



VILLAGE OF CLARENDON HILLS MANAGER'S REPORT

March 23, 2018

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 - See weekly report**
- 5. Police Department - See weekly report**
- 6. Fire Department - See weekly report**

B. Calendars

MEMORANDUM

To: Village President Austin and Board Trustees
From: Kevin Barr, Village Manager *KB*
Date: March 23, 2018
Subject: Weekly Report

1. **Water Tower:** Bids for the Park Avenue tower re-coating were opened on Monday and appear to have come in well below the budget estimate. We expect to present these to the Board at the next meeting.
2. **Community Survey Update:** Many surveys have already been received. The process assumes that we will report the results to the Board in late April or May. When we receive specific comments about specific concerns (road or ditch conditions, for instance) we immediately send those to the appropriate department to address and/or follow-up with the resident.
3. **Westmont Meeting re Boundary Issues:** Dan Ungerleider and I met with Westmont officials on Monday to discuss border properties south of 55th Street. These type of communications are helpful to avoid unnecessary problems between communities. We are pleased to have a productive relationship with Westmont, as exemplified by our work together on the Education Garden.
4. **Special Events Committee Meeting:** The Committee met for their monthly meeting Tuesday night. It was announced that five of the six concert nights have bands locked in. Once all six nights have bands locked in, the lineup will be announced.
5. **Chamber Meeting:** The Chamber of Commerce met at the Village Hall on Wednesday morning. Various issues and events were discussed, including plans for this year's Daisy Days event (June 15 and 16). We did receive a comment about painting the Clarendon Hills logo on the water towers, which was endorsed by the members present as a positive way to support the community.
6. **Comcast Annual Report:** Attached is the annual report from Comcast. It is primarily for information and no action is needed.
7. **Village Hall Window Replacement:** Mike Millette and Peter Nickell met with F.H. Paschen this week to discuss the replacement of various failing windows in Village Hall. F.H. Paschen is the general contractor that won Naperville's Cooperative Job Order Contract, a bid allowing other jurisdictions in the state to use their winning pricing for construction contracting services.

Have a nice weekend!



March 16, 2018

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

Re: Comcast Annual Report

Dear Mr. Barr:

Comcast is honored to serve customers in over 400 communities in Illinois. Our top priority is to make sure they have a great experience with us. That's why we've invested so much in customer service tools designed to put the customer front and center.

One of the many ways we've sought to implement this promise is by giving our customers more choice and control with digital options. They can manage their products and services seamlessly in the way that works best for them: on their own time, on any device, across all of our platforms, and at every step of their experience with us. Using the Xfinity "My Account" App for Android and iOS devices and on their computers allows customers to:

- View or manage appointments
- Upgrade or change services
- Pay bills
- Change WiFi networks and passwords
- Enable or disable WiFi hotspots
- Enter parental controls
- Program a remote
- Request a call back for a convenient time
- Restart or check devices
- Find a tech's estimated time of arrival for an appointment

We're making it simpler for customers who want to interact with us in person as well. In 2017, Comcast opened and announced several Xfinity retail stores across our footprint. The pace of direct investment in enhanced retail facilities will continue into 2018 and beyond. Xfinity stores allow customers to interact and experience all of the features of Comcast's products, while obtaining personalized service. The Xfinity Stores have convenient hours and are open seven days a week.

In addition to our retail presence, we continue to enhance customer engagement with our call centers – including highly trained professionals in Woodridge and Tinley Park facilities. Perhaps most importantly, we introduced a redesigned customer bill that's simpler, clearer and easier to understand.

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 and mobile features; personalization tools to provide customers with information on their accounts and services; and faster Internet speeds to all serviceable homes and small businesses. In 2017, we introduced xFi, a personalized home WiFi experience providing customers with greater speed, coverage and control; Xfinity Stream, which allows customers to stream video on any screen; and Xfinity Mobile, which combines America's largest, most reliable 4G LTE network with over 1 million Comcast WiFi hotspots throughout the state and more than 18 million in locations nationwide.

At Comcast, we also seek to have a positive impact in the communities where we live and work. We provide Internet service at home and in locations in communities to those who might not otherwise be able to access it. We also volunteer at and support leading national and local nonprofit organizations. We focus our community impact efforts on expanding digital literacy, promoting community service and building tomorrow's leaders. Our Internet Essentials program provides affordable internet to qualifying limited income families. In 2017, we created and supported "Experience Labs" at three Chicago neighborhood libraries.

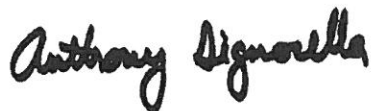
We are also deeply dedicated to continued support of military and veteran employees and their families. In May 2017, Comcast leaders and officials gathered for the signing of the Employer Support of the Guard and Reserve Statement of Support at Cantigny in DuPage County, publicly reaffirming a long-standing company commitment to hire and retain employees who are members of the National Guard and Reserve.

