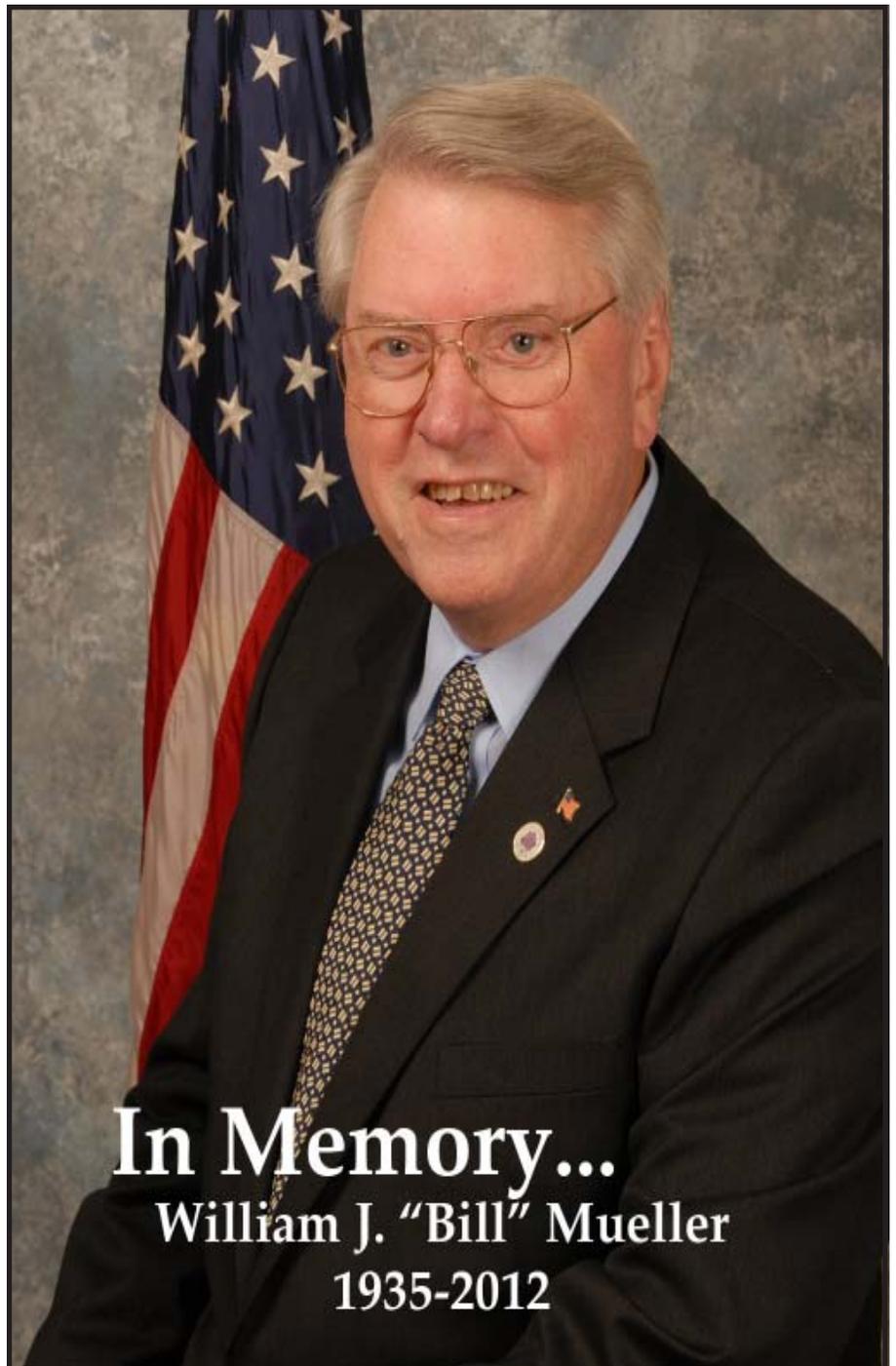




Village of Lombard Annual Report

2011



In Memory...
William J. "Bill" Mueller
1935-2012

Table of Contents

Introduction

Letter From The Village Manager	4
---------------------------------	---

Fast Facts

Board of Trustees	5
Department Heads	5
Village Mission/Vision Statements	5
Demographic Information	5

Community Development Department

Letter from William Heniff, Community Development Director	6
Division Descriptions	7-8
Department Facts	9-10
Department Highlights	11

Fire Department

Letter from Jerry Howell, Lombard Assistant Fire Chief	12
Division Descriptions	13-14
Fire Fast Facts	15
Department Highlights	16

Police Department

Letter from Raymond Byrne, Lombard Police Chief	17
Division Descriptions	18
Department Fast Facts	19
Department News	20
Department Highlights	21

Public Works Department

Letter from Carl Goldsmith, Public Works Director	22-23
Division Descriptions	24-25
Department News	26-28
Department Highlights	29

Introduction

Letter From The Village Manager

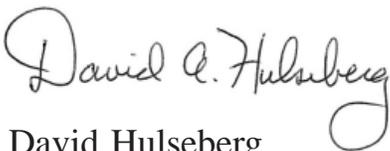
The Village of Lombard strives to communicate with its residents, businesses and employees as completely as possible. With the adoption of the transparency in government policy that the Village Board approved this year, we are more open in our communication than ever before.

This year marks the second condensed and joint version of the Village's annual report. It features highlights of the previous year from each of the departments of the Village. We have also included a breakdown of the department divisions, explained their functions and included an overview of important projects in each department over the past year. The Village continues to work as fiscally responsible as possible to accomplish these projects in the past, and will continue to do so in the future.

The Village Manager's Office includes the Human Resources Division and the Communications Division. Each division works toward providing the best services as possible to both residents and Village employees.

Should you have any questions regarding this or any other concern, please feel free to contact the Village Manager's office at (630) 620-5712.

