
OPERATIONS COMMITTEE MEETING AGENDA



MEETING DATE: Monday, April 1, 2019

MEETING TIME: 6:00 p.m.

MEETING LOCATION: North Aurora Village Hall, 25 E. State St., North Aurora

CALL TO ORDER

ROLL CALL

AUDIENCE COMMENTS

APPROVAL OF MINUTES

1. Approval of the Operations Committee Minutes dated March 4, 2019

NEW BUSINESS

1. Phone System Discussion

OLD BUSINESS

OTHER INFORMATION

TRUSTEE COMMENTS

ADJOURN

Initials SB

**VILLAGE OF NORTH AURORA
OPERATIONS COMMITTEE MEETING MINUTES
MARCH 4, 2019**

CALL TO ORDER

Trustee Guethle called the meeting to order.

ROLL CALL

In attendance: Trustee Mark Guethle, Trustee Mark Carroll, Trustee Laura Curtis, Trustee Mark Gaffino, Mayor Dale Berman and Village Clerk Lori Murray.

Staff in attendance: Village Administrator Steve Bosco, Finance Director Bill Hannah, Community & Economic Development Director Mike Toth, Public Works Director John Laskowski, Police Chief David Fisher.

AUDIENCE COMMENTS – None

APPROVAL OF MINUTES

1. Approval of the Operations Committee Meeting Minutes dated February 4, 2019

Motion for approval made by Trustee Carroll and seconded by Trustee Curtis. All in favor.

Motion approved.

NEW BUSINESS

1. FY 2019-20 Budget Development Update

Finance Director Bill Hannah provided an update on the 2019-20 Budget. Some of the items mentioned are as follows:

Current Year Budget Analysis

\$300,000 + variance for licenses and permits

\$100,000 + variance income tax and use tax collections (subject to change)

Re-allocation proposal

1. Additional contribution to the police pension trust fund of \$120,000
2. Transfer of up to \$380,000 to the Capital Projects Fund to fund upcoming and future capital projects.

In FY 2018-19, revenues and expenditures are very close. Revenues are \$16,000 over expenditures.

Sales tax revenues: \$4,750,000 (less than 1% increase)

Income tax: \$1,740,000 (1.8% increase, legislative and economic uncertainty)

Use Tax: \$560,000 (6.0% increase, possibly revise upward, strong tax collections on-line sales).

Building permits: \$416,000 (New development, Lincoln Valley on the Fox, Other Developments in Various stages of review; higher than base \$275,000)

Fines and forfeits: \$279,500 (local police ordinance fine violations, local dui fines, towing fees).

Investment Income/Misc: \$271,000 (rising interest rates).

General Fund Budget – Personnel

Addition of 1 public works laborer (to 7 total)

- increased responsive service demands, Julie locates, leaf collection, special events
- NPDES requirement, detention basin and storm sewer maintenance, plowing
- Less contracting out, more timely response to needs, multiple crew/assignments.

Laskowski said that the extra public works laborer is necessary. By adding another individual, it could be a savings of \$12,000 throughout the course of the year by being able to eliminate one of the contractors for snow plowing. In addition, with the Lincoln Valley subdivision coming and the trees getting bigger in the Tanner Trails subdivision, more leaf collection is needed.

Addition of 1 Police Officer

- increases total sworn officers to 30 (previous level back in 2009)
- of the 4 shift schedules provides up to 6 officers on a shift for 2 of the shifts and 5 officers on the other 2 shifts (actual staffing of a shift lower due to injuries, time off, etc.
- Maintains minimum of 3 per shift (including Sergeant), future staffing considerations.

Chief Fisher said that in 2009 an officer resigned and the department did not fill that vacant position. For the past 10 years, the department has been operating with 1 less officer. The ultimate goal over the next few years is to hire 3 officers in order to give each shift a total of 6 officers. Trustee Carroll asked if off-duty officers are called in for incidents similar to what happened in Aurora. Fisher said yes. In the Aurora incident, officers were called in after the fact to help process the crime scene.

Trustee Gaffino asked how a position is filled in a case where an officer is hurt or out for a long time. Fisher said it would be filled with overtime from the officers in the department.

