

State of the Village Report



Village President, Linda Jackson

It is my pleasure to present the Village of Glendale Heights State of the Village Report for 2016. Seeing our community come together to celebrate our accomplishments always reminds me of how fortunate we are to have a team that is goal-oriented and full of dedication to the betterment of Glendale Heights. I would like to begin by recognizing my fellow Village Board Members:

Marie Schmidt, *Village Clerk*

Sharon Fonte Sullivan, *Deputy Mayor & District 2 Trustee*

Bill Schmidt, *District 1 Trustee*

Michael Light, *District 3 Trustee*

Pat Maritato, *District 4 Trustee*

Chester Pojack, *District 5 Trustee*

Mary Schroeder, *District 6 Trustee*

I also want to thank Village employees, our many dedicated volunteers, and committee and commission members that have helped the Village Board achieve our goals and objectives for this past year. I am so proud of the many improvements we have accomplished thanks to our careful strategic planning and sound financial management. The 2016 year proved to be another positive step in the right direction as we continue to make Glendale Heights stand true to our motto of being a "Proud and Progressive Village for All People". This State of the Village report also discusses upcoming 2017 projects, and I am proud to report that once again there will be no increase in the Village's property tax levy.

Finance

The Finance Department is charged with the oversight of nearly \$158 million in assets Village-wide, and for the management of 35 separate funds, which collectively generated \$47.5 million in revenues and \$45.2 million in total expenditures during fiscal year 2016.

With the economic recession now in the rearview mirror and many signs pointing towards a slow, steady recovery, the Village was able to add back to its General Fund reserves for the 2nd consecutive year. In doing so, it once again exceeded the Fund Balance Reserve Policy adopted by the Village Board in 2013, which established a minimum reserve level of four months. Independent auditors reported to the Village Board last November that the fiscal year 2016 ending reserve balance was at a level of 6.6 months, which is more than one and a half times the level set by policy, and more than triple the level recommended by the Government Finance Officers Association (GFOA).

Sales tax continued to be a primary revenue driver for the Village as it represented 30% of total General Fund revenues in fiscal year 2016. Growth over the last six years has been quite impressive thanks to the addition of many new and/or expanded retail establishments, which call Glendale Heights their home base.

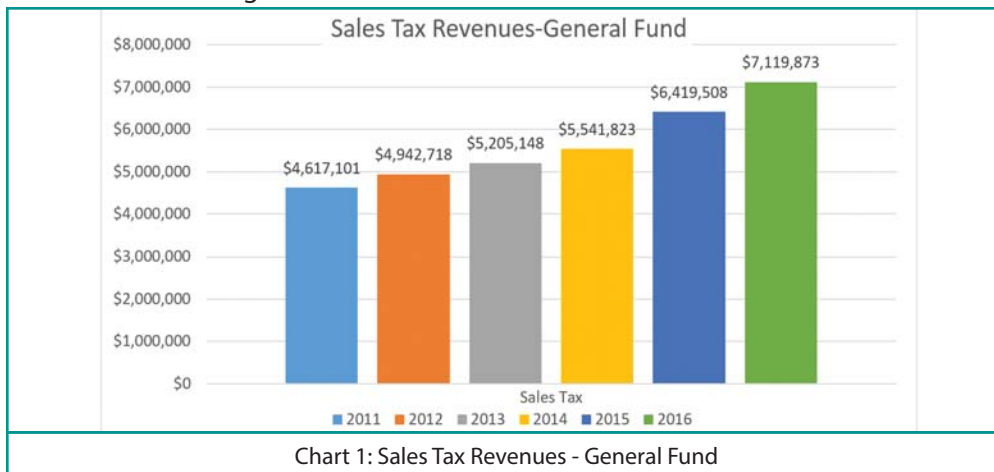
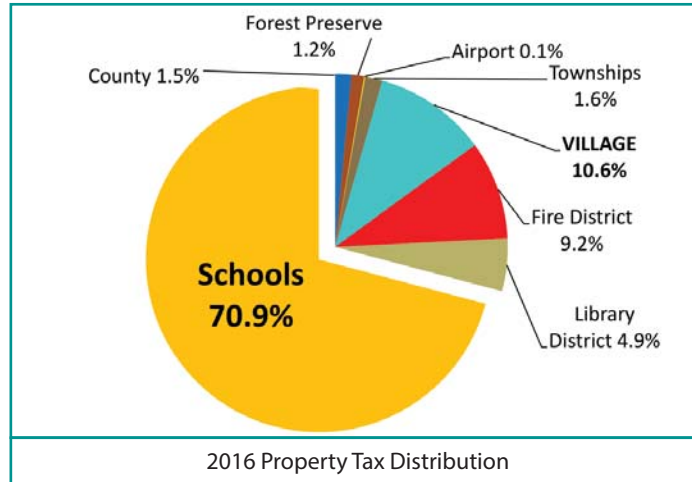


Chart 1: Sales Tax Revenues - General Fund

Inside:

The year 2016 brought an end to the downward trend in Equalized Assessed Valuations (EAV) for Village properties in both Bloomingdale and Milton Townships, with preliminary increases of 7.96% and 5.39% respectively. Residents need not worry about the impact of these increases when it comes to the Village portion of the 2016 tax bill, as the Village Board continued to keep its promise to levy taxes in a responsible manner. The 2016 Village tax levy reflects ZERO increase.

A common misunderstanding with property tax bills is the idea that the Village collects and keeps all of the money on one's tax bill. In reality, the Village's share of a typical property tax bill is only about 10.6%, with schools and other taxing districts receiving the remaining 89.4%. A more complete explanation on the property tax process and Village taxes can be found by tuning in daily to GHTV (Channel 6 on Comcast and W.O.W., and Channel 99 on AT&T U-verse).



In June of 2016, the Village received an annual credit rating update from Moody's Investors Service. Moody's is a leading provider of credit ratings, research and risk analysis. The firm maintains ratings and analysis on 21,000 public finance issuers. I am truly pleased to report that Moody's affirmed the Village's very strong Aa2 rating, which means that we are demonstrating very strong credit worthiness. Moody's report commended the Village's strong financial position and cited the Village's ability to generate balanced financial operations as a component of sound financial management.

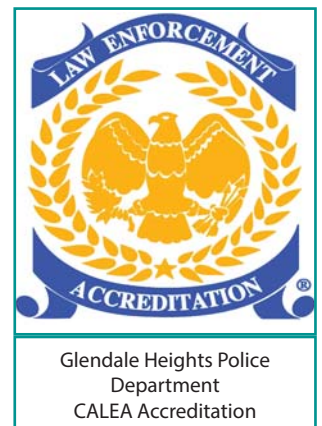
For the 33rd consecutive year, the Village was awarded a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA). In order to receive this award, the Village must publish an easily readable and efficiently organized Comprehensive Annual Financial Report (CAFR) that conforms to the highest standards in government accounting and financial reporting.

In January of this year, the GFOA announced that for the 4th consecutive year, the Village was a recipient of a Distinguished Budget Presentation Award for its annual budget document. This recognition reflects the commitment of the governing body and staff to meet the highest principles of governmental budgeting. In order to receive this award, the Village had to satisfy nationally recognized guidelines for effective budget presentation. These guidelines are designed to assess how well an entity's budget serves as a policy document, a financial plan, an operators guide, and a communication device. Budget documents must be rated "proficient" in all four categories, and the 14 mandatory criteria within those categories, to receive the award. The most recent CAFR and other budget documents are available on the Village website.

Police Protection

Resident's safety continues to be the top priority of the Village Board. This past year, due to sound fiscal practices, we authorized the addition of two more police officers without any increase in the tax burden to residents. The police department now employs a combined staff of 94 personnel, including 54 sworn police officers, 5 part-time officers, 5 community service officers, records clerks and crossing guards. The Department also enjoys a strong volunteer pool of 18 individuals who are members of the Emergency Services and Disaster Agency (ESDA).

I am very proud that the Village's police department continues to maintain the Commission on the Accreditation of Law Enforcement Agencies (CALEA) Accreditation that it received initially in 2008, having been re-accredited twice. In 2017, the police department will be applying for their third re-accreditation and will be seeking a Gold Standard Assessment. Our police department is one of only 797 law enforcement agencies, or 3% of all law enforcement agencies, accredited across the nation, and one of only 48 in the State of Illinois. CALEA standards are rigorous and ensure the



Department is following the best practices in law enforcement. Part of the CALEA standards require the police department to review each incident in which force is used ensuring that our officers are using the response appropriate for the situation and within legal parameters. CALEA standards also ensure that citizen complaints are investigated thoroughly and in a timely manner.

COMMUNITY ORIENTED POLICING

The police department is dedicated to improving its relationship with the community. In 2016, the police department participated in many events to strengthen its partnership with our residents, and organized and participated in many events for children and adults.



Junior Police Academy

For over 25 years, the police department has held weeklong classes at Safety Town for children 5-7 years of age. The classes are held over the summer and taught by officers from the police department as well as representatives from the Railroad Operation Life Saver, Glenside Fire Protection District, First Student Bus Company and AMITA Health Adventist Medical Center, GlenOaks. For children in 5th through 8th grade, the police department hosted the 11th Annual Junior Police Academy. Participants experienced various aspects of police work from the initial testing process to evidence processing, traffic stops and officer safety skills.

Our state certified School Resource Officers spent the school year teaching Drug Abuse Resistance Education (D.A.R.E.) classes to the 5th grade students and addressing school related concerns. Through a cooperative agreement between the schools and the police department, one officer rotates between the schools that teach kindergarten through 8th grade, while a second officer rotates between the Glenbard District 87 schools that children from Glendale Heights attend. In addition to teaching classes and attending extracurricular activities, they also investigate police related incidents at the schools reported by students and staff.