Sincerely,



David Hulseberg
Village Manager



David Hulseberg, Village Manager

Village Fast Facts

Board of Trustees

Brigitte O'Brien, Village Clerk
Greg Gron, District 1 Trustee
Keith Giagnorio, District 2 Trustee
Zachary Wilson, District 3 Trustee
Peter Breen, District 4 Trustee
Laura Fitzpatrick, District 5 Trustee
William Ware, District 6 Trustee

Village Administration

David Hulseberg, Village Manager

Department Heads

William Heniff, Community Development Director
Timothy Sexton, Finance Director*
Jerry Howell, Assistant Fire Chief
Raymond Byrne, Police Chief
Carl Goldsmith, Public Works Director

Village Mission

*"The **Mission** of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."*

Vision Statement

*"Our shared **Vision** for Lombard is a community of excellence exemplified by its government working together with residents and businesses to create a distinct sense of spirit and an outstanding quality of life."*

Demographic Information

2010 Population:	
Form of Government:	43,395
Area of Village:	Village Manager/Council
County:	10.5 sq miles
Townships:	DuPage
Housing 2010:	York, Milton, Addison, Bloomingdale 18,603 Households

* The Finance Department is not included in this annual report. Please refer to the PAFR at www.villageoflombard.org.

Community Development

Dear Residents,

The Community Development Department serves an important role in the development, redevelopment and preservation of the community. The department offers its overview of the activities accomplishments made over the past year by the dedicated 16 full-time and eight part-time Community Development employees.

The activities undertaken by the department are derived from the established policy documents and directives adopted by the Village Board of Trustees. Day-to-day activities primarily consist of satisfactorily responding to and addressing public service requests. These activities encompass a myriad of activities including, building permit review and inspection activities, code enforcement requests, drainage inquiries, planning and zoning activities and code update processes. Staff also works with property owners, tenants and residents to satisfactorily address their individual concerns.



William Heniff
Community Development Director

The department plays a critical role in advancing the long-range vision of the community through the update of the Village's Comprehensive Plan and award winning strategic planning activities. By working with key stakeholders at the local and regional level, the department's overall goal is to ensure that Lombard continues to be at the forefront of development activity.

Growing and maintaining a community is more than just the responsibility of one department or one governmental entity; it is an effort of all parties coming together to achieve the goal. The Community Development Department continues to be ready to respond to the needs of the community in a cost-effective and efficient manner. Feel free to contact us if you have questions or issues as we continue to make Lombard a strong vibrant community.

Sincerely,

A handwritten signature in black ink, appearing to read "William Heniff". The signature is written in a cursive, slightly slanted style.

William Heniff
Community Development Director

Division Descriptions

Administration

Community Development Administration directs and monitors all departmental programs and functions of the department including Planning Services and Economic Development, Building, Code Administration, and Private Engineering Services divisions. Administration also provides direct department support and assistance to the Village President, Board of Trustees, and Village Manager's Office in furtherance of the department's and the Village goals. Specific activities are identified within the four divisions that comprise the department.

Planning Services

The Planning Services Division provides current and long-range planning services and economic development activities. This division works closely with property owners, tenants and existing and proposed business entities seeking to develop their respective properties. The division administers the provisions of the Zoning, Sign and Subdivision and Development Ordinances and development and implementation of the Comprehensive Plan as well as the periodic code review. Planning Services includes staff support and assistance to the Plan Commission and Zoning Board of Appeals, by processing, analyzing and providing recommendations on matters before the bodies.

In 2011, the division facilitated and processed 25 Plan Commission public hearing cases, six Zoning Board of Appeals cases, eight site plan approvals, one subdivision approval and two workshop sessions.

Staff support is also given to the Economic and Community Development Committee, whose purview includes advancing strategies to foster development and capital investment. Staff completed an Economic Development Strategies Study which provides recommendations and directives for attracting and retaining businesses as well as identifying key development parcel for further development consideration. The division also administers activities within the three Tax Increment Finance Districts (TIF), including grant program analysis and reviews. Staff completed a comprehensive review of future TIF budget allocations based upon available program dollars.

In 2011, the division began the final update of the Village's Comprehensive Plan, which was adopted in 1998. Since that time, the Plan has been updated on a regular basis to accommodate land use changes and new developments and in-depth strategic area studies. In 2011, key accomplishments included the approval of the Downtown Lombard Revitalization Guidebook, which received special award recognition by the Illinois Chapter of the American Planning Association. Other special studies undertaken included the adoption of a Senior Residential Housing plan component and the Westmore-Meyers corridor study.

Staff assistance to the Historical Commission and Community Relations Committee is also provided as needed. Lastly, the division is also the facilitator of local and regional transportation planning activities.

Ongoing division activities also include the Village's Geographic Information Systems (GIS) coordination and management activities. In 2011, 2,000 plats of subdivision were digitally scanned into the GIS for use by Village staff.

Code Administration

The Code Administration Division is responsible for the enforcement of the Zoning Ordinance, Sign Ordinance and applicable code sections dealing with weeds, snow removal, animals, garbage, nuisance control and exterior property maintenance activities. The division helps ensure that properties are kept at acceptable code compliant levels. Enforcement activities include code violation investigation, issuance of citation and/or violation, and processing for court or adjudication action when necessary. Tickets requiring court action is deemed to be a last effort to remedy an issue. The division also seeks ways to achieve compliance through public education efforts and training opportunities.

With a continuing focus on increasing contacts, Code Enforcement was successful in reducing the percentage of tickets issued in 2011. Code Enforcement was successful with all the prosecutions, obtaining convictions and, most importantly, achieving code compliance.

Foreclosures continue to be an issue, but there has been some improvement. Changes in federal law have allowed people more time to redeem the property and stay in their homes, resulting in fewer evictions. Occupied properties produce fewer maintenance complaints, particularly if there is an opportunity for redemption. Staff has found that many mortgage companies have become more responsive to code concerns and staff continues to establish good contacts with mortgage companies to achieve compliance levels.

With the retirement of a code enforcement officer, work responsibilities and area patrols were adjusted to the two remaining officers and the division coordinator and were relocated into a single office to facilitate communication efforts.

