$ 30,604	2,512,535	141.3%	249.3%
As % of Total Checks	3.44%	47.75%	1.56%	19.57%	121.0%	144.1%
Utility Billing						
New Utility Accounts	200	978	205	1,060	-2.4%	-7.7%
Bills Mailed / Active Accounts	15,698	109,767	15,621	109,171	0.5%	0.5%
Final Bills Mailed	200	978	205	1,060	-2.4%	-7.7%
Shut-Off Notices	1,396	10,185	1,308	10,001	6.7%	1.8%
Actual Shut-Offs	105	773	111	739	-5.4%	4.6%
Total Billings	\$ 1,895,428	12,509,546	\$ 1,899,597	12,336,856	-0.2%	1.4%
Direct Debit (ACH) Program						
New Accounts	16	338	23	219	-30.4%	54.3%
Total Accounts	3,980	26,417	2,689	18,846	48.0%	40.2%
As % of Active Accounts	25.35%	24.07%	17.21%	17.26%	8.1%	39.4%
Water Payments Received in Current Month						
Total Bills Mailed	15,698	109,767	15,621	109,171	0.5%	0.5%
ACH Payments	3,980	26,417	2,689	18,846	48.0%	40.2%
ACH Payments-% of Total Bills	25.35%	24.07%	17.21%	17.26%	47.3%	39.4%
On-line Payments (Internet Sales)	1,648	12,359	2,345	15,981	-29.7%	-22.7%
On-line Payments-% of Total Bills	10.50%	11.26%	15.01%	14.64%	-30.1%	-23.1%
Over-the-phone Payments	501	3,922	1,074	7,471	-53.4%	-47.5%
Over-the-phone Payments-% of Total Bills	3.19%	3.57%	6.88%	6.84%	-53.6%	-47.8%
Mail-in Payments	9,189	65,313	9,126	64,835	0.7%	0.7%
Mail-in Payments-% of Total Bills	58.54%	59.50%	58.42%	59.39%	0.2%	0.2%

WATER BILLING ANALYSIS
July 31, 2019

Residential Billings
Average Monthly Consumption/Customer

<u>Month Billed</u>	<u>2016-2017</u>	<u>2017-2018</u>	<u>2018-2019</u>
July	5,010	5,214	4,505
August	5,431	4,965	5,439
September	5,068	4,951	4,782
October	4,474	5,003	4,379
November	4,330	4,375	4,147
December	4,214	4,198	4,170
January	4,897	4,538	4,403
February	4,177	4,486	4,480
March	3,914	3,845	3,916
April	4,242	4,206	4,227
May	4,257	4,213	4,051
June	4,595	4,633	4,326
July	5,214	4,505	4,395
13 Month Average -	4,602	4,549	4,402
% Change -	-0.1%	-1.2%	-3.2%

Total Water Customers

Average Bill

<u>Customer Type</u>	<u>Customer Type</u>			<u>Customer Type</u>	<u>Customer Type</u>		
	<u>Jul-18</u>	<u>Jul-19</u>	<u>% Change</u>		<u>Jul-18</u>	<u>Jul-19</u>	<u>% Change</u>
Residential	14,703	14,769	0.4%	Residential	\$ 58.64	\$ 59.84	2.0%
Commercial	918	929	1.2%				
Total	15,621	15,698	0.5%				

Total Consumption - All Customers (000,000's)

	<u>Month-To-Date</u>				<u>Year-To-Date</u>		
	<u>Jul-18</u>	<u>Jul-19</u>	<u>% Change</u>		<u>Jul-18</u>	<u>Jul-19</u>	<u>% Change</u>
Residential	66	65	-1.5%	Residential	446	440	-1.3%
Commercial	51	47	-7.8%	Commercial	301	284	-5.6%
	117	112	-4.3%		747	724	-3.1%

STATEMENT OF INVESTMENTS-VILLAGE

As of July 31, 2019

Fund	Investment Date	Maturity Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>General Fund</u>						
Illinois Funds - General	09/30/86		5,402,357.64			2.397
Illinois Funds - Veterans Memorial	05/01/92		308.89			2.397
IMET Convenience Fund	10/20/05		2,826.28			2.320
Citibank SDA	11/07/08		2,249,515.04			1.500
Chase Money Market	03/06/18		5,605,785.82			1.490
CD with PMA	08/22/13		12,381,058.94	12,381,058.94	12,655,580.40	0.375
			<u>25,641,852.61</u>			
<u>Motor Fuel Tax</u>						
Illinois Funds	09/30/86		79,081.17			2.397
<u>Asset Seizure - Federal</u>						
Illinois Funds	06/09/99		4,308.65			2.397
<u>Asset Seizure - State</u>						
Illinois Funds	11/30/98		55,176.19			2.397
<u>Asset Seizure - BATTLE</u>						
Illinois Funds	07/10/08		151.57			2.397
<u>Municipal Waste System</u>						
Illinois Funds	08/31/98		7,846.26			2.397
<u>2005A G.O. Debt Serv.</u>						
Illinois Funds	11/30/04		305,425.88			2.397
<u>Central Road Corridor Improv.</u>						
Illinois Funds	12/15/88		9,646.22			2.397
Citibank SDA	11/07/08		3,745.07			1.500
			<u>13,391.29</u>			
<u>Hoffman Blvd Bridge Maintenance</u>						
Illinois Funds	07/01/98		11,074.64			2.397
CD with PMA	08/22/13		245,500.00	245,500.00	249,949.27	0.375
Citibank SDA	02/10/11		8,354.82			1.500
			<u>264,929.46</u>			

STATEMENT OF INVESTMENTS-VILLAGE

As of July 31, 2019

Fund	Investment Date	Maturity Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>Western Corridor</u>						
Illinois Funds	06/30/01		37,959.72			2.397
CD with PMA	08/22/13		2,670,500.00	2,670,500.00	2,732,303.30	
Citibank SDA	01/07/09		904,396.17			1.500
			<u>3,612,855.89</u>			
<u>EDA Series 1991 Project</u>						
Illinois Funds	08/22/91		1,059,411.94			2.397
Citibank SDA	02/10/11		239,323.07			-
			<u>1,298,735.01</u>			
<u>Road Improvement</u>						
Illinois Funds	01/01/15		1,627,389.56			
Chase Money Market	03/06/18		1,018,601.47			1.490
CD with PMA	03/09/17		241,360.53	241,360.53	247,700.55	
Citibank SDA			653,675.46			1.500
			<u>3,541,027.02</u>			
<u>Capital Improvements</u>						
Illinois Funds	12/31/96		1,234.83			2.397
Citibank SDA	01/07/09		246,216.90			1.500
			<u>247,451.73</u>			
<u>Capital Vehicle & Equipment</u>						
Illinois Funds	12/31/96		23,082.93			2.397
Citibank SDA	01/07/09		70,609.68			1.500
			<u>93,692.61</u>			
<u>Capital Replacement</u>						
Illinois Funds	02/01/98		3,261.92			2.397
Citibank SDA	11/07/08		425,284.28			1.500
			<u>428,546.20</u>			
<u>Water and Sewer</u>						
Illinois Funds	09/30/86		10,088.50			2.397
Citibank SDA	11/07/08		261,838.85			1.500
Chase Money Market	03/06/18		3,704,345.33			1.490
CD with PMA			467,513.04	467,513.04	479,996.18	
			<u>4,443,785.72</u>			
<u>Water and Sewer-2015 Bond Projects</u>						
Citibank SDA	08/12/15		249,299.15			1.500
<u>Water and Sewer-2017 Bond Projects</u>						
Citibank SDA	09/13/17		587,795.11			1.500
CD with PMA	09/13/17		3,637,630.00	3,637,630.00	3,725,351.65	
			<u>4,225,425.11</u>			

