



VILLAGE OF CLARENDON HILLS MANAGER'S REPORT

February 17, 2017

A. Management Reports

- 1. Manager's Notes -- See weekly report**
- 2. Finance Department -- No weekly report**
- 3. Public Works Department -- See weekly report**
- 4. Community Development Department – No weekly report**
- 5. Police Department -- See weekly report**
- 6. Fire Department --See weekly report**

B. Calendar

MEMORANDUM

To: Village President Austin and Board Trustees
From: Kevin Barr, Village Manager *ksb*
Date: February 17, 2017
Subject: Weekly Report

1. **Du-Comm Meeting/Facility:** Chief Leahy and I attended the Du-Comm Board of Directors meeting on Wednesday morning. At that meeting the Board voted final approval for the new facility to be constructed in Winfield in conjunction with the County. A press release describing the project is attached. Du-Comm anticipates the financial impact on member agencies to be 5% or less on an on-going basis.
2. **Chamber Meeting:** The Chamber met in the Board Room on Wednesday morning. Amongst other things they discussed the plans for the Farmer's Market. Members in attendance were excited about the possibilities. There was also some discussion regarding the potential negative impact on Clarendon Hills businesses as a result of the lawsuit against the school district filed by Clarendon Hills residents.
3. **Comcast Annual Report:** Attached is a copy of the annual report from Comcast. Amongst other things, it includes an account of the complaints received in the last year.
4. **Presidents Day:** Village offices are closed Monday, February 20th in observance of Presidents Day. This observance pushes the Regularly Scheduled Board Meeting to Tuesday, February 21st.

Have a Nice Weekend!



PRESS RELEASE

FOR IMMEDIATE RELEASE

DuPage Public Safety Communications (DU-COMM) partners with DuPage County for new 9-1-1 facility.

At a special call meeting on February 15, 2017 the DU-COMM Board of Directors voted unanimously to enter into an Intergovernmental Agreement (IGA) and lease with DuPage County and the DuPage Emergency Telephone System Board (ETSB) for a new state-of-the-art communications facility on the west side of the DuPage County campus.

The new facility will be a combination of renovated space on the county campus, and new construction for a total of 33,454 sq. ft. DU-COMM will co-locate with the Office of Emergency Management (OEM) and the DuPage ETSB offices on this site. The new construction will be a hardened 9-1-1 Public Safety Communications Center to address the need for a larger facility for DU-COMM employees and operations.

DU-COMM has operated out of a modest 12,700 square foot facility since 1995. Due to growth and expansion related to consolidation of 9-1-1 centers in DuPage County, DU-COMM grew from twenty-seven (27) member agencies to forty-five (45) agencies in the last eight (8) years.

The new facility will cost \$15,870,593.00. As part of the IGA, the ETSB will contribute \$4,000.000 to the project and DU-COMM will provide \$4,300.000 of cash reserves. The cash contributions represent more than 50% of the project cost. DuPage County will finance the remaining \$7,500,000 that DU-COMM will repay during the 25-year lease agreement with County.

The project is estimated to be complete by the fall of 2018. At that time, DU-COMM will move operations to the new facility. The relocation will represent a "coming home" of sorts. In 1975, DU-COMM began operations on the County campus before moving to its current location in 1995.

About DuPage Public Safety Communications (DU-COMM)

DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency as defined in the Illinois statutes (5 ILCS 220/1) formed in 1975 by our member departments to provide emergency communications services to police, fire, and emergency medical services. DU-COMM is the largest consolidated public safety communications center in Illinois and currently serves forty-five (45) member agencies and over 800,000 residents in DuPage and neighboring counties. DU-COMM receives requests for police, fire, and EMS via 45 incoming 9-1-1 lines. DU-COMM processes over 1.1 million phone calls each year, including over 300,000 9-1-1 calls, and over 660,000 calls for service. Under DU-COMM, member municipalities and fire districts work together to ensure a high level of service to their citizens in public safety communications.