Building

The Building Division is responsible for the building permit and inspection programs beginning with the intake of all permit applications, plan reviews, completion of required field inspections ultimately resulting in a Certificate of Occupancy. The division provides informational assistance to residents and businesses contemplating improvements to their property. Staff assistance is also provided to the Board of Building Appeals and the Electrical Commission.

The Building Division oversaw the capital plant and maintenance activities of the Village Hall to ensure that the building is maintained at acceptable levels, in a cost effective manner. Along with the daily cleaning, repairs, and meeting set ups, the facilities team designed and drafted the plan set for the Village Hall Board Room, applied for and received grants to cover the total cost of the replacement of the lights at Fire Station One, and re-wired areas of the Village Hall.

Private Engineering Services

Private Engineering Services provides engineering services associated with private development and construction and the administration and implementation of the applicable engineering regulations in the Village Code of Ordinances through the plan review process, site inspections and the issuance of fill permits. The division also enforces the applicable provisions of the DuPage County Stormwater and Floodplain Ordinance and administers the permit review process relating to the Clean Water Act NPDES II, IDDE and BMP regulations.

The division also manages the Backyard Drainage Grant program and provides technical assistance on stormwater drainage issues. In 2011, staff responded to drainage related inquires including field meetings, recommendations, code enforcement actions and yard drain projects administered through the grant. To help ensure that private detention facilities are properly operating, the division annually inspects at least 1/5 of the stormwater detention facilities in the Village for the Pond Inspection Program.

Department Facts

Planning

- In 2011, the division processed 25 Plan Commission public hearing cases, eight site plan approvals, one subdivision approval and two workshop sessions. Staff also processed six Zoning Board of Appeals cases, one local landmark application, and two downtown grant applications.
- In 2011, the division continued a leadership role in pursuing development opportunities in the downtown area through the adoption of the Downtown Revitalization Guidebook. This document, an adopted component of the Comprehensive Plan, provides a comprehensive approach to downtown activity with short and longer term recommendations that:
 - creates a branding and marketing strategy/theme for the downtown;
 - identifies opportunity sites and economic enhancement options;
 - recommends façade enhancement opportunities;
 - suggests development options and implementation costs, and
 - addresses transportation and parking needs.

Through 2011, staff utilized the recommendations set forth within the plan and proceeded through plan implementation.

Code Enforcement

- In 2011, the division received 1,925 phone requests for service, with the majority of the requests coming during the summer months. These requests resulted in 1,026 cases. By working with property owners, only 15 cases proceeded to Circuit Court or administrative adjudication. Both incoming calls and total cases were higher than in previous years as shown in the following table:

	Incoming phone calls	Total cases	Total tickets	Cut & Liens ordered
2009	1,836	952	31 (3.3%)	36
2010	1,909	959	28 (2.9%)	37
2011	1,925	1,026	15 (1.5%)	35

- Code Enforcement staff recorded 1,515 direct inspections of properties and numerous other inspections through drive-by efforts. Separately, to achieve quick code compliance on grass/weed nuisance issues, 35 cut and liens actions were ordered in 2011. Other tasks included the removal of several thousand illegal parkway signs over the course of the past year. Staff also placed and removed 20 public hearing signs as required by code.

Building

- Building oversaw the issuance of 2,893 permits in 2011, about equal to 2010 levels. Fees collected from these permits increased by 31% from 2010 to 2011 (\$894,918 to \$932,349), reflecting a greater amount of work and companion valuations association with the permits.
- During 2011, the division continued to undertake updates to relevant building codes. These activities were undertaken to ensure that the Village has the most current regulations in place.

During 2011, the Building Division continued to review ways to better meet the needs of Lombard's customers. The Express Permit process was developed to allow certain types of permits to be issued right over the counter in 5-10 minutes. The following was done to implement Express Permits:

1. Cross-training took place to allow one employee to perform several different types of reviews right at the counter.
2. Handouts were developed to include the code information that typically would have written on the plan sets during a formal review.
3. Pre-set permit fee totals for were established for certain types of work to allow front counter staff to issue the permits on their own.
4. The permit routing process was changed to reduce the number of approvals needed to issue a permit.

To enhance the customer experience, staff completed a public informational outreach which consisted of builder meetings, press releases and additional use of the Village's website to let the public know about the services provided by the division and code provisions.

Taking comments from customer surveys, phone surveys, and general customer comments, several changes were made to make the codes, processes, and inspections more consistent and equitable. To address code efficiencies, amendments were offered to reduce the startup cost for small businesses by removing fire-proofing requirements used on one story buildings that typically house small businesses. This change can reduce the cost of opening for small retail establishments, while still allowing the Fire Department the safety factor they need with the non-combustible building. Staff also brought forward for latest version of the International Plumbing Code to the Board of Building Appeals and the Board of Trustees for adoption, along with the State mandated Plumbing Code.

Service efficiencies were gained by having inspectors have been cross trained to allow each inspector to be able to perform many different types of inspections. This saves time and gas for the Village and saves time for our customers since they typically only have to wait for one inspector.

Private Engineering

- In 2011, the division oversaw public improvement projects totaling \$568,000 of which \$267,000 were Village-owned improvements in the community.
- In 2011, staff responded to at least 129 drainage related inquires. These include field meetings, recommendations, code enforcement actions and yard drain projects administered through the grant.
- In 2011, 66 detention facilities were inspected with 21 facilities noted as having items that needed correction. All inspected facilities are now in compliance.

Department Highlights



The **Downtown Revitalization Guidebook** was adopted as an amendment to the Comprehensive Plan. Implementation efforts were initiated to address long range funding, capital improvement projects and business outreach efforts. Grants were initiated and awarded for 6 businesses, a restructuring of the Downtown Retail Business Grant program with major amendments was completed and ongoing meetings with prospective businesses and property owners to strengthen the downtown area.



A Village-wide **economic development strategy/marketing and action plan** that was adopted by the Village Board to retain, expand and attract commercial and industrial businesses, promote general economic development and business growth, increase municipal revenue sources and identify incentives for specific development opportunities, and encourage redevelopment along key commercial corridors.



