



VILLAGE OF CLARENDON HILLS MANAGER'S REPORT

December 14, 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 – 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: December 14, 2018
Subject: Weekly Report

1. **Christmas Walk** – The annual Christmas Walk took place this past Friday. It was well-attended and the weather cooperated. Thank you to the Chamber for setting it up, the shops who participated, everyone who attended and our departments who made it safe. Special thanks goes out to Public Works who did the set-up for the event and Vicki Pries whose hard work made sure it was another great year.
2. **DMMC Regulatory Meeting** – I attended this special meeting on Wednesday morning. The intent was to discuss the recent winter storm and the problems that ComEd had addressing the problems. Clarendon Hills' had fewer problems than most other communities. A summary of the results is attached.
3. **Open House for 2019 Road Program/SSA's** – The open house for the 2019 road program was on Wednesday night. About ten (10) residents attended, with comments about the design and the SSA portion. We expect to further review the anticipated SSA cost portion with the Board based on some of the comments we received.
4. **Brendan McLaughlin Welcome** – As you know, Brendan began his employment with the Village on Monday. He has hit the ground running and we look forward to the many benefits the Village and Public Works Department will gain in the future from working with Brendan.
5. **IAMMA/Metro Manager's Joint Meeting** – On Wednesday, Peter Nickell and I attended the annual "Angel Tree" lunch meeting of these two professional organizations. This is a great chance to solicit donations for children/families in need of help over the holiday period. I was also able to introduce a short program from three area communities which won the ICMA Program Excellence Award for 2018. This is a great chance to learn about innovative programs and support the benefits of professional municipal management.
6. **Recruitment Efforts** - The Village is currently accepting applications for the full-time position of Maintenance Worker I with the Public Works Department. For more information on both positions and to learn how to apply, visit www.Clarendonhills.us/employment.

Enjoy the weekend.

COM ED ISSUES-NOVEMBER 2018

MUNICIPAL PORTAL

- Outage map showed no estimated time of restoration for at least 18 hours after the last snowflake fell.
- The municipal portal was flawed. When viewing addresses, some of the customers that were listed as an outage had power. We found this on several occasions most notably with one of our fire houses – they were listed as an outage but never saw a single interruption of power. As a manager, I cannot assess the needs of my community if I'm not provided accurate information.
- Inconsistent information on the portals, in fact one time the portal read that Wood Dale had locations back with power and I had to confirm with residents that they had power, they of course did not, about 30min later the map totally changed back to them having no power again.
- Conflicting data on the portal.
- The portal, app and internet were all down during the peak period Monday morning.
- An IT system failed in one of the worst ice storms in 30 years. What did ComEd do to prepare for this type of event?
- Outage numbers increased/decreased throughout restoration. Unclear if this was accurate or inaccurate due to the problems the system experienced.
- Access to the municipal portal (E-outage System) was not available due to problems with the site's security certificates.
- Problems with ComEd system that caused different information to be given out relative to outages and estimated restoration times.
- The municipal portal outage map did not provide accurate information on the number of outages or restoration times. We have been able to rely upon it in the past.
- No repair estimates for restoration for almost two days. Then, all were “11:59 pm Nov 29th”.
- Received notices of outages well outside our jurisdiction.
- We used to receive regular emails regarding outages with the cause and estimated duration. This allowed us to be proactive in communicating with our residents and sending targeted information (warming shelters, who to call, etc.). We don't receive the emails any longer and the portal does not seem to be up to date.

COM ED ACCESS

- ComEd rep was unreachable via phone. Additionally, both her office phone and cell phone voicemail boxes were full. Only upon leaving a message with her boss did I get a call back.
- Lack of a general email to all on what to expect or at least some status updates, felt I had to hunt for information.
- Lack of good information for decision making purposes, especially overnight warming facilities.
- Lack of clear and consistent explanations for outages.
- The Village did not receive any information from our ComEd representative that was not available from their customer and/or municipal platforms. A request from the Village

Manager for information on a large outage impacting the evening commute was not responded to until 1 am with an email saying it had been fixed.

- The 800 number could never get someone to a live person.
- Communication was lacking.
- Lack of communications from ComEd to the City regarding the storm, local outages and their restoration efforts.
- Unaware that the JOC was opened by ComEd.
- Many residents called saying they were unable to get through to ComEd's call center, or that very little useful information was provided.
- We used to receive some sort of communication regarding actions ComEd is taking so we were informed and could inform our residents. It would have been helpful to hear from our reps right out of the JOC, if they opened it. We are also supposed to have the right to send someone to the JOC if it is open. That would have been helpful. We were pretty much in the dark, if not for the Mayor's Office reaching out.

