

ANNUAL REPORT

CITY OPERATIONS

2016





Sean R. McDermott
MAYOR

Susan Burdett
CLERK

Caryn Stancik
TREASURER

ALDERMEN
Mark G. Benson
John Finn
James N. Jasinski
Thomas A. Mikolyzk
Scott Musillami
John Von Drasek

March 22, 2017

Dear Mayor and City Council:

On behalf of the City employees, I am pleased to present the fifth Annual Report of City operations. This report contains a summary of responsibilities of each board and committee (other than police which is included in a separate annual report) and the major items they considered in 2016. A summary of major recommendations is included for each board/committee along with a list of the members serving the City.

This report also highlights each department (other than police). Department staff are featured along with each department's primary responsibilities. A listing of 2016 major accomplishments is noted for each department. Some of the major highlights include:

- The City was able to abate all the property taxes for the second year in a row.
- Tax collections through November are consistent with last year and on budget. The City will be keeping more sales tax dollars effective in 2017 as the Home Depot tax incentive agreement expired 12/31/16.
- The Clerk's office is seeing a higher demand for residential programs. The Cost Sharing Tree Program applications have increased by 25% in the past two years prompting the City Council to increase funding in 2016. The number of library and pool reimbursement requests increased by 22% and 19% respectively.
- The Community Development Department issued 608 building permits in 2016, representing a 16% increase. However, the value of permits decreased by over \$5 million or 35% as there were less large scale commercial developments and more residential development.
- Staff implemented an advertising campaign on White Sox radio with the Countryside Business Association and 7 of the City's car dealerships. This campaign was designed to bring customers to our many businesses including our dealerships and attract more business to the City.
- A Façade Loan Program was created to assist businesses in securing below market rates to improve the exterior of their buildings.
- Coordinated the inaugural St. Patrick's Day Family Parade in Countryside. The event attracted hundreds of people to our town who frequented our local businesses afterwards.
- The Department of Public Works had no accidents or workers' compensation injuries for the second consecutive year.

All department heads and their employees are committed to providing excellent services in the most cost effective manner for the taxpayers. I hope the residents and business owners see the difference we try to make each day. On behalf of the employees, thank you to the City Council for your continued support.

Sincerely,

Gail Paul
City Administrator

Cc: City Department Heads
Board/Committee Chairperson

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OVERVIEW

The City of Countryside was incorporated in 1960. It is located in Cook County, approximately 15 miles southwest of Chicago, Illinois. The City is home to a population of 5,895 residents and over 400 businesses.

The City of Countryside is a home-rule community as defined by the Illinois Constitution. As a home-rule community, the City may exercise any power and perform any function pertaining to its government and affairs.

The City operates under a City Administrator form of government. Six Aldermen are elected from three wards for alternating four-year terms, three elected every two years. The Mayor, City Clerk, and Treasurer are elected at large for four-year terms. A professional Administrator manages the daily operations and is appointed by the Mayor with the advice and consent of the City Council. The City Administrator directs and oversees all departments except for the police department which is managed by the Chief of Police.

The City has 54 full-time employees. The City provides many services including police protection, streets and highways, water distribution, public improvements, planning and zoning, recreation, and general administrative services. The City provides sanitary sewer services to a portion of Ward 2. The remainder of the City is serviced by the South Lyons Sanitary District, a separate taxing body. The City provides water service to all areas of the city other than the "Triangle" area of Ward 3 which gets its water from LaGrange Highlands. Fire services are provided by the Pleasantview Fire Protection District, a separate taxing body.

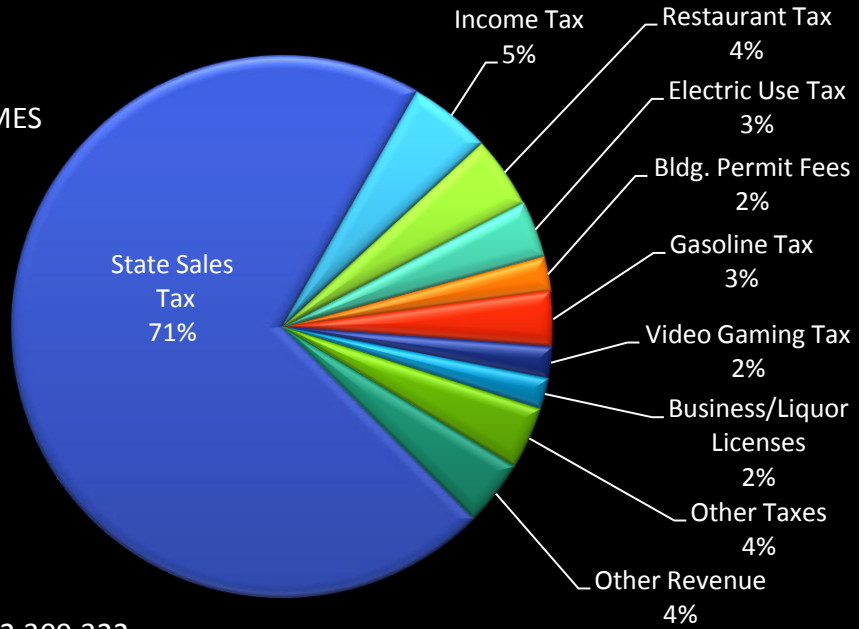
The City Council is the governing body. They get input and recommendations from various boards and committees but it is the City Council that has the ultimate authority. This report includes a summary of the responsibilities of each committee/board and the major items taken under consideration by each during 2016.

After the City Council sets policies it is up to the staff to implement these policies. This report covers the responsibilities and accomplishments of departments including the Administrator's Office, Clerk's Office, Community Development Department, Finance Department, and Department of Public Works, including the Water and Sewer Division. (Police Department operations are covered by a separate annual report.)

The next page includes charts which show the City's FY2017 budgeted revenues and expenditures for its general fund operations. The majority of general fund revenues come from sales taxes which represents 71% of total revenues. A new revenue source, state video gaming taxes represents 2% of General Fund revenues and is growing. The local economy and our sales tax improved this past year enabling the property tax levy to be completely abated for the second consecutive year. The expenditure chart shows that the largest portion of revenues is dedicated to police services at 30%. Pension contributions for all City employees including police are accounted for separately and represents 10% of the general fund budget. Sales Tax Sharing Incentives represents 5% of the general fund expenditures, down from 7% the prior year due to the expiration of the Home Depot agreement. These incentives are utilized by the City Council to entice new businesses to locate within our limits or to induce current businesses to expand thereby generating more sales taxes. The agreement is to share the taxes. The "Other Services" category includes boards/committees, and Information Technology.

GENERAL FUND REVENUES - FY2017

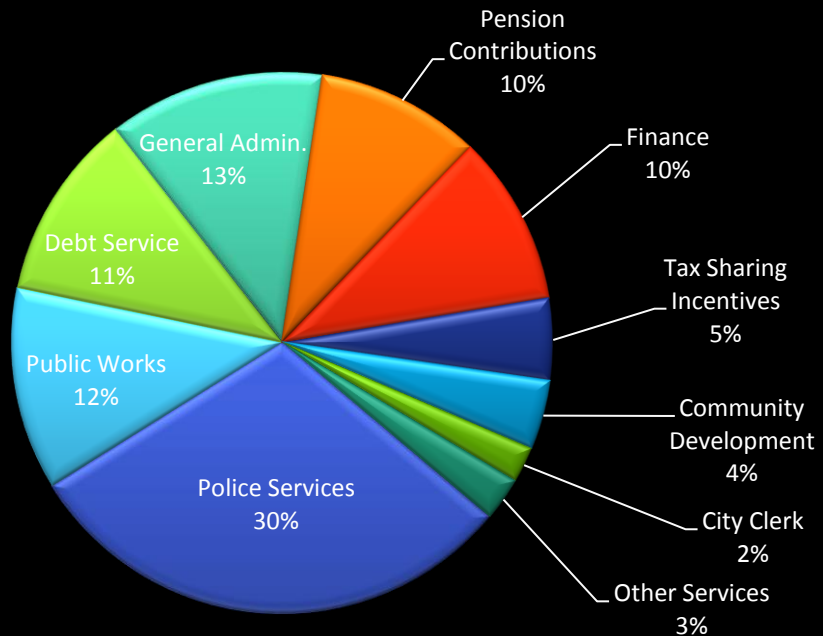
WHERE THE
MONEY COMES
FROM...



TOTAL REVENUES \$12,309,322

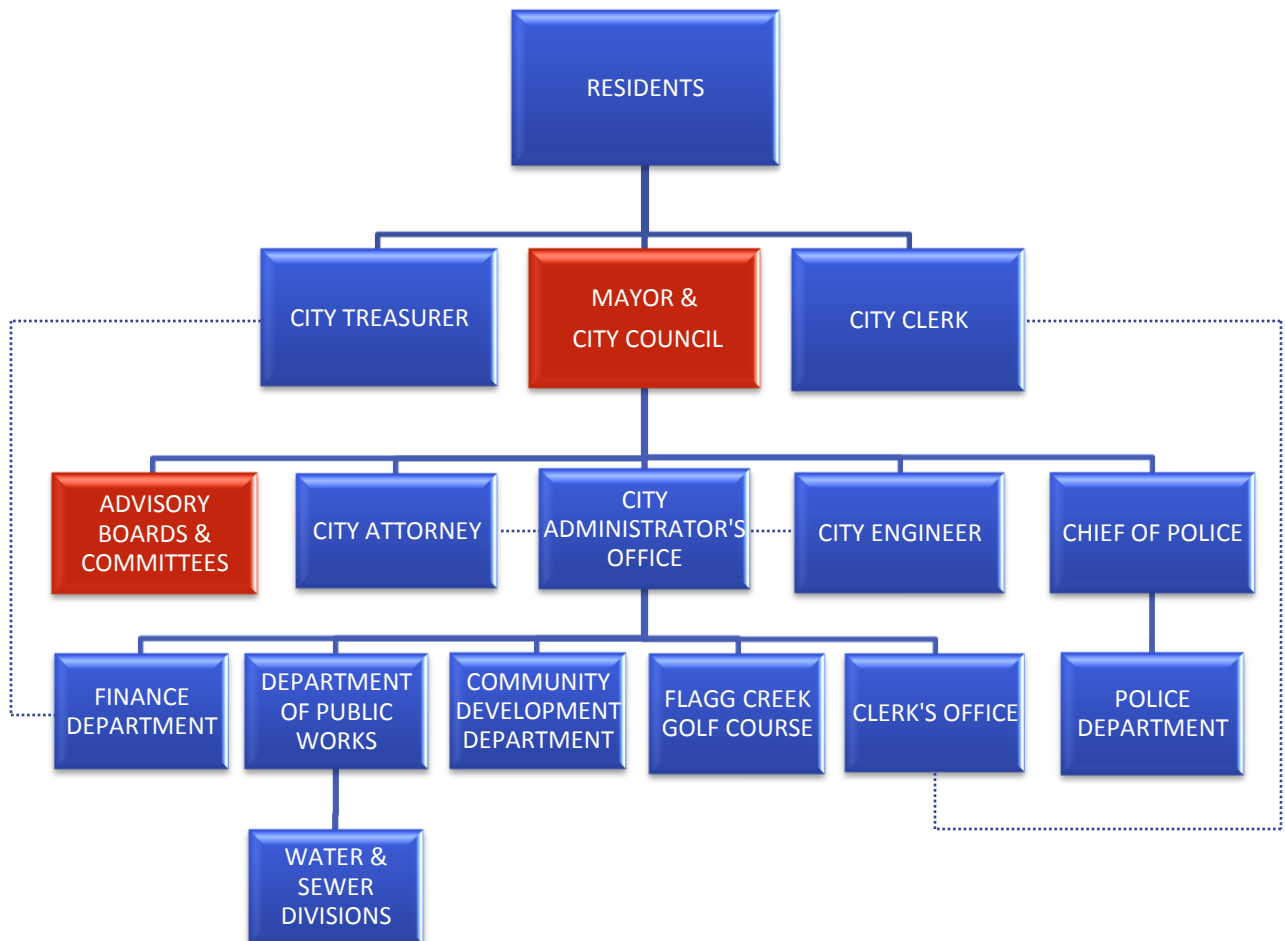
GENERAL FUND EXPENSES - FY2017

WHERE THE
MONEY GOES...



