

**AGENDA**  
**CITY OF ST. CHARLES**  
**GOVERNMENT OPERATIONS COMMITTEE**  
**ALD. TODD BANCROFT, CHAIR**  
**MONDAY, NOVEMBER 20, 2017**  
**IMMEDIATELY FOLLOWING THE CITY COUNCIL MEETING**  
**CITY COUNCIL CHAMBERS – 2 EAST MAIN STREET**

- 1. Call to Order**
- 2. Roll Call**
- 3. Omnibus Vote**
- 4. Administrative**
  - a. Video Gaming Statistics – Information Only
- 5. Human Resources**
  - a. Update and findings of the task force established to consider reactivation of the St. Charles Senior Services Commission.
  - b. Presentation of a Summary Report on Non-union Compensation from Sikich.
- 6. Information Systems**
  - a. Recommendation to approve an agreement with Power System Engineering, Inc. for Utility Billing / Customer Information System requirements consulting services for a not-to-exceed cost of \$58,150. Inventory Control Division
- 7. Executive Session**
  - Personnel – 5 ILCS 120/2(c)(1)
  - Pending Litigation – 5 ILCS 120/2(c)(11)
  - Probable or Imminent Litigation – 5 ILCS 120/2(c)(11)
  - Property Acquisition – 5 ILCS 120/2(c)(5)
  - Collective Bargaining – 5 ILCS 120/2(c)(2)
  - Review of Executive Session Minutes – 5 ILCS 120/2(c)(21)
- 8. Additional Items from Mayor, Council, Staff, or Citizens.**
- 9. Adjournment**

***ADA Compliance***

Any individual with a disability requesting a reasonable accommodation in order to participate in a public meeting should contact the ADA Coordinator, Jennifer McMahon, at least 48 hours in advance of the scheduled meeting. The ADA Coordinator can be reached in person at 2 East Main Street, St. Charles, IL, via telephone at (630) 377 4446 or 800 526 0844 (TDD), or via e-mail at [jmcmahon@stcharlesil.gov](mailto:jmcmahon@stcharlesil.gov). Every effort will be made to allow for meeting participation. Notices of this meeting were posted consistent with the requirements of 5 ILCS 120/1 et seq. (Open Meetings Act).

**AGENDA ITEM EXECUTIVE SUMMARY**

Agenda Item number: 4a

**Title:** Video Gaming Statistics – Information Only**Presenter:** Police Chief Keegan**Meeting:** Government Operations Committee**Date:** November 20, 2017**Proposed Cost:** \$**Budgeted Amount:** \$**Not Budgeted:** ☐**Executive Summary** *(if not budgeted please explain):*

Latest statistics on video gaming of what businesses have been approved by the state and city staff of the St. Charles Police Department, pending applications into the state for approval, and September 2016 – October 2017 report for St. Charles Video Gaming Revenue as of November 15, 2017

**Attachments** *(please list):*

Table – Video Gaming Establishments/Pending Applicants

Illinois Gaming Board Video Gaming Report – October 2017

Illinois Gaming Board Video Gaming Report – September 2016 – October 2017

**Recommendation/Suggested Action** *(briefly explain):*

None – For Information Only

**ILLINOIS GAMING BOARD  
VIDEO GAMING REPORT**

*St. Charles*

**October 2017**

11/15/2017

7:16 pm

Municipality	Establishment	License Number	VGT Count	VGT Wagering Activity			VGT Income			VGT Tax Distribution		
				Amount Played	Amount Won	Net Wagering Activity	Funds In	Funds Out	NTI	NTI Tax Rate (30%)	State Share	Municipality Share
St. Charles	A'Salute' Inc.	160702452	5	\$229,162.22	\$211,009.91	\$18,152.31	\$53,260.00	\$35,107.69	\$18,152.31	\$5,445.73	\$4,538.11	\$907.62
St. Charles	Alley 64, INC.	160702383	5	\$597,453.99	\$548,334.61	\$49,119.38	\$197,658.00	\$148,538.63	\$49,119.37	\$14,735.91	\$12,279.92	\$2,455.99
St. Charles	BK & MM VENTURES LLC	160702415	5	\$360,523.84	\$330,553.78	\$29,970.06	\$118,453.00	\$88,482.94	\$29,970.06	\$8,991.01	\$7,492.51	\$1,498.50
St. Charles	DAWN'S CAFE, LTD.	160702454	2	\$24,773.51	\$23,297.52	\$1,475.99	\$8,303.00	\$6,827.01	\$1,475.99	\$442.82	\$369.02	\$73.80
St. Charles	DAWN'S VOODOO ROOM, LTD.	170702226	3	\$5,815.00	\$5,281.78	\$533.22	\$2,249.00	\$1,715.78	\$533.22	\$159.97	\$133.31	\$26.66
St. Charles	GOLREN ENTERPRISES, INC.	160703386	5	\$127,193.27	\$115,652.95	\$11,540.32	\$52,833.00	\$41,292.68	\$11,540.32	\$3,462.13	\$2,885.11	\$577.02
St. Charles	L. A. MANSON CORPORATION	160703156	5	\$160,947.40	\$146,477.67	\$14,469.73	\$54,917.00	\$40,447.27	\$14,469.73	\$4,340.94	\$3,617.45	\$723.49
St. Charles	NLHM Inc.	160702847	4	\$18,071.41	\$16,778.45	\$1,292.96	\$6,653.00	\$5,360.04	\$1,292.96	\$387.96	\$323.30	\$64.66
St. Charles	Northwoods Pub & Grill Inc.	160702493	5	\$340,844.93	\$314,830.27	\$26,014.66	\$120,969.00	\$94,954.37	\$26,014.63	\$7,804.48	\$6,503.73	\$1,300.75
St. Charles	Riverside Pizza, Inc.	160702553	4	\$106,666.25	\$98,070.33	\$8,595.92	\$38,735.00	\$30,139.08	\$8,595.92	\$2,578.80	\$2,149.00	\$429.80
St. Charles	SAINT CHARLES SPORTS, LLC	160702605	5	\$211,362.34	\$195,284.32	\$16,078.02	\$69,045.00	\$52,966.81	\$16,078.19	\$4,823.51	\$4,019.59	\$803.92
St. Charles	St. Charles Lodge No. 1368, Loyal Order of Moose	160802392	5	\$159,537.07	\$148,810.12	\$10,726.95	\$55,244.00	\$44,516.95	\$10,727.05	\$3,218.13	\$2,681.77	\$536.36
REPORT TOTAL:		12 Establishments	53	\$2,342,351.23	\$2,154,381.71	\$187,969.52	\$778,319.00	\$590,349.25	\$187,969.75	\$56,391.39	\$46,992.82	\$9,398.57

# ILLINOIS GAMING BOARD VIDEO GAMING REPORT

*St. Charles*

September 2016 - October 2017

11/15/2017

7:18 pm

Municipality	Establishment	License Number	VGT Count	VGT Wagering Activity			VGT Income			VGT Tax Distribution		
				Amount Played	Amount Won	Net Wagering Activity	Funds In	Funds Out	NTI	NTI Tax Rate (30%)	State Share	Municipality Share
St. Charles	A'Salute' Inc.	160702452	5	\$1,868,513.83	\$1,714,860.79	\$153,653.04	\$526,294.00	\$372,640.96	\$153,653.04	\$46,096.57	\$38,413.83	\$7,682.74
St. Charles	ALIBI BAR & GRILL LTD.	150704430	5	\$106,741.01	\$99,928.29	\$6,812.72	\$41,254.00	\$34,441.28	\$6,812.72	\$2,043.81	\$1,703.17	\$340.64
St. Charles	Alley 64, INC.	160702383	5	\$5,730,534.61	\$5,306,929.88	\$423,604.73	\$2,010,185.00	\$1,586,506.02	\$423,678.98	\$127,104.37	\$105,920.32	\$21,184.05
St. Charles	BK & MM VENTURES LLC	160702415	5	\$4,421,230.35	\$4,081,132.37	\$340,097.98	\$1,386,989.00	\$1,046,809.82	\$340,179.18	\$102,054.17	\$85,045.17	\$17,009.00
St. Charles	DAWN'S CAFE, LTD.	160702454	2	\$314,422.12	\$281,695.49	\$32,726.63	\$94,544.00	\$61,817.37	\$32,726.63	\$9,818.21	\$8,181.85	\$1,636.36
St. Charles	DAWN'S VOODOO ROOM, LTD.	170702226	3	\$5,815.00	\$5,281.78	\$533.22	\$2,249.00	\$1,715.78	\$533.22	\$159.97	\$133.31	\$26.66
St. Charles	GOLREN ENTERPRISES, INC.	160703386	5	\$957,298.44	\$876,177.69	\$81,120.75	\$359,475.00	\$278,354.25	\$81,120.75	\$24,336.49	\$20,280.43	\$4,056.06
St. Charles	KILLOUGH LLC	160702650	4	\$323,128.13	\$297,527.05	\$25,601.08	\$127,669.00	\$102,067.92	\$25,601.08	\$7,680.48	\$6,400.40	\$1,280.08
St. Charles	L. A. MANSON CORPORATION	160703156	5	\$773,533.95	\$702,933.20	\$70,600.75	\$252,897.00	\$182,296.25	\$70,600.75	\$21,180.60	\$17,650.51	\$3,530.09
St. Charles	NLHM Inc.	160702847	4	\$24,509.71	\$22,702.90	\$1,806.81	\$9,364.00	\$7,557.19	\$1,806.81	\$542.17	\$451.80	\$90.37
St. Charles	Northwoods Pub & Grill Inc.	160702493	5	\$3,500,459.33	\$3,201,720.71	\$298,738.62	\$1,123,579.00	\$824,840.38	\$298,738.62	\$89,622.14	\$74,685.16	\$14,936.98
St. Charles	Panman, LLC	160703257	5	\$20,167.79	\$17,246.68	\$2,921.11	\$8,129.00	\$5,207.89	\$2,921.11	\$876.43	\$730.36	\$146.07
St. Charles	Riverside Pizza, Inc.	160702553	4	\$1,385,187.95	\$1,273,755.23	\$111,432.72	\$474,976.00	\$363,543.28	\$111,432.72	\$33,430.13	\$27,858.45	\$5,571.68
St. Charles	SAINT CHARLES SPORTS, LLC	160702605	5	\$1,178,645.12	\$1,084,057.41	\$94,587.71	\$384,199.00	\$289,611.12	\$94,587.88	\$28,376.58	\$23,647.14	\$4,729.44
St. Charles	St. Charles Lodge No. 1368, Loyal Order of Moose	160802392	5	\$1,852,304.68	\$1,687,606.87	\$164,697.81	\$625,705.00	\$461,007.09	\$164,697.91	\$49,409.73	\$41,174.79	\$8,234.94
REPORT TOTAL:		15 Establishments	67	\$22,462,492.02	\$20,653,556.34	\$1,808,935.68	\$7,427,508.00	\$5,618,416.60	\$1,809,091.40	\$542,731.85	\$452,276.69	\$90,455.16

## Video Gaming Statistics as of October, 2017

### Licensed Establishments

	Name	Machines	Address
1.	A'Salute Lounge & Grill	5	2400 E Main Street, St. Charles
2.	Alexanders Cafe		1650 W Main Street, St. Charles
3.	Alibi Bar & Grill Ltd.	5	12 N 3 <sup>rd</sup> Street, St. Charles
4.	Alley 64	5	212 W Main Street, St. Charles
5.	Brown's Chicken	4	1910 Lincoln Highway, St. Charles
6.	Corfu Restaurant (Golren Ent., Inc.)	5	2520 E Main Street, St. Charles
7.	Charleston on the Fox (Bolingbrook Sports)	5	1 Illinois Street, St. Charles
8.	Dawn's Beach Hut	2	8 N 3 <sup>rd</sup> Street, St. Charles
9.	Dawn's Voodoo Room	3	214 W Main Street, St. Charles
10.	Kane County Rookies (BK & MM Ventures)	5	1545 W Main Street, St. Charles
11.	Riverside Pizza & Pub	4	102 E Main Street, St. Charles
12.	Spotted Fox Alehouse	5	3615 E Main Street, St. Charles
13.	St. Charles Bowl (LA Manson Corp.)	5	2520 W Main Street, St. Charles
14.	St. Charles Moose	5	2250 W Rt. 38, St. Charles
15.	The Evergreen Pub & Grill (Northwoods)	5	1400 W Main Street, St. Charles

Machines Removed

### Pending Establishments

	Name	Machines	Address
1.	Crazy Fox		104 E Main Street, St Charles
2.	Second Street Tavern		221 S 2 <sup>nd</sup> Street, St. Charles
3.	Arcada Theatre		105 E Main Street, St. Charles
4.	Trattoria Za Za		5 S First Street, St. Charles
5.	Tap House Grill		3341 W Main Street, St. Charles

**AGENDA ITEM EXECUTIVE SUMMARY**

Agenda Item number: 5a

Title:

Update and Findings of the Task Force Established to Consider the Reactivation of the St. Charles Senior Services Commission

Presenter:

Jennifer McMahon, Director of Human Resources

Meeting: Government Operations Committee

Date: November 20, 2017

Proposed Cost: N/A

Budgeted Amount: N/A

Not Budgeted: ☒**Executive Summary** *(if not budgeted please explain)*

Update and findings of the task force that was established to consider the need, purpose, and possible reactivation of the Senior Services Commission.

