1685 West Higgins Road, Hoffman Estates, Illinois 60169 **heparks.org** — **t** 847-885-7500 — **f** 847-885-7523







The mission of the Hoffman Estates Park District is to offer healthy and enjoyable experiences to our residents and guests by providing first class parks, facilities, programs and services in an environmentally and fiscally responsible manner.

AGENDA REGULAR BOARD MEETING NO. 989 TUESDAY, JANUARY 27, 2015 7:00 p.m.

- 1. ROLL CALL
- 2. PLEDGE OF ALLEGIANCE
- APPROVAL OF AGENDA
- 4. AWARDS & RECOGNITION
 - A. Best of Hoffman: Firefighter Patrick Clarke
 - B. Volunteer of the Year: Lillian Clinton
- 5. APPROVAL OF MINUTES
 - A. Regular Board Minutes 12/16/14
 - B. Forward Planning Committee Minutes 12/9/14
 - C. Public Meeting Minutes 12/2/14
- 6. COMMENTS FROM THE AUDIENCE
- 7. CONSENT AGENDA
 - A. Pregnancy Discrimination Policy M15-004
 - B. Initial Review of newly hired employees M15-005
 - C. A&F Detail Reports
 - o Manual checks \$389,865.18
 - o Monthly Invoices \$537,420.82
 - D. Financial Statements
 - E. Acceptance of B&G Minutes 12/2/14
 - F. Acceptance of A&F Minutes 12/16/14
- 8. ADOPTION OF EXECUTIVE DIRECTOR'S REPORT
- 9. PRESIDENT'S REPORT

REGULAR BOARD MEETING NO. 989

January 27, 2015

Page 2

10. OLD BUSINESS

- 11. NEW BUSINESS
 - A. PDRMA presentation by Jesse Kinsland
 - B. Renaming of Highpoint Park / M15-010
 - C. Marquee signs warranty 6-10 years / M15-003
- 12. COMMISSIONER COMMENTS
- 13. EXECUTIVE SESSION
 - A. Minutes, pursuant to Section 2(c)(21) of the Open Meetings Act.
 - 12/16/14
 - B. Appointment, employment, compensation, discipline, performance or dismissal of an employee, pursuant to Section 2(c)(1) of the Open Meetings Act.
 - C. The purchase or lease/sale of real property for the use of the public body, pursuant to Section 2(C)(5) of the Open Meetings Act.
 - D. The purchase or lease/sale of property owned by the public body pursuant to Section 2(C)(6) of the Open Meetings Act.
 - E. Pending or probable litigation, pursuant to Section 2(c)11 of the Open Meetings Act.
- 14. DISCUSSION AND VOTE ON MATTERS DISCUSSED IN EXECUTIVE SESSION
- 15. ADJOURNMENT

ALL MEETINGS ARE HELD IN THE BOARDROOM OF THE HOFFMAN ESTATES PARK DISTRICT TRIPHAHN CENTER, 1685 W. HIGGINS ROAD, HOFFMAN ESTATES UNLESS OTHERWISE SPECIFIED. WE INVITE THOSE WHO MAY NEED AN ACCOMMODATION DUE TO A DISABILITY TO CONTACT US 48 HOURS IN ADVANCE. PLEASE CONTACT JANE KACZMAREK, EXECUTIVE ASSISTANT, AT 847-885-7500.









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MINUTES BOARD MEETING NO. 988 December 16, 2014

1. Roll Call:

A regular meeting of the Hoffman Estates Park District Board of Commissioners was held on December 16, 2014 at 7:00 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioners K. Evans, R. Evans, Greenberg (7:10),

Kilbridge, McGinn, Mohan, President Bickham

Absent: None

Also Present: Executive Director Bostrom, Deputy Director / A&F

Director Talsma, P&D Director Buczkowski, Rec/

Facilities Director Kies, GM Bechtold

Audience: Sales and Catering Supervisor Fuller, Kitchen

Production Supervisor Betancourt, 50+ Coordinator Cuff, Raj Chhatwani of 665 Hundley, Chris Wu – BOH, Ebony Hall – BOH, Comm Reps Katis, Winner, Kinnane

and Utas

2. Pledge of Allegiance:

Everyone present stood for the Pledge of Allegiance.

3. Agenda:

Commissioner McGinn made a motion, seconded by Commissioner Kilbridge to approve the agenda as presented. The motion carried by voice vote.

4. <u>Awards and Recognitions:</u>

A. <u>Best of Hoffman:</u>

Mr. Wu and Ms. Hall along with Heather Wu who was unable to attend were awarded the BOH for their generosity in donating their bakery goods to the 50+ Center.

B. Great Citizen Award:

50+ Coordinator Cuff was recognized for having received the Great Citizen Award from the Village of Hoffman Estates for her work with the 50+ Group.

50+ Coordinator Cuff thanked the board noting that it was a pleasure to work at the park district and thanked them for the opportunity to do so full-time.

C. 4th Quarter Employees:

Sales and Catering Supervisor Fuller and Kitchen Production Supervisor Betancourt were awarded as Full-Time Employees for the 4th Quarter for their outstanding service at BPC.

5. Recess for A&F Committee:

Commissioner Mohan made a motion, seconded by Commissioner R. Evans to recess the Board meeting at 7:11 p.m. for the A&F Committee meeting. The motion carried by voice vote.

6. Reconvene:

Commissioner Greenberg made a motion, seconded by Commissioner R. Evans to reconvene the Regular Board #988 at 8:20 p.m. The motion carried by voice vote. Commissioner Kilbridge was not in attendance.

7. Minutes:

Commissioner Mohan made a motion, seconded by Commissioner McGinn to approve the minutes of the November 11, 2014 and November 25, 2014 meetings as presented. The motion carried by voice vote.

8. Comments from the Audience:

None

9. Consent Agenda:

Commissioner Mohan made a motion, seconded by Commissioner K. Evans to approve the Consent Agenda as presented.

On a Roll Call Vote: Carried 6-0-1

Ayes: 6 K. Evans, R. Evans, Greenberg, McGinn, Mohan, Bickham

Nays: 0

Absent: 1 Kilbridge

- A. Playground renovation 2015 M14-133
- B. Succession Planning / M14-150
- C. Tax Levy Ordinance in final form O14-008/M14-130A
- D. Budget & Appropriation Ordinance in final form O14-010/M14-153
- E. A&F Detail Reports
 - Manual checks \$271.031.43
 - Monthly Invoices \$814,569.03
- F. Financial Statements
- G. Acceptance of B&G Minutes 11/4/14
- H. Acceptance of Rec Minutes 11/11/14
- I. Acceptance of A&F Minutes 11/11/14

10. Adoption of Executive Director's Report:

Commissioner Mohan made a motion, seconded by Commissioner McGinn to adopt the Executive Director's Report as presented. The motion carried by voice vote.

11. <u>Presidents Report:</u>

Commissioner Kilbridge returned at 8:21 p.m.

President Bickham introduced Raj Chhatwani as the new A&F Community Rep.

President Bickham announced that Deputy Director Talsma had been elected to the PDRMA Board of Directors.

President Bickham also announced that the Hoffman Hawks Peewee Team had won the National Championship And he noted that the holiday events attended over the weekend had been well presented and well attended.

12. Old Business:

None

13. New Business:

A. 2014-2019 CMP R14-006/M14-151:

Commissioner K. Evans made a motion, seconded by Commissioner McGinn to approve R14-006 Adoption of the 2014-2019 CMP.

On a Roll Call Vote: Carried 7-0-0

Ayes: 7 K. Evans, R. Evans, Greenberg, Kilbridge, McGinn, Mohan,

Bickham

Nays: 0 Absent: 0

B. School Dist. 54 Agreement/M14-148:

Commissioner K. Evans made a motion, seconded by Commissioner Greenberg to approve the Intergovernmental Agreement with SD54 as presented. The motion carried by voice vote.

C. Release/Review of Executive Session Minutes R14-005/M14-149:

Executive Director Bostrom explained that this was a legal requirement to be done every six months.

Commissioner Greenberg made a motion, seconded by Commissioner K. Evans to approve R14-005 Review of Closed Session Minutes.

On a Roll Call Vote: Carried 7-0-0

Ayes: 7 K. Evans, R. Evans, Greenberg, Kilbridge, McGinn, Mohan,

Bickham

Nays: 0 Absent: 0

14. Commissioner Comments:

Commissioner K. Evans encouraged everyone to visit the Harvest Bakery and wished everyone a happy holiday.

Commissioner McGinn said he had a great time at the weekend holiday events and wished everyone a wonderful holiday.

Commissioner Mohan wished everyone a good holiday.

Commissioner Kilbridge also wished everyone a good holiday.

Commissioner R. Evans wished everyone a good holiday and noted that all the weekend events had been very well run and well attended.

Commissioner Greenberg wished everyone a happy holiday.

15. <u>Executive Session:</u>

Commissioner Mohan made a motion, seconded by Commissioner Greenberg move to Executive Session at 8:30 p.m. for the purposes of:

- A. Minutes Section 2 (C)(21)
- B. Appointment, employment, compensation, discipline, performance or dismissal of an employee, pursuant to Section 2(C)(1) of the Open Meetings Act.
- C. Pending or probable litigation, pursuant to Section 2(c)11 of the Open Meetings Act.

On a Roll Call Vote: Carried 7-0-0

Ayes: 7 K. Evans, R. Evans, Greenberg, Kilbridge, McGinn, Mohan,

Bickham

Nays: 0 Absent: 0

Commissioner made a motion, seconded by Commissioner to reconvene to regular session at 9:41 p.m. The motion carried by voice vote.

16. <u>Discussion and Vote on Matters Discussed in Executive Session:</u>

Commissioner Greenberg made a motion, seconded by Commissioner Kilbridge to extend Executive Director Bostrom's contract for another year and to award him a 3% salary increase and a \$5,000 bonus.

On a Roll Call Vote: Carried 7-0-0

Ayes: 7 K. Evans, R. Evans, Greenberg, Kilbridge, McGinn, Mohan,

Bickham

Nays: 0 Absent: 0

17. Adjournment:

Commissioner Mohan made a motion, seconded by Commissioner Greenberg to adjourn the meeting at 9:41 p.m. The motion carried by voice vote.

Respectfully submitted, Dean R. Bostrom Secretary

Peggy Kusmierski Recording Secretary









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MINUTES FORWARD PLANNING COMMITTEE December 9, 2014

1. Roll Call:

A regular meeting of the Hoffman Estates Park District Forward Planning Committee was held on December 9, 2014 at 7:00 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioner R. Evans, Comm Rep Kaplan, Kinnane,

Musial, S. Triphahn (7:06), Wittkamp, Chairman

Kilbridge

Absent: Comm Rep Dressler, Neel, Winner

Also Present: Executive Director Bostrom, Deputy Director / A&F

Director Talsma, P&D Director Buczkowski, Parks Director Giacalone, Rec/ Facilities Director Kies

Audience: Commissioner K. Evans, McGinn, Greenberg,

President Bickham

2. Agenda:

Comm Rep Kinnane made a motion, seconded by Comm Rep Kaplan to approve the agenda as presented. The motion carried by voice vote.

3. Minutes:

Commissioner R. Evans made a motion, seconded by Comm Rep Kaplan to approve the minutes of the meeting as corrected. The motion carried by voice vote.

Chairman Kilbridge noted that President Bickham had been listed as Chairman in the Audience section of the minutes.

4. Comments from the Audience:

None

5. Old Business:

None

6. New Business:

A. Board/Committee Evaluation survey results/M14-146:

Executive Director Bostrom reviewed the item and turned the floor over to President Bickham. President Bickham thanked everyone that participated in the survey saying that he felt it was a good starting point. He explained the purpose of the survey was to find out where the district is at and where there is room for improvement.

Comm Rep Musial asked why attendance had been marked for improvement noting that the committees she was on were generally well attended. Executive Director Bostrom explained that there were occasions when Comm Reps or Commissioners were unable to attend. Commissioner K. Evans noted that during his presidency there had been two times that he had to help a committee make quorum. Executive Director Bostrom explained that the district had a policy that if a Commissioner or Comm Rep missed three consecutive meetings or 50% of all meetings that they could be replaced.

No vote, informational only.

B. Comprehensive Master Plan 2014-2019 / M14-147:

Executive Director Bostrom reviewed the item noting that the process had begun last May. He said he believed it had been a better process this year and had created a more understandable document. He explained that one of the biggest issues the district faced was the three separate areas in Hoffman Estates and the need to address residents needs in all three areas.

Comm Rep S. Triphahn said she thought the document outstanding, very easy to read and well summarized.

Comm Rep Kinnane agreed that it was very easy to read and very well laid out.

Comm Rep Kaplan also agreed and noted that the pictures were a great addition.

Forward Planning Committee December 9, 2014 – Page 3

Chairman Kilbridge said she liked having the mission statement included. She did note that Tropicana Park grant was referenced on page 5 did not say OSLAD.

Comm Rep S. Triphahn made a motion, seconded by Commissioner R. Evans to recommend the board approve the 2014-2019 CMP with the minor correction. The motion carried by voice vote.

7. <u>Committee Member Comments:</u>

Commissioner R. Evans noted that the CMP project had been a lot of work for a long time.

Comm Rep S. Triphahn noted that this CMP had a very different look from the last one and Executive Director Bostrom explained that they had used Graphic Designer Kiel to assist with the project.

Comm Rep Kinnane noted that it was a great example of how many entities from the park district could come together to create the document.

Comm Rep Kaplan said he remembered at the beginning of the project wondering how they were going to get from where they were to the finished document.

Comm Rep Wittkamp agreed noting the project was well done.

Comm Rep Musial said it was nice to see all the pieces come together.

Chairman Kilbridge noted that this would be the last meeting of the FPC and that the committee and staff had done a great job and it had been great to be a part of the process.

8. Adjournment:

Comm Rep S. Triphahn made a motion, seconded by Comm Rep Kaplan to adjourn the meeting at 7:40 p.m. The motion carried by voice vote.

Respectfully submitted,

Dean R. Bostrom Secretary

Peggy Kusmierski Recording Secretary









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MINUTES PUBLIC MEETING December 2, 2014

1. Roll Call:

A public meeting of the Hoffman Estates Park District Board of Commissioners was held on December 2, 2014 at 6:45 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioners K. Evans, R. Evans, Greenberg,

Kilbridge, McGinn, President Bickham

Absent: Commissioner Mohan

Also Present: Executive Director Bostrom, Deputy Director / A&F

Director Talsma, P&D Director Buczkowski, Parks Director Giacalone, Rec / Facilities Director Kies

Audience: Comm Rep Kinnane

2. Pledge of Allegiance:

Everyone present stood for the Pledge of Allegiance.

3. Agenda:

Commissioner Greenberg made a motion, seconded by Commissioner Kilbridge to approve the agenda as presented. The motion carried by voice vote.

4. Public Input:

No comments were made regarding the Budget and Appropriations Ordinance.

5. Commissioner Comments:

None

Public Meeting December 2, 2014 – Page 2

6. <u>Adjournment:</u>

Commissioner R. Evans made a motion, seconded by Commissioner Greenberg to adjourn the meeting at 6:50 p.m. The motion carried by voice vote.

Respectfully submitted,

Dean R. Bostrom Secretary

Peggy Kusmierski Recording Secretary

HOFFMAN ESTATES PARK DISTRICT REGULAR BOARD MEETING 989

EXECUTIVE DIRECTOR'S REPORT

January 2015

PARKS DIVISION

- 1. Controlled burns were completed at Prairie Stone, Seascape (sled hill), North Twin, South Twin, Highland and Park Services.
- 2. Native seed was put down at Highland and Park Services, the seed used was from our volunteer seed collecting event this past fall, (approx. 30 lbs.).
- 3. Winter tree work was started in various parks, (Highpoint, Eisenhower and Highland).
- 4. Brush mowing was completed at Cottonwood Park in the natural area along the creek which is not scheduled for a burn this season.
- 5. Trash collection continues heavy in the parks despite the inclement weather we have experienced.
- 6. Staff has been instructed to look for addressed envelopes in the trash to perhaps identify some fly dumping.
- 7. Truck 511 cleaned idle air control valve
- 8. Truck 523 replaced oil pan gasket
- 9. Truck 917 replaced valve cover gasket and door bushings on both doors
- 10. Vehicle 453 replaced both front wheel bearings front brake pads and rotors
- 11. Vehicle 454 replaced coolant thermostat and temperature sensor
- 12. Truck 524 replaced coil on cylinder one
- 13. Bus 534 installed new back up beeper
- 14. Vehicle 502 emissions test
- 15. Staff removed and contracted new front desk area and installed new 2x2 carpet squares in Kids Korner at PSSWC.
- 16. Staff constructed out of wood six surfboards props for dance room staff at TC.
- 17. Staff Repaired Tile in front entry at TC.
- 18. Staff replaced blinds in rooms 105 & 106 at TC.
- 19. Staff replaced spring on Rocker at TC playground.
- 20. Staff constructed agility Equipment for Freedom Run Park.
- 21. The maintenance crew rebuilt multiple heating pumps across all buildings
- 22. Staff repaired the hot water heat along the base boards at Triphahn Center
- 23. All pneumatic valves and thermostats at Triphahn Center were fine-tuned and repaired
- 24. Staff covered a lot of new heat issues when the below zero temps hit the area, many units needed new inducer motors and filters.

- 25. The basketball hoop at Triphahn Center was repaired with new pulleys
- 26. Complete over-haul on the Parks Services garage heaters due to them not functioning properly
- 27. There were quite a few water line breaks due to cold weather that got repaired as well.

PLANNING & DEVELOPMENT

1. Marquee Signs:

Punch list was completed the first week of December. To address the light issue with the tag letters "Hoffman Estates Park District" additional LED strip lighting was designed and fabricated for each sign face. These strips were installed at the base of the letters in question and with the result being an improvement to the light levels that were previously deficient. With these extra improvements staff has determined that Walton Sign's work is officially complete. Staff is currently in the process of ordering the perennial plants that are scheduled to be installed in the spring of 2015. These plants were not installed in December for fear that they would not establish themselves prior to the onslaught of winter.

2. Playground Improvements:

Playground bid concepts are currently being reviewed by staff for the 2015 playground projects. Once staff had identified the qualified vendors, bids will be submitted and presented to the B&G committee in February.

3. Parking lot and path improvements:

Staff completed the proposed parking lot and path plans back in late December and submitted copies to the Village for review and permitting. Once the permits are issued and staff is reasonably confident that the plans will not change, the work will be released for bid with results to be presented at the March meeting.

Facilities and Recreation Department

Upcoming Events:

- 1/10 Night to Remember Ice Skating Exhibition 11 AM and 6:30 PM A night of figure skating, live classical music. \$8 per ticket, available at the front desk.
- 2/3 & 2/4 Preschool Open House Parents interested in registering their child for the 2015-2016 Hoffman Estates Park District Preschool – Half Day Program, are invited to attend.

Snapshot Summary/Highlights:

• Hoffman Estates Park District has earned the IPRA "Exceptional Workplace" award for 2014. (see attached)

- The Governor's Office of Early Childhood Development in partnership with DCFS, DHS & the IL State Board of Education has developed a new quality rating and improvement system called ExceleRate Illinois. This program unifies all our state's early learning programs under a common set of standards and publicly recognizes the achievement in a Circle of Quality. All licensed programs are entered into this program and given the level of "Licensed Circle of Quality". Beyond this minimum level is a Bronze, Silver & Gold Circle of Quality. Since the HEPD preschool program is already nationally accredited, our program is eligible to skip immediately to the Gold Circle of Quality level. Staff submitted the application for the Gold level this month. If approved, HEPD would be the only park district with this distinction.
- Hoffman Stars Dance Company performed their holiday dances at the St. Alexis Children's Hospital on December 7th. They collected and donated over 1,000 books to the children's floor.
- The Winter Dance Showcase was on Saturday, December 20th. There was a 10:00, 12:00 and 2:00 show. Over 200 dancers were there to show off their winter themed dances. The show was held at Conant High School and went off without any problems.
- 50+ Active Adult Program Manager Rica Cuff was recognized at the December meeting of the Village of Hoffman Estates Board of Trustees. Rica was named "Great Citizen" for her efforts in volunteerism with the Village as well as her hard work and dedication to HEPD's 50+Active Adults program.
- The Director of Recreation & Facilities Mike Kies was named incoming vice chairman for the Hoffman Estates Chamber of Commerce Board of Directors in 2015. He was also appointed to the IPRA Foundation Board for 2015.
- 50+ members read to ELC classes as part of 50+/ELC partnership. Polar Express ran on Saturday, December 6th. There were 2 groups that road the train to Elgin with a total of 227 people enrolled.
- Zoo lights trip ran on Sunday, December 7th. It was a cold night but no snow or ice to make things slippery. There were around 20 no shows at the start of the trip and unfortunately no time to take the waitlist.
- The winter holiday skating exhibition will take place on Saturday January, 10. 65 skaters are registered to skate in the event. 58 took part in 2013.
- The Skate with Santa event took place at on Sunday, Dec. 14. Approximately 400 people attended.
- The year-end participation for all of the ICE Academy classes was outstanding. After completion of the winter camps the total participation for 2014 was an outstanding 1464 skaters. In 2013 the total participation 1054. As a program we increased by 410 participants.
- The year-end participation for all of the hockey/development classes was outstanding. After completion of the winter camp the total participation for 2014 was an outstanding 1471 hockey players. In 2013 the total participation 1246. As a program we increased by 225 players.
- The Parks team completed the remodeling and carpeting efforts within the Kids Korner. Included in the remodeling effort was a relocation and rebuild of the reception desk, which will allow for a larger and more comfortable reception/check in area for members. The project has been well received by members and employees and has greatly enhanced

- the appeal of the Kids Korner to prospective clients who tour the club with an interest in membership.
- Indoor private swim lessons ended the year very strong with 708 private lessons sold in 2014 compared to 538 lessons sold in 2013. Participants seem to enjoy the one-on-one instruction and flexibility of the private sessions.
- The Seascape winter sale was a success in 2014 and moving into 2015. The sale of 20% off the season pass and free HEPD coupon book valued at over \$60 ends 1/5. Currently 257 Seascape passes have been sold compared to 155 passes at this time in 2014. Beginning 1/6 Seascape will be promoting the "early bird discount" of 15% through the end of April.
- PSSWC personal training department, revenue was up 13% from 2013 to 2014.

New Programs & Services

- Winterfest was held on December 13th and was a very successful event. We are estimating approximately 900-1000 people were in attendance based on the amount of s'mores and crafts the district gave out. Thank you to all the staff, volunteers, board representatives and commissioners for your help and support.
- Staff is currently working with the NFL on a youth flag football league. Details will be in the spring guide.
- Staff is currently looking for space to offer badminton leagues and pickle ball classes.
- Gardening will be offered in the Spring Guide (the classes hosted by the Hoffman Estates Garden Club).
- Little Dribbler is a new contractual program set up for youth ages 4-6. This will be a great program to feed into the youth basketball leagues that start at 7 years old. This program has 7 players registered already for the first session that starts Jan 10th.
- Hoffman Estates high school varsity coach Todd Meador is offering a winter break camp fundamentals camp for the youth baseball players in Hoffman Estates. The camp will take place on Jan 2nd indoors at HEHS.
- Alden Poplar Creek is now volunteering to stuff our 50+ monthly newsletters sent to members without email addresses
- ICE Academy winter camp days were offered this season. These were daily registration rather than the typical camp week offering. 153 skaters took part in these one day's offerings over 6 days. That is an average of 25 skater's day for this camp.
- Wolf Pack Hockey camps were offered over the Holidays. The 2 camps were based on divisions with Mites/Squirts being the first week with 39 players taking part. Staff knew week 2 would be more difficult as a number of teams were in tournaments. So with enrollment being low it was decided to not offer camp after the New Year.
- There is a Boy Scout climbing wall merit badge class set to run on February 22nd from 8:30a-1:30pm. This program is for Boy Scouts who are looking to complete the requirements for the BSA climbing merit badge.
- The new TRX Circuit Classes have had 50, 5 packs sold to date.
- TC Facility Manager is working with Rainbow Vending to renew the vending contract with them. The goal is to increase healthy options to 75% of selections in vending machine.