TOTAL EXPENDITURES \$12,309,322

CITY OF COUNTRYSIDE – ORGANIZATIONAL CHART



THIS SECTION SUMMARIZES RECOMMENDATIONS MADE BY THE ADVISORY BOARDS AND COMMISSIONS (OTHER THAN THE POLICE COMMITTEE) TO THE CITY COUNCIL FOR FINAL ACTION

BOARD OF FIRE & POLICE COMMISSION
Jerry Welch - Chairman
Mark Burdett - Secretary
Mary Lou Pisone - Commissioner
Erik Peck - Attorney

The **Board of Fire and Police Commission** consists of three (3) members who shall be appointed by the Mayor with consent of the City Council. They shall serve for terms of three (3) years.

The board shall appoint all officers and members of the Police Department of the City, except the Chief of Police, who shall be appointed by the Mayor. The board, in accordance with the applicable provisions of the statute, shall make such rules and make such appointments and removals, and shall have such other and further powers and duties as are contained in 65 Illinois compiled Statutes 5/10-2.1-1 through 5/10-2.1-29.

The board shall hold hearings on any charges brought against any policeman, except the Chief of Police, as provided by statute. The board reports annually, on or before May 1 of each year, to the Mayor a report of its activities, and the rules in force and the practical effect thereof.

The Board of Fire and Police Commission met 4 times during 2016. The most significant items reviewed by the committee include:

- Incorporated a probation period for lateral hires into the Board's Rules and Regulations.
- The Board began the process to generate a new Promotional Eligibility list for the position of Sergeant with the written test sign-up in October. The current list will expire on March 11, 2017.
- The Commissioners attended training sponsored through the Illinois Fire & Police Commissioners Association.

ECONOMIC DEVELOPMENT COMMITTEE
Alderman Scott Musillami - Chairman
Alderman Jim Jasinski
Alderman John Finn

The **Economic Development Committee “EDC”** shall review and make recommendations to the full City Council regarding all aspects of economic and community development, including, but not limited to: economic development planning, marketing, business attraction and retention, incentive programs, special districts, housing development plans, and redevelopment agreements.

The EDC met 4 times during 2016. The most significant items reviewed include:

- Holiday Inn – The Pearlshire Countryside, LLC has a tax sharing agreement for the redevelopment of the Holiday Inn including guest rooms, lobby and banquet facilities. The deadline for submitting plans and obtaining all required permits was missed. Pearlshire requested an extension. The matter was tabled to give Pearlshire time to come into compliance. After many months without word, the City Council requested that the agreement be terminated. This matter will be discussed by the City Council in 2017.
- Façade Loan Program – The committee recommended the creation of a façade loan program. Staff worked with LaGrange National Bank to develop a program. This program was later approved by the City Council and was made available to businesses this year.
- 5631 S. LaGrange Road – Orput Real Estate proposed a development which included the construction of a Buffalo Wild Wings restaurant and an American Heritage Motorcycle dealership on a 3 acre site owned by the City. The EDC recommended that staff begin negotiating a redevelopment agreement. Unfortunately, a final agreement could not be reached with American Heritage Motorcycles. In hindsight, this was a good thing for the City as American Heritage Motorcycles dissolved in 2016 and closed their 5 stores.
- Ettleson Hyundai – Mike Ettleson’s lease for the property located at 6420 Joliet Road is expiring. Mr. Ettleson proposed building a new Hyundai dealership at 5631 S. La Grange Road. His proposal includes a new 17,500 sq. ft. facility with two showrooms, one for Hyundai and one for Genesis. The EDC recommended negotiating a Redevelopment Agreement “RDA” with Ettleson Hyundai. This RDA was ultimately approved by the City Council. Construction is scheduled to begin in 2017.
- White Sox Radio – The Committee recommended entering into an agreement with Cumulus to advertise on White Sox radio. This was a combined effort of the City, Countryside Business Association and seven car dealerships. The advertising was geared towards our many car dealerships and business opportunities available in town.
- Westfield Ford made a request to extend their tax sharing agreement by 5 years. This request was made as they purchased the adjacent property for additional parking now with the hope of adding a new line in the future. Staff is waiting on additional information from Westfield Ford at year end.

EMERGENCY TELEPHONE SYSTEM BOARD	
Joseph Ford - Chairman	
Scott Novak - Alternate	
John Buckley	
Steve Norman	
Pat Schwartz	
Bill Srejma	

The **Emergency Telephone System Board “ETSB”** consists of five (5) or more members who are appointed by the Mayor, with the consent of the City Council. The board’s duties include planning a 9-1-1 system; coordinating and supervising the implementation, upgrading or maintenance of the system, including the establishment of equipment specifications and coding systems; receiving monies from the surcharge imposed by the Mayor and the City Council as well as from any other source, for deposit into the Emergency Telephone System Fund; authorizing all disbursements from the fund; and hiring on a temporary basis, any staff necessary for the implementation and maintenance of the system.

The ETSB Board met twice during 2016. The most significant items reviewed by the committee include:

- Approved the E-911 expenditures including those related to Southwest Central Dispatch (SWCD).
- Discussed a major change in legislation that was passed by the Illinois General Assembly in Public Act 99-0006 requiring all dispatch centers and Emergency Telephone System Boards to consolidate by July 2017 if they serve a population under 25,000 residents. Since the City of Countryside had previously consolidated our dispatch center with Southwest Central Dispatch we were already in compliance with this portion of the act.
- On June 22, 2016 Council passed an ordinance dissolving the Emergency Telephone System Board. This act was in direct relation to Public Act 99-0006 which required both communication centers and ETSB’s to consolidate with other centers and boards if the population they represent was under 25,000.

FINANCE COMMITTEE
Treasurer Caryn Stancik - Chairman
Alderman Mark Benson
Alderman Jim Jasinski
Alderman John Von Drasek

The **Finance Committee** focuses on any and all matters related to or affected by the City's finances. This includes but is not limited to budgeting, auditing, financial reporting, debt issuance (borrowing), accounts payable, accounts receivable, cash flow forecasting, investments, and various types of financial analysis.

The Finance Committee met 7 times during 2016. The most significant items reviewed and/or recommended by the committee include:

- Review of monthly financial reports that communicated changes in financial position, revenue and expense variances, and forecasts of year end results in key areas.
- Recommended supplemental appropriations to reconcile material budget variances.
- Proposed abatement ordinances for all outstanding bond issues to affect the elimination of the property tax levy for the third consecutive year.
- Held several workshops with elected officials and department heads for annual budget - hosted annual proposed budget hearing/presentation for elected officials and the public for fiscal year 2017.
- Presented and discussed audits and management letters for the City and the Flagg Creek Golf Course in conjunction with the independent auditors.
- Received the GFOA Certificate of Achievement Award for Financial Reporting Excellence for the 10th consecutive year for fiscal year 2016.
- Submitted for and received the GFOA's Distinguished Budget Award for the first time for the 2017 fiscal year budget.
- Implemented new investment management strategy to significantly improve returns.
- Reviewed and recommended annual pension funding contribution with consideration from three independent actuarial valuation opinions.
- Administered an RFP process to select a new audit firm – effectively managed new relationship/audit engagement with Baker Tilly Krause Virchow.
- Established new debt management and fund balance policies consistent with best practices.

FLAGG CREEK GOLF COURSE BOARD
Park District - Mark Radulski - Chairman
Park District – Todd Davis
Park District – Michael Natale
City – Bob Picek
City - Alderman John Von Drasek

The **Flagg Creek Golf Course Board** was designed to provide equitable representation from both the City of Countryside and the Pleasant Dale Park District. The purpose of the board is to oversee the general administration of the golf course. The Board reviews the monthly rounds reports, financial statements and the monthly expenditures report. The Board also reviews any capital projects recommended for improvement to the golf course's infrastructure.

The Flagg Creek Golf Course Board met 10 times during 2016. The most significant items reviewed by the committee include:

- Recommended the installation of a camera system at the Golf Course; this includes the parking lot, pro-shop and the golf course.
- Recommended an Independent Contractor Agreement with Xando Café for the concession service at the Golf Course.
- Recommended a contract for the roof replacement at the Pro-Shop.
- Reviewed numerous donation requests from outside organizations.
- Reviewed and discussed monthly financial data and operating statistics.
- Discussed maintenance and capital equipment expenditures and recommendations.
- Reviewed and discussed updated policies/procedures.
- Recommended the FY17 budget.
- Recommended a Contract with Digital Golf for the Hole in One contest; with this program any player could sign up and pay \$5.00 for a chance to get a hole in one on the 8th hole and win \$10,000.00. There was one winner in 2016.
- Reviewed the audits and management letter.
- Created a Sole Proprietor Golf Rate for Business owners in the boundaries of the City of Countryside and the Pleasant Dale Park District.

HUMAN RESOURCES COMMITTEE
Alderman Scott Musillami - Chairman
Alderman Tom Mikolyzk
Alderman John Finn

The **Human Resources Committee “HR”** shall review and make recommendations to the full City Council regarding, but not limited to: all personnel matters involving employees and officers of the city and to perform other such duties as may be requested by the Mayor or City Council.

This committee is comprised of three (3) aldermen. The committee met 4 times during 2016. Items reviewed by the committee include the following:

- Reviewed an optional 457 Plan for employees by Axa Advisors.
- Updated and approved the Executive/HR Assistant job description.
- Oversaw the recruitment of an Administrative Clerk for the Clerk’s Office.
- Recommended a contract with Gov Temps USA LLC for a temporary contractual employee to fill in for the Zoning Administrator during her maternity leave.
- Recommended increases in the wages for Community Service Officers in the Police Department.
- Recommended reinstating the position of Public Works Foreman and oversaw the promotional interviews for this position.
- Recommended reorganization of the Finance Department staff including replacing the Accountant with a Senior Clerk and a part-time Account Clerk.
- Recommended a pay schedule for the Community Service Officers.
- Recommended the approval of the Collective Bargaining Agreements between the City and the Illinois FOP, Labor Council representing Patrol Officers and Sergeants and Master Sergeant.
- Reviewed the summary of staff disciplinary action and commendations.

INFRASTRUCTURE COMMITTEE
Alderman John Von Drasek - Chairman
Alderman Mark Benson
Alderman Scott Musillami

The **Infrastructure Committee** shall review and make recommendations to the full City Council regarding public improvements and infrastructure, including, but not limited to maintenance and associated operations of street lighting, the storm sewer system, non-regulatory signs, city owned buildings/property, infrastructure related agreements and capital improvement planning; and proposed amendments, from time to time, of the following titles of this code: title 7, chapters 1 – 4 and 8 – 11 concerning public ways and property; title 8, building regulations; title 9, subdivisions; and title 10, zoning and the comprehensive plan.

The Infrastructure Committee met 5 times during 2016. The most significant items reviewed by the committee include:

- Recommended Ordinance 16-06-O amending the City Codes to the 2015 International Building Codes and the 2014 National Electric Codes; this includes requiring sprinklers in all new construction single family homes.
- Updated Shared Cost Tree Removal Program policy to include the language “\$500 per household, per fiscal year.”
- Recommended Resolution 16-03-R Authorizing, Supporting, and Approving the ITEP Grant Application for a streetscape project along Joliet Road from LaGrange Road to Brainard Avenue.
- Authorized City Staff and Engineer to apply for a Cook County Development Block Grant (CDBG) for resurfacing 67th Street in Ward 2.
- Authorized the City Administrator to solicit Requests for Qualifications for Architectural Services to build a new City Hall.
- Reviewed the Street/Alley Conditions Map and recommended three streets to be included in the City’s 2016 Street and Alley Resurfacing Plan, see **EXHBIT A**. Constance Lane from Joliet Road to Brainard Avenue; and street patching on Barton Road and Longview Drive in Ward 3 was recommended.

LICENSE COMMITTEE
Alderman Tom Mikolyzk - Chairman
Alderman Jim Jasinski
Alderman John Von Drasek

The **License Committee** shall review and make recommendations to the full City Council regarding, but not limited to, proposed amendments, from time to time, of the following titles of this code: title 3, business regulations; and title 6, health and sanitation.

The License Committee met twice during 2016. The most significant items reviewed by the committee include:

- Recommended Ordinance 16-20-O which increased the video gaming license fee from \$100 to \$700 per machine – payable by the Terminal Operator.
- Recommended Ordinance 16-19-O which updates security requirements for special event permits and requires the event ending time coincide with the liquor license permitted hours.
- Recommended Ordinance 16-26-O which updates the Solicitor permit requirements, including a background check, \$100 fee, and limit of 30 days per permit.