STATEMENT OF INVESTMENTS-VILLAGE

As of July 31, 2019

Fund	Investment Date	Maturity Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>Sears Operating</u>						
Illinois Funds			2,532.33			
Citibank SDA			443,349.06	0.00	0.00	
			<u>445,881.39</u>			
<u>Insurance</u>						
Illinois Funds	11/10/87		16,183.55			2.397
Citibank SDA	11/07/08		863,418.21			1.500
CD with PMA	08/22/13		1,456,342.12	1,456,342.12	1,490,665.97	0.375
			<u>2,335,943.88</u>			
<u>Information Systems</u>						
Illinois Funds	02/01/98		79,834.55			2.397
Citibank SDA	11/07/08		114,388.55			
CD with PMA			482,721.06	482,721.06	495,401.10	
			<u>676,944.16</u>			
<u>EDA Special Tax Alloc.</u>						
Citibank SDA	11/07/08		7,277,777.05			
Chase Money Market	03/14/19		5,274,791.95			
			<u>12,552,569.00</u>			
<u>Roselle Road TIF</u>						
Illinois Funds	09/30/03		7,495.93			2.397
Citibank SDA	11/07/08		113,927.62			1.500
			<u>121,423.55</u>			
<u>Barr./Higgins TIF</u>						
Illinois Funds	08/26/91		211,414.88			2.397
Total Investments			<u>\$ 60,857,158.36</u>			
Total Invested Per Institution				Percent Invested		
Illinois Funds			8,955,267.73	14.72		
IMET Convenience Fund			2,826.28	0.00		
Chase Money Market			15,603,524.57	25.64		
CD with PMA			21,582,625.69	35.46		
Citibank at PMA			14,712,914.09	24.18		
			<u>\$60,857,158.36</u>	100.00		

STATEMENT OF INVESTMENTS-VILLAGE
As of July 31, 2019

Fund	Investment Date	Maturity Date	Book Value	Market Value	Maturity Value	Rate of Interest
Total Invested Per Institution Excluding all Trust and EDA Funds				Percent Invested		
Illinois Funds			7,895,855.79	16.80		
IMET			2,826.28	0.01		
Chase Money Market			10,328,732.62	21.97		
CD with PMA			21,582,625.69	45.91		
Citibank at PMA			7,195,813.97	15.31		
			\$47,005,854.35	100.00		
Total Invested Per Fund						
Total Investments - Operating Funds					\$46,576,379.03	
Total Investments - Debt Service Funds					\$305,425.86	
Total Investments - Trust Funds					\$0.00	
Total Investments - Capital Projects Funds					\$13,975,353.47	
Total Investments - All Funds					\$60,857,158.36	

PMA CERTIFICATE OF DEPOSITS

July 31, 2019

	Settlement	Maturity	Cost	Interest Rate
GENERAL FUND				
Bank of China, NY	09/27/18	09/26/19	1,750,000.00	2.520%
Citibank	11/01/18	10/31/19	3,135,182.65	2.050%
Associated Bank, NA (N)	03/07/19	12/02/19	245,500.00	2.430%
Bank OZK	03/07/19	12/02/19	245,500.00	2.464%
Brookline Bank	03/07/19	12/02/19	245,400.00	2.472%
Farmers Exchange Bank	03/07/19	12/02/19	245,400.00	2.497%
First Internet Bank of Indiana	03/07/19	12/02/19	245,500.00	2.423%
Bank 7 (CDARS)	03/21/19	03/19/20	2,310,476.29	2.634%
Granite Community Bank/First NB of Cold Spring	06/25/19	06/24/20	244,800.00	2.100%
Financial Federal Bank	06/25/19	06/24/20	244,400.00	2.250%
Bank 7	06/25/19	06/24/20	244,200.00	2.327%
Premier Bank	06/25/19	06/24/20	244,400.00	2.249%
Servisfirst Bank	06/25/19	06/24/20	22,200.00	2.330%
Pacific Western Bank	07/25/19	04/20/20	246,200.00	2.070%
First National Bank/The First, NA	07/25/19	04/20/20	246,400.00	1.960%
East Boston Savings Bank	07/25/19	04/20/20	246,400.00	1.940%
Southside Bank	07/25/19	04/20/20	246,500.00	1.910%
Great Midwest Bank	07/25/19	04/20/20	246,500.00	1.890%
Merrick Bank	07/25/19	04/20/20	246,500.00	1.880%
Crystal Lake B&TC, NA - Wintrust	07/25/19	04/20/20	246,600.00	1.840%
Hinsdale B&TC, NA - Wintrust	07/25/19	04/20/20	246,600.00	1.840%
Village Bank & Trust - Wintrust	07/25/19	04/20/20	246,600.00	1.840%
Wheaton Bank & Trust - Wintrust	07/25/19	04/20/20	246,600.00	1.840%
Wintrust Bank	07/25/19	04/20/20	246,600.00	1.840%
Veritex Community Bank/Green Bank	07/25/19	04/20/20	246,600.00	1.840%
GENERAL FUND TOTALS:			\$ 12,381,058.94	
HOFFMAN BLVD BRIDGE FUND				
Orrstown Bank	03/07/19	12/02/19	245,500.00	2.450%
HOFFMAN BLVD BRIDGE TOTALS:			\$ 245,500.00	
WESTERN CORRIDOR FUND				
Bank of China, NY	09/27/18	09/26/19	250,000.00	2.520%
Preferred Bank	03/07/19	12/02/19	245,400.00	2.472%
TBK BANK, SSB/The National Bank	03/07/19	12/02/19	245,600.00	2.400%
Bank of China	05/21/19	05/21/20	243,400.00	2.638%
Moderrn Bank, National Association	05/21/19	05/21/20	244,100.00	2.370%
Rockford B&TC	05/21/19	05/21/20	244,000.00	2.393%
Texas Capital Bank	05/21/19	05/21/20	243,900.00	2.433%
Servisfirst Bank	06/25/19	06/24/20	222,000.00	2.330%
Allegiance Bank Texas	06/25/19	06/24/20	244,400.00	2.239%
Newbank, NA	06/25/19	06/24/20	244,200.00	2.339%
Sonabank	06/25/19	06/24/20	243,500.00	2.589%
WESTERN CORRIDOR TOTALS:			\$ 2,670,500.00	\$ 0.27
ROAD IMPROVEMENT FUND				
Bank 7 (CDARS)	03/21/19	03/19/20	241,360.53	2.634%
ROAD IMPROVEMENT TOTALS:			\$ 241,360.53	

PMA CERTIFICATE OF DEPOSITS

July 31, 2019

	Settlement	Maturity	Cost	Interest Rate
WATER & SEWER FUND				
Citibank	11/01/18	10/31/19	467,513.04	2.050%
WATER & SEWER TOTALS:			\$ 467,513.04	
INSURANCE FUND				
Third Coast Bank, SSB	03/07/19	12/02/19	245,600.00	2.414%
Western Alliance Bank/Torrey Pines Bank	03/07/19	12/02/19	245,300.00	2.523%
Bank 7 (CDARS)	03/21/19	03/19/20	965,442.12	2.634%
INSURANCE TOTALS			\$ 1,456,342.12	
INFORMATION SYSTEM FUND				
Bank 7 (CDARS)	03/21/19	03/19/20	482,721.06	2.634%
INFORMATION SYSTEM TOTALS:			\$ 482,721.06	
2017 BOND PROCEEDS FUND				
CIBC Bank USA/ Private Bank-MI	09/13/17	12/02/19	240,700.00	1.675%
United Bank	09/13/17	12/02/19	876,930.00	1.362%
United Bank	09/13/17	08/01/19	1,120,000.00	1.339%
Associated Bank, NA - C	04/01/19	12/16/19	1,400,000.00	2.420%
2017 BOND PROCEEDS TOTALS:			\$ 3,637,630.00	
			TOTAL: \$	21,582,626

