

Beyond Business As Usual:

Looking Back . . . And Moving Forward

As 2010 draws to a close and the 2011 budget process wraps up, it seems a good time to take a look back at how the Village has worked over the last several years to integrate best practices as it seeks to continue providing a high level of service in the face of ever-escalating expenses and flat or decreasing revenues.

The Goals

Since 2004-2005, when the rapid growth brought about by the redevelopment of The Glen began to slow down, Trustees have defined the following goals for the Village:

- Create a sustainable balance of revenues and expenses while maintaining excellent core services
- Maintain a Aaa bond rating -- which lowers the Village's cost to borrow money
- Maintain a fund balance of 30-40 percent
- Minimize property tax increases
- Improve transparency and business practices
- Minimize debt

The Response

Over the past five years, the Village has sought to meet these goals by using creative approaches to service delivery. Many have been detailed in this newsletter over time, but here's an overview.

Staffing

Vacant positions are no longer immediately backfilled. Instead, we evaluate whether they can be eliminated entirely, filled with an internal transfer, or privatized.

In addition, an Early Retirement Incentive in 2007-2008 and a Reduction in Force in 2009 have helped reduce personnel count by 20 percent over past four years. The result? Personnel costs shrank by \$400,000 in 2009 and approximately \$2 million in 2010.

Consolidation/Cross Training

One way to save dollars (and increase efficiency) is to consolidate services where possible -- and to cross-train staff to provide a broader range of services. Over the past five years, the Village has identified a number of these opportunities. For example:

- Separate Police and Fire Emergency Dispatch Centers

 each with its own staff -- were combined into one

 9-1-1 Emergency Call Center. Personnel are cross-trained so that all telecommunicators can respond to fire, police, and emergency medical calls.
- A central "Resolution Center" now handles many of the calls that formerly came in to other departments. This frees up department staff time, which can be shifted to other priorities.
- Building and health inspectors are cross-trained to provide some types of fire inspections and property maintenance inspections.

Partnerships

The Village continuously seeks out opportunities to either **provide services to other organizations** -- which generates revenue -- or **jointly bid out work** with other municipalities to bring down costs:

- Our 9-1-1 Dispatch Center provides service to the Villages of Grayslake and Hainesville, bringing in more than \$300,000 annually.
- Two private companies lease the Police Station firing range, generating \$181,800 annually.
- Winnetka and Glenview jointly contract with a private

Continued on page 2 . . .

Public Hearings: 2011 Village Budget 2010 Tax Levy

Tuesday, November 16 Tuesday, December 7

Both Meetings at: 7:30 p.m. Village Hall 1225 Waukegan Road

Check www.glenview.il.us in December for the draft 2011 Budget.

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Communicating with Your Elected Officials

Kerry D. Cummings

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Trustee Scott R. Britton

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Trustee Philip O'C. White (847) 832-0068

pwhitevillage@comcast.net

You can also write to the Village Manager's Office, 1225 Waukegan Road, Glenview, IL 60025 or fax \to (847) 724-1518.

Beyond Business as Usual . . .

. . continued

vendor for tree-trimming services, saving the Village \$15,000 annually.

Privatization

In some cases, providing service through an outside vendor can lower costs and increase efficiency. At the Village, IT services, legal services, many financial services, water system management and more are privatized. Street sweeping is contracted out, as is a portion of our snow plowing service.

Most recently, the Village consolidated 20 separate contracts in engineering, inspections and landscaping into one contract with a single firm -- resulting in one point of contact for oversight and management and a savings of more than \$600,000 in the first year.

What the Future Holds

The shift toward this type of "out of the box" service delivery model is far from complete.

In fact, the Village's new approach to service delivery -- reviewing every program through the lens of need, quality and cost-efficiency -- <u>is</u> now "business as usual" -- the new normal -- for staff and elected officials.

Thank You for Your Patience!



Throughout the latter part of the summer and into fall it certainly seemed as though every road in Glenview was under construction. Last month, we included a piece that updated our residents and started to answer the question "why?" Why so much construction all at once? As mentioned in that piece, one reason was the July construction worker labor strike, which delayed several

projects and compressed projects that would normally have been spread out.