PLAN COMMISSION / ZONING BOARD OF APPEALS	
	Richard Fullmer - Chairman
	Crecencio Gonzalez - Secretary
	Michael Anderson
	Bryon Bednar
	Tina Grotzke
	Marco Gutierrez
	Stephen Kehr
	Robert Schwarz
	Ron Ward

The **Plan Commission/Zoning Board of Appeals** (PC/ZBA) consists of nine (9) commissioners. The Mayor appoints three (3) commissioners from each of the three (3) wards in the City of Countryside, with the advice of City Council. The purpose of the commission is to permit municipalities to vary the requirements of the Zoning Ordinance. Variations should be granted solely to provide relief under unusual considerations.

The PC/ZBA met 12 times during 2016. The most significant items reviewed include:

- Recommended approval to rezone the property at 9607 W. 55th Street and approved plans for a 1 story 2,640 sq. ft.
- Recommended approval of a variance at 9932 W. 55th Street also known as Café Salsa. The variance was needed in order to expand the building.
- Recommended approval to amend the Clock Tower Pointe P.U.D. The amendment modified the original plans to permit the construction of 4 townhome buildings instead of constructing the remaining 4 condominium buildings.
- Recommended approval of a variance at 5400 East Avenue. The variance was needed to expand the parking lot for the business Flying High so that they could accommodate their customers.
- Recommend approval of a special use permit for an existing car dealership (Westfield Ford) at 6200 LaGrange Road. The special use permitted the dealership to include the car wash they acquired at 6250 S. LaGrange Road to be apart of their dealership operations.
- Recommended approval of a text amendment to allow a tree service business a special use within the B-3 Zoning District.
- Recommended approval of a text amendment to permit electronic message board signs as a permitted use in the commercial districts but only as a ground sign.

- Recommended approval for a special use for a drive thru ATM at the existing Jewel-Osco at 5545 S. Brainard Ave. The special use was needed so TCF Bank could have a stand alone drive up ATM outside of the store within the parking lot.
- Recommended approval for a special use and variances for a new car dealership at 5631 S. LaGrange Road. The special use and variances were needed so that Ettleson Hyundai could construct a new 25,000 sq.ft. dealership on 2.85 acres of vacant land.

POLICE COMMITTEE
Alderman John Finn - Chairman
Alderman Mark Benson
Alderman Tom Mikolyzk

The **Police Committee** consists of three (3) members who are appointed by the Mayor, with the consent of the City Council. The committee reviews and makes recommendations to the full City Council regarding items directly related to the police department including but not limited to purchases, programs, and ordinances.

The Police Committee met once during 2016. The most significant items reviewed by the committee include:

- Recommended the purchase of a new administrative vehicle.
- Recommended the purchase of a new evidence technician vehicle.
- Recommended the execution of a memorandum of understanding with the South Suburban Major Accident Reconstruction Team (SSMART).
- Recommended the purchase of upgraded Andover Continuum software to manage door security access for the City Hall, Police Department, and Water Department.

POLICE PENSION BOARD
Louis Moravecek - President
Allen Arneson - Vice-President
Karl Rodey - Secretary
Ken Goluszka – Assistant Secretary
David Schutter - Trustee

The **Police Pension Board** consists of five (5) members. Two members of the Board shall be appointed by the Mayor, the third and fourth members of the Board shall be elected from the active members of the Police Pension Fund, and the fifth member shall be elected by and from among the beneficiaries of the Police Pension Fund.

The Police Pension Board met 5 times during 2016. The most significant items reviewed by the committee include:

- Reviewed the actuarial valuations from Lauterbach and Amen as well as from the Illinois Department of Insurance for fiscal year 2017. A request was sent to the City Council for funding in the amount of \$1,220,910 for the fiscal year 2017 employer contribution. The actuarially determined amount is inclusive of payments to terminated pensioner Swanson, and a longevity benefit per officer of \$22,100.
- Received the 2016 fiscal year employer contribution from the City of Countryside in the amount of \$915,000, the amount actuarially determined by Goldstein & Associates, the City's actuary (the actuarial valuation only considered the contractual \$850.00 as longevity pay for retirees and actives and not the "spiked" amount of \$22,100).
- Pension Board received a turnover/forfeiture order from the U.S. Department of Justice with respect to the judgement against former Police Chief Timothy Swanson in the amount of \$104,859.68.
- Pursuant to state law: completed annual audit, annual Illinois Department of Insurance reports, and House Bill 5088 Compliance Report.
- Renewed fiduciary insurance policy with Mesirow Insurance Services, Inc.
- The City Council unanimously approved the reappointment of Al Arneson to the Pension Board for a two year term on April 27, 2016.
- Received litigation updates from pension attorney concerning the City of Countryside versus the Police Pension Board litigation and the administrative rulings.
- Approved all receipts and disbursements.
- Reviewed and approved all investment recommendations and reviewed quarterly reports from investment advisors.

RECREATION COMMITTEE
Alderman Jim Jasinski - Chairman
Alderman Tom Mikolyzk
Alderman Scott Musillami

The **Recreation Committee** shall review and make recommendations to the full City Council regarding, but not limited to: capital planning for the City's park system, planning special events for the City, including the Easter Egg Hunt, Summer Concert Series and the Children's Christmas party.

The Recreation Committee met 4 times during 2016. The most significant items reviewed by the committee include:

- Worked with the Park District of La Grange to offer to our residents at La Grange's resident rates. There was a 16% increase in the number of families enrolled in programs this past year.
- Recommended a contract to hire an event planner for the City's summer concert series. The series consists of eight weeks of outdoor concerts.
- Worked with the event planner to prepare for the summer concert series including the inclusion of an opening act and a dessert vendor for each concert. A firework show was held on August 4th due to a rain out the prior week.
- Directed staff to prepare a sponsorship packet.
- Recommended a new food service/catering company to provide food service at the Flagg Creek Golf Course.
- Recommended continuing the annual Countryside Children's Christmas Party at Capri Banquets on December 2nd; however due to Capri being unavailable, the event was held at Bella Banquets. A total of 195 children participated and enjoyed the event; which is a 10% increase in the number of participants at the party.
- Directed staff to work with the Lyons Township Little League on signage to promote their baseball programs in the community.
- Directed staff to work with the Countryside Business Association (CBA) on a Bicycle Race in Ward 2 and a Winter Event to be held at Flagg Creek Golf Course; both of these events will occur in 2017.

DESCRIPTION	2016	2015
<i># Recreation Programs Offered</i>	1,124	963
<i># Families Enrolled in Programs</i>	192	165
<i>Concerts in the Park Attendance</i>	2,808	3,304

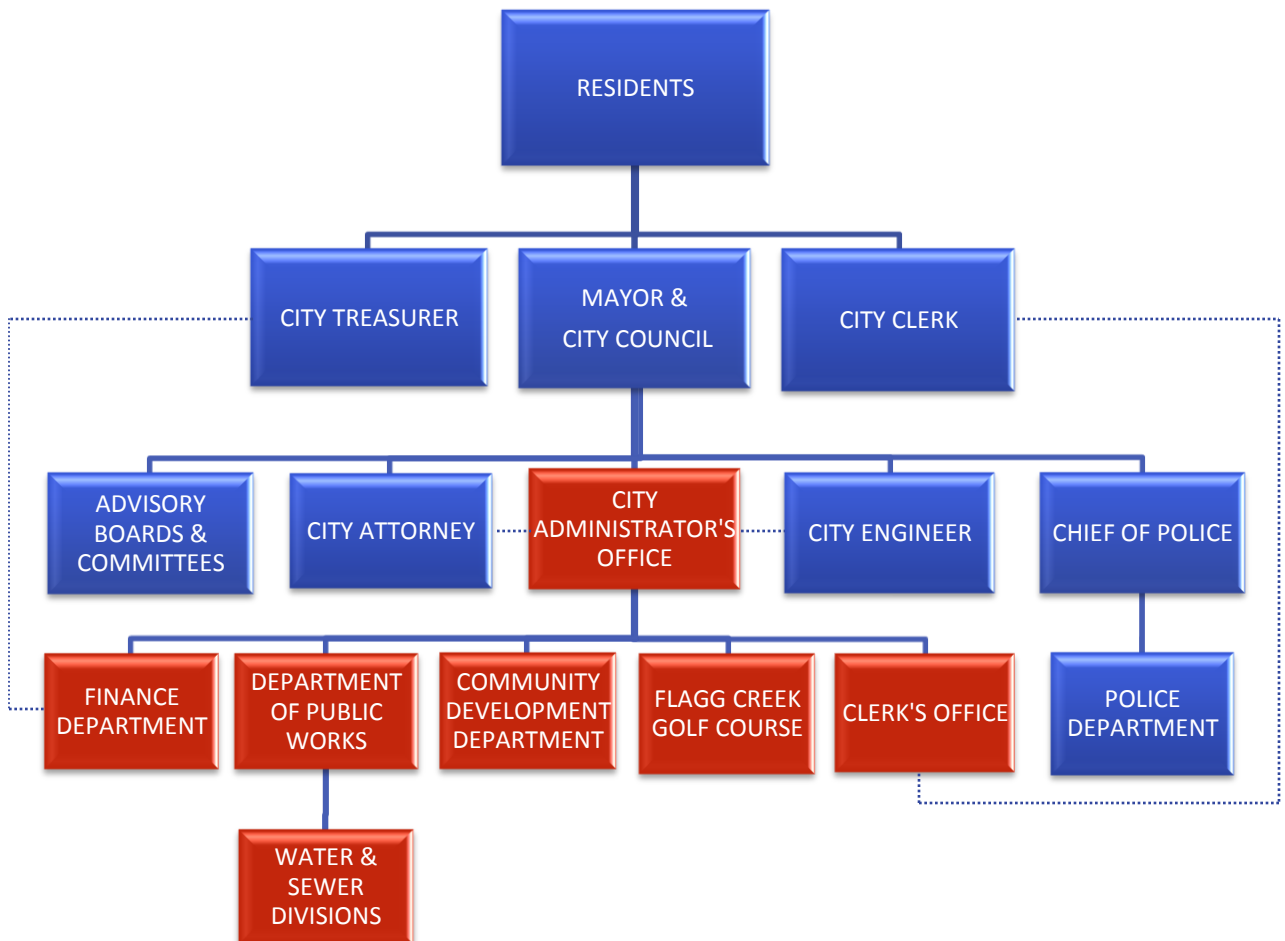
WATER COMMITTEE
Alderman Mark Benson - Chairman
Alderman John Finn
Alderman John Von Drasek

The **Water Committee** is responsible for addressing and/or recommending to City Council any and all issues which are related to water/sewer rates, utility invoicing and delinquent accounts, infrastructure needs, contractual agreements, water/sewer operations, and any city code updates pertaining to Sections 7-6 and 7-7.

The Water Committee met 3 times during 2016. The most significant items reviewed by the committee include:

- Recommended a City-wide water system hydrant flow testing and maintenance program.
- Recommended Master Meter replacement for Indian Head Park and Lagrange Highlands Sanitary District.
- Recommended water main replacement project for Constance Lane.
- Recommended the hire of summer help to paint hydrants City-wide.
- Recommended the replacement of hydrants that are specified in maintenance program.
- Recommended options for paying by credit card and surcharge fees.

CITY OF COUNTRYSIDE – ORGANIZATIONAL CHART



THIS SECTION OF THE REPORT INCLUDES ALL THE DEPARTMENTS HIGHLIGHTED ABOVE AND THEIR MAJOR ACCOMPLISHMENTS DURING THE YEAR.

Administrator’s Office

This office is comprised of three full-time employees, the City Administrator, the Assistant City Administrator and the Executive/Human Resource Assistant. The role of this office is to provide leadership, direction and vision to the City departments. This office is responsible for the general oversight of all City operations other than police.



City Administrator, Gail Paul has lead this office since 2010. With over 20 years of government experience, she serves as the City Council’s chief advisor. Her primary responsibilities include oversight of all City departments other than police, implementation of City ordinances and resolutions, risk management, human resources, union negotiations, and distribution of the quarterly newsletter and other announcements.