OPERATING REPORT SUMMARY

REVENUES

July 31, 2019

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>% ACTUAL TO BUDGET</u>	<u>BENCH-MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
General Fund							
Property Taxes	3,000,000	2,013,972	13,164,510	13,053,200	16,364,510	79.8%	
Hotel Tax	102,917	157,865	720,417	720,360	1,235,000	58.3%	
Real Estate Transfer Tax	70,833	137,205	495,833	1,350,284	850,000	158.9%	
Home Rule Sales Tax	316,667	251,842	2,216,667	1,963,796	3,800,000	51.7%	
Telecommunications Tax	126,500	112,703	885,500	806,863	1,518,000	53.2%	
Property Tax - Fire	283,565	648,013	1,984,955	2,417,598	3,402,780	71.0%	
Property Tax - Police	318,173	791,680	2,227,208	2,716,327	3,818,070	71.1%	
Other Taxes	86,307	286,430	604,147	924,054	1,035,680	89.2%	
Total Taxes	4,304,961	4,399,710	22,299,236	23,952,483	32,024,040	74.8%	
Business Licenses	20,000	24,690	270,000	314,003	340,000	92.4%	
Liquor Licenses	-	2,455	262,500	282,922	262,500	107.8%	
Building Permits	66,667	120,998	466,667	731,579	800,000	91.4%	
Other Licenses & Permits	1,208	222	8,458	1,959	14,500	13.5%	
Total Licenses & Permits	87,875	148,364	1,007,625	1,330,463	1,417,000	93.9%	
Sales Tax	675,000	662,407	4,725,000	4,440,627	8,100,000	54.8%	
Local Use Tax	127,500	134,859	892,500	994,271	1,530,000	65.0%	
State Income Tax	412,500	486,704	2,887,500	3,615,741	4,950,000	73.0%	
Replacement Tax	20,058	44,934	140,408	228,447	240,700	94.9%	
Other Intergovernmental	38,374	93,378	268,619	321,148	460,490	69.7%	
Total Intergovernmental	1,273,433	1,422,281	8,914,028	9,600,234	15,281,190	62.8%	
Engineering Fees	16,667	3,747	116,667	41,254	200,000	20.6%	
Ambulance Fees	129,167	169,954	904,167	1,011,770	1,550,000	65.3%	
Police Hireback	35,417	7,446	247,917	267,771	425,000	63.0%	
Lease Payments	63,163	59,011	442,138	388,036	757,950	51.2%	
Cable TV Fees	50,000	44,410	470,000	442,187	840,000	52.6%	
4th of July Proceeds	48,298	48,298	105,091	105,091	83,900	125.3%	
Employee Payments	100,000	119,928	700,000	821,294	1,200,000	68.4%	
Hireback - Arena	15,875	18,526	111,125	192,426	190,500	101.0%	
Rental Inspection Fees	-	2,350	150,000	242,348	300,000	80.8%	
Other Charges for Services	72,458	72,038	507,208	541,492	869,500	62.3%	
Total Charges for Services	531,044	545,708	3,754,312	4,053,667	6,416,850	63.2%	
Court Fines-County	16,667	22,197	116,667	86,581	200,000	43.3%	
Ticket Fines-Village	37,550	27,349	262,850	239,909	450,600	53.2%	
Overweight Truck Fines	500	1,090	3,500	3,160	6,000	52.7%	
Red Light Camera Revenue	56,667	72,494	396,667	315,981	680,000	46.5%	
Local Debt Recovery	10,000	38,947	70,000	161,329	120,000	134.4%	
Total Fines & Forfeits	121,383	162,077	849,683	806,960	1,456,600	55.4%	
Total Investment Earnings	20,833	52,442	145,833	352,256	250,000	140.9%	
Reimburse/Recoveries	22,500	244,685	157,500	344,987	270,000	127.8%	
S.Barrington Fuel Reimbursement	2,500	2,865	17,500	20,835	30,000	69.5%	
Shaumburg Twn Fuel Reimbursement	-	3,526	-	22,358	-	N/A	
Tollway Payments	833	950	5,833	8,900	10,000	89.0%	
Other Miscellaneous	20,550	40,292	143,850	193,154	246,600	78.3%	
Total Miscellaneous	46,383	292,318	324,683	590,234	556,600	106.0%	
Total Operating Transfers In	5,742	15,650	40,192	126,986	68,900	184.3%	
Total General Fund	6,391,654	7,038,551	37,335,592	40,813,283	57,471,180	71.0%	58.3%

OPERATING REPORT SUMMARY
REVENUES
July 31, 2019

	CURRENT MONTH		YEAR-TO-DATE		ANNUAL BUDGET	% ACTUAL TO BUDGET	BENCH-MARK
	BUDGET	ACTUAL	BUDGET	ACTUAL			
Water & Sewer Fund							
Water Sales	1,570,942	1,587,131	10,996,592	10,323,495	18,851,300	54.8%	
Connection Fees	4,167	6,600	29,167	59,825	50,000	119.7%	
Cross Connection Fees	3,167	3,213	22,167	22,568	38,000	59.4%	
Penalties	6,667	11,038	46,667	70,426	80,000	88.0%	
Investment Earnings	1,667	16,775	11,667	86,481	20,000	432.4%	
Other Revenue Sources	9,292	8,735	65,042	90,500	111,500	81.2%	
Capital Projects	-	-	-	23,549	4,452,500	0.5%	
Total Water Fund	1,595,900	1,633,492	11,171,300	10,676,844	23,603,300	45.2%	58.3%
Motor Fuel Tax Fund	113,208	96,267	792,458	743,409	1,358,500	54.7%	
Community Dev. Block Grant Fund	21,958	-	153,708	5,923	263,500	2.2%	
Asset Seizure Fund	63	468	438	416,790	750	55572.0%	
Municipal Waste System Fund	245,296	236,160	1,717,071	1,733,979	2,943,550	58.9%	
Sears Centre Operating Fund	283,468	270,637	1,984,278	1,987,808	3,401,620	58.4%	
Sears Centre Activity Fund	706,733	1,029,057	4,947,133	4,611,845	8,480,800	54.4%	
Stormwater Management	51,333	51,833	359,333	362,849	616,000	58.9%	
Insurance Fund	145,246	162,818	1,016,721	803,100	1,742,950	46.1%	
Roselle Road TIF	16,750	37,413	117,250	205,064	201,000	102.0%	
Barrington/Higgins TIF	50,478	248,776	353,348	506,907	605,740	83.7%	
Higgins/Hassell TIF	8,253	32,054	57,773	235,850	99,040	238.1%	
Information Systems	156,849	166,358	1,097,944	1,112,061	1,882,190	59.1%	
Total Spec Rev. & Int. Svc. Fund	1,799,637	2,331,839	12,597,457	12,725,585	21,595,640	58.9%	
TOTAL OPERATING FUNDS	9,787,191	11,003,883	61,104,348	64,215,713	102,670,120	62.5%	58.3%
Sears EDA Gen Account	-	-	-	2,508,660	-	N/A	
2015A & C.G.O. Debt Service	600,725	600,725	1,419,106	1,419,106	3,452,500	41.1%	
2015B G.O. Debt Service	-	-	16,900	16,900	124,300	0.0%	
2016 G.O. Debt Service	77,942	77,942	311,919	311,919	435,800	0.0%	
2017A & B G.O. Debt Service	-	-	54,875	54,875	180,750	0.0%	
2018 G.O. Debt Service	312,853	312,853	1,286,404	1,286,404	2,748,700	0.0%	
TOTAL DEBT SERV. FUNDS	991,520	991,520	3,089,204	5,597,864	6,942,050	80.6%	58.3%
Central Rd. Corridor Fund	6,333	44	44,333	350	76,000	0.5%	
Hoffman Blvd Bridge Maintenance	167	553	1,167	3,535	2,000	176.7%	
Western Corridor Fund	833	11,407	5,833	97,648	10,000	976.5%	
Traffic Improvement Fund	33	-	233	-	400	0.0%	
Prairie Stone Capital Fund	833	5,783	5,833	933,379	10,000	9333.8%	
Central Area Rd. Impr. Imp. Fee	-	44	-	469	-	0.0%	
Western Area Traffic Impr.	-	9	-	94	-	N/A	
Western Area Traffic Impr. Impact Fee	-	19	-	172	-	0.0%	
Capital Improvements Fund	168,929	34,554	1,182,504	1,270,996	2,027,150	62.7%	
Capital Vehicle & Equipment Fund	129,363	201,152	905,543	807,539	1,552,360	52.0%	
Capital Replacement Fund	667	765	4,667	5,976	8,000	74.7%	
Road Improvement Fund	533,939	458,854	3,737,574	3,230,131	6,407,270	50.4%	
TOTAL CAP. PROJECT FUNDS	841,098	713,186	5,887,688	6,350,289	10,093,180	62.9%	58.3%
Police Pension Fund	463,623	4,276,308	3,245,358	10,508,329	5,563,470	188.9%	
Fire Pension Fund	464,432	4,607,471	3,251,022	13,435,567	5,573,180	241.1%	
TOTAL TRUST FUNDS	928,054	8,883,779	6,496,379	23,943,896	11,136,650	215.0%	58.3%
TOTAL ALL FUNDS	12,547,864	21,592,367	76,577,620	100,107,762	130,842,000	76.5%	58.3%