CRITICAL FACILITIES

- Our wastewater treatment plant, which is a known and registered critical facility, was out of power for 44 hours. This is even after our ComEd rep told us that the issue was escalated twice.
- The list of priorities appears fictitious. City Hall was closed for 11/2 days because one of two phases to the building wasn't working. A subdivision the City was told was a lower priority had its power restored nine hours before City Hall.
- Public Works building, on the critical infrastructure list, was without power from Sunday evening Monday afternoon. Multiple contacts were made to ComEd. Eventually ComEd escalated the ticket.

RESTORATION

- We still have 100+ ComEd customers out in Bensenville. How is it that Bensenville makes up less than 1/10 of 1% of ComEd's customers yet still accounts for 3% of the total current outages? It is unclear how ComEd is prioritizing customers. (Reported 11/28/18))
- The restoration times being insane!
- The restoration times being extended after trying to escalate issues of importance
- Power continuing to still be out....(Reported 11/28/18)
- Power loss was reported by two businesses with separate addresses. ComEd generated one repair ticket. The issue was located and repaired. A ComEd tech talked to one of the business owners about re-energizing the building and the owner told the tech to leave the power off because the building was vacant. The issue at the second location was not addressed until four days later when a tech came to the site and reset a breaker. By placing two businesses on one ticket the second business was without power for four days and needed a thirty second fix.
- One large outage (3,000+ customers) could have been prioritized higher to be addressed before the evening commute (Higgins, Roselle-Meacham).
- ETRs were never updated.
- Lack of restore times handicapped communication with residents. They are critical to know even if they keep changing.

- ComEd has indicated, after critical facilities are addressed, crews are dispatched to outages where the largest number of customers are affected. This was certainly not the case this week.
- ComEd's prioritization of repairs for a very low hanging wire on Route 59 late Sunday night until early Monday afternoon. Estimated repair times kept changing adding to the confusion.
- If we knew the extent earlier residents could have made arrangements sooner.

CUSTOMER ISSUES

- Customers were not getting useful information on either the 800 number or online. ComEd appeared to be setting restoration times that seemed to be 72 hours to give them time to respond. Outages appeared to be addressed 48 hours before they said they would be addressed. This frustrated customers.
- As a resident, it was pretty bad. My outage didn't even register with them for some time. It wasn't a great situation.
- We heard from some residents who experienced brown outs and reported them, and, in some cases, they didn't register on their portal for some time.

GENERAL

- I experienced most of the items mentioned in your email. My staff received a call from one of our residents which were informed by a ComEd service center employee that ComEd should start charging the resident for all their calls to the ComEd service center. The resident called the center 22 times. I believe the ComEd emergency system and their response failed our community and many others.
- Willowbrook also experienced several absolute failures by ComEd to properly respond to outage incidents. Several businesses were out of power for 3 to 4 days after the storm hit on 11/25.
- Staff's list of issues is comprehensive and covers issues the community experienced. (Schaumburg)
- After years of improved communication.....
- It would be beneficial to truly know how work is scheduled, and perhaps group areas by priority. A community could help inform customers where they are on the list, so they can make other arrangements.
- Phone calls to Warrenville residents from people claiming to be working with ComEd and checking to see if power had been restored. This might not have been a ComEd issue-rather part of a repair scam or worse by unrelated people.
- ComEd made commitments in 2012 that have not been honored. 2011 reoccurred.

MEETING SUMMARY
REGULATORY ISSUES COMMITTEE MEETING

December 12, 2018

Committee Present

John Coakley, Director, Warrenville
Jeff O'Dell, Deputy Director, Roselle
Peter Scalera, Bloomingdale
Kevin Barr, Clarendon Hills
Enza Petrarca, Downers Grove
Michael Guttman, West Chicago
Patty Gustin, Naperville

DMMC Staff

Suzette Quintell, Executive Director
Joe Breinig, Deputy Executive Director
Andie Trucco, Policy Analyst

Others Present

Mayor Frank Saverino, Carol Stream
Curt Barrett, Winfield
Clayton Black, Schaumburg
Chris Bethel, Woodridge
Doug Kozlowski, Downers Grove
Paula Schumacher, Bartlett
Jim Grabowski, Elmhurst
Joe Caracci, Bensenville
Mike Tuman, DuPage County
Murray Snow, DuPage County