The **Building Division** completed a comprehensive review of the permit process. Additional handouts and permit processing requirements were updated and added to the web site to provide information to residents before they arrive at the Village Hall.



By the numbers:

- 1,026 code enforcement cases
- 2,893 building permits issued
- 66 stormwater detention facilities inspected
- 40 development cases before the Plan Commission or ZBA
- Zoning Certificates issued for 105 new or expanding businesses, additional 638,011 sq. ft. of space occupied, with 1354 employees.



Additional **cross training** has been implemented in the field in the Building Division, allowing one person to perform more tasks at a lower cost. The department implemented an expanded the over the counter “express permit” program. A contractor registration process and listing web page was created.

Fire Department

**The Lombard Fire Department
Serving Since 1913**

Letter From The Chief

Dear Friends,

I must begin by saying it is truly an honor and a privilege to serve the community of Lombard. I pledge to give my best effort, to be honest and forthright and to strive to deliver the excellent service that has been the trademark of the Lombard Fire Department. In these tough economic times, all efforts must be assessed and reassessed to ensure the best possible practices of delivering services are in place. Historically one of the busiest fire departments in DuPage County, we take great pride in the number of calls we respond to (7,724 in 2011.)



Assistant Fire Chief Jerry Howell

Much of the excellence is derived from training and the training officers and instructors of the department have been focusing on the subjects that will keep our firefighters safe, building construction and fire behavior.

This past year has brought us the retirements of three Chiefs: Fire Chief Mike Torrence, Battalion Chief Ron Rakosnik and Battalion Chief Chuck Ralis. Firefighters Greg Orlando, Pete Davis, Jim Barron, Tom Willis and Ken Wilczak also retired after many years of service.

New members include John Trapani, Joe Kaforski, Matt Orseske, Ben Speck and John Studnicka. Martin Coomes and Paul DiRienzo were both promoted to the rank of Battalion Chief.

The men and women of the Lombard Fire Department are the reasons we are successful and have such a good reputation. It is an honor to work beside them every day.

Sincerely,

A handwritten signature in cursive that reads "Jerry M. Howell".

Jerry M. Howell
Assistant Fire Chief

Division Descriptions

Fire Administration

Fire Administration is responsible for planning, directing, coordinating and controlling all activities of the Department including fire/rescue and paramedic services within the Village of Lombard, the Glenbard Fire Protection District and unincorporated Lombard. Activities associated with this unit are broad in nature and are related to fire and rescue services as they affect both internal operations of the Fire Department and the safety of the community as a whole.

Fire & Rescue

Fire suppression and rescue constitute one of the major activities of the Fire Department. This unit is responsible for protecting and safeguarding the lives of the citizens of the community against the injurious effects of fire, explosives and other related natural and man-made hazards. Another area of responsibility directly relating to Fire and Rescue is the protection of the individual material wealth and economic well being of residents and property owners against the destructive forces of fire or natural disasters.

Fire Prevention Bureau

The Fire Prevention Bureau (FPB) is responsible for fire alarm, fire suppression, and life safety plan reviews. The FPB is also responsible for life safety inspections prior to occupancy of commercial, industrial and new multi-family residential structures. Fire inspectors provide business license, liquor license, coin-operated and property safety inspections. FPB monitors changes in standards and technology utilized in the construction industry relative to fire prevention and life safety. The FPB, along with the Community Development department, provides consulting to parties in pre-construction meetings to assist and guide to assure a consistent basis of requirements are met. FPB personnel provide inspections/consultations to special assignments, such as the Taste of Lombard, to local schools, and to establishments hosting Special Events.

Fire Prevention is also responsible for Public Education, as the operating costs for the Public Education program have been transferred to Fire Prevention from cost center 2330. Fire Prevention is now responsible for safety programs including the use of Fire Suppression personnel to perform the education programs under the coordination of the Fire Marshal. Included are the Department's Public Education Programs, aimed at disseminating information on fire hazards and causes, prevention against fire, and reaction procedures in the event of a fire.

Emergency Preparedness

This program reflects the Fire Department's responsibility for the Village's emergency preparedness function. Primary responsibilities associated with emergency procedures include planning for operating departments and coordination of local and outside resources in an emergency. Emergency Preparedness is the umbrella under which the Village would operate in a large-scale emergency.

The Emergency Communications Center (ECC) that activates during significant events coordinates with incident command, all departments, other agencies, DuPage County Office of Homeland Security

and Emergency Management and Lombard Emergency Operations Center (EOC). The ECC is a sophisticated/highly technological center that has the ability to communicate in several ways to maintain interoperability. All activities are National Incident Management System (NIMS) compliant.

Fire & Rescue Training

The fire service is continually changing and in order to keep up with today’s technology and mandates, the training program must continually adapt to the changes and advances. Subjects that are addressed include computer technology, Company Officer Development (Fire Officer I & II), Fire Department Administration, Hazardous Materials, Fire Prevention, Loss Prevention, Safety, Strategy and Tactics, Technical Rescue and ensuring basic fire fighting job proficiency requirements (JPR).

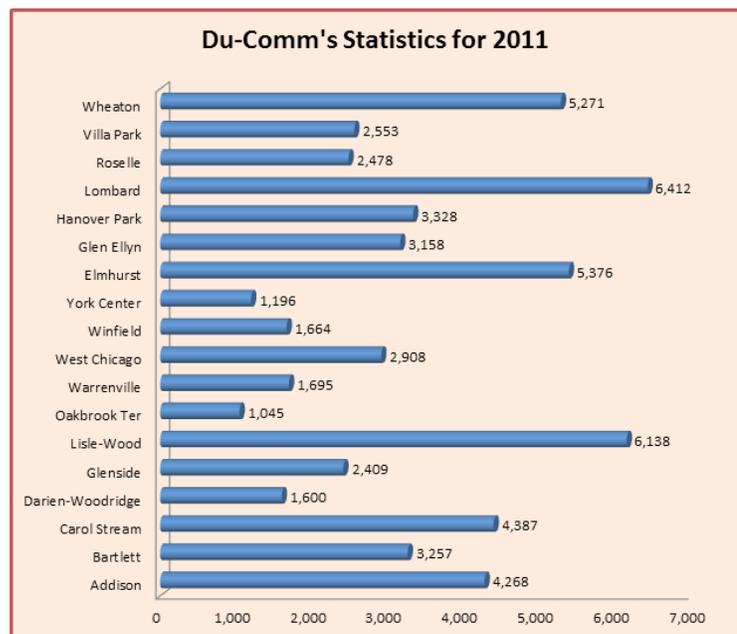


Fire Investigation

This cost center reflects the joint efforts of the Police and Fire Departments in investigating fire incidents. Accurate fire analysis by the Fire Investigation Unit will assist the Police and Fire Departments in making determinations as to whether or not a fire was accidental or intentional, and will assist in the apprehension of arsonists.