- Pay adjustment for non-union staff of 1.5% to 2.25% based on position
 - sergeants FOP 2%; Police officers 3.25%; public works 2.75% set by contract.

General Fund Budget Notes/Changes

-Elimination of IGA with Kane County for GIS Services and maintain in-house (budgetary savings of \$30,000)

-Increase in outsources building inspection/plan review costs of \$140,000 (LVOTF – Lincoln Valley on the Fox)

-Strategic Planning Facilitation in 2019

- Decrease in sales tax rebates by about \$300,000
- Minimal 2% to 3% increase in health insurance costs with IPBC
- Base Village required police pension contribution costs to \$1,167,000 (before proposed addition of new officer)
- Maintenance of parkway trees, sidewalk improvement programs at current level.

CAPITAL/MFT/TIF FUND BUDGET INITIATIVES

- Completion of LED street light conversion with MFT funds (374 additional LEDs including conversion of approach lighting \$125,000)
- Replacement of poles on Overland Drive (17) for \$80,000
- 2019 Annual Road/Sidewalk/Patching improvement program est. \$1,850,000
- Riverfront Park Plaza Implementation \$375,000 (funded from the Capital Projects Fund).
- Silo Refurbishing and lighting \$300,000 (TIF + possible grant)

Bosco said that the LED street program is in its third and final year. There is money budgeted this year for the project, but because of the complexity of the project, it is being rolled over. The village is also hoping to get a grant for the silo project.

WATER FUND PROJECTS

- Completion of well #8 and well #9 (about \$1,300,000 remaining for each well)
- Completion of the new water tower for \$1,800,000
- Pull Well #5 out of service for maintenance and repairs
 - \$165,000 typical well maintenance costs/repairs
 - \$140,000 (estimated) conversion to pitless adaptor and remove well house
- Cap/Seal Well #3 and demo well house/utilities for \$165,000
- Funds to analyze water treatment plan efficiencies, repairs, flow modeling
- Currently under consideration, initiation of backyard watermain replacement project (\$650,000+) at Oak and Hillside Place.

VEHICLE/CAPITAL/IT EQUIPMENT

- Discussion of purchase of 3 replacement vehicles for Police to continue replacement and change out of Caprices and other older vehicles (\$128,000).

-Discussion of purchase of Police radios (Starcom21) for interoperability with TriCom, ILEAS, IL State Police, other agencies in lieu of UHF radio purchase in current budget for \$71,000 (13 radios).

Chief Fisher said that back in 2018 the board approved funds for the purchase of UHF band radios. Just before purchasing, it was discovered that the other municipalities were not going to use the UHF band radios and would be going with another radio, Starcom. The North Aurora PD decided not to purchase the UHF radios at the time and decided to go with Starcom.

-Replacement of critical Village network hardware infrastructure (Firewalls, switches, wireless access points and services (\$50,000 estimated).

-Purchase of replacement Leaf Factor for \$55,000 and additional leaf box for newer leaf vactor for \$19,000 (retain oldest vactor as backup/3rd machine)

-Various other IT replacements, servers, computers, proposed EOC equipment, police squad printers still under discussion.

FY 2019-20 BUDGET STATUS UPDATE

-Draft budget discussion and official draft budget to be completed over the next 2 weeks

-The official public hearing will be set for sometime in April or May.

-Board approval of final FY2019-20 budget will be scheduled for May 6th.

Trustee Carroll said that he would like to see the goal of adding 3 additional police officers done sooner than later if the budget allows. Carroll said it is not an unreasonable request and makes sense to have more officers on duty at all times.

There were no further questions.

OLD BUSINESS – None

OTHER INFORMATION – None

TRUSTEE COMMENTS – None

ADJOURNMENT

Motion to adjourn made by Trustee Carroll and seconded by Trustee Curtis. All in favor.

Motion approved.