ComEd

Fidel Marquez, Senior VP Governmental Affairs
Melissa Washington, VP External Affairs and Large Customer Services
Tim McGuire, Senior VP Distribution Operations
Cheryl Maletich, VP Distribution and System Operations
Rommel Noguera, Director External Affairs
Michael Fountain, Director External Affairs
Dan Kirk, Corporate Affairs Manager
Jean Medina, VP Communications
Cynthia Thomas, Manager External Affairs

- Comments from members about the storm were shared with ComEd prior to the meeting and were periodically referenced during the meeting.
- ComEd indicated that a storm of this significance was last experienced in 1998.
- 15% of the 300,000 plus customers without power were in DuPage County.
- ComEd feels that overall their system and people performed well, reflecting recent investments.
- Overall, automation of the grid reduced impacts.
- ComEd acknowledged customer impacts despite system performance.
- Weather impeded the response both locally and in the ability to receive mutual aid from other out of state power companies.
- ComEd opened their EOC but did not open a JOC during this storm. This will be assessed during their debriefing. The assumptions used to determine when a JOC opens (20% customer outages per operating center) may be less valid today because system improvements have changed the nature of outages.

- ComEd acknowledged the lack of information during and after the storm. They also acknowledged that unreliable, inaccurate information adversely affects municipal decision making. They indicated ‘they own’ this. They acknowledged the need for better communications even during system failure.
- Inaccurate information on restoration times was not a conscious decision. ComEd lacked information early in the storm need to assess the situation. They struggled the first day with resources and were uncertain about the availability of external, out of state crews.
- ComEd acknowledged IT systems did not perform well. Fixes were put in place during the storm and its aftermath. The amount of external information requested affected performance of their system. A deeper dive will be performed to assess IT problems and identify solutions.
- Inaccurate information on the municipal portal was due to updates not going in because of the overload. The system never went down. Updates have been added, as an interim fix, that monitor surges. Robustness of the system is under examination.
- Site security messages were the result of ComEd’s vendor not updating the portal to the last certificate. When alerted, ComEd had the vendor make a correction.
- ComEd indicated the need to consider what a generator provides a building (lighting, heating, cooling, etc.) when designating critical facilities.
- ComEd agreed to look into situations where downed non-ComEd wires cause road closures.
- ComEd acknowledged this event was a wakeup call on redundancy and a plan for catastrophic failure. There is a need to make repairs in a real time environment.
- ComEd is undertaking a debriefing on December 13 and will report the findings to each community afterward.
- ComEd acknowledged not being 100% sure on sources of their problems but restated the need for the deeper dive to ensure measures are in place for the next storm.



452 Park Avenue
Clarendon Hills, Illinois 60514
630.286.4750

MEMORANDUM

To: Kevin Barr, Village Manager
From: Brendan McLaughlin, Public Works Director
Date: December 14, 2018
Subject: Weekly Report

1. Crews focused on cleaning catch basin grates throughout the Village.
2. Tree and brush debris were hauled from our yard to be ground and re-used as mulch.
3. Two employees attended training sessions to maintain their certifications as Arborists.
4. I attended a half day seminar put on by DuPage County related to stormwater cleanliness and avoiding pollution of rivers.

**VILLAGE OF CLARENDON HILLS
POLICE DEPARTMENT**



DATE: December 14, 2018
To: Village Manager Kevin Barr
From: Chief P. Dalen
Subject: Weekly Activity Report

Recent events and training:

- Sergeant Porter, along with Officers Pacella, Storino and Michalek, attended rescue task force training at the Hinsdale Fire Department.
- Officers continue to complete “new laws” for 2019 on-line training.
- Officers completed temporary driver’s license roll call training.
- Joshua Schneider, the Department’s new CSO, started this week.

Significant traffic and criminal activity during the period December 7, 2018 through December 14, 2018.

On December 9, 12:36pm, officers assisted a family located an elderly dementia victim, who wandered away during church services.

On December 10, 3:44am, officers responded to S/B Rte. 83 for a tow truck being followed and eventually run off the road by subjects in two different cars. Once on scene, officers determined that the tow truck just repossessed a car that belonged to the subjects. The tow truck driver declined to file charges.

On December 10, 9:12pm, officers responded to the 300 block of Ridge for a domestic trouble call. Officers were able to calm the situation.

On December 10, 7:20am, officers responded to the 500 block of Burlington for a death investigation. It appears an elderly resident passed away from natural causes.

On December 11, 2:59pm, officers responded to the Jewel for a customer yelling, complaining and telling people to go back to their own country. Once on scene, officers calmed the elderly subject down. Management declined to prosecute. The subject was barred from the store.