OPERATING REPORT SUMMARY
EXPENDITURES
July 31, 2019

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>%</u>	<u>BENCH-MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
General Fund							
General Admin.							
Legislative	30,747	26,340	215,227	213,075	368,960	57.8%	
Administration	54,037	50,433	378,257	378,945	648,440	58.4%	
Legal	43,947	36,399	307,627	255,997	527,360	48.5%	
Finance	90,174	82,258	631,219	602,473	1,082,090	55.7%	
Village Clerk	17,973	16,046	125,808	119,002	215,670	55.2%	
Human Resource Mgmt	45,166	42,533	316,161	283,073	541,990	52.2%	
Communications	20,825	32,935	145,775	148,108	249,900	59.3%	
Cable TV	17,627	20,571	123,387	118,847	211,520	56.2%	
Emergency Operations	6,582	5,474	46,072	45,091	78,980	57.1%	
Total General Admin.	327,076	312,990	2,289,531	2,164,612	3,924,910	55.2%	58.3%
Police Department							
Administration	132,708	151,201	928,958	937,569	1,592,500	58.9%	
Juvenile Investigations	47,303	56,946	331,118	325,452	567,630	57.3%	
Tactical	83,468	108,923	584,273	571,307	1,001,610	57.0%	
Patrol and Response	917,851	1,181,626	6,424,956	6,381,325	11,014,210	57.9%	
Traffic	105,900	127,986	741,300	606,181	1,270,800	47.7%	
Investigations	118,001	143,890	826,006	851,369	1,416,010	60.1%	
Community Relations	1,131	885	7,916	4,220	13,570	31.1%	
Communications	62,676	58,678	438,731	469,427	752,110	62.4%	
Canine	15,771	19,384	110,396	108,209	189,250	57.2%	
Special Services	16,565	24,204	115,955	277,906	198,780	139.8%	
Records	26,442	21,913	185,092	170,392	317,300	53.7%	
Administrative Services	77,593	75,889	543,148	477,778	931,110	51.3%	
Total Police	1,605,407	1,971,524	11,237,847	11,181,136	19,264,880	58.0%	58.3%
Fire Department							
Administration	90,808	101,173	635,658	629,798	1,089,700	57.8%	
Public Education	3,984	4,077	27,889	17,649	47,810	36.9%	
Suppression	711,221	916,524	4,978,546	5,173,967	8,534,650	60.6%	
Emer. Med. Serv	645,781	820,154	4,520,466	4,752,784	7,749,370	61.3%	
Prevention	49,703	88,757	347,918	370,692	596,430	62.2%	
Fire Stations	3,575	1,300	25,025	23,462	42,900	54.7%	
Total Fire	1,505,072	1,931,983	10,535,502	10,968,352	18,060,860	60.7%	58.3%
Public Works Department							
Administration	29,725	33,786	208,075	199,373	356,700	55.9%	
Snow/Ice Control	153,459	95,257	1,074,214	1,305,058	1,841,510	70.9%	
Pavement Maintenance	43,301	51,765	303,106	237,417	519,610	45.7%	
Forestry	95,268	116,015	666,873	573,435	1,143,210	50.2%	
Facilities	96,371	97,750	674,596	641,338	1,156,450	55.5%	
Fleet Services	107,473	82,504	752,308	664,957	1,289,670	51.6%	
F.A.S.T.	16,266	51,306	113,861	104,953	195,190	53.8%	
Storm Sewers	13,466	14,725	94,261	81,640	161,590	50.5%	
Traffic Control	65,429	51,294	458,004	374,033	785,150	47.6%	
Total Public Works	620,757	594,402	4,345,297	4,182,204	7,449,080	56.1%	58.3%

OPERATING REPORT SUMMARY
EXPENDITURES
July 31, 2019

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>%</u>	<u>BENCH-MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
Development Services							
Administration	33,697	31,126	235,877	234,944	404,360	58.1%	
Planning	45,850	31,636	320,950	281,915	550,200	51.2%	
Code Enforcement	123,715	117,385	866,005	817,297	1,484,580	55.1%	
Transportation & Engineering	117,665	128,874	823,655	813,413	1,411,980	57.6%	
Economic Development	126,544	164,495	885,809	283,163	1,518,530	18.6%	
Total Development Services	447,471	473,516	3,132,296	2,430,731	5,369,650	45.3%	58.3%
Health & Human Services	61,471	55,523	430,296	405,760	737,650	55.0%	58.3%
Miscellaneous							
4th of July	52,612	52,612	90,937	90,937	121,500	74.8%	
Police & Fire Comm.	8,706	-	60,941	10,957	104,470	10.5%	
Misc. Boards & Comm.	21,558	12,113	150,903	84,898	258,690	32.8%	
Misc. Public Improvements	269,712	220,155	1,887,982	1,322,665	3,236,540	40.9%	
Total Miscellaneous	352,587	284,880	2,190,762	1,509,457	3,721,200	40.6%	58.3%
Total General Fund	4,919,840	5,624,818	34,161,530	32,842,252	58,528,230	56.1%	58.3%
Water & Sewer Fund							
Water Department	1,103,258	1,079,357	7,722,803	7,308,764	13,239,090	55.2%	
Sewer Department	183,646	178,415	1,285,521	1,178,127	2,203,750	53.5%	
Billing Division	70,617	75,140	494,317	471,784	847,400	55.7%	
Capital Projects Division	-	-	107,778	107,778	3,035,680	3.6%	
2015 Bond Capital Projects	3,886	3,886	128,419	128,419	424,800	30.2%	
2017 Bond Capital Projects	281,237	281,237	826,323	826,323	2,507,120	33.0%	
2018 Bond Capital Projects	-	-	-	-	247,640	0.0%	
Total Water & Sewer	1,642,643	1,618,036	10,565,160	10,145,014	22,505,480	45.1%	58.3%
Motor Fuel Tax	120,833	120,833	878,231	878,231	2,135,000	41.1%	
Community Dev. Block Grant Fund	-	-	14,364	14,364	263,500	5.5%	
Asset Seizure Fund	15,252	18,947	106,762	151,732	183,020	82.9%	
Municipal Waste System	256,567	256,282	1,795,967	1,590,278	3,078,800	51.7%	
Sears Centre Operating Fund	295,626	43,769	2,069,381	986,466	3,547,510	27.8%	
Sears Centre Activity Fund	706,733	867,447	4,947,133	4,460,633	8,480,800	52.6%	
Stormwater Management	61,254	61,140	428,779	143,725	735,050	19.6%	
Insurance	145,748	106,857	1,020,238	1,394,641	1,748,980	79.7%	
Information Systems	169,349	89,903	1,185,444	996,683	2,032,190	49.0%	
Roselle Road TIF	76,273	3,425	533,908	3,564	915,270	0.4%	
Barrington/Higgins TIF	50,478	254,283	353,348	556,981	605,740	0.0%	
Higgins/Hassell TIF	432	3,425	3,022	3,636	5,180	70.2%	
TOTAL OPERATING FUNDS	8,461,028	9,069,165	58,063,266	54,168,199	104,764,750	51.7%	58.3%
Sears EDA General Account	-	-	-	2,508,660	-	N/A	
2015A G.O. Debt Service	-	-	813,756	813,756	3,453,520	23.6%	
2015 G.O. Debt Service	-	-	16,900	16,900	124,300	13.6%	
2016 G.O. Debt Service	-	-	168,375	168,375	436,300	38.6%	
2017A & B G.O. Debt Service	-	-	54,875	54,875	180,750	30.4%	
2018 G.O. Debt Service	-	-	-	689,100	2,748,700	0.0%	
TOTAL DEBT SERV. FUNDS	-	-	1,053,906	4,251,666	6,943,570	61.2%	58.3%