While we're proud of our customer experience, technology, and community investments, we're continually working to improve. 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	64
Installation or Termination of Service	10
Quality of Service or Repair	36
Programming	0
Miscellaneous	0
Total	110

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

MEMORANDUM

To: Kevin Barr, Village Manager
From: Michael D. Millette P.E., Director of Public Works
Date: March 23, 2018
Subject: Department Report

1. The 2018 Water Main Replacement project continues to make steady progress. Service transfers on the south block of Arthur began Tuesday and will be completed next Monday. Bacteriological testing is underway on the north block of Arthur and service transfers should begin there Wednesday.
2. In other water-related news, the bids for the Park Avenue Tank Recoating project were opened on Monday. The as-read low bid is more than \$300K under budget. Two other bids were also under \$200K, so the low bid does not seem to be a fluke. Dixon Engineering is reviewing the bids for completeness and will have a recommendation for contract award ready for the next Board meeting.
3. Mushroom compost is being placed in the CBD planting beds.
4. Spring banners will be installed over the next two weeks.

MEMORANDUM

TO: Kevin Barr, Village Manager

FROM: Dan Ungerleider, Community Development Director

DATE: March 23, 2018

RE: Department Report

1. **Village of Westmont.** Village Manager Barr and I met with Westmont's Village Manager and Community Development Director last Monday. The purpose of our meeting was to review boundary agreement issues brought up in the 55th Street Sub-Area Plan and coordinate next steps in the development of the Richmond Education Gardens.
2. **Village Website Review.** Executive Assistant Vicki Pries and I met with CivicPlus Web Services, the Village's website provider, on Tuesday afternoon to gain a better understanding of how the village website is being used. Among other details, we learned that our site has had over 60,000 visitors primarily seeking information about jobs, police, summer concerts, garbage, building permits and our staff directory. We also learned that most searched terms were: zoning map, vacation forms, bids, parking, employment and overnight parking. The Village website will be eligible for a redesign in July 2019.
3. **Mobility Management.** On Wednesday afternoon I attended the DuPage Mayors and Managers Conference ADA Coordinators Group meeting. The topic for the meeting was Mobility Management, an approach to designing and delivering transportation services that starts and ends with the customer. Although the issues discussed were interesting, the Village typically relies on these services offered by the Township, or private parties, such as The Birches. No further action by the Village is required at this time.
4. **2-4 S Prospect Ave.** On Wednesday afternoon, Village President Austin, Village Manager Barr and I met with Mike McCurry. Mr. McCurry, representing the owner of 2-4 S Prospect, was seeking direction and consideration for finding new retail and office tenants for the buildings. Mike expressed his concern of the costs related to having to bring the building into compliance with current Village codes and ordinances, and the challenges of find tenants who could afford to pay for those costs. I will continue to assist Mr. McCurry and the property owner to find tenants for this property.
5. **ICSC Municipal Officials Breakfast.** On Thursday morning I attended a breakfast hosted by ICSC. During the breakfast, I listened to a panel discussion about the importance of public-private partnerships when attracting restaurants into a community. Jennifer Tammen of Ehlers moderated the discussion. Mrs. Tammen will be assisting the Village to develop financial tools to assist and attract private investment in downtown Clarendon Hills.
6. **Zoning Ordinance Modernization Project.** On March 22 at 7:30pm the ZBA/PC began their review of Staff's first draft of the new zoning ordinance. During the meeting the Village planning consultant presented the draft and provided an overview of its organization and contents. The ZBA/PC will be reviewing the draft's first 6 sections at a special meeting on Tuesday, April 17th at 7:00 PM. Please visit www.clarendonhills.us/zomp to learn more and review previous documents and presentations.
7. **Permits.** So far in March the Village has issued eleven (11) permits, including one (1) for a new home, having a reported combined construction value of \$746,102.

VILLAGE OF CLARENDON HILLS POLICE DEPARTMENT



DATE: March 23, 2018
To: Village Manager Kevin Barr
From: Chief P. Dalen
Subject: Weekly Activity Report

Recent events and training:

- Sergeant Porter attended the District 181 safety meeting.
- Sgt. Shirley and Det. Robak attended a two day juvenile training class.
- Officer Katsaros attended a foot impression evidence class
- Officers continue to work on monthly on-line training.

Significant traffic and criminal activity during the period March 16, 2018 through March 22, 2018.

On March 16, 12:44pm, officers met with a resident at the station in reference to an identity theft complaint. The victim explained that an unknown subject filed a tax return using her credentials. The victim is working with the IRS to rectify the situation.