Contact: Brian Tegtmeier, ENP Executive Director
Phone: (630) 260-7500
Fax: (630) 260-1309
Date: February 16, 2017
E-Mail: btegtmeyer@ducomm.org



February 10, 2017

Mr. Kevin Barr
Village Manager
Village of Clarendon Hills
One North Prospect Ave.
Clarendon Hills, IL 60514

Re: Comcast Annual Report

Dear Mr. Barr:

On behalf of Comcast I present the 2016 Annual Report. This report is being submitted pursuant to the Cable and Video Customer Protection Law (220 ILCS 5/22).

Comcast is committed to providing a world class experience for our customers. To achieve this goal we are innovating new technologies, improving our customer service, and are actively involved in the communities where our team members live and work.

INVESTMENT IN THE CUSTOMER EXPERIENCE

We are deeply focused on transforming the customer experience and continue to make real progress. The customer experience is about looking at things through our customers' eyes and making it simpler for customers to interact with us—how, when and where they want. It's about using technology to make their lives better, and making sure our employees have the right tools and technologies to be able to delight our customers every time.

- We've developed new technologies that makes interacting with us easier and more convenient.
 - We're regularly updating the My Account app that allows customers to control all aspects of their account from their mobile device or tablet.
 - In 2016, the Tech ETA feature was made available. Customers are now able to see when a technician will arrive at their home and rate their experience afterward.
 - We are tracking how a customer's products are working, which allows us to fix problems often before a customer notices the issue.
- Comcast is in the process of rolling out the Net Promoter System (NPS) across the entire company. By utilizing the NPS system we can ensure that we are making decisions based off of feedback from our customers.

INVESTMENT IN DEVELOPMENT OF PRODUCT AND SERVICES

We're continuing to invest in our network and our products, to deliver more of the services that customers want, including more video choices and interactivity features, personalization tools to provide customers with information on their account and services and faster Internet speeds to all serviceable homes and small businesses. In 2016, we made the following available to our customers:

- Throughout 2016, Comcast continued to enhance the functionality of the voice remote, which allowed customers to access content faster. This amazing feature amounted to a staggering 3.4 billion voice commands uttered nationwide in 2016.

- Netflix service was made available on X1 devices. Integrated throughout the platform, X1 customers with Netflix subscriptions are able to easily browse the extensive online collection of Netflix TV shows and movies alongside the live, On Demand, DVR and web programming included with their Xfinity TV subscription.
- Internet service that delivers speeds up to 1 Gigabit-per second (Gbps) to residential and small business customers over Comcast's existing network infrastructure.

INVESTMENT IN THE COMMUNITY

At Comcast, we seek to improve communities through partnership, direct support and Comcasters giving of their time and talents. This dedication is why Comcast has been named one of the top 50 community-minded companies in America by Bloomberg and Points of Lights, the largest organization in the world dedicated to volunteer service.

- Comcast is committed to closing the digital divide. The Internet Essentials program provides affordable internet to qualifying limited income families. In 2016 we expanded this program to include a partnership with the U.S. Department of Housing and Urban Development's (HUD) *ConnectHome* Initiative. Comcast's Internet Essentials is now available to HUD-assisted residents living in Comcast's service area, including over 91,000 residents of the Chicago Housing Authority.
- 2016 marked the 15th year of Comcast Cares Day. Comcast Cares Day is the nation's largest single-day corporate volunteer event. In 2016, over 6,700 Comcast team members, their families and friends volunteered across the state of Illinois.

Comcast is proud of our commitment to the community and its customers. In the coming years we look forward to working with you as we continue to serve the residents in your area.

Detailed below, for your review, is the annual customer complaint report as required by state statute.

<u>Type of Complaint</u>	<u>Total</u>
Billing, Charges, Refunds and Credits	24
Installation or Termination of Service	5
Quality of Service or Repair	17
Programming	0
Miscellaneous	1
Total	47

If you have any questions or would like additional information please feel free to contact me at (224) 229-6135.