This information is being provided as follow-up to the June 5, 2017, Government Operations Committee meeting where it was directed by the Committee that a working group should be established to look into the possibility of reactivating the Senior Services Commission.

**Attachments** *(please list):*

Memo from Jennifer McMahon, Director of Human Resources, Quick Reference Guide to Local Senior Services, and Senior Citizens Resource Guide

**Recommendation/Suggested Action** *(briefly explain):*

Update and Findings of the Task Force Established to Consider the Reactivation of the St. Charles Senior Services Commission.



# Memo

Date: November 2, 2017

To: Mayor and City Council

CC: Mark Koenen, City Administrator

From: Jennifer McMahon, Director of Human Resources 

Re: Senior Services Commission

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At the June 5, 2017, Government Operations Committee meeting, the Committee established a working group to evaluate the need to reactivate the Senior Services Commission. The working group was made up of City Administrator Koenen, Aldermen Payleitner and Lewis, and Director of Human Resources McMahon. Staff support was provided by Sr. Administrative Assistant Kempf. The group met a total of three times in July, August, and October.

The group first identified all the resources available to seniors in the St. Charles area. Those resources were updated and consolidated on the City's webpage under "Resources for Seniors" ([www.stcharlesil.gov/residents/resources-seniors](http://www.stcharlesil.gov/residents/resources-seniors)). This page features hyperlinks by category ranging from Activities to Transportation. It also has a link to the City's Senior Citizens Resource Guide – a 40-plus page booklet with information, services, and resources targeted at seniors. Hard copies of this booklet are available at City Hall as well.

The group also invited representatives from Senior Services Associates to present an overview of the services they provide to residents of St. Charles. Senior Services Associates is the agency contracted by the State of Illinois to meet legal mandates of providing services to seniors for the Kane County area. As an Area Agency on Aging (AAoA) member, their staff and volunteers provide services to adults 60 years old or better who live in Kane, Kendall, and McHenry counties. AAoAs are part of a nationwide network that serves the elderly populations (60+) of their local areas. AAoAs receive federal funding under the Older American Act, and most supplement that funding with additional state and local revenues. Senior Services Associates provides information, assessment and care coordination, caregiver assistance, adult protective services, emergency services and home repair, nursing home ombudsman services, recreation, education and health guidance, senior companion services, senior canine companion program, transportation services, and volunteer opportunities to seniors. The representatives provided the City with brochures about their services, which are now available in the City Hall lobby. Department Directors were also

educated on their services so they can be tapped as a resource if needed. Both the Police and Fire Departments use this agency regularly.

Frontline staff has been trained on the resources available to guide seniors who call needing information or services. In addition, the Police Department has two crime prevention officers with special training in assisting senior citizens. They are certified Elderly Service Officers, as designated by the Illinois Attorney General's office. These officers can assist with anything from reporting a crime against a senior citizen to senior crime prevention help. The officers also can direct seniors and their families to a multitude of county and state resources that specialize in assisting seniors. The Police Department also offers "Elder Watch," a free program designed to assist police, fire, and ambulance personnel with information that may be needed to help seniors in a crisis or medical emergency. Citizens aged 60 and over can download the two-page Elder Watch Application Form on the City's website or pick one up at the Police Department. The Fire Department offers the Safety for Seniors Program, a two-part program:

- The Home Safety Program offers seniors free smoke detectors and carbon monoxide detectors, along with a free home safety check. St. Charles firefighters will install the detectors and perform a home safety check, consisting of looking for fire hazards and making recommendations to eliminate the hazards.
- The Vial of Life Program is a nationwide program designed to assist emergency rescue teams in medical treatment in the event that a senior is found alone and unconscious or unable to communicate. A medical data form containing vital information, such as allergies, medications, contacts, etc., is inserted into a vial and kept in the top right hand shelf of the refrigerator door. The Vial of Life kit is free.

After learning about the multitude of services and programs available for seniors in St. Charles, the working group does not see a need for the Senior Services Commission and feels more efficient service can be provided to seniors by having staff link them directly to available resources.

#### Attachments

Quick Reference Guide to Local Senior Services  
Senior Citizens Resource Guide



# Quick Reference Guide to Local Senior Services

Organization	Service	Phone
<b>City of St. Charles Senior Services</b>		
<b>City of St. Charles Reception</b>	<ul style="list-style-type: none"> <li>• Temporary handicapped parking plaquards</li> </ul>	630-377-4400
<b>Fire Department</b>	<ul style="list-style-type: none"> <li>• Vial of Life program (vital medical data form for emergency rescue teams)</li> <li>• Home Safety Program (free smoke/CO2 detectors installed by firefighters; home safety check)</li> </ul>	630-377-4458
<b>Police Department Elderly Service Police Officer</b>	<ul style="list-style-type: none"> <li>• Reporting a crime</li> <li>• Senior crime prevention</li> <li>• Help finding resources</li> <li>• Elderwatch</li> <li>• TRIAD (safety alerts, etc.)</li> <li>• Vacation house watch</li> </ul>	630-443-3847  Police Non-Emergency 630-377-4435
<b>Other St. Charles Government Bodies That Offer Senior Services</b>		
<b>St. Charles Park District Adult Activity Center</b>	<ul style="list-style-type: none"> <li>• Activities, programs, trips</li> <li>• Drop-in hours</li> <li>• Clubs, social activities</li> <li>• Fitness classes</li> </ul>	630-513-4323
<b>St. Charles Public Library Outreach Services Department</b>	<ul style="list-style-type: none"> <li>• Home delivery</li> <li>• Large print books, magazines, newsletters</li> <li>• eBooks, eAudiobooks</li> <li>• Desktop/video magnifiers</li> <li>• Activities, programs, classes</li> </ul>	630-584-0076 David Kelsey Ext. 219 Dana Hintz Ext. 252 Lynda Spraner Ext. 269
<b>St. Charles Township General Assistance</b>	<ul style="list-style-type: none"> <li>• Financial, medical, dental assistance, information and referral</li> </ul>	630-584-9342
<b>Local Organizations that Service St. Charles Seniors</b>		
<b>Elderday Center (Batavia)</b>	<ul style="list-style-type: none"> <li>• Adult day care</li> <li>• Activities/programs</li> <li>• Case management</li> <li>• Onsite podiatry/ therapy.</li> </ul>	630-761-9750
<b>Home Assistance Volunteer Effort, Inc.</b>	<ul style="list-style-type: none"> <li>• Minor home repairs for limited income residents</li> </ul>	630-375-7227
<b>Home Care Physicians</b>	<ul style="list-style-type: none"> <li>• Home health care for area east of Randall Road only</li> </ul>	630-614-4960
<b>Kane County Bar Association</b>	<ul style="list-style-type: none"> <li>• Lawyer referral service</li> </ul>	630-762-1900
<b>Northern Illinois Food Bank</b>	<ul style="list-style-type: none"> <li>• Mobile pantries</li> <li>• Partners with other programs</li> </ul>	630-443-6910
<b>PACE Call-n-Ride</b>	<ul style="list-style-type: none"> <li>• Low cost reservation-based, curb-to-curb, shared ride service</li> <li>• 1-hour advance reservation</li> </ul>	630-379-2452
<b>Prairie State Legal Services</b>	<ul style="list-style-type: none"> <li>• Free legal services 60+</li> <li>• Phone counseling 1-4 p.m., Tues-Fri</li> </ul>	630-232-9415
<b>Ride in Kane (formerly Dial-a-Ride) Call Center</b>	<ul style="list-style-type: none"> <li>• Curb to curb service, 24 hours a day, for seniors and disabled</li> <li>• From home to just about anywhere in the county</li> </ul>	866-727-6842

Organization	Service	Phone
Salvation Army Joe K. Anderson Community Center	<ul style="list-style-type: none"> <li>• Health, education programs</li> <li>• Meals</li> <li>• Social activities</li> <li>• Exercise classes</li> <li>• Golden Diners home delivered meals</li> </ul>	630-377-2769  Golden Diners 630-232-6676
<b>*Senior Services Associates (Aurora Office)</b>  *Premier one-stop assistance for all senior needs.	<ul style="list-style-type: none"> <li>• Referral to information, assistance, resources</li> <li>• Assessment and care coordination</li> <li>• Caregiver assistance</li> <li>• Emergency services &amp; home repair</li> <li>• Adult protective services</li> <li>• Nursing home ombudsman</li> <li>• Recreation, education, &amp; health</li> <li>• Senior companion</li> <li>• Transportation</li> </ul>	630-897-4035
TriCity Family Services	<ul style="list-style-type: none"> <li>• Friendly visitors program</li> <li>• Family, individual counseling</li> </ul>	630-232-1070
TriCity Health Partnership	<ul style="list-style-type: none"> <li>• Free health clinic</li> </ul>	630-377-9277
Visiting Nurses Association	<ul style="list-style-type: none"> <li>• Wellness and preventive services (immunizations)</li> <li>• In-home assessment and care coordination</li> <li>• Specialty nursing care, therapy</li> <li>• Hospice care</li> <li>• Nutrition support</li> <li>• Personal care services</li> </ul>	630-978-2532
<b>Illinois State Resources for Seniors</b>		
Governor's Office of Citizens Assistance	<ul style="list-style-type: none"> <li>• Information and assistance on state programs</li> </ul>	217-782-0244
Illinois Attorney General	<ul style="list-style-type: none"> <li>• Health care complaint forms</li> <li>• Reporting abuse, neglect, exploitation</li> <li>• Fraud hotline</li> <li>• Insurance claims, problems</li> </ul>	800-243-5377 (312) 814-2420
Illinois Department of Human Services	<ul style="list-style-type: none"> <li>• Supplemental Nutrition Assistance Program (SNAP) (f/k/a food stamps)</li> </ul>	800-843-6154
Illinois Department of Insurance	<ul style="list-style-type: none"> <li>• Insurance claims, problems</li> </ul>	217-782-4515
Illinois Department of Public Health	<ul style="list-style-type: none"> <li>• Complaints on home health agencies, assisted living centers, and nursing homes</li> </ul>	800-252-4343
Illinois Department on Aging	<ul style="list-style-type: none"> <li>• Benefit Access Program enrollment (for permit to ride CTA, Metra, and PACE free or at reduced fare)</li> <li>• Care coordination and support</li> <li>• Elder rights, protection, report abuse/neglect</li> <li>• Residential repair/modification</li> <li>• Senior health assistance</li> </ul>	800-252-8966
Illinois Housing Development Authority	<ul style="list-style-type: none"> <li>• Rental assistance and housing support program</li> <li>• Administered through Lazarus House</li> </ul>	630-584-2144
Social Security	<ul style="list-style-type: none"> <li>• Social security, social security disability, supplemental security income benefits</li> </ul>	800-772-1213 Elgin – 877-405-0435 Aurora – 877-274-5412

# **SENIOR CITIZENS RESOURCE GUIDE 2017**



*Produced by:*

*City of St. Charles  
2 E. Main St.  
St. Charles IL 60174  
630-377-4400*



## ***From the Mayor***

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January 2017

To Senior Citizen Residents of the City of St. Charles:

As highly valued and respected residents of St. Charles, it is an honor to present this revised edition of the Senior Resource Guide. It was first published to inform Senior Citizens of local services and organizations. The continuation of this directory is important in promoting collaboration and growth between you and your community.

The City of St. Charles is committed to making this a great place for seniors to live. I welcome any comments you may have on this directory and hope it serves your needs well.

Sincerely,

Raymond Rogina

Mayor

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# QUICK REFERENCE GUIDE TO CITY SERVICES

SERVICE	PHONE
Advance Disposal Services (refuse/recycling)	630-587-8282
Animal Control	630-232-3555
Agendas & Minutes	630-377-4422
Block Parties	630-377-4435
Brush/Leaf Pick Up	630-377-4405
Building Permits (fence, deck, siding, roofing, etc.)	630-377-4406
Comcast Customer Service	866-594-1234
Elderly Service Officer	630-443-3847
Electric Outage 24-Hour Hotline	866-444-0016
Fire Department Non-Emergency	630-377-4458
Flooding (basement, non emergency)	630-377-4486
Garbage/Trash Collection	630-377-4405
Handicap Parking Placards (temporary only)	630-377-4400
Home-Based Business	630-377-4406
Overhead Electric Line Tree Trimming	630-377-4407
Parkway Trees and Tree Trimming	630-377-4405
Police Department Non-Emergency	630-377-4435
Public Meetings Schedule	630-377-4422
Ride in Kane (formerly Dial-a-Ride) Call Center	866-727-6842
Utility Bills and Parking Ticket Payments	630-377-4426
Vacation House Watch	630-377-4435
Water & Sewer Problem/Emergency	630-377-4405
After 5pm – call 1-630-443-3681	
Watering Restrictions	630-377-4405
Weed Control	630-377-4406



# CITY OF ST. CHARLES

2 E. Main St.  
St. Charles, IL 60174  
(630) 377-4400  
Website: [www.stcharlesil.gov](http://www.stcharlesil.gov)



The Municipal Building (City Hall) is located on the NW corner of Route 64 and Riverside Ave. in downtown St. Charles. The large white marble tower building is on the east bank of the Fox River.