Emergency Medical Services

Emergency Medical Services (EMS) constitutes one of the major activities of the Fire Department. This portion of the department is responsible for delivery of emergency medical service to over 4,000 people annually. The Department operates three Advanced Life Support Units. The engine and truck companies are equipped with advanced life support equipment if no ambulance is available. All new personnel must become Paramedics. Two personnel are Emergency Medical Technicians (EMT) and are attending paramedic training and 61 are Paramedics.



Fire Fast Facts

Mission

The Mission of the Lombard Fire Department is to protect the lives and property of the citizens and visitors of the Village of Lombard, Illinois.

This shall be accomplished through fire prevention, public education, fire suppression, advanced life support emergency medical services, and maximum use of available resources in the mitigation of all disaster, both man-made and natural.

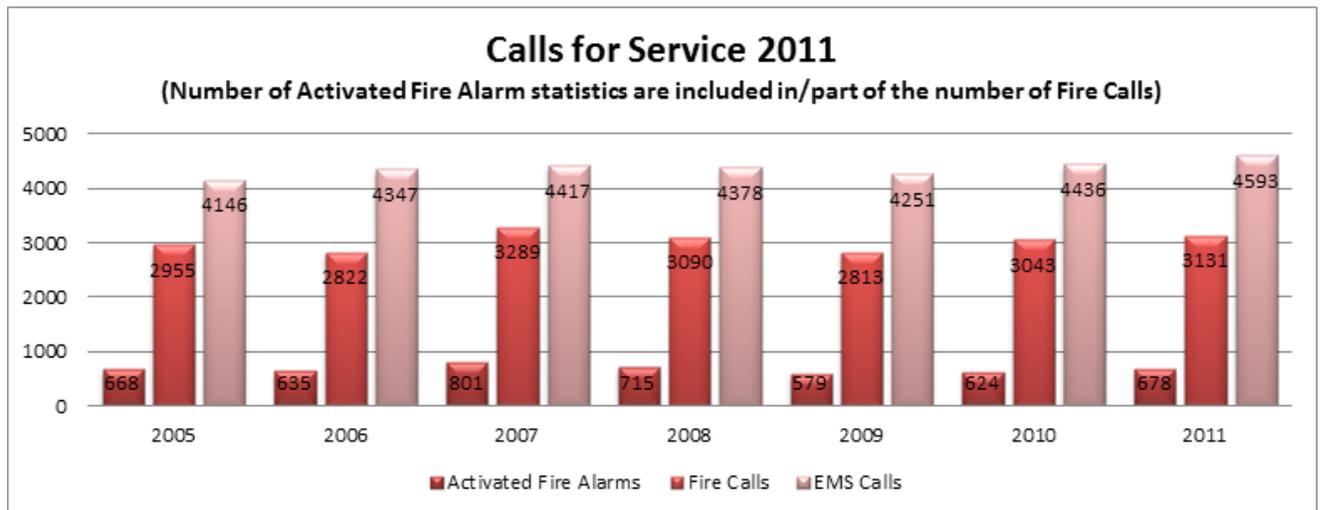
ISO Rating

CLASS 3

2011 Calls For Service

7,724

Calls For Service of Last Five Years



Department Highlights

Lombard Fire Department Training in 2011:

8,407 hours

Lombard's Fire Department is the **busiest** of the Du-Comm member fire agencies, with 7,724 fire/EMS incidents in 2011.

There are 18 member agencies in Du-Comm.

2011 Fire Investigation Report

Fires Investigated	47
Arrests	1
Convictions	1
Pending Convictions	2
Fires Classified as Intentional	4

2011 Fire Prevention Statistics

Fire Inspections completed:	1,400
Public Education events (programs & training):	38
Plan Reviews (Sprinkler systems, Fire Alarms and Hood & Duct:	107
Total:	1,545

One goal of the Fire Department is to provide and to operate with the highest levels of health and safety for all members. The prevention and reduction of injuries, accidents, and occupational illnesses shall be primary considerations of our organization at all times. This concern for health and safety applies to all members of the fire department and to any other persons who might be involved in fire department activities.

Police Department

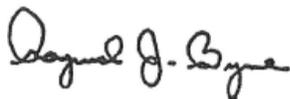
Letter From The Chief

Dear Residents,

As we continue to experience tough economic times and face reductions in revenue and difficult financial decisions today and in future years, the Lombard Police Department staff are doing their part to reduce costs. Now more than ever, it is important for Village government to become increasingly proficient in every aspect of our work, including providing safety services as efficiently and effectively as possible.

In the past year, Department staff have sought out numerous grant opportunities to save local tax dollars, have used local volunteers in many aspects of our daily work and have carefully considered every purchase verifying it to be a need-to-have versus a nice-to-have piece of equipment or service. Our annual report this year is an effort to provide you, the community we serve, with some of these specific details. This is merely a beginning as we all face continuing critical budgetary decisions in the years to come.

Sincerely,



Raymond Byrne
Chief of Police



Police Chief Raymond Byrne

Division Descriptions

Administrative Services

The Administrative Services Division is responsible for administering the 12.7 million dollar operating budget. The division provides support to operational segments of the organization by offering complementary services that officers and members of the public use. It oversees the direction and supervision of personnel through its planning, analysis, inspections, personnel management and fiscal control efforts. Within the administration division are Police Administration, Records, Front Desk, Accreditation, Property Room, and the Police Facilities. This division also manages departmental recruiting efforts. The Police Records Unit is the depository of all records, including incident reports, accident reports, traffic and parking citations, criminal complaints and warrants, dispatch records, and archiving. The unit is also responsible for the control of recovered property and all evidence seized at crime scenes, and the administrative adjudication system. The Administration Division provides support to the Patrol Division.