The police department also strives to keep our residents informed of important crime prevention tips by sponsoring a Neighborhood Watch Program. In 2016, monthly newsletters were disseminated to the Neighborhood Watch members and monthly meetings were held at the police department where residents were able to express their concerns, and provide information on various crimes that occurred during the previous month. Various presentations were conducted throughout the year including a speaker from the Attorney General's Community Outreach Unit who spoke about scams affecting our state and community. In October of 2016, I approved a new Neighborhood Watch plan put forth by the police department to begin in January of 2017. This plan will increase our police department's interaction with residents and provide forums for residents to work with police officers on enhancing their neighborhood. The police department will be moving the monthly Neighborhood Watch meeting to a different location throughout the community each month. This will give more residents the opportunity to meet with our police department and other local government officials.



Neighborhood Watch Meeting

On October 1st, the police department in partnership with the Parks and Recreation Department and the Glenside Fire Protection District, sponsored our annual Kids Fishing Derby. Tommy's Hot Dogs donated all the hotdogs and buns for the event, and police department Officers cooked the food. The event was held at Lake Becerra at Heritage Park but was met with some unfavorable weather. Thanks to all who braved the weather conditions and participated.

Smart 911 is an additional program in which the public can directly add information about themselves and their homes via the internet to the 911 emergency telephone system. The police department also maintains a system, which allows mass notification to residents to inform them of emergencies or other matters of concern by telephone, email or text. The system can accomplish a Village-wide notification, or can be tailored to specific areas depending on the incident. This system is also used by the police department's Community Outreach Specialist, in partnership with the Senior Services Manager at the Center for Senior Citizens, to do well-being checks on our senior citizen population during extreme weather conditions. Registration for both of these services is available on the Village website.

The police department also sponsored the Village's 18th Annual National Night Out. The event was held on the Village of Glendale Heights main campus, and residents were offered free food and games. National Night Out is held to raise crime and drug prevention awareness and strengthen our police and community partnerships. Many other groups assisted in the

celebration including Bimbo Bakery, Glenside and Bloomingdale Fire Protection Districts, Glenside Public Library District, the Glendale Heights Parks, Recreation & Facilities Department, Glendale Lakes Golf Club, the Glendale Heights Youth Commission, the Junior Woman's Club, Target and AMITA Health Adventist Medical Center, GlenOaks.



Bravest vs. Finest Charity Basketball Game

To promote safety awareness, the police department conducted seat belt safety checks in our school zones, and aggressively enforced the hands free cell phone law.

The prescription medication drop-off box, located in the main lobby of Village Hall, continues to be very useful. The drug drop box is available for residents to properly dispose of controlled and non-controlled pharmaceuticals.

Members of the police department continue to be strong supporters of the Illinois Special Olympics, raising thousands of dollars for those athletes. Additionally, officers joined members of the Glenside and Bloomingdale Fire Protection Districts for the 4th Annual Don Darby Classic: Bravest vs. Finest Charity Basketball Game. The fundraiser was started in memory of K-9 Officer Don Darby and raises money for local charities.

PREPARATION IS THE KEY TO SUCCESS

The police department and its Emergency Services and Disaster Agency (ESDA) conducted intruder drills with all schools in the Village last year. The Village also renewed an agreement with the Milton Township Community Emergency Response Team (CERT) to help train new Glendale Heights CERT members and provide continuing training for current members. Joining forces with Milton Township CERT allows the Village to tap into their extensive volunteer pool of over 1,000 CERT members in the event of an emergency.

2016 CRIME STATISTICS

The Glendale Heights Police Department maintains transparency by sharing crime statistics with residents. If you want timely information on crimes in your own neighborhood, please visit the Village website and click on Crime Reports. In addition, the police department publishes an annual report in March of each year with a more detailed breakdown of the previous year's activity. The report is available for viewing on the police department's page of the Village Website.

The police department conducts weekly assessments of the crime patterns throughout the village and compiles a weekly report for police department staff. These analytics are then used by supervisors to prioritize patrol and investigative assignments. The police department has also used analytics to assist in reducing the calls of domestic violence. The department has implemented a plan to follow up on repeated domestic and domestic violence calls. The police department's Community Outreach Specialist now meets with all involved parties of repeated calls and works with them to get the assistance and counseling they need.

I thank the men and women of the Glendale Heights Police Department for their hard work and continued delivery of professional police services to the residents of the Village. They are doing a difficult job during challenging times.

Community Development

The Community Development Department focuses on maintaining and improving property values within the Village through a variety of measures including economic development, construction oversight and property maintenance inspections.

I am pleased to report that there was major economic development within the Village in 2016 as we welcomed many new businesses. Increased economic development improves property values, increases the tax base through property tax and sales tax, and lessens the tax burden on all property owners.

In addition to the new businesses that opened in 2016, several other developments were approved and are under construction. A new Shell gas station is under construction at Army Trail Road and Bloomingdale Road, and should open this spring. Burrito Parilla is conducting extensive remodeling of the former Wendy's restaurant on Army Trail Road and should also open in early 2017. Dunkin Donuts will be remodeling the former restaurant at the southwest corner of Army Trail Road and Bloomingdale Road, and will include another tenant located in the building.

The owner of the former Dominick's site sold the property, and staff is working with the new owner on a redevelopment plan, which will be reviewed in the



Shell Gas Station

spring of 2017. Having the property redeveloped has been a major priority since it became vacant, and we are excited about the future plans for this space.

The Community Development Department continues to work with AMITA Health Adventist Medical Center, GlenOaks as they remodel and upgrade the hospital campus. Several new projects are under review, which will result in exciting improvements to the hospital.

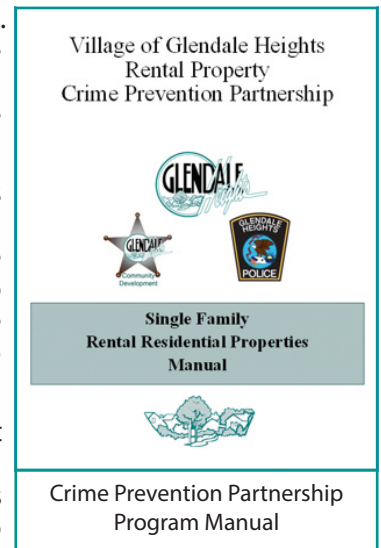
Staff and I continue to meet with shopping center property owners to provide assistance in locating new tenants to their centers and encouraging them to improve their facilities.

In addition to Community Development's focus on economic development, the department also monitors existing property within the Village to help protect and improve property values, as well as the safety of its residents. Staff identifies property maintenance violations; licenses and inspections of rental property; conducts real estate transfer inspections; and responds to resident complaints.

The Village of Glendale Heights continues to attract investors who purchase and rent homes. We welcome these investors provided they comply with Village codes and ordinances. The number of single-family rental homes has increased to 2,302 in 2016, which must all be licensed and inspected. Staff also inspects all common areas along with a percentage of units of the 2,898 multi-family apartments in the Village.

Launched in 2008, the Crime Prevention Partnership Program works with landlords and tenants to ensure that the rental units are properly maintained through the licensing and inspection process as well as the Crime Prevention Partnership Program. Through this program, the Village provides landlords and tenants information about their rights and obligations to comply with the law. If a landlord or tenant fails to comply with the laws and ordinances, the property could be declared a nuisance, and citations issued. This program is important to deter crime and help protect property values in our community.

Staff also responds to service requests from residents as well as identifies property that is not properly maintained, and contacts owners to request that violations be addressed. Although the majority of property owners address violations, a citation will be issued if a violation is not resolved. Staff also works with management companies and homeowners associations to ensure that common areas and buildings are maintained.



Administrative Services

The Department of Administrative Services provides support and services to Village residents and businesses, while also supporting various internal operational needs of all Village Departments.

WATER BILLING

The Division of Water Billing is responsible for the processing and receipt of payments of water bills for residential, commercial and industrial water customers of the Village. A critical component of the water billing process is the monthly collection of water usage for each account to allow accurate billing to each of our customers. During the past year, the water billing staff has scheduled 1,379 service appointments to make certain meters are operational and collection of customer's water usage is accurate. Our dedicated staff continues to monitor meter reports to ensure meters are working properly and accurately.

During the 2016 calendar year, the Village collected meter reads and recorded water usage by our customers totaling 820 million gallons, and prepared 79,868 customer invoices. The actual cost of water paid for during 2016 by the Village to the DuPage Water Commission totaled just over \$4.1 million.

The Village encourages all water customers to be alert to potential water leaks within their homes and business, and to practice water conservation measures, which can be found on the Village website.

LICENSING

The Division of Licensing is responsible for the issuance and annual renewals of business licenses, vehicle stickers, pet licensing, garage sale permits and processing of real estate transfer stamps. They also assist customers and callers to obtain answers to questions pertaining to the Village, and then directing them to the proper departments for further assistance.

In 2016, the division successfully aligned Animal License Registration with our Vehicle Sticker Licensing System to encourage all pet owners to register their cats and dogs with the Village as required by Village Ordinance. This effort is to assure all lost pets are returned to their owners.



In 2016, the Village issued 21,305 vehicle stickers to residents and businesses, 390 garage sale permits, 912 animal tags and issued 884 real estate transfer stamps.

Vehicle sticker applications will be mailed to homes in May. We encourage everyone to purchase your stickers early by mail or in-person to avoid long lines as we near the due date.

INFORMATION SYSTEMS

Over the past year, the Village's technology has continued to expand at an accelerated pace, and is a critical core function supporting all Village operations. The Division of Information Systems works behind the scenes to support all Village Departments for hardware, such as desktop and laptop computers, police mobile terminals, telecommunication systems and devices, and a wide variety of software programs vital to operations.