Dance Programs Summary:

• Fall dance classes started the week of September 9th. More classes have been offered in the senior center to help with over booking the dance room.

Program	<u>2013</u>	<u>2014</u>	<u>Var. +/-</u>
Dance at TC	155	155	0
Dance at WRC	65	74	+ 9
HE Stars Company	25	24	- <u>1</u>
Total			+ 8

• They also performed their dances at the Winter Fest on Saturday, December 13th at Bridges.

Hoffman United Travel Soccer Summary:

- Working on summer camp details.
- Practices are being scheduled at various facilities and schools.
- Season is ongoing.
- Indoor soccer is still taking registration and is set to start the season January 18th.

Youth Volleyball

YOUTH VOLLEYBALL DIVISIONS	2013	2014
5th Grade Girls	18	20
6th Grade Girls	20	17
7th Grade Girls	29	34
8th Grade Girls	31	37
5th Grade Boys	0	0
6th Grade Boys	1	1
7th Grade Boys	2	2
8th Grade Boys	1	5
TOTAL # OF Volleyball Players	102	116

• The HEPD received \$1,000 sponsorship for the youth volleyball league from Mathnasium in South Barrington.

Youth Basketball Season

- Practices have started on December 1st
- The goal is for each team to have at least 4 practices under their belt before their first game on January 10th.
- Over winter break 31 of the teams took advantage of practice time at the Triphahn Center and also at Willow Rec.
- Picture day is scheduled for January 3rd. This is the first year we will do pictures before the season starts. We hope this limits chaos on game days when pictures usually are and it allows us to get the pictures back in the parent's hands quicker.
- All staff and referee trainings took place in December. Each referee for grades 5-8th is required to be IHSA certified and turn in a copy of their certification

YEAR	1/2	3/4	5/6	7/8	3/4 girls	5/6 girls	7/8 girls		TOTALS
2013	80	100	95	84	20	10	20	0	409
2014	80	86	97	67	20	16	9	8	383

Adult Athletics Summary:

Program/Month/Year/Variance +/-	1/2014	1/2015	Var. +/-
Men's Basketball Teams	20	24	+4

Preschool / Early Childhood Summary

Program	<u>12/2013</u>	12/2014	<u>Var. +/-</u>
Threeschool 14-15	15 TC, 10 WRC	15 TC, 12 WRC	+2
2's Playschool 14-15	30 TC, 23 WRC	30 TC, 25 WRC	+2
Preschool 14-15	117 TC, 52 WRC	115 TC, 69 WRC	+15
Early Learning Center	27	28	<u>+1</u>
TOTAL Preschool	274	294	+20

STAR Before and After School Program Summary

Program/Month/Year/Variance +/-	12/2013	12/2014	Var. +/-
MacArthur:	45	41	-4
Lakeview:	43	38	-5
Fairview:	68	73	+5
Armstrong:	40	39	-1
TJ:	12	16	+4
Whiteley:	20	22	+2
Muir:	26	31	+5
Lincoln Prairie:	42	48	+6
Total	296	308	+12

- December's monthly theme was Winter Celebration and Family.
- Children participated various crafts and games surrounding winter and families, and decorated bulletin boards, as seen below:



50+ Club Summary

Membership/Volunteerism

New - 32

Renewed - 16

Volunteers – 9 volunteer, 11 hours total

Classes

Basic Exercise, M/W 17/16

Gentle Yoga, M/W (evening)/Sat 14/15/15

Line Dancing (AM only) 11

Self-Hypnosis

Trips

Tea/Drake Hotel, Chi 24

Diamond Tour NYC trip Sold out (50 w/waitlist)

Eataly Chicago 25
Museum Tour 11
Fashion Outlets of Chicago 15
Art Institute of Chicago 19

• Evening/Special Programs

Holiday Dinner Party/BPC Sold Out 77

Pub Quiz Night (3^{rd} Thursdays/6:00 pm) - 25 participants/BPC (prize donated by First Light Home Care)

8

Presentation by Fancy-Free Holidays on Door County tour set for fall '15 (afternoon and evening meetings held)

Ice Operations

Figure Skating

• Winter class sessions will begin on Monday, Jan. 12.

Hockey

• Development classes will start on Monday, Jan. 12.

Ice Rink Information

Pı	<u>rogram</u>	<u>12/2013</u>	<u>12/2014</u>	<u>Var. +/-</u>
•	Public Skate	1123	1090	-33
•	Freestyle	219	151	-68
•	Drop In/Homeschool	216	425	+209

December Parties/Outings and Information:

• There were 7 public skate parties held in December.

PSS&WC Member Services & Operations

	01/2013	<u>01/2014</u>	<u>Var. +/-</u>
Membership Total	3489	3389	(100)

- New members who enrolled in December received December dues free upon mention of the direct mail postcard or the HEPD and/or PSS&WC website ads. The ongoing Friends in Fitness member referral program continued to be a primary force in generating new memberships; the club cash incentive corresponding with this referral program rewards current members with a \$25.00 club cash reward for referrals who enrolled as members. These promotions have proven to be popular and effective among prospective clients and among the most productive of marketing efforts.
- A 30,000 piece postcard mailing was initiated during the month of December to promote the discounted enrollment fee along with "coupons" for a complimentary guest pass and a free month of dues to those who presented the postcard at the time of enrollment. Targeted demographics included ages 35-65 single family homes with household income of \$75,000 or higher within a 5-7 mile radius of the club.
- The ENROLLMENT FEE banner on the north side exterior remained mounted on the building along with the new east side banner that was ordered and hung during the month of July. This second banner provides visibility/identity of the building for westbound traffic on Route 72 and compliments the new signage panels installed in the spring.
- Internal and e-based targeted marketing were utilized to inspire member referrals as well as to reach all HEPD clients throughout the community.
- The HEPD bi-monthly eBlast included the enrollment promotion details, and targeted emails through Retention Management continued to be sent throughout the month to promote the club cash incentive for member referrals with additional incentives promoted on Facebook and the HEPD and PSS&WC websites.
- The number of credit card denials following December billing was fewer than those logged in the month of November. Efforts that were implemented within the Member Services and Billing offices to contact members proactively to obtain updated information for billing continued aggressively during the month of December. These efforts include phone calls, emails, form letters, and person-to-person contact upon check in at the Service Desk. This

- issue is expected to continue for the foreseeable future as banks are forced once again to take proactive measures to cancel and reissue cards to their clients as a result of increasing cyber hacking trends.
- Efforts are currently being taken to review and revise as needed all current promotional trifold for the club in advance of the New Year. An order will be placed after the New Year for the purchase of new promotional tri-folds to ensure inventory levels of each are sufficient.

Fitness Department

- Within the area of group fitness, 2 new group fitness instructors have been hired. The new instructors teach a variety of class formats including Raise the Barre Spin, Piloxing and Strength Training.
- Group Fitness class schedule changes are being developed for roll out within January. Piloxing and Aquatic Tabata class will be added amongst other schedule adjustments.
- PSSWC has three upcoming Nutrition Workshops in early 2015 including: Weight Loss Boot Camp, Low-Carb or Low-Fat, and Carb Control.

Triphahn Center Fitness and Operations

TC Memberships	<u>01/2013</u>	<u>01/2014</u>	<u>Var. +/-</u>
	924	917	(7)

General Summary:

- TC Facility Manager obtained quotes and proofs for new signage on the north side. The signs will better direct patrons and guests through the facility.
- Dance world was held on December 13, 2014.
- There were (29) open gym participants compared to (47) for December 2013.
- There were (37) guest fees collected compared to (35) for December 2013.

WRC & Vogelei Operations and Fitness

Vogelei Programming

• The STAR program held the holiday days off from school at the barn.

WRC Memberships	01/2013	<u>01/2014</u>	<u>Var. +/-</u>
	378	371	(7)

Bo's Run Off Leash Area:

- There are currently 409 (329 memberships and 80 combo members).
 There were 454 members to Bo's Run at this time in 2013 (371 memberships and 83 combo members).
- Breakdown for Bo's Run / Combo passes HE 171, Palatine 40, Barrington 27, Schaumburg 59, and Arlington Heights 12. Inverness 23. Additional towns are Rolling Meadows, Elk Grove, Hanover Park.

Freedom Run off Leash Area:

- There are currently 431 members to Freedom Run (351 Freedom Run memberships 80 combo members)
 - There were 421 Freedom Run (338 memberships and 83 combo members) in 2013
- Breakdown for Freedom Run/ Combo passes Elgin 151 HE 85, Streamwood 56. Additional towns are Schaumburg 34, Huntley, Hanover Park & S. Barrington, Elk Grove, Palatine, Wheeling & others.
- Total for 2014 is 760 as compared to 792 in 2013; staff believes the slight drop off is due to the two new parks opening in the area including Schaumburg and Arlington Heights.

Communication & Marketing

PROGRAM PROMOTIONS

Worked with program managers to promote: Mobile app, Holiday Events, Prairie Stone memberships.

COMMUNITY EDUCATION

HEALTHY Kids eBlast & Blog –The articles are individually promoted through social media and eventually an RSS feed on our website.

PUBLIC RELATIONS & ADVERTISING

Community Calendar Submissions to: Winter events submitted to Daily Herald, Trib Local, Hoffman Estates and Schaumburg Chambers and Hoffman Estates Visitor's Bureau.

PSSWC Digital Campaign with PSSWC – The 60 day campaign has completed as of 12/31, but results are not yet complete. The campaign was run on the Daily Herald website where a 15 second commercial played as "pre-roll" before videos on dailyherald.com and other affiliate websites through a digital network. This form of web marketing, called "re-targeting" allows our ad to follow a prospective member across websites, allowing our commercial to appear on other sites.

MARKETING DASHBOARD

Mobile App Downloads

The app has been available since April 25, 2014; as of Jan. 5, 2015 we have had 1,137 apps downloaded – we saw a big increase of nearly 300 downloads in December. It's not clear what caused the big increase; the only difference has been the digital marquees. We've been promoting the specific benefits to each group, i.e. Preschool, STAR. The mobile app is being marketed to the community via web, eBlast, posters, social media and with mobile app promotional cards distributed to program participants.

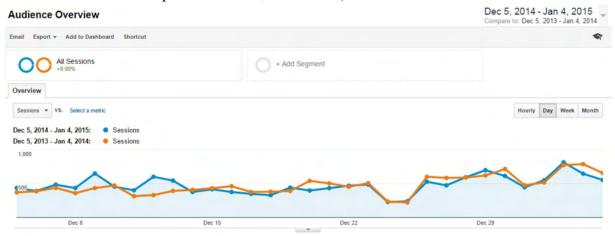
Mobile Access

Results to date are positive, showing more users accessing heparks.org on mobile devices or tablets. We are looking for a greater percentage of page views by mobile and tablet. New responsive/mobile-friendly website launched Oct 28, 2014:

	Benchmark:	Dec 4, 2013 -	Dec 4, 2014 -	Change from
	Feb 2013-Feb 2014	Jan 5, 2014	Jan 5, 2015	last year
Desktop	63%	51%	44%	-7
Mobile	27%	35%	44%	+9
Tablet	10%	13%	11%	-2

WEBSITE Heparks.org Google Analytics

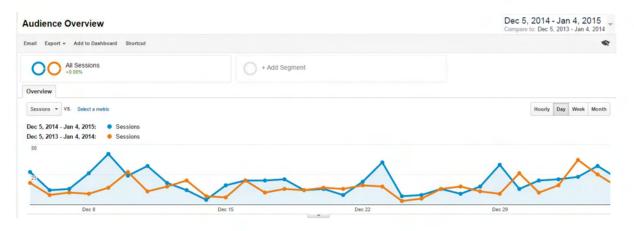
Results for the period of Dec 4, 2014-Jan 5, 2015



	2014	2015	+/- Variance
Sessions	14,721	14,848	+.86%
Users	10,207	10,518	+3.05%

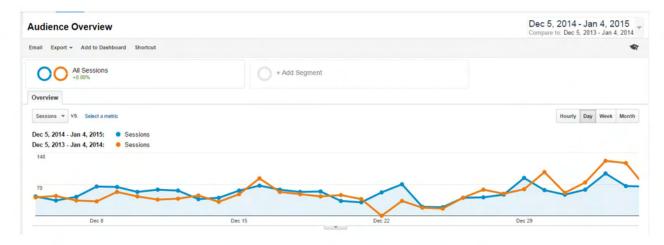
Program Guide online

Indicates how many times people are viewing the electronic version of our program brochure on our website.



WebTrac/Online Registration Page Hits

Google Analytics – Hits are higher on Mondays; a historical trend, with the most hits on the week right before sessions begin. Overall compared to last year we are seeing much more hits to our online registration. It should increase again after mobile WebTrac rolls out within the coming months.



Facebook Reach

Our goal is engagement: The more people tag, share and comment on posts the greater the reach. 28 Days Page Engaged Users (Col G): The number of people who engaged with our Page. Engagement includes any click or story created in December = 14,901.



Conversion Rate – What percentage are registering online?

Derived from a RecTrac Report that indicates the percent of registrations made online vs in person. New responsive/mobile-friendly website launched Oct 28, 2014. Mobile WebTrac was launched in late November. Progress is being made each year in online registrations.

Preliminary results are suggesting 2015 will be a big growth in online registrations. We are already seeing indications that the mobile app, responsive website design and mobile Webtrac are working. Prior to Oct 28 when our new website launched, we were at 33%. In the period from Oct 29-Dec 31, 2014, we had 38% of registrations occur online. That is 5% higher than our rate of online registrations during the same period last year (Oct 29-Dec 31, 2013 was 33%).

 2011:
 21%

 2012:
 26.3%

 2013:
 30.69%

 2014:
 33.54%



Email Blast Results, Constant Contact

	Open Rate	Bounce Rate	Click-thru rate
2014 Sports and Recreation industry	20.20%	8.82%	7.49%
Last 3 months, all HEPD emails	18.9%	1.9%	9.1%
HEPD General EBlast, Dec. 23	16.2%	1.2%	8%
Healthy Kids eNewsletter, December	20.8%	0.5%	7.10%
50+ Club December	37.6%	1.4%	4.50%

Bounces = Emails sent, but not received by our contacts.

Opens = Emails our contacts received and viewed.

Clicks = Contacts who clicked on a link within our email.

Bridges of Poplar Creek Board Report

General Programs

- 9th Annual Make A Holiday Wish Come True was a success once again. We raised just over \$1,891 to purchase gifts for 5 local needy families. All gifts were delivered before the holiday and they were graciously received. Thanks for all those who helped with this great event.
- League Contracts are being prepared and will be sent out in early January. We have contacted all groups and we are expecting all leagues to return.
- Preferred Tee Time Contracts will be mailed out in January along with a year-end survey. We will be offering an early incentive program for those groups that renew by mid Feb.
- Breakfast with Santa was a huge hit. We had 241 adults and 147 children attend the event. We received a lot of great comments. And a special thanks to Santa for being a great hit with all the children. This event was combined with our first inaugural Winter Fest event. The event featured ice sculpting, snowball throwing contest, s'more station, arts and crafts, carriage rides, snow wall painting, bake sale and dance club performance. It was a huge success and had over 500 participants attend.

Golf Rounds

ROUND TOTALS					
2012	2013	2014			
540	0	0			
YTI	YTD ROUND TOTALS				
2012	2012 2013 2014				
34,627	31,028	29,122			

Range Information

RANGE BASKET SALES TOTALS			
2012 2013 2014			
140	0	0	

YTD RANGE BASKET SALES TOTALS		
2012	2013	2014
20,086	17,925	18,436

Communications & Marketing

Marketing/Advertising

• We did 4 email blasts for the month advertising, Make A Wish, Breakfast with Santa, Winter Fest, ProShop Sales, Holiday Parties, and Weddings & Banquet Specials.

Food & Beverage

For the month of December we had a total of 22 events (16 events in 2013)

The breakdown is as follows:

- 6 breakfast meetings servicing 102 people
- 3 Rotary luncheons servicing 123 people
- 1 memorial servicing 24 people
- 1 all day IPRA meeting servicing 93 people
- 1 holiday lunch servicing 33 people
- 1 all-day meeting with lunch and hors d oeuvre reception following servicing 65 people
- 1 birthday party servicing 190 people
- 1 baby shower servicing 48 people
- 1 dinner (not holiday) servicing 40 people
- 4 holiday parties servicing 121 people
- 1 50+ Club dinner servicing 80 people

Breakfast with Santa servicing 388 people

We currently have 15 events booked for the month of January (18 events in 2014)

- 8 breakfast meetings servicing 163 people
- 4 Rotary luncheons servicing 160 people
- 1 all-day meeting with lunch servicing 132 people
- 1 birthday party servicing 75 people
- 1 ABBHH meeting with a continental breakfast servicing 100 people

2016=1 ceremony and reception

2015=18 receptions, 12 of which are hosting their ceremonies here plus 2 ceremony only

2014= 29 wedding receptions plus 7 ceremony only booked, Of the 29 receptions; 23 did their ceremony and receptions here.

Golf Maintenance

With the weather pattern that started in November this year we had anticipated a rough winter to come. The weather actually improved a little during the month of December. This turned out to be a great blessing as we were able to get started on the pond wall renovations on holes 10 and 11 while the golf course was closed. The golf course maintenance department kept four seasonal employees on to help get the project started and Wadsworth Golf Construction brought their crew in for the month as well. Before Wadsworth began removal of the old wall, we removed 600 feet of cart path, removed irrigation and drainage lines and had Park District staff rototill the construction area along with tree stump removal. Wadsworth began removing the old sheet metal wall with great success. Once the wall was removed they were able to start shaping what will be the new pond edge. All of the soil from the removal was left on site to build berms between holes 11 & 12 as well as build our new tee boxes on hole #11. The golf course maintenance team began cutting out the new cart path that will travel through the fairway and down the south side of the hole and around the east side of the new tee boxes on hole 11. We also were able to prep three of the four new tee boxes for sod so that when the course opens in the spring the golf course will not need to close either 10 or 11 to play. Wadsworth was able to complete all of their responsibilities with only needing to come back in the spring and complete a final grade to the shoreline so that it will be ready for seed and sod. The following items still need to be completed this winter into spring, weather permitting:

- Cart path construction
- Shoreline grassing
- New fairway grassing
- Tee box shaping and grassing
- Rough grassing on #10 and #11

While all the work was being completed outside on the pond wall renovation, we were also busy building all the props for Winter Fest. Staff had decided that we wanted the outdoor event area to look like the North Pole. North Pole signs were created using PVC to look like candy canes, directional cutouts and event signs were then attached to the candy canes. To go along with the theme, three snowmen and a Santa Claus were created out of plywood. The final touches and lots of detail painting were applied to everything just in time for Winter Fest.

Finance/Administration

- Issued the 2004 Debt Certificate Refunding Bond. This bond refunded the ice arena debt certificates and equalized payments as a 30 year bond. The District was able to get an all in interest cost less than 4.25%. All major components of the long term debt service plan except for the refunding of the 2006 Bonds (to be done in 2016) are now complete. Series 2006 refunding is the last component of the overall district debt plan.
- Finalized the annual rollover bond providing additional funding for future capital improvements. The District All December bond principal and interest payments were made timely. The total yield on the annual issue was .40%.
- Deputy Director Talsma was elected to the Park District Risk Management (PDRMA) Board of Directors. He will be serving a two-year term.
- Sikich auditors will be on site January 16, 2015 to begin the review of the meeting minutes and conduct interviews of District staff.
- Staff has been working on year-end account verification and preparation for the 2014 audit process.
- Closed the 2014 Payroll files for staff wages earned in 2014 in preparation of issuing W2 forms.
- Closed 2014 Accounts Payable files for vendor history in preparation of issuing 1099's as required.
- Payroll Cycle Processing
 - 0 01/02/15 \$243,633.57
 - 0 01/16/15 \$232,120.29

Administrative Registration/EFT Billing

- EFT Billings for:
 - a. TC/WRC/PSSWC Fitness Centers
 - b. ELC (weekly)

- c. Sponsorship
- d. STAR
- e. Preschool
- f. Dance
- g. NIHL Hockey
- h. NWHL Hockey
- Administrative Registration for:
 - a. Financial Assistance
 - b. Unemployment Package
 - c. Indoor Soccer
- Coordinated refunds for all life guards that completed re-certification and were employed at seascape for the 2014 season.

Human Resources

- Processed 2 new full-time hires, 4 new part-time hires and 1 volunteer.
- Completed year-end calculations and ensured all PT employees < 1,500 hours; all non-IMRF employees <1,000 hours. All employees fit their required categories.
- Held open enrollment meeting for AFLAC policies / FSA accounts completed enrollments for 2015 year.
- Completed year-end calculations for employee benefit time and rollover.

Technology

- Comcast Bandwidth Upgrade
 - Approval is pending, awaiting PSSWC completion. Estimated completion is anticipated by end of January. All other locations are completed.
- Telephone/Network switches
 - ATI was paid 25% (\$33,559.25) of total project cost. ATI has all the network switches/routers as well as telephone hardware ready for install and cutover once PSSWC is completed with the Comcast installation.
- Triphahn Re-Cabling
 - o 74 new Cat6 cable runs and re-terminations of 44 existing Cat5e cables along with a new Data rack with wire managers for a clean patch panel has been completed. We are awaiting the install of the new switches/routers by ATI in order to move all computer/network equipment to the new Cat6 cabling. Once we've done this, the new wall jacks will be finalized and the existing Cat5e cabling will be utilized for phones.
- PSSWC Kids Korner Renovation
 - Pinnacle completed the installation of three (3) new Cat6 cabling and the install of new electrical outlet for the new desk at Kids Korner.
- PTP Wireless SEA to BPC
 - o Evaluating possibilities and proposals for this location.
- Email Exchange Upgrade Project

- Migration of all email mailboxes started on 12/7 4pm. And continued throughout the day on 12/8. Excess time was required due to large size mailboxes. New procedures setting limits on cumulated storage will be implemented in 2015.By 12/9 all mailboxes migrated and by 8:30am email was flowing normally on the new server.
- o Signature Manager 2.0 was installed on Exchange 2013. HEPD signatures were setup with basic settings. C&M will develop additional signature options utilizing Template Editor on secondary computer setup at Theresa's desk.
- Disposal of all old & non-functional IT hardware
 - Elarasys was able to sell most of the equipment for \$636. As per the
 agreement we will receive 50% of this amount (\$318). Additionally there
 was no charge for the recycling of all the other electronics.
- WIFI upgrade throughout the District
 - WRC Comcast Business Class Internet (BCI) was upgraded from 16mb to 50mb. WIFI extenders were installed and coverage was expanded. Planning on upgrading TC and PSSWC next.
- Disaster Recovery plan with Redundancy to minimize downtime for the District.
 - VMWare license was upgraded from Essentials to Essentials Plus. This
 upgrade will provide a significant feature in that we can move our virtual
 servers in live time as well as automatic launching of the virtual server on
 another host. This feature is called High Availability.
 - Planning to install our spare existing server at Bridges Golf Course. This
 will provide another layer of redundancy in the event Triphahn
 experiences an outage.

