

Staff Responses to Council Questions

January 10, 2012

6. Consent Agenda C. Resolution: Authorize a License Agreement for the Temporary Use of Public Property with the Rotary Club of Downers Grove for the 2012 Rotary Club Grove Fest

What impact, if any, does establishing a 105% letter of credit for Grove Fest have on the amount of the LC's for future community events?

Establishing a 105% letter of credit for Grove Fest does not impact or limit the letter of credit amount for future community events. The Village Council has the discretion, pursuant to the special events ordinance, to set the letter of credit at an amount appropriate for each event. The letter of credit amount is established on a case-by-case basis and the staff recommendation for the letter of credit amount is based on an evaluation of the event's size, scope and history, the total cost of Village services, and the history of payment by the organization.

7. Active Agenda A. Ordinance: Vacate a Certain Portion of the Prince Street Right-of-Way

What percentage of the total District 99 EAV is located outside of Village boundaries? Can the Village charge the District a pro-rated fee for the vacation (i.e. if 40% of the D99 EAV is located outside of the Village, charge D99 40% of the estimated value)?

Fifty percent of the District's geographic area is located outside of the Village boundaries. Yes, at the Council's discretion, the Village could charge a pro-rated fee. Fifty percent of the estimated value is \$73,681. Staff has prepared a revised ordinance that includes compensation in the amount of \$73,681. The ordinance will be placed at the Council positions on the dais.

Can the Village close this segment of Prince Street for a specified period of time prior to making a final decision on the vacation in an effort to predict and show the traffic impacts of closing this portion of Prince Street?

The Village could work with the District 99 to close Prince St on a temporary basis. However, the results would not accurately predict the future traffic flows on the west side of the campus due to the following factors:

1. Temporary closure of Prince St would not accurately predict future traffic conditions because of the lack of alternative parking facilities (i.e. the east parking lot). The proposed closure of Prince is coupled with the reduction of parking spaces on the west side of the campus (from 246 to 80 spaces). Therefore, any impacts observed during the temporary closure would be exaggerated.
2. District 99 is proposing to relocate existing parking lot and bus loading areas. The closure of the street facilitates these relocations. The future traffic conditions could not be replicated without these relocations. For example, buses would still be loading on Prince St, south of Grant to allow for traffic to exit the parking lot.

8. First Reading A. Resolution: Intent to Continue Participation in the Suburban Tree Consortium and Authorize Certain Purchases for FY2012

The staff report indicates that we will be purchasing two river birches. Will these be planted in parkways? Are they acceptable parkway tree plantings? Where will they be planted?

Yes, the River Birches are acceptable parkway trees in the Village and are being planted in response to resident requests. The Village currently has three requests for this species on Highland, Roslyn and Stanley. Staff plants the single-stem version of this tree in parkways, which is not widely or consistently available from nurseries.

8. First Reading B. Discussion: Human Service Commission Recommendation

How is the Senior Resource Guide distributed? To Whom?

The Senior Resource Guide is provided to residents upon request at the Village Hall front desk. Additionally, staff provided copies of the guide to the Park District Senior Center located at the Lincoln Center. It is also available on the Village website.

How does staff specifically project .20 FTE – specifics and descriptions please.

The full-time equivalent of .20 is approximately 400 hours annually. Staff believes there three major components of the project: creation of the system, maintenance of the system and on-going customer service related to the system. Staff estimates it would take 115 hours to create the web-based database, which includes 90 hours to create the page and 25 hours of staff time for training. On-going maintenance of the webpage requires both technical support from the Village's IS staff as well as staff time spent maintaining the content of the website. Staff estimates it would spend up to two hours per year per service provider (up to one hour researching and interviewing each provider and up to one hour compiling, refining and indexing the information.) Staff estimates there could be as many 50 service providers. This on-going content support is equivalent to 100 hours of staff time.

Additionally, staff believes there will be on-going customer service support associated with the webpage. Village staff regularly receives phone calls and e-mail inquiries from residents and other customers about information and services that are included on the Village website. Once the program is operational, staff expects to receive phone calls and inquiries about the social services webpage. Staff anticipates that the phone callers will be seeking detailed information about the participating service providers and the services that are available. In addition, many callers may be seeking to discuss the circumstances that are prompting them to seek social services. Based on the number of calls received by the Counseling and Social Services Department when the Village provided social service referrals, staff estimates that there may be 1,000 calls for service annually.