In addition to the duties above, the City Administrator oversees all economic development activities. The activities include recruiting new businesses, business retention, negotiating redevelopment agreements, and promoting a positive business climate. Economic development accomplishments will be covered in the Community Development Department section.

Sharon Peterson, Assistant City Administrator has direct supervision of the Community Development Department including planning and zoning, building permits and code enforcement. She also oversees the recreation activities which includes Flagg Creek Golf Course and special events. In addition, Sharon assumes the Administrator’s duties in her absence.



Sue Dignin, Executive/Human Resource Assistant works closely with the Administrator and Assistant City Administrator in carrying out the duties of this office. She oversees employee benefits, and serves as the City’s claim coordinator for insurance purposes. Sue also coordinates the compilation of Countryside Connections, the City’s quarterly newsletter and serves as the staff liaison to the Board of Fire and Police Commissioners.

Human Resources

Human resource functions including hiring, firing and discipling employees, City-wide training, and administering employee benefit programs are the responsibility of this office. The benefits include health insurance, dental insurance, life insurance, flexible spending account, IMRF and a 457 deferred compensation plan offered to all full time employees. Retirees are allowed to stay on the medical plan at a higher contribution rate.

BENEFIT PROGRAM	SINGLE	FAMILY
<i>Health Insurance</i>	25	43
<i>Dental Insurance</i>	18	53
<i>Life Insurance</i>	54	
<i>Flexible Spending</i>	8	
<i>457 Plan</i>	25	
TOTAL	130	96

The City belongs to the Intergovernmental Personnel Benefit Cooperative “IPBC” which is a cooperative established by certain units of local government in Illinois to administer some or all of the personnel benefit programs offered by the participating members. The IPBC acts as a public entity risk pool to receive, process and pay such claims as may come with the benefit program of each participating unit. All units participating in the cooperative pool their risks and funds and share in the cost of losses or surpluses. The IPBC pool administers the health and life insurance programs. All other benefit programs are administered by this office.

Risk Management

The City is a member of the Intergovernmental Risk Management Agency "IRMA". This agency is a public entity risk pool whose members are Illinois municipalities. IRMA manages and funds first party property losses, third party liability claims, workers' compensation claims and public officials' liability claims of its members. IRMA sets claim targets for each municipality. The City has done a good job at managing our claims. Overall we have been below our claim targets the past three years.

CLAIM FREQUENCY

DEPARTMENT	IRMA TARGET	2016	2015
Administration	1	1	3
Police	6	1	3
Public Works	13	3	3
Recreation (Golf Course)	0	1	2
TOTAL	20	6	11

CLAIM EXPERIENCE

CLAIM TYPE	IRMA TARGET	2016	2015
Auto Liability	2	1	2
Auto Physical Damage	3	1	2
General Liability	4	0	1
Property Damage	4	2	3
Workers Compensation	7	2	3
TOTAL	20	6	11

We monitor our claim activity on a regular basis. We look at claim frequency to determine if a department has an excessive amount of claims and thus, may need more training. Public Works did a great job decreasing their claims in 2015. The prior year was unusual due to several large claims for damage to public property. The costs of these claims was completely recovered by IRMA on behalf of the City. The City assumed administrative oversight of the Flagg Creek Golf Course in mid 2014. The insurance was switched effected in 2015.

We also monitor claim experience to determine the most common claims so that we can focus on how to reduce these claims (i.e. training, purchase a new piece of safety equipment, etc.). Overall the City's claim experience was below the target level in 2015. The favorable experience is partially due to new policies and partially due to increased training in needed areas.

Recreation

Sharon Peterson oversees the operations of the Flagg Creek Golf Course. Specific information is provided under the Flagg Creek Golf Course Advisory Board and the Flagg Creek Golf Course department. Sharon also oversees the City's special events including the the Easter Egg Hunt, the summer concert series, and the Children's Christmas Party.

2016 was the inaugural year for the City's St. Patrick's Day Family Parade. There were 45 entries in the parade including businesses, non-profit organizations, politians, and families. The City employees participated with a float titled Ireland's Countryside. Thanks to the DPW employees for building the float and the City Hall staff for all the fantastic decorations including the handmade sheep.



Employee Recognition

This office recognizes employees when they reach years of service milestones. Employees are given service awards at 5, 10, 15, 20, 25, 30+ years. The City would like to thank the seven employees listed in the chart to the right who reached years of service milestones in 2016.

In addition to recognizing years of service, management shows appreciation to employees in various ways including luncheons and proper recognition for work above and beyond. This year an “employee of the month” parking space was created to acknowledge employees who receive that recognition.

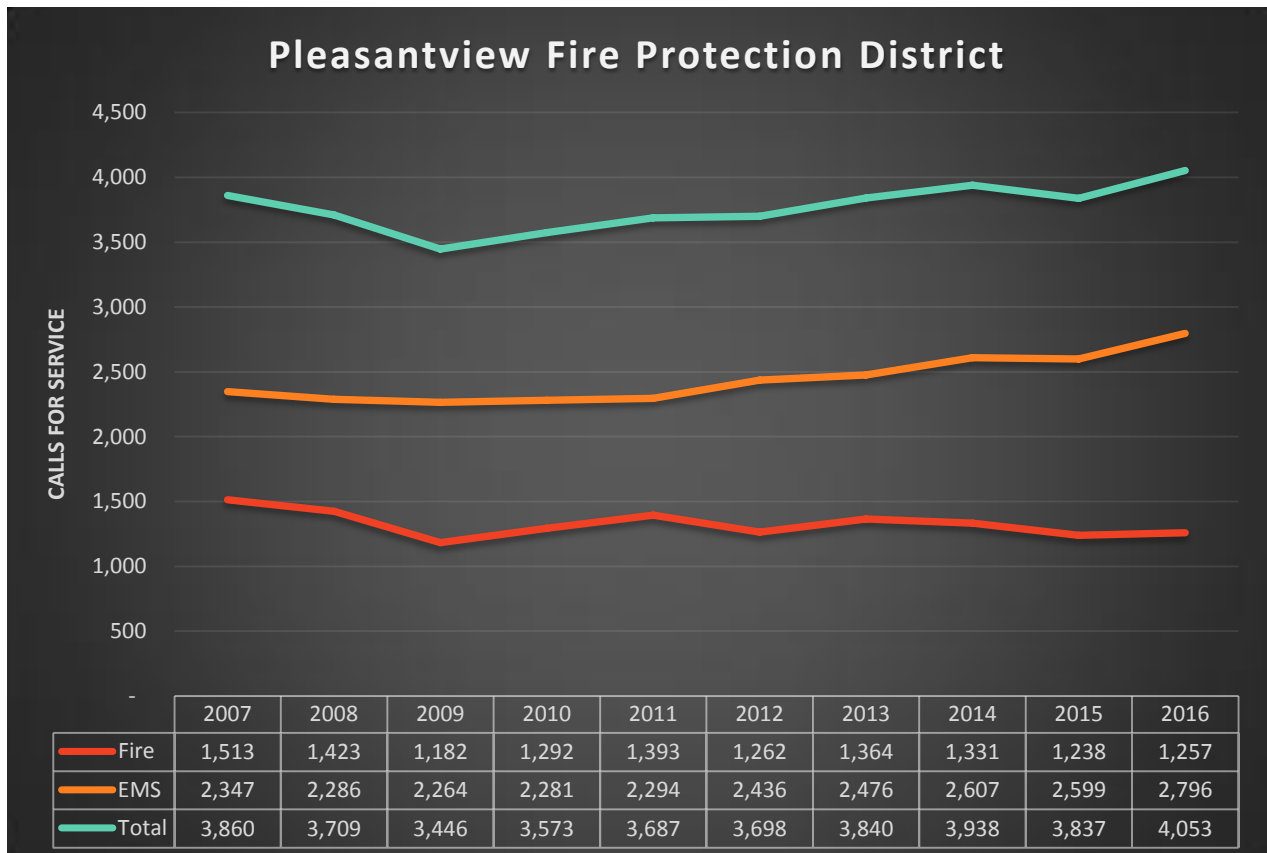
SERVICE AWARDS FOR 2016

<i>EMPLOYEE</i>	<i>DEPARTMENT</i>	<i>YEARS OF SERVICE</i>
<i>Fred Helmstetler</i>	Public Works	25
<i>Greg Adamec</i>	Public Works	15
<i>Sharon Peterson</i>	Administration	10
<i>Meiling Lieu</i>	Finance	10
<i>Agostino Alonzo</i>	Police	10
<i>Brendan Gleespen</i>	Police	10
<i>Mike Hartigan</i>	Water	10

Pleasantview Fire Protection District

The Pleasantview Fire Protection District is a separate taxing entity. They provide fire protection and EMS services to our community. They also assist the City’s building officials in performing building inspections for fire safety.

During 2016 the District responded to a total of 4,053 calls of which 28% or 1,145 where in Countryside. This is slightly above the prior year. Below is a 10 year history of calls for service. Fire calls have been below the 1,500 level for the past seven years. However, EMS calls continue to rise. The District responded to 2,796 EMS calls, an 8% increase over the prior year.



MAJOR ACCOMPLISHMENTS

The primary responsibility of the City Administrator's Office is to oversee all departments' operations other than police. Therefore, accomplishments regarding economic development, recreation, and department specific will be listed under those departments.

- Implemented 45 ordinances and 8 resolutions adopted by the City Council in 2016 as required. See **EXHIBIT B** for a complete listing of all ordinances and resolutions adopted.
- Worked closely with the City Engineer, Special TIF Counsel and TIF consultant to further the TIF Redevelopment Plan including the administration of a Redevelopment Agreement with Chick-fil-A in the City Center Development. Specific economic development initiatives are discussed under the Community Development Department.
- Negotiated a Redevelopment Agreement with Ettleson Hyundai for the construction of a new dealership within the City's Commercial TIF District.
- Participated on the search committee for a new Permit Clerk in the Community Development Department.
- Coordinated training across department lines covering work productivity, work/life balance and workplace culture.
- Paul and Peterson serve on the planning committee for the 2017 Women's Legacy Annual Conference.
- Coordinated legal efforts in two major cases being litigated.
- Coordinated 4 special events including the Easter Egg Hunt, the Summer Concert Series, the Children's Christmas Party and the City's first St. Patrick's Day Family Parade.
- Administered the contract with Cumulus for advertising on White Sox Radio.
- Hosted the employee luncheon which included an ugly holiday sweater contest.

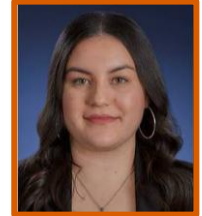


Clerk’s Office



This office is staffed by three full-time employees; the Deputy Clerk, Administrative Clerk, and Assistant Office Clerk. This office plays a critical role in the daily operations of the City.

Deputy City Clerk, Margaret Carey oversees the day to day operations of the Clerk’s office. The primary responsibility of this office is to maintain all official records for the City. However, as the first point of contact, the Clerk’s Office acts as a central hub. The staff, **Karen Melone** and **Liz Cordova** are extremely knowledgeable about City services and answer dozens of phone calls each day in addition to assisting the public with a variety of requests.



Open and Transparent Government

The Deputy Clerk is the City’s Freedom of Information Officer and she is responsible for processing all FOIA requests. The City processed 202 FOIA requests in 2016. The Deputy Clerk is also the Open Meetings Act (OMA) designee for the City of Countryside, ensuring that required training is completed and that all meetings are in compliance with the Act.

Meetings Preparation

The Clerk’s office is responsible for scheduling the many committee, commission, and City Council meetings. There were 91 meetings in 2016! The staff prepare agendas and minutes in accordance with the Open Meetings Act. After meetings, staff ensures that all follow up is completed. This includes the recording of ordinances and resolutions, execution of documents and action items resulting from City Council direction.

Licenses

Business licenses, registrations and special event licenses are processed and administratively approved in the Clerk’s office. This helps to expedite the process. Liquor licenses are also processed in the Clerk’s office.

Elections and Voting

The Clerk’s office staff are registered as Deputy Registrars with the Cook County Elections office. They are available to assist residents with voter registration. The Deputy Clerk is responsible for facilitating all election filings and related public notices.

Resident Programs and Payment Processing

Many community programs are facilitated through the Clerk’s office. These include: library and pool reimbursements, senior snow removal, shared-cost tree program, senior ride program, Community Garden, and others. The Clerk’s staff accept payments for all City revenue other than property taxes and State shared revenues. This includes revenue from water bills, permits, inspections, real estate transfers, vehicle fuel tax, and restaurant tax.