Hoffman Estates Park District – 2014 Goals Facilities, Rec, Ice, C&M Division

Report Date: January 2015

Key: C = Complete / SC = Substantially Complete / IP = In Progress / NB= Not Begun / NA = Not Accomplished

DISTRICT GOAL 1

Enable access to Healthy and Enjoyable Experiences for all people

District Initiative 1: Offer healthy and enjoyable experiences that promote equal access

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(FAC) Coinciding with the district anti-obesity initiative, host a Kids Triathlon event at Seascape for potential implementation 2014.	Offer 1 special event by end of Q3.	С	Staff has decided to use 2014 as a research year for the Kids Triathlon. Program & Aquatic Supervisor will attend and evaluate events at surrounding park districts and gain information on implementation to run a Kids Triathlon at HEPD in 2015. Instead in 2014, Seascape will be offering an Adventure Day sponsored by the Hoffman Estates Cabelas. Adventure Day ran on July 11th and was a success. The event included kayaking, tents & camping gear, snorkel demos and rock climbing. Feedback from participants was very positive. Research has begun for a potential kid's triathlon for 2015.
2	(FAC) Implement 1 youth fitness classes for home school kids at TC or WRC.	Run 1 class at TC or WRC by Q4.	С	TC and WRC Facility Managers currently exploring class options, room availability and working to hire an instructor. TC manager has been in contact with a member of the home school community. Staff is exploring the option of offering open gym at both TC and WRC and open walleyball at WRC. The home school group was not interested in this time at fitness options at either facility. TC and WRC manager will continue to explore the home school avenue, as well as other youth fitness programing.

Facilities, Rec, Ice, C&M Division 4Q2014 Goals - Page 1 of 14

3	(FAC) Increase total district wide fitness membership.	Increase number of district memberships by 1% from 2013 actual.	NA	TC Facility Manager worked with C&M to create a constant contact marketing tool to send out to all guest pass visitors (that leave their email address) with information on how to join the fitness center. Currently the district is tracking below the 1% increase from 2013. The impact of the extreme weather in the first quarter reduced the number of opportunities for new members.
4	(ICE) Develop 1 On-Ice fitness class for off peak hours	Complete class development by 4Q and conduct class.	С	A Fall Class for preschool parents is being considered. BOOT CAMP on ICE! Staff is currently trying to obtain an instructor for this class. Unfortunately the enrollment for this class was too low to operate. Staff will continue to look at on ice fitness options that the public may find interest in.
5	(ICE) Develop a 50+ club ice program outside of skating(Eisstock) that can be played on off peak day time hours.	Obtain enough participation to offer 1 class in 2014, complete by Q4.	С	Purchasing of Eisstocks is proving to be a challenge as well as possible storage. Other options may be considered. Eisstock seems like the game to offer on the ice. Staff is working to obtain these items however production all seems to take place in Europe. A number of avenues are being explored to be able to offer this program. There is a heavy start up cost for this program. It will be carried into the 2015 budget and goals if feasible.

District Initiative 2: Achieve customer satisfaction and loyalty

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(FAC) Create and offer a SFAC pass holder express check-in program to allow season pass holders the opportunity to enter the outdoor aquatic facility prior to general daily fee users.	Complete prior to end of Q2.	С	Seascape staff is developing a system to make sure that SFAC pass holders are admitted into the facility prior to the general public. A system is in place and is currently being utilized for season pass holders.
2	(FAC) Offer SFAC pass holder discount program on pool rentals, birthday parties and cabana rentals.	Complete prior to end of Q2.	NB	Staff is evaluating what discount would be appropriate to offer to SFAC pass holders. A discount was not offered during the Q2, staff will assess a discount for implementation in 2015.

3	(REC) Increase participation by offering additional programs.	Increase number of program participation by 2% from 2013, complete by Q4.	С	Offering more sport classes for 3-9 year olds. RecTrac Trend Analysis Report has participation in 2013 at 7902 and currently in Q1 and Q2 we are reporting 7952. Percentage is increasing (currently at .06%). Q3- Adding speed training courses for youth. Adding gardening club programs through the HE Garden Club.
4	(REC) Implement an expanded parent orientation / communication to all programs leading into preschool (2's playschool and Threeschool).	Develop a Pre Preschool parent handbook and orientation process by Q3.	С	Pre Preschool parent orientation & parent handbook will be developed for the start of the school year in August 2014. A parent orientation and a parent handbook were developed before the start of the school year.
5	(ICE) Offer a summer public skating membership pass	Achieve a 50 membership sale, achieve by end of Q3.	С	Using it in conjunction with camp and freestyle skaters. Staff ended up not using a membership drive but a freestyle/public skate pass for the summer if you enrolled in skate or hockey camp.
6	(FAC) Enhance fitness membership customer satisfaction at WRC and TC.	Q1 and Q3 develop and administer membership survey. Q2 & Q4 will review and implement changes.	С	Survey under development will be administered in Q3. Survey continues to be modified and administered in Q4.
7	(REC) Conduct participation group feedback sessions to assess customer satisfaction with youth sports program(s).	Conduct 2 meetings with participation groups to receive feedback on youth baseball and soccer, complete by Q4.	С	March 2014, met with Fall Outdoor coaches to discuss spring outdoor soccer league. Met with youth basketball coaches in Q2. Met with baseball, softball and t-ball at the completion of the season.
8	(REC) Develop a Climbing Wall Customer Loyalty Program.	Launch Q2.	C	Retaining previous rental information and will send out our brochure and a loyalty discount for returned rental groups. Letters to previous renters were sent with a \$25 discount coupon.

9	(C&M) Enhance user online experience with the District. Improve user friendliness of WebTrac and website and increase functionality with improved mobile access.	Baseline 30%/ Increase percentage of online registrations by 5% by year end 2014. Add a district mobile app in 2014.	С	Mobile app, responsive website design and mobile Webtrac were implemented in late October. At that time, we were at 33%. In the period Nov-Dec period we had 38% of all registrations occur online. That is 5% higher than our rate of online registrations during the same period last year (Nov-Dec 2013 was 33%).
10	(C&M) Provide support to promote and grow participation in the HE Parks Foundation.	Baseline: 393 Goal: Increase by 10% by year end 2014 to 432	С	Working with Foundation Manager to develop marketing collateral and promote events. Staff saw an increase in participation at the Golf Outing and Wine Event; currently staff is finalizing the totals from this event. The Golf Outing also added a new Silver Friend this year.
11	(REC) Expand Dance Programs at the Triphahn Center to accommodate waitlist.	Offer new classes to reduce waitlist by 10%. Complete by Q3.	С	Winter/Spring brochure offered 4 additional classes in the senior center. Mirrors were purchased to accommodate the additional classes. All new classes are running. The new added classes have reduced the waitlist; staff was able to accommodate all participants expect one child who enrolled in the next class in Q2.
12	(ICE) Evaluate current Wolf Pack hockey website and its user friendliness and its capabilities.	Utilize a Survey of current customers to gain feedback on the site along with staff's observations of the program. Increase customer satisfaction of Wolf Pack website rating by 5% complete by Q4.	С	Having a consistent Web master for the site that represents the 501(c) 3 board is proving challenging. Discussion seems to favor going in a different direction but it is a challenge with a number of different members. The Wolf Pack Board is currently exploring other web site options. The Wolf Pack has started a new marketing web site along with the current club site. This is all to promote the entire Wolf Pack hockey club as a whole.

District Initiative 3: Connect and engage our community

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(FAC) Create 2 new special value added events for SFAC pass holders.	Complete prior to end of Q3.	С	Seascape hosted an Adventure Day sponsored by Cabelas on July 11 th and Pass Holder Appreciation Day on July 25 th .

2	(REC) Partner with an event to support our HEALTH initiative (Helping Everyone Achieve a Lifestyle that is Healthy).	Launch by Q3.	С	In addition, SFAC pass holders were able to attend both movie nights at no additional charge. In 2014, Seascape showed Despicable Me 2 and The Lego Movie. HEALTH had a table at PIP to get the word out. Fliers and decals were available at the community tent at PIP. Will also be the theme of our HEALTHeKids Fair in February.
3	(REC) Expand on Special Events to accommodate the growing number of participants.	Add 2 vendors and entertainment to each event.	С	PIP will have a band instead of ending in a movie night; HEALTH will have a booth along with Mathnasium of Barrington. Rec staff successfully completed a new special event with Bridges to offer an expansion to the Breakfast with Santa by adding Winter Fest with outside activities including craft, snow activities, etc. Amenities added to Party in the Park to attract more participants (band, trackless train, Pickleball tournament, car show and speed training station). HEPD became partners for the Northwest Fourth Fest (second year).
4	(REC) Conduct planning group with two different ethic based groups in the community to develop one new program and/or special event.	Offer 1 new program or event by Q4.	С	50+ planning committee has been developed; in the fall staff will be meeting with two of the rental groups that currently utilize our facilities for ethic based events. Staff is also working with Community Resource Center on integrating their soccer program into our in-house league. 50+ surveys have been completed; in review stage. Added new overnight travel opportunity with new vendor; Intermediate Spanish Class added to schedule for completed Level 1 & Level 2 Spanish class registrants.
5	(REC) Develop an ELC orientation – pre- enrollment tool to better inform parents of the program.	Implement new format by Q3.	С	A parent checklist / orientation tool has been developed. Program Manager meets with all new parents to review the ELC program before their child begins. All parents attend an orientation with program manager before starting

				preschool.
6	(FAC) Continue to support district volunteer program, with enhancing opportunity for university internship programs within district.	Add 1 volunteer program opportunity and 1 internship program complete by end of Q3.	C	The internship procedure and manual have been revised, with the new program being marketed and promoted through the IPRA, as well as additional resources. Interns have been secured for Q1 and Q2.
7	(REC) Offer volunteer web page to maximize the exposure of HEPD opportunities throughout the year.	Launch in Q2.	C	Collecting all special events and activities that will require volunteers for interested parties to access and sign up for specific jobs. http://www.heparks.org/general-info/volunteering
8	(REC) Host mandatory parent, coach and staff trainings on youth concussions, anti-bully policy and sideline etiquette.	Offer 1 training in each area listed, complete by Q3.	O	Athletic Code of Conduct is being created and implemented during training in the Fall of 2014.
9	(C&M) Educate the community on special initiatives (Green, HEALTH, and Social Equity). Develop at least one article per quarter on each topic to broadcast on our communication channels: Play Portal, iPlay Hoffman, Guide, website, Park Perspectives and HEALTHeKids news.	Baseline is 12 articles annually. Goal is 20 total articles.	С	At year end: 25 HEALTH articles 11 Green articles 10 Social Equity articles
10	(C&M) Create a Feedback Dashboard on the HEPD website to report to consumers on the level of satisfaction via survey results.	New initiative. Goal is to establish 6 Feedback Dashboard postings by end of Q4.	SC	Survey began at end of Q2; survey results were insufficient at end of Q4. A scaled down results chart is in development.
11	(C&M) Expand Social Media engagement efforts to support data gathered from CMP that indicated a need to expand community education and reach through social media outlets.	Baseline: 1378 Facebook Fans Oct 31, 2013 (20% increase in 2013). Weekly Facebook Reach 241 - GOAL: Increase Facebook Fans by 20% by end of Q4 to 1653 Fans. Maintain Weekly Facebook Post Reach above 250 by end of Q4. Add Social Media channels as needed based on CMP Attitude & Interest Survey results.	C	As of 12/31, Average Weekly Reach - 2336. 1,728 page likes or "fans". Added Instagram. Held Social Media photo contest, staff "Day in the Life" campaign, event photos before during and after events. Me & HEPD videos.

Deliver Financial Stewardship

District Initiative 1: Achieve annual and long range financial plans

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(FAC) Develop budgetary revenues/expenses and ensure that the annual budget is either meeting or exceeding budgetary aims.	Complete by Q4.	С	Ongoing
2	(REC) Achieve budgetary aims that meet or exceed the financial objectives in 2014.	Complete by Q4.	С	Ongoing evaluation and monitoring.
3	(ICE) Meet and exceed annual budget projections during the 2014 season.	Complete by Q4.	С	Ongoing evaluation and monitoring.
4	(C&M) Ensure that the budget revenue and expenses are being met and/or exceeded in accordance to goals and objectives.	Conduct quarterly analysis to maintain within 5% of budget projections.	С	Tracking weekly, bi-monthly and quarterly. Stayed under budget by more than 5%.
5	(FAC) Increase the group reservations and rentals at Seascape through targeted marketing directed at other park districts and local childcare centers.	Increase group reservations at Seascape by 3% within 2014.	С	Program & Aquatic Supervisor is planning on putting an advertisement in the SPRA (Suburban Park & Recreation Association) newsletter to increase group visits to Seascape to surrounding park districts. A mailing list is also being created to local childcare centers surrounding Hoffman Estates. Despite the colder weather and pool closures, Seascape's group reservations and rentals remained strong in 2014. An advertisement was included in the spring SPRA (Suburban Park & Recreation Association) newsletter that reaches hundreds of parks and recreation professionals.
6	(C&M) Maintain HEPD sponsorship commitments and seek out new opportunities.	Baseline: 9 sponsors/partners. Obtain 5 new sponsorship relationships by end of Q4.	IP	Meet monthly with Alexian Brothers. Working with Dick's Sporting Goods. New sponsors in 2014: Robert Driver, Realtor. (We did not hire a Corporate Relations Specialist, as originally planned.)
7	(C&M) Evaluate and monitor ROI on marketing expenditures.	Baseline: Email Open Rate/Click Thru Rate: 21.9%/10.8% - GOAL 22%/12% Facebook Fans: 1,363 GOAL:	С	ROI tracking in place for Summer Camp ad in DH runs 3/16-end of June final results 57 new campers. Email open Rate 21.7%/10.8%. Facebook fans=1,728. Ave

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		1500. Website Ave Hits per month 2013 16,110 GOAL: 17,721		web sessions per month: 17,000
8	(REC) Implement a new budget worksheet that will allow all actual revenues and expenses to be entered to assure the departments ROI is consistent with district policy.	Launch in Q4; ensure 100% off all programs are meeting the district standards.	С	Staff is working with the business department to make sure programs are meeting the district standards to assure department ROI is consistent with the district policy. New program budget sheet has been created to include IMRF and FICA payments made on program wages. These are currently being used to create the 2015 budget.
9	(FAC, REC & ICE) Develop and implement business plans to provide clear direction, supporting overall district goals.	Create annual business plans by Q1, implement plans within Q1 and utilize throughout Q1-4.	С	A new format was developed in Q1 for 2014 and the business plans was implemented in Q2. Completed in Q2.
10	(ICE) Evaluate an Independent Contractor facilitating Public Skate.	Complete 1 st quarter – implement in Q4.	C	Discussions with other rinks in IL and around the country have yielded not much in the way of info. Staff is continuing to research this concept into the 2 nd Q. Around the country it is very rare for an outside company to operate public skate. The few places that do have such an agreement have it with entertainment companies. Staff contacted a few companies in the area that they have worked with in the past but there was no interest in discussing this business proposition.

District Initiative 2: Generate alternative revenue

No.	Division Objective	Measures	Status	Achievement Level / Comments	
1	(C&M) Develop and implement a process for	New initiative. Work with program	С	Staff continues to cross market various	
	facilitating cross-marketing among programs.	managers to implement one cross-		programs, special events and promotions.	
		marketing strategy per program by		Cross-marketing PSSWC & BPC,	
		end of Q4: Rec, Ice, Facilities, and		HEALTH & STAR/Camp; special events	
		BPC.		are promoted in camp and at Seascape.	
				C&M Staff onsite at PSSWC.	

DISTRICT GOAL 3 Achieve Operational Excellence and Environmental Awareness

District Initiative 1: Create and sustain quality parks, facilities, programs and services

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(FAC) Resurface hardwood floors at Vogelei.	Project to be completed Q3.	С	Staff is in the process of obtaining quotes. The floor is scheduled to be resurfaced on Sept. 25 th .
2	(FAC) Paint TC Fitness Center Ceiling	Complete by end of Q3.	NA	Project did not go forward ceiling painting will be evaluated at a later date.
3	(FAC) Replace TC main entrance grating	Complete by end of Q2.	С	Within Q1, quotes have been received and vendor has been selected. Once final approval has been received via PO, staff will proceed with project. Main grating has been installed. Holding off on the north entrance grating due to flooding in vestibule when it rains. Working with parks maintenance
4	(FAC) Replace WRC one man lift	Complete by end of Q2.	С	Staff is in the process of obtaining quotes. Quotes have been received and PO will be requested by end of June. Lift was purchased and delivered in August.
5	(FAC) Refinish TC Gym Floor	Complete by end of Q3.	С	Gym refinish is scheduled for the week of May12th and the Dance Studio will be refinished the week of May 19. Project completed in May 2014
6	(FAC) Purchase and install new fitness equipment for TC and WRC Fitness Centers.	Purchase by Q3.	SC	Equipment to be purchased will be assessed within Q2/3. Quotes are being obtained for a treadmill and ab/adductor for WRC and Step mill and elliptical for TC. To be purchased in Q4. An elliptical was purchased and delivered in Q4 at TC. A LifeFitness treadmill and ab/adductor was ordered Q4, delivery expected Q1
7	(ICE) Purchase new skate sharpener	Purchase by end of Q2.	С	Staff and Jerry's pro shop were able to reach an agreement on a per pair fee that staff feels is a better option for sharpening rental skates than implementing HEPD staff. Pricing was added into the pro shop

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	rental agreement that is being presented at
	the April board mtg.
	Board accepted proposal and skates
	have all been sharpened.

District Initiative 2: Utilize best practices

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(REC) Research Kindergarten Common Core Standards to compare Kindergarten curriculum goals to HEPD preschool goals.	Administer changes to curriculum for Fall 2014 based on research results by Q4.	С	Program Manager is enrolled in an online training on Common Core. Course was completed in Q2 and the information learned will be implemented into staff trainings each fall (prior to school starting).
2	(FAC) Update and streamline the Seascape and PSS&WC swim lesson participant report cards to reflect current skills and requirements for each swim level.	Evaluate all current swim level content in Q1. Provide new materials within Q3 and Q4.	С	Program & Aquatic Supervisor is currently evaluating swim lesson participant report cards. A new report card template has been created by Graphic Designer. Program & Aquatic Supervisor is currently proofing the new design and layout. The report cards have been completed and are in use.
3	(FAC) Develop internal secret shopper program for WRC and TC	Complete format by Q2, increase satisfaction rating by 1% of established baseline by Q4.	IP	Staff is currently in the process of developing a new secret shopper checklist to track the satisfaction rating and establish a baseline for customer service/experiences at WRC & TC. Committee is being formed, meetings and procedure to be developed Q1 2015.
4	(REC) Research various websites to offer a stronger streamline for program evaluations. Real time feedback and easier access for all parents, participants, referees, coaches and volunteers.	Launch by Q3.	С	Mobile App will allow us to provide real time feedback and access to our participants and staff.
5	(ICE) Complete a program fee cost analysis across the Chicago land area the is figure skating specific	Be in-line with cost, time of day, and instructor fees from determined baseline, complete by Q4.	С	Ice Costs for 2013 -2014 is almost complete for area rinks. Program costs for the fall will be surveyed starting in May. Ice, Hockey and Skating analysis has all been completed.
6	(C&M) Measure the public's satisfaction with the district. Using the CMP Needs Assessment survey as a baseline, develop a follow up annual survey with similar questions to gauge progress and initiate feedback on district-wide initiatives.	Develop survey and introduce first one by end of Q1. Measure and track satisfaction and provide a report at the end of each quarter.	С	Survey incorporated into the mobile app, new responsive website and eBlast. Begin reporting end of Q4. Updating infacility paper surveys.

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7	(ICE) Develop an effective overnight cleaning program at TC.	Implement by Q2.	С	A Full time overnight staff member was hired in February; position is being monitored.
8	Research, develop and recommend Facilities & Recreation section of the 2014 CMP including recommended CIRP projects, goals and objectives.	By May 2014	С	Completed during the CMP.
9	(REC) Research In-House program vs. Travel Programs within youth athletics using the SWOT analysis and conduct 1 focus group meeting.	Completed by Q4.	С	Currently working on a program matrix and evaluation process to monitor the life cycle of programs offered. In evaluating the advantages of offering in house leagues vs contractual, HEPD has determined it is more controlled and profitable to remain inhouse. HEPD staff will work to offer more contractual programs for skills, camps and trainings to provide a variety of options for our participants.

District Initiative 3: Advance environmental and safety awareness

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(ALL) Maintain IPRA's Environmental Report Card	By end of 4 th quarter	SC	Staff continues to review and evaluate this objective. Currently reviewing HVAC and recycling services for the facilities.
2	(FAC) Purchase energy efficient fitness equipment for facilities.	Purchase within Q3.	С	Equipment to be purchased will be assessed within Q2/3. Energy efficient equipment has been purchased within 2014.
3	(FAC) Strengthen emergency response training within the district facilities by implementing drill trainings to ensure team readiness.	Implement quarterly drill trainings, 1 per quarter, Q1-4.	С	Quarterly drills are being run.
4	(FAC) Offer Medic AED/CPR training for district team members to ensure team is CPR/AED certified.	Offer quarterly trainings, Q1-Q4.	С	Q1 Medic training was held on Feb. 8, 2014. Next class will be held May 3 rd . Schedule for remaining year TBD. Additional classes have been offered within Q2. The remaining 2014 class dates have been announced, and classes will continue to take place within Q3/4. Q2 training was held on June 5 th , Q3 was held on Aug. 9 and Q4 is scheduled to be held on Nov. 8 th . Q4 training was successfully administered; 2015 plan for Medic training is in place and has been

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				announced.
5	(REC) Obtain one instructor certified staff member in Medic AED/CPR training.	Complete by Q3.	С	Two full-time team members have been certified as Medic AED/CPR instructors. Q2-Q4 training schedule will include new instructor participation. New instructors have been incorporated into the Q3/4 schedules as well as 2015 course schedule.

