

Village President's State of the Village Report

Dear Members of the Glendale Heights Community,

It is my pleasure to present this State of the Village Report for 2011. I hope that you take a few minutes to read highlights from what was accomplished last year, as well as what is planned for the upcoming year. As always, I would like to begin with recognizing my fellow Village Board Members and the Executive Staff Officials for their continuing commitment to ensure that Glendale Heights remains a thriving community. We have formed a great team, rich in experience, talent, and dedication to working together to reach our goals.



COMMUNITY CAPITAL PROJECTS

BUILDING FOR THE FUTURE WITH BUILD AMERICA BONDS

Despite the economic challenges we have been faced within recent years, we have been able to complete many community improvement projects and accomplish several goals. The Village took advantage of the Build America Bonds that were offered as part of the American Reinvestment and Recovery Act in 2009 and 2010. These federally subsidized bonds offered a unique opportunity to borrow money for infrastructure improvements at very low rates, while also offsetting 35 percent of the interest costs of the bond. Based upon the Community Survey done in 2004, and the Capital Projects planning and feasibility studies that followed, the Village was in a good position to proceed with several long awaited projects.

NEW FRONT ENTRANCE AT VILLAGE HALL

If you have been to Village Hall recently, you will have noticed a very nice improvement to the front entrance. The primary objective of this project was to improve the safety of the stairs and hand rails, and to make the front entrance of the building fully handicap accessible. This project was substantially completed in November 2010, with some finishing touches to be completed this spring. This project was funded in part by a State DCEO Grant. Residents are encouraged to use this main entrance to Village Hall over the next year, while improvements to the west entrance are completed in conjunction with the construction of the new Police Station.

NEW POLICE STATION

A groundbreaking ceremony was held for the construction of the new Police Station on November 18, 2010, and construction is now underway. This \$13 Million expansion to the Village Hall will include new office space, state of the art equipment, new arrest processing and jail cells that comply with Department of Correction standards, a combination training room and Emergency Operation Center, and a new pistol range that complies with OSHA standards. This expansion is expected to be completed in early 2012, and will better equip the Village to provide top notch public safety services to the community for the next 50 years.

THE CENTER FOR SENIOR CITIZENS

A major accomplishment last year was the completion of the Center for Senior Citizens that opened on August 1, 2010. The center was designed exclusively for adults 60 years old and better and now has over 700 members that regularly attend a wide variety of activities, programs, and resources that are offered. I was pleasantly surprised by the response from residents for rental of the new Community Room at the Center that serves the entire Village. Due to very affordable rental rates, this room books up very quickly. If you are looking for a great place for a "do it yourself" family party this year, I encourage you to stop in and see the beautiful new Community Room and book your date early.

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THE SPORTS HUB – YOUR PLACE FOR FUN!

For residents of all ages, final plans are now underway to remodel the Sports Hub, which serves as the Village's primary indoor recreation center. The Sports Hub Complex is open year round and it is estimated that nearly 163,000 people utilize the building every year. The remodeling will include an improved drive-through drop-off and pick-up area, new entrance and lobby, major improvements to circulation throughout the building, replacement of the inefficient heating and air conditioning units, new roofs to stop all the leaks, updated locker rooms and bathrooms, modernized gymnasiums, a remodeled fitness center with new fitness equipment, indoor playground, improved security for the Pre-School area, and expanded activity room space.



COMING ATTRACTIONS AT THE AQUATIC CENTER

An expansion of the Aquatic Center is expected to begin in June this year and will offer thrilling amenities for children 10 years of age and up, including a deep well with high dive and low diving boards, a fun new funnel drop slide, and a simulated surfing ride. In addition to these new attractions, the sand play area will host a new playground for younger children. The construction will not interfere with the operation of the existing Aquatic Center this upcoming summer. The new attractions will be ready by the summer of 2012.

GLENDALE LAKES GOLF CLUB

The Glendale Lakes Golf Club will also reopen this month after being closed for a short time to complete some interior remodeling of the kitchen and pro-shop. If you are a golfer, you will appreciate the new quick service food and beverage area that will be available this upcoming season.