<b>Business Hours:</b> Monday – Friday: 8 a.m. to 4:30 p.m.
<b>Holiday Closures:</b> New Year’s Day * Memorial Day * Independence Day Labor Day * Thanksgiving Day * Friday after Thanksgiving Christmas Eve * Christmas Day

## St. Charles Mission:

Heritage.  
Community.  
Service.  
Opportunity.

These four components of the City’s mission work together to make St. Charles a special place where people and businesses want to be.

# **ELECTED OFFICIALS**

**Mayor Ray Rogina**  
(630) 377-4445  
rrogina@stcharlesil.gov

**Ward 1**  
**Daniel P. Stellato**  
(630) 377-3723  
dstellato@stcharlesil.gov

**Ron Silkaitis**  
(630) 584-1904  
rsilkaitis@stcharlesil.gov

**Ward 2**  
**Art Lemke**  
(630) 513-1658  
alemke@stcharlesil.gov

**Rita Payleitner**  
(630) 377-7530  
rpayleitner@stcharlesil.gov

**Ward 3**  
**Todd Bancroft**  
(630) 443-7974  
tbancroft@stcharlesil.gov

**Bill Turner**  
(630) 513-0659  
bturner@stcharlesil.gov

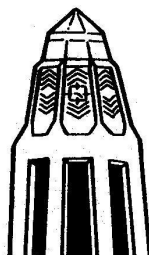
**Ward 4**  
**Steve Gaugel**  
(630) 513-8698  
sgaugel@stcharlesil.gov

**Lora Vitek**  
(630) 826-9268  
lvitek@stcharlesil.gov

**Ward 5**  
**Maureen Lewis**  
(630) 584-4622  
mlewis@stcharlesil.gov

**Ed Bessner**  
(630) 587-0580  
ebessner@stcharlesil.gov

**Chuck Amenta**  
City Clerk



**Jo Krieger**  
City Treasurer



# PHONE NUMBERS FOR LOCAL UTILITIES

## Electric, Water & Sewer

City of St. Charles Utility Billing Office  
(630) 377-4426

## *For electric outages 24/7*

866-444-0016

## Utility Drop Box Locations

*Three drop-boxes are located throughout downtown St. Charles for utility payments:*

- ♦ Behind the Municipal Building, next to the UPS mailbox
- ♦ At the Municipal Building, slot in door near the south entrance (facing East)
  - ♦ Foxfield Commons Shopping Center in front of Supercuts (East side)
- ♦ Oak Street Well at 2529 Oak Street, across street from post office (West side)

## Gas Service

*NiCor*

(888) 642-6748

## Cable & Satellite TV

***Comcast***

(866) 594-1234

***DISH Network***

1-800-333-3474

***DirecTV***

1-800-531-5000

## Local Phone Service

***AT&T Customer Service***

(800) 331 0500



# LOCAL RESOURCES

## **St. Charles Convention & Visitors Bureau**

2 E. Main St.  
St. Charles 60174  
(630) 377-6161  
[www.visitstcharles.com](http://www.visitstcharles.com)

## **St. Charles Chamber of Commerce**

216 Riverside Ave.  
St Charles 60174  
(630) 584-8384  
[www.stcharleschamber.com](http://www.stcharleschamber.com)

## **Downtown St. Charles Partnership**

2 E. Main St.  
St. Charles 60174  
(630) 443-3967  
[www.downtownstcharles.org](http://www.downtownstcharles.org)

## **St. Charles Heritage Center**

215 E Main St,  
St. Charles 60174  
(630) 584-6967  
[www.stcmuseum.org](http://www.stcmuseum.org)



## **St. Charles Post Office Main Post Office – West Side**

2600 Oak St  
St. Charles 60174  
(630) 584-2318

### **East Side**

616 E Main St.  
St. Charles 60174  
(630) 443-5064

## **Kane Co. Government Center**

719 S Batavia Ave,  
Geneva, IL 60134  
(630) 232-3400  
[www.countyofkane.org](http://www.countyofkane.org)





## **SCHEDULE AND INFORMATION**

### **COLLECTION SCHEDULE**

Monday – East of the Fox River

Tuesday - West of the Fox River

***Please have your items all material out for collection by 6 a.m.***

Stickers are available at City Hall and the following retailers:

Blue Goose \* Meijer \* Jewel \* Walmart \* Aldi

<b>Refuse stickers</b>	<b>\$3.40</b>
<b>Yard Waste stickers</b>	<b>\$3.40</b>
<b>Yellow trash bags (1/2 size)</b>	<b>\$2.21</b>
<b>35-gallon Refuse Toter</b>	<b>\$22.66monthly</b>

### **HOLIDAY COLLECTION:**

Holiday collection will be delayed one day for each day of collection throughout the week following a holiday. (For example, if your regular trash pickup is on Monday, collection will be on Tuesday.) The following holidays are affected:

New Year's Day \* Memorial Day \* July 4

Labor Day \* Christmas Day

***IF YOU HAVE ANY QUESTIONS, PLEASE CALL***

***ADVANCED DISPOSAL SERVICES AT:***

***630-587-8282***

# SEASONAL SERVICES

## Brush Pick Up

Brush pick up dates are announced in the City's newsletter, The Den, and on the City website. Brush is collected between April and November. Brush must be placed on the address side of the parkway, cut ends facing the street, before 7:00 a.m. on Monday.

## Christmas Tree Pick Up

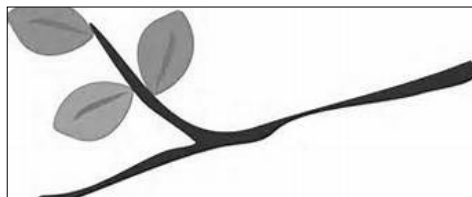
Christmas Tree pickup is scheduled for the first two weeks of January. Place them at the curb on the parkway by 6 a.m. the first weeks following the New Year Holiday.

## Leaf Pick Up

City crews pick up leaves throughout the City from (generally) mid-October through mid-November, weather permitting. Dates for leaf pickup will be announced in the City Newsletter (The Den) and on the City website.

## Yard Waste Collection

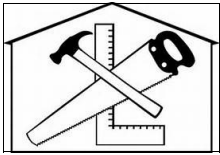
Yard Waste (grass clippings, leaves, cuttings, and small branches) may be bagged for collection in generic paper yard waste bags with a St. Charles refuse sticker attached. Yard waste bags are collected curbside from March 1 through the last week in November. Place them at the curb on your regular garbage day.



# **BUILDING AND CODE ENFORCEMENT**

The Building & Code Enforcement Division is responsible for permitting and monitoring construction activity within St. Charles. This Division is also responsible for enforcement of property maintenance, building & life safety, and zoning codes. The Building & Code Enforcement Division also administers other permits such as Special Events and Outdoor Cafes.

## **Building permits**



For building permits, contact the Building and Code Enforcement Department at (630) 377-4406. Before you dig call J.U.L.I.E. (800) 892-0123 to locate underground utilities.

## **Garage Sales**

A garage sale permit is not required. Please post your garage sale sign on your private property only (or other's property with their consent) per the City ordinance. Signs may not be posted on the parkway, or on utility poles.

## **Signs**

Signs may not be posted on any public property. One sign less than 6 sq. ft. is permitted per piece of private property without a permit. Two signs are permitted if the property has two street frontages. Please notify Public Works at 377-4405 of any question or violation.

## **Solicitors**

Solicitors must check-in with the Police Department before going door-to-door in the community. "No Solicitors Invited" signs are available free at the Reception Desk at City Hall or at the Police Department.



## **Vehicle Stickers**

Vehicle stickers are not required in the City of St. Charles.

## **Water Conservation Ordinance**

The City Code (13.16.205) establishes regulations for outdoor water use year round. Even-numbered addresses may water on even-numbered days, from 6 a.m. to 9 a.m., and 6 p.m. to 9 p.m. Odd-numbered addresses may water on odd-numbered days during the same times. Sprinkling is prohibited citywide 9 p.m. to 6 a.m.

These restrictions apply to the use of automatic devices used to spray or irrigate lawns, gardens, trees or shrubs, such as irrigations systems and lawn sprinklers. Hand-held hoses and drip type irrigation watering devices are permitted any day, at any time of the day, for washing cars, watering flowers/trees/gardens/lawns, and filling wading pools under 50 gallons.

## **Animal Codes**

A limit of three (3) dogs and/or cats, in total, is allowed per household, apartment or dwelling unit within the City.

Pets that are not on the owner's property must be restrained with a leash or harness and be under the direct supervision and immediate control of a competent person. The leash law applies to all types of animals.

It is the owner's responsibility to remove excrement deposited by the owner's pet on public ways, within public places or on the premises of any person other than the owner's without that person's consent. The code does not apply to a blind person while walking his or her guide dog.

For animal licensing, please call Kane County Animal Control at (630) 232-3555. Senior Citizens ages 65 or older are not required to pay a fee for their dog or cat's tag.

# COMMUNITY AND ANNUAL EVENTS

**JANUARY  
TO  
DECEMBER**



## **Kane County Flea Market**

**Main St. and Randall Road, Kane County Fairgrounds (630) 377-2252**

Always the 1st Sunday of the month and preceding Saturday. Admission: \$5 adults, children 12/younger free. Antiques and collectibles. Country breakfast is served on Sundays. [www.kanecountyfleamarket.com](http://www.kanecountyfleamarket.com)

**MARCH**



## **St. Patrick's Parade**

Downtown St. Charles on Main St.

For date and details, call (630) 443-3967

**APRIL**



## **Community-Wide Annual Garage Sale**

City-wide garage sale that benefits the STC

Underground. For details, call (630) 513-4321 or visit [www.stcunderground.com](http://www.stcunderground.com)

**MAY TO  
SEPTEMBER**



## **Sculpture in the Park**

Mount St. Mary Park, Route 31 and Prairie St. along the Fox River, St. Charles. A free exhibit of original and unique sculptures for people of all ages to enjoy! For information, call (630) 584-1055.

**MEMORIAL  
WEEKEND**



## **Downtown Fine Art Show**

Held in Downtown St. Charles. Hours: Saturday, 10am-6pm; Sunday, 10am-5pm. Free. A cultural arts event encompassing all aspects of the visual arts through an art exhibition and sale. The Downtown Fine Art Show is a forum for the display and sale of the finest quality original art. For information call (630) 443-3967

**JUNE**



### **Festival of the Fox**

Venues throughout downtown St. Charles. City festival featuring free entertainment, water ski show, Dragon Boat Races and more. For information, call (630) 296-7683.

[www.festivalofthefox.com](http://www.festivalofthefox.com)

**MID-JUNE  
TO  
AUGUST**



### **Thursday Evenings June-August Concerts in the Park**

Lincoln Park, W. Main St. at 4<sup>th</sup> St., St. Charles, IL (630) 513-6200 FREE Thursday evening concerts, 7 pm to dusk, June through August. Musical entertainment for all ages. Bring a blanket or chairs and enjoy the outdoor concert. Food and beverages available for purchase. [www.stcharlesparks.org/links/concerts](http://www.stcharlesparks.org/links/concerts).

**JUNE  
TO  
OCTOBER**



### **Farmers' Market**

Baker Memorial United Methodist Church, Main St. & 4<sup>th</sup> Ave., St. Charles (630) 584-6680 Old-fashioned Farmers' Market held every Friday June through October. Hours 7 am to 1 pm. All markets include fresh harvested and locally grown fruits, vegetables, fresh cut and potted flowers and garden art.

**JULY 4**



### **Independence Day Celebration**

Pottawatomie Park, 8 North Ave., St. Charles (630) 513-6200. Fireworks display at dusk. Rain date: next clear evening. [www.st-charlesparks.org](http://www.st-charlesparks.org)

**JULY**



### **Kane County Fair**

Kane County Fairgrounds, Rt. 38 and Randall Rd., St. Charles. (630) 584-6926 Old-fashioned county fair, carnival, farm animals, entertainment, food and more! Admission charged.