But there is another reason -- this one more positive: Glenview has benefited from State and Federal funding that has accelerated a number of road construction projects. In some cases, the Village has been the direct recipient of these funds. In others, the State has accelerated its own projects when funds have become available. Here's where we stand as of press time:

- The Illinois Department of Transportation's **Waukegan Road resurfacing project**, originally scheduled for 2012, was accelerated to 2010 when funding freed up -- and that meant the Village had to step up the pace of its own improvements. Paving is nearing completion and the Village will then install stamped, concrete crosswalks at five intersections.
- Work on Glenview Road from Greenwood to Washington was accelerated through a \$1 million State grant. The Village began paving late in October; this should be completed before Thanksgiving.
- The Village also reconstructed **Old Willow Road**, which borders Willow Creek Shopping Center. The roadway is now open to both lanes of traffic.
- Federal funds helped speed up completion of the **infrastructure around the library** -- including the ten-foot wide sidewalk along Harlem/Lehigh (part of the Techny Trail system).
- With State funding in hand, the Village will install a **new traffic signal at Glenview/Washington** by early November.
- **Pfingsten** (off of Glenview Road) is substantially complete; the project included additional storm water detention capacity and a sidewalk in support of the Village's Bicycle and Sidewalk Master Plan.
- The two-year **Glenview/Greenwood intersection project** -- primarily funded with Federal dollars, as well as State and local funds -- will wrap up for the winter; target for full completion is June, 2011.

We deeply appreciate our residents' patience throughout the process -- and when the last orange cone disappears, we'll all benefit from a smoother ride, streamlined traffic, and safer streets and intersections.

Be a Part of IDOT's Willow Road Study!

Join the Village at the next

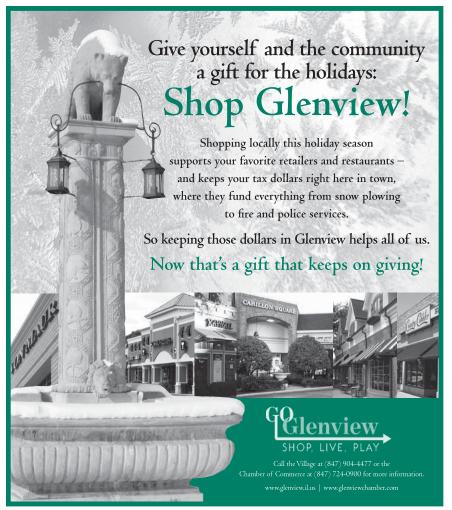
Community Advisory Group Meeting

Thursday, November 18 • 6 - 8 p.m. • Public Comment 8 - 9 p.m.

New Trier High School, Room C-234

7 Happ Road, Northfield

For more information visit www.glenview.il.us/departments/capital/willowroad.shtml



Interested in displaying our holiday-themed "Shop Glenview" poster in your own place of business? Call (847) 904-4477 or email edean@ glenview.il.us for $11" \times 17"$ copies.

Resolve to Stay in the Loop on Village News in 2011!

Making your New Year's Resolutions? Add this to the list: staying on top of Village news. In addition to this *Village Report,* here are more ways to stay in the loop:

- **Sign up for E-Glenview, our free e-news service.** From the *E-Glenview Report* and local alerts to public meeting notifications and e-copies of this newsletter, there are a range of options. Visit *www.glenview.il.us* and look for the E-Glenview icon on the Home page.
- Tap into our free Speakers Bureau. Does your club, house of worship, or association host a speaker series? Why not bring in an expert to share the latest Village news? From storm water solutions to economic development and municipal services, our team can provide information on a range of topics. Just visit www.glenview.il.us and look under "Useful Links" for the link to the Speaker Request Form. Or, call (847) 904-4371.

During the Holidays . . . Your Kind Words Mean Most



The holidays are a time for giving -- and Glenview residents and businesses take this to heart. Every year, many of them reach out to thank Village employees for "going the

extra mile," often sending everything from cookies to gift certificates.

It's all greatly appreciated, but unfortunately, the Village Ethics Ordinance prohibits staff -- including Fire and Police employees -- from accepting any kind of gift at all.

The Village is in the business of providing permits, approving zoning changes, and enforcing law and order. We need to avoid even the *appearance* of any conflict of interest. Still want to thank that special employee? Just put pen to paper (or, fingers to keyboard) and drop him or her a letter or email. Better yet: send a copy to his or her supervisor! That may be the best gift of all.

Time to Bag That Last Leaf



It's time to bag your last leaf -- Groot's final yard waste pick up for the season will be on Tuesday, November 30. Your next chance will be in April,

so there's no time like the present!