Respectfully Submitted,

Lori J. Murray
Village Clerk

Memorandum

To: Steve Bosco
From: David Arndt, IT Manager
Date: 3/28/2019
Re: Communication Vendor



The Village's phone system has reached its end of life. The system consists of two phone servers and one voicemail server and 50+ desk phones. Staff is no longer able to acquire parts, expand the system, or purchase additional user licenses. Phone services is currently provided by CallOne which uses a PRI line (multiple voice transmission over copper) located at the Police Station. Staff has increasingly dealt with outages and routing issues due to having multiple sub-vendors manage our phone service. Staff's assessment of the current wide area network (WAN) connection between Village Hall and Police has determined it is inadequate for current let alone future data and voice needs. Additionally staff has encountered issues providing a reliable VPN connection for the Public Works Garage staff to send and receive email and access to network stored data. Staff worked extensively with our firewall vendors to determine the issues are due to different vendors providing internet at these locations and their inability to transfer our encrypted traffic between their different services.

Staff met with Comcast and Metronet to discuss options to improve these critical communication systems. Additionally staff reached out to AT&T but received no reply to our initial requests. Staff also reached out to additional resellers but their solutions relied solely on Comcast's or Metronet's internet service to provide access to their phone and wide area network services. Thus creating a similar situation with multiple vendors providing services and inability to hold a single vendor responsible for issues.

Both Comcast and Metronet provide packaged solutions to provide a new hosted PBX phone system, new phone hardware, improved internet, and a mesh WAN connection between Village Hall, Police and Public Works garage. A mesh connection creates multiple redundant paths for data traffic between our sites. In the event the path between Village Hall and Public Works goes down, traffic will still flow from Public Works to Village Hall via the connection to Police. Both vendors offer similar services and similar costs. Staff from several departments who are knowledgeable phone users received a demonstration from both vendors. Staff assessment of the systems placed Metronet's solution higher than Comcast's. Metronet is also offering fiber optic cable to all locations vs. Comcast who is offering fiber at the Police Stations and Village Hall, whereas remaining facilities will still rely on Comcast's overhead copper coaxial cable. Comcast's solution does cost less per month than Metronet, but has less bandwidth for internet and WAN connection between Village Hall and Police. Comcast does include more packaged options for their phone system vs. Metronet's ala carte approach. However staff feels the majority of the end users will not need nor use the majority of these features.

The package option offered by both vendors is an ideal solution. Having a single vendor to troubleshoot and coordinate with will simplify support. There is also a cost savings as both vendors have offered discounts or increased services when their solutions are bundled. Currently the Village uses three vendors to provide these services. Additionally our phone services is supported by sub-vendors whom the Village has no ability to contact. Currently if a problem arises with our phone service staff has to contact CallOne who then contacts the sub-vendors. This creates an inefficient and difficult situation where we are left in the dark and usually receive no information regarding the cause and solution. With so many sub-vendors we continually have routing, quality, and reliability issues with our current phone service. Having a single vendor will eliminate this complication. Both vendors own and manage the network and hardware these services will rely on. They both offer service level agreements guarantying uptime and response time. Additionally Staff contacted several references and received excellent reviews for Metronet. Since the Village currently use Comcast we a strong understanding of their service and reliability.

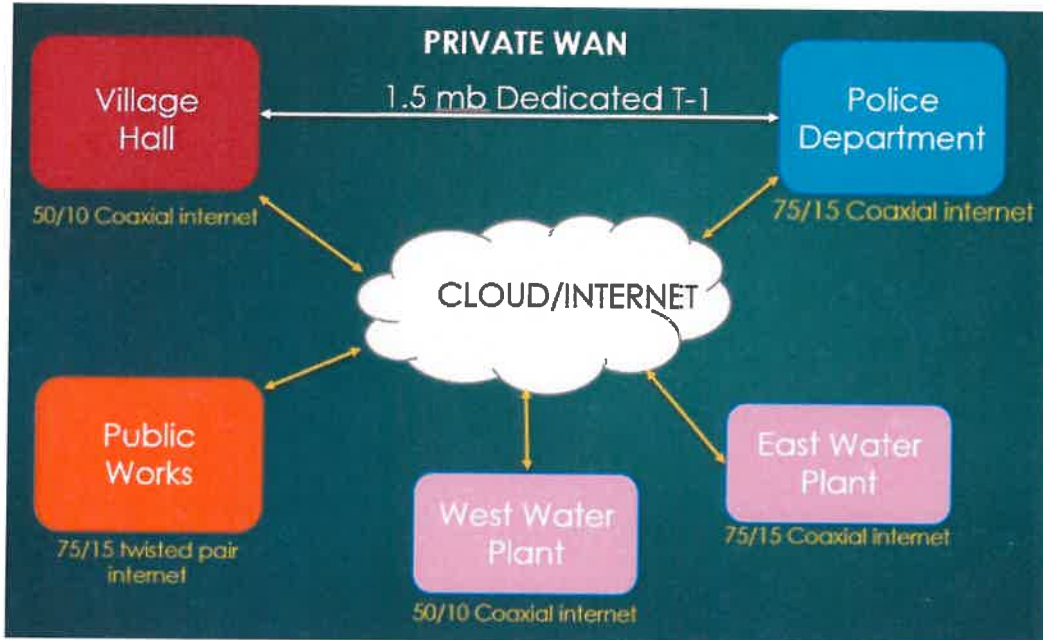
The table below shows our current costs and what proposed costs would be from each vendor. When reviewing this table keep in mind the Village will receive all new desk phones, hosted phone servers, faster internet and a true mesh WAN between all three primary locations. If the Village were to go a more traditional route of running a phone system in house, new phone hardware (servers and desk phones) would range from \$70K-\$100K in addition to supporting services e.g. PRI, Internet and mesh WAN.