[www.kanecountyfair.com](http://www.kanecountyfair.com)



## OCTOBER



### Scarecrow Festival

The Annual St. Charles Scarecrow Festival, Lincoln Park - Main & Fourth St., and downtown St. Charles. (630) 377-6161. Held Fri. Sat and Sun. More than 100 handcrafted Scarecrows on display. View and vote for your favorites. Juried craft show, carnival, food, free live entertainment, many free children's activities and much more. [www.scarecrowfest.com](http://www.scarecrowfest.com)

## NOVEMBER

Friday after  
Thanksgiving



Saturday  
after  
Thanksgiving

### Lighting of the Lights

5 pm at 1<sup>st</sup> Street Plaza, 1<sup>st</sup> and Main Streets St. Charles  
(630) 443-3967. Official heralding of the holiday season. [www.downtownstcharles.org](http://www.downtownstcharles.org)

### Holiday Homecoming & Electric Christmas Parade

Various locations Downtown St. Charles.  
(630) 443-3967. Annual illuminated parade kicks off at 5:30 p.m. Saturday on Main and 6<sup>th</sup> Streets and travels east toward 5<sup>th</sup> Ave. Kids can visit Santa at his house at the 1st St. Plaza, and more. Visit [www.downtownstcharles.org](http://www.downtownstcharles.org)

*For a comprehensive listing of all area events, visit: [www.visitstcharles.com](http://www.visitstcharles.com) or contact the St. Charles Convention and Visitor's Bureau at (630) 377-6161, (800) 777-4373*

# **PLACES OF WORSHIP**

## **Baker Memorial United Church**

307 Cedar Ave., St. Charles  
(630) 584-6680

## **Bethel Baptist Church**

6N218 Weber Drive, St. Charles  
(630) 584-1862

## **Bethlehem Lutheran Church**

1145 N. 5th Avenue, St. Charles  
(630) 584-2199

## **Calvary Pentecostal Church**

315 Walnut Avenue, St. Charles  
(630) 377-9049

## **Congregational United Church of Christ**

40W451 Fox Mill Boulevard, St. Charles  
(630) 584-0929

## **Christ Community Church**

37W100 Bolcum Road, St. Charles  
(630) 485-3300

## **Hosanna! Lutheran Church**

36W925 Red Gate Road, St. Charles  
(630) 584-6434

## **New Life Church**

8 N 2nd Ave, St. Charles  
(630) 443-8822

## **New Covenant Bible Church**

4N780 Randall Road. St. Charles  
(630) 584-2611

## **Redeemer Fellowship**

1125 W. Oak Street, St. Charles  
(630) 584-8750

## **Riverside Community Church**

37W130 Crane Road, St. Charles  
(630) 443-7442

## **Salvation Army Tri-City Corps**

1710 S. 7th Avenue, St. Charles  
(630) 377-2769

## **St. Charles Episcopal Church**

994 N. 5th Avenue, St. Charles,  
(630) 584-2596

## **St. Charles Free Methodist**

214 Walnut Street, St. Charles  
(630) 584-1906

## **St. John Neumann Catholic Church**

2900 E. Main St., St. Charles,  
(630) 377-2797

## **St. Mark's Lutheran Church**

101 S. 6th Avenue, St. Charles  
(630) 584-8638

## **St. Patrick's Catholic Church**

400 Cedar Street  
St. Charles, IL 60174

6N491 Crane Road, St. Charles 60175

(630) 338-8000



C.U.S.D.  
**303**

**Administrative Offices**  
201 S. 7<sup>th</sup> St.  
St. Charles, IL 60174  
331-228-2000  
[www.d303.org](http://www.d303.org)

### **ELEMENTARY SCHOOLS**

**Anderson School**  
35W071 Villa Marie  
Road  
St. Charles, IL 60174  
331-228-3300

**Bell-Graham**  
4N505 Fox Mill Blvd.  
St. Charles, IL  
60175  
331-228-2100

**Corron**  
455 Thornwood  
Way  
South Elgin, IL  
60177  
331-228-6900

**Davis\***  
1125 South 7<sup>th</sup>  
Street  
St. Charles, IL  
60174  
331-228-2200

**Ferson Creek**  
38W160 Bolcum  
Road  
St. Charles, IL 60175  
331-228-2300

**Fox Ridge\***  
1905 Tyler Road  
St. Charles, IL  
60174  
331-228-2400

**Lincoln\***  
211 S. 6<sup>th</sup> Ave.  
St. Charles, IL  
60174  
331-228-2500

**Munhall \***  
1400 S. 13<sup>th</sup> Ave-  
nue  
St. Charles, IL  
60174  
331-228-2600

**Norton Creek**  
2033 Smith Road  
West Chicago, IL  
60185  
331-228-2700

**Richmond\***  
300 S. 12<sup>th</sup> St.  
St. Charles, IL  
60174  
331-228-2800

**Wasco**  
4N782 School  
Street  
Wasco, IL 60183  
331-228-2900

**Wild Rose**  
36W730 Red  
Haw Lane  
St. Charles, IL  
60174  
331-228-3000

### **MIDDLE SCHOOLS**

**Haines\***  
305 S. 9<sup>th</sup> Street  
St. Charles, IL 60174  
331-228-3100

**Thompson\***  
705 W. Main Street  
St. Charles, IL 60174  
331-228-3400

**Wredling\***  
1200 Dunham Road  
St. Charles, IL 60174  
331-228-3700

### **HIGH SCHOOLS**

**St. Charles East\***  
1020 Dunham Road  
St. Charles, IL 60174  
331-228-4000

**St. Charles North\***  
255 Red Gate Road  
St. Charles, IL 60175  
331-228-4400

\*Indicates within  
St. Charles city limits

### **COMMUNITY COLLEGE**

**Elgin Community College**  
<http://www.elgin.edu/>  
1700 Spartan Drive  
Elgin, IL 60123(847) 697-1000



# **ST. CHARLES PARK DISTRICT**

## **Administration Office**

Baker Community Center  
101 S. 2<sup>nd</sup> Street  
630-584-1055; fax 630-584-1396

## **Recreation Department**

Pottawatomie Community Center  
8 North Avenue  
630-513-6200; fax 630-584-9172

## **Parks Department**

630-584-1885

## **Pottawatomie Golf Course**

630-584-8356

**[www.st-charlesparks.org](http://www.st-charlesparks.org)**

## **Adult Activity Center**

(For residents 50 or better)

Monday – Friday: 8 a.m. to 9 p.m.

Saturday: 8 a.m. to 6 p.m.

Sunday: 12 Noon to 5 p.m.

The Park District's Adult Activity Center offers a variety of programs for ages 50 or better. Trips, breakfasts, card playing, health and fitness classes, as well as educational programs create a well-rounded environment. Daily drop-in hours allow members the opportunity to participate in a wide variety of free activities all designed with the mature adult in mind. Evening programs are available every weeknight.

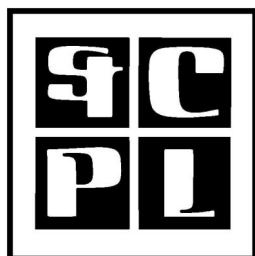
## **Activities Center Amenities**

Pocket Billiards, Table Tennis, Wii Gaming System, Computer Lounge with Internet Access, Game/Card Room, Big Screen TV

Membership includes a bi-monthly newsletter mailed to your home. The newsletter includes discounts on club trips, information about club programs, special interest clubs, special events and more.

For program and membership information, please call 630-513-6200. Registration for programs is available at Pottawatomie Community Center, 8 North Ave.

# ST. CHARLES PUBLIC LIBRARY DISTRICT



One South Sixth Avenue

St. Charles, IL 60174

(630) 584-0076

[www.stcharleslibrary.org](http://www.stcharleslibrary.org)

## Hours:

Monday – Thursday 9 AM – 9 PM

Friday 9 AM – 8 PM

Saturday 9 AM – 5 PM

Sunday\* Noon – 5 PM

\*1 – 4 PM June to Labor Day

## WHAT YOU NEED TO KNOW...

### How to Get a Library Card

As a resident or taxpayer of the St. Charles Public Library District, you are entitled to a Library card. Two forms of identification, one with your name and current address, are required. Non-residents may obtain a card for a fee. For more information or to apply for a card, please inquire at the Circulation Desk.

### Special Accommodations

Available to assist you during your visit: A Sundancer scooter to use in the Library, an assistive listening system in the meeting room, or a sign language interpreter. Please contact the Library 48 hours before a program if you require any special accommodations.

### Outreach Services: (630) 584-0076 ext. 219 St. Charles Public Library Outreach Services: 630-584-0076 ext. 219

The Library offers home service to those who have limited mobility due to low vision, prolonged illness, or recent surgery. Outreach Services schedules regularly bi-monthly visits to residents of participating housing facilities. Contact Outreach with questions about delivery options or email: [outreach@stcharleslibrary.org](mailto:outreach@stcharleslibrary.org)



# ST. CHARLES TOWNSHIP

1725 Dean St.  
St. Charles, IL 60175  
(630) 584-9342

The population of St. Charles Township is 42,051, and that includes portions of South Elgin, Wayne, and the entire city of St. Charles. Today's township concerns are the maintenance of roads, assessments, community service, safety and health, maintenance and care of cemeteries and general assistance.

The Township Boundaries are: North – Mc Donald Road; South – Division and Gray Streets (between St. Charles and Geneva); East - Kautz Road (DuPage County Line); West – West of Burr Road (approximately at the intersection of Dean Street and the Bike Path). This area covers 36 square miles and has approximately 83.0 miles of roads that must be maintained by the Township.

## Office of the Assessor

The Township Assessor is responsible for determining the market value of most properties in the assessment jurisdiction. After determining market value, the property is then assessed at one-third (1/3) of that value. The assessed value is used to apportion the tax burden over all property owners. All local governments, townships, schools, forest preserve districts, park districts, etc., receive their income from taxes levied against property values as appraised by the township assessor.

Office hours are 8 a.m. to 4:30 p.m. Monday through Friday

Phone: (630) 584-2040

## Assistance

Illinois Townships are mandated to provide a welfare program called "General Assistance". People who qualify can receive financial and medical/dental assistance, as well as information and referral.

Office hours are Monday and Friday - 8 to 11 a.m.,

Wednesday - 8 a.m. to Noon

Phone (630) 584-9342

## Township Cemeteries

St. Charles Township is responsible for the care and maintenance of six cemeteries that lie within the corporate boundaries of the Township. For information, call (630) 584-8699

# CONNECTING

*Having relationships with your peers will warm your heart and brighten your days. These kinds of connections are important for your health! Nourish your spirit and your mind by meeting new and interesting friends through the many opportunities for social and recreational interaction provided in our area.*

## **Local Social Activity Centers and Exercise Programs**

**Batavia Park District** (Day trips, senior citizens club, exercise)

327 West Wilson

Batavia, IL 60510

(630) 879-5235

**Geneva Park District** (Day trips, senior meetings and programs)

*Friendly Seniors*

710 Western Avenue

Geneva, IL 60134

(630) 232-4542

**Norris Recreation Center** (Aquatic and land exercise programs)

1040 Dunham Road

St. Charles, IL 60174

(630) 377-1405

**St. Charles Park District** (Trips, games, social meetings, educational programs)

*Adult Activity Center*

8 North Ave.

St. Charles, IL 60174

(630) 513-6200 ext. 437

**The Salvation Army, Joe K. Anderson Community Center** (Health and Education programs, meals, games, social meetings and exercise classes)

1710 South 7<sup>th</sup> Avenue

St. Charles, IL 60174

(630) 377-2769

**Senior Services Center**

900 N. Lake St.

Aurora, IL 60120

(630) 897-4035

# COUNSELING

## 24-Hour Crisis Intervention Hotlines

*Feeling sad, anxious or lonely? Getting frustrated or angry? Need a good listener? Call one of the following numbers and a caring professional will be there for you. No need to identify your self -- just talk it over.*

### **Addictions**

Does someone you know have a problem with drugs, alcohol, gambling or over-eating? Need some help in dealing with these problems? For expert and confidential advice, call one of these centers -- a helping hand will be there.

<b>Breaking Free</b>	(630) 897-1003
<b>Gateway Foundation</b>	(877) 321-7326
<b>Presence St. Joseph's Hospital</b>	(847) 695-3200
<b>Renz Addiction Counseling Center</b>	(630) 513-6886

### **Bereavement and Suicide**

Feeling sad over the loss of a friend, relative or loved one? Is someone close to you dying? Is the loneliness getting too much to handle? Why not give a professional a call and let them help you discover a new sense of inner peace.

<b>Conley Outreach</b>	(630) 365-2880
<b>Fox Valley Hospice</b>	(630) 232-2233
<b>Heartland Counseling</b>	(630) 443-9100
<b>Suicide Prevention Services (hotline)</b>	(630) 482-9696
<b>(office)</b>	(630) 482-9699

### **Credit Counseling**

Are the bills getting to be too much? Having trouble making ends meet? Give a credit counselor a call. These highly trained experts can help you find the financial stability you deserve.

<b>Consumer Credit Counseling Services</b>	(630) 844-3327
<b>Family Service Assoc. of Greater Elgin</b>	(847) 931-1260



# **FINANCIAL and LEGAL SERVICES**

*There are state and federal financial benefits available to low-income seniors to assure at least a minimum income to cover basic living expenses. The following is a brief guide to services to give you an idea about where you should inquire about such benefits.*

## **Financial Services**

Many local banks offer free checking accounts for seniors -- call your local bank for information.

## **Illinois Department of Human Services (DHS) - Financial**

Southern Kane and Kendall Counties    Northern Kane County  
361 Old Indian Trail            600 S. State Street  
Aurora, IL 60506    Elgin, IL 60123  
(630) 844-7400    (847) 931-2700

## **State Supplemental Payments**

The State of Illinois provides money to help older people, blind and disabled people to meet basic needs.

## **Food Stamp Program**

A federal program administered by DHS to help people buy food.