As technology infrastructures remain a prime target for malicious attacks, the Village continues to invest and take strong measures to improve our network security to protect our data against unauthorized access and potential data loss. The Village has improved

and augmented our security with the replacement and upgrade of our network firewall, web filters and antivirus products. Additional protection efforts include the removal of older software programs and internal policy changes.

In 2017, the division's primary goals will include further improvements with new network fiber connections, relocation of critical operations to a cloud solution to provide for further redundancy and disaster recovery, and improvements to our microwave network systems.

PURCHASING

The Division of Purchasing continues to support the overall procurement process within the Village. The primary duties and goals of the division is to ensure purchase of services and goods will be completed in a timely manner, at efficient costs, while ensuring legal regulations are followed.

The Village utilizes various methods of purchasing including both centralized and delegation of decentralized authority for small and low dollar acquisitions. During the procurement process, each good or service is examined to determine the best price quotes, competitive sealed proposals or bids, request for qualifications and participation in joint cooperative government contracts. Please view the Village Purchasing web page for opportunities to participate in our competitive bid procurements, and the sale of Village surplus property currently underway.

Public Works

STREET DIVISION

Local road infrastructure was improved throughout the Village as part of the in-house road program overlaying Westchester Drive, Altgeld Avenue, Van Meter Court, Jamison Drive, and Hilldale Lane. The project involved the removal and replacement of deteriorated and structurally damaged curbs and sidewalks along with base repairs to the roadway before the new surface layer was applied. This year's in-house road program involved the repaving of over 6,300 square yards of surface roadway.

In 2016, a crack sealing project was undertaken on approximately 70 roadway segments throughout the Village. This will help prolong pavement life expectancy.

Street Division Staff responded to 20 snow and ice events throughout the winter season plowing and de-icing 76 center lane miles of roadway and 147 courts. The Street Division also responded to 12 separate flood control events including clearing of storm inlets and streams to alleviate standing water on roadways.

UTILITIES DIVISION

The Village's water infrastructure was improved in 2016 through rehabilitation of the Brandon Court Elevated Water Tower. This is a 1,000,000 gallon elevated storage tank, which services approximately 33% of the water system. Work included sandblasting and repainting the exterior and interior of the tank, various remedial repairs and the installation of a new mixer system to help improve water quality.



Street Division responded to 20 snow and ice events in 2016

Utilities Division staff continued to perform maintenance to the water infrastructure including hydrant maintenance, valve repair, pump station maintenance and Illinois Environmental Protection Agency (IEPA) mandated sampling. I am pleased to report that all IEPA sampling undertaken in 2016 resulted in no violations or water quality issues.

Improvements to the Village's sanitary sewer distribution system continued this year with the rehabilitation of the lift station located at 521 North Avenue, which was retrofitted with submersible pumps. The upgrades to this station will reduce confined space entries by maintenance staff, as well as increase energy efficiency through the use of new energy efficient pumps and equipment.

Additional maintenance work was undertaken to the public sanitary sewers including the televising of approximately 50,000 ft. of sewers in the North Avenue Catchment Area. In the spring of 2017, an Inflow and Infiltration (I&I) Study will be performed, which will identify sources of structural defects.



Lift Station Retrofit at 521 North Avenue

WATER POLLUTION CONTROL FACILITY (WPCF)

The Village's Water Pollution Control Facility (WPCF) processed over one billion gallons of wastewater in 2016 within IEPA guidelines and regulations. The WPCF, considered an exemplary plant by peer review publications, has continually operated well above the expected guidelines.

The plant completed an industrial user inventory as part of a condition of its IEPA Discharge Permit. The study ensured that all local businesses follow federal and local regulations when discharging wastewater into the Village's collection system. The inventory also provides the mechanism for the Village to establish best management practices in processing conventional and industrial discharges into the wastewater stream.

In 2017, the Village will undertake a Phosphorus Optimization Plan and a Phosphorus Feasibility Study. These projects are also required as a condition of the Village's IEPA Permit for wastewater discharge. The projects will provide solutions for the future removal of phosphorus from the plant's discharge.

FLEETS DIVISION

The Fleets Division had a very productive year in 2016 maintaining over 300 vehicles and pieces of equipment. The division ensures all Village Departments have vehicles and equipment necessary to perform required tasks on a daily basis.

The Fleets Division minimizes the frequency of these breakdowns through a preventative maintenance program. In 2016, the division performed an average of 112 preventative inspections per month. During these inspections, the entire unit is carefully checked and any deficiencies are addressed. The division has succeeded in extending the life of many of the larger and more expensive vehicles through this carefully calculated program.

The Fleets Division is consistently seeking alternative methods to reduce the costs of fleet operations. In 2016, the division procured a new Peterbilt tandem dump truck to be used as a primary plow truck. This truck has a stainless steel dump body. Delivery of this new truck is expected in early Spring of 2017. By using stainless steel, the life expectancy is extended and the trade-in value will increase.

Another cost savings approach was implemented this past year with smaller dump trucks used by multiple departments and divisions. The Village will be replacing four dump bodies, in poor condition, with new stainless steel dump bodies. By retrofitting the trucks, the lifecycle of all these units will be extended by another 10 years, greatly reducing the cost expenditure incurred by the purchase of new trucks.

ENGINEERING DIVISION

The Engineering Division ensures the Village upholds all local, state and federal mandates, including storm water management compliance, and erosion control inspections on active construction sites. In 2016, the division reviewed over 176 permit applications including engineering drawings and storm water reports.

The division provided contract supervision and construction observation for large road projects. One such project was the reconstruction of Fullerton Avenue, east of Glen Ellyn Road, ending at Liberty Drive. Fullerton Court was also resurfaced as part of this project. This project involved road reconstruction with curb and sidewalk repair. A Community Development Block Grant (CDBG) provided \$400,000 of the funding to assist the Village with this project.

Another large road project successfully completed last year was the Village's Leslie Lane Storm Sewer Relief and Paving Project. The project involved the installation of a storm sewer that provides significant flood relief during major storm events. To help

fund this project, the Village applied for a storm water grant and received approximately \$165,000 of funding from DuPage County Stormwater Management.

Construction of the North Avenue Flood Alleviation Project will commence in the spring of 2017. Funding for this project has been made possible due to the Village successfully receiving a FEMA Grant and a CDBG-DR (Disaster Recovery) grant, totaling just under \$1.46 million. Once constructed, this improvement will relieve flooding in and around the North Avenue and James Court corridor.

In September of 2016, the Village was awarded a \$400,000 grant from DuPage County's CDBG-DR to improve drainage to the downstream outfall of the North Avenue Flood Alleviation Project of the East Branch Tributary 2 creek. This creek, located at the rear of the Menards store and flows through wooded and wetland property towards Glen Ellyn Road, is heavily silted and impedes flow. The grant will desilt the creek and allow for improved drainage, including benefiting the North Avenue Flood Alleviation Project.

In addition, the Village was also awarded another \$400,000 grant from DuPage County's CDBG-DR for drainage improvements in and around the former Salt Creek BBQ in the Glendale Square Shopping Mall.

Public Works staff successfully applied for a Surface Transportation Program (STP) grant through the DuPage Mayors and Managers Conference for the rehabilitation of Fullerton Avenue from Bloomingdale Road to Glen Ellyn Road. I am pleased to announce that the Village has received approval for over \$830,000 in grant funding towards this project, which is expected to be constructed in 2018.

Finally, the Village continues to seek energy efficient ways to improve the environment, and save taxpayers' dollars. I am pleased to advise you that the Department of Commerce and Economic Opportunity (DCEO) has approved a project to replace all Village street owned lights with new LED light fixtures. Staff applied for DCEO incentives, which are estimated to be just over \$200,000 in grant funding. The project will commence in March and be completed in early May 2017. The new LED lights will be an energy savings to the Village of around 75% of its current power consumption, with an annual savings predicted of around \$35,000 in electricity charges.

Glendale Lakes Golf Club

Over 22,000 rounds of golf were played at the Glendale Lakes Golf Club in 2016. Among these rounds of golf were daily play, leagues, outings and high school golf team practices and matches. We look forward to continuing to be the home for the Glenbard North Boys and Girls, Glenbard West Girls, and Glenbard East Boys and Girls Golf Teams for the 2016-2017 school year.



Left to right: Trustee Sharon Fonte Sullivan, Ashley White (Make-a-Wish, Illinois), and Mayor Linda Jackson at the 2016 Charity Golf Classic

Glendale Lakes Golf Club continues to host several golf outings including the Annual Charity Golf Classic, which this year raised over \$24,000 for Make-A-Wish Illinois, FOP Lodge #52 Community Enrichment Fund and the Glendale Heights Chamber of Commerce Scholarship Fund. In September, Glendale Lakes was home again to the Chicagoland National Fallen Fire Fighters Golf Outing. This event has continued to gain popularity, and is one of the largest of its kind in the nation!

Our Spring Fling and Turkey Shoot events have become so popular in recent years that we added a "Summer Scramble" event with the same format. This was the first time we offered this very successful summer event, and we will be continuing this new tradition in the summer of 2017.

In an effort to continue improving the playability of the course, staff has been working on renovating the bunkers. We started working on the greenside bunkers on Hole #17. The two left greenside bunkers are going to be removed, and the bunkers in front of the green and on the right side are going to be renovated and re-shaped to allow them to drain better. We hope to continue to make improvements to a few bunkers every year with the goal of having all of the bunkers completely renovated.

There were 289 banquets and special events held at Glendale Lakes Golf Club in 2016, and 43 of these were wedding receptions. Our Chef has revamped our menus and added his own touch to the selection of menu items. The exceptional food and beverage staff take care to ensure that each event is catered to the host's needs. Our banquet coordinators are ready to help you book your special event today!