Patrol

The Patrol Division is a 24-hour operation responsible for responding to calls for service and initiating enforcement activities. The division is also responsible for conducting follow-up investigations of crimes committed within the village limits. This is an ongoing task that requires extensive training in many different sub specialties. The division is comprised of 65 sworn and 7 civilian employees, divided into three shifts; each responsible for an 8 hour tour of duty.

The Patrol Division function is the largest component of the Police Department. This program achieves the department's overall goal of providing 24 hour, 7 day a week emergency response and visible protection to the citizens. Three patrol shifts are the major component of delivery service with a community oriented policing philosophy. The Criminal Investigations Unit is responsible for investigation, arrest and successful prosecution of serious criminal offenses, including crimes against persons and property, serious traffic offenses, missing and wanted persons complaints, narcotics violations and offenses committed against and/or by juveniles and adults. The Investigations Division also oversees the department's plain clothes tactical unit and the school resource officer program. The Traffic Unit specializes in first and second division vehicle enforcement. It also focuses on safe movement of the public and preservation of the Village's infrastructure through special permits. The Traffic Safety Unit manages grant programs designed to enhance enforcement efforts to reduce crashes caused by speed or other road violations, including driver impairment. The Traffic Unit also coordinates the Child Safety Seat Inspection Program. The Traffic Unit has been charged with reducing the number of traffic accidents along state routes, where the majority of accidents occur in the Village. School crossing guards are managed by the Patrol Division.

Department Fast Facts

FY 2011-2012 Budget

\$12,750,070

Calls For Service

19,758

Traffic Accident Investigations

1,978

Parking tickets issued

4,273

Accreditation

The Lombard Police Department first received accreditation certification from CALEA in 1991 and has maintained accreditation for every recertification process since that time. Recertification is required every three years to ensure a police agency has maintained nationally established law enforcement standards.

It's been 20 years since the Lombard Police Department first sought accreditation. In August, a team of assessors completed the department's sixth re-accreditation audit. The department received its re-accreditation award at the Commission on Accreditation for Law Enforcement Agencies, Inc. fall conference.

The accreditation programs seek to improve the delivery of safety services, primarily by maintaining a body of standards developed by public safety practitioners covering a wide range of up-to-date public safety initiatives, establishing and administering an accreditation process and recognizing professional excellence.

Two recent risk management studies sponsored by self-insuring pooling organizations indicated accreditation significantly reduces the risk factors associated with police operations.

In these studies, the following exposure areas were examined: workers' compensation, law enforcement liability, police auto liability and police auto physical damage. As a result of these studies, the risk management pools encourage police agencies to seek standardized practices and policies through accreditation which it considers to be a cost-effective investment of time and resources. The studies clearly showed the accredited agencies performed 11.0-60.3% better than the non-accredited agencies.

Each year, Lombard's insurance provider considers the accredited status of the department when determining premium rates.

Personnel

Sworn Officers--69

Civilian Employees--27

Criminal Arrests

1,424 adults; 322 juveniles

Traffic

Total number of stops: 14,014

Traffic tickets issued: 6,618

Traffic warnings issued: 7,396

Training Hours

6,410



Department News

\$800,000 In Grant Funding Received

The Lombard Police Department has increased safety in the community by receiving a large number of grants that have been dedicated to community safety.

Since 2003, more than \$800,000 in grant funding has been received from state agencies, primarily the Illinois Department of Transportation (IDOT) and the Illinois Commerce Commission (ICC.) All grants are awarded for a one year period and must be reapplied for each year. The Village competes against other applicants and the application process has become more difficult as the state reduces available funds.

Many of the safety grants are for programs that involve seat belt safety, railroad safety and extra holiday enforcement programs targeting intoxicated motorists. The grant funding has allowed the department to put additional police officers on the street to increase enforcement, improve traffic safety and reduce the number of crashes.

The Police Department will continue to apply for grants in order to enable the Village to benefit from additional police officers on the street, thereby educating and promoting safety in the community.

Officers Receive Award of Valor

Three Lombard Police officers have been given the Award of Valor for their actions during an encounter with a subject armed with two loaded guns on July 17, 2011.

Officers Paul Coy and Alex Rojas, along with Sergeant Bill Collins, were awarded the department's highest recognition which had not been awarded since 2004.

The officers' bravery, professionalism and compassion dealing with a reported missing elderly person suffering from Alzheimer's disease were recognized by the Village Board at its October 6, 2011 meeting.

Department Highlights

First National Night Out

To show their stand against crime, the first **National Night Out (NNO)** was held last August. The purpose of the NNO is to forge active crime prevention efforts in neighborhoods, strengthen community police partnerships and develop better social and communication ties. Now in its 29th year, NNO is proven to be an effective, inexpensive and enjoyable program and a great way for Lombard residents to unite with the Police.

Lombard Citizens Police Academy Alumni Association (LCPAAA)

- In 2011, 406 volunteers worked a total of 1,368 hours assisting the Police Department and the community.
- They provided more than \$7,300 in financial assistance to the Police Department and the community.

Lombard Police Department Mission--Dedicated to providing safety and a high quality of service through partnerships with our community.

Top Five Crash Locations in 2011*

- Roosevelt Road & Main Street
- Roosevelt Road & Westmore/Meyers
- Roosevelt Road & Highland
- Roosevelt Road & Finley Road
- Route 53 & North Avenue

**Based on crash statistics*

5 Year Driving Under the Influence Arrests

- 2011--194
- 2010--208
- 2009--231
- 2008--267
- 2007--228

Public Works Department

Welcome to the Village of Lombard Public Works Department's 2011 Annual Report. This report is part of an ongoing strategy to "tell our story". Twenty-four hours per day, three hundred sixty five days per year, the Public Works Department is providing the essential infrastructure and services to support the high quality of life Lombard residents and businesses expect. On behalf of the dedicated professionals that make up the Village of Lombard Public Works Department, it is my privilege to present the Department's 2011 Annual Report covering the period ending December 31, 2011.



