

**MINUTES  
COMMITTEE-OF-THE-WHOLE  
PRESIDENT AND BOARD OF TRUSTEES  
VILLAGE OF ARLINGTON HEIGHTS  
BOARD ROOM  
MONDAY, MAY 22, 2017 7:30 P.M.**

BOARD MEMBERS PRESENT: President Hayes; Trustees: Tinaglia, Glasgow, LaBedz, Sidor and Baldino

BOARD MEMBERS ABSENT: Trustees Rosenberg, Scaletta and Blackwood

STAFF MEMBERS PRESENT: Randy Recklaus, Village Manager; Diana Mikula, Assistant Village Manager; Nancy Kluz, Community Relations Coordinator; Robert Taraszka, IT Manager; James McCalister, Health & Human Services Director; Karen Hansen, Senior Center Manager; Mary Sterrenberg, Supervising Nurse; Steven Touloumis, Building Services Director; Scott Shirley, Public Works Director; Chris Papierniak, Public Works Assistant Director; Jeff Musinski, Superintendent of Utilities; Steve Mullany, Services Coordinator; Chester Gorecki, Management Analyst; Kim Peterson, Recording Secretary

**SUBJECTS:**

- A. Departmental Status Reports – Integrated Services
- B. Departmental Status Reports – Health & Human Services
- C. Departmental Status Reports – Building
- D. Departmental Status Reports – Public Works

Other Business

Adjournment

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Mayor Hayes called the meeting to order at 7:30 PM. The Pledge of Allegiance was recited.

**A. Departmental Status Reports – Integrated Services**

Assistant Village Manager, Diana Mikula, provided a brief overview of the Integrated Services Department and highlighted some of their accomplishments over the last year, as well as what they are working on moving forward. Ms. Mikula introduced two Integrated Services Department staff members who have joined her this

evening, Nancy Kluz, Community Relations Coordinator and Robert Taraszka, IT Manager. In June of 2015, the Integrated Services Department (ISD) was formed. The Integrated Services Department has 11 staff members, including the Manager's Office Administrative Staff, Community Relations and the IT Department. Their goal is to exercise administrative and operational oversight over all departments to help improve the quality and value of services that are offered to not only the residents, but to the employees as well.

ISD has three primary focus areas: Utilization of Information Technology, Community and Public Relations and Customer Service. Ms. Mikula discussed the organizational structure of ISD, noting the two work units, the Village Manager's Administrative Staff, which is comprised of five employees, and the IT Division, which is comprised of six employees. The Manager's Office has three work units that provide the following municipal functions: Administration, Legislative Support and Communications. The IT Division performs the following services: Enterprise Computing Services, Application Services, GIS Services, Network and Wi-Fi maintenance and project management and technical consulting.

Ms. Mikula referred to the Workload and Performance Data Chart she provided, specifically noting how the Administrative Unit has experienced a significant increase in both the Conference Rooms Used by Outside Groups and the Civic Event Signs Posts. In the Legislative Unit, Ms. Mikula discussed the ongoing activity with the members of the Village Boards & Commissions, as well as the reduction in Village Board Meetings and increase in Committee of the Whole Meetings. In the Communications Unit, Ms. Mikula discussed the consistent activity on the Village's website, noting the increase in Public Inquiries, as well as Postings. The number of the Sounds of Summer concerts has also increased to 16 this year. In regards to our social media followers, there has been a significant increase in the number of our Village Facebook, Discover Facebook and Village Twitter followers. The Village participates in approximately 20 Social Media Engagements (Facebook & Twitter) per month. The IT Division supports the Village's eight locations and experienced an increase in the number of support calls from 2015, with a total of 1833 calls received, to 2016, with a total of 1980 calls received. In May 2016, the IT Division had the highest number of support calls, totaling 200. This is a very high number of support calls with such a small unit, according to Ms. Mikula. The GIS is a huge system to maintain, which involves the collaboration of other Departments.