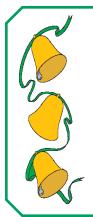
If you use a 90-gallon rental bin, hang onto it. Groot will begin billing you for the new yard waste pick-up season in April. Call Groot at (800) 244-1977 with questions.

Remember: for November only, if you have a seasonal yard waste subscription there is no limit on the number of unstickered bags (or, rental toter plus unstickered bags) you place out each week (filled with leaves only). If you use yard waste stickers, be sure to sticker each bag.

You've Seen the TV Shows - Now Experience the Reality . . . Citizens Police Academy Kicks Off in January



Like to learn more about what Glenview's Police Department does? Interested in law enforcement? Consider joining our Citizen Police Academy. Set to kick off on **Thursday, Jan. 13**, the Academy will meet every other Thursday from 6:30 - 9:30 p.m. through May 19 and will focus on a wide variety of topics. Interested? Call (847) 901-6021 or email *turbanowski@glenview.il.us*. You'll also find the application and waiver form at *www.glenview.il.us* (under "Police").



Happy Holidays!

Village Hall will be closed on:

Thursday-Friday, November 25-26 Friday, December 24 Friday, December 31

CHARACTER COUNTS! Poster Contest Winners Honored At Board of Trustees Meeting



A t its meeting on October 19, the Village Board of Trustees honored the ten young winners of the 15th annual CHARACTER COUNTS! Annual Poster Contest. This year, 1,934 posters were submitted from 11

area schools! And the lucky winners were . . .

Grand Prize Winner
Sophia Lau, 9, Hoffman School

Ages 5-7 Group

1st: **Emma Owens**, Lyon School 2nd: **Hannah Franklin**, Henking School 3rd: **Kaley Flentye**, Westbrook School

Ages 8-11 Group

1st: Christopher Chin, Hoffman School 2nd: Jessica Kang, Springman School 3rd: Michal Wyciszkiewicz, Hoffman School

Ages 12-14 Group

1st: **Reshma Rajan**, Attea School 2nd: **Min Seung Jung**, Attea School 3rd: **Ashley Meek**, Attea School

A special thank you to Glenview State Bank for donating money market account awards for the winners.

Have a Happy -- and Safe -- Holiday Season



The holidays are here again -- with trees and lights, candles and special meals. So make sure your festivities stay safe with these tips from the Glenview Fire Department and the U.S. Fire Administration.

- Your Christmas tree should be fresh dry needles are a fire hazard. Keep your tree well-watered and don't put it near a heat source.
- Decorating? Check your lights for frayed wires,
 broken or cracked sockets, and kinks. Don't overload outlets and make sure decorations are nonflammable.
- If you must use lit candles, **never leave them unattended** and don't put them in a live tree.
- It's easy to get caught up in entertaining, but if you're cooking a meal **don't leave it unattended**. Keep flammable objects (dish towels, for example) away from the stove and create a kid-free zone (at least three feet) around the stove.
- Finally, when you're done opening all those gifts, don't throw the gift wrap in the fireplace!

Village Public Forum Policy

As it does each holiday season, the Village will be setting up a temporary public forum area in front of the Village Hall on Waukegan for the display of religious and nonreligious symbols erected and paid for by private individuals and groups.

Any symbols will be displayed between November 15, 2010 and January 7, 2011.

Individuals and groups wishing to put up a display in the public forum may complete and **submit an application to the Village Manager's Office before January 3, 2011.** You'll find the application on-line under "forms" -- or you can call the Manager's Office at (847) 904-4370.

Be Safe This Holiday Season: Don't Drink and Drive



People who drink and drive after holiday celebrations make the period between Thanksgiving and New Year's one of the most dangerous seasons for the public. That's why the **Glenview Police**Department will join 12 other Police Departments for this year's "Provide a Safe Run on Route 21" Holiday DUI Enforcement Campaign.

During the weekends of December 10-12 and December 17-19 they will be conducting saturation patrols along Milwaukee Avenue (Route 21) from downtown Chicago right up to Route 41 in Gurnee.

Alcohol alone is a factor in at least 41 percent of all fatal crashes. So you know the drill -- never drink and drive. If you do, you may end up with a free ride: in a police car.

Let It Snow, Let It Snow, Let It Snow . . .



rere it comes . . . another Chicagoland winter. Be sure you're ready!

