

Village President's 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*

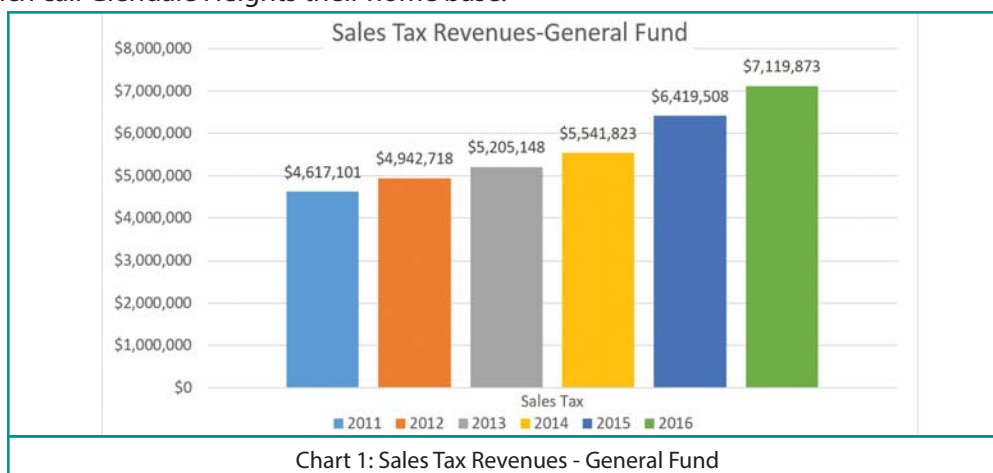
I also want to thank Village employees, our many dedicated volunteers, and committee and commission members that have helped the Village Board achieve our goals and objectives for this past year. I am so proud of the many improvements we have accomplished thanks to our careful strategic planning and 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.

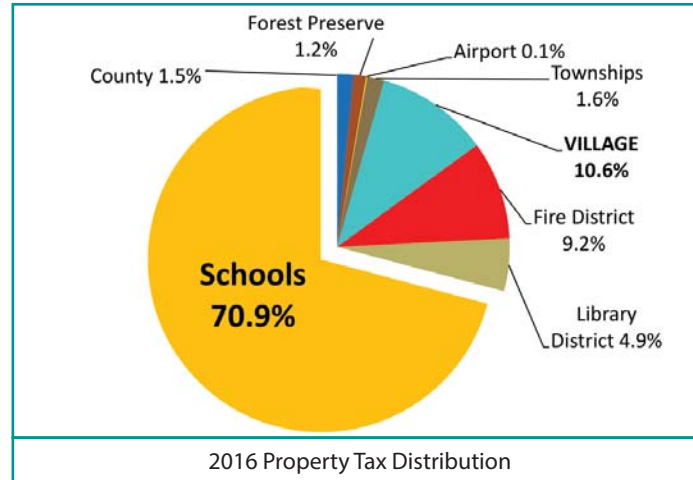
With the economic recession now in the rearview mirror and many signs pointing towards a slow, steady recovery, the Village was able to add back to its General Fund reserves for the 2nd consecutive year. In doing so, it once again exceeded the Fund Balance Reserve Policy adopted by the Village Board 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.



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.

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



Neighborhood Watch Meeting

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.

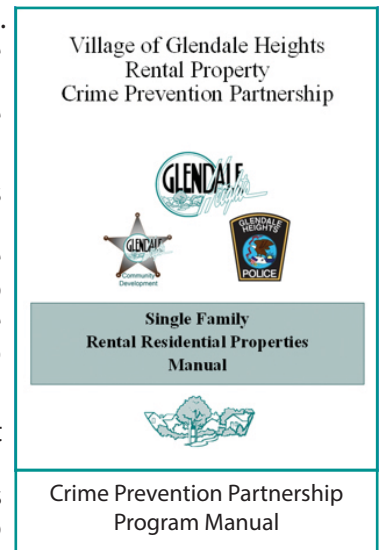
Staff and I continue to meet with shopping center property owners to provide assistance in locating new tenants to their centers and encouraging them to improve their facilities.

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,

A handwritten signature in black ink that reads "Linda Jackson". The signature is written in a cursive, flowing style.

Linda Jackson
Village President