The Village Manager's Office accomplished some key initiatives in 2016, which Ms. Mikula highlighted. The motto "One Village Voice, which encourages Village employees to communicate in a clear, consistent and courteous matter, was introduced and various efforts were made to strengthen this motto; the creation of an e-newsletter called "Bits & Bytes"; and the implementation of a new website, which is taking longer than expected. This will be an entirely new website and one that is citizen-centric focused, instead of department focused, like the current website. The expected launch date is in late June. Another key accomplishment for 2016 focuses on our social media expectations, whereby anyone who messages the Village via social media, will receive an automatic response letting them know that their message was received, and that someone will follow-up with them. The ISD

has also worked collaboratively with other Departments and featured three online surveys on the Village's social media platforms as a tool to gather feedback and input from the public. A new staff workgroup was created called the Downtown Events Group. This interdepartmental workgroup is working to create new, recurring events in the Downtown area. ISD also created two new liquor classifications, including Class K and Class L. The Dryden Place Apartment Workgroup, which is an interdepartmental work group consisting of representatives from the Fire Department, Police Department, Health & Human Services and the Building Department, was created in an effort to improve conditions at the Dryden Place Apartments.

The IT Division accomplished several Key Initiatives despite the Department experiencing two vacancies. One major accomplishment was transitioning the Police Department to its temporary location. The IT Division provided leadership and technical expertise during the Police Department's transition to its temporary location. The IT Division has worked closely with the Police Department to ensure all necessary secure network connections were available at the temporary location and systems were migrated with minimal downtime. This project also involved preparing the current Police station for decommissioning. Village-wide systems located at the current Police station were relocated or replacement solutions were implemented, including relocating the fiber connection between Village Hall and Fire Station 1, relocating the communication connection to the Civic Event Sign and relocation of the communication connection to the Train Station. Other accomplishments included Employee Training in Technology and implementing Cyber Security software.

The Integrated Services Department is anticipating some challenges, including the continued building of the new website, which continues to be a very labor intensive project as it includes over 350 web pages, 223 navigation sections and 2,631 assets (PDF's, forms and reports), evaluating staffing needs and levels, streamlining business processes and addressing the downtown parking needs.

Some key initiatives now underway in the Integrated Services Department include the exploration of the Village's GIS needs and the possibility of joining an existing intergovernmental GIS consortium with other area communities, updating the Village's liquor codes, exploring the use of a Citizen Request Form, which allows Departments to receive electronic requests from the public and enhancing the SunGuard HTE reporting system to make it more user friendly.

The Integrated Services Department's new initiatives consist of implementing a new commuter mobile payment system, exploring whether an updated parking study is needed, exploring parking automation solutions, reintroducing a Village Newsletter online, partnering with Hersey High School's Graphics and Media Tech students, expand the use of the document management system, migrate the village email server to the Microsoft Government Cloud environment, assist Police and Fire with the implementation of a new CAD/Mobile/RMS software, upgrade Microsoft Office Applications, form an interdepartmental website user's group and expand employee training, communication and customer service.

Mayor Hayes commended Ms. Mikula for her comprehensive report and expressed how much he likes the "One Village Voice" motto and would like all village employees to be on the same page with this motto. Ms. Mikula discussed how the Integrated Services Department has used various methods to communicate this motto to all Village employees and will continue its efforts to further the message.

Trustee Tinaglia praised Ms. Mikula for her excellent report and thanked her for all of her hard work. Trustee Tinaglia believes the downtown parking situation needs to be re-evaluated, as the parking requirements have increased over the years. Trustee Tinaglia is concerned with the amount of parking space we provide to those commuting, as he would like to see more parking space dedicated to the downtown businesses and to those who are spending money patronizing said businesses. Ms. Mikula appreciates the suggestion and will certainly look into it. Trustee Tinaglia inquired about the Village Hall meeting rooms and who is allowed to use these rooms. Ms. Mikula advised that the only criteria for using these rooms is that the person or business must reside in Arlington Heights. Ms. Mikula gave some examples of the groups that meet in these rooms. Trustee Tinaglia is concerned with some of the groups that meet in these rooms; in particular, there are a couple of groups that meet often and who are in direct competition with the Arlington Heights Park District.