Overnight Street Parking

Overnight street parking (2-6 a.m.) is prohibited within Glenview's corporate limits between December 1, 2010 and March 31, 2011. This makes it easier for plows to remove ice and snow. There are two exceptions:

- Residents without off-street parking may park overnight on the streets with a permit obtained from the Police Department. But if snow is forecast, cars with permits are encouraged to find off-street parking so plows can get through.
- Non-residents can obtain verbal permission to park overnight by calling the Police Department and providing the vehicle's license plate number, the state of registration, the address at which the vehicle will be parked and the last date for which permission is sought. However, permission won't be granted if snow is expected.

Sidewalk Shoveling

After a heavy snow, the Village will clear all **major arterial sidewalks.** This includes those running along roads and streets such as Harlem, Waukegan, Patriot and Shermer. However, it does *not* clear sidewalks running along residential streets. It is the resident's or property owner's responsibility to shovel the walks in front of his or her property.

Snow Plowing

The plows usually head out after snow accumulates one and a half to two inches. A few things to keep in mind:

- A plow moves from curb to curb. As it does so, snow rolls off the edge of the plow, often pushing snow into already-shoveled driveways. To help, push the snow to the right (as you face the street) as you shovel so that it will be "downstream" of the plows (during heavy snowfalls, plows may make as many as four passes to clear the road.)
- Pushing snow from your driveway into the street is prohibited by Village Ordinance.
- Make sure your **garbage cans are on the curb** -- not in the street. That way, the plows can't hit them.
- If Village (or Village-contracted) plows damage public parkway or private property in front of your home, contact Public Works at (847) 657-3030. Damaged grass will be repaired in the spring, and the Village will repair or replace damaged mailboxes with a standard mailbox and a 4x4 post. If a decorative mailbox has been damaged, the Village will reimburse residents for the equivalent of a standard mailbox installation (approximately \$30). It is the resident's responsibility to purchase and install the decorative mailbox and post. The Village does not replace mailboxes damaged by snow thrown by plows.

Own a snow blower? Never use your hand to clear a clog -- even if the machine is unplugged. Once the blade is cleared it can spin rapidly, cutting off fingers. Instead, use a broom handle.

Who Plows What?

While the Village is responsible for keeping Village-owned streets clear, keep in mind that many of Glenview's roads are maintained by the State or County. Here's a list of some of the major roads, and which entity is responsible for them:

Major Roads Maintained By							
Village of Glenivew Call (847) 657-3030		Illinois Department of Transportation Call (847) 705-4227		Cook County Highway Department Call (847) 827-1164			
Central	Harlem - Huber	Central	Huber - Tri-State Toll- way	Harms	South Village limit - East Lake		
Chestnut	Waukegan - Patriot	Dearlove	Central - Milwaukee	Lake	Edens - River Road		
Glenview	East Village limit - Milwaukee	Greenwood	Old West Lake - Golf	Landwehr	East Lake - Willow		
Lehigh	Prairie - Willow	Milwaukee		Sunset Ridge	East Lake - Winnetka		
Shermer	Golf - North Public Works Center	Old West Lake	Pfingsten - Greenwood	Wagner	Glenview - Winnetka		
		Pfingsten	East Lake - Willow				
		Waukegan	Golf -Willow				
		Willow					



"There's a Light on This Tree That Won't Light on one Side. . ."



Sound familiar? If you're ready to dispose of old holiday lights the Village can help through its Holiday Lights Recycling Program! Through the end of February you can bring all types of holiday string-type lights to the drop-off location at Public Works, 1333 Shermer Road -- at no charge. Sorry -- we can't accept garlands, live greens, wreathes, or

other non-recyclables.

Medication and Sharps Drop Off



On the first Friday of each month, the Village partners with the Solid Waste Agency of Northern Cook County (SWANCC) to serve as a drop-off point for unwanted and left-over medications and sharps (needles or lancets). The goal is to properly dispose of these items, which could otherwise end up contaminating our water supply -- or

(in the case of sharps) become a danger when they are left loose among the waste you place in your garbage cans. Upcoming drop-off dates include:

- Friday, November 5
- Friday, December 3
- Friday, January 7

Time on all days is **9 a.m. to 12 noon**. Simply bring your items to the lobby of Village Hall, 1225 Waukegan Road -- but first, here are a few reminders:

- This is a self-service program. Residents place their own items in the SWANCC bins; Village staff does not handle medications or sharps.
- Controlled substances/narcotics are not accepted.
 These can be ground up and mixed in with an undesirable substance such as used coffee grounds or kitty litter before placing in the trash.
- All drugs must be in their original containers with the labels attached. Black out personal information (name, address, etc.); SWANCC can't accept unidentified medicines or baggies of loose pills.
- Sharps must be in **proper containers:** either a sharps container or a rigid, transparent container (these can be provided).
- This program is for individual consumers only. It is not for any commercial, retail or medical entity.