To make the comparisons as close as possible staff added an additional internet connection to match Metronet's second redundant internet which is already included in their price. The additional internet connection costs were based on Comcast's proposed cost for the new fiber internet connection at the Police station.

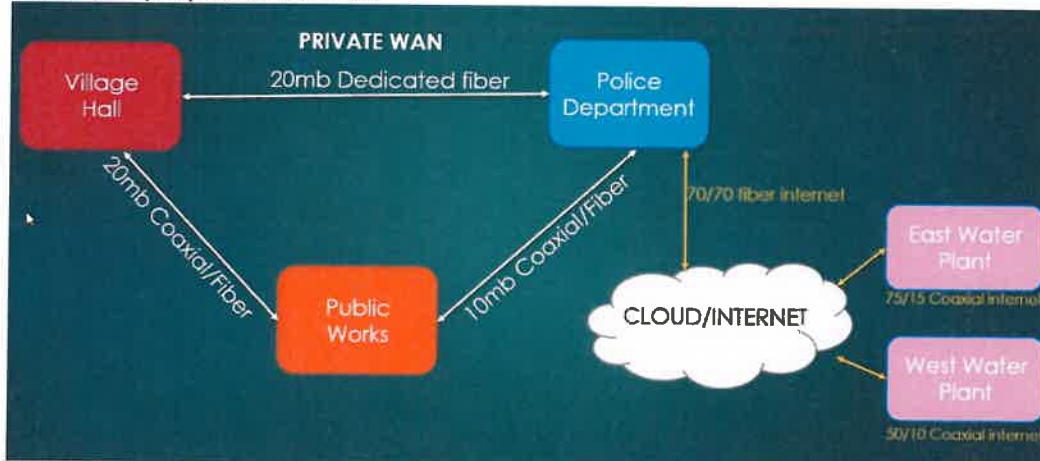
	Current	Metronet	Comcast
Month	\$3,685.73	\$4,023.30	\$3,737.90
Year	\$44,228.80	\$48,279.60	\$44,854.80
5 Year	\$221,143.98	\$241,398.00	\$224,274.00

After full review of the proposed solutions, demonstrations, cost and references, Staff feels Metronet would be the best provider for the Village's communications needs. Staff is fully aware Metronet's proposal is slightly more expensive but the services they are proposing are significantly better. Buried fiber optic cable directly connected to the buildings is far less susceptible to weather outages and traffic accidents (the two main reasons these services will go down). Metronet has redundant main line connections running on either side of the river, giving us an advantage to have our internet on two separate legs in the event of a major main line outage. The phone system is robust but yet simple to operate and has all the necessary add-ons we require. Additionally the overall bandwidth for the internet and WAN connections exceeds Comcast proposal. Metronet may be new to our area but have been successfully operating in Indiana for years, the infrastructure they recently installed is brand new and uses the latest technology available. All these reasons combined is why Staff selected Metronet over Comcast.

Current WAN connection



Comcast's proposed solution



Metronet's proposed solution