Sincerely,



Anthony Signorella
Senior Manager of Government Affairs



452 Park Avenue
Clarendon Hills, Illinois 60514
630.286.4750

MEMORANDUM

To: Kevin Barr, Village Manager
From: Michael D. Millette P.E., Director of Public Works
Date: February 17, 2017
Subject: Department Report

1. Taking advantage of the mild weather, we have been aggressively trimming our small trees and hauling the brush to the chipping facility in Naperville. We are concentrating in the northeast part of the Village.
2. Bids for the 2017 Water Main Replacement program will be opened on February 23rd. We intend to have the bid award ready for the March 6th agenda.
3. When the 2017 block party season kicks-off you will see fully reconditioned barricades courtesy of Maintenance Workers Ed Tannhauser, Roger Heidenreich and Mike Bueser. Also taking advantage of the mild weather, these three have been scraping the old reflective sheeting off of the barricades and replacing it with sheeting which meets current retroreflectivity standards.

VILLAGE OF CLARENDON HILLS
POLICE DEPARTMENT



DATE: February 17, 2017
TO: Village Manager Kevin Barr
FROM: Chief Boyd Farmer
SUBJECT: Weekly Activity Report

Recent events and training:

Feb. 10, the Police Department sponsored two “Cyber/Bulling Prevention” programs for both Prospect and Walker Schools. This is the fourth year the Police Department has offered this popular program to the 4th and 5th grade classes.

Feb. 15, Officer's Finfrock and Storino assisted Hinsdale Police Department with a lock-down drill at Hinsdale High School.

Significant traffic and criminal activity during the period February 10, 2017 through February 16, 2017.

Feb. 10, 5:00 pm, officers were called to the area of 100 Park Ave for a suspicious subject. Officers found a 28 year old male, who was homeless, intoxicated and in need of an ambulance. CHFD responded and transported him to the Hospital.

Feb. 12, 11:07 pm, an officer stopped a 22 year old male driver, from Plainfield, for speeding 102mph in a 55mph zone on Ill Rt. 83. He was cited for speeding and no insurance.

Feb. 14, 11:41 pm, an officer heard an audible alarm coming from the Infiniti dealership located at 415 E Ogden Avenue. The Officer observed forced entry to the building and several cars were seen exiting the dealership at a high rate of speed. The vehicles were last seen on 1-88 eastbound at over 100 mph. Further investigation yielded information regarding an offending vehicle, dark in color blue minivan, on camera dropping off the offenders at Infiniti. The same vehicle was also observed in another dealership lot just prior to the burglary at Infiniti. The vehicle theft crew was able to steal 6 cars from inside the dealership within several minutes. The 6 cars stolen were all Infiniti's but a variety of models ranging from QX60, G35, and Q50. Illinois State Police recovered one of the stolen vehicles abandoned and broken down on the highway. February 14, a second vehicle was located on the north side of Chicago, but four are still unaccounted for. The total dollar loss at this time is around \$200,000. The investigation into this incident is still ongoing.

Feb. 15, 3:23 pm, a resident of the 400 block of Traube Ave came into the station to make a fraud report. He reported he was selling an item on Craig's List and was contacted by a buyer. The buyer sent a fraudulent check, which was discovered by the bank before any dollar loss occurred.

MEMORANDUM

To: Kevin Barr, Village Manager
From: Brian Leahy, Fire Chief
Date: February 17, 2017
Subject: Weekly Department Report 2017-03