The Glendale Lakes restaurant is only open during the Lent Season. Join us Friday nights for our Fish Fry from 4:00 pm to 8:00 pm. If you are not a fish fan, our menu has a variety of other options to appeal to your tastes. Visit the Glendale Lakes Golf Club's website for our new menu and upcoming specials.

Center for Senior Citizens

In 2010, the Village's Center for Senior Citizens opened their doors offering comprehensive senior citizen resources, innovative programming, information sessions, social events and exciting trips. The Center's membership is now just under 2,000 members. It was designed with the active senior in mind and includes a game room, fitness room designed for older adults, arts & crafts room as well as a full-service salon. The Center also has a library with a cozy fireplace, filled with great books to read, along with four computer stations with internet access.

The staff continues to work with our Senior Advisory Council, Center members and the community to make our Center a true one-stop shop for our member's needs. Many seniors took advantage of the services offered in 2016 such as Benefit Access Application (BAA) assistance. These applications are completed online and assist seniors to receive a discounted license plate sticker and a Regional Transit Authority (RTA) ride free card. In September of 2016, the Center was awarded a \$1,000 grant to be used towards an additional laptop for SHIP and BAA appointments in addition to community presentations.



Senior Halloween Party

Volunteerism continues to be an important part of our Center and its daily function. In 2016, 52 individuals volunteered 2,133 hours to benefit the Center. Aside from assisting in the everyday programming, our wonderful volunteers helped 36 special events become a reality, including High Tea at Noon, a Halloween party and a holiday luncheon!

The Center's craft instructors organized the Center's 4th Annual Craft Fair. The proceeds for table rentals went towards craft supplies. In conjunction with the craft fair, there was also a raffle for a handmade quilt that was made and donated by a staff member who is a "long arm quilter". The sale of the raffle tickets gave the Center an additional \$500 for future special events and programs.

An important component of the Center's operations are the senior social services which include the community dining program that provides meals-on-wheels as well as congregate dining at the Center. As part of our congregate dining, we provide "lunch-n-learn" programs. The Center also holds informational sessions on important social service topics targeted at keeping our seniors educated on healthy lifestyles and promoting senior safety. In 2016, community partners helped the Center provide 53 programs over four months with a cost sharing lunch program due to the nutrition funding cuts by the State of Illinois. From May 1st through December 31st, the Agency on Aging and DuPage Senior Citizens Council (DSCC) provided 3,305 meals. There were 11,637 home delivered meals sent from the Center's kitchen in 2016.

The Center is a certified Senior Health Insurance Program (SHIP) site. As part of the agreement with the State of Illinois, the Center's SHIP volunteers educate Medicare beneficiaries and their families to help them make an informed choice about health care coverage. The Center now has five volunteer counselors.

Our Hidden Treasure Gift Shop continues to flourish with generous donations from residents and businesses. Proceeds from the gift shop help the Center to continue to plan additional program activities. Another revenue source for the Center is the incredibly successful community room rental that hosted 151 birthday parties, showers and anniversary events in 2016.

Parks, Recreation & Facilities

PARKS DIVISION

The Parks Division is responsible for maintaining over 254 acres of parkland, 7,000 trees and more than 20 sports fields and playgrounds. In 2016, the division completed several park improvement projects. The Camera Park basketball court has been repainted and seal-coated. The tennis courts at Nazos and Ollman Parks were resurfaced. At Nazos Park, a new playground structure was selected to update the Parks play area for kids ages 5 to 12. This new play structure was installed with the assistance of the Parks Division, Glenside Fire Protection District, Bloomingdale Fire Protection District and other members of our community. The hard work put forth by the community to help install this playground is a great example of people working together to do great things.

Several other parks also received updates in terms of new playground features and walking path amenities as the Village Board continues to work towards creating better play facilities for the residents of Glendale



Members of the community helped construct a new playground at Nazos Park

Heights. More good news is in store for 2017 as Mill Pond and Siems Parks will receive new playground structures that are partially funded by a \$40,000 grant. In addition, Gladstone and Ollman Parks will also be enhanced with new structures to continue the Village Board's goal. Other upcoming improvements include basketball court work at Siems and Pheasant Ridge Parks as well as walking path repairs and sealcoating at Gladstone, Nazos, Siems and Heritage Parks.

Besides upgrading and revitalizing our parks, the Village Board has also approved funding to start rebuilding our urban forest after the devastating loss of over 3,000 trees due to the Emerald Ash Borer. Parkway tree planting will begin this spring and we look forward to placing beautiful trees back into our neighborhoods.

RECREATION DIVISION

Each year the Recreation Division offers a wide variety of programs for all age groups from tiny tots to adults. The division strives to provide activities and programs that are affordable, fun and engaging in a safe environment.

Throughout 2016, the division hosted 30 special events including our first Mother & Son Dance. Sixty-five new programs were offered including an indoor summer soccer league and expanded summer dance program offerings.



PATH After School and Day Camp

GH₂O Aquatic Center hosted six special events, 14 parties and private rentals, and had over 25,000 visitors throughout the summer.

Fitness membership retention efforts are going strong with a 20% increase in retained members from 2015. Annual memberships include free racquetball, six guest passes, discounted rates for additional family members and fitness classes.

The PATH (Play at the Hub) After School and Day Camp program continues to grow each year with 2016 having the highest enrollment to date. Residents are encouraged to take full advantage of this year-round program that offers well-planned activities, curricula and trips.

Summary

Every year, our community grows stronger with new families, businesses and organizations joining the Village of Glendale Heights. I encourage everyone to get involved, volunteer, sign up for a program at the Sports Hub, take up golf lessons at Glendale Lakes Golf Club, or simply say "thank you" to one of our police officers on the street. I encourage all of you to grab a Village calendar and circle all of the important dates for special events, programs, committees and commissions that you want to participate in and attend. Please follow us on all major social media platforms or visit our newly redesigned website. Lastly, stop by and visit with us at our monthly Coffee with the Mayor and Village Board held on the first Saturday of every month at the Center for Senior Citizens.

On behalf of my fellow Village Board Members, I look forward to seeing you throughout the year, and do not hesitate to contact me, your District Trustee or any of our qualified staff. It is truly an honor to serve you as the Mayor of Glendale Heights, and I promise you I will always keep your questions and concerns a top priority. It is with the support of the community, our hard working Village Board of Trustees, committees, commissions, volunteers, dedicated staff, businesses and residents, that we are able to live up to being a "Proud and Progressive Village for All People."

Sincerely,



Linda Jackson
Village President

Coffee with the Mayor & Board

Coffee with the Mayor & Board is held on the first Saturday of each month* from 10:00 am to noon at the Center for Senior Citizens. **Coffee with the Mayor & Board is scheduled for March 4th and April 1st.** If you are unable to attend and have a comment, suggestion or question, please call the Mayor's Office at 630.909.5303. *Subject to Change





SAFETY TOWN EASTER EGG HUNT

Saturday, April 8 • Ages 8 and Under

Peter Cottontail will make a visit to Safety Town (301 Civic Center Plaza) where he'll be dropping off an "egg-normous" supply of treat-filled Easter eggs to hunt and collect.

Age-specific Easter egg hunts are as follows:

- 8:15 am - Children 5 years and younger (adult assistance required)
- 9:00 am - Children 6 to 8 years old (adult assistance required)
- 9:30 am* - Children 5 to 6 years old (children only)
- 10:00 am* - Children 7 to 8 years old (children only)

** Children participating in these hunts may find a special egg that can be exchanged for an Easter basket filled with goodies!*

This "egg-citing" event is **free** and no registration is required. Participants are urged to arrive early, as hunts begin promptly at the times listed. To ensure a fair and even opportunity for each child collecting Easter eggs, **only Safety Town issued bags may be used**. Bags will be provided at the Safety Town entrance before each hunt begins.

For additional information, contact Community Outreach Specialist Tanya Macko at 630.909.5459.



BREAKFAST with the EASTER BUNNY

Saturday, April 8 • 8:30 am - 11:00 am • Center for Senior Citizens

Join us at the Center for Senior Citizens for the annual Breakfast with the Easter Bunny. An all-you-can-eat pancake breakfast will be served, including sausage and a beverage. Photos with the Easter Bunny will also be available. No registration is required. Event fee is paid at the door.

Adult breakfast: \$5 • Child breakfast (Ages 4-12): \$3 • Pictures: \$2 each





Glendale Heights Village News

300 Civic Center Plaza • Glendale Heights, IL 60139
630.260.6000 • www.glendaleheights.org

One Stop Reuse & Recycling Depot

Saturday, April 22, 9:00 am - Noon

GH₂O Aquatic Center Parking Lot *New Location!*
240 Civic Center Plaza • Glendale Heights, IL 60139



Sponsored by the *Character Counts! Coalition* of Glendale Heights in partnership with the *Glendale Heights Green Team*
Savers will accept clothing, shoes, bedding/towels, accessories, CD's, DVD's, functioning small electrical items, toys, games, kitchen items, knick-knacks and sporting goods!

Proceeds from this event will go back to the *Glendale Heights Character Counts! Coalition!*

ACCEPTED RECYCLING ITEMS

Household Batteries: Alkaline, carbon zinc, nickel iron, nickel metal hydride, nickel cadmium, zinc air.

Other Batteries: Car, boat and sump pump batteries.

Broken Holiday Lights: All color and lengths of mini-lights (Italian Lights), C7, C9, rope lights, LED lights, extension cords.

Medical Equipment for Re-Use Program: Gently used crutches, wheelchairs, walkers and canes.

Cell Phones for Re-Use Program: Cell phones and accessories, if possible.

Electronics: Computers, laptops, UPS Systems, printers, copiers, fax machines, circuit boards, small appliances, office equipment, stereo equipment, games, PDAs, corded telephones, electric operated medical equipment.

Limit 2 televisions with purchased voucher!

ITEMS NOT ACCEPTED: Hazardous waste, paint, CFL bulbs and large appliances. There will be no document shredding at this event!