<i>DESCRIPTION</i>	<i>2016</i>	<i>2015</i>
<i># Business Licenses</i>	462	467
<i># Liquor Licenses</i>	55	54
<i># Special Use Permits/Special Event Permits</i>	39	27
<i># Raffles Permits</i>	7	4
<i># Garage Sale Permits</i>	95	107
<i># Real Estate Transfers</i>	180	178
<i># FOIA Requests</i>	202	215
<i># Tree Program Applications Processed</i>	106	109
<i># Library Reimbursements</i>	93	76
<i># Pool Rreimbursements</i>	19	16
<i># New Voter Registrations</i>	13	3
<i># Foreclosures</i>	15	6
<i># Seniors registered for snow removal</i>	169	159

MAJOR ACCOMPLISHMENTS

- Welcomed a new employee to the Clerk's Office, Administrative Clerk **Liz Cordova**.
- Coordinated the brand new, Angel Tree Program – assisting residents in need during the holidays.
- Increased the City's social media presence by creating a City of Countryside Facebook page.
- Processed 8 new Resolutions and 45 new Ordinances. Ensured that the City Code was updated for all new ordinances requiring updates.
- Worked with businesses to issue 462 business licenses and 55 liquor licenses.
- Maintained a high standard of compliance with the Open Meetings Act (OMA) by posting all meeting notices and minutes within the required timeframe.
- Updated the format for all meeting agendas and minutes.
- Improved the FOIA tracking process by creating a searchable database. The Clerk's office responded to 202 FOIA requests in a timely manner.
- Processed 106 applications for the Shared Cost Tree program. Successfully worked with staff and elected officials to acquire additional funding for the Shared Cost Tree Program.
- Assisted in the upgrade of the City's website, improving the searchability for content in meeting minutes.
- Continued to develop process improvements by meeting with other departments to find ways to assist each other.
- Coordinated City approval and support for over 25 events, including the Countryside Police Department Cop on Top, Countryside Business Association (CBA) Carnival, the City of Countryside Summer Concerts, and the Children's Christmas Party.
- Expanded department knowledge through attendance at the following training program:
 - 2016 Institute of Municipal Clerk's in Springfield, IL

Community Development Department

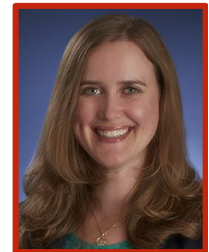
This department is comprised of two full-time employees, the Zoning Administrator, and the Building Clerk. The Community Development Department encompasses Building, Zoning, Code Enforcement and Economic Development. The duties of this department are divided up between the City Administrator (Economic Development) and the Assistant City Administrator (Building, Code Enforcement and overall management of the department).

Economic Development

The City Administrator is the staff liaison to the Economic Development Committee and is responsible for planning and directing economic development activity within the City. She also works closely with the Zoning Administrator to assist developers with proposed site plans and location assistance. New materials have been developed for the website and distribution to better assist developers and potential end users. Responsibilities include marketing and promoting the City to attract new businesses, support retention and expansion of existing businesses, and to develop short and long range plans for the City as it relates to community development.

Planning & Zoning

Municipalities use zoning to establish land use within their borders. The City's zoning map see **EXHIBIT C** establishes a zoning designation (i.e. R-1 residential one-family, B-1 Retail, etc.) for each property within the City. Zoning regulations are based upon the City's adopted development plans and overall City policies and objectives and are intended to serve the City as it deals with future growth and development. The regulations dictate what may be built, what type of business may move in, what structures may be built, etc on the property. In the event a new development does not meet the zoning code, the owner may petition the Planning and Zoning Board of Appeals for a variance or special use as required. **Kimberly Clarke, Zoning Administrator** serves as the staff liaison to this Board.



Building Permits

Holly Williams, Building Clerk processes permit applications, schedules inspections and follows up on occupancy permits. The most common projects requiring a permit include new construction, room



additions, room remodels, fences and roofs. The City issued 608 permits this year, an increase of 15% in the number of permits issued. Holly was promoted at the end of the year. She now works in the Finance

Department.

<i>DESCRIPTION</i>	<i>2016</i>	<i>2015</i>
<i># Permits Issued</i>	608	526
<i>Value of Permits Issued</i>	\$9,890,935	\$15,241,203
<i># Citations Issued</i>	153	216
<i>Value of Fines Collected</i>	\$16,750	\$10,783

Inspections and Code Enforcement

TPI is also under contract for plan reviews, inspections and code enforcement. In addition, the City does not employ a Health Inspector; but rather has an Intergovernmental Agreement with the Cook County Department of Public Health for all health and sanitation inspections. The City tries to work with code violators to give them an opportunity to correct the violation. However, in some cases issuing a citation is required. Staff presents these citations at the City's monthly adjudication hearings.

MAJOR ACCOMPLISHMENTS

- Processed 608 permit applications.
- Issued 153 citations for code violations in 2016. Code enforcement efforts are ongoing especially due to foreclosed properties. The City received notification of 15 foreclosures this year.
- Worked with the City Engineer to update the Street Condition Map and the 5-Year Street and Alley Resurfacing Plan (see **EXHIBIT A**).
- Ensured that all handicapped, no-parking, and fire lane signs are current with the fine amount.
- Completed the annual street resurfacing program. The following streets were included in this program: Constance Lane from Joliet Road to Brainard Avenue, and street patching on Barton Road, Longview Drive, and 67th Street.
- The City negotiated a redevelopment agreement with Ettleson Hyundai to construct a new automobile dealership at 5631 S. LaGrange Road.
- The City welcomed the opening of Chick-fil-A in the spring of 2016, located in the City Center development.
- The City welcomed the opening of Chipotle Mexican Grill in the fall of 2016, located at 5801 S. LaGrange Road.



Finance Department

This office is comprised of three full-time employees, the Finance Director, Senior Accountant and Senior Clerk. Major responsibilities of the Finance Department include financial reporting, administration of accounts receivable and payable, utility billing (water usage), financial reporting and compliance, debt management, investment portfolio management, grant management (in conjunction with City Administration and Engineering), and performing complex financial modeling and analytics to support City-wide programs, departments and initiatives.



Finance Director, Dave Schutter oversees the day to day operations of the department. The Finance Department also oversees the Information Technology function and provides a high level of internal customer support to the other departments and functional areas. In addition, the department supports residents and businesses with respect to utility billing functions, fee assessments, tax abatements and incentives, tax increment financing, and accounts receivable and payable.

Budget

The Finance Director works closely with the City Treasurer, Finance Committee and City Administration in assembling and recommending a budget to the full City Council. The budget process begins with department requests which are reviewed by the City Administrator and Finance Director. The General Fund budget is then presented to the Finance Committee and discussed September through November until a tax levy and abatement amounts are agreed upon by elected officials. Budget discussions continue in January with other fund budgets along with some minor adjustments to the General Fund. The entire process spans over several months with final budget adoption typically in April after a public hearing.

Financial Reporting

The Treasurer and Finance Director report the budgetary performance and financial position of the City on a monthly basis. This Treasurer's Report includes an analysis of budget to actual amounts with explanations for major variances, the cash and fund balances, and investment activity and performance. The City also issues a Comprehensive Annual Financial Report (CAFR) which has been audited by Baker Tilly Virchow Krause, LLP. A copy of this report can be found on the City's website.

Grants

The Finance Department is responsible for monitoring the receipts and disbursements of several grants and works very closely with City Administration and the City Engineer with respect to grant application, planning, and administration. Since each grant may have unique requirements as specified in the grant agreement, the Finance Department must be aware and determine any special audit or other financial reporting requirements. Please see **EXHIBIT D** for additional grant information.

Accounting

Meiling Lieu, Senior Accountant maintains the accounting and financial reporting systems. She processes the bi-weekly payroll, oversees the accounts receivable (other than utility billing), processes all accounts payable, prepares monthly journal entries, reconciles non-operating bank accounts (other than payroll), processes the quarterly hotel/motel tax returns, and works closely with the auditors to complete the annual audit.



Utility Billing

Holly Williams, Senior Clerk was recently promoted to this position. She maintains the utility billing system. Holly prepares an electronic meter read file which is used by the Water Operators to obtain meter readings. Holly then downloads the readings and prepares the monthly utility bills. She also processes the monthly food & beverage and gasoline use tax returns.



Information Technology

The City outsources its information technology needs to Merging Technologies. This IT function ensures the overall safekeeping/security of the City's data, backup files and servers, hardware needs, software upgrades, licenses, and the email exchange server.

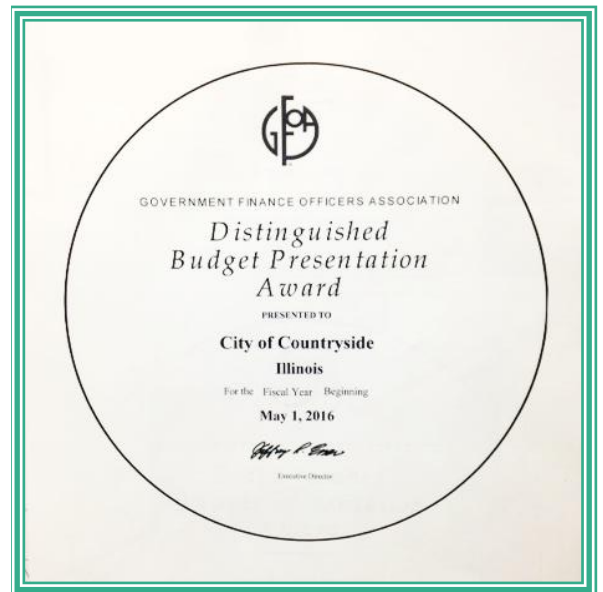
DESCRIPTION	2016	2015
<i>Sales Taxes (YTD thru November)</i>	7,876,549	7,780,888
<i>Sales Tax Growth (Y over Y)</i>	1.23%	4.53%
<i>Income Taxes (YTD thru November)</i>	564,406	627,247
<i>% Change (Y over Y)</i>	(10.02%)	11.13%
<i>Gaming Machines in City</i>	81	79
<i>Gaming Taxes</i>	255,358	231,690
<i>Growth in Gaming Taxes (Y over Y)</i>	10.22%	31.70%
<i># Water Billing Accounts</i>	1,567	1,564
<i># Gallons Billed</i>	549,537,000	543,308,000
<i># Gallons Purchased</i>	576,860,000	569,558,000
<i>Unaccounted for Flow</i>	4.74%	4.61%

Financial Highlights

- Sales taxes represent the primary revenue source for the general fund - 70% of total revenues. Sales taxes include both the Retailer's Occupation Tax (City's 1% share on the sale of all goods), and the .75% Home Rule sales tax (excludes packaged food items, prescriptions, and titled vehicles). Current year growth is coming from increases in the Home Rule taxes while the Retailer's Occupation tax has remained relative flat.
- Income taxes (State of Illinois Local Government Distribution Fund-LGDF) distributions represent the second largest revenue source at just under 5% of general fund revenues. The 2016 Income tax collections are consistent with the longer run average. The 2015 collections growth resulted from a combination of economic, legislative, and certain non reoccurring factors.
- Gaming taxes represent the 4th largest revenue source for the general fund. While the annual growth from 2014-2015 was due mainly to the volume of additional gaming machines (65 machines in 2014), the growth from 2015-2016 was due to volume increases largely on a "same machine" basis.
- Water revenues represent the second largest revenue source City wide. "Unaccounted for Flow" (water loss) for 2016 and 2015 fare better than recent historical averages. Losses have been improved from a recent meter replacement program, hydrant maintenance programs, significant investment in infrastructure, and favorable weather the past two years.

MAJOR ACCOMPLISHMENTS

- For the third consecutive year, presented the City operations budget that was supported without the use of an annual property tax levy.
- The City received the Certificate in Achievement for Financial Reporting Excellence from the Government Finance Officers Association for the 10th consecutive year for the fiscal year 2016 audit.
- Provided complex modeling to support decision analytics in the areas of incentive/redevelopment agreements, investment portfolio modeling, and other risk management considerations/options.
- Restructured investment portfolio from money market instruments to diverse portfolio of fixed income instruments. Restructuring will improve investment income by over \$50K annually.
- Effectively managed transition to a new independent audit firm. In the first year with new auditor's, the City had no adjusting journal entries.
- The Department received the Distinguished Budget Award from the Government Finance Officers Association for the 1st time this year. This award reflects the commitment of the City Council and staff to meeting the highest principles of governmental budgeting. A budget document must be rated "proficient" in each of four categories: a policy document, a financial plan, an operations guide, and a communications device.