Trustee Glasgow is very pleased with the efforts Ms. Mikula and her staff have taken to improve the living conditions at the Dryden Apartments. Trustee Glasgow also inquired about the Friday packets and if there is some way they can receive them earlier, as he would like more time to review the information before the meeting. Mr. Recklaus acknowledges this dilemma and discussed the challenges associated with getting this information to the Board sooner. Mr. Recklaus will continue to look for a solution to this problem, which may involve sending out portions of the packet as they become available. Trustee Glasgow is pleased with what is being done with the website and commended Ms. Mikula for a job well done.

Trustee LaBedz is amazed with what the Integrated Services Department has accomplished with such a small staff. Trustee LaBedz is very excited about the impending collaboration with Hersey High School and likes the idea of all of these different groups using the various meeting rooms within Village Hall.

Trustee Sidor thanked Ms. Mikula for all of her efforts and inquired about the Customer Service Enhancement Initiative Ms. Mikula discussed during her presentation. Ms. Mikula explained the importance of providing excellent customer service and having all Village employees interact with the public, and each other, in a professional and courteous way. Trustee Sidor asked about our website and what is most often being looked at. Ms. Mikula deferred to Nancy Kluz who explained that the most popular page is the Home page, with the second most popular page being the Employment page. Other popular searches include the Staff Directory and the Forms & Documents page. Trustee Sidor asked about our cable channel being out for two days and what is being done to ensure this does not happen again. Ms.

Mikula acknowledged this issue and explained how old the existing equipment is and how she is looking to replace it. Trustee Sidor inquired about the surveys that are being conducted and how much data needs to be collected in order to make it valid. Mr. Recklaus explained that the purpose of these surveys is not really about the statistical information that is collected, but that they are really meant to illicit a response and engage the public. Trustee Sidor concurred with Trustee Tinaglia regarding the Downtown parking issues and discussed his willingness to sit on a committee, if one is formed, to address this dilemma. Lastly, Trustee Sidor asked about the new Village website and how all of the existing information is being entered. Ms. Mikula explained that it is a combination of cutting and pasting from the current website, as well as physically typing the information in. The Website Team that is responsible for this enormous project consists of Nancy Kluz, Chester Gorecki and Bev Davis.

Trustee Baldino thanked Ms. Mikula for her fine presentation and asked if the number of our social media followers is growing or remaining stagnant. Ms. Mikula believes we are seeing more engagement with the community, but would like to see more, which is why her Department is developing these new outreach initiatives.

## **B. Departmental Status Report – Health & Human Services**

Health & Human Services Director, James McCalister, provided a brief overview of Health & Human Services Department. Mr. McCalister began by first introducing two of his staff members that have joined him this evening, Karen Hansen, Senior Center Manager and Mary Sterrenberg, Supervising Nurse. Mr. McCalister explained how the Health & Human Services Department consists of the Health Department and the Senior Center. The Health & Human Services responds to the physical, environmental and social needs of the community, which is done through Environmental Health Services, Nursing Services, Social Services and Senior Services. The Health & Human Services exists to help protect the health and welfare of the residents, with much of their work being done behind the scenes.

The Environmental Health Practitioners are responsible for performing property maintenance inspections, temporary food event inspections, restaurant inspections, new construction inspections, swimming pool inspections and making sure the garbage gets collected.

The Nurses provide clinics for our residents, as well as conduct home visits so our residents can age in place. The Nurses also often make themselves available to the residents and employees for health related questions.

The Social Services Division includes a Disability Services Coordinator and a Human Services Coordinator. Mr. McCalister, through his tenure here at the Village, has seen many lives impacted by the Social Services Division.

The Arlington Heights Senior Center offers many programs and services to our seniors. The Center is fortunate enough to have hundreds of volunteers who give

countless hours serving in many capacities, which help make the Senior Center what it is today.

The Health & Human Services Department provides staff liaison support to the Board of Health, Environmental Commission, Commission for Citizens with Disabilities, Youth Commission, Senior Commission, Senior Advisory Council, Arlington Cares and Arlington Heights Senior Center Inc.