They Have Gone Forth: Glenview's Gold Star Heroes

GVTV documentary premiers on Veteran's Day



Tune in to GVTV (channel 17 or 6, depending on your neighborhood) on Thursday, November 11 at 7 p.m. for this special documentary profiling the 21 men remembered on the Veteran's Memorial in

Downtown Glenview. All gave their lives --during six wars -- in service of their country, but who were they? What were their lives like here in Glenview and what did they leave behind?

They Have Gone Forth: Glenview's Gold Star Heroes, conceived and written by local historian Beverly Dawson and produced by GVTV volunteer Nancy Spears with the cable team, traces the paths these men took -- from 1918 to the present day.

Can't view the premier? This special documentary will air through December; check www.glenview.il.us for a weekly schedule.

When You're Ready to Let the Tree Go...



It's November now and most of us haven't even cleared a space for the tree. But once the festivities are over, you'll be ready to move it to the curb; clip and save this article and you'll be ready to go!

- Single-family homes or duplexes served by Groot: put your tree (and wreaths and garlands) out with your regular garbage -- Groot will collect it at no additional charge.
- Multi-family buildings: the Village will collect your tree (at no charge). Check with your property management company or homeowner's association to find out where your tree should be placed; wreaths and garlands may be placed in your building's dumpster.
- In either case, remove all ornaments, lights and tinsel.
- Do NOT cover your tree with a plastic disposal bag.

Looking to recycle your tree? From January 3-31 you can drop it at:

- Glenview Public Works Facility (1333 Shermer Road)
- Johns Park (2101 Central Road)
- Flick Park (3600 Glenview Road)
- Cunliff Park (540 Echo Lane)
- Cole Park (1031 Kenilworth Avenue)
- Willow Park (2600 Greenwood Avenue)

Actions Taken By the Village Board of Trustees: October, 2010

Some agenda items are omitted due to space considerations. For more details visit www.glenview.il.us

Village President's Report

- Second Annual Glenview Chamber of Commerce Appearance Committee Awards.
- CHARACTER COUNTS! in Glenview Annual Poster Contest Award Ceremony.
- Road Construction Update: It's been a busy construction season in Glenview, in part due to the Village receiving
 several million dollars in state and federal funds to undertake major projects, and in part due to the July strike, which
 delayed some projects by three weeks. However, all projects have made significant progress since that time. See page
 two for an update.

Approved

- Amendment to Municipal Code regarding fishing regulations for Lake Glenview. Daily fishing hours will reflect seasonal changes in daylight (as opposed to remaining fixed) and the public will be encouraged to assist in the management and removal of the common carp.
- Contracts, Purchases and Bid Awards:
 - Replacement of Village Hall roof and atrium to National Roofing Corporation. Budget: \$332,760.
 - Masonry tuck pointing repairs and sealants project to DTS Enterprises, Inc. Budget: \$144,288.
 - Annual computer replacement program to Dell Computer and CDS Office Technologies. Budget: \$74,668.
 - Provision and installation of a water main cap for the Portage Run pump station to Dimeo Brothers; demolition of the station to National Wrecking Company. Budget: \$41,839.
 - **Document scanning services** to Microsystems, Inc. Budget: \$50,000.
 - Internet services to AT&T Global Services. Three-year contract. Budget: \$34,592.
- Construction funding for the **Techny Trail Segment 3 Project** with the Illinois Department of Transportation. Budget: \$75,459.
- Settlement Agreement and Mutual General Release with the United States Postal Service, which will provide reimbursement of \$204,817 for environmental remediation conducted by the Village at the former Post Office site located at 1919 Prairie Street.
- Adoption of the 2009 International Energy Conservation Code for residential and commercial buildings. Vote 4-2.
- Regarding funding for the Willow Road improvement adjacent to the GlenStar Development entrance -- 1 Culligan Parkway:
 - Intergovernmental Agreement (IGA) with the Illinois Department of Transportation
 - Performance and Undertaking Agreement with PR II Willow Sanders Road JV, LLC (GlenStar)

GlenStar is required by the Village to construct certain off-site improvements on Willow Road to accommodate traffic generated by the development. It was successful in securing \$75,000 from the Illinois Department of Transportation (IDOT) to support this construction. In this case, the Village is essentially serving as a "pass through" agency for the funds.