PUBLIC WORKS PROJECTS

WELCOME NEW DIRECTOR OF PUBLIC SERVICES

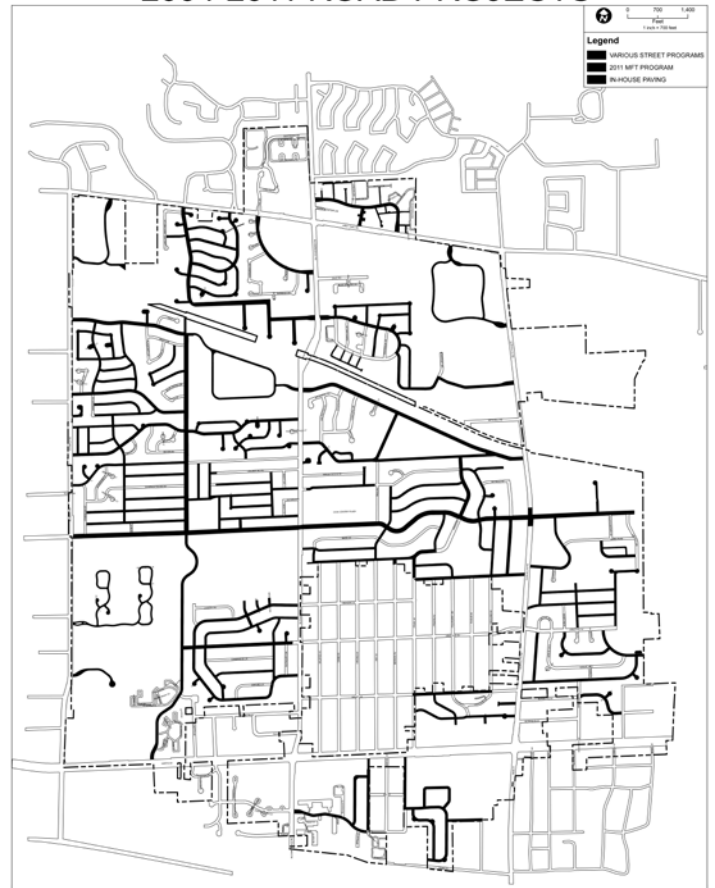
On April 1, 2010 the Village welcomed Rachael Kaplan as our new Director of Public Services. Rachel is a Professional Engineer and brings the Village a wealth of knowledge and experience in the fields of engineering, utilities, street maintenance, infrastructure maintenance, and contract management. Together with the Department employees, she has been very busy during her first year with several public works projects.

LOCAL & COUNTY ROAD IMPROVEMENTS

In 2004, the Village Board embarked on a goal of bringing all of our local streets and parkways into better condition. Last year marked the seventh year of the "accelerated road improvement plan" and as you can see from the map, we have come a long way. The Village was very diligent in securing Federal and State funding for the road projects to subsidize our local MFT Funds. This upcoming year the Village will again invest \$3.5 Million into additional contracted road improvements, as well as continue with our in-house road program conducted by employees of the Street Division.

DuPage County informed the Village that they will be resurfacing Glen Ellyn Road between North Avenue and Fullerton Ave. The County has also committed to make storm water management improvements to alleviate the frequent flooding of the viaduct on Glen Ellyn Road within the next year or two.

2004-2011 ROAD PROJECTS



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UTILITIES DIVISION & WPCF

Major improvements are in progress at the Water Pollution Control Facility. Last year, the Village replaced two older blowers with newer and more efficient units that will provide long-term cost savings in electric consumption and in repair and maintenance. The replacement of these blowers was partially funded by a grant from the Illinois Public Sector Electric Efficiency Program.

Also underway is the replacement of 30-year old Tertiary Sand Filters with newer technology Disc Filters. These filters serve as the final step in the wastewater treatment process. As part of the filter project, the facility also updated its Supervisory Control and Data Acquisition (SCADA) system.

As part of the Utilities Division's continuing effort to rehabilitate the sanitary infrastructure, 16,858 feet of sanitary sewer mains were sliplined in 2010. The use of sliplining technology restores the structural integrity of existing sanitary pipes at a fraction of the cost it would take to replace the pipe. Additionally, a new Vactor truck was acquired last year that is used for jetting sanitary sewer mains and has the capability of removing debris from manholes and wet wells by a vacuum system into a debris tank.