Retired US Flags: Torn, tattered, faded US flags for retirement services by VFW Post 2377 as part of a Village program spearheaded by Trustee Chester Pojack in 2004 to respectfully retire US Flags.

Glasses/Hearing Aids: Prescription and reading glasses, sunglasses, plastic frames and metal frames, and hearing aids to be donated to the Lions Club for reuse programs.

Bikes: Outgrown, unused bikes are donated to Working Bikes, a not-for-profit 501(c)(3) organization which diverts bicycles from the waste stream. Working Bikes partners with homeless transition, refugee resettlement and youth empowerment programs to donate bikes.

Miscellaneous Items: Crayons (broken, used or new), books, Brita/Pur Water Filters, old keys and musical instruments are donated to S.C.A.R.C.E. (School & Community Assistance for Recycling & Composting Education), dedicated to preserve & care for natural resources, while working to build sustainable communities.

For upcoming recycling events, programs and recycling facilities, please visit these websites:
1) www.dupageco.org/recycling, 2) www.scarce.org and 3) www.glendaleheights.org/ECO.

If you or your organization are interested in volunteering for this event, please contact Janie at 630.909.5380 or by email at jlagioia@glendaleheights.org.

Glendale Heights Village News

300 Civic Center Plaza • Glendale Heights, IL 60139
630.260.6000 • www.glendaleheights.org



Glenside Fire Protection District Receives High Marks with Improved Insurance Rating



The Glenside Fire Protection District was recently evaluated by the Insurance Services Office (ISO). ISO's staff collects information from over 48,000 fire protection agencies in communities throughout the United States and analyzes relevant data. The ISO assigns a Public Protection Classification (PPC) number from 1 to 10 (1 is the highest and best).

A community's Public Protection Classification is based on three main areas of a community's fire protection capabilities: emergency communications, fire department operational considerations, and water supply. In addition, it includes a community risk reduction section that recognizes community efforts to reduce losses through fire prevention, public fire safety education, and fire investigation. Many insurance companies use this information to help determine their customer's property insurance premiums.

On January 26th, 2017, the Glenside Fire Protection District was awarded an improved Public Protection Class (PPC) score of 2. This places Glenside near the top of all fire departments in the United States for its ability to respond to emergencies. Since 2009, the District had been rated with a Public Protection Class of 3 in the Village limits and rural areas.

Businesses and residents may see a reduction in their insurance premiums as a result of this improved rating. Please mention to your property insurance carrier the new ISO rating of 2.

The staff of the Glenside Fire Protection District, with assistance from the Village of Glendale Heights, put forth a significant amount of time and effort in making this evaluation a success, and the Class 2 rating is a significant improvement and achievement.

When Thunder Roars, Go Indoors!

STOP all activities.

Seek shelter in a substantial building or hard-topped vehicle.

Wait 30 minutes after the storm to resume activities.

www.lightningsafety.noaa.gov

Family in Faith Food Pantry

"Providing for Glendale Heights Families in Need"

March 11 and April 8
(Typically the 2nd Saturday of each month)

Registration: 9:00 am
Food: 10:00 am

1480 Bloomingdale Road
Glendale Heights, IL 60139
630.653.5030



Libraries Transform



NATIONAL LIBRARY WEEK
APRIL 9-15, 2017

Libraries transform lives. Stop by the library and celebrate National Library Week with a variety of week-long activities:

- Bookmark Design Contest: March 1 - April 5
- Glenside Community Talent Show Try-Outs: March 22
- Board & Friends Greeters: April 9 & April 10
- Community Coloring Celebration Station (April 9-15)
- Food for Fine\$ (April 9-15)
- Giveaways from the Circulation and Adult Services Desks (April 9-15)
- Community Conversation with GHPD: April 11
- Glenside Community Talent Show: April 12

GLENSIDE PUBLIC LIBRARY DISTRICT PRESENTS:

S.T.E.A.M. FEST

SATURDAY, APRIL 8 FROM 1-4 PM

SCIENCE.TECHNOLOGY.ENGINEERING.ARTS.MATHEMATICS



Bring the whole family to the 2nd Annual STEAM Fest! We invited area organizations and businesses to showcase some of the latest innovations in Science, Technology, Engineering, Arts and Math. Magic of Chemistry shows at 1:30 & 3:00 pm to demonstrate some amazing chemical reactions! See more detailed information on the Glenside Public Library District website.

Exhibitors Include: SCARCE, NASA Ambassador, ChiBots, NIU STEM Outreach, SciTech Hands-on Museum, Chicago Paranormal Investigators, DuPage Children's Museum, Jurica-Suchy Nature Museum, College of DuPage Physics Department, Custom Tank Drums, DuPage County Farm Bureau, High Touch, High Tech: Science Made Fun, Willowbrook Wildlife Center, Chicago Area LEGO Users Group, Argonne National Lab, Live Chemistry Show presented by EUREKA Discoveries



Glendale Heights Center for Senior Citizens

260 Civic Center Plaza • Glendale Heights, IL 60139

630.260.6050 • www.glendaleheights.org/Seniors

Promoting "Fuller, Stronger, Longer Lives"

Become a Member at the Center for Senior Citizens!

If you are a resident of Glendale Heights, your membership to the Glendale Heights Center for Senior Citizens is FREE! For non-residents, membership is just \$25 for the entire year! Membership includes the quarterly activity guide, use of the game room, craft room, Center for Senior Citizen's library and much more! Contact a Center for Senior Citizen staff member for more information!



AARP Free Tax Help!

Every Thursday • Until April 13

9:00 am – Noon

By appointment only

Glendale Heights Center for Senior Citizens is pleased to announce a partnership with AARP to host the AARP Tax-Aide Program. AARP Tax-Aide is the nation's largest volunteer-run tax assistance and preparation service. This free service can answer most of the tax questions faced by low and moderate income taxpayers, with special attention to those age 60 and older. To make your appointment please call 630.260.6050. No walk-ins, please!

Chip - In Casino Trip

June 26 - 28 • 3 Days/2 Nights

\$245 Single, \$179 Double, \$174 Triple

The Island Resort is located near Escanaba in the Upper Peninsula of Michigan. The hotel now features two towers of rooms with an indoor pool and sauna. Michigan allows Craps, Let it Ride, and table poker gaming along with slots and blackjack.

Full Payment Due: June 1
No membership required!



Medical Equipment Program

Are you in need of medical equipment? Thanks to the generous contributions of new or gently used medical equipment, the Village's Medical Equipment Pantry has walkers, wheel chairs, canes, quad canes, crutches, commodes and other bathroom equipment and more, that may be borrowed FREE of charge to residents.

For further information, please call the Glendale Heights Center for Senior Citizens at 630.260.6050.



Super Senior Mobile Unit

Thursday, April 20 • 10:00 am - 2:00 pm

A convenient program for driver's license renewal, which includes Rules of the Road classroom instruction and a vision-screening exam.

An identification card can be obtained for \$20. If you are age 65 and older you may obtain a free, non-expiring State of Illinois photo ID card. Drivers age 75 and older are required to take a driving test to renew their driver's license; therefore they must visit a Secretary of State Driver Services facility.

Rules of the Road classroom session is from 10:00 am to 11:30 am. The class is free, but registration is required on or before April 13th. Mobile Driving Service is from 10:00 am to 2:00 pm. No registration is required and is open to all residents.



Glendale Heights Police Department

300 Civic Center Plaza • Glendale Heights, IL 60139
Emergency Help: 911 • Non-Emergency: 630.260.6070
www.glendaleheights.org/police



Before You Hit the Road This St. Patrick's Day: Buckle Up and Designate a Sober Driver

As millions of families celebrate St. Patrick's Day, it is crucial to remember to buckle up and not drive impaired. The Illinois Department of Transportation reports that several roadway deaths occurred in Illinois over the 2016 holiday weekend. Many deaths and injuries could have been prevented with the click of a seat belt or the choice to designate a sober driver.

The Glendale Heights Police Department is joining in a national effort along with the Illinois Department of Transportation (IDOT), the Illinois State Police (ISP), and local law enforcement agencies across the state to save more lives by strongly enforcing seat belt and impaired driving laws.

Statistics show that nighttime driving comes with an increased risk for a crash that could result in injury or death. Evening hours account for a higher percentage of alcohol-related crashes, a higher percentage of fatalities, and a lower percentage of occupants wearing seat belts.

Seat belts saved the lives of more than 12,500 passenger vehicle occupants age 5 and older nationwide in 2013 according to NHTSA. Buckle up and encourage your loved ones to do the same. You will save the cost of a ticket and may even save a life.

If you do celebrate with alcohol, make sure to designate a sober driver. "Our goal is to save lives and keep travelers safe this holiday and always, so we will be out enforcing these laws, day and night," said Sergeant Kirstein. "'Driving Zero Fatalities to a Reality' is a mission we fully support."

For more information about the "Click It or Ticket" or "Drive Sober or Get Pulled Over" campaigns, visit www.idot.illinois.gov.



New Illinois Laws for 2017

When it comes to fighting crime, several new laws are making public safety a top priority. Please be aware of these new Illinois laws that took effect January 1, 2017!

Registration Expiration

Allows the Secretary of State to require an owner to select his or her birthday as the motor vehicle's registration expiration date. If more than one registered owner, the owners may select one registered owner's birthday as the date of registration expiration.

Bicycles – Right of Way

Amends the Illinois Vehicle Code. Clarifies that a person riding a bicycle has all the rights applicable to a driver of a vehicle, including those regarding a vehicle's right-of-way under the Code.

Designer Drug Manufacturers

Goes after designer drug manufacturers and combats dangerous synthetic or designer street drugs by targeting how they are made and allowing prosecutors to not have to wait as long for lab tests to show if the synthetic drug involved was illegal.