Promote Quality Leadership and Service

District Initiative 1: Develop leadership that ensures work force readiness

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(FAC) Implement the district CHEER customer service training program for district team members.	Plan and implement a baseline of 4 trainings within 2014, with 1 training per quarter, Q1-Q4.	С	The initial training for the CHEER customer service program was held on Feb. 19 2014. There are 3 additional dates organized for Q2. Additional trainings will be developed and promoted for Q3-4. To date, a total of 100 HEPD team members have participated within the CHEER training. Trainings have been scheduled, announced and will be offered within Q3/4. A total of 7 training dates have been planned and will be completed within 2014. The 2014 CHEER training plan has been successfully completed and the 2015 training plan is in place.
2	(FAC) Facilitate lifeguard recertification, new lifeguard training, and in-services to ensure all aquatic team members meet or exceed program requirements.	Plan team training schedule within Q1 and administer training within Q2-3. Obtain at least a 90% audit rating completed in Q4.	С	All of the lifeguard instructors have been certified through the new Starguard program. The first recertification is scheduled March 22-March 23 rd for returning Seascape lifeguards. There is a new guard class scheduled in May. The final recertification for returning guards is schedule for May 17-18. All required Starguard trainings and certifications have been completed for 2014. Aquatic centers exceeded expectations at SFAC & PSS&C on all

				aquatic operational reviews over the summer. A fall review at PSS&WC is expected still in 2014. The final fall review for PSSWC was successfully completed in Q4.
3	(FAC) Encourage district involvement and participation within the IPRA, NRPA, PDRMA, and additional educational conferences and workshops to contribute to district operations.	Increase participation by 3% in external conferences, workshops, and educational session.	С	Attend IPRA monthly meetings. TC Facility Manager, Superintendent of Facilities and the Senior Program Manager have completed level 2 of the IPRA Leadership Academy. IPRA and PDRMA involvement continued throughout Q2. Additional workshops and participation will be continued throughout Q3/4.
4	(FAC) Consistent service desk team meetings will be conducted at TC and WRC for training and education purposes.	Baseline is conducting 1 staff meeting per quarter.	С	Meeting to be held in April 2014 Meeting held April 23 rd TC & WRC. Meeting to be held in Oct. for WRC & TC desk staff. TC and WRC meeting was held in November for Q4.
5	(REC) Incorporate a yearly training schedule for all full time staff to include, but not limited to, job specific trainings, certifications, educational opportunities and risk management requirements. (Hoffman Estates University Program)	Launch by Q4. Increase participation in training by 3%.	С	CHEER program launched with mandatory attendance in a yearly training. Summer orientation being worked on for June 2014. Hoffman U has held 5 successful trainings in 2014.
6	(C&M) Provide training and support to C&M staff.	Baseline: 5 educational opportunities Goal: 5 educational opportunities	С	Completed IPRA Convention (2), Brand Smart Chicago AMA Conference (1); NRPA Congress (1); IPRA ProConnect (1)

District Initiative 2: Build organization culture based on I-2 Care Values

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(C&M) Research and develop an internal communication channel that will be effective in improving communication within departments.	Complete research with Employee Survey to establish baseline for employee satisfaction with internal communications by end of Q1. Roll out 1 new channel by end of Q2 and measure with follow up Employee Survey at end of Q4. Goal is to achieve a 2% increase in overall employee satisfaction	NB	To begin Q3 to research an effective communication method for staff, implement channel in Q4. Will review in 2015.
2	(FAC) Work with current partners to provide	with internal communications. Provide 1 quarterly community	С	An educational workshop was organized

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	community educational lectures and experiential workshops pertaining to health, fitness, and recreation.	educational opportunity per quarter completed by Q4.		and promoted within Q1. Additional topics will be addressed and workshops will be marketed for Q2. Workshops were provided by AthletiCo within Q2 and will be continued throughout Q3/4.
3	(FAC) Enhance department staff training opportunities by incorporating the CHEER customer service training philosophy into team meetings.	Conduct 1 meeting per quarter, completed by Q4.	С	The CHEER customer service training has been presented and offered for all district team members within Q1. On-going effort will be made to enhance recognition of the CHEER customer service training philosophy and continue to offer on-going training opportunities.

District Initiative 3: Promote continuous learning and encourage innovative thinking

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	(ICE) Develop an All Ice Division meeting program. To include Hockey, Skating, Maintenance and Custodial Staff.	Twice a Year by Q2 and the second by Q4.	С	First meeting to take place Mid May. Hockey completed a meeting 6/7 and Skating 5/31. Due to camps and lessons starting the following week, the meetings were held separate. 2 nd division meeting is slated for the beginning of Nov.
2	(REC) Streamline and revamp the HEPD Intern program to be used within all divisions.	Develop relationships with state universities with recreation degree programs. - Revamp HEPD Intern manual. - Develop standardized intern timeline/calendar. - Establish intern "home base" and supervisor. Launch by Q3.	С	State universities have been contacted. HEPD internship is being advertised at all universities offering a recreation degree program. Intern Manual has been revised and approved. Student intern for summer 2014 has been selected.
3	(REC) Develop at Counselor-in-Training (CIT) program for tweens (12-15 year olds). The CIT program will be a combination of a life skills, leadership, and junior counselor program.	Offer one training by end of Q3; obtain 5 participants in the program.	С	CIT program will be offered in Summer 2014. Registration is open. Completed in summer. The children worked as Jr. Counselors in the classroom & had instructor classroom time on work/life skills. We will continue to promote this program for future growth.

Hoffman Estates Park District – 2014 Goals PSS&WC

Report Date: January 2015

Key: C = Complete / SC = Substantially Complete / IP = In Progress / NB= Not Begun / NA = Not Accomplished

DISTRICT GOAL 1 <u>Enable access to Healthy and Enjoyable Experiences for all people</u>

District Initiative 1: Offer healthy and enjoyable experiences that promote equal access

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Develop drop-in or league programs (i.e. basketball, volleyball, badminton) in the gymnasium space, particularly during the weekday evenings.	Add day and time slots for services within Q1. Purchase any equipment needed and implement by end of Q2.	SC	Staff has added additional time slots for open play. This objective will continue to be assessed within Q2 to be implemented within Q3/4. Staff is continuing to evaluate resources to implement this objective within Q3/4. Resources were assessed and this objective will be accomplished in 2015.
2	Implement youth programming to coincide with adult classes/programs to support the districts anti-obesity initiative.	Work with the Fitness team to develop 2 fee based programs targeting youth 7-13. Run 1 program in Q1 and one within Q3.	С	FIT U has been developed, promoted, and is successfully running for the Q1 family/youth fitness program. Program attendance will be monitored and participants evaluated to assess level of interest to continue to offer throughout the year. Additional programs will be developed and offered throughout Q2-4.On-going programming opportunities, including FIT Together, youth and adult running programs have been offered in Q2 as well as Q3 and Q4.

District Initiative 2: Achieve customer satisfaction and loyalty

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Enhance Elements Spa services at PSSWC by adding additional options to the massage services menu; add 1 additional contractual esthetician to provide increased service choices and appointment availability.	Complete by end of Q2.	С	Efforts being taken to introduce specialty massage options for seasonal promotion; contact made with local massage school for the recruitment of additional therapists and estheticians. Efforts to continue in Q3. Efforts continue to secure 2 new massage therapists in Q4. Two new massage therapists hired in Q4 for daytime hours.

2	Increase PSSWC member retention through development of system and programs that increase opportunities for new member contact.	Develop new program in Q1 and launch of pilot program in Q2 and full program by Q3.	С	Within the Q1, the Wellness Program/Calendar has been launched and is currently being offered as a retention tool for members. Complimentary nutrition, fitness, and general wellness programs and services are being offered. The program has been received positive feedback from customers and programs have been well attended. Additional retention opportunities will continue through year. The Wellness calendar continues to be offered throughout Q2 as well as Q3/Q4.
3	Expand fitness and wellness programming to provide greater variety and meet the needs of our customers.	Increase overall participation in program by 3%. Complete by Q4.	С	The Wellness Calendar features a variety of fitness and wellness programs and events to encourage participation of clientele with diverse interests. The wellness programming, which was developed, featured, and promoted within Q1, will continue throughout Q2-Q4. Efforts to enhance participation and marketing of the wellness calendar events continued throughout 2 as well as Q3 and Q4.
4	Develop strategy for enhanced member appreciation events throughout the calendar year focusing on nurturing a social component for retention purposes.	Offer 1 event in Q2, Q3, and Q4.	С	The Wellness Calendar features programs and services which promote a social and community component. This has been successfully launched within Q1 and will continue throughout the year.
5	Develop new rewards program to recognize/reward charter members (10+ years).	Research in Q1 and Q2 with launch in Q3.	SC	Efforts will begin in Q2 to introduce a complimentary program for our current Member Rewards referral program that will provide special incentives to charter members. Initial meeting held with Member Services and Fitness teams to discuss basic parameters of a charter program to recognize long-standing members as well as a frequent buyer rewards program for Personal Training clients. Discussions continued in Q4. Discussions for potential launch of charter rewards program in FY15 continue in Q4; new FT Fitness Program Supervisor will integrate efforts with Member Services team on development of program.

6	Enhance PSSWC member retention by launching a new 60-90 day program that increases member touch points by the fitness department. Work closely with the member services team to encourage enrollment of new members into the program.	Increase participation by 5% over the 2013 FORCE member retention program participation numbers.	С	The Wellness Calendar was developed in replacement of the FORCE program. Additional structured retention programming opportunities will be explored within Q2, to be potentially implemented within Q3/4. The Wellness Calendar continues to be an important member retention tool. Programs continue to be offered throughout Q3, and Q4, to serve customers and enhance retention.
7	Provide innovative group fitness classes and retention programs.	Add 1 new class formats and implement 2-3 retention programs. Complete by Q4.	С	New innovative group fitness classes have been incorporated into the group fitness class schedule within Q2. Additional classes will be explored and implemented within Q2-4. The group fitness special event, Zumba Party, was offered and successfully received by members and non-members in Q3. Additional classes, such as Raise the Barre and Tai Chi, continue to be added to the group fitness class schedule.
8	Increase the reach of the PSS&WC social medial and website users through engaging content that coincides with the overall PSS&WC marketing plan.	Increase Facebook "Likes" by 3% within 2014, complete by Q4.	С	Instructional tutorial completed in Q1 for the Retention Management system, which will result in more electronic/digital "touch point" with members for promotional and retention purposes. Efforts ongoing to promote PSS&WC on Facebook through the use of short vignettes and photos taken at the club. Further efforts to integrate social media marketing channels for PSS&WC membership recruitment and retention will continue throughout FY15.

District Initiative 3: Connect and engage our community

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Continue the relationship with Edmond's Acres	Meet with Edmond's Acres within	NA	Received confirmation from Troy Edmonds
	Farm to continue to offer the Farm Market at	Q1 to develop an agreement and		of his need to redirect energies to other
	PSSWC and explore additional mutually beneficial	plan for the market and additional		personal matters; the farm market will not
	educational opportunities for the district as a	district opportunities for FY14.		be running in 2014. Consideration and
	whole.	Offer 1 additional service site for		interest is evident for a possible return of
		educational opportunities,		the farm market in 2015.
		complete by Q4.		

2	Work with the district volunteer program to establish one new volunteer opportunities at PSS&WC.	Complete by Q2.	С	The internship procedure and manual have been revised and promoted through the IPRA, as well as additional resources. This will expand volunteer opportunities at PSSWC and throughout the district. PSSWC has secured 2 internships within Q1, which will extend through Q2. Ongoing volunteer opportunities were offered and Hoffman Estates High School students continued to volunteer at PSSWC throughout Q3 and Q4.
3	Work with AthletiCo Physical Therapy to offer community outreach educational workshops.	Offer 1 workshop per quarter, completed by Q4.	С	One workshop has been offered within Q1. On-going workshops will be offered within Q2. Workshops have been offered within Q2 and will continue within Q3/4.

DISTRICT GOAL 2 <u>Deliver Financial Stewardship</u>

District Initiative 1: Achieve annual and long range financial plans

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Meet and/or exceed revenue and expense expectations for 2014.	Complete by Q4.	NA	Q1 membership totals are pending; increased efforts currently being taken to reduce the inflated number of monthly credit card denials (due to the retail credit card scandal that impacted Target and other retail shoppers in late 2013). Monthly new membership totals have rebounded in Q3 and are anticipated to meet monthly goals in Q4; net total membership expected to fall below expectations for FY14 due to slow Q1 start and influx of credit card suspensions/denials. Q4 membership totals expected to exceed net goal for the quarter, helping to minimize deficit left after slow Q1.
2	Enhance revenue generating opportunities for the	Increase participation of PSS&WC	С	Climbing wall classes are currently tracking
	climbing wall by increasing the participation levels	open climb by 3% over 2013		about the same in participation from last
	of open climb at PSS&WC and by exploring	participation levels, complete by		year. Staff will continue to promote these

	sponsorship opportunities for the climbing wall.	Q4		classes. Climbing wall sponsorship opportunities will be explored within Q2/3. A new Climbing Wall Trick-or-Treat special event was added to help engage climbing among the community through a fun event. Additional climbing wall programs, events, and classes have been offered throughout Q3/4. Two of the new opportunities include a boy scout climbing merit badge class and a winter wonderland special event to continue to attract additional participants to the climbing wall.
3	Complete analysis of guest services areas, i.e. massage therapy and personal training to make sure a baseline of 30% profit is generated above expenses.	Complete by Q4.	С	Departments continue to monitor progress to ensure the 30% baseline profit margin is maintained.

District Initiative 2: Generate alternative revenue

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Research and introduce house charge capabilities within RecTrac system to enhance and facilitate spending capabilities of members.	Research with in Q1 and Q2 with launch in Q3.	NB	Efforts to work with the Business office and IT team to implement this system will be launched in Q2. Preliminary meetings between the Business office and the Member Services team to take place in Q3 in an effort to streamline efficiencies for membership maintenance (i.e. reduce use of paper in favor of electronic means); discussions regarding house charging capabilities for specific services will be discussed. Objective will be moved to FY15 for research and potential completion.
2	Increase fee for annual aquatic pass	Complete by Q1.	С	10% increase on all annual aquatic fees implemented in Q1.
3	Increase guest fee for daily visit	Complete by Q1.	С	Daily guest fee rate increase to \$15.00/visit implemented in Q1.
4	Increase Personal Training Fees	Complete by Q3.	С	Fitness management team members have begun to assess the potential of increasing the personal training fees. On-going evaluation processes will continue through Q2. Evaluation continued throughout Q2 and

				potential increase to occur within Q3/4. Due to market value, personal training fees remained the same within 2014. Evaluation of potential fee increase will continue within 2015.
5	Increase fees for PSS&WC LTS swim lesson program	Complete by Q3.	С	Swim lesson fees have been increased within Q1.

District Initiative 3: Effective and efficient use of our resources

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Enhance the Wi-Fi services in the PSSWC facility, creating additional "hot spots" to broaden the coverage area for members and guests.	Complete by end of Q1. Provide 60% Wi-Fi coverage in facility.	С	Reviewed current limitations of the Wi-Fi services at PSS&WC with IT team; consideration being given to replacement of T1 line to improve service. IT Manager working with Business office to obtain pricing for options to enhance Wi-Fi district wide. IT Manager is working to secure new District agreement with Comcast for business class internet/Wi-Fi capabilities; expected completion date of deployment/activation is in Q4. Comcast completed installation of cable wiring in Q4; IT manager has advised that enhanced service will not be done until late Q1 or early Q2 in FY15.

DISTRICT GOAL 3 Achieve Operational Excellence and Environmental Awareness

District Initiative 1: Create and sustain quality parks, facilities, programs and services

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Resurface member locker room floor tile.	Completed by the end of Q3.	NB	Project will be evaluated and potentially implemented within Q4. Objective will be moved to FY15 for research and potential completion.
2	Re-carpet front rehabilitation hallway, Kids Korner, Member Services offices and service desk area.	Completed by the end of Q2.	С	Project will be assessed and evaluated within Q2. Project completion planned for Q3/4. Kids Korner remodeling project that includes reception desk rebuild/ relocation and carpeting has been discussed with the Parks team they will be completing this project in Q4. Kids Korner remodeling and re-carpet project completed in Q4; carpeting replacement for other areas of the facility will be considered in FY15.
3	Enhance the space at PSSWC by introducing additional comfortable seating options and a mounted television.	Complete by Q2.	NB	Staff has researched different options, i.e. Installation of TV will take place in Q3; additional seating options pending possible reconfiguration of café (i.e. removal of central furniture piece; reconstruction of counter). Installation of TV will take place in Q4. TV installation and remodeling objective will be moved to FY15 for research and potential completion.
4	Install exterior lighting for north side wall of building.	Complete by Q3.	С	Currently awaiting final production and installation of the signage panels. Northside signage panels produced and installed on north side wall in Q2; lighting options to be installed in Q3/4. Lighting options were not installed due to seasonal weather change; targeted for completion sometime in FY15. Lighting equipment was purchased in 2014.

District Initiative 2: Utilize best practices

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Explore options to relocate check-in desk area within the Kids Korner space with the purpose of creating a larger space for parents/children to prepare for entrance and exit into the play area.	Develop plan within Q1, complete by end of Q2.	С	Confirmed intentions and design of desired check in area reconfiguration; work order to be entered in Q3. Kids Korner remodeling project that includes reception desk rebuild/ relocation and carpeting has been discussed with the Parks team; start date for project is TBD but expected in Q4.
2	Enhance the Kids Korner space at PSSWC by repainting and re-carpeting the area.	Complete by end of Q2.	С	Consideration of projects in Q3. Project completed in Q4.
3	Purchase Fitness Equipment	Complete by end of Q3.	С	Assessment of the fitness equipment to be purchased will begin within Q2. Equipment to be purchased within Q3/4. Within Q1, a Pro 2 (ADA accessible upper and lower ergometer/bike) was purchased as a replacement piece. Due to budgetary limitations, no additional fitness equipment was purchased for PSSWC within Q3/4. Fitness equipment was purchased for fitness facilities at TC and WRC in Q4. Additional fitness equipment for PSSWC will be purchased or leased within 2015.
4	Create a comprehensive marketing plan to support the promotion of new membership recruitment and more enhanced member retention efforts.	Develop and complete by end of Q1.	С	Currently working with Member Services team to evaluate Q1and Q2 progress and formulate strategies for remainder of year focusing on collaborating with Fitness team to drive stronger retention efforts. Working with C&M team on video initiative to increase social media and visual presence on internet in Q4. Ideas currently being discussed/considered for FY15.

<u>Promote Quality Leadership and Service</u>
District Initiative 1: Develop leadership that ensures work force readiness

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Develop quarterly MOD meeting calendar for all PT/FT participants.	Schedule meetings for Q1, Q2, Q3, and Q4.	С	Efforts to be taken in Q2 to schedule first of 2 potential MOD team meetings. MOD information to be shared at upcoming Service Desk team meeting in Q3; MOD daily update memos composed and published nightly for reference by the MOD team.

District Initiative 2: Build organization culture based on I-2 Care Values

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Hire and train PT Group Exercise Coordinator to provide support to the 30-60 & 90 day member retention program.	Hire by end of Q1.	С	The PT group fitness coordinator has been selected and will begin work within Q2. Group Exercise Coordinator has been successfully hired and has been contributing to the member retention efforts.

District Initiative 3: Promote continuous learning and encourage innovative thinking

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Ensure consistency within the Manager on Duty program by clearly communicating expectations upon training and re-training MOD team members.	Train all new MOD's from the updated checklist and expectations laid out in the Manager on Duty binder. (ongoing) Re-train/review updated MOD expectations with current MOD's within Q1.	С	New MOD training checklist and training binder successfully utilized for 2 new MOD participants; introduced daily MOD UPDATE email to all team participants in Q1 to improve communication. Ongoing training continues for club-specific processes among MOD participants.
2	Implement quarterly CHEER training to all PT staff.	Offer 1 per quarter and complete by Q4.	С	The CHEER customer service training has been successfully launched within Q1 and several training opportunities have been offered to staff within Q2. Within 2014, a total of 100 HEPD team members have participated within the trainings offered within Q1/2. Additional trainings have been offered and are planned for Q3/4. Additional trainings have been completed within Q4 and will be continued within 2015.

Hoffman Estates Park District – 2014 Goals Golf Division

Report Date: January 2015

Key: C = Complete / SC = Substantially Complete / IP = In Progress / NB= Not Begun / NA = Not Accomplished

DISTRICT GOAL 1

Enable access to Healthy and Enjoyable Experiences for all people

District Initiative 1: Offer healthy and enjoyable experiences that promote equal access

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Provide 35k rounds in the 2014 Season	35k rounds in the 2014 Season (30,179 thru 10/29 in 2013)	С	Course opening in April. 10,024 Rounds Thru June 26,348 Rounds Thru Sept 29,101 Rounds in 2014
2	Provide 3,750 Outing rounds in the 2014 Season	3,750 Outing Rounds (3,541 Outing rounds in 2013)	С	Course opening in April 1,049 Rounds Thru June 3,636 Rounds Thru Sept 3,661 Rounds in 2014
3	Provide 35 Preferred Tee Times for the 2014 Season.	35 Preferred Tee Time Groups (33 Groups in 2013)	С	Course opening in April 39 Groups in 2014
4	Provide 3,400 League rounds in the 2014 Season.	Goal is 3,400 League Rounds for the 2014 Season. (3,471 rounds in 2013)	С	Course opening in April 1,620 Rounds Thru June 3,361 Rounds Thru Sept 3,361 Rounds in 2014
5	Expand & Provide Jr. Program Classes in Spring, Summer & Fall to 175 participants.	Goal is 175 participants. (88 participants in 2013)	С	Course opening in April 2 Sessions Completed 84 Students. 4 Sessions remaining. 6 Sessions Completed 176 Students
6	Expand & Provide Group Lessons to include 28 students for all ages in Spring, Summer & Fall.	Goal is 28 students. (21 Students in 2013)	С	Course opening in April 3 Sessions completed 23 Students, 5 Sessions remaining 7 Sessions Completed 34 Students
7	Host 5 outside wedding ceremony only events.	Goal is 5 ceremony only events. (5 events in 2013)	С	7 Booked 8 Booked
8	Host 35 Full Wedding Packages.	Goal is 35 Full Wedding Packages	С	27 Booked 29 Booked 30 Booked 29 Booked (Had 2 cancellations)

District Initiative 2: Achieve customer satisfaction and loyalty

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Receive 25% of comment cards of the 35k golfers and evaluate responses and maintain an 85% satisfactory score on 95% of the completed comment cards. (Pace of Play, Course Conditions, Customer Service, Amenities, etc.)	Receive 25% of the 35k cards back and maintain 85% satisfactory score on 95% of the comment cards.	С	Bar & Grill, Course opening in April Comments are being received and evaluated on a weekly basis. Comments have been received all year. We continue to see comments on Pace of Play as well as lack of specials in the bar in grill. This will be a major point of emphasis in 2015. We have received approximately 2,500 cards thru September We received approximately 3,000 cards. With a 88% satisfactory score. We will be looking at new ways to receive more cards in 2015 as our goal was 8,750 cards returned.
2	Book 5 additional events by follow up calls and email guest from events and gather feedback. Offer 10% Discount on future event to promote repeat business.	Book 5 additional events from repeat clients.	С	Currently 1 booked by referral Currently booked 4 by referral Currently booked 6 by referral

District Initiative 3: Connect and engage our community

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Provide 6 Special Golf Events with 360 participants	Goal is 6 Events with 360 participants. (316 in 2013)	С	All events planned. Cancelled March Madness due to weather. Held 1 event for 35 participants. 4 Events remaining in Oct & Nov 5 Events Held in 2014 with 278 guests. March Madness was cancelled due to weather.
2	Provide 2 Holiday Event Brunches with 675 guests	Goal is 2 Events with 675 Guests. (672 in 2013)	С	First Event is in April. 261 Guests for Easter Breakfast with Santa Dec 13 th Breakfast with Santa had 388 guests. The 2 events serviced 649 Guests.
3	Involve volunteers in course maintenance initiatives.	Schedule 4 ball mark repair days for volunteers to fix ball marks by Q3. After special outing days to ensure course conditions stay at a high level.	С	Course opening in April Will begin in 3 rd QTR Had 2 repair days scheduled with High School Teams.
4	Expand volunteers in facility events by securing scores for the Pro Am Scramble.	Secure a minimum of 25 volunteers to help score Pro Am	С	Course opening in April Event is in Oct.

		scramble.		We had 30 volunteers for this event.
5	Involve volunteers in Jr. Golf Program.	Recruit and train 2 to 3 High	С	Course opening in April
		School golfers to help instruct Jr.		Added 4 HS Golfers to JR Program staff.
		golf program classes.		