OPERATING REPORT SUMMARY
EXPENDITURES
July 31, 2019

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>%</u>	<u>BENCH-MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
Central Road Corridor Improvement	6,250	(37,500)	43,750	-	75,000	0.0%	
Western Corridor Fund	-	4,583	-	32,081	55,000	58.3%	
Hoffman Blvd Bridge Maintenance	-	-	-	35,460	-	N/A	
Prairie Stone Capital Fund	66,875	18,576	468,125	97,218	802,500	12.1%	
Capital Improvements Fund	181,333	146,137	1,269,333	925,305	2,176,000	42.5%	
Capital Vehicle & Equipment Fund	143,822	1,572	1,006,752	174,536	1,725,860	10.1%	
Capital Replacement Fund	25,000	25,000	175,000	175,000	300,000	58.3%	
Road Improvement Fund	561,023	684,932	3,927,158	1,209,959	6,732,270	18.0%	
TOTAL CAP. PROJECT FUNDS	984,303	843,300	6,890,118	2,649,559	11,866,630	22.3%	58.3%
Police Pension Fund	521,315	551,201	3,649,205	4,031,035	6,255,780	64.4%	
Fire Pension Fund	475,513	495,028	3,328,593	3,429,489	5,706,160	60.1%	
TOTAL TRUST FUNDS	996,828	1,046,229	6,977,798	7,460,524	11,961,940	62.4%	58.3%
TOTAL ALL FUNDS	10,442,159	10,958,694	72,985,087	68,529,949	135,536,890	50.6%	58.3%



Village of Hoffman Estates Information Systems Department

2019 JULY MONTHLY REPORT

Contents

<i>Training</i>	4
<i>Meetings</i>	4
<i>Geographic Information System Review</i>	5
<i>Training</i>	6
<i>Meetings</i>	6
<i>Technical Support, Hardware & Software Review</i>	7
<i>Meetings</i>	8
<i>Training</i>	8
<i>Director Summary</i>	9
<i>Total Work Orders by Priority by Month</i>	10
<i>Completed Work Orders by Location</i>	11
<i>Work Order Trends by Type</i>	12
<i>Printer Usage</i>	12
<i>System and Data Functions</i>	13
<i>Sentinel IPS Attack Report</i>	13
<i>Clicks by day</i>	14
<i>Email Spam Report</i>	15

CentralSquare Technologies/GovQA Monthly Review

March Synopsis

- We worked out the final details of our Community Development (formerly TRAKiT) implementation and the contract documents for final approval by the Board. At this point, we are planning on kicking off this project in the third quarter of 2019, if everything goes as expected.
- Began exploring the products available in the new Human Capital Management suite that is being developed by CentralSquare and is being implemented now by Early Adopters. We were contacted as a possible Early Adopter, but after several discussions, we are not a good fit, but will watch the progress of its development to determine if and when we might look at this further.
- Reviewed open cases with CentralSquare cases and issues, particularly the changes we have requested in Employee Access Center for Open Enrollment that would provide us with more flexibility in setting up deductions. They are looking into possible long-term changes in the way we set up multiple deferred compensation plans. They will contact us as development progress is made.

CentralSquare/GovQA Support Cases

- Worked with Support to resolve issue with UB application not being available after the Mass Meter Exchange was installed in the Live Database.
- Provided CentralSquare with SQL script to update the deadline date to 10/06/2019 for rental inspections in Business Licensing.
- Retested and provided more details for case 00464918 – issue with incorrect values being returned when cancelling a leave request.
- UB staff was having issues when adding new customer accounts. They were getting a fatal error during the services being added and the accounts were missing all the meters and meter history. Contacted Support and they resolved the issue. The accounts needed to be closed and new ones opened.
- Open and closed case 01272800 that UB Payments were posted twice, the duplicate payments had to be manually adjusted.
- Open and Closed case 01271717 to have all the training database refreshed with 7/5/2019 data
- Open, tested and closed case 01275033 that a special character in the deduction code would cause an error, this has been fixed.
- Open and closed case 01268979 to removed three retired users

- Notified GovQA of error appearing in Chrome when using the original Search utility.
- Removed access for several terminated employees in CentralSquare and GovQA applications.

Work Orders

- Created SQL script to update RRL License Deadline date.
- Ran July BL/LQ/HB Penalties.
- Assisted Police staff with searching for Businesses to add to Miscellaneous Licensing for Liquor server certification.
- Added Code Enforcement Violation Code.
- Added locations for Fire Admin
- Added new job class code for Senior Project Manager
- Added new job class code for Temporary Cable TV Contract Specialist.
- Helped newly promoted Fire staff regain access to FinancePLUS.
- Assisted Finance Department on Requisition Issue, requisition was still in Needs Correction Status, it needed to be saved.
- Determined the cause of error during use of GovQA in Chrome as reported by PW staff.
- Several requests were made to help new Finance Department employee with Time Entry, but here issues were caused by her Payroll setup, which we can't fix.
- Assisted front counter on PIN Discrepancy and provided documentation to show that PIN in the location table is correct.
- Updated columns in Cognos Alarm Reconciliation Report, updated defined fields on services 703, 704, and 705, and discussed the excel file and how to reconcile the AB and UB information.
- Sat with Cathy on working through the Cognos Alarm Reconciliation Report in order to match up records in UB and AB
- Changed Violation Description on Tall Grass and Weeds
- Run GP Renewals for 2019
- Add location per front counter
- Worked through issue related to UB Payments being posted twice on 7/3
- Assisted user with password reset
- Split out 457 plan benefits, create a Benefit Group for dollar amount and a Benefit Group for percentage amount
- Verified training database were update with 7/5/2019 live backup
- Created a Cognos Inspection Letter for Fire Permits.
- Corrected missing Start and Stop Dates for Deductions changed before 2019.

Administration

- Prepared monthly report.
- Continued with project of cleaning up Pentamation/SunGard files.
- Processed Payroll for department employees on July 1st, July 5th, and July 29th.

Training

- Provided training in the use of GovQA in processing Cable TV questions and requests to new manager.

Meetings

- Biweekly meeting with IS Director on July 22nd.
- Attended monthly Staff Meeting
- Conference call with CentralSquare to discuss being an early adopter of HCM
- Discussed the upcoming install of Cognos 11.1 with CentralSquare staff via a conference call.
- Met with CentralSquare to discuss contract for Community Development (TRAKIT) implementation.
- Met with CentralSquare to meet new Project Manager.
- Met with Fire Admin to discuss inspections on Fire Permits and additional Fire Permits needed.
- Held a meeting Development Services to discuss aligning fees with VOHE ordinance, adding additional Fire Permits, as well as other possible permit types based on the VOHE ordinances and the impact on the upcoming implementation of TRAKIT.

Geographic Information System Review

July Synopsis

- *Ongoing Projects: Parcels* Several discrepancies were located within Huntington Plaza. The area was redigitized to account for a new tax boundary, a missing parcel, and boundary dimension errors. PINs were updated and the list of changes is being drafted for the business analysts. *Buildings* After receiving a request from Fire for building square footage and other building statistics, we initiated a plan to flesh out the building footprint data. For non-residential structures, we'll begin adding number of stories to improve total sq ft accuracy and adding an additional descriptor to distinguish between retail and offices amongst commercial structures. In July, we started by adding the total stories to our apartment/condo/townhome buildings, roughly 860 buildings.
- *Various Projects: Aerial* Followed up with NWCDs regarding the 2018 aerial. An aerial was provided by Pictometry as one file. This file was downloaded and saved to the GIS external drive. Another copy was cropped to our area of interest and imported into the raster database. A service was created and used to replace the 2017 aerial in the applicable maps. *Tutorial Videos* A GIS tutorial was created for Hydrants/ArcGIS Online showing the capabilities of the GIS dashboard. An additional video is in the works to show Hoffnet users how to customize webmaps. *Troubleshooting* General Government has received several emails through the website regarding an inability to access our GIS maps. IS staff found that a security certificate was out of date. A work order was opened to address the issue.