On March 16, 6:19pm, officers stopped two juveniles after they were seen leaving the area of the large culvert that goes under Rte. 83 at Harris. It was discovered that the juveniles were smoking cannabis. The juveniles were taken to the station and released to their parents. Juvenile officers will be working with the families.

On March 16, 9:52pm, officers found four juveniles parked at the Ann St. water plant smoking cannabis. The juveniles were taken to the station and released to their parents. Juvenile officers will be working with the families.

On March 18, 1:19am, officers stopped a Palos Hills resident on Rte. 83 for speeding and a lane violation. While speaking with the driver, officers noted indicia of intoxication. The driver was ultimately taken into custody for DUI and transported to the station. The subject was charged with two counts of DUI and released to a Lyft driver.

On March 18, 10:17pm, officers responded to a residence on Commons Circle for the domestic trouble report. Officers resolved the situation.

On March 19, 6:53pm, officers responded to the station to speak with a complainant about a juvenile situation that occurred in the 5700 block of Holmes. Pending.

On March 21, 3:51pm, officers responded to the 200 block Holmes for a stolen package report. On March 22nd, the resident advised that the package was located. Unfounded.

MEMORANDUM

To: Kevin Barr, Village Manager
From: Brian Leahy, Fire Chief
Date: March 23, 2018
Subject: Weekly Department Report 2018-10

1. Fire Prevention Bureau Activity during the past week.
 - Lt. Dave Godek is working with Dan Ungerleider on reviewing the new/proposed IRC Codes that are being looked for adoption in a few months. We are also looking at changing the Life Safety Code also.
2. Training Report:
 - Wednesday evening, twenty three (23) Firefighters attended fire suppression training. Firefighters trained pulling different hose loads on and off various vehicles.
3. Emergency Medical Services Report:
 - No report.
4. Clarendon Hills/Hinsdale FD sharing of services report:
 - No report.
5. Emergency Management Report:
 - No report.
6. Du-Comm Report:
 - On Wednesday, I attended the monthly meeting of the Du-Comm Executive Committee. The executive approved the purchase of additional short microwave hops (\$59,507). This will eliminate leasing AT&T circuits, Declared several small pieces of equipment surplus, reviewed the Executive Director compensation and made a recommendation to the Board of Directors. We also discussed the new Du-Comm facility. The building will be completed on April 15th, the outside parking lots and landscaping work will be completed on May 15th, and the low voltage wiring cameras, key access, etc. will be completed on May 15th. The building Com Ed power is now on, HVAC units operating and next week all back up power systems will be tested.
7. On Tuesday, Peter Nickell and I met with F.H. Paschen contractors at the fire station to go over the window replacements, front door replacement and ceiling replacements. We are meeting today with F.H. Paschen again to go over some final details. Prices for these projects will be provided to us soon.

8. On Wednesday, I attended the MABAS Division 10 Fire Chiefs meeting. At this meeting we listened to a 90 minute presentation from the Westmont and Tri State Deputy Chiefs regarding the Speedway Gasoline leak incident that occurred on October 20, 2017.
9. On Thursday, Public Works Director Mike Millette and I met with representatives of CBBEL to review the proposed parking lot repairs, drainage improvements, sidewalk repairs and roadway improvements at the fire station. Several modifications to the plan were presented and revised.
10. Incidents of Interest:
 - No significant calls of interest in the past week.
11. Mutual Aid Calls:
 - Tuesday, March 20th at 10:59 AM. Clarendon Hills Squad 86 responded to assist the Westmont Fire Department with a kitchen fire at 729 W. 65th St. in Westmont.
 - Hinsdale Medic 84 responded to a Clarendon Hills ambulance call 1 time.
 - Clarendon Hills Medic 86 responded to a Hinsdale ambulance call 1 time.
12. 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 nineteen (19) emergency calls.

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



April**2018**

Su	M	Tu	W	Th	F	Sa
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	1	2	3	4	5

Village Calendar**Village Board Regular Scheduled Meeting****April 2, 2018, 7:00 PM - 9:00 PM @ Board Room**[More Details](#)**Clarendon Blackhawk Mosquito Abatement District Meeting****April 10, 2018, 7:00 PM - 8:00 PM @ Village Hall Main Building**[More Details](#)**Village Board Regular Scheduled Meeting****April 16, 2018, 7:00 PM - 9:00 PM @ Board Room**[More Details](#)**ZBA/PC - Special Meeting****April 17, 2018, 7:00 PM - 9:00 PM @ Board Room**[More Details](#)**Chamber of Commerce Meeting****April 18, 2018, 9:00 AM - 10:00 AM @ Board Room**[More Details](#)**ZBA/PC Meeting - Cancelled****April 19, 2018, 7:30 PM - 8:30 PM @ Board Room**[More Details](#)

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