Deliver Financial Stewardship

District Initiative 1: Achieve annual and long range financial plans

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Manage and operate the golf department to meet budget expectations.	Meet or exceed Golf Department Budget	С	Expenses and payroll were monitored very closely during our winter months. Payroll expenses are down \$15,657 to budget due to weather and lack of rounds. Payroll & Expenses have been monitored all season. Also expanded social media marketing to increase rounds
2	Manage and operate the F&B department to meet budget expectations.	Meet or exceed F&B Department Budget	С	Expenses and payroll were monitored very closely during our winter months. Payroll expenses are down \$18,270 to budget due to weather and lack of rounds. Payroll & Expenses have been monitored all season. Also expanded social media marketing to increase traffic in bar and grill.

District Initiative 2: Generate alternative revenue

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Expand use of golfnow.com to increase golf now	Increase golfnow.com rounds by	С	Course opening in April
	rounds by 5% to produce additional revenue	5%. (4,485 Rounds in 2013)		1,657 Rounds Thru June.
	during slow periods.			4,261 Rounds Thru Sept
				4,892 Golf Now Rounds book in 2014
2	Increase rounds attributed to internet marketing	Increase overall rounds by 5%.	С	Course opening in April
	by 5% (Facebook, Twitter, Email blasts).			10,024 Rounds Thru June.
				26,348 Rounds Thru Sept
				29,101 Rounds for 2014 vs
3	Increase lunch business in bar & grill by 3% over	Increase bar and grill sales by 3%.	С	St. Patrick's Day Lunch was our first
	prior year by capturing golfer's on site with daily			promotion which produced over 100 orders.
	specials and promotions.			Sales are down 18% thru May due to

				weather and low round totals. Bar & Grill sales have been challenging all season. We will be addressing menu specials and promotions in 2015. The Grill Sales are down 17% to budget thru September. Grill sales ended up down 15% of budget but they were up 2% from 2013.
4	Increase corporate meetings and golf outing food & beverage functions by 3 events.	Increase corporate group meetings by 3 events for a total of 242 events in 2014. (239 events in 2013).	С	We have 233 events book for 2014. We currently have 266 events book for 2014.

District Initiative 3: Utilize our resources effectively & efficiently

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Manage payroll to meet or exceed personnel budget to ensure maximize operational efficiency.	Meet or exceed Payroll Budget	С	Payroll was monitored very closely during our winter months. Payroll expenses are down \$15,657 in golf and down \$18,270 for F&B Payroll expenses are down \$28,600 in golf and down \$50,006 for F&B Payroll expenses were monitored for both departments all season long. Golf saw a savings of \$31,205 from budget and F&B saw a savings of \$63,040.
2	Monthly budget monitoring to maintain at or below projected budget expenses.	Not to exceed budget expenses.	С	Expenses were monitored very closely during our winter months. Expenses are being closely and have been adjusted to necessary items only. Expenses have been monitored and have not exceeded budgeted amounts.
3	Monthly budget monitoring and proper costing out on menus to maintain a 32% food cost and 28% beverage cost.	32% food cost and 28% beverage cost.	С	Food Cost for Jan = 35.82%; Feb = 16.76% Bev. Cost for Jan = 44.86%; Feb = 7.48% Food Cost Thru May = 32.5% Bev. Cost Thru May = 34.4% Food Cost Thru Sept = 27.6% Bev. Cost Thru Sept = 24.4% Food Cost Year End = 29.36% Bev. Cost Year End = 25.47%
4	Quarterly spot checks on a minimum 4 key items	100% of spot checks completed.	С	Key item price checks were completed in

on insure competitive pricing.	first quarter.
	Key item price checks were completed in
	second quarter.
	Key item price checks continued. We are
	received special rebates now from Sysco
	due to the quantity we purchase from
	them.

Achieve Operational Excellence and Environmental Awareness

District Initiative 1: Create and sustain quality parks, facilities, programs and services

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Provide a clean and well maintained clubhouse facility and equipment consistent with district standards.	Complete daily checklist and rectify and identify deficiencies and remedy as necessary. 90% Completion Rate.	С	Checklists are being completed and are at 100% completion rate during the winter months. Checklists are being completed and are at 100% completion rate during the second quarter. Checklists continued being completed and are at 100% completion rate during the third quarter. Checklists were completed all season long. With the addition of a FT Maintenance position we will look to improve in all areas in 2015.
2	Provide a well-manicured golf course consistent with adopted 2014 maintenance goals.	Weekly inspection with golf course superintendent, identify deficiencies and remedy as necessary. 90% Completion Rate.	С	Winter cleanup has begun. Maintenance team is in full swing. They have battled a tough winter and are working on areas that have been identified. Maintenance team has worked hard all season in this challenging year. The golf course is back to normal and has recovered from the harsh winter. Weekly inspections were completed all season long. A winter list has been made to prioritize projects for the spring.
3	Purchase Green Roller to improve quality of greens	Complete by end of 1st Qtr.	С	Will be purchased in April. Pushed back due to weather. Green roller has been purchased and

				staff has notice a difference in the greens.
4	Rebuild Landscape wall on #14 Tee box that has deteriorated.	Complete by 2nd Qtr.	С	Project start date of April. Project is 95% complete. Minor restoration work will be completed in fall. Project is complete and receiving great reviews.
5	Enhance, implement and evaluate marketing plans to promote F&B functions. Especially corporate and group outings.	Implement by 1 st quarter.	С	2014 Marketing plan is in place. Will continue to evaluate and adapt as needed. All marketing areas are continued to be documented and we are adjusting based on results. Marketing materials are constantly being looked at and updated as the season goes long to ensure a fresh look and new promotions.
6	Update informational brochures to market special events and golf outings.	Update brochures by end of 1 st quarter.	С	Brochures are sent to printing. All brochures have been updated and printed. New items may arise as the year progresses.
7	Document all marketing efforts.	Evaluate based on ROI	С	All marketing efforts are being documented in the 2014 Marketing Plan. All marketing areas are continued to be documented and we are adjusting based on results. All marketing items will be evaluated for next year. We had some great success with some and others have struggled.

District Initiative 2: Utilize best practices

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Research, develop and recommend Golf section of the 2014 CMP including recommended CIRP projects, goals and objectives.	By May 2014	С	Have developed preliminary recommendations for CIRP. Staff continues to develop and work on the CIRP. CIRP was completed.

District Initiative 3: Advance environmental and safety awareness

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Maintain IPRA's Environmental Report Card	By end of 4 th quarter	С	97% Rating

Promote Quality Leadership and Service

District Initiative 1: Develop leadership that ensures work force readiness

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Train and document 100% of all staff on job specific and mandatory training.	Train 100% F&B Employees by March Train 100% Golf Employees by May Train All new employees with 15 days of hire.	С	Training has begun. Has been delayed due to late start in the course opening with the weather. All job specific training has been complete. We will continue with review sessions in key areas as the year progresses. All current staff has been trained.
2	Have key staff attend HEPD AED & CPR training.	Have at least 24 key staff members maintain certification by end of 2 nd Qtr.	С	We currently have 16 key members certified. We currently have 25 members certified. All key staff has been trained and a schedule is being created for their renewal dates.
3	Train all F&B employees on service plan	Train 100% F&B Employees by March Train All new employees with 15 days of hire.	С	Opening training meeting was held. Additional training sessions will begin when the bar & grill opens. All new hires are continued to go thru training. We have also added a few full staff training in customer service for all staff. Staff has received minor training in all areas. Will be developing a new service plan for 2015.
4	Train all Starters and Rangers on proper methods to communicate with golfers using training manuals.	Train 100% Golf Employees by May Train All new employees with 15 days of hire.	С	Opening training meeting was held. Additional training sessions will begin when the course opens. All new hires are continued to go thru training. We have also added a few full staff training in customer service for all staff. Staff has received minor training in all areas. Will be developing a new service plan for 2015.
5	Successfully provide 5 classes to help promote the game of golf and create future golfers at BPC for 25 participants.	25 participants	С	Course opening in April 3 Classes have been provided to 23 participants. 4 Classes have been provided to 28

				participants.
6	Provide monthly training days in concentrated areas. Follow training sessions with manager ride along to ensure training practices were successful.	12 training days.	С	We have had 3 training dates in the first quarter. We have had 5 detailed training dates this quarter. We have had 2 detailed training dates this quarter. We had 2 detailed training dates in the 4 th quarter for a total of 12 for the season.

District Initiative 2: Build organization culture based on I-2 Care Values

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Conduct weekly F&B meetings to discuss operations and special events	40 weekly meetings on F&B operations.	С	We are conducting weekly meetings. Weekly meetings are being held to discuss events. Weekly meetings continued being held to go over details of all events and that staff is on the same page. Weekly meetings were conducted all year long.

District Initiative 3: Promote continuous learning and encourage innovative thinking

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	All F&B Employees become BASSET Certified	100% of all F&B Employees.	С	All current employees are BASSET Certified. New Employees starting in Spring will be certified within 10 days of start date. All new employees are being trained within 10 days of start date. All current employees have completed the course. All current F&B employees are BASSET CERTIFIED

Hoffman Estates Park District – 2014 Goals <u>A&F Division</u>

Report Date: January 2015

Key: C = Complete / SC = Substantially Complete / IP = In Progress / NB= Not Begun / NA = Not Accomplished

DISTRICT GOAL 1

Enable access to Healthy and Enjoyable Experiences for all people

District Initiative 1: Offer healthy and enjoyable experiences that promote equal access

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Promote health & wellness with PDRMA's Health Screening Assessment for MyHealth IQ Program.	Achieve annually by November 2014 with a minimum 70% staff participation.	IP	My health IQ has been discontinued by PDRMA; but staff has been given other options to complete the health incentive formerly given through my health IQ.
2	Coordinate Spanish speaking IMRF workshop for Parks seasonal staff.	Achieve by May 2014.	NA	This was done in 2013; however due to staff changes at IMRF was not provided as a 2014 option.

District Initiative 3: Connect and engage our community

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Purchase and install VSI Mobile WebTrac.	Achieve by September 2014.	IP	Has been purchased and is in testing stages.
2	Advertise volunteer opportunities on web by event	Achieve by September 2014 and maintain throughout year.	IP	Volunteer opportunities for foundation events are promoted and working on options for specific district events. Have new volunteer registration process in place.
3	Provide financial/budget overview for Park Perspectives	March 2014 for Spring issue.	С	
4	Maintain FOIA and transparency aspects of District on web page to Ensure maximize coverage and maintain score of 80%.	Update monthly as reports are finalized and have site audited to achieve score of 80%.	С	Sunshine Award for achieving better than 70% being presented at April Board meeting. 2014 Information updated as available, 2013 CAFR has been placed on FOIA page.
5	Work with foundation Board to establish giving tree.	Achieve by September 2014.	NA	Boards have not shown a desire to proceed.

Deliver Financial Stewardship

District Initiative 1: Achieve annual and long range financial plans

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Research, develop and recommend A&F section of the 2014 CMP including recommended CIRP projects, goals and objectives.	Achieve by Sep 2014	С	Final CMP document to be presented in December for approval. Staff components are all complete.
2	Achieve District annual budget to ensure maintaining fiscal year projected fund balance reserves.	Achieve by December 2014.	IP	Most operational funds slightly below budget but are working on year end measures to try and achieve final balanced numbers.
3	Refund 2004 Ice Arena bonds to restructure payments	Achieve by December 1, 2014.	IP	
4	Pay off unfunded IMRF balance and fund future contributions at 100%	Achieve by December 1, 2014.	NB	Staff is still evaluating benefits.
5	Prepare CAFR for 2013	Achieve by June 2014.	С	CAFR has been presented to the board, filed with the appropriate agencies and submitted to GFOA.

District Initiative 2: Generate alternative revenue

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Implement additional ground lease at WRC	Achieve by September 2014	С	Final contract has been board approved,
	for flag pole cell tower.			however ATT appears no longer interested
				in this sight.

District Initiative 3: Utilize our resources effectively & efficiently

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Create annual balanced budget.	Achieve by November 2014.	IP	Staff is completing budget document for board and committee review in November.
2	Conduct budget preparation review session for all staff.	Achieve by August 2014.	С	August 5.
3	Review/update Policy Manual.	Achieve by August 2014	IP	Have updated gambling, smoking and weapons sections during 1stQuarter. Updated water crafts in July.
4	Review district program/facility fees to ensure minimum 30% margin and determine subsidized programs.	Achieve by November 2014.	IP	Reviewing as part of budget process.

DISTRICT GOAL 3 Achieve Operational Excellence & Environmental Awareness

District Initiative 2: Utilize best practices

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Evaluate, modify and develop District procedures to ensure operating at a high level of internal & external customer service.	Review all business, human resource, and IT procedures and revise as deemed appropriate by September 2014.	IP	Have worked on training for RecTrac input and program master input presented as a Hoffman U topic in April. Work order system for IT presented in April. PO processing was presented as a Hoffman U topic. Independent contracts and hiring procedures presented as Hoffman U topics. Budget workshop presented in August. Benefits workshop scheduled for November.
2	Maintain IPRA's Environmental Report Card	By end of 4 th quarter	NB	
3	Upgrade MS Exchange Server/Users to 2013	Achieve by September 2014.	IP	Finalizing licensing conversion.
4	Purchase and install required (2015) credit card encrypted mag stripe and bar code readers District wide.	Achieve by September 2014.	NA	Delayed until 2015 due to new PCI regulations.
5	Purchase, image and deploy laptops.	Achieve by September 2014.	С	
6	Purchase and install District wide new phone system and train all staff.	Achieve by November 2014.	IP	RFP has been issued and will be presented at November meetings. New data/phone point to point infrastructure has been approved utilizing Comcast. Final system implementation will be December-January 2015.
7	Purchase and install color copier.	Achieve by June 2014.	С	Installed September 2014
8	Purchase new board room chairs.	Achieve by June 2014.	С	Completed 1qtr.
9	Conduct random monthly cash audits at all facilities at least twice per month.	Conduct audits on various dates and times on all District service desks.	IP	Conducted monthly; currently no issues or problems.
10	Conduct surprise audits of program personnel and independent contractors to ensure classes are held with properly registered participants meeting minimum numbers. Utilize video as needed.	Conduct monthly program audits seasonally by program.	IP	Conducted monthly. Have instituted new procedures for physical inventories and done on site inventory and updates to all actual pro shop inventories at BPC.
11	Utilize and update the IPRA salary system for online use for full and part time employees.	Achieve by May 31 2014	С	Completed 2 qtr.

12	Monitor IMRF eligible staff and educate managers/supervisors Regarding the 30 hour threshold.	Achieve quarterly to obtain results consistent with budget planning.	IP	Monitoring hours bi-monthly and off-line controls keeping supervisors and Exec Dir notified if staff are averaging more than 30 hours weekly.
13	Monitor PT employee hours worked regarding the PPACA compliance	Achieve monthly.	IP	See above.
14	Continue to cross train within division to ensure readiness	Achieve continually.	IP	Evolve/develop staff continually.
15	Help coordinate uniform dispersal to all employees to expand District image while maintaining cost records.	Achieve by December 2014.	IP	Process developed to maintain cost records. Working on development of logo implementation for all district.

District Initiative 3: Advance environmental and safety awareness

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Attend PDRMA risk management institute	Achieve by November 2014.	С	Staff attended

DISTRICT GOAL 4 <u>Promote Quality Leadership and Service</u>

District Initiative 1: Develop leadership that ensures work force readiness

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Hire new full-time IT Manager to for District	Achieve by February 28, 2014	С	John Agudelo
	and maintain TSS outside support to ensure			
	district wide connectivity, up-time and training			
	while managing future software upgrades.			
2	Continue implementing Applitrack for use by	Achieve by March 2014.	С	Fully utilized for hiring. See update in board
	hiring managers District wide.			report under HR.
3	Attend legislative conference	Achieve by May 2014.	С	Staff attended.
4	Attend legal symposium	Achieve by November 2014.	NB	
5	Achieve CPRP and CPRE accreditation.	Achieve by November 2014.	NB	
6	Attend Year X Director's school.	Achieve by August 2014.	NA	Will be done in 2015.
7	Help develop division succession plans	Achieve by November 2014.	IP	In process of evaluating all current and
		-		future staffing as part of CMP which will
				better enable implementation of succession
				planning. Succession policy outline
1				completed.

District Initiative 2: Build organization culture based on I-2 Care Values

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Conduct PDRMA online training with all full	Achieve quarterly with 100%	IP	Achieved 95% through 3 rd Quarter
	time staff.	staff participation.		

District Initiative 3: Promote continuous learning and encourage innovative thinking

No.	Division Objective	Measures	Status	Achievement Level / Comments
1	Develop & implement an annual district wide IT training program to respond to IT training needs of staff.	Achieve by December 2014	IP	New IT manager has made terrific strides. Has limited excess Excalibur services and has been responsive internally. Will work on hiring and dismissal process for computer users. Is evaluating emails district wide and log-ins to ensure appropriate effectiveness and structure.

MEMORANDUM NO. M15-010

TO: Board of Commissioners

FROM: Dean R. Bostrom, Executive Director

RE: Renaming of High Point Park

DATE: January 19, 2015

Background

At the November 25, 2014 Park Board meeting, the board per the attached Memorandum M14-137 preliminarily approved the changing of the name of High Point Park to the Joseph L. Fabbrini Park. Per park board policy 5.01 Naming and Renaming of Park Sites, a change in a park site name can only be made official after a waiting period of at least 60 days prior to the confirmation vote. Additionally, a 5/7 vote by the board is required to change the name of a park.

Implications

The park district sent notification via U.S. mail service to all residents who reside within 600 feet of the High Point Park boundaries to solicit feedback regarding the proposed name change and to inform residents of the board meeting on January 27th at which time the board would vote on the name change. Memorandum M14-137 was also presented at subsequent committee meetings and the feedback from committee members was overwhelmingly positive. Additional information regarding the proposed name change and who Joseph L. Fabbrini was and his importance to the park district is posted on the Hoffman Estates Park District website and other forms of social media in addition to a press release in the community newspaper.

The park district received feedback from 10 residents regarding the proposed name change; 3 were in favor of the name change; 7 were opposed to the name change (see attached list).

<u>Recommendation</u>

As the required 60 day waiting period has been met, that the Board approve the name change of High Point Park to Joseph L. Fabbrini Park.

PHONE CALLS TO EXECUTIVE DIRECTOR RE: NAME CHANGE FROM HIGH POINT TO FABBRINI December 2014 – January 2015

Chuck Kennaugh - 1110 Rosedale

87 years old; Veterans Committee; Arts Commission Wondered if it was about Fabbrini Flowers He loves the High Point name and does not think HEPD should change it

Robert Steinberg (past commissioner and community rep)

Loves the name change to Fabbrini

Anonymous resident

She likes the name change

Tom Lachence, 1955 Oak Dale

25 year resident; walks dog 2 miles day High Point name represents the neighborhood and does not think HEPD should change it

June McCrory

Loves the name change

Marian Sutton

Prefers park not be renamed

Mrs. Meyer

Does not want the name changed; seems like a dedication to the florist

George Sever (past commissioner 1969-75)

Was on the Park Board when the decision was made to change the names of 3 parks previously named after Village Trustees. Decision was very difficult and created further pain for families of the former Village Trustees. For this reason, he opposes naming any parks after individuals.

Anonymous resident

She is not in favor; Fabbrini wasn't the sole founder; maybe name a street after him instead

<u>Jim Jurewicz</u>

Resident since 1961. His family is not in favor.

Memorandum No. M14-137

To: Board of Commissioners

From: Dean R. Bostrom, Executive Director

Date: November 21, 2014

RE: Renaming of Highpoint Park

Background

Board policy 5.01, Naming and Renaming of Park Sites, outlines the guidelines and process involved when a "park" is either named or renamed. Subsection C of Policy 5.01 below states that:

C. Parks may be named for individuals or groups that have made exceptional contributions to the community. Names of individuals, including, but not limited to, District Commissioners or other public officials, may not be given to a park, building, facility or athletic field unless the individual is deceased.

The district currently has one such park named after a deceased individual who made exceptional contributions to the community. In 1999 Kelly Park was renamed Cannon Crossing Park in recognition of Bill Cannon. Bill was a very active volunteer in the Hoffman Estates community and longtime park district volunteer for various youth athletic programs.

Below is Policy 5.01, Name and Renaming of Park Sites:

Board Policy 5.01, Naming and Renaming of Park Sites

The Board shall select names for new parks, buildings, facilities, athletic fields, or, when appropriate, to change the name(s) of existing parks, buildings, facilities, or athletic fields of the district that have not been dedicated. The Board may consider the following elements in determining the naming or renaming of parks, buildings, etc. (for purposes of this section only, "parks" shall means parks, buildings, facilities, athletic fields, or other "namable" property of the District):

- A. Parks may be named after streets, geographical locations, historical figures, events, concepts or as otherwise determined by the Board.
- B. Parks may be named for individuals or groups that have donated land or facilities to the District or made a significant financial contribution toward the development of parks.
- C. Parks may be named for individuals or groups that have made exceptional contributions to the community. Names of individuals, including, but not limited to, District Commissioners or other public officials, may not be given to a park, building, facility or athletic field unless the individual is deceased.
 - 1) The Board at public meeting should first announce the proposed name of the park, building, facility or athletic fields (requires a 5/7 vote).
 - 2) A park site should only be confirmed and the name made official after a waiting period of at least sixty (60) days before the confirmation vote.
 - 3) A 5/7 vote by the Board is required to name a park, building, facility, or athletic field or to change the name of an undedicated park, building, facility or athletic field of the District.

Implications

Joseph L. Fabbrini is an individual who made exceptional contributions to the community and was one of several early community leaders who had a vision of creating a park district for Hoffman Estates.

Joseph Fabbrini was initially appointed to the Village Park Board which created a Park District Steering Committee charged with the mission of researching and evaluating the implementation and feasibility of creating a park district for Hoffman Estates. A public referendum as required by state statutes was ultimately placed on the May 2, 1964 election ballot asking residents to approve the creation of a park district. By an overwhelming 4 to 1 margin, the referendum passed and on May 22, 1964, the Hoffman Estates Park District was officially created. Five commissioners were sworn in with lengths of terms decided by drawing numbers out of a hat. Joe Fabbrini drew a 4 year term.

In addition to serving as a Park District Commissioner, Joe served as the newly formed park district's first Director through 1967. During that time, he established the Summer Playground program called "Tot Lot". His vision was to make this program accessible to children in all areas of the community, and so conducted the program at six local school playgrounds. The Tot Lot program later evolved into the park district's Summer Camp program.

Joe worked with School District 54 to establish the cooperative agreement we have today. The first program provided physical education programs on Saturdays at the schools. The program also provided summer programs for children ages 7-13 for six weeks of supervised activities that ranged from golf to tennis to arts and crafts at Hillside, Hoffman and Fairview Schools.

For adults, he developed a popular Thursday evening bridge program at Robert Frost Jr. High School, which resulted in a charter from the American Contract Bridge League, enabling participants to play for master points.

Teenagers enjoyed the first volleyball program under Fabbrini, and outdoor ice skating rinks were established in the winter of 1965. In 1966, the district added after school sports programs for boys. Adults were treated to gourmet cooking classes and a series of concerts in the park. The Guild Players Theater Troupe offered workshops and performances.

Fabbrini also advocated for lighted parks so that residents could experience as much recreation as possible at the parks. He believes, as we do today, that it was the obligation of the park district to reach all residents and encourage programming for adults, children and for the whole family.

As a founding father and prominent leader of the HEPD in its infancy Joseph L. Fabbrini is deserving of being recognized in perpetuity with the name of one of the premier community parks that was acquired during his tenure on the park board.