Work Orders

- Webmap Request: tree trimming 2010-2019 (PW)
- WebMap Request: add b-box popup (PW)
- Map Request: utilities at Lincoln Prairie School (DS-TE)
- Map Request: street light types (GG)
- Map Request: utilities at Governors & Higgins for WT (DS-TE)
- Map Request: Carnival layout (FD)
- Data Request: add stories to multi-family structures (GIS)
- Data Request: structure types & areas for report (FD)
- Data Request: ME Simpson valve edits (PW)
- Data Request: re-digitize municipal boundary (GIS)
- Data Request: process/import 2018 Cook County parcels to LGIM (GIS)

- Data Request: verify Stonegate zoning (GG)
- Data Request: utility shapefiles at Airdrie Estates for WT (DS-TE)
- Data Request: 2018 aerial processing, publishing & 2017 replacement (GIS)

Administration

- Manhard CAD inquiry for 2588 W Golf
- GIS employee efficiency reporting
- IE error for AGO web services, workaround with Chrome
- ArcGIS Online hydrant dashboard tutorial video via Camtasia
- Hoffman Plaza inquiry (update tax division boundary)
- SQL reconfigure server memory to allow aerial import via ESRI support

Training

- Modernizing Your Fire Department with ArcGIS Online *webinar* (7/8)

Meetings

- GIS-Dashboards w/ F. Besenhoffer (7/15)
- GIS-IS Biweekly (7/22)
- GIS Update w/ S. Diatte (7/5)

Project Activities

Project – Phone System Upgrade

- On July 16th, I.S. Staff with the team from Sentinel upgraded the ESXi platform to the newest acceptable release. Due to much slower upgrade times, the staff was forced to upgrade our backup call manager the next day. Both days the ESXi upgrade took about four hours and it was done with no impact on productivity or availability of the phones. On July 20th, the team performed Call Manager upgrade. This was done after hours with minimal impact on phone availability. This particular upgrade with firmware upgrades on the phones took about eight hours to complete. All upgrades were completed and phones system tested on July 20th. Final few tests were performed the following Monday with satisfactory results.

Project – BEAST Upgrade

- I.S. Staff with IT representatives from Porter Lee performed an in place system upgrade. This upgrade took us from version 2017 to the newest 2019. BEAST system is used by our Police Department for evidence management and storage.

Project – ENS Circuit

- I.S. Staff along with representatives from NWCD IT installed and configured new Edge Router for the current ENS circuit at our Fire Station 22. This router will help secure connection to the upcoming Motorola P1 CAD system.

Security and Other Updates

- I.S. Staff continues monitor and update Windows Servers with patches, updates and other security installations.
- I.S. Staff continues to update and monitor anti-virus system to ensure at most reliability and safety.
- I.S. Staff installed and started testing SharePoint for EOC application.
- I.S. Staff continues to monitor and adjust if necessary all of our backup jobs.
- I.S. Staff updated and reorganized our network documentation in order to reflect new changes.
- I.S. Staff installed local scanners in Development Service Department for use with Laserfiche system.

- I.S. Staff participated in setup and configuration of the equipment used by our Police Department for the Independence Day celebration. Our Mobile Camera trailer was deployed and used by the Police Department.

Meetings

- I.S. Staff meet with representatives from Sentinel to discuss Phone System Upgrade.
- I.S. Staff meet with representatives from NIU to discuss cloud storage.
- I.S. Staff meet with AT&T to discuss FirstNet solution.

Training

- I.S. Staff performed scanner and Laserfiche training.

Technical Support, Hardware & Software Activities

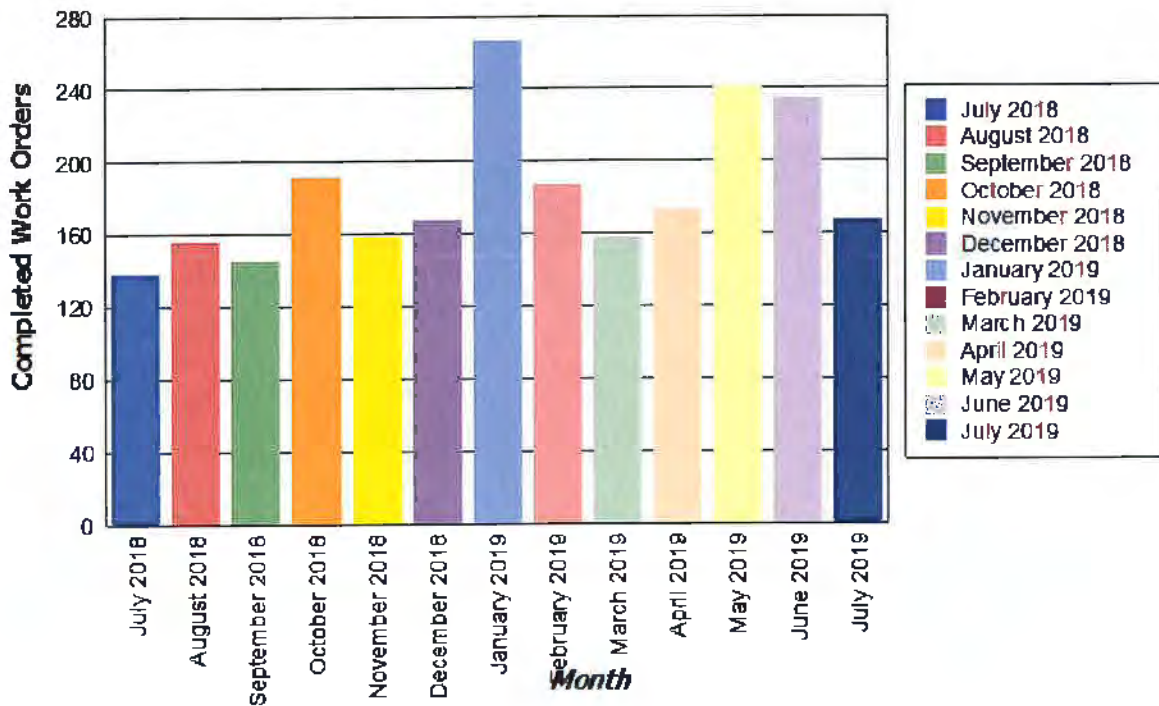
- Applied necessary software updates as needed.
- I.S. Staff deployed new spam and phishing campaign to all Village employees. This campaign and training started on July 1st.
- 180 help desk requests were opened during the month of July.
- 168 help desk requests were closed during the month of July.
- Self Service Password Resets or Account Unlocks: 5
- Email passwords reset: 1
- SunGard passwords reset: 0
- Voicemail passwords reset: 0
- User accounts unlocked: 5
- Active Directory Password Resets: 3

Director Summary

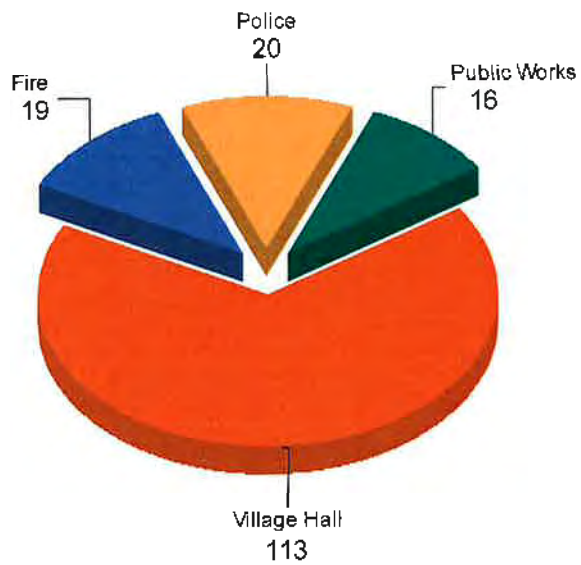
- Met with representatives from Central Square to discuss contractual obligations and status as well as pricing of the product.
- Discussed Government Cloud vs. Commercial Cloud with Microsoft representatives.
- EMCT meeting.
- Mid-Year budget walkthrough and CIB meeting
- Spoke with our Dell representative about VDI.
- Met with Sentinel Technologies representatives to discuss the telephone system project (design review).
- Met with A/C Poulos and ASO Toledo to discuss the Arbitrator order and installation logistics.
- Quarterly ETAC meeting
- Monthly MS-ISAC/EI-ISAC conference call.
- Attended a FirstNet demonstration at the Police Department.
- 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.
- Bi Weekly Management team and Committee agenda meetings.