In 2010, the Village also completed the replacement of 4,400 feet of water main on Bloomingdale Road. With the help of the Village's upgraded GIS system, a plan for future water main replacement projects will be established. In an effort to conserve our water resources, an aggressive valve exercising program was implemented last year to identify leaking water main valves, which were repaired and resulted in a significant reduction in water loss. In 2011, the Water Division will undertake a leak survey on the water distribution system, fire hydrants, and valves, which will further reduce undetected leaks.

The Village has an active Water Conservation and Protection Program that strives to provide information and tools to our residents about being good stewards of our finite water supply. Water Conservation tips can be found on the Village website – click on the “Glendale Heights Goes Green” button.

REDUCE – REUSE- RECYCLE!

Although our new waste hauling contract with a two-day pick-up schedule got off to a rough start last year, I think service by Republic is now running much smoother. I hope that all of the residents agree that the new recycling carts that were provided to each household offer a better incentive to recycle everything we can to reduce waste going into our landfills. In 2010, there was a 9% increase in the residential recycling program.

In cooperation with DuPage County and Creative Recycling, the Village also provided an e-recycling drop off box to dispose of all types of electronic waste such as old televisions, computers, and printers. In 2010, over 68,500 pounds of electronic waste was collected at the Glendale Heights drop off that diverted e-waste from our Illinois landfills, groundwater, and backyards. In addition to e-waste recycling, the Village offers other community-wide recycling and disposal programs including Battery Recycling, Cell Phone Recycling, Medical Equipment Recycling and Pharmaceutical Disposal. Residents can find more information on the Village website.



As we celebrate Earth Day on April 22, 2011, residents are reminded to be good stewards of our Earth by conserving water and energy, recycling, providing good care of trees and plants, and by keeping our parks clean from litter. Residents are invited to join the Village for the annual “Energy in Motion” 5K Run/Walk tentatively scheduled on May 21, 2011 at Camera Park. At this event, participants will learn about simple life style changes to “Reduce – Reuse – and Recycle” and do their part in keeping our planet green for future generations!

COMMUNITY DEVELOPMENT

HOUSING AND PROPERTY VALUES

The mortgage crisis and home foreclosures that developed across our nation in recent years continues to have an adverse impact in Glendale Heights, with an estimated 180 homes vacant in the community. One of the best resources for struggling homeowners in the Village is the DuPage Homeownership Center (DHOC). DHOC is a nonprofit organization that provides a full range of services to promote responsible sustainable home ownership, with an emphasis on serving first-time home buyers, low and moderate-income households and

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homeowners in crisis. DHOC's free counseling helps DuPage County homeowners develop realistic solutions to prevent foreclosure. Residents in need of these services are encouraged to visit their website at www.dhoc.org for help.

If not properly maintained, the vacant homes in our neighborhoods drive down property values and the economic vitality of our community. The Village makes a concerted effort to enforce maintenance of these vacant properties. If there is a vacant home in your neighborhood that needs attention, please call the Department of Community Development at 630.260.6030 to make a report.

In general, property values across the nation and in the Village have dropped significantly. In 2010, the equalized assessed value of all property is expected to decline as much as 7%. The decline in property values has not only had a negative effect on home equity, it also reduces the property taxes collected by all taxing bodies, including the Village to support vital government services. As a result, the Village tax rate will increase in 2010, but the actual dollars that you pay in 2011 will still be less than last year.

Equalized Assessed Property Value		Village Tax Rates (Per \$100 of Assessed Value)	
2001	+ 7.16%	2001	.9225
2002	+10.24%	2002	.9143
2003	+ 6.44%	2003	.9076
2004	+ 7.28%	2004	.8765
2005	+ 6.50%	2005	.8836
2006	+ 6.80%	2006	.8768
2007	+ 7.20%	2007	.8749
2008	+ 5.41%	2008	.8639
2009	- 1.68%	2009	.8637
2010	- 7.00%*	2010	.8897*

* Preliminary

BUSINESS AND COMMERCIAL GROWTH

The Village has seen some signs of economic recovery in the private sector. We welcomed many new businesses in our community last year that provide residents with a full range of shopping opportunities, restaurants and professional services. Residents are encouraged to shop and do business in Glendale Heights whenever possible to help support our local business community.