The performance measure statistics have held relatively constant overall during 2016. The one area that has seen an increase is the Temporary Entertainment Events Food Inspections, with 186 inspections in 2016. There were over 400 complaints received in 2016, which required over 1200 inspections to get those resolved. Approximately 500 pool inspections were conducted in 2016 and 40 daycare inspections were conducted in 2016. There was an increase in Nursing Services at special events and a decrease in Home Visits, with 1,608 visits in 2016. There is approximately \$170,000 in the Human Services Emergency Assistance Fund, which is the most it has ever been. The Senior Center hosted approximately 140,000 patrons in 2016 and they continue to average 500 patrons a day.

In regards to the Health & Human Services Department key accomplishments, Mr. McCalister acknowledged his Department's ability to consistently collaborate with other organizations when it comes to providing the best possible service, especially while the State still lacks a balanced budget and the uncertainty of future funding exists. Other accomplishments include, the increase in recycling containers downtown, the document destruction program outgrew the Senior Center's parking lot; therefore it was moved to Arlington Park's parking lot, and the continued success of the battery and sharps disposal programs.

Current and anticipated challenges include, the twice a week garbage pick-up service provided by Groot. The Health & Human Services Department will be reviewing this service, as Groot no longer believes it's necessary, due to the low number of homes that participate. A new health food Code has been established, which will provide better uniformity with other states requirements, as it's an FDA food code. There are significant changes to the Code; therefore, all of the Health Officers will need training. The new Code goes into effect, July 1, 2018. The Counseling Subsidy Program is currently under review to ensure that the best services are being provided to those participating in the program. The Senior Center is now 20 years old; therefore, maintenance issues are starting to arise. Public Works has done a fantastic job helping maintain the building thus far. The staffing levels at the Senior Center are also being reviewed and an intern is scheduled to assist the Center this summer.

Key initiatives now underway in Environmental Health are the addition of informational displays throughout Village Hall to help educate the public about the Village's recycling and yard waste programs. An inventory of recycling containers in Village Hall was conducted and it was determined there were some deficiencies. Therefore, new recycling bins are being purchased for Village Hall and the Senior Center. In May, the Health Code violation adjudication hearings transitioned from the Third Municipal District Court to Village Hall.

The Emergency Preparedness program is also being reviewed, as well as the Pharmaceutical Distribution Plan. The Senior Center is seeking reaccreditation, as they were once accredited in 2008, but it has since lapsed. All of the Boards and Commissions are still very active.

Mr. McCalister discussed some of the potential new initiatives the Health & Human Services Department is looking to explore, which include reviewing other municipality and County websites to evaluate best practices and new initiatives, conduct site visits to other municipalities to evaluate their service models, evaluate how they are promoting their programs to the public as social media continues to change, possibly become involved with the Alliance for Healthy and Active Communities and possibly participate on the CCDPH 2020 WePlan Implementation Collaborative, consider posting Food Service inspection results on-line as the Environmental Health Division transitions to a digital inspection database, analyze professional databases in the social service field to improve data tracking and possibly plan for a 20<sup>th</sup> anniversary celebration for the Senior Center.

Mayor Hayes thanked Mr. McCalister for all of his hard work and commended him for his excellent report. Mayor Hayes asked Mr. McCalister about the emergency assistance fund and if the requests for these monies has increased or stayed the same. Mr. McCalister stated that the requests have remained the same; however, the amount of money in that fund has increased dramatically due to the contributions made by Arlington Cares and other donors.

Trustee Tinaglia inquired about the total number of households in the Village, along with the number of households that still receive twice a week garbage collection. Mr. McCalister stated that there are approximately 18,200 households in the Village and approximately 1,800 receive twice a week garbage collection. Trustee Tinaglia asked Mr. McCalister why these 1,800 households still have the second collection and Mr. McCalister believes it could be variety of reasons, including the day of the week their pickup falls on, holidays, vacations, those households with larger families, or it could just simply be a convenience issue. Mr. Recklaus stated that the Village will meeting with Groot this summer to discuss the possible elimination of the twice a week pickup service. Trustee Tinaglia asked about the possibility of those who do not want to give up the twice a week pickup service, and it is ultimately eliminated, is there anywhere residents can go to dump their garbage. Mr. McCalister does not know of any such options, but it is certainly an idea worth exploring. Trustee Tinaglia also asked about the new food inspection forms and when the Health Inspectors will begin using them. Mr. McCalister advised Trustee Tinaglia that the Health Inspectors are currently being trained in the new Codes and are required to start using the new forms beginning July 1, 2018.