Total Work Orders by Priority by Month

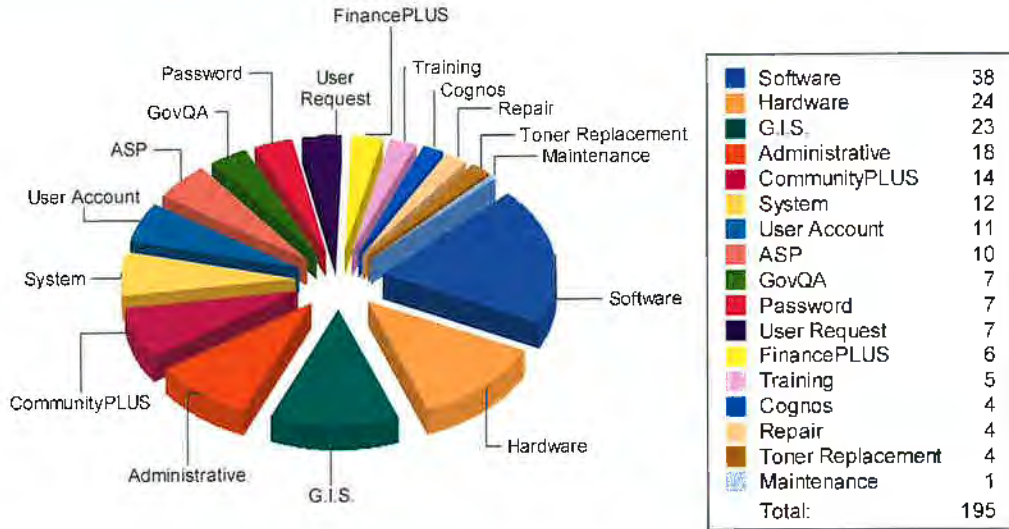
Month	July
1 - Normal	129
2 - High	3
3 - Urgent	3
Project	19
Scheduled Event	22
Vendor intervention required	4
Total for Month	180



Completed Work Orders by Location



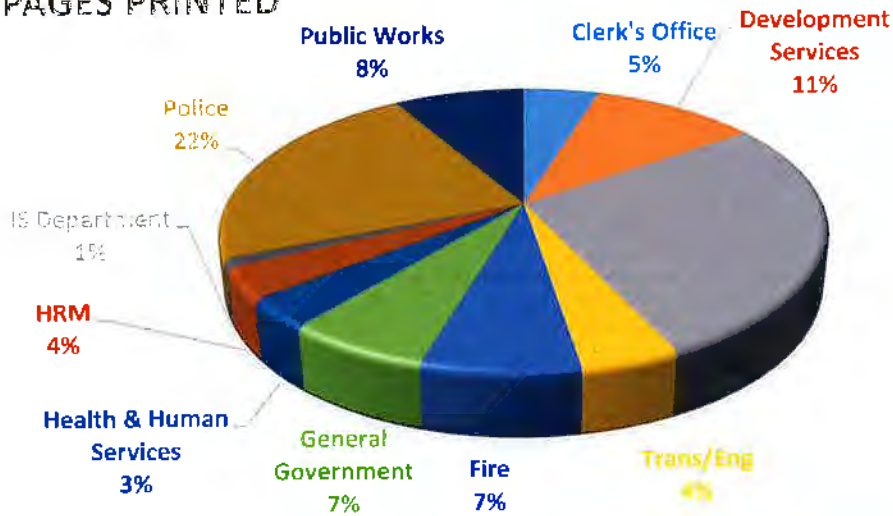
Work Order Trends by Type



Printer Usage

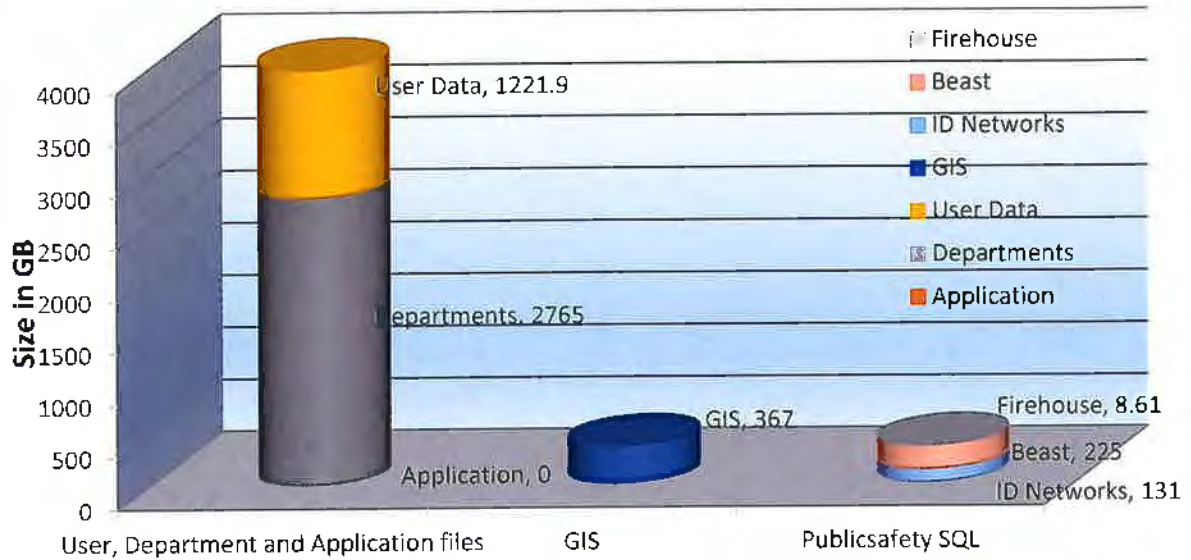
In the month of July there were 47970 pages printed across the village. The following graph breaks down printer usage by department.

PAGES PRINTED



System and Data Functions

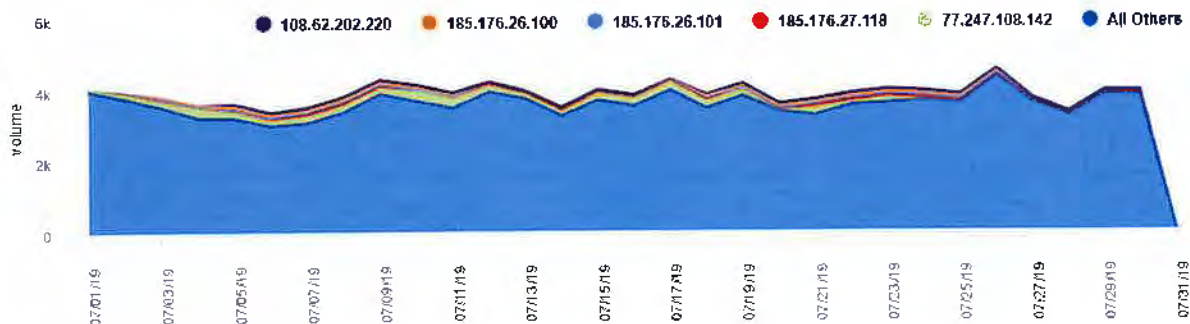
Disk Usage



Sentinel IPS Attack Report

External parties attacked the Village network 115961 times during the month of July