1. Fire Prevention Bureau Activity during the past week.
 - No report.
2. Training Report:
 - Wednesday evening drill was attended by thirty one (31) firefighters. Classroom and hands on rope and ladder training was conducted.
3. Emergency Medical Services Report:
 - Lt. Dave Godek is performing one on one training with each of our paramedics on the new King Video intubation scopes we purchased. These scopes have a video camera and display on them to assist the paramedics when they place a breathing tube into a patient's throat. These devices make their job easier and quicker to place the tube so they can concentrate on other advanced life support procedures.
4. Clarendon Hills/Hinsdale FD sharing of services report:
 - See report about DuPage Fire Chiefs meeting.
5. Emergency Management Report:
 - No report this week.
6. The emergency fire lane gate at the Lions Pool has been repaired and is now in full service. Lt. Godek is working with the Police Department on restitution from the offender.
7. Last week, Chiefs from Clarendon Hills and Hinsdale met at Du-Comm to work out the final details for dispatching procedures and other technical configurations for our move from the Fire South to the Fire East Du-Comm communications network. This move is planned for late March or early April.
8. On Tuesday morning, I attended the monthly meeting of the DuPage County Fire Chiefs. The major discussion at this meeting was Fire Department Functional Cooperation and Sharing. I gave a brief presentation of what Clarendon Hills and Hinsdale do. Many Chiefs present were interested in our arrangement and I have shared our IGA with them.

9. On Tuesday, Chief Farmer and I attended the meeting of the Du-Comm Chiefs committee in Glendale Heights. Normal business was conducted.
10. On Wednesday, I attended the Du-Comm Executive Committee meeting in Carol Stream. Normal business was conducted along with discussion regarding the more detailed implementation of the Du-Comm new facility that was approved earlier that morning by the Board of Directors.
11. On Wednesday, I attended the monthly meeting of the MABAS Division 10 Fire Chiefs.
12. On Thursday, I attended the Du-Comm Fire Chiefs Sub Committee meeting in Carol Stream. Normal business was conducted along with a long discussion regarding dispatching procedures during a CAD outage. The Director did emphasize that the CAD has only been down for about 15 minutes in a 10 year period. Du-Comm is in the process of updating all of its paper documents that would be used during the unlikely event of a CAD failure. Several refinements to these documents were approved at this meeting.
13. On Thursday, I attended the quarterly meeting of the IRMA Fire Chiefs Steering Committee. Normal business was conducted along with a short discussion regarding back injury prevention program grants.
14. Incidents of Interest:
 - No significant calls of interest occurred.
15. Mutual Aid Calls:
 - One (1) Clarendon Hills ambulance assist to Tri State FPD
 - Three (3) Clarendon Hills ambulance assists to Hinsdale FD
 - One (1) Hinsdale ambulance assist to Clarendon Hills FD
16. Fire/Rescue/EMS calls:
 - The Hinsdale Fire Department responded Automatic Aid to Clarendon Hills two (2) times.
 - The Clarendon Hills Fire Department responded Automatic Aid to Hinsdale three (3) times.
 - During the past week, the fire department responded to twenty two (22) emergency calls.

If you have any questions or require additional information, please contact me.



February 2017

Su	M	Tu	W	Th	F	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

Village Calendar**Village Offices Closed due to Holiday**

February 20, 2017, All Day

[More Details](#)

2017 Road Improvement Program (SSA 30) Public Hearing

February 21, 2017, 7:00 PM - 7:15 PM @ Board Room

[More Details](#)

Village Board Regular Re-Scheduled Meeting

February 21, 2017, 7:00 PM - 9:00 PM @ Board Room

[More Details](#)

D181 Heroin Education Family Night

February 28, 2017, 7:00 PM - 9:00 PM @ Hinsdale Middle School

[More Details](#)

**CONNECT
WITH US**

March 2017

Su	M	Tu	W	Th	F	Sa
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Village Calendar**Village Board Regular Scheduled Meeting**

March 6, 2017, 7:00 PM - 9:00 PM @ Board Room

[More Details](#)

ZBA/PC Meeting

March 16, 2017, 7:30 PM - 8:30 PM @ Board Room

[More Details](#)

Village Board Regular Scheduled Meeting

March 20, 2017, 7:00 PM - 9:00 PM @ Board Room

[More Details](#)

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WITH US**