Trustee LaBedz thanked Mr. McCalister and his staff for all of their hard work and went on to say how much of their work is done behind the scenes, yet it has a real impact on the health of our community. Trustee LaBedz asked about the Food News Newsletter and if business owners are responsive to it. Mr. McCalister believes the Newsletter is well received and then went on further to discuss the many changes to the food codes and the great deal of training the Health Inspectors will need.

Trustee Baldino inquired about Radon testing and if residents utilize the program. Mr. McCalister stated that there are residents who use program, but not very many. Trustee Baldino also asked about the possibility of the Village hosting a household hazardous waste recycling event. Mr. McCalister explained how the Village used to host these type of events in conjunction with the EPA, but the program became too costly for the EPA to continue funding. At the present time, the Village does not have any plans on bringing the program back.

Trustee Sidor asked about the Meals on Wheels program and why the Senior Center delivers meals to Wheeling and Maine Township. Karen Hansen explained that the meals are federally funded and these two Townships were linked together by the funding source, which is why meals are delivered to residents of both Townships. Trustee Sidor also inquired about the reason for the decline in home visits by the Village Nurses. Mr. McCalister explained how the number of home health care agencies has increased; therefore, there are less clients to serve. Trustee Sidor inquired about the immunization clinics and why we no longer offer vaccines to adults for free. Supervising Nurse Mary Sterrenberg advised that we could no longer get the vaccine for adults for free; therefore, the adult immunization clinic was cancelled. Lastly, Trustee Sidor asked if inspections of food establishments are ever conducted during peak business times. Mr. McCalister stated that the inspections are not performed during peak business hours, but are done close enough to the peak hours, to feel confident in their inspection process. Mr. McCalister believes the business owners of these food establishments would be completely overwhelmed if the inspections were conducted during peak business hours.

### **C. Departmental Status Reports - Building**

Steven Touloumis, Director of Building Services, provided a brief overview of the Building Services Department. Mr. Touloumis began by describing 2016 as the year of transition for Building Services. Mr. Touloumis was hired as the Department's new Director after Building Services separated from Health & Human Services. Six new positions were created following this separation and some internal restructuring occurred. Mr. Touloumis provided an organizational chart and explained how the Building Department enforces the construction standards for buildings and structures on private property. The Building Department uses Codes from International Code Council and enforces these Codes.

The Building Department is responsible for the following: Construction Permitting process, which involves application submittal, processing, permit issuance, and for some projects the issuance of a certificate of occupancy; Annual & Business License Inspections/Vacant Building Inspections, which involves making sure all the fire life safety elements are in place and working in all of the businesses and multi-family buildings; Fire Systems Testing Program, which includes fire sprinklers, cooking fire suppression, fire alarms and fire pumps that are required to be tested periodically; Elevator Annual Inspection Program, which is performed through a third party to ensure that all elevators and similar types of equipment such as escalators, lifts, etc., are inspected annually; and Public Education of Codes and Processes. Mr.



Touloumis explained why these inspections are performed, which is to protect our most precious resources; our homes, our buildings, our water, our fuel and us. The number of inspections increased 6.5% in 2016, and even with this increase, the Department still maintained next business day inspections. Looking at 2014 numbers, the number of inspections increased by 20%, which is very significant increase in the Department's workload. Plan review counts increased over 25% in 2016 from 2015 and 30% from 2014. In correlation with the workloads increasing, revenue was up by 28% from last year.