High Point Park was the fourth park acquired by the district and at the time was the largest park. High Point was initially acquired for the sum of \$10 (developer donation) from the Hoffman Rosner Corporation. There are no deed restrictions on the park property.

Recommendation

To further celebrate our rich heritage in this community and in honor of our 50^{th} anniversary of the Park District, staff recommends that the Board preliminarily approve the changing of the name of High Point Park to Joseph L. Fabbrini Park. If the Board adopts the name with the required 5 out of 7 votes, the name will be officially confirmed by the Board 60 days after, or on January 24, 2015.

MEMORANDUM NO. M15-003

TO: Board of Commissioners

FROM: Dean Bostrom, Executive Director

Gary Buczkowski, Director Planning & Development

RE: Marquee Signs Warranty 6-10 years

DATE: January 21, 2015

Background:

At the December B&G meeting staff presented a proposal to purchase the additional warranty coverage for the digital message boards for the periods 6-10 years. The committee approved staff's recommendation with the condition that the wording be reviewed and determined that it was satisfactory to the park district's position.

Implication

Staff contacted Watchfire Sign to reaffirm exactly what was covered in the warranties. Both the 1-5 year warranty (which is in effect now) and the 6-10 year warranty contain the same language as to coverage. The only caveat to this is that the first year warranty covers both parts and labor whereas all other warranty durations only cover the parts. This fact was always understood and was spelled out in the bid package. Watchfire Sign has stated that they, as a company, have a commitment to continue to support the product for no less than 10 years from the date of manufacturing. This is an important element in that changes in electronic design and manufacturing cause parts availability to become an issue on products with life cycles greater than 10 years. As for electronic component replacement, Watchfire has the option to either repair or replace with new any component covered under warranty that fails due to manufacturing or normal operational wear.

Not covered are items damaged due to vandalism, acts of God or accidental damage. In addressing the acts of God, Watchfire believes in most cases that it can be determined that an occurrence has happened and has gone beyond the internal protections designed into the system. An example would be a lighting strike or power surge that knocked out a number of digital boards all experiencing the same type of damage one would conclude that the likelihood of manufacturing issue was not the cause. If this situation was to occur and the district was on its own for the repair costs, we would most likely turn to PDRMA for possible financial reimbursement.

In addition, the warranty does not cover normal aging of the light elements themselves. Therefore, the district could not claim that because the sign is not as bright ten years down the road that all the light elements need to be replaced because they were defective. Staff is confident that Watchfire is a reputable company that will stand behind their product and honor the warranty provided for both the 1 to 5 year period and 6-10 year period. Furthermore, staff is of the opinion that the warranty cost of

\$25,312 for 8 digital faces is worth the cost to provide normal wear and tear replacement parts for the digital boards at Vogelei, TC, WRC and BPC marquee signs.

In addition to extending the Watchfire Digital Board warranty (6-10 years), Walton has offered the district an additional one year warranty on the sign frames and tag letters. This would bring the warranty through the first 3-years of operation for the sign superstructure (parts only). The cost of this additional warranty would be \$4,116.

Recommendation:

Staff continues to recommend as they did in M14-142 that the board authorize the Executive Director to purchase the additional 5 years of warranty from Walton Signs/Watchfire Electronics for the bid alternate cost of \$25,312. As for the additional one year warranty on the super structure for \$4,116 staff is not recommending that be entered into.



PURCHASE AGREEMENT

SO 142616

SIGNAGE

TECL-18002

CONFIDENTIAL 01/21/2015

THIS PURCHASE AGREEMENT (the "Agreement") is made and entered into between WALTON ENTERPRISES, LTD., located at 3419 East Commerce, San Antonio, Texas 78220, berein referred to as "Seller" and the party below referred to as "Briver" Briver is a Composition

herein refer	red to as "Seller", and the part	ty below referred to as "Buyer". Buyer is a	Corporation.		
Sold To:	HOFFMAN ESTATES 1685 W HIGGINS RD HOFFMAN ESTATES I USA		Job Location	HOFFMAN ESTATES PARK DISTRI 1685 W HIGGINS RD HOFFMAN ESTATES IL 60169-6955 USA	
Attention:					
Furnish all	labor, material, and equip	ment neccessary for:			
0	rder Qty Part Number	Description			Unit Price Ext. Price
		Pricing	g valid for 30 days	•	
1	.0 S-MISC	EXTENDED WARRANTY FO WARRANTY LANGUAGE AT		R WATCHFIRE EMD BOARDS PEI	25,312.00 25,312.0
		lectrical service to said Display and the con Buyer's own expense. Signs will be built wi		as all switches, step up/down transformers, ting	me switches or other controls as
				Order Tota	al 25,312.00
				Estimated Sales/Use Ta	ax TBD
				Grand Tota	al 25,312.00
d/or licenses ne	eeded in conjuction with the work	contemplated under this Agreement, and (ii) Se	ller's administrative costs of	nal electrical connection has been made. Buyer shal f acquiring said permits and licenses, (iii) plus appli project and invoiced accordingly. Buyer shall pay for o	icable taxes in accordance with paragrap
	OTICE: ALL OVERDUE AND	DELINQUENT PAYMENTS WHICH ARE PA	ST DUE FOR MORE TH	AN THIRTY (30) DAYS SHALL BEAR INTERES	ST AT AN ANNUAL PERCENTAGE
dated	, attached hereto and inc	corporated herein for all purposes, this day appro-	ved in writing by the partie	erprises, Ltd. is not installing the display. All work is s hereto. In case of variance between the above spec reinaster set out, and Buyer agrees to pay the price a	cifications and the approved drawing, the
ECTRIC DIS	PLAY MAINTENANCE AGREI	TH BINDING OBLIGATIONS. READ BOTH EMENT ARE SET OUT THEREON, or and Seller executing this Agreement in the appro		MENT BEFORE SIGNING AS THE TERMS OF	THIS PURCHASE AGREEMENT AN
ROVED A	ND AGREED:		APPROVED	AND AGREED:	
er:			Seller:		
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Market Control			By:		
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INDER ANY THERRY OF LESAL LABILITY, EXCEPT FOR CLAIMS RESULTING SCLELY FROMTHEWILLFL.

MISCONDUCTOF SELLER.

R. FEMNITS AND LICENSES. Solier shall obtain and Buyer shall pay, in addition to the Display, price, for all permits and licenses secured frompublic authorities for the initial installation of the Display, inducing Seller's acquisition costs. Seller shall not be obligated to commerce fabrication of the Display until all recossary permits acquisition costs. Seller shall not be obligated to commerce fabrication of the Display until all recossary permits are denied after reasonable effort by both perfies to secure same, then this Agreement shall terminate without itselfity to either party, except that Buyer shall be responsible for securing and maintaining in effect written occase expended until the time permits are duried. Buyer shall be responsible for securing and maintaining in effect written occase expended until the time permits are duried. Buyer shall be the buyer shall be responsible for securing and maintaining in effect written costs expended until the time permits are duried. Buyer shall be the buyer shall be liable for all personal property, sales, remail, use, transaction the Display, necessary for the installation, maintenance, and used for all personal property, sales, remail, use, transaction the Display, necessary for the installation, maintenance, and used for Elosplay.

7. TAMES. Buyer shall be liable for all personal property, sales, remail, use, transaction the Display, necessary for the installation, maintenance, and used the Display and the Display and the Display or improvements threed or on the transaction subject to this Agreement (collectively referred to have on the Display and any other states that may be leveled in processed by the Capital applies to the Display and for transaction as upded to this Agreement and the manner in which such Assessed Tax shall be collected and entitled. Unless Saler chrowless nutifies Buyer in writing, Seller shall collect frombuyer any assessed Tax

take all necessary actions to remedy such a situation, including without limitation the seeking of any tax-refunds on beding the Buyer article Sellor.

8. DESCRIPTION BUYER SIDE AND LOCATION BUILDING REPROCEMENT AND UNDERGROUND CESTRUTIONS Buyer stipulates that it has designated the location of the Display, and Buyer will, at its own expense, provide for any reinfromment or alterations to the building which are necessary for the installation of the Display. Buyer at its expense, will further provide dired, unobstuded access for installation and maintenance of the Display. Buyer at its expense, will further provide dired, unobstuded access for installation and maintenance of the Display. In the event Seller must relocate or move power lines, or encounters any other overhead obstudency or any buried obstudent, at here so all confidency or other extraordinary conditions of the superiswhelps of the Display. Buyer shall be solely responsible for any additional cost and liability. Seller or its agents will not be held responsible for any additional cost and liability. Seller or its agents will not be held responsible for any additional cost and liability. Seller or its agents will not be held responsible for any definition and the Display.

9. ALTERATIONS TO DISPLAY: Any and all attentions and/or deviations from any specifications of the Display as set forth herein shall be and must be in writing submitted to Seller by Buyer. Seller must first approve and accept any elevation or deviation from specifications as herein specifications and refers such alteration or deviation as requested by Buyer includes any extract of deviation, such shall become a part of this Agreement. If Seller approves an attention or deviation, such shall become a part of this Agreement. If seller approves an attention or deviation, such shall become a part of the agreement of the part of the advanced of the deviation of the advanced or the attention or deviation, and shall become a part of this Agreement. If seller approves an attention or devi

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Agreement. Seler will commenceropial and maintenance work within a measurable time after notification by Buyer and will prosecute work frames with disperse until completion. However, Seller shall not be held responsible for any unforessoon delays, and time years and extensive the maintenance on expains shall be bided or the responsible for completion of any project or maintenance on expains shall be bided under any whole the bide of the security of the sellegation of any project or maintenance on expains that the bide of the security of

by Selier to release any such liers or an untrances shall be paid on demand by Buyer in addition to the obligations socured hereunder.

16. ASSIGNMENT: All terms and conditions herein shall be binding and inure to the benefit of the successors, assigns, and legal representatives of the parties herein; provided, however, that the interest of Buyer herein shall be assigned only with the expressed written consent and approvided Selier. No transfer or assignment of this Agreement or any interest hereunder shall release Buyer from its obligations hereunder.

16. ACCEPTANCE OF AGREEMENT. This Agreement shall not be considered as executed on behalf of Selier until approved and signed by an executive officer of Selier.

17. WAIVER OF CONSUMER RIGHTS: BUYER WAIVES ITS RIGHTS UNDER THE TEXAS DECEPTIVE TRADE PRACTICES ACT, SECTION 17.41 ET SEQ., BUSINESS AND COMMERCE CODE, A LAW THAT GIVES CONSUMERS SPECIAL RIGHTS AND PROTECTIONS. BUYER STIPULATES IT HAS CONSULTED WITH AN ATTORNEY OF ITS OWN SELECTION, AND VOLUNTARILY CONSENTS TO THIS WAIVER.

CONSENTS TO THIS WAIVER.

18. MSCELLANGUS: This Agreement is subject to all terms and provisions listed herein and on the neverse side hereof and constitutes the entire Agreement between the parties. ALL REPRESENTATIONS OF SELLER ARE STIRULATED AND SPECIFIED IN THIS AGREEMENT. No modifications hereof shall be valid unless made in writing and signed by both Seller and Buyer, Nowaker by either party hereis shall be answer of any advisor threach of a failure to parform the same or any other term condition, or obligation hereof. Varue of any action arising under this Agreement shall be never country. Toes, and the laward the State of Teess (sockular) also save sless) shall govern this Agreement. The various rights and remedies herein contained and reserved to Seller shall be a curtained arranged the state of the Stat

ue diligence until completion. Except as otherwise provided in this Agreement,			
revised 207/05	APPROVAL.	DATE	Welton Enterprises, LTD, Page 2
		The state of the s	

Page: 2 of 2







January 16, 2015

Mr. Gary Buczkowski Hoffman Estates 1685 W. Higgins Rd Hoffman Estates, IL 60169

Re: Extended Warranty Proposal

Hoffman Estates Park District Monuments

Hoffman Estates, IL

Dear Mr. Buczkowski:

Please find enclosed the warranty information, and owner's care and operating instructions, for the signage that was fabricated and installed by Walton Signage and/or its subcontractor.

The extended warranties that follow are provided by:

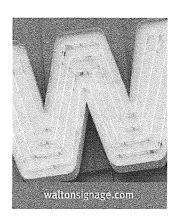
- Walton Signage for a period of one additional year for cabinet structure and painted surfaces, letters and vinyl graphics. Extended Warranty through 2018.
- Installation limited warranty for a period of one additional year for installation of all components on applicable signs.
- WatchFire five (5) year limited warranty on parts for exchange of equal part(s). Warranty period shall be from expiration of original warranty on 10/31/19 through 10/31/2024.

Respectfully,

Tony Dublo Program Manager







WARRANTY INFORMATION

Limited Warranty:

WALTON warrants all new materials or services delivered hereunder to be at the time of substantial job completion of job and time of delivery to HOFFMAN ESTATES PARK DISTRICT Corporation, known as BUYER; free from defects of material or workmanship and in conformity with the drawings and specifications approved by the BUYER. WALTON agrees to replace or, at its option, repair any products or parts thereof which are found defective in material or workmanship during the limited warranty period of two (2) years for new Displays manufactured by Walton or ninety (90) days for service on existing Displays.

Two (2) year warranty on parts and labor in plant and in the field on NEW signage manufactured, shipped and installed by Walton.

The effective date of substantial completion follows below.

Items covered under this warranty are as follows:

- Painted structure and graphic material
- Framework of structure
- Letters for pylon signs and building.
- Fasteners
- Masonry

All other components of the signage are covered under additional warranties attached to this form from other manufacturers (RGB units).

Signs are not warranted for normal wear and tear from consumer usage, or damage during use by consumers or BUYER, nor weather related issues. If work is completed on signs by others, all work must be noted by BUYER and before/after photographs of workmanship completed to maintain warranty.

All reports of warranty service repairs for the above items should be reported to: Walton Signage
Service Department
210-886-0644







CARE AND CLEANING INSTRUCTIONS

Component

Structure/Cladding/Letters

- A. Use non-abrasive cloth or dust rag to dust the sign as needed
- B. Do not pull or grab letters, always clean off from above and stand on ladder if necessary
- C. Use solution of non-abrasive cleaning detergent with lukewarm water
- D. Use a soft cloth or non-abrasive sponge to clean faces as needed
- E. Do not use harsh chemicals or cleaners to remove smudges or other painted items without first reviewing cleaner warnings and its treatment of painted surfaces

LED Cove Lighting

- A. Use non-abrasive cloth or dust rag to dust the sign as needed
- B. Do not pull or grab letters, always clean off from above and stand on ladder if necessary
- C. Use solution of non-abrasive cleaning detergent with lukewarm water
- D. Use a soft cloth or non-abrasive sponge to clean faces as needed
- E. Do not use harsh chemicals or cleaners to remove smudges or other painted items without first reviewing cleaner warnings and its treatment of painted surfaces









TRIPHAHN CENTER V-SHAPED MONUMENT- Monument Sign

Illuminated channel letters and logo, illuminated letters flush mounted on cabinet, non-illuminated flat cut out letters, aluminum, copy "Hoffman Estates Park District", cove LED down lighting. Watch Fire EMD 10' x 20' Warranty Date -10/31/14-10/31/16 for structural components by Walton Signage, paint and installation.

EMD Warranty: Component parts and labor from Watch Fire - See attached

Warranty Date: 10/31/14 - 10/31/19









VOGELEI PARK V-SHAPED MONUMENT- Monument Sign

Illuminated channel letters and logo, illuminated letters flush mounted on cabinet, non-illuminated flat cut out letters, aluminum, copy "Hoffman Estates Park District", cove LED down lighting. Watch Fire EMD 10' x 20' Warranty Date -10/31/14 - 10/31/16 for structural components by Walton Signage, paint and installation. EMD Warranty: Component parts and labor from Watch Fire – See attached

Warranty Date: 10/31/14 - 10/31/19









WILLOW CREEK RECEREATION CENTER V-SHAPED MONUMENT– Monument Sign Illuminated channel letters , illuminated letters flush mounted on cabinet, non-illuminated flat cut out letters, aluminum, copy "Hoffman Estates Park District", cove LED down lighting. Watch Fire EMD 8' X 14'. Warranty Date – 11/10/14 - 11/10/16 for structural components by Walton Signage, paint and installation. EMD Warranty: Component parts and labor from Watch Fire – See attached

Warranty Date: 11/10/14 - 11/10/16



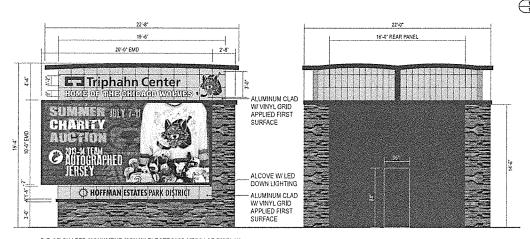






BRIDGES OF POPLAR CREEK V-SHAPED MONUMENT- Monument Sign Illuminated channel letters , illuminated letters flush mounted on cabinet, non-illuminated flat cut out letters, aluminum, copy "Hoffman Estates Park District", cove LED down lighting. Watch Fire EMD 8' X 14'. Warranty Date – 11/10/14 – 11/10//16 for structural components by Walton Signage, paint and installation. EMD Warranty: Component parts and labor from Watch Fire – See attached

Warranty Date: 11/10/14 - 11/10/19



ELECTRICAL INFORMATION:

SCALE 3/16" = 1'-0"

EACH SIDE, - (1) 10'-0" x 20'-0" 240 VOLT WATCHFIRE EMD @ 37 AMPS

- (1) SET OF TRIPHAHN LTRS WITH RISHANG MODULES @ 250 WATTS (40) COVE LIGHTING 903TB 1.7W WHITE RISHANG MODULES @ 20-0* (6) RISHANG LW60-0120500 POWER SUPPLIES @ 0.78 AMPS EA.

- TOTAL BOTH SIDES, (2) 10°-0" x 20°-0" 240 YOLT WATCHFIRE EMD @ 74 AMPS
- (2) SET OF TRIPHAHN LTRS WITH RISHANG MODULES @ 250 WATTS (80) COVE LIGHTING 903TB 1.2W WHITE RISHANG MODULES @ 40'-0" (12) RISHANG LW50-0120500 POWER SUPPLIES @ 0.78 AMPS EA.
- (2) CUSTOMER PROVIDED 240V/50A/60Hz (1) CUSTOMER PROVIDED 240V/20A/60Hz DEDICATED CIRCUITS REQUIRED

TOTAL CIRCUIT LOAD @ 240V = 83.36 AMPS

> GENERAL INSTALLATION NOTES ቀጣታያው የተገናፉ ቀጣሚ ነው ቀ ለመመረቀነው ቁርቀነው፤ 3 ነቀ ቆጣር 1968 ም ተቀ ነቃ የቀጥቃ ትንደር የሚጠቀቀነው ነቀ ማካፋ እ.አ. ሲያያር የቀር ቀጣኒያው የማስተለስ ማማ የኒያ እንደር የመ

D/F "V" SHAPED MONUMENT SIGN W/ ELECTRONIC MESSAGE DISPLAY Scale: 3/16" = 1'-0'

SCOPE OF WORK:

MANUFACTURE AND INSTALL (1) ONE DIF MONUMENT

GENERAL SPECIFICATIONS:

MAIN ID: FACE ILLUMINATED CHANNEL LETTERS FLUSH MOUNTED

FLUSH MOUNTED
INTERNALLY ILLUMINATED WITH WHITE LED LIGHTING SYSTEM
WHITE FACES WI BLACK PERFORATED VINYL COPY AT LETTERS
WHITE FACES WI DIGITALLY PRINTED OVERLAY AT LOGO

16MM ELECTRONIC MESSAGE CENTERS:

FULL COLOR 16MM LED

SECONDARY ID:
1' DEEP PVC FCO LETTERS AND LOGO
PIN MOUNTED FLUSH

EXTERNALLY ILLUMINATED WITH LED LIGHTING SYSTEM CONCEALED IN ALCOVE

BASE AND COLUMNS; FABRICATED STEEL FRAME W/ALUMINUM CLADDING STONE VENEER OVERLAY (KARA STONE)

REAR PANEL.

FABRICATED STEEL FRAME WI ALUMINUM CLADDING ACCESS PANEL

COLORS:

PMS 5467C DARK GREEN

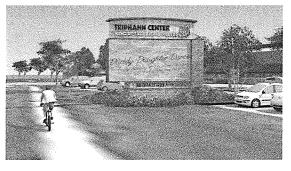
PMS 7533C DARK BROWN

NATURAL ALUMINUM SATIN CLEAR COAT

PMS 1375C YELLOW

BLACK

SQUARE FOOTAGE -EMD: 200 sq. ft. SIGN TOTAL: 305 sq. ft.



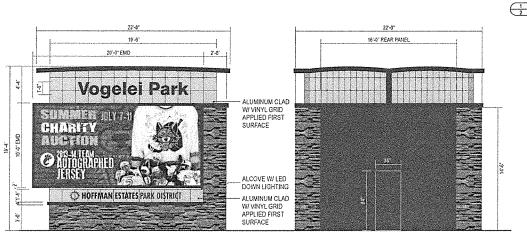


Clear HOFFMAN ESTATES
Alto NOT 1955 W, MICROSINS RD.
Louising HOFFMAN ESTATES LISE 0.1959
Louising HOFFMAN ESTATES LISE 0. বিপুৰে মান্ত হৈ পাৰু কৰিছিল কৰা বিশ্ব বিশ্ব বিশ্ব কৰিছে।

মূৰ্য্ব শিল্পাৰ প্ৰকাশ কৰিছে বিশ্ব বিশ্র বিশ্ব ব isi: H Hofman Estates Manufacturing (138936 RZ MFG.co

This sign is intended to be not liked in accordance with the registeriness of Andréa (Obb et le Nobland Electrica Code endors other registerals is road source of the industrial forms grounding and behalting of the using

Date: Date: MFG138936 Date: 7-31-14



ELECTRICAL INFORMATION:

SCALE 3/16" = 1'-0"

- EACH SIDE, (1) 10'-0" x 20'-0" 240 VOLT WATCHFIRE EMD @ 25 AMPS
- (1) SET OF TRIPHAHN LTRS WITH RISHANG MODULES @ 250 WATTS (40) COVE LIGHTING 903TB 1.2W WHITE RISHANG MODULES @ 20-0* (6) RISHANG LW66-0120500 POWER SUPPLIES @ 0.78 AMPS EA.