Department of Public Works

This department is comprised of twelve full-time employees, the Public Works Superintendent, Foreman, Mechanic, Crew Chiefs, Maintenance Worker 2, Maintenance Worker 1, Lead Water Plant Operator and Water Plant Operator. This department is responsible for the maintenance of public buildings and property, including parks, rights-of-way and the water distribution system and sanitary sewer system in Ward 2.

Public Works Superintendent, Jim Essig oversees all the activities in this department. The primary responsibilities of this department include snow plowing city streets, sidewalks, park pathways and over 230 driveway aprons for senior citizens, residential leaf pick-up, brush chipping, street sweeping, water main and hydrant repairs, street/parkway/sidewalk/streetlight repairs, routine maintenance of public buildings and being on call 24/7 for emergency call-outs.



Street Maintenance

The City's Department of Public Works provides exceptional services to our residents. We often get calls and emails at City Hall about the excellent snow plowing performed by the staff. They maintain 17 miles of local roads in our community as well as the sidewalks. Besides snowplowing, they must maintain the streets after storms to remove any hazards.

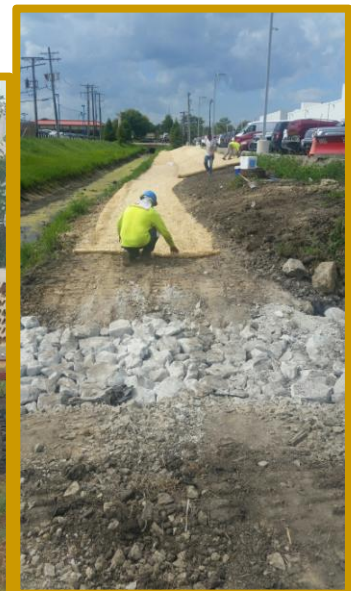
The Superintendent works closely with the City Engineer to update the Streets Condition Map, and the 5-Year Street and Alley Resurfacing Plan, see **EXHIBIT A**. This allows the Infrastructure Committee to make informed resurfacing decisions each year.

Leaf Pickup

This program is by far the most labor intensive of the services provided. It typically takes about one week to make a full cycle of the City. This program collected 218 tons of leaves this year.

Park/Public Property Maintenance

People often do not realize the magnitude of the public properties maintained by this department including 9 parks, 3 buildings, and rights-of-way. This year DPW cleared the silt from the 59th Street ditch, pictured below. This was the first time since the installation of the ditch. See **EXHIBIT E** for a complete listing of all the properties maintained by DPW.

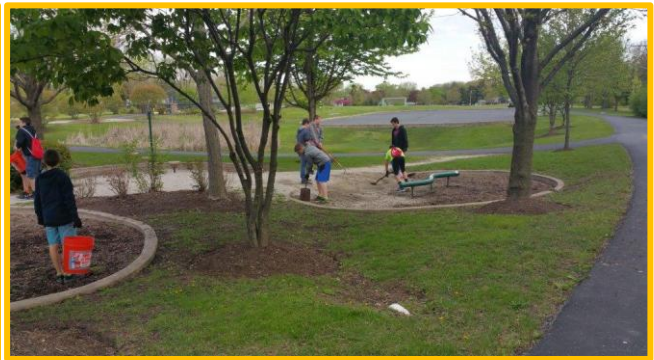


MAJOR ACCOMPLISHMENTS

- **No accidents or workers' compensation claims in 2016.**

- Painted all the guard rails in the City.
- Cleaned up debris from 3 major wind events.
- Planted 35 parkway trees.
- Removed 31 diseased and dead parkway trees.
- Picked up and disposed of 114 truckloads of brush.
- Picked up and disposed of 218 tons of leaves.
- Painted all the street lighting controller boxes.
- Snow plowed 230 driveway aprons for senior citizens.
- Replaced driveway aprons on Kensington Avenue and 55th Place.
- Reconstructed Constance Lane from Joliet Road to Brainard Avenue. This included new curb and gutter.
- Patched the following streets: Barton Road, Longview Drive and 67th Street.
- Repaired 28 parkways during the summer, due to projects in the past that caused sinking and trip hazards.
- Repaired and replaced baseball field back stops at City Park and Countryside Park due to safety hazards.
- Set up for CBA carnival, St. Patrick's Day Family Parade and the Summer Concert Series.
- Conducted park and facility safety check list and repaired all items.
- Trimmed trees at Andrew Whiting Memorial Park, Hollands Park, Memorial Park and Brancato Park.
- Removed silt build up in drainage ditch behind Ideal School to prevent flooding in location west of LaGrange Road (pictures on previous page).
- Supervised two school districts for projects at Countryside Park.
- Participated in Earth Day with LaGrange Highlands School (pictured below).

DESCRIPTION	2016	2015
# Snow plowing trips	17	22
Tons of salt	685	710
# Public properties maintained	101	103
Truckloads of brush	114	108
Tons of leaves	218	203
Amount of dump charges	\$10,582	\$10,198
Cost spring clean-up	\$9,894	\$10,926
# DOL drug tests	10	9



Department of Public Works - Water & Sewer Divisions

Water/Sewer is a division of the Department of Public Works. The goal of the division is to provide the highest possible water quality and consumer confidence, while continuing our commitment to maintaining and improving the infrastructure. **Mike Hartigan, Lead Water Plant Operator and Don Decker, Water Plant Operator** run the day to day operations of this division. Some of their major responsibilities include infrastructure maintenance, meter reading, and quality assurance.

Infrastructure

This division is responsible for maintenance of its storage and pumping facilities, and oversight and maintenance of the City's water main infrastructure that provides water to the residents, businesses and customer towns, Indian Head Park and LaGrange Highlands who receive water from the City. They provide customer service to the residents, and are on call 24/7 in the event of emergencies that may affect the system. This year, the staff oversaw the repair of 13 water main breaks. This is due to the City Council's commitment to continue replacing problematic water mains. Staff also works closely with the City's Engineer to review the infrastructure and make recommendations to the Water Committee on replacements.

Meter Reading

The staff is also responsible for the water meter reading. They obtain a disc from the Finance Department monthly and perform drive-by readings. Once analyzed, unobtainable reads are addressed, sometimes requiring the meter and transmitter to be repaired and/or replaced. In addition, this department performs final readings as properties change ownership.

<i>DESCRIPTION</i>	<i>2016</i>	<i>2015</i>
<i># Watermain breaks</i>	13	4
<i># J.U.L.I.E. locates</i>	1,089	1,636
<i># Service requests</i>	376	213
<i>Hydrants Replaced</i>	3	2
<i>Hydrants Painted</i>	400	58
<i>Meters Replaced</i>	12	58
<i>MXUs Replaced</i>	11	50

Quality Assurance

The staff performs quality assurance sampling and monitoring tests and constantly strives to meet and or exceed EPA and IEPA guidelines as they apply to water. This department is responsible to issue the City's Consumer Confidence Report each year which contains information on the source of the City's water, contaminants detected in the water as well as education information. (This report can be found on the City's website.)

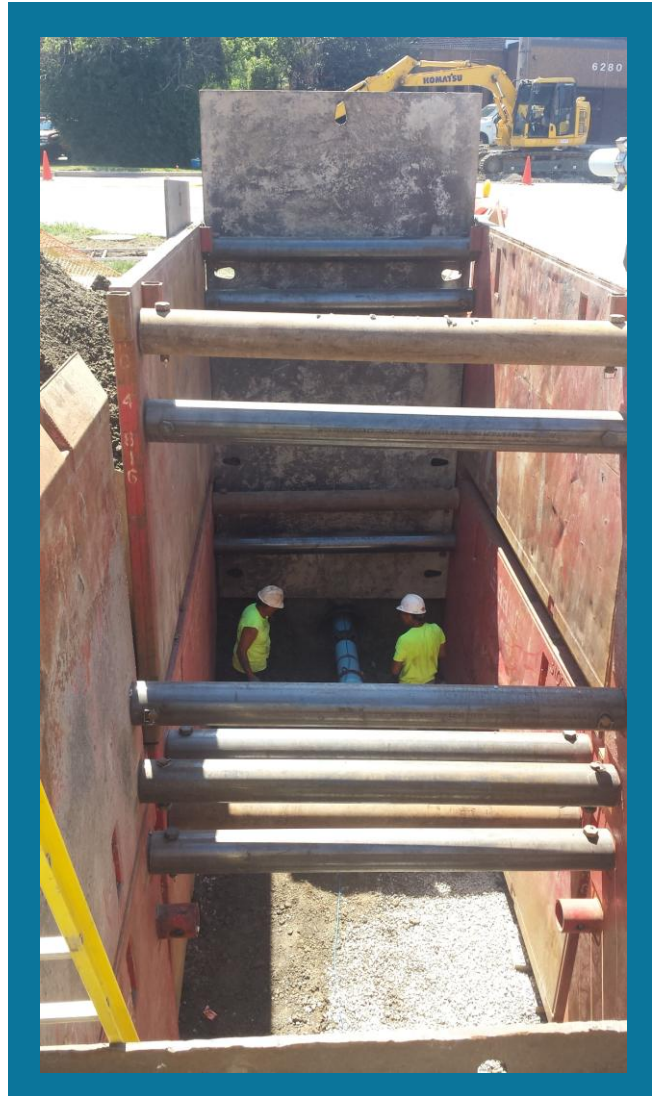
In addition to the water responsibilities they also oversee and maintain the sanitary collection system and lift station that services the City's Ward 2 area, constantly striving to meet or exceed MWRD and IEPA regulations. Every year MWRD requires the City to perform inspections of its sanitary system including inspection of all residential and commercial sump pumps to verify that there is no cross connection with the sanitary system.

Customer Service

The staff provides timely services as requested. The most common are J.U.L.I.E. locates. 1,089 requests were received in 2016, down 33% from 2015 as the result of the various water main projects completed in 2015. Staff must go out to the property and mark where our infrastructure is located so that the requester stays clear of it during their construction. Staff responded to 376 service requests ranging from frozen pipes and leaks to water usage and billing complaints, a 77% increase from last year.

MAJOR ACCOMPLISHMENTS

- Completed 1,089 J.U.L.I.E. locates.
- Replaced the 1963 Constance Lane water main.
- The water accountability for 2016 calendar year was 95.26%.
- Summer help did a tremendous job painting all 458 fire hydrants in the City.
- Master meters for customer towns, Indian Head Park and LaGrange Highlands, have been replaced at their cost. This will provide a more accurate and dependable accounting of water sold to these communities.
- The Hydrant Maintenance and Flow Testing program exposed several minor repair issues and two serious problems that required these hydrants to be replaced. All minor issues have been addressed.
- Experienced 13 water main breaks and the addition of two sampling stations to the system; one at Maridon Road and the 5th Avenue Cutoff, and one at Hillsdale and Golfview. These stations will assist in getting more representative samples in these areas.
- The water main lining project at Countryside Plaza and the replacement of the water main on Constance Lane was completed.



Flagg Creek Golf Course



The Flagg Creek Golf Course (FCGC) is owned equally by the City of Countryside and the Pleasant Dale Park District. The City assumed administrative Oversight of the golf course in September 2014.

FCGC is a premiere 9-hole course with a lighted driving range, a club house available for private parties, full service bar and a food concession stand. Video gaming was added to the club house late in the year.



The golf course has 4 full-time employees, 15 permanent part-time employees and many seasonal employees. The day to day operations is the responsibility of the General Manager, **Billy Rosinia**. He has been with FCGC since 2000. As a member of the PGA, Billy has won over 15 tournaments. Billy's responsibilities include strategic planning for the golf course, making capital improvement recommendations to the Flagg Creek Advisory Board and public relations. Billy also handles the booking of private parties at the course.

Michele Stepanek started in 2014 as Assistant Manager. She has over 30 years of experience in the golf industry. Michele began her career as a caddy at Edgewood Valley Country Club. She worked as the Head Golf Coach at Mother McAuley High School for the major portion of her career. Michele oversees the proshop and bar staff. She handles scheduling for those employees, purchasing of merchandise for the pro shop and bar and she handles all golf outings.