*Carl Goldsmith
Public Works Director*

The general duties and responsibilities of the Public Works Department can be summarized as "providing the maintenance and operation for the Village's physical infrastructure needed by the residents and businesses as directed by the Village Manager and Village Board of Trustees". Every resident and property owner of the Village relies on Public Works on a daily basis for some type of service. This includes water supply, wastewater treatment, street maintenance, signage and signals for traffic safety, street lights, and much more. Each and every member of the Lombard Public Works Department takes this responsibility seriously and works hard to provide the level of service and quality of life expected by our residents and businesses.

Our services to the community go beyond normal daily maintenance. The Public Works Department is responsible for planning and completion of the Village's capital improvement projects each year. The Department is responsible for developing and prioritizing the Capital Improvement Program (CIP) which is used for the long term planning of our utility systems and streets to better serve the community. Department personnel are responsible for the review of engineering plans and technical issues pertaining to public improvements and new construction that impact the public right-of-way. The Department works closely with other Village departments to help maintain the quality of our community as new projects are planned and completed. Despite these varied duties and roles, the number one goal for the entire Department remains quality customer service to our residents and businesses.

As directed by the Village Board and Village Manager, through the Strategic Plan, Public Works began construction and design of projects related to lift station and pump station improvements. A total of approximately \$9.4 million has been committed over the next two years to address stormwater and sanitary sewer issues. These projects were a result of the July 2010 storm event. I am proud of the diligent approach the Village has taken to improve conditions for the community.

Our challenge during the upcoming year will be to maintain a high level of service to the community during a period when resources and funding have understandably been reduced. With the full support and cooperation of all Public Works employees, our department will be up to that challenge and will continue to provide the best services possible at a reasonable cost. I am proud to lead and support the Public Works employees in their efforts to serve Lombard, and we are grateful to have the opportunity to serve all of the residents and businesses.

The following pages of this report will provide more detail on the services and special accomplishments of each Division during 2011.

If at any time you have questions regarding the services being provided, comments or suggestions for changes, requests for additional services, or just want to let us know how we are doing, please contact the Department of Public Works.

A handwritten signature in black ink, appearing to read 'C. Goldsmith', with a stylized flourish extending to the right.

Carl Goldsmith
Director of Public Works

Division Descriptions

Administration

This Division manages the operations of the Department and includes the Director and Assistant Director. It is also responsible for budgeting, provides oversight for the solid waste contract and administers several grant programs. Front desk administrative staff receives requests for service from residents via telephone and email. Urgent situations such as watermain breaks and sewer back-ups are dispatched immediately to the proper division.

Engineering

The Engineering staff performs construction management of capital improvements and maintenance projects. Services consist of contract, project and construction management, project planning, design, bidding and inspection of most construction within the right-of-way. Staff services are supplemented by outside consultants as needed. This division keeps all surveys, maps and records of the village right-of-way and is also responsible for permits for work in the right-of-way and Village easements. Staff provides traffic engineering for the Village and works with Community Development on storm water management planning and design.

This Division is responsible for all aspects of traffic control including signage, investigation of resident requests for traffic control and the graffiti removal program. During summer months, a pre-determined amount of striping is done using this Division's staff and one or two employees from other divisions.

Fleet Services

Through development of specifications for new equipment and procurement through the competitive bid process, Fleet Services ensure Village staff has the necessary equipment at the lowest possible cost. Maintenance activities include preventive maintenance and both minor and major repairs for all Village vehicles. Fleet Services oversees outside maintenance activities and purchases and maintains an inventory of parts and supplies for the maintenance of all equipment. They also provide a mechanic for after-hours repairs and breakdowns, particularly during snow events.

Operations Divisions

Streets/Electrical

Street Maintenance includes snow plowing and ice control, an annual grind and overlay program, pothole repair, street sweeping and general maintenance of the streets.

Electrical involves investigating urgent service requests regarding street lighting, i.e. entire block of lights out, and repairs them if able. They also locate Village underground electrical cable as part of the one-call JULIE system.

Urban Landscape & Forestry

Forestry administers contracts for landscape restoration of utility digs, mowing and weeding, area tree trimming, tree planting and trees & stump removal. Staff also responds to service requests for individual tree trimming, tree assessments and general resident inquiries for trees in the right-of-way.

Utilities Divisions

Underground Utilities

The Underground Utilities Division maintains the water distribution and sewer collection systems. This includes maintaining the water, sanitary and storm mains, fire hydrants and valves. They also respond to requests from contractors and residents for water shut-offs and JULIE utility locates.

Another major responsibility of this Division is managing the Sewer Stub Program. The Division works with residents and plumbers to determine the location and cause of sewer service back-ups. If the blockage is located in the right-of-way portion of the pipe, depending upon what caused the blockage, a Village crew may repair it or install a new service clean out.

Water Treatment/Wastewater Pumping

Operating and maintaining lake water receiving stations, pumping facilities (including lift stations) and all water quality sampling is the primary duty of this Division. Four municipal wells are maintained for emergency purposes. These wells are regularly operated and tested for water quality to ensure readiness should they be needed. Numerous water samples are collected throughout the Village. The Village meets or exceeds all State and Federal water quality requirements and Environmental Protection Agency.