**Social Security**            (800) SSA-1213, TTY (800) 325-0778

*For Social Security, Social Security Disability and Supplemental Security Income benefits.*

1323 N. Lake St.    790 Fletcher Dr.  
Aurora, IL 60506    Elgin, IL 60123  
(877) 274-5412    (877) 405-0435

## **Legal Services**

The legal needs of seniors are often unique and include a broad range of issues. These issues could include planning for incapacity or disability; estate planning, including wills and trusts; guardianships; how to pay for long-term health care or nursing home costs; age discrimination or elder abuse; and government benefits such as Social Security, Medicare and Medicaid.

Elder Law is one of the fastest growing areas of legal practice. Seniors also encounter general legal issues such as consumer complaints, insurance and finance related matters. The following locations list where seniors can seek legal assistance related to these types of issues.

**Prairie State Legal Services** (630) 232-9415

1024 W. Main St., St. Charles, IL 60174

Provides free legal services for those who are 60 years or older in matters other than criminal. Telephone counseling is available from 1:00 - 4:00 p.m. Tuesdays through Fridays in Kane County at the telephone numbers shown above. Additional information can also be obtained at [www.prairiestatelegal.org](http://www.prairiestatelegal.org).

**Kane County Bar Association**

Lawyer Referral Service (630) 762-1900

555 S. Randall Road, Suite 203, St. Charles, IL 60174

Information and lawyer referral services can be obtained at [www.kanebar.org](http://www.kanebar.org).

**Advocacy**

Questions, complaints or problems regarding a profession or business as a consumer are addressed by contacting the following:

**General Consumer Issues**

Better Business Bureau (815) 963-2222

810 E. State Street, Suite 303, Rockford, IL 61104

Illinois Attorney General (312) 814-3580

Consumer Fraud Hotline (800) 386-5438

100 W. Randolph, Chicago, IL 60601

**Information and Assistance on State Programs**

222 S. College St., Suite 16-100, Springfield, IL 62706

Governor's Office of Citizens Assistance (217) 782-0244

**Home Health Agencies, Assisted Living Centers and Nursing Homes (Complaint Dept.)**

Illinois Department of Public Health (800) 252-4343

525 W. Jefferson St., Springfield, IL 62761

**Insurance**

Consumer Division/Illinois Dept. of Insurance (217) 782-4515

320 W. Washington, 4th Floor, Springfield, IL 62767

For claims problems with your insurance, contact:

Illinois Attorney General (312) 814-2420

100 W. Randolph, Chicago, IL 60601

**Physical or Financial Abuse**

To report a problem or concern related to seniors residing in their own home or in a licensed long-term care facility.

Aurora Senior Services (630) 897-4035

Long Term Care Ombudsman/Elder Abuse Programs

900 N. Lake St., Aurora 60506

**Professions**

Illinois Dept. of Professional Regulations (312) 814-6910  
100 W. Randolph, Suite 9-300, Chicago, IL 60601

**Securities Fraud**

Secretary of State Securities Department (312) 793-3384  
17 N. State Street, Suite 1100, Chicago, IL 60602

**Utilities**

Illinois Commerce Commission,  
Consumer Service Division (800) 524-0795  
527 E. Capital Ave., P.O. Box 19280, Springfield, IL 62794

**Other Organizations**

American Civil Liberties Union of Illinois (312) 201-9740  
203 N. La Salle Street, Suite 1405, Chicago, IL 60601

Equal Employment Opportunity Commission (312) 353-2713  
500 W. Madison St., Suite 2800, Chicago, IL 60601

Guardianship and Advocacy Commission (708) 338-7500  
(or TDD (312) 793-5937)  
9511 Harrison, Suite FA101, Des Plaines, IL 60016

Salvation Army (630) 377-2769  
1710 S. 7th Avenue, St. Charles, IL 60174

# IN-HOME CARE AND SUPPORT SERVICES

## Coordination of Services

### **Senior Services Associates**

(847) 741-0404

Assessment and case management, community care program, home health aid service, information and assistance, outreach assistance, legal services, ombudsman service, as well as many other educational and wellness programs.

## Home Health Agencies

**Delnor-Community Home Health Services** (630) 513-0370

**Presence Home Care** (847) 931-5553

**Presence Hospice** (847) 622-3467

**Presence Mercy Medical Center** (630) 859-2222

**Advocate Sherman Hospital** (224) 783-6200

## In-Home Care Services

Homemaker services consist of non-medical personnel that can help with light house-keeping, laundry, and grocery shopping, personal care and meal preparations. Depending on your needs, the extent of service is provided weekly or daily. Fees vary accordingly.

**Brightstar Care** (630) 938-4738

**Comfort Keepers** (630) 834-8366

**Home Instead Senior Care** (630) 762-1860

**Visiting Agnells** (847) 429-0100

## Adult Day Care

Adult day care provides a viable option to early placement in a nursing home or assisted living center. The main objective is to maximize the individual's level of independence.

**Elderday Center** (630) 761-9750

328 W. Wilson – Batavia

## CovenantCare at Home

An established home healthy care agency offering private duty, home health (covered by medicare and some commercial insurance) and hospice.

3755 E. Main Street, Suite 165, St. Charles (630) 845-0680

[www.covenantcareathome.org](http://www.covenantcareathome.org)

## Emergency Response System

24-hour help is available for subscribers at the push of a button. For information, call Senior Services..... (630) 897-4035

### **Friendly Visitors**

Friendly visitor programs provide trained volunteers to visit seniors in their home to prevent loneliness and isolation

**Tri-City Family Services**.....(630) 232-1070

### **Fire Department Programs**

Check with your municipality for programs for seniors

### **Free Clinic**

**Tri-City Health Partnership (Free Clinic)**..... (630) 377-9277

318 Walnut Street, St. Charles, IL 60174

### **Call Doc**

**Home Care Physicians** (Dr. Paul Chiang)..... (630) 614-4960

1800 N. Main Street, Wheaton, IL 60187

(Area West of Randall Road is not serviced.)

### **Delnor Center for Integrative Healing**

**Delnor Center for Integrative Healing**..... (630) 208-3000

300 Randall Road, Geneva, IL 60134

### **Nutrition Programs**

Home delivered meals may help seniors who have difficulty preparing their own meals and grocery shopping. Salvation Army Golden Diners delivers meals to the homes of seniors. Each program offers lunch time meals Monday through Friday, delivered by volunteers. The daily fee varies.

**Golden Diners Program**

(630) 232-6676

### **Veteran Identification**

**Veteran Affairs**

**(630) 549-0706**

Veteran ID card that recognizes your faithful service to your country. No longer will you have to carry around your DD Form 214 for proof of military service. The Veteran ID Card illustrates your veteran status, displays your special military recognitions (certain awards), identifies your disability rating, your medical diagnose, and much more.

## **Services for the Blind**

### **Illinois Talking Book Outreach Center**

125 Tower Dr.

(800)-426-0709

Burr Ridge, IL 60527-5783

Monday through Friday, 8:30 am to 5 pm

Website: [www.illinoistalkingbooks.org](http://www.illinoistalkingbooks.org)

Email: [info@illinoistalkingbooks.org](mailto:info@illinoistalkingbooks.org)

### **National Federation of the Blind**

#### **Newsline**

(630) 221-9008

1800 Johnson St., Baltimore, MD 21230

### **Rehabilitation Instructor from the Illinois Dept. Human Resources**

888 S. Edgelawn, Ste. 1771, Aurora, IL 60506

(630) 892-7417

## **Telephone Reassurance**

This A.I.D. program provides free telephone calls to check on the well being of those unable to leave home.

**(Ask for Sunshine Calls Service)**

(630) 966-9393

## **Family/Individual/Marital**

We all encounter problems that can leave us angry, depressed or confused. Sometimes these problems involve our spouse, children or relatives. Other times, they may have to do with retirement, illness or even simple misunderstandings. If you feel the need to talk it over, give one of these counselors a call.

### **Family Counseling Service**

(630) 844-2662

### **Tri-City Family Services**

(630) 232-1070

### **Salvation Army**

(630) 377-2769

## **Psychiatric**

Did you know that intense and/or repetitive feelings of panic, anxiety, depression or hopelessness are often caused by chemical imbalances within the human body? If you have been experiencing feelings like these, why not call one of these professionals? With medication and some sound advice, symptoms can be significantly reduced, and in many cases eliminated.

### **Assn. for Individual Development (AID)**

(630) 966-4000

### **Behavioral Health Care Services**

(630) 859-1291

### **Gateway Foundation Aurora**

(630) 966-7400

### **Ecker Center**

(630) 377-5200

### **Presence Behavioral Health**

(630) 801-2657

### **Presence St. Joseph Hospital**

(847) 695-3200

# SENIOR LIVING OPTIONS

*Whether you are looking for a retirement community or continuing care services, there are many options available in Kane County. Explore the following resources to find one that is right for you.*

## **Continuing Care Communities**

Continuing care communities offer a continuum from private, independent apartments to assisted-living and skilled nursing. These communities are specially designed to accommodate the changing needs of seniors to allow residents to stay in the community as their needs change.

**The Holmstad Retirement Community** (630) 879-4000

**Heritage Woods Batavia** (630) 406-9440

## **Independent Living**

Independent living communities may also be referred to as retirement communities. These are residential settings for independent seniors with varying degrees of activity levels. These may be communities of single-family homes, condominiums, townhouses or apartments, and all provide recreational, educational and social activities geared to a specific activity level.

**Bickford Cottage** (630) 587-8800

**Brighton Gardens** (630) 587-6120

**Carriage Oaks of St. Charles** (630) 584-0029

**Carroll Tower (Subsidized)** (630) 584-6656

**Hunt Club Village** (630) 513-1414

**River Glen of St. Charles** (630) 626-4347

**Robin's Nest** (630) 400-0288

## **Nursing Homes**

*Nursing homes provide housing, personal care, protective supervision and medical care. The facilities are licensed by the State Department of Public Health respective of the level of care provided. Basic or intermediate care facilities can provide a skilled level of nursing care but are not Medicare certified. Skilled nursing facilities provide the services of a Registered Nurse for treatment and procedures in addition to support of basic care and activities of daily living. Both may be certified by the Department of Public Aid for subsidized care.*

<b>Batavia Rehab</b> <i>(Intermediate Nursing Care)</i>	(630) 879-5266
<b>Michaelsen Health Center Batavia</b> <i>(Skilled Nursing; Medicare Certified)</i>	(630) 879-4300
<b>Geneva Nursing and Rehab Center</b> <i>(Alzheimer and Intermediate Care)</i>	(630) 232-7544
<b>Presence Health Pineview Care Center</b> <i>(Skilled Nursing; Medicare Certified)</i>	(630) 377-2211
<b>Rosewood Care Center</b> <i>(Skilled Nursing; Medicare Certified)</i>	(630) 443-4400
<b>Wood Glen Pavillion, West Chicago</b> <i>(Skilled Nursing; Medicare Certified)</i>	(630) 876-8100
<b>Autumn Leaves .....</b> <i>(Memory Care)</i>	(630) 485-4510



# **KANE COUNTY SENIOR CENTERS**

## **Batavia Park District**

East Side Community 327 West Wilson Batavia, Illinois 60510 630-879-5235

## **Bessinger Senior Center**

2 Pine Street Carpentersville, Illinois 60110 847-551-4307

## **Fox Valley Park District**

Prisco Senior 150 West Illinois Avenue Aurora, Illinois 60506 630-859-8606

## **Geneva Township**

400 Wheeler Drive Geneva, Illinois 60134 630-232-3604

## **Senior Services Associates**

900 North Lake Street (Route 31) Aurora, Illinois 60506 630-897-4035

## **Senior Services Associates**

101 South Grove Elgin, Illinois 60120 800-942-1724

## **Senior Services Associates, Inc.**

729 South McLean Blvd. Elgin, Illinois 60123 847-741-5110

## **Northeastern Illinois Area Agency on Aging**

1-800-528-2000, 815-939-0727 or 630-293-5990

[www.ageguide.org](http://www.ageguide.org)

Reference: <http://www.illinois.gov/aging/Resources/Documents/SeniorCenters.pdf>

# SELF-HELP SUPPORT GROUPS

*Self-help support groups are organized and run by people who share their strength, hope and courage with one another to overcome a common problem. In 1935, two men with drinking problems initiated the first group of this kind. Their little group grew into a world-wide fellowship, now called Alcoholics Anonymous (AA). Over the years, groups have emerged to give people support in facing many life problems. Below is a list of the better-known groups. If you would like to know more or are in need of a meeting schedule, give a call. You need not identify yourself and your call will be handled anonymously.*

<b>AlAnon</b>	(888) 425-2666
<b>Alzheimers Association</b>	(800) 272-3900
<b>Breast Cancer Support Group</b>	(630) 208-4267
<b>Caregiver Support Group, Elderday Center</b>	(630) 761-9750
<b>Depression Hotline</b>	(630) 482-9696
<b>Emotions Anonymous</b>	(708) 383-0200
<b>Families Anonymous</b>	
<i>(Help with solving family relational problems)</i>	(800) 736-9805
<b>Fibromyalgia Support</b>	(630) 641-6942
<b>Fox Valley Volunteer Hospice</b>	(630) 232-2233
<b>Mended Hearts, Inc.</b>	(630) 208-3000
<b>OverEaters Anonymous</b>	(708) 346-0000