We are looking forward this upcoming year to the new Chrysler, Jeep, & Dodge Automobile Dealership that will be building on North Avenue, west of Glen Ellyn Road. They hope to break ground later this year and be fully operational in 2012. Chase Bank will be putting up their second location in Glendale Heights on North Avenue west of Bloomingdale Road this summer.

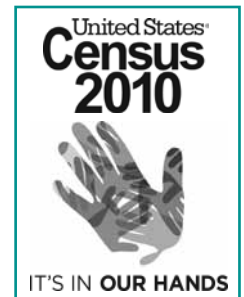
VILLAGE FINANCES

In addition to reduced property tax revenue, the Village continues to experience significant declines in other revenue sources, such as Real Estate Transfer Taxes, State Shared Income Tax, and Interest Income to name a few. The challenge to reduce operating expenditures as we confront increases in expenses for employee salaries and benefits continues to be very difficult. This upcoming year we will continue to be down in manpower but full of willpower to do more with less to ensure that we continue to deliver essential public services to our community 24/7. The Village's financial condition remains strong, and we are doing what is necessary to keep it that way.

LOOKING AHEAD TO 2011

CENSUS 2010

A big thank you is extended to the members of the Complete Count Committee that worked hard last year to help get everyone living in Glendale Heights counted. The Village is now anxious to receive the results of the 2010 Census that should be available shortly. While we don't expect a big change, the new population count is very important because it determines the allocation of critical state and federal funding levels to the Village for the next 10 years. Once the 2010 Census information is received, the Village will publish our new population profile in an upcoming newsletter.



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PUBLIC SAFETY

In 2008, the Glendale Heights Police Department attained Commission on Accreditation for Law Enforcement Agencies (CALEA) Accreditation by meeting international standards of excellence. Re-accreditation is required every three years, therefore our Police Department is in the process of preparing for this extensive internal evaluation by CALEA Representatives in 2011.

The Police Department continues to reach out to the community through their many different educational programs that are offered for all age groups during the year. Adults 18 years and older are encouraged to enroll in the 2011 Citizens Police Academy for a realistic view of police work, and receiving instruction on such topics as Arrest, Search, and Seizure Procedures, DUI and Traffic Enforcement, Gang and Drug Enforcement, CPR Certification, Firearms Safety and much more.

Another great training opportunity that is offered by the Police Department is the Community Emergency Response Team (CERT) program. The CERT training program prepares you to help yourself, your family, and your neighbors in the event of a disaster. By getting trained in CERT, you will have the skills to help emergency responders save lives and protect property. In 2010, six volunteer residents completed the CERT program. The next CERT Class is scheduled to begin on March 22nd.



The Police Department responded to 18,683 calls for service in 2010, up slightly from 2009. The Communications Center fielded 15,496 emergency phone calls and 35,124 non-emergency calls. This means that in all, there was a call coming into or going out of the Communications Center on average once every 7 minutes. Preliminary numbers indicate that Part 1 crimes were down 11% in 2010. These are the most serious crimes, which include murder, robbery, aggravated battery, burglary, theft, motor vehicle theft and arson. Part 2 offenses, which are less serious offenses but equally important, were down 15% from the previous year.

New in 2011 is access to Glendale Heights Crime Reports. If you have ever seen flashing blue lights in your neighborhood and wanted to know what was going on, or wanted to find out just how safe your neighborhood really is, now you can! Through a new partnership between the Glendale Heights Police Department and CrimeReports.com, residents can access reliable, timely information, as well as help prevent crime in your neighborhood. For more detailed information about public safety in our community, attend the monthly Neighborhood Watch Meetings scheduled on the fourth Wednesday of the month at 7:30 pm at Village Hall.