Department News

.Construction Projects

Lift Station Improvements

The project is being constructed in two phases and consists of upgrading eight lift/pumps stations. A summary table is below:

Station/Location Scope of Improvements (Phase 1)

Grace/Central *Replace the existing control cabinet. Set the new control cabinet at a higher elevation and at a different location. Replace the pumps.*

Kenilworth *Replace the existing control cabinet. Set the new control cabinet at a higher elevation and at a different location. Replace the pumps.*

Olde Towne *Install an on-site generator.*

Cambria *Install an on-site generator.*

Elizabeth/Morris *Relocate and reset the existing control cabinet at a higher elevation. Install an on-site generator.*

Vista Pond *Relocate and reset the existing cabinet at a higher elevation.*

Station/Location Scope of Improvements (Phase 2)

Finley Road *Relocate and raise the existing cabinet to a higher elevation. Install an on-site generator*

Charles Lane *Replace the control cabinet and locate in another position.*

Each of the eight stations was programmed into the 2012-2021 CIP as an individual project. Direction was given that the project schedule was to be expedited as much as possible. In order to bring the improved station on-line as quickly as possible (considering the number and availability of in-house staff), the decision was made to engineer the project and have an on-site project representative oversee the work. Additionally, to aid in accelerating the project, the pumps, control cabinets and back-up generators were pre-purchased by the Village and supplied to the electrician for installation.

The materials were under contract by September of 2011 and the electrician was under contract in October of 2011. The project was substantially completed by the end of May 2012 and all 6 stations in Phase 1 are fully operational. The Village is holding 5% retainage against the electrician until the fall, when turf restoration can be re-inspected to be insured that the grass is fully established. The restoration of associated driveways and other hard surfaces will be done by in-house staff.

The Village constructed the Phase 1 improvements for an approximate cost of \$613,450.

Phase 2

Charles Lane and Finley Road stations were delayed due to wetland issues with DuPage County. A wetland delineation had to be performed and submitted to the DuPage County, Department of Economic Development & Planning. In the spring of 2012, the County finally granted the Village permission to proceed with the project. The materials were purchased by the Village and

will be supplied to the contractor (control panel and back-up generator) like in Phase 1. All materials were under contract by April of 2012. The electrician was under contract in June of 2012. The construction schedule is predicated upon the material delivery schedules and the replacement of a force main located in the western portion of the Finley Road right-of-way between Charles land and Hickory Street. The force main needs to be replaced and will be used in a bypass operation during the time when the control panel is being relocated. The force main is being replaced by the contractor for the Finley Road Pavement Rehabilitation project. Phase 2 construction should be completed by the late October.

Great Western Trail Bridges & Morris Pond and Finley Rd Pond

This project consists of installation of three single span bridges, retaining walls, 10 foot wide asphalt bike path, and trail lighting from 500 feet west of Grace Street to 850 feet east of St. Charles Road. The bridges require 16,000 cubic yards of embankment material. The Village needed to expand Morris Pond and Finley Road Pond for storm water purposes. The material taken from the ponds was used for embankment at the bridges.



The anticipated cost of the Great Western Trail Bridges project is \$4.5 million dollars. The funding comes from the following sources:

STP (Federal Funds)	\$3,313,718.83
Grade Crossing Protection Fund (State)	\$637,066.35
TIFF Funds (Lombard)	\$467,506.59

The contract was awarded in December 2011 by IDOT. Expected completion is November 2012.

North Avenue Standpipe Roof Replacement

This project consists of removing and replacing the roof of the water holding facility north of North Avenue at West Road. The work was done on a design-build basis and included a new ladder access with safety device for safe access, new LED warning lights on top, and safety railings around the new roof with locations for antennas from outside businesses.

The following is a summary of the construction contract costs:

Awarded Contract Amount:	\$480,000.00
Authorizations (Change Orders) to Date:	- \$6,500.00
Anticipated Final Contract Amount:	\$473,500.00

Funding source is as follows:

Water & Sewer Capital Reserve Fund	\$480,000.00
------------------------------------	--------------

The contract was awarded in March 2011, construction started in June 2011, and completed in August 2011.

Meter Change-Out

This project consists of installing a radio meter reading system and new water meters for 1,103 commercial and multi-family accounts. The project was funded through the Water and Sewer Capital Fund in the amount of \$1,766,161.92.

The contract was awarded in September, 2010. The meter reading equipment was operational by March, 2011. The majority of the meters were installed by May 2011.

Village Hall ADA Accessibility Improvements

Public Works oversaw renovations to the Village Hall Board Room. A Community Development Block Grant (CDBG) was used to partially fund the renovations which included:

- Automatic door openers at entrance
- Wheel chair staging area in seat gallery (located in the first row on both sides)
- Wheel chair accessibility to speaker area and dais
 - Dais was reconstructed to accommodate wheel chair travel to speaker area and trustee seating area
 - Dais flood was extended to include a ramp
- Wheel chair rescue area outside of south exit door
 - Concrete pad and railing installed outside of exit door to accommodate a wheel chair or persons who are unable to negotiate the stairs
- Other improvements included:
- Gallery seats re-set for better leg room
- Wide screen monitor installed
- New audio/visual wire installed to dais to allow for expanded use of technology
- New carpet in Board Room and meeting room
- New dais configuration with new counter top to improve ergonomics and visibility
- Insulation installed in dais floor (sound deadening measure)
- New chairs for trustees and staff to improve ergonomics
- New blinds

The Village was able to save money on this project by utilizing in-house personnel to complete electrical improvements, painting, installation of gallery seating and staff tables.

The CDBG totaled \$48,618 and the final project cost was just over \$101,400.

Intergovernmental Agreements

Public Works staff is always looking for opportunities to work with other entities to provide goods and services to our residents in the most fiscally responsible manner. As such, the Village entered into agreements with the York Township Highway Department, the Villages of Glen Ellyn and Villa Park, and the Lombard Park District. All agreements serve to reduce operating costs to the Village.

Department Highlights



To improve efficiency and services in the Operations side of the department the Forestry/Streets/Electrical Division was split thereby creating 2 divisions: Urban Landscaping & Forestry and Streets & Electrical.



In October Tom Ellis began employment with the Department as the Operations Superintendent.



PW cleaned up from 14 snow events, totaling 15" and used approximately 11,000 gal of Salt Brine as a preventive anti-icing measure.



Upon retirement of John Johnson, Technical Services Supervisor, the functions previously performed by him were absorbed into the Engineering Division.



A new 5-year contract was negotiated with Waste Management which reduced residents' monthly rates, as the \$1 per month charge for the toters expired.