# TELEPHONE NUMBERS

<u>ORGANIZATION NAME</u>	<u>TELEPHONE</u>
Advocate Sherman Hospital Home Partners	(224) 783-6200
Al Anon	(888) 425-2666
Alzheimer's Association	(800) 272-3900
American Civil Liberties Union of Illinois	(312) 201-9740
American Red Cross	(630) 443-8844
Amtrak Railways	(800) 872-7245
Arden Courts Alzheimer Care (Assisted Living)	(630) 262-3900
Asbestos.com	(800) 615-2270
Association for Individual Development	(630) 966-4000
Batavia Park District	(630) 879-5235
Batavia Rehab	(630) 879-5266
Better Business Bureau (Consumer complaints)	(815) 963-2222
Breast Cancer Support Group at Living Well	(630) 262-1111
Brighton Gardens	(630) 587-6120
Carriage Oaks Retirement Community	(630) 584-0029
Carroll Tower (Subsidized housing seniors 62 and over)	(630) 584-6656
Circuit Breaker Tax/Pharmaceutical Relief	(800) 624-2459
Comfort Keepers (In-home care services)	(630) 834-8366
Community Contacts	(847) 697-8800
Conley Outreach (Counseling, bereavement, suicide)	(630) 365-2880
Community Crisis Center	(847) 697-2380

Deaf Telephone Services	(800) 855-1155
Dept. of Health and Human Services	(800) 729-6686
Domestic Violence Hotline	(800) 799-7233
Driver's Safety Course at STC Park District	(630) 513-6200
Ecker Center (Counseling)	(847) 695-0484
Elder Abuse Hotline	(866) 800-1409
Elderday Center	(630) 761-9750
Elderday Locater	(800) 677-1116
Elgin Mental Health Center	(847) 742-1040
Emotions Anonymous	(708) 383-0200
Equal Employment Opportunity Commission	(312) 353-2713
Families Anonymous	(800) 736-9805
Family Counseling Services	(630) 844-3327
Fibromyalgia Support	(630) 641-6942
First Baptist Counseling Services	(847) 695-8710
Fox River Valley Dental Society	(630) 232-4229
Fox Valley Volunteer Hospice	(630) 232-2233
Gateway Foundation (Counseling)	(630) 966-7400
Geneva Park District	(630) 232-4542
Governor's Office of Citizens Assistance	(217) 782-0244
Greyhound Bus Lines	(800) 231-2222
Guardianship & Advocacy Commission	(866) 274-8023
Holmstad Retirement Community	(877) 324-3738
Home Assistance Volunteer Effort (H.A.V.E.)	(630) 375-7227
Home Instead Senior Care	(800) 640-3914

## Hospitals:

Northwestern Medicine/Delnor Hospital	(630) 208-3000
Presence Mercy Medical Center	(630) 859-2222
Presence St. Joseph's Hospital	(847) 695-3200
Rush-Copley Medical Center	(630) 978-6200
Sherman Hospital	(847) 742-9800
Hotline - State of Illinois Circuit Breaker program	(800) 252-8966
Hunt Club Village (Independent Living)	(630) 513-1414
IL Commerce Commission (Consumer Service Div.)	(800) 524-0795
Illinois Department on Aging	(800) 252-8966
Illinois Department of Professional Regulation	(312) 814-6910
Illinois Public Health Nursing Home Hotline	(800) 252-4343
Illinois Division of Insurance, Press "2" on the menu	(217) 782-4515
Income Tax Preparation Assistance	(630) 232-4542
Kane County Bar Association (Lawyer Referral Service)	(630) 232-9415
Kane County Health Department	(630) 897-1124
Lazarus House (Provides emergency shelter)	(630) 587-2144
Long Term Care Ombudsman	(630) 897-4035
Low Income Home Energy Asst. (LIHEAP) Elgin	(847) 697-4400
Meadows, The (Independent Living, 55 and older)	(630) 365-3300
Meals on Wheels (Senior Services Associates)	(630) 879-4035
Medicare Information	(800) 633-4227
Mended Hearts, Inc. (Cadence Health/Delnor Hospital)	(630) 208-3000
Metra (General route and schedule information – RTA)	(847) 836-7000
Michaelson Health Care Center (Skilled Nursing)	(630) 879-4300

Neighbor-to-Neighbor (Volunteer barter program)	(847) 741-0404
Norris Recreation Center	(630) 377-1405
Northeastern IL Area Agency on Aging	(800) 528 -2000
Northwestern Medicine Home Health Services	(630) 208-3000
Northwestern Medicine Health and Fitness Center	(630) 938-9000
Overeaters Anonymous	(708) 346-0000
PACE Passenger and Special Services	(847) 364-7223
Peace Corp.	(800) 424-8580
Physician Finder	(630) 208-3993
Prairie State Legal Services (Free legal services )	(630) 232-9415
Presence Mercy Medical Center	(630) 859-2222
Presence Pineview Care Center (Skilled Nursing)	(630) 377-2211
Presence Home Care	(847) 931-5553
Presence Hospice	(847) 622-3467
Renz Addiction Counseling Center	(630) 513-6886
Retired Senior Volunteer Program (RSVP)	(815) 344-3555
Ride in Kane (For information) (888) 480-8549	
(Call Center for Reservations)	(866) 727-6842
River Glen of St. Charles	(630) 443-8220
Riverrain Point Apartments (Subsidized)	(630) 879-0350
Rosewood Care Center (Skilled Nursing)	(630) 443-4400
RTA Travel Information	(630) 836-7000
Salvation Army	
General Assistance	(630) 377-2769
Golden Diners Program	(630) 232-6676
Secretary of State Drivers License Facility	(800) 252-8980

Secretary of State Securities Dept. (Securities fraud)	(312) 793-3384
Secretary of State Vehicle Services	(800) 252-8980
Senior Advisor (Find senior living near you)	(866) 333-2721
Senior Corp.	(800) 424-8867
Senior Corp. of Retired Executives (SCORE)	(630) 584-8384
Senior Services Associates	(630) 897-4035
Sherman Hospital Home Partners	(224) 783-6200
Social Security Administration	(800) 772-1213
Suicide Prevention Services	(630) 482-9696
Telephone Reassurance; Sunshine Calls	(630) 966-9393
Tri City Health Partnership (free medical clinic)	(630) 377-9277
Tri City Family Services (counseling)	(630) 232-1070
United Way of Central Kane County	(630) 377-1930
Visiting Angels	(847) 429-0100
Visiting Nurse Association of Fox Valley	(630) 978-2532
Wood Glen Nursing and Rehabilitation Center	(630) 876-8100

# TRAVEL AND TRANSPORTATION

*There are many options available to meet your transportation needs and many organizations and people willing to assist you. This section will help you find the right resource to get you where you want to go.*

## **License Plates and Parking Cards for the Disabled**

An application for permanent or temporary plates or parking placards requires the submission of the Persons with Disabilities Certification Form, completed and signed by a licensed physician, which attests to the person's disability.

### **The Certification Form can be obtained from:**

Secretary of State Vehicle Services  
Michael J. Howlett Bldg., Room 312  
501 S. 2nd Street  
Springfield, IL 62756  
(800) 252-8980 or (217) 785-3000

If the applicant relies on transportation by members of the immediate family, the Secretary of State will issue up to two sets of plates to the family members who provide transportation for the applicant.

**Handicapped parking placards** provide the same parking privileges as disabled license plates. Green placards are issued to people with permanent disabilities. Orange placards are issued to people with temporary disabilities. Permanent placards are available only through the state. **Temporary placards are available through the state or call your municipality.**

## **Disabled State of Illinois Identification Card**

In addition to the above, persons who are recognized as being disabled are eligible for many benefits of other state agencies. The card is issued free of charge and applications are available at any driver's license facility throughout the state.

To qualify, you must be an Illinois resident and provide a physician's evaluation of your disability. If you have a qualifying disability, go to the Secretary of State's office (driver's license facility) or have someone go for you, and pick up an application. You will have to submit at least three forms of identification (including one establishing your date of birth and one with your signature) and a physician's statement showing type and class of your disability.



If you aren't near a driver's license facility, call 800-252-8980 and request the form.

This card is easy to get for qualified persons, and can be used as proof of disability for any state law requiring that proof. The state departments that recognize this ID are:

Illinois Dept. of Conservation

Illinois Dept. of Labor

Illinois Dept. of Revenue

Illinois Dept. of Public Aid

Illinois State Board of Elections

Illinois Dept. of Vehicle Services, Non-standard Plate Section (in case you want personalized license plates)

Contact the local Secretary of State Offices:

339 E. Indian Trail, Aurora, IL 60505 - (312) 793-1010

595 S. State Street, Elgin, IL 60123 - (847) 697-2100

### **Other Transportation Options**

Many park districts, municipalities and townships offer senior citizen transportation programs for their residents. Besides organizations such as these that provide transportation for seniors, many commercial airlines offer discounts on senior fares.

Amtrak offers a discount for older persons. Before you take a trip, check out the local discounts offered by bus lines, trains and airlines.

Airlines: For information on flights, tickets, senior discounts or special services such as accommodations made for a disabled individual, each airline company is different. Call each company individually. Look under Airline Companies in the yellow pages of the telephone book.

#### **Bus Lines**

Greyhound Bus Lines

[www.greyhound.com](http://www.greyhound.com) (800) 231-2222

#### **Trains**

Amtrak Railways (800) 872-7245

[www.amtrak.com](http://www.amtrak.com)

Metra/Metropolitan (RTA)

(312) 836-7000 (eve/weekends)

(312) 322-6777 (weekdays 8 to 5)

[www.metro-rail.com](http://www.metro-rail.com)

## **Regional Transportation Authority (RTA) [www.rtachicago.com](http://www.rtachicago.com)**

### **RTA Senior Ride Free Permit**

The RTA Senior Ride Free Permit allows qualifying customers age 65 and older to ride at no cost on CTA, Metra and Pace fixed route bus and rail service. **Applicants must be enrolled in the Benefit Access Program administered by the Illinois Department on Aging (DOA).** For more information about the DOA Benefit Access Program visit [www.illinois.gov/aging](http://www.illinois.gov/aging) or call 800-252-8966

### **RTA Senior Reduced Fare Permit**

The RTA Persons with Disabilities Reduced Fare Program allows individuals age 65 or older, **who are not eligible for the DOA Benefit Access Program**, to ride on CTA, Metra and Pace fixed route bus and rail service at a reduced rate.

***Please see attached Senior Permit Application.***

PACE bus route schedules are available in village halls, libraries, from your PACE bus driver, at [www.pacebus.com](http://www.pacebus.com), and from PACE. To receive schedules by mail, call PACE Passenger and Special Services at (847) 364-PACE (7223), or RTA Travel Information at (847) 836-7000.

For regular schedule information for PACE bus routes, call:

Aurora           (847) 364-7223

Elgin             (847) 931-6750

Metra schedules available at Metra train stations and at [www.metrarail.com](http://www.metrarail.com).

CTA schedules available at [www.transitchicago.com](http://www.transitchicago.com).

### **Taxi Services**

Consult the yellow pages of your telephone book and ask about senior citizen discounts.

## Ride in Kane (formerly Dial-a-Ride)

Ride in Kane was introduced to Kane County in early 2008 and unites all of the county's individual dial-a-ride programs under one umbrella. It provides curb-to-curb service, 24 hours a day, for seniors

### General Information & Register

(7 days/week, 6 a.m. to 7 p.m.)

**888-480-8549**

### To Schedule Rides

**866-727-6842**

and disabled residents, from their homes to just about anywhere in the county. Effective Jan. 2014, fares start at \$4 for the first 10 miles and a mileage charge is tacked on thereafter. Eligible riders must pre-register with Ride in Kane. Residents who are registered for the previous Dial-A-Ride program will be automatically registered for Ride in Kane and can begin scheduling rides immediately without additional registration required.

### Criteria for Eligibility to Register:

- 65 years old or older
- Documented permanent disability
- RTA Reduced Fare Card

## Call-n-Ride

Your key to an affordable ride is right outside your front door.

For only \$1.75 + per one-way trip, Pace Call-n-Rides offer reservation-based, curb-to-curb, shared-ride service for anyone within the designated service area. All you have to do is call and reserve your trip at least one hour in advance.



St. Charles - Geneva Call-n-Ride 1-630-379-2452

Hours of Operation: Weekdays 5:30am - 7:00pm

Hours of Operation: Saturdays 8:00am - 6:30pm

# **VOLUNTEER OPPORTUNITIES**

*Helping others provides a sense of self worth and purpose that leads to fulfillment and great satisfaction -- it is health for the heart and soul! Help yourself by helping others; consider the following local opportunities...*

## **St. Charles Convention and Visitors Bureau**

Volunteer positions are available for all ages and interests. Contact the St. Charles Convention and Visitors Bureau at (630) 377-6161.