Disability ID Cards

Provides that upon approval of an applicant's Illinois Person with a Disability Identification Card, the Secretary of State shall inform the applicant of the availability of a Person with a Disability Wallet Card that specifies that the cardholder has been medically diagnosed with a disability, and shall provide that Wallet Card upon the applicant's request.

Driver Education

All driver education teachers will be required to instruct students on proper actions to take during a traffic stop by law enforcement.

Railroad Crossings

Drivers who drive around lowered gates at grade crossings will face stiffer fines for violating railroad crossing laws. Fines will increase to \$500 for the first offense and \$1,000 for each subsequent violation.

Smile — You're on Camera

Private transportation companies that transport people or goods on a contracted basis will be allowed to have a video recorder operating, provided there is a sign posted stating that a passenger's conversation may be recorded.

Retired Police K-9s

Police officers will be given first preference in adopting their retiring canine partners so that the K-9 can remain part of the officer's family. If the human officer is unable to adopt his or her K-9, the bill also ensures that a fellow officer or employee can give the retired dog a home rather than ending up in a shelter.

Move Over - Save a Life

You must slow down and, if possible, move over for ALL disabled vehicles with hazard lights flashing. This amendment is an expansion from Scott's Law, which mandated that when approaching any police or emergency vehicle stopped along the roadway. This new law now includes ALL vehicles with their flashers activated.



Glendale Heights Police Department

300 Civic Center Plaza • Glendale Heights, IL 60139
Emergency Help: 911 • Non-Emergency: 630.260.6070
www.glendaleheights.org/police

The Glendale Heights Police Department Recognizes March as Poison Prevention Month

The Illinois Poison Center (IPC) and Village of Glendale Heights recognizes the entire month of March as Illinois Poison Prevention Month (IPPM), making it the perfect time to remind friends and family members that they can reach the IPC for free, confidential advice on poison prevention and treatment 24-hours a day via a toll-free phone number: 1.800.222.1222. To educate our residents on poison prevention, there will be an educational display table in the lobby of the Sports Hub. Please stop by the Sports Hub to pick up poison prevention materials. This is also a perfect time to remind families of our Drug Disposal Program where residents of Glendale Heights can dispose of expired or unused medications by dropping them off in a permanent drop box at the Glendale Heights Police Department, 300 Civic Center Plaza. Look for the large white metal drop box labeled RxBOX in the Police Department Lobby. The permanent RxBOX drop box is available to the public 24-hours a day, 7 days a week. There is no charge to residents to drop off medications.

For more information about poison prevention month, poison prevention education, or our Drug Disposal Program, please call the Glendale Heights Police Department's Community Outreach Specialist, Tanya Macko at 630.909.5459.



The Glendale Heights Police Department Recognizes April as Alcohol Awareness Month

April is observed as "Alcohol Awareness Month". It is a month aimed at educating and raising awareness of underage drinking, alcohol abuse, treatment and other related issues. The Glendale Heights Police Department would like to share the following important reminders with you:

1. Talk with your kids, teens and young adult children
2. Avoid over-consumption of alcohol at parties, pubs and other social drinking occasions
3. Get employees who sell alcohol to double check the age
4. Know the effects of alcohol when pregnant
5. Recognize if you're drinking too much
6. Convince your loved ones to seek advice if they're suffering from a drinking problem, such as addiction to alcohol or rage brought on by drinking

Excessive drinking affects all Americans, whether or not they drink. Alcohol problems cost the United States an average of \$2 billion annually, primarily from lost productivity, but also from health care and property damage costs. For more information visit: www.samhsa.gov



Carbon Monoxide Risk to Owners of Cars with Keyless Ignitions

The Glendale Heights Police Department wants to remind residents to always make sure to turn off your vehicle equipped with a keyless ignition. Cars with keyless ignitions can continue running even after a driver walks away, taking the electronic key fob needed to start the engine with them. Although audible alerts are a useful method for alerting drivers, it is not foolproof and if a vehicle is left running inside of an attached garage, it can be life-threatening.

The National Highway Traffic Safety Association (NHTSA) has proposed requiring a louder alert and/or an auto shut-down feature after 30-minutes of leaving a car running, to prevent serious injuries or death from carbon monoxide poisoning.

NHTSA has raised a concern about making an auto shut-down mandatory: "There are scenarios, such as leaving pets in the vehicle with the air conditioning or heating system on while the driver shops or is at a restaurant, where an automatic shut off of the propulsion system would have adverse results." A simple reminder with a louder alert is a good thing, and we would like to see it on every car with push-button start/stop.



Glendale Heights Police Department

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Emergency Help: 911 • Non-Emergency: 630.260.6070
www.glendaleheights.org/police



C.O.P. *Community Oriented Policing*

For the past twenty year's the Glendale Heights Police Department has embraced the philosophy of Community Oriented Policing (COP). COP is an approach to policing that creates a partnership between a Police Department and the community it serves. Since the inception of our COP commitment, the Police Department has hosted a monthly Neighborhood Watch meeting. The original concept was to bring residents together to discuss various issues throughout their neighborhoods and the Village. The past decade has given us many new technologies and social media platforms. Residents today are much more informed about the Village without having to attend meetings. To stay connected with our residents, the Police Department will be implementing a new Neighborhood Watch meeting plan. In 2017, we are reaching out monthly, to different areas of Glendale Heights to host Neighborhood Watch meetings. This allows members of the Police Department to connect and understand the needs of one neighborhood over another. This personal attention allows the Police Department to better allocate specific resources to a neighborhood and establish partnerships with residents to problem solve. We are focusing our policing techniques on preventing crime and making people feel safe, and this can only be done through communication and building strong relationships with our residents.



In 2016, the Glendale Heights Police Department developed a Crisis Intervention Team (CIT). The Crisis Intervention Team is designed to manage mental health individuals who are in crisis. Currently, the department has three patrol officers and one patrol sergeant trained as certified Crisis Intervention Officers. Last year, the Police Department held a mental health workshop during a Neighborhood Watch meeting to educate the public on how they can help when police respond. We continue to educate our officers with information they can use to help the mentally ill and their families. The National Alliance for Mentally Ill (NAMI) provided in-service training to all of the Glendale Heights Police Department Patrol Officers and have provided resource information to give to families when in crisis. The Glendale Heights Police Department wants to reinforce to residents who might be dealing with a mental health illness in their family that the Police Department is here to assist them through their crisis, and help them find a long-term solution to their particular situation. When dealing with mental illness, the Police Department's goal is to help each family work with the resources

they and the community have to problem solve the situation. This reinforcement is necessary for both the community and the Police Department.

As we progress through 2017, we hope some of these changes will build a stronger bond and support system between the community and the Glendale Heights Police Department.





Glendale Lakes Golf Club

1550 President Street • Glendale Heights, IL 60139
 630.260.0018 • Banquets: 630.260.0095 • www.glendalelakes.com
 Owned and operated by the Village of Glendale Heights



Book Your Event at Glendale Lakes

2016 PICK
the knot
 best of
 weddings



Glendale Lakes Golf Club is the perfect place to host your next banquet. Consider us to host your graduation parties, communions, birthday parties, bridal showers and baby showers. Call 630.260.0095 to get more information or to check if your desired date is available. Our menus and pricing are also available on our website!



Glendale Lakes Golf Club is open for the golf season weather permitting. We offer Spring Rates and offer resident discounts to residents of Glendale Heights. Please call 630.260.0018 to inquire about the playing conditions at the golf course, Spring Rates and more!



Join us on Friday nights starting on Friday, March 3 for our Fish Fry Dinners. Our all you can eat fish fry buffet will be \$12.99 per person and include a soup and salad bar, several types of fish, and side dishes.

The fish fry will start at 4:00 pm and run until 8:00 pm. Don't like seafood? No problem, we have other menu items such as burgers, chicken and pasta.

Reservations are strongly encouraged and can be made by calling 630.260.0095.

2017 Charity Golf Classic

SAVE THE DATE

● ● ● ● ● *Friday, June 16*

Spring Fling

Saturday, April 29

Sunday, April 30

Registration Begins March 1

Register for the 2017 Spring Fling! The Spring Fling is \$85 per person or \$320 per four-person team. Golfers will receive 18 holes of golf with cart, breakfast, lunch, dinner, drink ticket, raffle ticket and a tee prize. This long standing tradition tees off at 9:00 am. To make a reservation call 630.260.0018 or grab a registration form on our website at www.glendalelakes.com. We are anticipating this event to fill up quickly, so do not delay if you want to play!



Easter Brunch

Sunday, April 16
 10:00 am - 2:30 pm
 Glendale Lakes Golf Club
 \$29 for Adults
 \$14.50 Children (Ages 5 - 12)
 FREE (Age 4 and under)

Glendale Lakes Golf Club is hosting their annual Easter Brunch! Breakfast and luncheon entrees and sides, a variety of salads, omelet station, carving station featuring roasted leg of lamb, roast prime rib of beef, coffee and honey glazed spiral ham. Finish your brunch off with a delicious sweets table. All prices include tax and gratuity. Reservations are required! To make your reservations, please call 630.260.0095. Times fill up quickly, so make your reservation today!

Public Works Department

1615 Glen Ellyn Road • Glendale Heights, IL 60139
630.260.6040 • www.glendaleheights.org/PW



Helpful Hints to Save Fuel

By the Fleets Division

The Fleets Division works diligently to assure all Village vehicles and equipment are in excellent working order and running as efficiently as possible. With a minimum amount of effort residents can do the same for their personal vehicles, keeping them running better and longer with less fuel consumption. Here are some simple tips to use less fuel.