On December 12, 12:12pm, officers spoke with a resident at the station in reference to a domestic trouble that occurred in the 500 block 58th Street. Officers are working with the family.

On December 12, 4:16pm, officers responded to the 400 block of Colfax for a suspicious circumstances report. The resident witnessed, via video camera, the heating repairman going into their master closet and rifling through their mail. Pending.

On December 12, 4:47pm, officers responded to the 400 block of Naperville for a ruse burglary report. The elderly victim related that two men came to his door offering to sealcoat a portion of his driveway. At their request, the resident went into the basement to get a bucket of hot water. While in the basement, the subjects stole \$500usc from that residence and fled in a white pickup truck. Pending.

On December 13, 12:03am, officers stopped a Crete resident for speeding on 55th. The driver displayed indicia of intoxication and was placed into custody for DUI after failing the field sobriety tests. The subject posted bond at the station. His car was administratively towed.

MEMORANDUM

To: Kevin Barr, Village Manager
From: Brian Leahy, Fire Chief
Date: December 14, 2018
Subject: Weekly Department Report 2018-32

1. Fire Prevention Bureau Activity during the past week.
 - All 2018 scheduled Fire and Life Safety Inspections were completed.
2. Training Report:
 - No report
3. Emergency Medical Services Report:
 - Wednesday evening, twenty seven (27) Firefighter EMT's and Paramedics attended monthly EMS continuing education. This session involved practical skills on several pieces of EMS equipment.
 - Today, Lt. Godek, Lt. Weil and I will be attending the Loyola EMS Chiefs meeting. At this meeting we hear about the state of the system, upcoming requirements, etc.
4. Clarendon Hills/Hinsdale FD sharing of services report:
 - No report.
5. Emergency Management Report:
 - No report.
6. Du-Comm Report:
 - On Wednesday morning, I attended the monthly meeting of the Du-Comm Executive Board. At this meeting normal business was conducted along with long discussions regarding the Du-Comm Budget. The budget increase has now been decreased to 4.7%. Also discussed was the final meeting of the Fire Funding Formula Committee. Both items are being passed along to the Board of Directors at their January meeting.
7. On Tuesday, I attended the monthly meeting of the DuPage County Fire Chiefs. Normal business was conducted. We also listened to a report regarding the status of the DuPage County wide CAD and RMS systems. All is still on schedule for implementation in June of 2019.

8. Incidents of Interest:

- No significant calls of interest occurred during the last week.

9. Mutual Aid Calls:

- Clarendon Hills Engine 86 responded to assist the Westmont Fire Department on two (2) fire incidents.
- Clarendon Hills Medic 86 responded to assist the Hinsdale Fire Department one (1) time.
- Clarendon Hills Ladder 86 responded to assist the Oak Brook Fire Department with an occupied vehicle in a pond.

10. 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 four (4) times.
- The fire department responded to twenty two (22) emergency calls in the last week.

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



December 2018

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

Village Calendar**Village Board Regular Scheduled Meeting**

December 17, 2018, 7:00 PM - 9:00 PM @
Board Room

[More Details](#)

Chamber of Commerce Meeting

December 19, 2018, 9:00 AM - 11:00 AM @
Board Room

[More Details](#)

ZBA/PC Meeting-Cancelled

December 20, 2018, 7:30 PM - 8:30 PM @
Board Room

[More Details](#)

**Village Offices Closed in observance of
Christmas**

December 24, 2018 - December 25, 2018

[More Details](#)

**CONNECT
WITH US**

January 2019						
Su	M	Tu	W	Th	F	Sa
30	31	<u>1</u>	2	3	4	5
6	<u>7</u>	8	9	10	11	12
13	14	15	16	17	<u>18</u>	19
20	21	<u>22</u>	23	24	25	26
27	28	29	30	31	1	2

Village Calendar

Village Offices Closed for New Year's Day!

January 1, 2019, All Day

[More Details](#)

Village Board Regular Scheduled Meeting

January 7, 2019, 7:00 PM - 9:00 PM @ Board Room

[More Details](#)

Secretary of State Mobile Unit sponsored by Clarendon Hills Bank

January 18, 2019, 10:00 AM - 2:00 PM @ Board Room

This is a Clarendon Hills Bank sponsored event. Secretary of State Mobile unit will be here at Village Hall to renew or correct your Drivers License/State ID, get a new license plate sticker and/or register to be an organ donor.

[More Details](#)

Village Board Regular Rescheduled Meeting

January 22, 2019, 7:00 PM - 9:00 PM @ Board Room

[More Details](#)

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