Attack Volume with 5 Most Active IP Addresses



Phishing Security Test Report

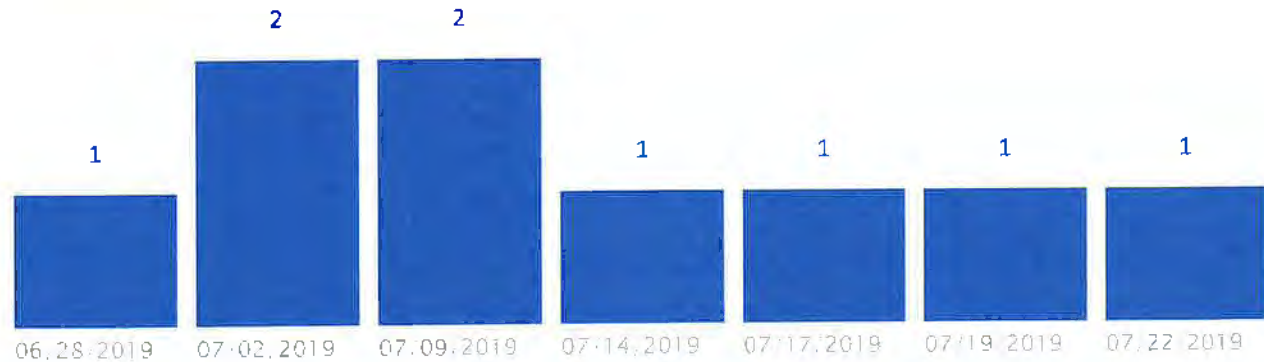
Campaign: Monthly Test

31 subscribers

Statistics [See report at https://training.knowbe4.com](https://training.knowbe4.com)



Clicks by day



Email Spam Report

Month	Email Received	Spam	Percent Spam
January	160,097	79,625	50%
February	160,829	74,276	46%
March	170,853	76,876	45%
April	173,671	76,461	44%
May	205,359	76,643	37%
June	166,712	90,812	54%
July	165,373	86,770	52%
August			0%
September			0%
October			0%
November			0%
December			0%
Total	1,202,894	561,463	47%



Fred Besenoffer, Director of Information Systems

VILLAGE OF HOFFMAN ESTATES

Memo

TO: Finance Committee
FROM: Mark Koplin, Assistant Village Manager-Development Services
RE: **OWNER'S REPRESENTATIVE MONTHLY REPORT
AUGUST 2019**
DATE: August 16, 2019

1. Received and reviewing Ticketing Proposals from Paciolan (current provider) and Ticketmaster (Chicago based ticketing company). Ben and I will present a recommendation at the August Finance Committee.
2. The Pepsi sponsorship agreement requires sales of a certain number of units of Pepsi products. We finally achieved that threshold and now are talking to both Pepsi and Coca Cola for a new sponsorship for "pouring rights" for soft drinks.
3. Continued coordination of the storage situation at old Fire Station 24.
4. Coordination with Public Works regarding the new western area storage building to be sited on the Sears Centre property.
5. Monitoring the Sears Holdings situation as it relates to the naming rights.
6. Coordination with Levy and SCA on 2019 Beer Garden operations and also for the Platzkonzert.
7. Meeting and follow-up with School District U-46 regarding graduations.
8. Discussions with Levy regarding potential I.T. upgrades.
9. Follow-up to the Spring Awakening Music Festival, including parking lot damage.
10. Discussions with Windy City Bulls regarding marketing for the new season.
11. Coordination with Facilities, Public Works Department, and SCA Building Engineer on ongoing maintenance of building systems.

12. Review of monthly financial reports and staffing/operational costs.
13. Conducted weekly meetings with Ben Gibbs to discuss bookings, holds, operational items, and event coordination.



Mark Koplin
Assistant Village Manager
Department of Development Services

Attachments

MAK/kr

cc: J. Norris
Ben Gibbs (Spectra)

Sears Centre Arena
General Manager Update
 August 2019

Event Highlights	Notes
August - Beer Garden August 17 - Special Olympics Truck Convoy August 23-25 - Apex Auto Event August 31 - AEW ALL OUT	
Finance Department	
General	Arena finished June financials. Ahead of budget by \$76,120
Monthly Financial Statement	Building Event Revenue YTD: \$1,349,967
	Building Sponsor/Other Revenue YTD: \$144,758
	Building Expenses YTD: \$1,343,512
	Building Income YTD: \$151,213 vs. YTD Budget \$75,093
Operations Department	
General	Event Prep for August events including beer garden event, parking lot events and a sold out AEW.
Positions to Fill	Ops Coordinator position (will not be filled at this time)
Third Party Providers	N/A
Village Support	Looking at replacing exterior doors prior to winter
Events Department	
General	N/A
Positions to Fill	Event Manager
Marketing Department	
General	Marketing beer garden events, November beer fest and upcoming Bulls season
Positions to Fill	N/A
Group Sales Department	
General	Group sales will be handled by a third party company.
Box Office Department	
General	Ticketing system RFP
Food & Beverage Department	
General	Beer garden and July events
Premium Seating Department	
General	N/A
Positions to Fill	N/A
Sponsorship Department	
General	Concentrating on unsold categories including insurance, hospitals and liquor
Monthly Financial Statement	Corporate Sales: \$55,756
	Suites Sales: \$31,594
General	
Capital Improvements/Repairs	Exterior door replacement

sears **Centre** **Arena**

POWERED BY SHOP YOUR WAY™

Event Announcement

What: *SHREYA GHOSHAL*

When:

Date	Start (incl. Load In)	End (incl. Load Out)	Event Start Time(s)
SAT SEP 14	8:00am	3:00AM (9/15/19)	LOAD IN: 8:00AM DOORS: 7:00PM EVENT START: 8:00PM EVENT END: 10:30PM BUILDING CLEAR: 10:59PM EVENT STAFF OUT: 10:59PM LOAD OUT DONE: 3:00AM (9/15/19)

Where: Sears Centre Arena

Tickets: Ticketed:
\$272, \$165, \$112, \$89, \$68, \$46

On Sale: *On Sale Wednesday, July 31 @ 10am*

Marketing: Website & Marquee

Parking: \$20

Levy: Concessions

SCA Event Mgr: TBD

Event Contact: Rafi Hussain, Cinestarz Entertainment
Cell: 630-235-9728; Email: megastarslive@hotmail.com
www.megastarslive.com

Notes: Indian concert. Tickets sold primarily through consignments through promoter.

ACCOUNTING USE ONLY: ___ Royalties Calculation ___ E-time Coding ___ Event Coding Sheet 7.5% Tax

sears **Centre** **Arena**

POWERED BY SHOP YOUR WAY®

Event Announcement

What: *RAHAT FATEH ALI KHAN*

When:

Date	Start (incl. Load In)	End (incl. Load Out)	Event Start Time(s)
FRI OCT 4	6:00am	3:00AM (10/05/19)	LOAD IN: 6:00AM DOORS: 7:00PM EVENT START: 8:00PM EVENT END: 11:30PM BUILDING CLEAR: 11:59PM EVENT STAFF OUT: 11:59PM LOAD OUT DONE: 3:00AM (10/05/19)

Where: Sears Centre Arena

Tickets: Ticketed:
\$99, \$79, \$59, \$35

On Sale: *On Sale Saturday, July 27 @ 10am*

Marketing: Website & Marquee

Parking: \$20

Levy: Concessions

SCA Event Mgr: TBD

Event Contact: Karl Karla
Cell: 847-767-6101, Business: 847-230-7977
sendlive2u@gmail.com
KARLKALRA9@GMAIL.COM
<http://live2u.org/>

Notes: Indian concert. Tickets sold primarily through consignments through promoter.

ACCOUNTING USE ONLY: ___ Royalties Calculation ___ E-time Coding ___ Event Coding Sheet 7.5% Tax