- Keep car warm-ups to a minimum. Modern engines do not need to be warmed up any longer than thirty seconds. Doing so only burns fuel unnecessarily and shortens the useful life of your oil.
- Shut the engine off if you are going to experience long idle times, such as fueling up your vehicle or prolonged stops while waiting for someone. Unless you are in traffic or on the roadway, long idle times are an unnecessary waste of fuel.
- Tire inflation is the number one source of excess fuel consumption. Under inflated tires cause extra load on the engine, burning fuel that would not be needed with tires at the recommended pressure. The recommended tire pressure can be found inside the driver's door jamb on most vehicles. Check tire pressure at least once a month and if your vehicle is equipped with a tire inflation monitor do not ignore the warning light on the dash.

Recycling Waste Water

By the Water Pollution Control Facility (WPCF)



• Stormwater, urban runoff and effluent from animal farms can be captured for irrigation and other farming needs. This kind of wastewater is usually high in nutrients (nitrogen, phosphorus, potassium, micronutrient and organic matter) and farmers love

- it. They are able to save on fertilizer costs and also preserve sources of surface and underground water that they would otherwise use.
- In the state of California, 31% of reclaimed water is used for crop or landscape irrigation. In other large urban areas, such as Mexico City, most of the wastewater is used in irrigation districts surrounding the city, notably the Tula valley.
 - Sludge from the WPCF is applied to rural agricultural fields for fertilizer that is used to grow soybeans and feed corn.

Street Sweeping Parking Restrictions

Street sweeping is an important part of the work done by the Streets Division. Clean streets and gutters not only give the Village an overall clean appearance, but aids in helping reduce traffic accidents and lowers pollution in our byways and waterways.

For an effective street sweeping program, the Village's "No Parking" ordinance is enforced from April 1 to May 31. Parking is not allowed from 8:00 am to 4:00 pm according to the following zones:

Monday – RED
Tuesday – BLUE

Wednesday – GREEN
Friday – BROWN

The Police Department will be strictly enforcing this ordinance

Engineering Division

Village Engineering is currently preparing for summer construction season. You may already have noticed projects underway at multiple locations in town. At James Court Pond, sediment will be dredged from the pond to increase flood storage during storm events. At 2nd Place and Highland Avenue, construction of two ponds will begin to provide for flood storage during storm events.

Improvements will also start in April at Glendale Square mall, at the North Avenue traffic signal entrance. This work will involve upgrades to the storm sewer system to improve flood control.

These improvements are part of the Village's North Avenue Flood Alleviation Project, paid for in part, by a grant from FEMA. This project will reduce flooding in some storm events near the area of construction in the southern part of town. The project will not eliminate surface flooding in the strongest storm events, but it will reduce flooding during many storms.

Utilities Division

Restoration of right-of-ways and private properties will commence in March/April depending upon weather and availability of materials. Each year the Utilities Division undertakes anywhere from 30 to 50 restorations because of water distribution repairs and sanitary sewer repairs that occur through the winter months. Please be patient with the restoration process as this is a large undertaking and requires a considerable amount of time. The Utilities Division should be able to achieve restoring all outstanding winter excavations by early summer. Unfortunately, the restoration process is never over. While we undertake restorations from winter excavations, new excavations are necessary to perform repairs. All newly excavated areas will require time for the ground to naturally compact. Therefore, new excavations undertaken throughout summer will not be restored for at least 45 to 60 days. If you have any questions or concerns about the restoration process please feel free to contact Public Works at 630.260.6040.



Parks, Recreation & Facilities Department

250 Civic Center Plaza • Glendale Heights, IL 60139

630.260.6060 • www.ghprf.com

Spring Soccer Ages 5-14

Early Bird Registration Accepted Now!

Encouraging movement, fitness, coordination, creativity, fun, and teamwork, soccer is the perfect way to stay active and make new friends! Games are played on Saturdays against neighboring Park Districts. Games begin April 22nd and run through mid-June. One or two practices are scheduled each week based on coach's availability. The following levels will be open: U6, U8, U10, U12, and U14. Register before March 27th to avoid a \$25 late fee.



Join the Sports Hub Team!

The Glendale Heights Parks, Recreation & Facilities Department is looking for qualified applicants to join the team! Applications are currently being accepted for lifeguards at the GH₂O Aquatic Center, summer camp counselors, fitness and tennis instructors. Volunteers are also being recruited to coach youth baseball, football, cheer, and soccer. Please contact the Sports Hub at 630.260.6060 to learn more about these opportunities.



Spring Break Camp March 27 - March 31 • Grades K-8

Get out of the house this spring with PATH Camp Counselors! With trips to the pool, movie theatre, and even the zoo, as well as games and art projects, there is no shortage of fun! Campers do not have to be in the PATH after school program to participate. Drop-off is between 7:30 am and 9:00 am; pick-up is from 4:00 pm until 5:00 pm. Trip details are available at www.ghprf.com. Current PATH After School participants will receive the resident rates. Please register at least five (5) days before the trip.
\$35 for Residents and current PATH After School Participants
\$40 Non Residents

Glendale Heights Spartans

Get ready to join the Spartans family as a football player or cheerleader! Play against neighboring communities. Show off your cheer skills at local competitions. Events include not only practices and games, but social events like homecoming and the end of season party at the arcade. Register by June 5th to avoid \$25 late fee.

Mother Son Dance Night at the Wild, Wild West

Friday, May 5 • 6:00 pm - 8:00 pm
Glendale Lakes Golf Club
\$48/\$58 per couple
(Additional son \$22)
Register by 4/28

Cowboys and Cowgirls, get ready to giddy up at this years' Mother Son Dance! Guests will enjoy dinner, games, music and even some square dancing. Every boy will take home a souvenir to remember this perfect night!



SAVE *the* DATE

Swim Team
Registration Kick-Off
May 6
9:00 am - Noon



Glendale Heights Green Team

300 Civic Center Plaza • Glendale Heights, IL 60139
630.260.6000 • www.glendaleheights.org/ECO



Earth hour is a world-wide event, bringing together 152 countries and a digital reach of over 200 million. Join others around the world by turning off your lights, tv, computer and all electrical devices for one hour on Saturday, March 25th from 8:30 pm - 9:30 pm.

Visit www.earthhour.org to see what an impact this organization is making on our environment.

Electronic Recycling

Beginning in April, the Bloomingdale Township Highway Department, located at 6N030 Rosedale Avenue will accept your electronic equipment, including TVs on the first Saturday of every month from 8:00 am - Noon (except holiday weekends).

Proof of Township residency is required. No Exceptions! For more information, visit: www.bloomingtondalehighwaydept.com/Electronic-Recycling or call 630.529.5221.

Holiday Lights Recycling Program

Through a program offered by Elgin Recycling (www.elginrecycling.com), the Village of Glendale Heights is collecting broken lights through April. Lights can be dropped off at the Public Works Garage located at 1635 Glen Ellyn Road on weekdays from 7:30 am to 3:00 pm. Lights accepted for recycling include all colors and lengths of mini-lights (or Italian lights), C7 lights, C9 lights, rope lights, LED lights and extension cords. As a reminder, please remove all holiday lights and decorations by April 1st.

Yard Waste Collection

Yard waste collections resume in April and continue through November. Yard waste consists of grass clippings, twigs, leaves, plant materials, brush, etc. Place yard waste at the curb side in containers (not to exceed 33 gallons) marked "For Yard Waste Only" or in paper yard waste bags, available at local retail stores. Containers and bags may not exceed 50 pounds. Brush may be bundled with biodegradable rope or twine only. For more information, please contact Republic Services at 847.981.0091.

Arbor Day In Glendale Heights

Friday, April 28

Arbor Day is a nationally celebrated observance that encourages tree planting and care. Founded by J. Sterling Morton in 1872, it is celebrated each year on the last Friday in April to coincide with the best tree-planting times. Illinois observes Arbor Day on Friday, April 28.

The Village of Glendale Heights celebrates Arbor Day by involving the youth of the community to participate in activities that teach the importance of proper tree care and growth.

If you have any questions or concerns regarding tree planting and care, please call 630.260.6060.





Glendale Heights Village News

300 Civic Center Plaza • Glendale Heights, IL 60139
630.260.6000 • www.glendaleheights.org

NEW BUSINESSES

ABC Elite (312) 905-5203 Construction Services	Paintcraft (630) 400-2908 Exterior/Interior Painting Services
British Swim School of DuPage 265 E. Army Trail Rd. (Inside LA Fitness) (773) 960-6838 Swim Lessons	Precise Printing & Network, Inc. 2190 Gladstone Ct., Ste. A (847) 885-9500 Business Office
Choice Cabinet Chicago New Ownership 2000 Bloomingdale Rd. Ste. 135 (630) 599-1099 Kitchen Cabinet Retail Sales	Robert C. Weisheit, Co., Inc. 999 Regency Dr. (847) 648-4991 Precision Parts Machine Shop
Cloud9 Corporation 1587 Glen Ellyn Rd. (630) 474-0584 Retail Sale of Pre-Paid Phones & Service	Tacos Castillo, Inc. 1591 Glen Ellyn Rd. (630) 469-4940 Fast Food Restaurant
Huskie Tools, LLC - New Location 195 Internationale Blvd. (800) 860-6170 Tool Distribution & Repair Services	Tracy's Bistro 183 E. Army Trail Rd. (630) 283-3335 Bistro & Video Gaming
OSM Worldwide 601 Regency Dr. Ste. B (847) 233-9999 US Mail Sort and Transportation	Worry Free Community 1701 Bloomingdale Rd. (630) 868-3639 Immigrant Support Services
ZN Fashions, Inc. (630) 776-9407 Women Clothing & Jewelry Sales	
Support Glendale Heights' Businesses - Shop Local! Interested in having a business in Glendale Heights? Contact the Community Development Department at 630.260.6030 Join the Glendale Heights Chamber! Contact Director@glendaleheightschamber.com	



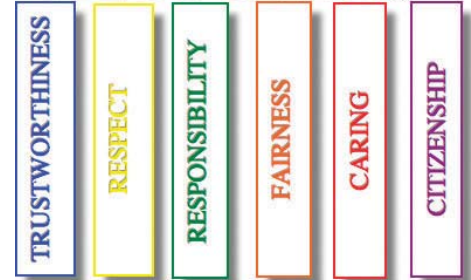
Daylight Savings Time

Sunday, March 12, 2017

Daylight saving time begins at
2:00 am on Sunday, March 12, 2017

Remember to set your clocks forward one hour

CHARACTER COUNTS!