MAJOR ACCOMPLISHMENTS

DESCRIPTION	2016	2015
<i># Paid Rounds Played</i>	33,628	34,187
<i># Comp'd Rounds</i>	722	1,102
<i># Golf Outings</i>	59	70
<i># Private Parties</i>	24	23
<i>Golf Revenues</i>	884,121	836,312
<i>Other Revenues</i>	155,272	255,782

- Made several policy and procedural changes for the betterment of the golf course including cash closing procedures and pre-employment procedures.
- Worked with the Flagg Creek Golf Course Board to adopt and implement video gaming at the club house.
- Negotiated a contract to outsource the food concessions to Xando on the Green.
- Negotiated a contract with Ken Malnar, Golf Pro for the use of FCGC to provide group and individual golf lessons.
- Rounds of comped golf decreased by 30%.

EXHIBITS

City of Countryside
5 Year Alley & Street Resurfacing Plan
September 19, 2016

STREET	FROM	TO	LENGTH (FT.)	E-E WIDTH (FT.)	AREA (S.Y.)	Improvement Type	Construction & Engineering Cost
YEAR 2017 (Asphalt Alleys)							
Alley N. of Plainfield	Kensington Ave	Catherine Ave	156	20	347	HMA Resurface	\$ 13,866.67
Alley N. of Plainfield	Catherine Ave	Ashland Ave	329	20	731	HMA Resurface	\$ 25,588.89
		Totals	485	0.1	1,078		\$ 39,455.56
YEAR 2017 (Concrete Alleys)							
Alley N. of Plainfield	Madison Ave	LaGrange Rd	391	20	869	PCC Replacement	\$ 91,233.33
W. of LaGrange Rd	E-W Plainfield Alley	53rd St	222	20	493	PCC Replacement	\$ 51,800.00
		Totals	613	0.1	1,362		\$ 143,033.33
YEAR 2017 (Streets)							
Catherine Avenue	57th St	55th St	1290	30	4,300	Resurface Spot C&G	\$ 193,500.00
56th Court	West Limit	9th Ave	245	30	817	Resurface Spot C&G	\$ 44,916.67
		Totals	1,535	0.3	5,117		\$ 238,416.67
YEAR 2018							
Ashland Avenue	Plainfield Rd	53rd St	780	30	2,600	Resurface Spot C&G	\$ 130,000.00
Madison Avenue	55th St	Plainfield Rd	670	30	2,233	Resurface Spot C&G	\$ 111,666.67
Francis Avenue	Lorraine Dr	58th St	450	28	1,400	Resurface Spot C&G	\$ 70,000.00
Lorraine Drive	Francis Ave	Rosemary Ct	300	28	933	Resurface Spot C&G	\$ 46,666.67
Rosemary Court	Lorraine Dr	North Limit	225	23	575	Resurface Spot C&G	\$ 37,375.00
		Totals	2,425	0.5	7,742		\$ 395,708.33
YEAR 2019							
Dansher Road	55th St	North Limit	2675	27	8,025	Widening & Full C&G	\$ 842,625.00
		Totals	2,675	0.5	8,025		\$ 842,625.00
YEAR 2019							
Barton Road	Brainard Ave	Longview Dr	640	28	1,991	Resurface Spot C&G	\$ 109,511.11
61st Place	Brainard Ave	East Limit	830	30	2,767	Resurface Spot C&G	\$ 152,166.67
Burr Oak Lane	South Limit	5th Ave Cutoff	630	22	1,540	HMA Resurface	\$ 84,700.00
		Totals	2,100	0.4	6,298		\$ 346,377.78
YEAR 2019							
55th Place	Willow Springs Rd	Park Ave	2075	30	6,917	Resurface Spot C&G	\$ 380,416.67
Edgewood Avenue	Plainfield Rd	55th St	1390	30	4,633	Resurface Spot C&G	\$ 254,833.33
Blackstone Avenue	Plainfield Rd	55th Pl	700	30	2,333	Resurface Spot C&G	\$ 128,333.33
Park Avenue	Plainfield Rd	55th Pl	460	30	1,533	Resurface Spot C&G	\$ 84,333.33
		Totals	4,625	0.9	15,417		\$ 847,916.67

2016 ORDINANCES

Exhibit B

01/13/16	16-01-O	AMENDING 5-3-3 VEHICLES DECLARED AS NUISANCE
01/27/16	16-02-O	AMENDING 15-30-0 RE: YARD DECORATION LIMITS
01/27/16	16-03-O	GARBAGE RECEPTACLE REQUIREMENTS
01/27/16	16-04-O	REGARDING PRESALE INSPECTION REQUIREMENTS IN CODE 8-12-7
01/27/16	16-05-O	VARIANCE FOR EDGAR GARIBALDI/CHICAGO PROFESSIONAL WINDOW TINTING AT 30 EAST PLAINFIELD
02/10/16	16-06-O	AMENDING BUILDING CODES
02/24/16	16-07-O	CHANGE 9607 W. 55TH FROM B-1 TO B-3
02/24/16	16-08-O	MAKING TREE SERVICE BUSINESS A SPECIAL USE IN B-3
02/24/16	16-09-O	SPECIAL USE VARIANCE AT 9607 W. 55TH FOR A TREE REMOVAL BUSINESS
02/24/16	16-10-O	SPECIAL USE VARIATION AT 6201 JOLIET RD FOR A ROOF TO ANTENNA
02/24/16	16-11-O	VARIANCE AT 6201 JOLIET RD/T-MOBILE PERMITTING MAXIMUM HEIGHT ANTENNA 15 FEET
02/24/16	16-12-O	VARIATION AT 5403 S. LAGRANGE RD/TAVERN ON LAGRANGE- TO PERMIT OFF STREET PARKING FOR 7 SPACES IN FRONT SETBACK
03/09/16	16-13-O	UPDATING FIRE CODE FOR INSPECTIONS OF RENTAL PROPERTIES
03/23/16	16-14-O	PERMIT 32FT OF SIGN SPACE AT COUNTRYSIDE PLAZA
03/23/16	16-15-O	AMENDING 13-07-O TO ADDRESS TRAFFIC ISSUES AT ANDY'S CUSTARD
03/23/16	16-16-O	VARIANCE AT 9932 W. 55TH STREET/CAFÉ SALSA TO REDUCE FRONT YARD SETBACK
03/23/16	16-17-O	ADOPTING 2015 ZONING MAP
04/13/16	16-18-O	INCREASE VEHICLE FUEL TAX
04/13/16	16-19-O	UPDATE SPECIAL EVENT ORDINANCE

04/13/16	16-20-O	INCREASE VIDEO GAMING LICENSE FEE
04/27/16	16-21-O	FY 2017 APPROPRIATIONS
04/27/16	16-22-O	FY 2016 SUPPLEMENTAL APPROPRIATIONS
04/27/16	16-23-O	VARIANCE FOR ACCESSORY STRUCTURE AT 10600 STALFORD ROAD
04/27/16	16-24-O	VARIANCE TO REDUCE SIDE YARD SET BACK AT 5349 7TH AVE
05/25/16	16-25-O	INCREASE CLASS T LIQUOR LICENSE COUNT TO 3-SHELL 1422 W. 55TH STREET
05/25/16	16-26-O	UPDATING SOLICITOR ORDINANCE
05/25/16	16-27-O	SPECIAL USE 5404 S. LAGRANGE RD MARTIAL ARTS SCHOOL
05/25/16	16-28-O	AUTHORIZE PURCHASE OF PROPERTY AT 803 JOLIET RD- \$1,626,084
06/08/16	16-29-O	UPDATES 16-27-0
06/22/16	16-30-O	AMENDING ZONING ORD REGARDING PARKING OF UTILITY TRAILERS
06/22/16	16-31-O	DISSOLVING THE ETSB BOARD
07/27/16	16-32-O	RDA - ETTLESON HYUNDAI
08/24/16	16-33-O	AMEND 6-35-O PUD - CLOCK TOWER POINTE
08/24/16	16-34-O	SPECIAL USE - WESTFIELD FORD 6200 & 6250 S. LAGRANGE ROAD
08/24/16	16-35-O	YARD SETBACK - 5711 LONGVIEW DRIVE
09/28/16	16-36-O	SPECIAL USE- 30 COUNTRYSIDE PLAZA- FIVE BELOW
09/28/16	16-37-O	VARIATION FOR COUNTRYSIDE PARTNERS 5801 S LAGRANGE RD
10/26/16	16-38-O	ADD ONE CLASS I LIQUOR LICENSE - CHIPOTLE
11/09/16	16-39-O	SPECIAL USE AT 5536 S LAGRANGE ROAD
11/09/16	16-40-O	STOP SIGN AT THE INTERSECTION OF 71ST & SUNSET
12/14/16	16-41-O	TAX ABATEMENT FOR TAX YEAR 2016 G.O. BOND SERIES 2008

12/14/16	16-42-O	TAX ABATEMENT FOR TAX YEAR 2016 G.O. BOND SERIES 2012
12/14/16	16-43-O	TAX ABATEMENT FOR TAX YEAR 2016 G.O. BOND SERIES 2014
12/14/16	16-44-O	SPECIAL USE VARIATION FOT A NEW AUTO DEALERSHIP AT 5631 LAGRANGE ETTLESON HYUNDAI
12/14/16	16-45-O	ZONING VARIATION AT 5631 S. LAGRANGE ROAD/ETTLESON HYUNDAI

2016 RESOLUTIONS

01/27/16	16-01-R	TOLLING AGREEMENT FOR IMET LITIGATION
04/13/16	16-02-R	COOK COUNTY CDBG GRANT APPLICATION FOR 2017 STREET REHAB PROGRAM \$185,000
05/25/16	16-03-R	ITEP GRANT - JOLIET ROAD LANDSCAPE
06/22/16	16-04-R	PREVAILING WAGE
09/28/16	16-05-R	RELEASING EXECUTIVE SESSION MINUTES FROM SCHEDULE A TO SCHEDULE B
11/14/16	16-06-R	OPPOSING A MAP AMEMDMENT TO THE COOK COUNTY ZONING MAP - 5833 BLACKSTONE IN THE LAGRANGE HIGHLANDS
12/14/16	16-07-R	FIRST EMPIRE SECURITIES ACCOUNT AGREEMENT
12/14/16	16-08-R	MULTI-BANK SECURITIES ACCOUNT AGREEMENT