Mr. Touloumis discussed some of the Building Department's accomplishments, including how annual fire inspections are conducted. The Building Department has implemented the FireHouse software program, which has significantly improved the way annual fire inspections are performed. The process is now more efficient and the data collection and follow-up procedures have improved. The Building Department has also implemented the Compliance Engine, which is a web-based system that is being used to manage the fire system-testing program. There is no cost to the Village for this service as it is covered through a fee paid by the testing company submitting test results through the system. Another web-based program that the Building Department is now using to make their workload more efficient is Cognos Business Intelligence and Analytics, which is often referred to as "reporting software," but is so much more than that. The system works in conjunction with the existing HTE database. In addition to all of these technological advancements in the Building Department, staff has taken it upon themselves to attend numerous training programs and have engaged in cross training initiatives.

The Building Department is enduring several significant challenges, including increases in construction related workload while bringing new staff up to speed on existing processes, trying to make changes to department structure, introducing new technology, workflow techniques and improving collaboration with the Chamber of Commerce, all while maintaining high levels of customer service.

Key initiatives underway include the implementation of new technology to help improve workflow and make things run more efficiently. Using this new technology, some potential new initiatives include online permitting, field tablets for Inspectors to track/manage field data and transitioning all archive records to Laserfiche. In addition to these technological initiatives, the Department is considering creating some type of 'code' training for contractors, design professionals and developers, as well as a follow-up session for feedback. In addition, updates to the Building Codes will begin later this year after the 2018 version of the ICC codes become available.

Mayor Hayes congratulated Mr. Touloumis on the fine job he and his team have done this past year. Mayor Hayes inquired about the significant increase in permit revenue last year and attributes the trend to a better economy and the permitting process being less painful. Mayor Hayes asked Mr. Touloumis if he believes this is a fair assessment and although Mr. Touloumis does agree with fact that the economy is doing better, he cannot say for sure what the reasons are for the permit revenue

increase. However, Mr. Touloumis does believe that residents want to reinvest in their homes and community.

Trustee Sidor asked what HTE stands for and Mr. Touloumis stated he did not know, but that HTE is the software the Village uses for many of its applications. Trustee Sidor commented on the live seminars the Building Department is considering hosting for developers and contractors and was wondering if they ever considered hosting web based seminars instead, due to the Department's lack of time. Mr. Touloumis is considering this option. Trustee Sidor asked Mr. Touloumis if he has enough staff and Mr. Touloumis replied by saying no, but added that before he jumps ahead and requests more staff, he would like to see how much he can improve the efficiency in the Department with the use of new technology. Trustee Sidor would like to make sure Mr. Touloumis has the support in the budget to implement the technological advances he is planning. Mr. Touloumis is also looking into the use of third party services to help supplement his staff during their busy season. Trustee Sidor expressed his delight with the good working relationship the Building Department shares with the Chamber of Commerce.

Trustee Tinaglia believes Mr. Touloumis has made significant progress in the Building Department and is very encouraged by his enthusiasm and determination. Trustee Tinaglia, speaking for both himself and his colleagues in the industry, believes the Arlington Heights Building Department has an uncomfortable and difficult reputation. The front desk staff, the plan review process and the inspections in the field are where the problems exist. Trustee Tinaglia suggested that Mr. Touloumis simplify things as best as he can and avoid outside consultants. Trustee Tinaglia also suggested that Mr. Touloumis adopt a good current code and make few amendments, to no amendments.

Mr. Recklaus commended Mr. McCalister for stepping up during the recession and running both the Building Department and Health Department. Mr. Recklaus is pleased with how Mr. Touloumis is making things more efficient in the Building Department. Mr. Recklaus agrees with Trustee Tinaglia to a certain extent, when it comes to using third party help, but does believe there are certain situations when outside assistance is beneficial. Mr. Touloumis does have experience with 3<sup>rd</sup> party companies and would be able to use this knowledge in choosing the best individuals to supplement his staff, if the opportunity ever arises.

#### **D. Departmental Status Reports – Public Works**

Scott Shirley, Director of Public Works, provided a brief overview of the Public Works Department. The Public Works Department has 92 full time employees who operate and maintain the Village's roadways, sidewalks, traffic signals, trees, parking garages, street lights, buildings, water system, sewer system, vehicles and equipment. The Village receives treated water from the Northwest Water Commission, with Public Works maintaining the distribution of this water.