The Glendale Heights CHARACTER COUNTS! Coalition would like to remind our residents and businesses that Glendale Heights is a CHARACTER COUNTS! Village.

SEEKING NOMINATIONS

The Glendale Heights CHARACTER COUNTS! Coalition is looking for individuals that demonstrate outstanding character to acknowledge them with a Pillar Award at the CHARACTER COUNTS! annual breakfast. If you would like to nominate an individual to receive this special award, please go to the village website at www.glendaleheights.org/CC_Nomination_Form.pdf. Please print and follow directions on the form.

PILLAR FOR MARCH: RESPONSIBILITY

Life is full of choices. Being a **RESPONSIBLE** person means being in charge of our choices and therefore our lives. It means being accountable for what we do and who we are.

PILLAR FOR APRIL: FAIRNESS

Most would agree **FAIRNESS** involves playing by the rules, impartiality and an openness to listen. The basic concept seems simple, yet applying it in daily life can be surprisingly difficult.

Demonstrating **RESPONSIBILITY** and **FAIRNESS** is our choice, let's choose wisely.

ADDITIONAL INFORMATION

For further information regarding the *Glendale Heights CHARACTER COUNTS! Coalition*, visit www.glendaleheights.org/Police/charactercounts.html.

Glendale Heights Foundation

The Glendale Heights Foundation (GHF) is a non-profit organization incorporated in 2003 to provide limited one-time emergency financial assistance to Village residents. The Foundation does not provide rent or mortgage payment aid. All assistance requests must be submitted in writing, including name, address, details about the emergency circumstances, and financial assistance requested. A GHF form can be downloaded from the Village website to submit a request for assistance from the Foundation. Send requests to: Glendale Heights Foundation, P.O.Box 5280, Glendale Heights, IL 60139. Tax deductible donations are always welcome and graciously accepted.

Earned Income Tax Credit (EITC)

Earned Income Tax Credit (EITC) is for people who work for someone else or own or run a business or a farm. To qualify, you must have low to mid income and meet specific criteria. For a complete list of these criteria, please visit www.irs.gov/eitc.

To claim the EITC, you have to file a federal tax return even if you owe no tax and are not required to file. File your tax return as soon as you have all the information you need about how much you earned. The IRS will process your tax return, but may hold any refund owed to you to allow time for verifying your return is correct. EITC provides a boost to help you pay your bills or save for a rainy day.

For more information, visit the EITC Assistant to see if you qualify and estimate the amount of your EITC on the IRS website.

BASSET Training Class

March 7 • 5:00 pm - 9:00 pm

**Glendale Heights Police Department Training Room,
300 Civic Center Plaza, Glendale Heights, IL 60139**

\$25 per person (Payable at the door) (Please bring exact cash or check)

The Village of Glendale Heights requires all owners, managers, clerks, sellers, servers of liquor at all establishments, and/or anyone checking identification regarding sale of liquor, to attend an alcohol awareness class that is certified by the State of Illinois Liquor Control Commission. Failure to train all employees involved in liquor sales could result in denial or suspension of your Liquor License and/or fines imposed! For questions or to reserve your space, please call Detective Randy Logan at 630.909.5462 by March 3. Reservations will be on a first come, first serve basis. Class size is limited to 25 participants.



Looking Ahead!

May 27 - GH O Family Aquatic Center Opening Weekend

May 29 - Memorial Day Ceremony

June 10 - Historic House Tour

June 16 - Charity Golf Classic

Village Meetings

Regularly scheduled meetings are held at the Civic Center, unless otherwise noted. Call the Village Hall at 630.260.6000 for more information.

Board of Police Commissioners

2nd Wednesday of each month, 7:00 pm

CHARACTER COUNTS! Coalition

3rd Wednesday of each month, 7:30 am
Glenside Public Library District

Charity Golf Classic Committee

Scheduled periodically throughout the year
Glendale Lakes Golf Club

Emergency Services & Disaster Agency E.S.D.A.

1st Wednesday of each month, 7:00 pm

Founders' Day Committee

2nd Monday of each month, 2:30 pm
Center for Senior Citizens

Golf Course Committee

Thursdays, 7:00 pm
May 11 and November 9
Glendale Lakes Golf Club

Historical Committee

1st Monday of each month, 7:00 pm
Glendale Heights Historic House

Neighborhood Watch

Meetings vary from month to month.
Please visit the website for the next
Neighborhood Watch meeting.

Parks & Recreation Committee

3rd Tuesday of every other month, 7:00 pm
Sports Hub

Plan Commission

2nd & 4th Tuesday of each month, 7:00 pm

Property Enhancement

4th Wednesday of each month, 6:30 pm

Senior Citizens Council

4th Wednesday of each month,
Center for Senior Citizens, 8:30 am

***Village Board and Committee of the Whole Meetings (C.O.W.)**

1st & 3rd Thursday of each month, 7:30 pm

Youth Commission

2nd Wednesday of each month, 7:30 am
Glendale Lakes Golf Club

* The Village Board & C.O.W. meetings may be viewed the day following the meeting at 1:00 pm and 6:00 pm on GHTV (channel 6 for Comcast & W.O.W, channel 99 for AT&T) or on YouTube at www.youtube.com/GlendaleHtsTV.

Village of Glendale Heights

300 Civic Center Plaza
 Glendale Heights, IL 60139
www.glendaleheights.org

ECRWSS
RESIDENTIAL AND BUSINESS
POSTAL CUSTOMER

PRST STD
 U.S. POSTAGE
PAID
 Carol Stream, IL
 PERMIT NO. 103

Civic Center Hours	
Monday, Tuesday, Wednesday	8:00 am – 4:30 pm
Thursday	8:00 am – 7:00 pm
Friday	8:00 am – 4:30 pm
Saturday, Sunday	Closed

Village Contact Information

MAYOR & BOARD

Linda Jackson, Village President	ljackson@glendaleheights.org	630.909.5302
Marie Schmidt, Village Clerk	marie_schmidt@glendaleheights.org	630.909.5333
Bill Schmidt, Trustee District 1	bschmidt@glendaleheights.org	630.909.5307
Sharon Fonte Sullivan, Trustee District 2/Deputy Mayor	sfonte@glendaleheights.org	630.909.5306
Michael Light, Trustee District 3	milight@glendaleheights.org	630.909.5308
Pat Maritato, Trustee District 4	pmaritato@glendaleheights.org	630.909.5309
Chester Pojack, Trustee District 5	cpojack@glendaleheights.org	630.909.5310
Mary Schroeder, Trustee District 6	mschroeder@glendaleheights.org	630.909.5311

VILLAGE OFFICES

Administrative Services	630.260.6000
Center for Senior Citizens	seniors@glendaleheights.org 630.260.6050
Community Development	comdev@glendaleheights.org 630.260.6030
Glendale Lakes Golf & Pro Shop	glendalelakes@glendaleheights.org 630.260.0018
Glendale Lakes Golf Club, Restaurant & Banquets	630.260.0095
Parks, Recreation & Facilities	parks_and_recreation@glendaleheights.org 630.260.6060
Police, Non-emergency	police@glendaleheights.org 630.260.6070
Public Relations	public_relations@glendaleheights.org 630.909.5350
Public Works	public_works@glendaleheights.org 630.260.6040
Water Billing	waterbilling@glendaleheights.org 630.260.6010

IMPORTANT COMMUNITY PHONE NUMBERS

Police/Fire/Ambulance Emergency	911
AMITA Health Adventist Medical Center, GlenOaks	630.545.8000
AT&T U-Verse	800.288.2020
Bloomington Fire Protection District 1 (Non-emergency)	630.894.9080
Bloomington Township (Administrative offices)	630.529.7715
Clarke Environmental (Mosquito Control Hotline)	800.942.2555
Comcast (Cable/Internet)	866.594.1234
Commonwealth Edison (Electric utility)	800.334.7661
DuPage County (Administrative offices)	630.407.6500
Glendale Heights Chamber of Commerce	630.909.5361
Glenside Fire Protection District (Non-emergency)	630.668.5323
Glenside Public Library District	630.260.1550
J.U.L.I.E. (Call Before You Dig!)	800.892.0123
Milton Township (Administrative offices)	630.668.1616
NICOR (Gas utility)	888.642.6748
Republic Services (Refuse/Recycling Services)	847.981.0091
United States Post Office	800.275.8777
WideOpenWest (Cable/Internet)	866.496.9669

Connect With Us

Keep up-to-date with Village events, program pictures, and important announcements by following us on Twitter, liking us on Facebook, following us on Instagram and adding us on Snapchat! Search for...

@VOGHNews



Or subscribe to our YouTube channel at GlendaleHtsTV!



Let us know!

The purpose of this column is to provide a way in which you can communicate with the Village President, Board of Trustees and Village Departments. Your advice, suggestions and questions are appreciated and will receive a response. A response cannot be provided unless you include your name and address.

Mail to: Newsletter Feedback
 Village of Glendale Heights
 Attn: Public Relations
 300 Civic Center Plaza
 Glendale Heights, IL 60139

Email to: public_relations@glendaleheights.org

Suggestions, questions and comments _____

Name: _____
 Address: _____
 Phone: _____
 Email Address: _____

Please check if you prefer to keep your name confidential.