## **St. Charles Heritage Center**

If St. Charles' unique heritage is what interests you, consider becoming a volunteer at one of the local museums. Call the St. Charles Heritage Center at (630) 584-6967 to learn more about these exciting volunteer opportunities!

## **St. Charles Park District**

Work Days offer people of all ages great educational opportunities, physical activity, quality time outdoors. Please call (630) 584-1885.

## **St. Charles Public Library**

The St. Charles Public Library is dedicated to providing learning opportunities for district residents. Stop by the Adult Circulation Desk to fill out an application or call Volunteer Coordinator Jean Langlais at (630) 584-0076, Ext. 219

## **Downtown St. Charles Partnership**

The Downtown St. Charles Partnership is a volunteer-driven organization, which means that community involvement is critical to ongoing revitalization efforts downtown. There are many opportunities for becoming involved in the DSCP. We are happy to provide you with more information and help you find the volunteer opportunity that is right for you. Call (630) 443-3967.

## **United Way of Central Kane County**

The United Way of Central Kane County is a non-for-profit philanthropic corporation financed by proceeds from its local campaign. For more information, please call (630) 377-1930.

## **American Red Cross**

Volunteers are needed to serve in a variety of areas. For more information, please contact the Mid-County, Fox River Chapter at (630) 443-8844.

## **Northwestern Medicine/Delnor-Community Hospital**

Opportunities for seniors to help as messengers, greeters, help with special projects and programs. Please call the volunteer office at (630) 208-4265.

**Lazarus House**

Located in downtown St. Charles, this shelter welcomes volunteers to help in many ways like serving food or spending time reading to children. Call Liz Eakins at (630) 587-2144.

**Meals for Seniors Program**

Sponsored by the Salvation Army, the program needs volunteers to deliver noon meals to seniors in the Geneva and St. Charles areas. Call (630) 232-6676.

**Community Contacts**

Volunteers are needed as clerical aides and intake workers. Call (847) 697-8800

**Community Crisis Center**

Volunteers needed to assist with childcare, mailings, fundraising and special events. Call (847) 697-2380.

**Elderday Center**

Volunteers are needed to assist with daily activity programs. Call (630) 761-9750

**Neighbor to Neighbor**

This is a volunteer barter program. For every hour of volunteer service you perform, you earn a credit for help. You may either keep your credits or donate them to a friend or neighbor. Call (847) 741-0404.

**Northern Illinois Food Bank**

Volunteers needed year-round for a variety of projects: food sorting and packing, office assistance, and participating in special events. Call (630) 443-6910.

**Retired Senior Volunteer Program (RSVP)**

Offers volunteers opportunities to serve for just a few hours or up to twenty hours a week. Call (815) 344-3555.

**Senior Services Associates**

Volunteers needed to help at nursing homes by calling Bingo, reading or writing, friendly visits or calls to shut-ins, or driving patients to treatments. Or, serve as an oral historian in a local school, become a pen pal, tutor or foster grandparent. Call (847) 741-0404.

**V & A Health Care**

Volunteers are needed to help with hospice and flu shot paperwork, home health care, hospice direct care, and at local clinics. Call (630) 978-2532.



## **NOTES:**

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**AGENDA ITEM EXECUTIVE SUMMARY**

Agenda Item number: 6a

Title:

Recommendation to approve an agreement with Power System Engineering, Inc. for Utility Billing / Customer Information System requirements consulting services for a not-to-exceed cost of \$58,150.

Presenters:

Larry Gunderson, Director of Information Systems  
Penny Lancor, Senior Systems Analyst

Meeting: Government Operations Committee

Date: November 20, 2017

Proposed Cost: \$58,150

Budgeted Amount: \$75,000

Not Budgeted: ☐**Executive Summary** *(if not budgeted please explain):*

The City's existing Utility Billing and Customer Information System (UB/CIS) software is approximately 30 years old and has been identified for replacement. Prior to replacement, a set of system requirements must be developed. These requirements will be incorporated into a comprehensive enterprise applications Request for Proposal (RFP) that will be used to evaluate and select replacement software.

Although City staff has begun identifying and gathering known UB/CIS requirements, staff understands their limited knowledge of available features and functions of current UB/CIS software. Additionally, the City recognizes that modern UB/CIS software must be able to integrate with future advanced metering infrastructure (AMI) and smart grid systems. Hiring an experienced consultant with expertise in gathering and identifying UB/CIS and advanced metering infrastructure requirements assures that the City is positioned to meet the current and future needs of its utility customers.

Power System Engineering, Inc. (PSE) was selected through an RFP process. Through their RFP response, an online web conference, onsite visits, and reference interviews, PSE demonstrated experience and expertise in critical areas necessary for this project. Power Systems Engineering Inc. was the sole vendor to offer required experience and expertise in both UB/CIS and smart grid technologies. In addition, PSE will provide value-added services by developing a business case for AMI and a technology plan for the City's utilities.

**Attachments** *(please list):*

Utility Billing/Customer Information System Requirements Consulting Services Vendor Selection

**Recommendation/Suggested Action** *(briefly explain):*

Recommendation to approve an agreement with Power System Engineering, Inc. for Utility Billing / Customer Information System requirements consulting services for a not-to-exceed cost of \$58,150.



## Memo

Date: November 20, 2017

To: Alderman Todd Bancroft

Chairman of the Government Operations Committee

From: Larry Gunderson, Director of Information Systems

Re: Utility Billing/Customer Information System Requirements Consulting Services

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### **Purpose**

This memorandum outlines the goals, objectives and process for entering into an agreement with Power System Engineering, Inc. (PSE) to provide services to gather and document system requirements for a replacement to the City's Utility Billing and Customer Information System software (UB/CIS).

### **Background**

The software used by the City to bill and collect payment for customer utility usage (electric, water, wastewater and refuse collection) was developed and implemented in the 1980s. The system no longer meets the needs of the City as its requirements have evolved over the last 30 years. In addition, the software vendor ceased business operations, and the City has assumed support and enhancement responsibilities. As a result, the UB/CIS system is at end-of-life and in need of replacement.

The software is the sole remaining application running on an IBM iSeries server—all other City applications utilize Microsoft-based servers. This necessitates additional server maintenance and backups and a separate, unique employee skill set.

Replacement of this software will further the City's Strategic Plan goal (#15) to simplify and consolidate its technology infrastructure and enterprise applications. In addition to replacement of the UB/CIS system, an Enterprise Application Strategy initiative was developed to advance Strategic Plan goal #15. The culmination of the Enterprise Application Strategy initiative will be a comprehensive Enterprise Application Request



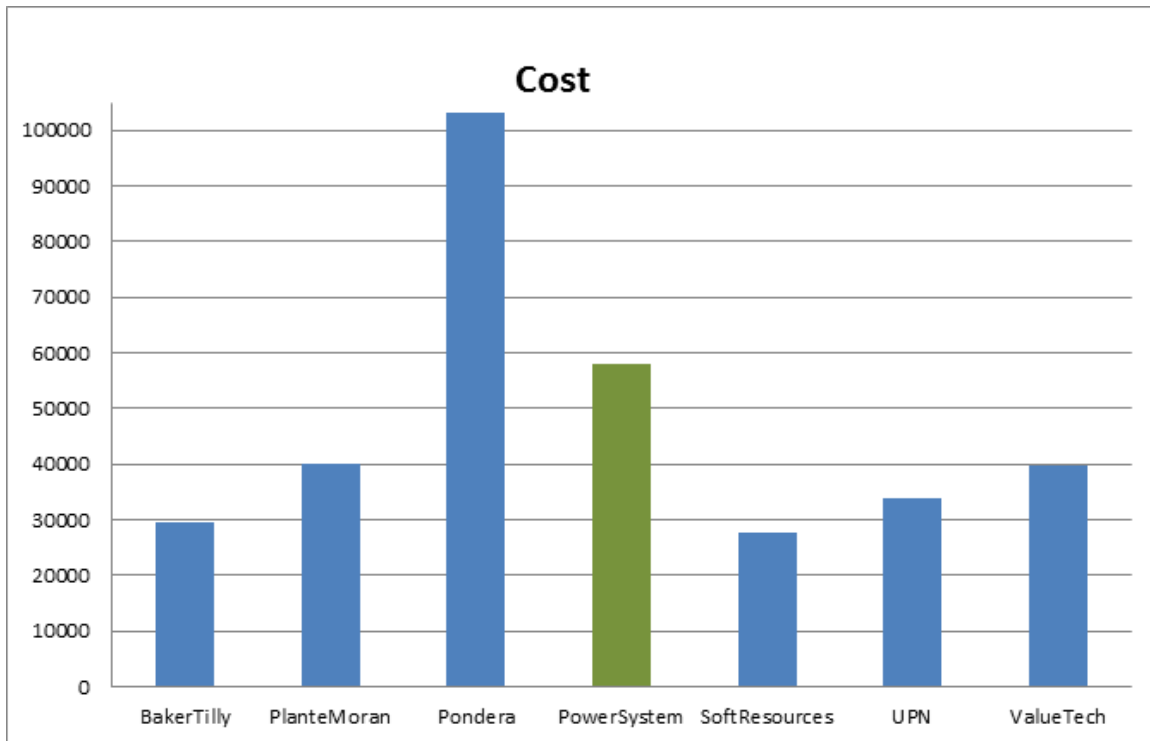
for Proposal (RFP). This future RFP will encompass proposal requests for several Enterprise Applications (e.g. Financials, Human Resources, Payroll, Budgeting, Community Development, and UB/CIS). However, prior to developing this RFP, the City must gather and document system requirements needed in all of its systems, including the UB/CIS application.

Although City staff has begun identifying and gathering known UB/CIS requirements, staff understands their limited knowledge of available features and functions of current UB/CIS software. Additionally, the City recognizes that modern UB/CIS software must be able to integrate with future advanced metering infrastructure (AMI) and smart grid systems. Hiring an experienced consultant with expertise in gathering and identifying UB/CIS and AMI requirements will assure that the City is positioned to meet the current and future needs of its utility customers.

### **Vendor Selection Process**

The City budgeted \$50,000 in FY 17-18 to contract with a consultant for the project, and an RFP was developed and released. Prior to reviewing any proposal responses, weighted scoring criteria were developed to ensure evaluation consistency among responses. The top two criteria were 1) experience and expertise with UB/CIS systems and 2) expertise and experience with AMI and smart grid technologies.

Seven responses were received. The following table summarizes the costs for each proposal:



Each proposal was scored by a six member evaluation team using the weighted scoring criteria. The evaluation team consisted of representatives from the Finance, Public Works, and Information Systems departments.

Based on the weighted scoring, a short-list of the top three responders was developed. Each short-listed proposer participated in an online web conference with the evaluation team. The web conferences offered team members an opportunity to ask more probing questions and to gain additional insights into the experience and expertise of each vendor. Upon conclusion of the web conferences, two of the short-list vendors were omitted from consideration based on insufficient expertise or experience in critical project skills. Power Systems Engineering Inc. was the sole vendor to offer required experience and expertise in both UB/CIS and smart grid technologies.

### **Additional Value Offered by Power System Engineering**

Basic services for this project include guided interviews with stakeholders, the compilation of identified software requirements into a document ready to be included in a future comprehensive Enterprise Application RFP, and a roadmap to guide the technology and application direction for the City's utilities. Power Systems Engineering offers value beyond the basic requested project services. PSE will facilitate and lead discussions with an Executive Steering Committee to assure that the resulting requirements align with overall business strategy. PSE will also deliver a Gap Analysis for major systems, an assessment of the best approach for application deployment, and a systems integration plan.

An Advanced Metering Infrastructure (AMI) business case is another value-added service to be prepared by Power System Engineering. The investment required to build an AMI can be extensive, and an AMI business case will provide an analysis of the costs and benefits involved in modernizing the City's meter infrastructure. The AMI business case will include financial and non-financial factors. Non-financial value is assessed in areas such as customer satisfaction, employee safety, and City brand and image.

PSE incorporated analysis and recommendations for additional technology, such as Meter Data Management (MDM), Mobile Workforce Management, and Outage Management Systems (OMS), into their scope of work. Since the Public Works Department Electric Utility Division budgeted \$25,000 for technology planning services in FY 17-18, the City was able to reduce overall costs by obviating the need to contract with an additional consultant to provide those services. The following table outlines the proposed costs for PSE's scope of services:


Project Task	Deliverable	Cost
Project Discovery	Facilitate onsite strategic needs gathering work session with the City project team. Cover wide range of topic areas, and gather a better understanding of the City's present state situation. Discuss subsequent assessments and deliverables. Narrow down technology and system focus areas for further analysis.	\$ 17,600
Create CIS and Customer Billing Requirements	PSE will create a meeting agenda and discussion materials and expect to achieve the following at the completion of this session: 1) Define the project team roles and responsibilities, 2) document a listing of the top 10 to 12 vendor selection attributes and their respective weightings, 3) document a present state baseline of CIS, FIS and MDM capabilities. This session will likely require 1.5 days of onsite time and will be attended by two PSE consultants.	\$ 14,600
AMI Business Case	Perform detailed AMI cost/benefit business case. Determine financial and non-financial benefits and/or detriments of AMI for present results via PPT presentation. Review results via webinar.	\$ 4,200
PSE Assessment Phase	Create gap analysis for major systems, assess the integration alternatives, and create technology roadmap. Onsite meeting to review.	\$ 14,100
Project Management	Completed Requirements document	\$ 6,150
<b>Total Deliverable Based Costs for Project</b>		<b>\$ 56,650</b>
Travel Expense (passed through at cost)		\$1,500
<b>Adjusted Total Cost</b>		<b>\$58,150</b>

## **Conclusion**

Power System Engineering was the only vendor who demonstrated the experience and expertise to perform the services required for this project. Although PSE's proposal has the second highest cost of all responses, their value added services will allow the City to efficiently achieve two goals—UB/CIS requirements identification and utility technology systems planning—with a single consulting engagement. PSE was the only proposer to offer this advantage.