Key Village Contact Numbers • All numbers are area code (847)		
24-hour Police/Fire/Ambulance	911	
Police non-emergency (includes animal control)	729-5000	
Fire non-emergency	724-2141	
Administrative Services/Village Switchboard	724-1700	
commuter parking, permit payment, recycling bins, mapping, voter registration, water billing. Water Billing:	724-3112	
Capital Projects	998-9500	
capital projects, Glen redevelopment, engineering		
Development	904-4340	
building, fire & health inspections, liquor licenses, planning, private tree inspections		
Inspection Requests:	904-4320	
Property Maintenance Complaints:	904-4340	
Manager's Office	904-4370	
Freedom of Information Act requests, senior services, block party/special event permits, communications, Glenview Television, human resources, economic development.		
Public Works	657-3030	
snow plowing, street maintenance, water/sewer problems, public tree maintenance/concerns, natural resources.		
Service requests may also be sumitted at www.glenview.il.us choose "Ask A Question/Request a Service" from the Home Page.		

It's Our Town, Please Slow Down!



Tere are the November and **December** notifications of *major* speed RADAR "hot spots" and stop sign/traffic light enforcement. Our goal is to promote safe driving in Glenview!

RADAR "Hot Spots": 800-1200 blk Waukegan Rd. 1700-2100 blk Dewes St. • 3800-4100 blk Crestwood Dr. • 3300-3700 blk Winnetka Rd. • 2900 blk Harrison St.

Stop sign and stop light enforcement: Independence & Patriot • Polo & Wagner • Greenwood & West Lake • Maple & Lilac • Knollwood & Glendale • Brandon & Elmwood.

Seniors! Don't Miss These Free Informational Seminars

Toin the Senior Services Division for its next two free seminars -- both take place at 1 p.m. in the Glenview Senior Center, 2400 Chestnut:

- Medicare Update. Thursday, November 18. Featuring Jean Cleland, LSW
- Bladder Health. Thursday, December 16. Featuring Michele Corrado, BA, RN.



What's On Tap This Holiday Season

Unless otherwise noted, coverage of these events will be aired after the event date.

- League of Women Voters of Glenview State of the Village Dinner. November 7. Featuring Village President Kerry Cummings, Glenview Library President Peter McNulty, and Glenview Park District President Michael Scholl.
- They Have Gone Forth: Glenview's Gold Star Heroes. November 11. An original GVTV documentary that tells the stories of the 21 men remembered on the Veteran's Memorial in Downtown Glenview.
- How Cool is That? Tech You Can Use. November 30. North Shore Senior Center.
- K-12 American Students at Risk. December 21. Featuring Jody Wadhwa, Trustee, Oakton Community College. North Shore Senior Center.

Programming subject to change without notice. Before you watch, check the GVTV schedule at www.glenview.il.us. GVTV airs on channel 17 or 6, depending on your neighborhood, and carries Board and Plan Commission meetings live.

Village of Glenview **Upcoming Public Meetings: November/December**



Meetings are held at the Village Hall, 1225 Waukegan Road (unless otherwise noted). From time to time there are changes, so call (847) 904-4370 to check meeting status.

704-4370 to check meeting status.				
Meeting	Date & Time			
Board of Trustees				
Kerry Cummings, President				
Regular Meetings Please note that the first meeting in November is on a <u>Thursday</u> .	November 4 & 16; December 7, 7:30 <i>p.m</i> .			
Budget Workshops November 9: Police Station November 16: Village Hall	November 9, 7 p.m.; November 16, following regular meeting			
Appearance Commission	November 3 & 17; December 8, 7:30 <i>p.m</i> .			
Tim McJilton, Interim Chair				
Historic Preservation Commission	November 8; December 13, 7:30 p.m.			
David Silver, Chair				
Natural Resources Commission	November 15; December 20, 7 p.m.			
Henrietta Saunders, Chair				
Plan Commission	November 9; December 14, 7 p.m.			
Steven K. Bucklin, Chair				
Zoning Board of Appeals	November 1 & 15; December 6, 7 p.m.			
Ron Greco, Chair				

In addition to airing live on GVTV, Trustee and Plan Commission Meetings stream live at www.glenview.il.us and may also be accessed online after the meetings.

Janet Spector Bishop

Glenview, IL TO: Postal Patron ECK M2S

thileman@glenview.il.us 0754-4370 Village Manager: Todd Hileman

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