Mr. Shirley referred to an organizational chart of the Public Works Department and introduced the staff members who joined him this evening, including Chris

Papierniak, Assistant Director, Chester Gorecki, Management Analyst, Jeff Musinski, Superintendent of Utilities and Steve Mullany, Services Coordinator.

Mr. Shirley briefly discussed the Department's maintenance programs and legal and operational responsibilities to the community/organization. The Public Works Department is responsible for compliance reporting requirements to various public agencies, safety guidelines for the Illinois Department of Labor and OSHA, State of Illinois compliance for CDL vehicle inspections, maintenance of the Wheeling Township busses and manages the federal guidelines for street signs, pavement markings and construction.

In the absence of major weather events, there are numerous maintenance activities that the Foreman and line staff perform, including: Building Maintenance, which entails the overall maintenance, cleaning and repair of the 28 Village-owned buildings totaling more than 521,560 square feet of building space; Fleet Services, which entails the acquisition, fueling, maintenance, repair, and disposal of 340 Village-owned vehicles and equipment, including the maintenance of 10 Wheeling Township buses; Forestry, which entails the care and planting of 36,000 parkway trees and approximately 75 acres of maintained public property; Meter Services, which entails the accuracy, maintenance and repair of 21,038 water meters and 1,500 backflow devices; Sewer, which entails the maintenance, repair and replacement of 254 miles of sanitary main, 212 miles of storm main, and associated structures, Street, which entails the maintenance and repair of 240 miles of roadway and sidewalk, four municipal garages and 20 parking lots; Traffic, which entails the repair, maintenance and replacement of 3,000 streetlights, 320 traffic signals, 13,000 street signs and all municipal pavement marking on Village roadways; Water Distribution, which entails the maintenance, repair and replacement of 232 miles of water main, 4,350 fire hydrants, 3,400 main line valves and associated structures; Water Production, which entails maintaining the water quality serving a daily population of 79,000 people, responsible for the operation, water testing, maintenance, repair and replacement of 24 generators, 5 pumping stations, 16 storm and sanitary lift stations, 11 elevated and ground storage tanks and 6 deep wells.

Some of the 2016 Public Works Department key accomplishments include, the continued focus on safety awareness, the enhancement of customer service and community outreach, the five-year water main replacement program, the completion of the first year of the storm sewer assessment program and the near completion of the Emerald Ash Borer program, which came in significantly under budget.

The Public Works Department has identified several current and anticipated challenges, some of which include proactive maintenance of the public infrastructure, completion of the new police station, implementing some storm water improvements, implement an asset based work management software program, which will improve the follow through on work requests from residents, and comply with the more stringent and newly established sampling and reporting requirements on drinking water and storm water standards and regulations. Mr.

Shirley also briefly discussed some of the 2017 key initiatives and projects, as well as some of the potential new initiatives the Public Works Department is considering.

Mayor Hayes thanked Mr. Shirley for his thorough report and praised the Public Works Department for all of their successes last year, including the Emerald Ash Borer program. Mayor Hayes directed Mr. Shirley's attention to the Performance Cost Measurements on page seven of his report and asked why the cost per mile/per event increased in 2016 for Snow and Ice Control. Mr. Shirley explained this cost increase by stating how the cost of labor increased by 2 ½ percent and the three big snowfalls we experienced in 2016, occurred on the weekends, which means those who were working, received double time.

Trustee Sidor asked what RPZ stands for and Mr. Shirley indicated that it stands for Reduced Pressure Zone, which is a backflow control device that's put on a water system, so that if there is water on a property, such as well water, the RPZ will not allow that water, that is possibly contaminated, to back siphon into our system and contaminate another households water.

Trustee Tinaglia praised the Public Works Department for a job well done.

Mr. Recklaus echoed Trustee Tinaglia's comments about the great job our Public Works Department does.

### **Other Business**

None

### **Adjournment**

Trustee Sidor moved, seconded by Trustee Tinaglia to adjourn the meeting at 10:23 p.m. Upon a voice vote, the motion passed unanimously.