Securing outside resources to lead the UB/CIS system requirements gathering project will increase the likelihood that the resulting software requirements will be complete and that they will position the City to handle current and future demands on City utility technology and applications.

Staff recommends approval of an agreement with Power System Engineering, Inc. for Utility Billing / Customer Information System requirements consulting services for a not-to-exceed cost of \$58,150.

	<b>AGENDA ITEM EXECUTIVE SUMMARY</b>		Agenda Item number: 5b
	Title:	Presentation of a Summary Report on Non-union Compensation from Sikich	
	Presenter:	Jennifer McMahon, Director of Human Resources	
Meeting: Government Operations Committee		Date: November 20, 2017	
Proposed Cost: \$ 0		Budgeted Amount: N/A	Not Budgeted: <input type="checkbox"/>
<b>Executive Summary</b> <i>(if not budgeted please explain):</i>  <p>Included in the FY 2017 and FY 2018 budgets is a total of \$30,000 to conduct a compensation analysis and study. The goals of this study include 1) evaluating the City's current compensation philosophy, 2) evaluating the City's comparable community criteria, 3) evaluating new comparable communities derived from new criteria, and 4) providing City Council with a final report of findings and recommendations.</p> <p>Due to a change in staff, Sikich contracted out the last phase of this study to Cowden, a consulting firm with expertise in compensation, health and benefits, and retirement. This final phase included:</p> <ul style="list-style-type: none"> <li>• Gauging whether the City's current system is competitive within the marketplace with recommendations to improve the City's compensation philosophy.</li> <li>• Identifying areas that are meeting the goals and objectives of the compensation system as well as those areas that need further review.</li> <li>• Providing guidance on those areas that would benefit from additional attention; including policy revisions that would assist in addressing those updates to the compensation system.</li> </ul> <p>Included in the backup material is the summary report presentation from Sikich, which is being presented at the meeting, and a list of questions that were posed by City Council members over the course of the study.</p>			
<b>Attachments</b> <i>(please list):</i> Sikich: Presentation of Power Point Summary Report HR Director FAQ: Council Questions RE: Compensation			
<b>Recommendation/Suggested Action</b> <i>(briefly explain):</i> Recommendation to receive and file Sikich report to utilize as guidance and formally evaluate the City's compensation plan every three years.			



# UPDATE REPORT COMPARABLE DEVELOPMENT RECOMMENDATIONS

City of St. Charles

October 20, 2017



# OVERALL OBJECTIVES

- **Assessment will**
  - gauge whether the City's current system is competitive within the City's marketplace with recommendations to improve the City's compensation philosophy.
  - allow the City to identify areas in the compensation system that are meeting the goals and objectives of the compensation system as well as those areas that need further review.
  - provide guidance on those areas that would benefit from additional attention, including policy revisions that would assist in addressing those updates to the compensation system.



# EXECUTIVE SUMMARY

- Results of Market Place analysis – St. Charles enjoys a unique competitive position (Value Proposition) compared to similarly situated entities, primarily related to the compensation practice of targeting the 75<sup>th</sup> percentile of pay. This practice permits St. Charles to be in an ideal position to attract and retain the highest performers
- In order to continue this position, we suggest the following:
  - Modifications to Pay philosophy should be considered to clearly articulate priorities
  - Altering merit pay practices should be considered in order to provide greater pay differential adjustments for top performers
  - Collect detailed market data on compensation vs. salary range information

# CURRENT COMPENSATION PHILOSOPHY

- **Compensation Philosophy** - “The compensation philosophy for the City of St. Charles is based on a commitment to hire and retain qualified, motivated employees at all levels within the organization. The City Council has determined that the City will lead the market by establishing ranges at the 75<sup>th</sup> percentile.”
- **Market Adjustments** - “Market adjustments involve salary range adjustments, based upon the 75<sup>th</sup> percentile of comparable communities, and are not based upon performance. They are designed to align pay so as to maintain internal and external equity”
- **Overview:**
  - Total Compensation Opportunities (base pay, health & welfare benefits, retirement) are extremely attractive
  - St. Charles follows the practice of establishing the maximum salary for each grade at the 75<sup>th</sup> percentile

# ASSESSMENT - COMMENTS ON COMPARISON INFORMATION

- How do employees of comparable communities progress through pay system?
  - More than half the communities indicate hybrid of step and merit
  
- How do employees progress through the St. Charles Pay System?
  - *Step increases* - increases of 3.96% are provided to employees in the first half of their salary range as long as there are no “Needs Improvement” scores on their assessment. The 3.96% increase allows an employee starting at the salary range minimum to reach midpoint in five years. Employees in the step plan are not eligible for merit based increases as described below
  - *Merit based increases* - allow the City to reward employees for both their city-wide impact contribution and their individual contribution, resulting in permitting the City to recognize the employees’ contribution toward the overall success of the organization and for their individual job performance

# RECOMMENDATION TO IMPROVE VALUE PROPOSITION

- Recommendation: In order to highlight the value proposition and reinforce the philosophy, we suggest the following:
  - Communicate the practice of adjusting salary range maximums at the 75<sup>th</sup> percentile
  - Communicate the practice of using performance to set compensation adjustments (if any) once an employee moves beyond the midpoint of the range
  - Prioritize pay-for-performance vs. 75<sup>th</sup> percentile of the market
    - Not possible to mutually exist from a philosophy and practice perspective
    - Philosophy can be a value proposition as follows:
      - Each employee of the City is provided the opportunity to earn compensation at the 75<sup>th</sup> percentile of the market through tenure and performance (city wide and individual)

# RECOMMENDATION REGARDING MERIT PAY

- City-wide impact merit should be more heavily weighted to certain employees who have a potential to make a larger impact
- The current merit system does not create sufficient spread in salary adjustments to reward top performers vs. those performing at “acceptable levels”
  - Top performers (Meritorious service) should receive a larger share of the pool by setting the adjustment at (for example) 120 - 140% of the target level ( $140\% \times 2.5\% = 3.5\%$ )
  - Recognized Service (the next tier) can be set at 80% or 90% ( $80\% \times 2.5\% = 2.0\%$ )
  - Acceptable Service (the next tier) can be set at 50% or 60% ( $50\% \times 2.5\% = 1.25\%$ )
  - The target level of the amounts available would still be in place to be certain that the gross dollar amount to be spent is maintained

# COLLECTION OF MARKET DATA

- In order to continue to maintain the value proposition (75<sup>th</sup> percentile) detailed and specific comparable data must be maintained
  - Targeting pay at the 75<sup>th</sup> percentile for all employees presents challenges in being certain to have accurate and reliable information, especially for higher level employees
  - We have suggested a program for meeting this objective

# ASSESSMENT - SALARY GRADE COMPRESSION

- Public entities that have long-tenured employees (such as St. Charles) often struggle with salary compression that occurs when there is small differences in pay between employees regardless of their skills or experience.
  - Pay compression is the result of the market-rate for a given job outpacing the increases historically given by the organization to high tenure employees.
- Current system is very compressed when comparing maximums between grades, indicating there is little room for movement
  - The average spread between the maximum pay grades for current grades B-M, is 9.05% (Grade A is for the City Administrator and current pay grades N and O relate to hourly employees only)
  - Internal pay equity and related challenges can occur as a direct result of pay compression
- We have provided an alternative grade structure for consideration (see Appendix A)

# Discussions and Questions





LinkedIn: [www.linkedin.com/company/sikich](http://www.linkedin.com/company/sikich)  
Facebook: [www.facebook.com/sikichllp](http://www.facebook.com/sikichllp)  
Twitter: [www.twitter.com/sikichllp](http://www.twitter.com/sikichllp)  
Blog: [www.sikich.com/blog](http://www.sikich.com/blog)

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## COUNCIL QUESTIONS RE: COMPENSATION

**1. What makes up the City's compensation plan?**

*The City's compensation philosophy is to lead the market at the 75<sup>th</sup> percentile to attract and retain top performers. It moves its non-union employees through a pay plan with a hybrid system of both annual market adjustments (i.e. a cost of living adjustment or COLA) and step or merit increases tied to performance.*

**2. What does the 75<sup>th</sup> percentile mean?**

*This is the City's compensation philosophy; to "pay at the 75<sup>th</sup> percentile." The City chooses to lead the market by setting the top of the range for positions at the 75<sup>th</sup> percentile of its comparable communities. Most employees are not at the top and, therefore, are not paid at the 75<sup>th</sup> percentile.*

**3. Where do the City's comparable communities set their philosophy?**

*Most of the City's comparable communities have a philosophy of the 50<sup>th</sup> percentile of their comparable communities.*

**4. What dollar amount does the 75<sup>th</sup> percentile equate to with the City's new comparable communities?**

*HR staff identified six benchmark positions (three exempt and three non-exempt) to compare against the new comparable communities. Other than Battalion Chief, the difference between the City's current top wage rate (at the 75<sup>th</sup> percentile) and the 75<sup>th</sup> percentile top wage rate for the new comparable communities is +/-5.5%, with the average difference being .69%. This is just preliminary work to give a sense of the impact of new comparables. HR staff would require several months to conduct a comprehensive market study to verify the impact.*

**5. How are the City's comparable communities determined?**

*During Phase II of Sikich's study, a new set of comparable communities were established using an empirical method with several criteria and including contiguous communities. Either by scoring or being contiguous, communities were identified as the City's competitors for talent.*

**6. How are pay grades established and positions assigned to those grades?**

*Per the Hay Group's 2007 compensation study, the individual pay ranges established for each position were compressed into fewer pay grades. Like positions were consolidated into one pay grade, resulting in 15 pay grades for all non-union positions. Within the last two years, criteria were established to determine which pay grade a position should be assigned. This criteria includes things like educational requirements, years of experience, decision-making responsibility, the impact those decisions have, etc.*

**7. How does merit work for non-union positions?**

*For the last two years, a hybrid system has been in place. Employees below the mid-point of the range, are given an annual step increase of 3.96% as long as they have no "Needs Improvement" scores. The step system gets the employee to the mid-point in five years.*

*After they've reached the mid-point, the employee will be given an annual merit increase for their individual performance as well as their city-wide impact. The percent increase for city-wide impact is determined by the City Administrator, HR Director, and Finance Director based on available budgeted funds. The individual merit increase is determined by the Department Director. Department Directors are provided a pool of dollars and are to follow guidelines to acknowledge Meritorious service, Recognized service, and Acceptable service. Directors are not obligated to award any merit. The total pool of dollars for merit is established by the City Administrator and Finance Director given existing budget constraints.*

**8. Do the City's comparable communities use a merit-only system?**

*The majority of the City's comparable communities utilizes a hybrid system of both merit and market adjustments.*

**9. How is the market adjustment determined?**

*The market adjustment is designed to have both the position pay range and employee pay keep pace with the market; i.e. maintain the 75<sup>th</sup> percentile. It is determined by looking at the annual adjustment at comparable communities (external) and reviewing the annual adjustments included in the collective bargaining agreements (internal).*

**10. How can the City reward for excellence on specific projects (i.e. new Police Station)?**

*Research by HR staff could identify only one community that utilizes a bonus for high performance. This is not a common practice in the municipal sector.*

**11. Does the City's compensation philosophy and pay plan attract and retain top performers?**

*In their final report, Sikich states that the City's compensation philosophy is a beneficial value proposition in hiring and retaining employees. The City's turnover rate bears this out, which is far below the national average and is related to retirements and relocation. Sikich recommends retaining the step process and the annual market adjustments.*

**12. How is elected official pay determined by the City's comparables?**

*Very few comparables apply their compensation philosophy to elected official pay. Most have established pay historically.*

**13. How often should the City revisit the compensation philosophy and pay plan?**

*A compensation philosophy should be reviewed periodically and modified based on how well it's working and factors affecting the City. For example, during the Recession, public employers had to choose between freezing/cutting wages or layoffs. That was a time when the compensation philosophy may have needed revision to meet the City's ability to pay and because the applicant pool was flush with qualified candidates. In Phase II of the study, Sikich recommended reviewing the compensation philosophy and comparable community criteria every three years. Council approved that recommendation on July 3, 2017. In the final report, Sikich further recommends doing a comprehensive market analysis of rotating benchmark positions every two years. Such analysis includes collecting pay data and job descriptions from comparable communities.*