- TOTAL BOTH SIDES, (2) 10"-0" x 20"-0" 240 VOLT WATCHFIRE EMD @ 50 AMPS
- (2) SET OF TRIPHAHN LTRS WITH RISHANG MODULES @ 250 WATTS (50) COVE LIGHTING 903TS 1.2W WHITE RISHANG MODULES @ 40°-0° (12) RISHANG LW60-0120500 POWER SUPPLIES @ 0.78 AMPS EA.
- (2) CUSTOMER PROVIDED 240VI50A/50Hz (1) CUSTOMER PROVIDED 240VI20A/50Hz DEDICATED CIRCUITS REQUIRED

TOTAL CIRCUIT LOAD @ 240V = 59.36 AMPS

GENERAL INSTALLATION NOTES

DIF "V" SHAPED MONUMENT SIGN W/ ELECTRONIC MESSAGE DISPLAY Scale: 3/16" = 1"-0"

SCOPE OF WORK:

MANUFACTURE AND INSTALL (1) ONE D/F MONUMENT

GENERAL SPECIFICATIONS:

MAIN ID: FACE ILLUMINATED CHANNEL LETTERS FLUSH MOUNTED

FLUSH MOUNTED
INTERNALLY ILLUMINATED WITH WHITE LED LIGHTING SYSTEM
WHITE FACES WI BLACK PERFORATED VINYL COPY AT LETTERS
WHITE FACES WI DIGITALLY PRINTED OVERLAY AT LOGO

16MM ELECTRONIC MESSAGE CENTERS: FULL COLOR 16MM LED

SECONDARY ID:
1' DEEP PVC FCO LETTERS AND LOGO
PIN MOUNTED FLUSH
EXTERNALLY ILLUMINATED WITH LED LIGHTING SYSTEM CONCEALED IN ALCOVE

BASE AND COLUMNS: FABRICATED STEEL FRAME W/ALUMINUM CLADDING STONE VENEER OVERLAY (KARA STONE)

REAR PANEL

FABRICATED STEEL FRAME W/ ALUMINUM CLADDING ACCESS PANEL

COLORS:

PMS 5467C DARK GREEN

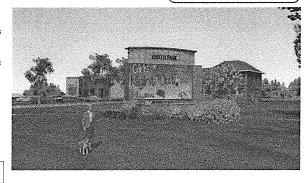
PMS 7533C DARK BROWN

NATURAL ALUMINUM SATIN CLEAR COAT

PMS 1375C YELLOW

BLACK

- SQUARE FOOTAGE -EMD: 200 sq. ft. SIGN TOTAL: 305 sq. ft.





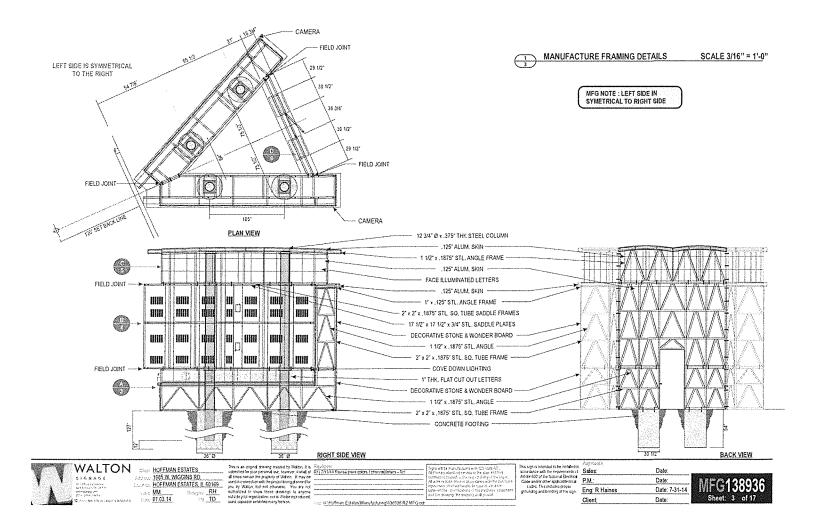
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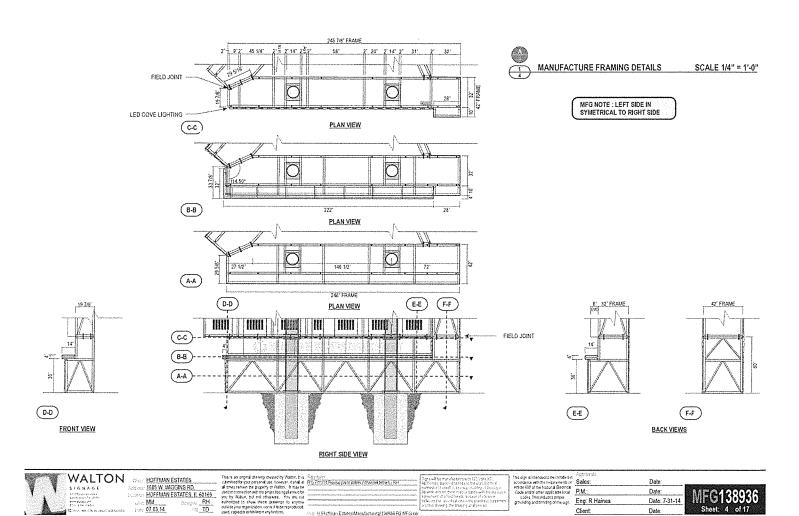
😅 H Welfman Estates Manufacturing (13/5936 R2 MFG ec

First sign as intended to be intolled accordance with the requirement Article 500 of the fusional Electric Code antito other supplication accord. This indicate proper grounding and benefing of the significance.

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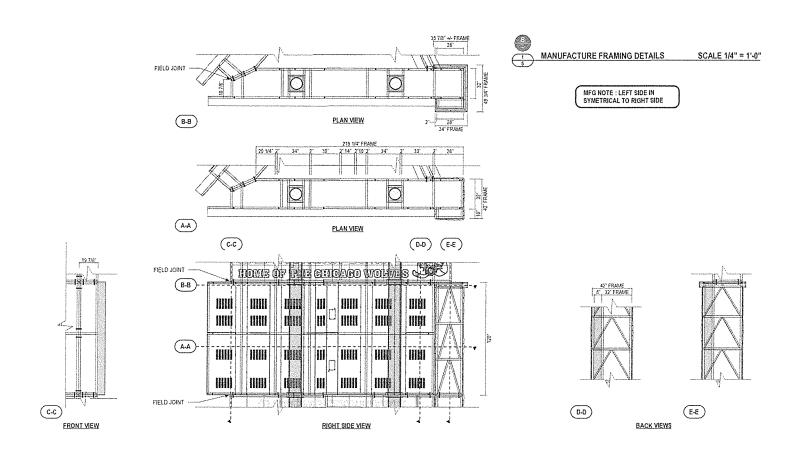




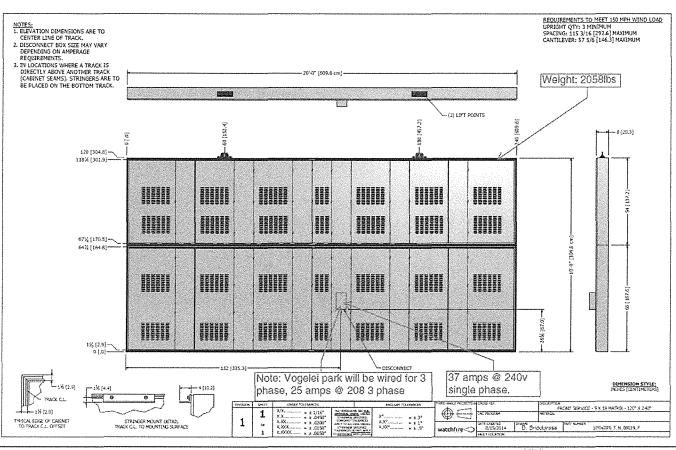


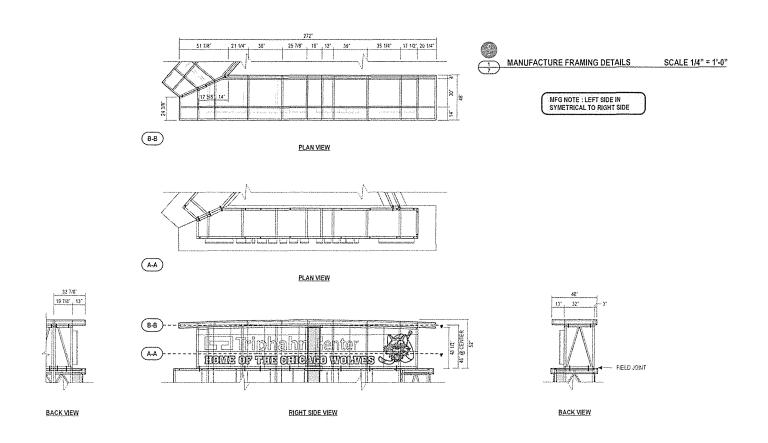
Fact: H. Stoffman Estates/Manufaction of 196936 R2 MFG ed

Client







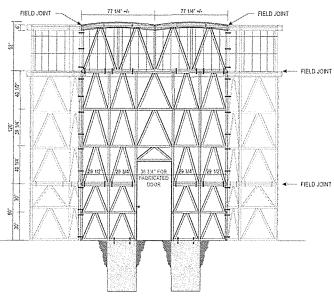


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the second state of the second substitution of	. tran <u>97.93.14</u> = 77. <u>TD</u>	used, copied or entitifed in any festion.	eri Hodinas Estates Mancischer 2 1136936 R2 MF G.cd			Client	Date:	Sileet / Sili





MFG NOTE : LEFT SIDE IN SYMETRICAL TO RIGHT SIDE



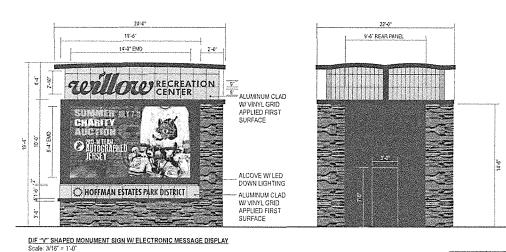
FRONT VIEW OF BACK



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Approvide.	
# Sales:	Date:
P.M.:	Date:
n Eng: R Haines	Date: 7-31-
Client:	Date:





ELECTRICAL INFORMATION:

SCALE 3/16" = 1'-0"

- EACH SIDE, -(1) 8'-4" x 14'-0" 240 YOLT WATCHFIRE EMD @ 22 AMPS
- (1) SET OF WILLOW LTRS WITH RISHANG MODULES @ 200 WATTS (39) COVE LIGHTING 903TB 1.2W WHITE RISHANG MODULES @ 20'-0' (5) RISHANG LW60-0120500 POWER SUPPLIES @ 0.78 AMPS EA.

- TOTAL BOTH SIDES, (2) 8"-4" x 14"-0" 246 VOLT WATCHFIRE EMD @ 44 AMPS
- (2) SET OF WILLOW LTRS WITH RISHANG MODULES @ 400 WATTS (49) COVE LIGHTING 903TB 1.2W WHITE RISHANG MODULES @ 24'-0" (10) RISHANG LW60-0120500 POWER SUPPLIES @ 0.76 AMPS EA.
- (2) CUSTOMER PROVIDED 240V/50A/60Hz
 (1) CUSTOMER PROVIDED 240V/20A/60Hz
 DEDICATED CIRCUITS REGUIRED

TOTAL CIRCUIT LOAD



SCOPE OF WORK:

MANUFACTURE AND INSTALL (1) ONE D/F MONUMENT

GENERAL SPECIFICATIONS:

MAIN ID:
FACE ILLUMINATED CHANNEL LETTERS
FLUSH MOUNTED
WITH WHITE LED LIGHTING SYSTEM
WHITE FACES WI BLACK PERFORATED VINYL COPY AT LETTERS
WHITE FACES WI DIGITALLY PRINTED OVERLAY AT LOGO

16MM ELECTRONIC MESSAGE CENTERS:

FULL COLOR 16MM LED

SECONDARY ID: 1' DEEP PVC FCO LETTERS AND LOGO PIN MOUNTED FLUSH

EXTERNALLY ILLUMINATED WITH LED LIGHTING SYSTEM CONCEALED IN ALCOVE

BASE AND COLUMNS: FABRICATED STEEL FRAME W/ALUMINUM CLADDING STONE VENEER OVERLAY (KARA STONE)

REAR PANEL:

FABRICATED STEEL FRAME WI ALUMINUM CLADDING ACCESS PANEL

COLORS:

PMS 5467C DARK GREEN

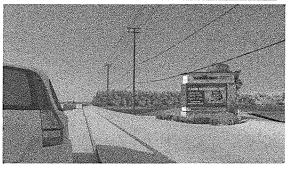
PMS 7533C DARK BROWN

NATURAL ALUMINUM SATIN CLEAR COAT

PMS 1375C YELLOW

BLACK

SQUARE FOOTAGE -EMD: 116.7 sq. ft. SIGN TOTAL: 212,7 sq. ft.





Their HOFMAN ESTATES

And on 1685 M. MIGGINS RD.

All control HOFMAN ESTATES, IL 19185

Control HOFMAN ESTAT

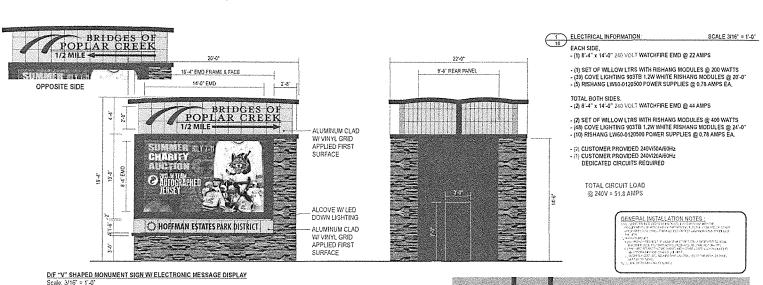
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codes. This industry proper contains and broading of the sign.	Eng: R Hair

Sales:	Date:
P.M.:	Date:
Eng: R Haines	Date: 7-31-14
Client	Date:





SCOPE OF WORK:

MANUFACTURE AND INSTALL (1) ONE D/F MONUMENT

GENERAL SPECIFICATIONS:

MAIN ID:

FACE ILLUMINATED CHANNEL LETTERS

Flush Mounted
Internally Illuminated with white Led Lighting system
white faces w black perforated vinyl copy at letters
white faces w distally printed overlay at logo

16MM ELECTRONIC MESSAGE CENTERS: FULL COLOR 16MM LED

SECONDARY ID:
1' DEEP PVC FCO LETTERS AND LOGO
PIN MOUNTED FLUSH
EXTERNALLY ILLUMINATED WITH LED LIGHTING SYSTEM CONCEALED IN ALCOVE

BASE AND COLUMNS: FABRICATED STEEL FRAME W/ALUMINUM CLADDING STONE VENEER OVERLAY (KARA STONE)

REAR PANEL: FABRICATED STEEL FRAME W/ALUMINUM CLADDING ACCESS PANEL

COLORS:

PMS 5467C DARK GREEN

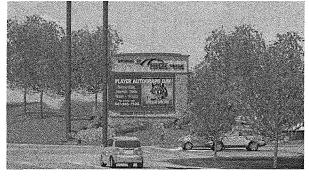
PMS 7533C DARK BROWN

NATURAL ALUMINUM SATIN CLEAR COAT

PMS 1375C YELLOW

BLACK

SQUARE FOOTAGE EMD: 116.7 sq. ft. SIGN TOTAL: 212.7 sq. ft.





Chair HOFFMAN ESTATES

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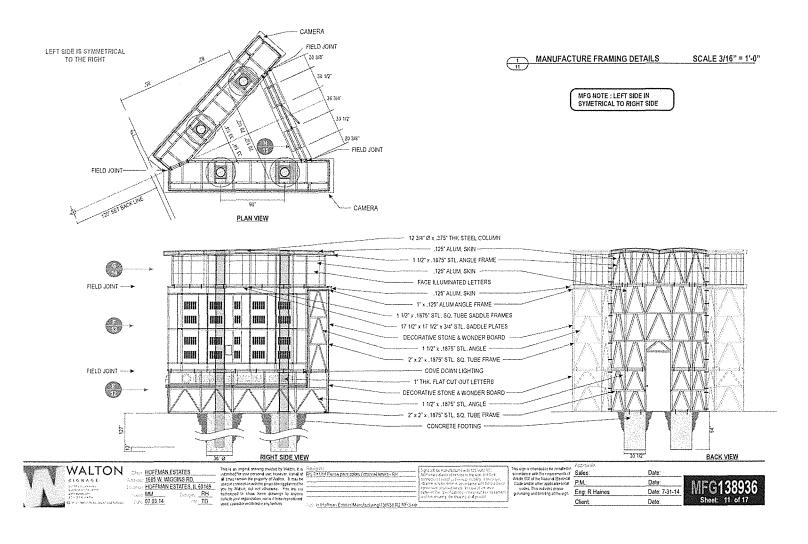
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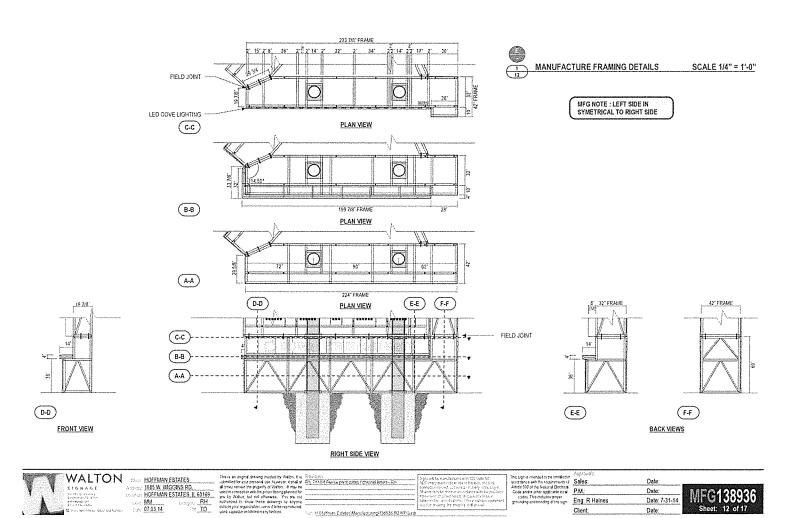
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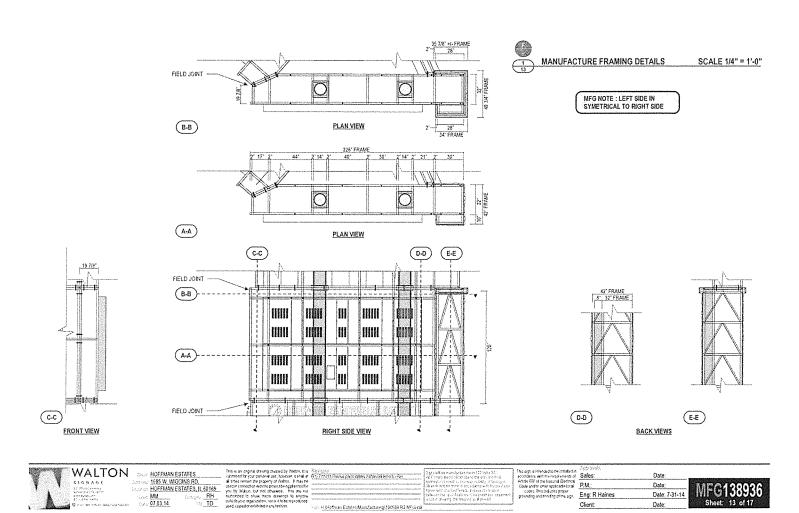








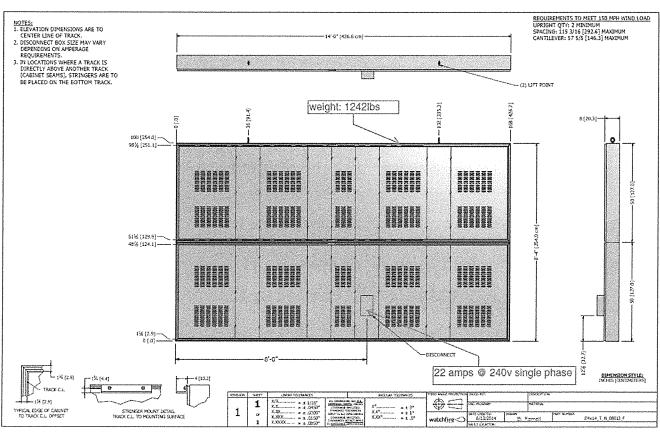
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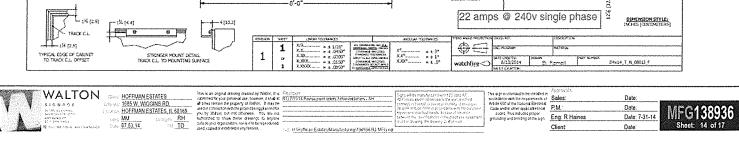


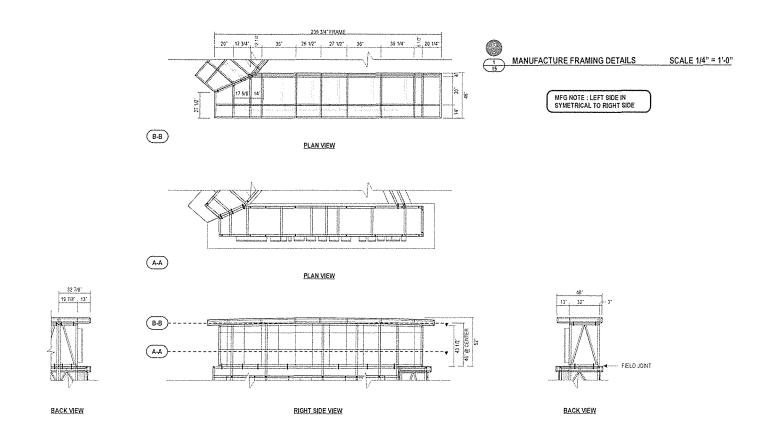
MFG138936

Date: Date: 7-31-14

Client







Otto: HOFFMAN ESTATES
Action 1965 W. MIGGINS RD.
LUCKO HOFFMAN ESTATES, IL 60189
Self MA. Bossyo RH
Losy 07.03.14 St. JD.

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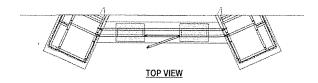
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Date: Date:

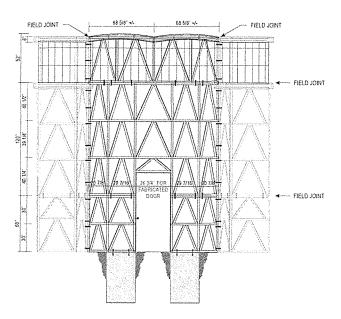
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MFG NOTE : LEFT SIDE IN SYMETRICAL TO RIGHT SIDE



BACK VIEW



WALTON Close HOFFMAN ESTATES
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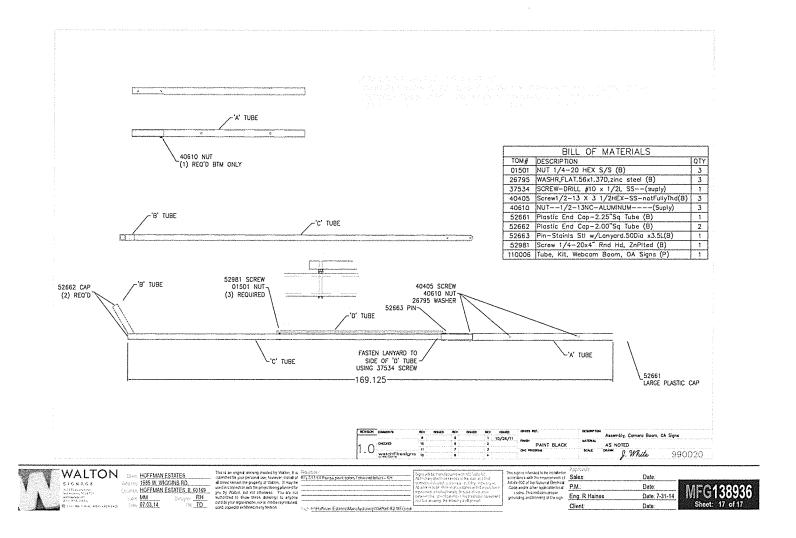
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code: The modules proper
grounding and zonding of the sign.