CITY OF COUNTRYSIDE ZONING MAP

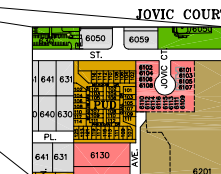
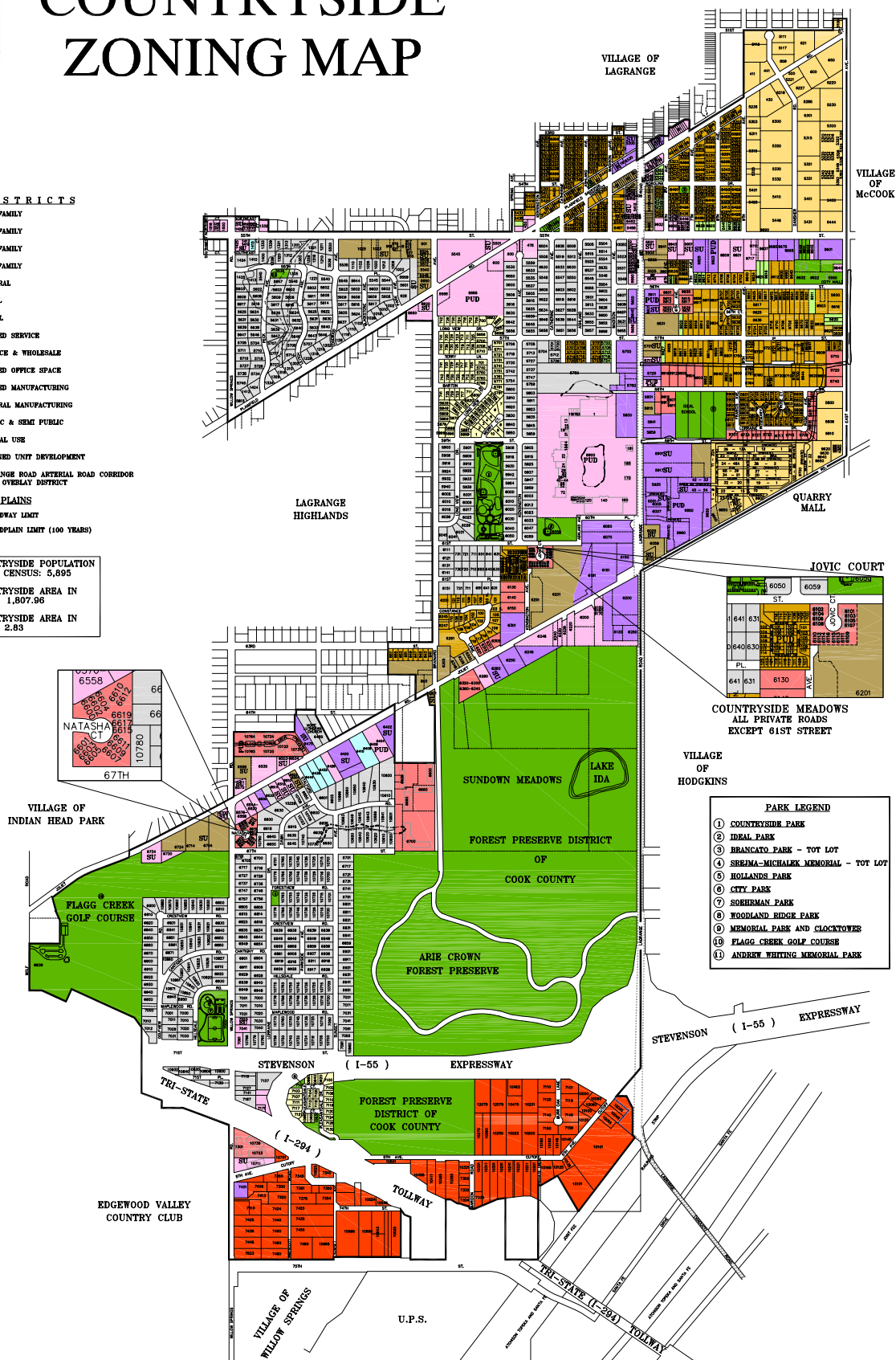
ZONING DISTRICTS

[Light Green Box]	"R-1" ONE FAMILY
[Light Yellow Box]	"R-2" ONE FAMILY
[Yellow Box]	"R-3" ONE FAMILY
[Light Green Box]	"R-4" TWO FAMILY
[Red Box]	"R-5" GENERAL
[Orange Box]	"R-7" RURAL
[Pink Box]	"B-1" RETAIL
[Brown Box]	"B-2" LIMITED SERVICE
[Purple Box]	"B-3" SERVICE & WHOLESALE
[Light Blue Box]	"O" LIMITED OFFICE SPACE
[Orange Box]	"M-1" LIMITED MANUFACTURING
[Blue Box]	"M-2" GENERAL MANUFACTURING
[Green Box]	"P-1" PUBLIC & SEMI PUBLIC
[SU Box]	"SU" SPECIAL USE
[PUD Box]	"PUD" PLANNED UNIT DEVELOPMENT
[L-1 Box]	"L-1" LAGRANGE ROAD ARTERIAL ROAD CORRIDOR (ARC) OVERLAY DISTRICT

FLOOD PLAINS

[Solid Line]	FLOODWAY LIMIT
[Dashed Line]	FLOODPLAIN LIMIT (100 YEARS)

CITY OF COUNTRYSIDE POPULATION
PER 2010 U.S. CENSUS: 5,895
CITY OF COUNTRYSIDE AREA IN
SQUARE ACRES: 1,807.96
CITY OF COUNTRYSIDE AREA IN
SQUARE MILES: 2.63



COUNTRYSIDE MEADOWS
ALL PRIVATE ROADS
EXCEPT 61ST STREET

VILLAGE
OF
HODGKINS

PARK LEGEND

- 1 COUNTRYSIDE PARK
- 2 IDEAL PARK
- 3 BRANCATO PARK - TOT LOT
- 4 SERPINA-MICHALEK MEMORIAL - TOT LOT
- 5 HOLLANDS PARK
- 6 CITY PARK
- 7 SOHRMAN PARK
- 8 WOODLAND RIDGE PARK
- 9 MEMORIAL PARK AND CLOCKTOWER
- 10 FLAGG CREEK GOLF COURSE
- 11 ANDREW WHITING MEMORIAL PARK



GRAPHIC SCALE
IN FEET

0 250 500 1000 2000

1 inch = 2000ft.

REVISIONS			
NO.	DATE	BY	DESCRIPTION
1	8/27/14	FRANK NOVOTNY	ADOPTED
2	8/27/14	FRANK NOVOTNY	ADOPTED
3	8/27/14	FRANK NOVOTNY	ADOPTED
4	8/27/14	FRANK NOVOTNY	ADOPTED
5	8/27/14	FRANK NOVOTNY	ADOPTED
6	8/27/14	FRANK NOVOTNY	ADOPTED
7	8/27/14	FRANK NOVOTNY	ADOPTED
8	8/27/14	FRANK NOVOTNY	ADOPTED
9	8/27/14	FRANK NOVOTNY	ADOPTED
10	8/27/14	FRANK NOVOTNY	ADOPTED
11	8/27/14	FRANK NOVOTNY	ADOPTED
12	8/27/14	FRANK NOVOTNY	ADOPTED
13	8/27/14	FRANK NOVOTNY	ADOPTED
14	8/27/14	FRANK NOVOTNY	ADOPTED
15	8/27/14	FRANK NOVOTNY	ADOPTED
16	8/27/14	FRANK NOVOTNY	ADOPTED
17	8/27/14	FRANK NOVOTNY	ADOPTED
18	8/27/14	FRANK NOVOTNY	ADOPTED
19	8/27/14	FRANK NOVOTNY	ADOPTED
20	8/27/14	FRANK NOVOTNY	ADOPTED

Frank Novotny & Associates, Inc.
1111 W. 11th St., Suite 100, Chicago, IL 60607
Tel: (773) 344-1111 Fax: (773) 344-1112
www.franknovotny.com

The 2013 zoning map was adopted by ordinance 14-33-O
on August 27, 2014 by the Countryside City Council.

"This zoning map is provided in accordance with
State of Illinois requirements. The map is a graphic
representation of the zoning of the property in the
City of Countryside. While every attempt is made to
keep the zoning map accurate and up to date, it
should be used for reference only. The zoning
information contained herein is retrieved from the
zoning ordinances on file with the City Clerk."

CITY OF COUNTRYSIDE - GRANT SUMMARY (AS OF 12-31-16)

Grant Name	Fiscal Year	Amount Applied	Amount Awarded	Amount Received Through 12/31/2016	City Match	Total Project	Status
CDBG 2011	2013	115,000	115,000	115,000	115,000	230,000	Completed
Cook County Farm Bureau (Cookfresh)	2013	300	-	-	3,000	3,000	Not Awarded
Dept. Commerce & Economic Opportunity (DCEO)	2013	300,000	300,000	294,620	-	300,000	Completed
IDOT Traffic Safety	2013	27,098	12,024	12,024	-	12,024	Completed
IL Liquor Commission- Tobacco Enforcement	2013	1,870	1,870	1,870	-	1,870	Completed
IL Transportation Enhancement Program (ITEP) Streetscape - Engineering	2013	272,000	184,000	6,676	46,000	230,000	Awarded
Open Space Land Acquisition & Development (OSLAD)	2013	199,900	199,900	199,900	199,900	399,800	Completed
Safe Route to School (Part 1)	2013	2,300	2,300	-	-	2,300	Awarded
TOTALS:		918,468	815,094	630,090	363,900	1,178,994	
CDBG 2012	2014	100,000	-	-	65,000	65,000	Not Awarded
ITEP Streetscape Project - Engineering	2014	272,000	184,000	7,549	46,000	230,000	Awarded
Safe Route to School (Part 2)	2014	131,060	131,060	-	-	131,060	Awarded
IL Liquor Commission- Tobacco Enforcement	2014	1,760	1,760	1,760	-	1,760	Completed
IDOT Traffic Safety	2014	22,540	21,656	21,656	-	21,656	Completed
TOTALS:		527,360	338,476	30,965	111,000	449,476	
CDBG 2013	2015	172,500	172,500	172,500	172,500	345,000	Completed
IDOT Traffic Safety	2015	27,564	-	-	-	-	Not Awarded
IL Liquor Commission- Tobacco Enforcement	2015	1,760	1,760	1,760	-	1,760	Completed
ITEP- Bike Path Project	2015	916,550	916,550	-	229,140	1,145,690	Awarded
ITEP Streetscape Project - Engineering	2015	272,000	184,000	7,549	46,000	230,000	Awarded
Safe Route to School (Part 2)	2015	131,060	131,060	110,241	1,500	132,560	Awarded
TOTALS:		1,521,434	1,405,870	292,050	449,140	1,855,010	
CDBG 2014	2016	137,500	-	-	137,500	137,500	Not Awarded
ITEP Streetscape Project - Construction	2016	1,899,612	1,430,800	-	357,700	1,788,500	Awarded
ITEP Streetscape Project - Engineering	2016	423,788	319,200	7,549	79,800	399,000	Awarded
ITEP- Bike Path Project - Construction	2016	691,750	691,750	-	173,250	865,000	Awarded
ITEP- Bike Path Project - Engineering	2016	224,800	224,800	-	56,200	281,000	Awarded
IL Liquor Commission- Tobacco Enforcement	2016	1,760	-	-	-	-	Applied for
IDOT Traffic Safety	2016	27,564	-	-	-	-	Applied for
Safe Route to School (Part 2)	2016	131,060	131,060	110,241	1500	132,560	Completed
LED Installation	2016	89,700	89,700	89,700	43,500	133,200	Completed
TOTALS:		3,627,534	2,887,310	207,490	849,450	3,736,760	
CDBG 2015	2017	180,000	-	-	-	-	Not Awarded
ITEP Streetscape Project - Construction	2017	1,899,612	1,430,800	-	357,700	1,788,500	Awarded
ITEP Streetscape Project - Engineering	2017	423,788	319,200	7,549	79,800	399,000	Awarded
ITEP Bike Path Project - Construction	2017	691,750	691,750	-	173,250	865,000	Awarded
ITEP Bike Path Project - Engineering	2017	224,800	224,800	-	56,200	281,000	Awarded
TOTALS:		3,419,950	2,666,550	7,549	666,950	3,333,500	

Public Properties Maintained by Department of Public Works

1. 719 Building, Annex Building, City Hall, and Pump House
2. 55th Street Parkways - Madison to Catherine
3. Madison Ave Parkway 55th Street to Plainfield Road (east side)
4. Brancato Park
5. Holland Park
6. Countryside Parks
7. 61st Street parkway along Countryside Park
8. City Park
9. Ward 2 Park
10. ESDA grounds
11. DPW grounds
12. Ideal School Tot Lot and grounds around Tennis Courts
13. Ideal School (field)
14. 59th Street dead end
15. 59th Street drainage ditch east of LaGrange Road
16. Parkways on south end of Constance Lane
17. Parkway at Golfview & Cantigny (Island)
18. Woodland Ridge from entrance all through and in retention basin area, and parkways by vacant lot (also around sign etc.) and tot-lot
19. Hill 409 (71st place on the west side of Willow Springs Road)
20. South East Court
21. North East Court
22. Alley north of Plainfield between Catherine and Ashland
23. 58th Street Parkway at East Avenue and along ditch enclosure fence to grate
24. 7th Avenue Parkway north of 56th Street to barricade
25. 71st Place parkway west of Willow Springs Road
26. Ward 2 Lift Station
27. Dead Ends (barricades) Madison, Ashland, & Catherine
28. Fire hydrants on south Brainard
29. Fire hydrants on the 5th Avenue Cutoff
30. Ditch enclosure from LaGrange Road to East Avenue (on 9th Avenue)
31. Alleys on west side LaGrange Road Between 55th and 56th Street
32. Triangle ditch 55th Place to end of fence
33. Parkways east of Catherine on the north side of Plainfield Road
34. South Brainard ditch
35. Kensington Arms parkway
36. Shuper House
37. Peck House
38. Motel property at 57th & LaGrange Road
39. 5421 Kensington (grass alley)
40. 803 Joliet Road (New City Hall Site)
41. Andrew Whiting Memorial Park