Also something new that you will see this year around town is the Glendale Heights mobile Police Command Post. The Glendale Heights Police Department, in partnership with the Village's Emergency Service Disaster Agency (ESDA), purchased a mobile command vehicle to help the Village provide emergency services to our residents during critical incidents. The Mobile Command Vehicle is being used to respond to an emergency or critical situation where on-scene incident management will benefit operations. Some examples include natural disasters, barricaded suspects, crime scenes, serious traffic accidents, train derailments, civil disorder, lost persons and special events management. The vehicle will provide the incident command team with a place to work, staging area for resources and forward operations planning. This vehicle is also available in mutual assistance situations for all Emergency Response Agencies in accordance with the Village's long standing partnership with local, State and Federal agencies in providing emergency services to our community.

The purchase of the vehicle was made possible through a combination of emergency management funds, court fines from drug cases, the sale of seized vehicles and drug asset forfeiture funds in an effort to maximize savings to Village taxpayers.

PARKS & RECREATION

The Parks & Recreation Department maintains twenty-two (22) parks throughout the Village. Last year, ADA accessibility improvements were completed at several of the parks to ensure that every child can enjoy the parks, playgrounds, and park programs. The Parks &

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Recreation Department continues to offer a wide-variety of recreation programs throughout the year for all age groups from tiny tots, to teens and adults. Please watch for the program guides that are published three times a year or visit the Village website.

New this school year, is a pilot program called the After School PATH Program. In cooperation with the School Districts, bus transportation is offered from District 15 and 16 grade schools to the Sports Hub and children enrolled in the program had a safe, supervised place to go after school until their parents get home from work. Activities offered as part of the PATH program include games, crafts, sports, homework help, computer learning and much more. Over 150 children are currently enrolled in the PATH Program with more on a waiting list. Because of the success of this pilot program, the PATH Program will continue to be offered next year.



The Parks & Recreation Department will continue having Park Parties this upcoming year throughout the Village. This program, now in its 7th year, brings the Park Party Trailer out to small neighborhood parks where both adults and children can enjoy free food, music, games, and prizes. The kids enjoy seeing the fire trucks up close and personal and talking to the fire fighters and police officers. I am at the park parties, along with your District Trustee, to meet with residents and chat about your neighborhood or community concerns.

I am always happy to hear from our community teens about their ideas for park improvements. As a result of these conversations at Park Parties, a new basketball court was installed in Siems Park and the rules about the use of the Skate Park were changed. I am in the process of forming a Youth Council to assist the Village in identifying and meeting the needs of youth in Glendale Heights.

GLENDALE LAKES GOLF CLUB

The Glendale Lakes Golf Club is gearing up for the 2011 Golf Season that will kick off with the Spring Fling Golf Outing on April 9th and 10th. Last year, 28,203 rounds of golf were played on the course, and Glendale Lakes Golf Club hosted 83 golf outings. Glendale Lakes Golf Club is the home course for a number of area high school golf teams for both practice and play. Jennifer Ferrell, Head Golf Professional at Glendale Lakes, began as an assistant coach of the Glenbard East girl's golf team two years ago and has helped build the program for local high school golfers.

Plans are currently underway for the 12th Annual Charity Golf Classic scheduled for June 21, 2011. Since its inception, the Charity Golf Classic has raised over \$225,000 to support local organizations, primarily benefitting children.

Glendale Lakes Golf Club is more than a public golf course. It also offers a full service banquet facility that can accommodate up to 250 guests. Almost everyone that has held an event at Glendale Lakes rated both the facility and food as "excellent" and the prices very reasonable.

SUMMARY

The upcoming year is an exciting one for me personally as I celebrate my 20th year serving on the Village Board, and my 10th year as Village President. I would like to say thank you to the residents of Glendale Heights for allowing me the honor and privilege of serving on the Village Board for so many years. I promise to continue to work hard in 2011 and always keep your best interests at the forefront of every decision that is made towards the betterment of our community.

I, along with my fellow board members, look forward to seeing all of you at our many Village family events planned this year. If you are interested in becoming a volunteer or serving on one of our many committees and commissions, please contact me. You are always welcome to stop in and visit with us on our scheduled Saturdays "Coffee with the Mayor and Village Board." Please feel free to call my office or send me an e-mail at any time.

Sincerely,

Linda Jackson
Village President