How much time and resources are expended on:

a. *Calls from residents and followup action now.*

Calls to Village Hall for social service-related issues are very infrequent. Staff estimates that less than 30 minutes per day is spent answering calls that relate to social services.

b. *Police and fire calls for suicide – domestic violence- drugs (including alcoholism) -homeless – vandalism and other calls for misc social services?*

Fire Department (Emergency Medical Services)

The following data shows Fire Department responses in 2010 related to the question above:

2010 Calls

Behavioral / Psychiatric Disorder	247 calls or 6.91% of total calls
Substance / Drug Abuse	31 calls or .87% of total calls
Alcohol Abuse	91 calls or 2.54% of total calls

Police Department

2010

Well-being Checks	1,345
Domestic Violence Responses	560

c. *Other department's involvement in housing –related problems such as foreclosures and property neglect?*

Community Development staff incorporates housing-related issues, such as foreclosures, into the code enforcement workload. When staff receives the address and contact information for each new foreclosure, it is added to a drive-by list for the code enforcement officers. These routine observations do not take long individually and the vast majority do not develop into a property maintenance concern. The properties which remain in violation of the Village property maintenance code eventually require significant time, from 4 to 12 hours each typically. This occurs only one or two times per month, requiring about 16 hours of effort monthly.

Code enforcement deals mostly with property maintenance issues associated with neglect. Staff estimates 240 hours of staff time is required each month to address property maintenance issues on average. Code enforcement seeks compliance with codes where non-compliance exists. Fines for code violations are set and levied by each case's judge.

d. How much staff time and resources would be required to funnel funds around to particular NFPs as opposed to others (please include costs of gathering the data, publishing, accepting the funds and issuing checks. Include the cost of placing these Council decisions on the agenda.

If a program as described in the question were implemented, staff's role would be receive funds and then redistribute them. The following finance staff would have some time involved:

- Grants Coordinator - maintaining active list of receipts and disbursements
- Assistant Finance Director - year end audit detail
- Accounting Specialist - bank reconciliation and account analysis
- Budget Officer - cash investments
- Accounts Payable Clerk - check issuance
- Accounting Supervisor - check payment approval.

Staff from Legal, Clerk's office and the Manager's office would spend time related to Council Agendas. Staff estimates 250 hours would be required. Additionally, if the dollars are distributed using the model that was formerly used for the community grant program, more staff time will be required to implement an application program. This would increase to approximately 400 staff hours.

e. What are the mechanics of accepting private funds and distribution? (Accounting. Banking etc).

The accounting process for accepting and distributing private funds would be similar to the Village's current process, which follows accounting standards and meets auditing requirements. However, because the funds would not be general revenues, the process would also require a separate account and monthly account reconciliation.

The steps to accepting and disbursing the funds are listed below.

1. Receipt the funds into the Village's bank account. Code the deposit to the correct account
2. Determine how long the funds are available for investment and invest if feasible
3. Record the funds in a separate account (necessary because funds are pass-through)
4. Maintain a record of dollars received by person or organization
5. Prepare a monthly bank reconciliation
6. Prepare a monthly account reconciliation tying to #4
7. Prepare a disbursements request to distribute the funds
8. Obtain internal approvals to process through the accounting system

9. Obtain Council approval for the request
10. Request check or electronic funds transfer
11. Cut check and mail, or release transfer

f. Staff has indicated the number of inquiries has decreased. Is this because these problems have gone away?

Staff believes that most calls are now being made directly to the service providers, such as the Township, rather than to the Village.

g. Projections assume that all activities are performed by paid Staff (no creativity or ingenuity). If Staff was told to proceed with the recommendations, what could staff do to reduce the .20 FTE projection?

The creation and management of the Village's website would be kept internal to maintain consistency and security. However, staff could look for solutions that would automate the submission and maintenance of information.

h. Even at .20 FTE, how many people would this be spread over? Do they have to be fully paid with benefit employees?

Two existing full-time staff members would be assigned the role of creating and maintaining the webpage. One would be responsible for technical support and the other would be responsible for developing the content, with the assistance of other staff. Phone inquiries would be handled by the Village's existing customer service staff.