Eng. R. Halines

Date: Date: Date: 7-31-14 Client













Watchfire Signs by Time-O-Matic LLC: Extended Warranty 11/1/19 - 10/31/24

SCHEDULE 1 - LOCATION: HOFFMAN ESTATES - EIGHT EMD BOARDS - FULL COLOR

WARRANTY, SOFTWARE LICENSE, AND LIMITATION OF LIABILITIES AND REMEDIES

SCOPE OF WARRANTY FOR SYSTEM. When used properly under normal use and normal environmental conditions, and subject to the exclusions set forth herein, Watchfire warrants its manufactured goods, and the System excluding the Price Watcher series, against material defects in material and workmanship for five years from the date of extended warranty from Watchfire's original warranty. Watchfire warrants the Price Watcher product series against material defects in material and workmanship for five years from the date of shipment from Watchfire's warranty period and/or dock. During the warranty period, Watchfire's only obligation and liability is to repair or replace (at its option) those part(s) of the System which prove to be defective and not merely worn out (e.g., aged LEDs). Repaired or replaced parts provided within the original warranty period shall have the same warranty for the balance of the original warranty period. Part(s) replaced or repaired outside of any warranty period shall have a warranty of replacement only for material defects in material or workmanship for six (6) months from date of shipment. Watchfire is not responsible for telecommunications or Internet services being unavailable, or for limitations caused by environmental conditions or incompatibilities with other systems. Extended warranty for only part/parts to be exchanged of equal description and functionality. Due to length of extended warranty parts may be substituted of equal performance if original part is no longer manufactured.

ORIGINAL MANUFACTURER WARRANTY. Any parts not manufactured by Watchfire, but which are added to the System manufactured by Watchfire are covered only by their original manufacturer's warranty, if any.

LICENSE FOR SOFTWARE USE AND WARRANTY FOR SOFTWARE.

Watchfire warrants only that: (1) the media on which Software is provided shall be free from material defects for sixty days after shipment by Watchfire; and (2) Software substantially conforms to the documentation that accompanies it. Watchfire hereby grants the Original End User a limited, non-exclusive personal, non-transferable and non-assignable license to use the Software only in the U.S. The Ignite software is a single station license. Additional station access is available at additional cost. This license terminates upon violation of any provision of this License or the Agreement, and Watchfire reserves the right to electronically disable the Software upon such violation. Buyer shall not permit the software to be copied (except for backup purposes), transferred, distributed, disassembled, reverse engineered, decompiled or tampered with. "Software" as used herein includes Ignite Online™ software for one year after shipment.

BUYER AND ORIGINAL END USER HOLD WATCHFIRE HARMLESS AND INDEMNIFIED FOR ANY CLAIMS BY THIRD PARTIES, INCLUDING WATCHFIRE'S ATTORNEY'S FEES, THAT THE USE OF THE SOFTWARE OR SYSTEM INFRINGES ANY INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY.

Defective media or Software may be replaced during the warranty period unless damaged by accident or misuse. WATCHFIRE'S ENTIRE LIABILITY SHALL BE THE REPAIR OR REPLACEMENT OF THE DEFECTIVE MEDIA OR SOFTWARE WHEN TIMELY RETURNED TO WATCHFIRE. Any replacement media or Software has the same 60 day warranty. Watchfire does not warrant that the media and Software is completely error-free, will operate without interruption or is compatible with all equipment or software configurations. Watchfire may charge additional fees for any upgrades or modifications to the Software.

OBTAINING WARRANTY SERVICE. Warranty service for the System and the Software are expressly conditioned on Watchfire's prior receipt of all payments due under the Agreement, including System Price. Buyer shall contact the Watchfire HELP desk for warranty service. Items determined defective by Watchfire will be replaced at its option with new or like-new part(s). No credit is given for such items. Watchfire will pay for outbound shipping and return ground freight for items repaired/replaced for its manufactured goods installed within the continental U.S. Buyers must prepay all outbound shipping freight, duties and taxes for items shipped to destinations outside of the continental United States, Buyer shall pay for the installation of repaired/replaced items. In the event of any delay in Watchfire's performance beyond Watchfire's reasonable control, Watchfire shall have additional reasonable time for performance. Buyer shall pay for all maintenance services.

EXCLUSIONS FOR SYSTEMAND SOFTWARE. These warranties do not apply if the System or Software are damaged due to improper or unreasonable use, modification, repair, service, installation, or environmental conditions or if they are reversed engineered, de-compiled or used to create derivative works.

There are no express or implied warranties for the System and the Software beyond those expressly stated herein. The unenforceability of any portion of this agreement shall not affect the enforceability of the remainder of this agreement.

WATCHFIRE'S LIABILITY TO BUYER UNDER THESE WARRANTIES FOR THE SYSTEM AND SOFTWARE IS LIMITED AS SET FORTH HEREIN, WHETHER IN CONTRACT, TORT, OR ANY OTHER THEORY OF LIABILITY, INCLUDING BUT NOT LIMITED TO FRAUD, MISREPRESENTATION, BREACHOF CONTRACT, PERSONAL INJURY, PRODUCTS LIABILITY OR ANY OTHER THEORY, AND WATCHFIRE SHALL NOT BE LIABLE FOR ANY SPECIAL, DIRECT, COMMERCIAL, EXEMPLARY, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PUNITIVE DAMAGES, OR DAMAGES FOR LOSS OF USE, LOSS OF ANTICIPATED PROFITS, INCOME, OR ECONOMIC LOSSES OF ANY KIND. WATCHFIRE'S LIABILITY UNDER ANY WARRANTY HEREUNDER, WHETHER EXPRESS OR IMPLIED, SHALL NOT EXCEED THE COST OF REPAIR OR REPLACEMENT OF DEFECTIVE PARTS OF THE SYSTEM AND SOFTWARE. BUYER MAY NOT BRING ANY ACTION UNDER THESE WARRANTIES MORE THAN ONE YEAR AFTER THE CAUSE OF ACTION HAS ACCRUED.

S270 (1/17/2014) TOM-FM-139 Rev 10

WATCHFIRE EMD SIGN INFORMATION

Each location has one spare parts kit; the combination is set to the last four of the sales order number.

Willow Creek Recreation Center

3600 Lexington Dr

Hoffman Estates, IL 60912 Sales Order Numbers: 119707 Lock Combo: 9707 and 9708 IP Addresses: 166.156.148.205 Sales Order Numbers: 119708

Lock Combo: 9708

IP Addresses: 166.156.148.211

Bridges of Poplar Creek

1400 Poplar Creek Dr Hoffman Estates, IL 60169 Sales Order Numbers: 119709

Lock Combo: 9709

IP Addresses: 166.156.148.208 Sales Order Numbers: 119710

Lock Combo: 9710

IP Addresses: 166.156.148.206

Triphahn Center

1685 West Higgins Rd Hoffman Estates, IL 60169 Sales Order Numbers: 119734

Lock Combo: 9734

IP Addresses: 166.156.148.210 Sales Order Numbers: 119735

Lock Combo: 9735

IP Addresses: 166.156.148.204

Vogelei Park

650 West Higgins Rd Hoffman Estates, IL 60169 Sales Order Numbers: 119732

Lock Combo: 9732

IP Addresses: 166.156.148.207 Sales Order Numbers: 119733

Lock Combo: 9733

IP Addresses: 166.156.148.209

WATCHFIRE CONTACT INFORMATION

Ray Digby
Office 800-637-2645 x3006 Fax 217-442-1020
ray.digby@watchfiresigns.com

Watchfire Headquarters · watchfiresigns.com
PHONE NUMBERS
Sales 800-637-2645
Service 866-637-2645









TRIPHAHN CENTER V-SHAPED MONUMENT- Monument Sign

Illuminated channel letters and logo, illuminated letters flush mounted on cabinet, non-illuminated flat cut out letters, aluminum, copy "Hoffman Estates Park District", cove LED down lighting. Watch Fire EMD 10' x 20' Extended Warranty Date -10/31/16 - 10/31/17 for structural components by Walton Signage, paint and installation.

EMD Extended Warranty: Component parts from Watch Fire - See attached

Extended Warranty Date: 10/31/19 - 10/31/24









QUOTE NUMBER: 1410542 Revision: 8 DATE: 7/14/2014

SIGN ID: 740204 X16j

Walton Signage Corp 1720600 Frank Milazzo, Estimator 3419 E Commerce Street San Antonio, TX 78220 210-886-0644 fmilazzo@waltonsignage.com Shipping Destination TRIPHAHN CENTER 1685 W. Higgins Rd Hoffman Estates, IL 60169 Job Site
Name: TRIPHAHN CENTER
Address: 1685 W. Higgins Rd
City: Hoffman Estates
State: IL Zip: 60169

PRODUCT SPECIFICATIONS

Pixel Pitch	XVS16mm Color
Pixel Matrix:	162 X 342
Cabinet Size:	10ft H x 20ft L x 8in D
Viewing Area:	9ft H x 19ft L
Cabinet Style:	Single Face Signpak
Character Size:	18 lines / 68 Characters at a 4" type.
Approx. Weight:	2058 Lbs.
Warranty:	Standard 5 Year Watchfire warranty applies.
Mfg. Lead Time:	6-8 weeks (after this document is signed & returned and receipt of down payment).
Electrical Service:	240.00 VOLT 4 Wire 37.00 AMP Single Phase Service Refer to the Installation manual for details on wiring. Based on

18.00 hours of operation a day, plus or

minus 10% depending on how the sign is programmed.

Example: 46 KWHrs a day x \$0.07 = 3.22/Day

LED RGB

STANDARD FEATURES

Color:

Color Capability:	4.72 Sextillion
Viewing Angles:	140 Horiz/70 Vert
Video:	up to 60FPS; Full Animation capable; Live video capable-specify additional hardware
Includes:	Ignite Graphics Software
Brightness:	Daytime 10,000 NITs; Nighttime 750 NITs

OPTIONS

Communications:	Internal Broadband Wireless		
Group Link:	Not Ordered		
Temperature Sensor:	w/100-Step Photocell w/50 ft Cable		
Software Training:	Not Ordered		
Personal Computer:	PC Not ordered. Ignite Included		
Fiber Optic Cable:	Not Ordered / Not Required		
Cabinet Separation:	Standard Up To 15 Feet		
Power Requirements:	Standard As Quoted		
Sign Mounting Kit:	Stringers (Section Signs Only)		
Spare Parts Kit:	Standard Spares Kit		
Webcam:	Sign View BBW		
Custom Artwork Pkg:	Not Ordered		
Technician On-Site:	During Installation		

ADDITIONAL OPTIONS

NOTES

ORDER ACCEPTANCE

Buyer acknowledges that prior to executing this Agreement Buyer has read or has had the opportunity and means to review the TERMS OF SALE and Seller's LIMITED WARRANTY, SOFTWARE LICENSE, AND LIMITATION OF LIABILITIES AND REMEDIES at http://watchfiresigns.com/terms-and-conditions-of-sale or in the alternative, a hard copy has been provided to Buyer and its receipt is acknowledged.

This quote/offer is expressly limited to the acceptance by the buyer of its exact terms, including the terms of sale and seller's limited warranty, software license, and limitation of liabilities and remedies, all of which are a part of the agreement. Any purchase order or related documents buyer issues to seller (even if it contains terms in addition to or inconsistent with the terms of this agreement) for this transaction shall constitute buyer's unconditional agreement to be bound exclusively by the seller's terms and conditions of this agreement, and buyer hereby agrees that such additional or inconsistent terms shall not apply nor become a part of this agreement.









QUOTE NUMBER: 1410542 Revision: 8 DATE: 7/14/2014

SIGN ID: 740205 X16j

Walton Signage Corp 1720600 Frank Milazzo, Estimator 3419 E Commerce Street San Antonio, TX 78220 210-886-0644 fmilazzo@waltonsignage.com Shipping Destination TRIPHAHN CENTER 1685 W. Higgins Rd Hoffman Estates, IL 60169 Job Site
Name: TRIPHAHN CENTER
Address: 1685 W. Higgins Rd
City: Hoffman Estates
State: IL Zip: 60169

PRODUCT SPECIFICATIONS

Pixel Pitch	XV\$16mm Color
Pixel Matrix:	46216242
Cabinet Size:	
Viewing Area:	06.11406.1
Cabinet Style:	e:) = e: (
Character Size:	
Approx. Weight:	2000 11-
Warranty:	Standard 5 Year Watchfire warranty applies.
Mfg. Lead Time:	6-8 weeks (after this document is signed & returned and receipt of down payment).
Electrical Service:	240.00 VOLT 4 Wire 37.00 AMP Single

Phase Service Refer to the Installation
manual for details on wiring. Based on
18.00 hours of operation a day, plus or
minus 10% depending on how the sign is
programmed.
Example: 46 KWHrs a day x \$0.07 = 3.22/Day

STANDARD FEATURES

Color:	LED RGB
Color Capability:	4.72 Sextillion
Viewing Angles:	140 Horiz/70 Vert
Video:	up to 60FPS; Full Animation capable; Live
	video capable-specify additional hardware
Includes:	Ignite Graphics Software
Brightness:	Daytime 10,000 NITs; Nighttime 750 NITs

OPTIONS

Internal Broadband Wireless
Not Ordered
w/100-Step Photocell w/50 ft Cable
Not Ordered
PC Not ordered, Ignite Included
Not Ordered / Not Required
Standard Up To 15 Feet
Standard As Quoted
Stringers (Section Signs Only)
Not Ordered
Sign View BBW
Not Ordered
Not Ordered

ADDITIONAL OPTIONS

NOTES

ORDER ACCEPTANCE

Buyer acknowledges that prior to executing this Agreement Buyer has read or has had the opportunity and means to review the TERMS OF SALE and Seller's LIMITED WARRANTY, SOFTWARE LICENSE, AND LIMITATION OF LIABILITIES AND REMEDIES at http://watchfiresigns.com/terms-and-conditions-of-sale or in the alternative, a hard copy has been provided to Buyer and its receipt is acknowledged.

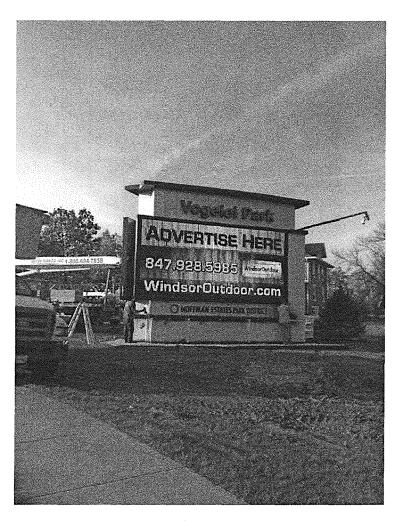
This quote/offer is expressly limited to the acceptance by the buyer of its exact terms, including the terms of sale and seller's limited warranty, software license, and limitation of liabilities and remedies, all of which are a part of the agreement. Any purchase order or related documents buyer issues to seller (even if it contains terms in addition to or inconsistent with the terms of this agreement) for this transaction shall constitute buyer's unconditional agreement to be bound exclusively by the seller's terms and conditions of this agreement, and buyer hereby agrees that such additional or inconsistent terms shall not apply nor become a part of this agreement.



WALTON SIGNAGE

3419 E. COMMERCE SAN ANTONIO, TEXAS 78220 PH 210,886,0644 FX 210,886,0650





VOGELEI PARK V-SHAPED MONUMENT- Monument Sign

Illuminated channel letters and logo, illuminated letters flush mounted on cabinet, non-illuminated flat cut out letters, aluminum, copy "Hoffman Estates Park District", cove LED down lighting. Watch Fire EMD 10' x 20' Extended Warranty Date -10/31/16 - 10/31/17 for structural components by Walton Signage, paint and installation.

EMD Extended Warranty: Component parts from Watch Fire - See attached

Extended Warranty Date: 10/31/19 - 10/31/24









QUOTE NUMBER: 1416808 Revision: 2 DATE: 7/14/2014

SIGN ID: 740206 X16j

Walton Signage Corp 1720600 Frank Milazzo, Estimator 3419 E Commerce Street San Antonio, TX 78220 210-886-0644 fmilazzo@waltonsignage.com Shipping Destination VOGELEI PARK 650 Higgins Rd Hoffman Estates, IL 60169 Job Site
Name: VOGELEI PARK
Address: 650 Higgins Rd
City: Hoffman Estates
State: IL Zip: 60169

PRODUCT SPECIFICATIONS

Pixel Pitch XVS16mm Color Pixel Matrix: 162 X 342 10ft H x 20ft L x 8in D Cabinet Size: Viewing Area: 9ft H x 19ft L Cabinet Style: Single Face Signpak Character Size: 18 lines / 68 Characters at a 4" type. Approx. Weight: 2058 Lbs. Warranty: Standard 5 Year Watchfire warranty applies.

Mfg. Lead Time: 6-8 weeks (after this document is signed & returned and receipt of down payment).

Electrical Service: 240.00 VOLT 4 Wire 37.00 AMP Single
Phase Service Refer to the Installation
manual for details on wiring. Based on
18.00 hours of operation a day, plus or
minus 10% depending on how the sign is

programmed.

Example: 46 KWHrs a day x \$0.07 = 3.22/Day

STANDARD FEATURES

Color: LED RGB
Color Capability: 4.72 Sextillion
Viewing Angles: 140 Horiz/70 Vert

Video: up to 60FPS; Full Animation capable; Live video capable-specify additional hardware

video capable specify additional hard

Includes: Ignite Graphics Software

Brightness: Daytime 10,000 NITs; Nighttime 750 NITs

OPTIONS

Communications: Internal Broadband Wireless

Group Link: Not Ordered Temperature Sensor: w/100-Step Photocell w/50 ft Cable Web Based Software Training **Software Training:** Personal Computer: PC Not ordered. Ignite Included Not Ordered / Not Required Fiber Optic Cable: Standard Up To 15 Feet Cabinet Separation: Power Requirements: U.S. Three-Phase Power Sign Mounting Kit: Stringers (Section Signs Only)

 Spare Parts Kit:
 Standard Spares Kit

 Webcam:
 Sign View BBW

 Custom Artwork Pkg:
 Not Ordered

 Technician On-Site:
 During Installation

ADDITIONAL OPTIONS

NOTES

additional \$1250 per face for three phase power option.

ORDER ACCEPTANGE

Buyer acknowledges that prior to executing this Agreement Buyer has read or has had the opportunity and means to review the TERMS OF SALE and Seller's LIMITED WARRANTY, SOFTWARE LICENSE, AND LIMITATION OF LIABILITIES AND REMEDIES at http://watchfiresigns.com/terms-and-conditions-of-sale or in the alternative, a hard copy has been provided to Buyer and its receipt is acknowledged.

This quote/offer is expressly limited to the acceptance by the buyer of its exact terms, including the terms of sale and seller's limited warranty, software license, and limitation of liabilities and remedies, all of which are a part of the agreement. Any purchase order or related documents buyer issues to seller (even if it contains terms in addition to or inconsistent with the terms of this agreement) for this transaction shall constitute buyer's unconditional agreement to be bound exclusively by the seller's terms and conditions of this agreement, and buyer hereby agrees that such additional or inconsistent terms shall not apply nor become a part of this agreement.









SIGN ID: 740207 X16j

QUOTE NUMBER: 1416808 Revision: 2 DATE: 7/14/2014

Walton Signage Corp 1720600 Frank Milazzo, Estimator 3419 E Commerce Street San Antonio, TX 78220 210-886-0644 Shipping Destination VOGELEI PARK 650 Higgins Rd Hoffman Estates, IL 60169 Job Site
Name: VOGELEI PARK
Address: 650 Higgins Rd
City: Hoffman Estates
State: IL Zip: 60169

PRODUCT SPECIFICATIONS

fmilazzo@waltonsignage.com

Pixel Pitch XVS16mm Color 162 X 342 Pixel Matrix: Cabinet Size: 10ft H x 20ft L x 8in D Viewing Area: 9ft H x 19ft L Cabinet Style: Single Face Signpak 18 lines / 68 Characters at a 4" type. Character Size: Approx. Weight: 2058 Lbs. Warranty: Standard 5 Year Watchfire warranty applies. Mfg. Lead Time: 6-8 weeks (after this document is signed & returned and receipt of down payment).

Electrical Service: 240.00 VOLT 4 Wire 37.00 AMP Single Phase Service Refer to the Installation

manual for details on wiring. Based on 18.00 hours of operation a day, plus or minus 10% depending on how the sign is

programmed.

Example: 46 KWHrs a day x \$0.07 = 3.22/Day

STANDARD FEATURES

Color: LED RGB
Color Capability: 4.72 Sextillion
Viewing Angles: 140 Horiz/70 Vert
Video: up to 60FPS; Full A

/ideo: up to 60FPS; Full Animation capable; Live

video capable-specify additional hardware

Includes: Ignite Graphics Software

Brightness: Daytime 10,000 NITs; Nighttime 750 NITs

OPTIONS

Communications: Internal Broadband Wireless

Group Link: Not Ordered

Temperature Sensor: w/100-Step Photocell w/50 ft Cable

Software Training: Not Ordered

Personal Computer: PC Not ordered. Ignite Included

Fiber Optic Cable: Not Ordered / Not Required

Cabinet Separation: Standard Up To 15 Feet

Power Requirements: U.S. Three-Phase Power

Sign Mounting Kit: Stringers (Section Signs Only)

 Spare Parts Kit:
 Not Ordered

 Webcam:
 Sign View BBW

 Custom Artwork Pkg:
 Not Ordered

Not Ordered

ADDITIONAL OPTIONS

Technician On-Site:

NOTES

additional \$1250 per face for three phase power option.

ORDER ACCEPTANCE

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WALTON SIGNAGE

3419 E. COMMERCE SAN ANTONIO, TEXAS 78220 PH 210.886.0644 FX 210.886.0650





WILLOW CREEK RECEREATION CENTER V-SHAPED MONUMENT– Monument Sign Illuminated channel letters , illuminated letters flush mounted on cabinet, non-illuminated flat cut out letters, aluminum, copy "Hoffman Estates Park District", cove LED down lighting. Watch Fire EMD 8' X 14'. Extended Warranty Date -11/10/16-11/10/17 for structural components by Walton Signage, paint and installation.

EMD Extended Warranty: Component parts from Watch Fire - See attached

Extended Warranty Date: 11/10/19 – 11/10/24









SIGN ID: 740200 X16j

QUOTE NUMBER: 1416809 Revision: 1 DATE: 7/14/2014

Walton Signage Corp 1720600 Shipping Destination
Frank Milazzo, Estimator Willow Recreation Center
3419 E Commerce Street 3600 Lexington Drive
San Antonio, TX 78220 Hoffman Estates, IL 60169

Job Site
Name: Willow Recreation Center
Address: 3600 Lexington Drive
City: Hoffman Estates
State: IL Zip: 60169

PRODUCT SPECIFICATIONS

fmilazzo@waltonsignage.com

XVS16mm Color **Pixel Pitch** Pixel Matrix: 144 X 234 Cabinet Size: 8ft 4in H x 14ft L x 8in D Viewing Area: 8ft H x 13ft L Cabinet Style: Single Face Signpak 16 lines / 47 Characters at a 4" type. Character Size: Approx. Weight: 1242 Lbs. Warranty: Standard 5 Year Watchfire warranty applies. Mfg. Lead Time: 6-8 weeks (after this document is signed & returned and receipt of down payment). 240.00 VOLT 4 Wire 22.00 AMP Single **Electrical Service:** Phase Service Refer to the Installation manual for details on wiring. Based on

18.00 hours of operation a day, plus or minus 10% depending on how the sign is programmed.

Example: 27.4 KWHrs a day x \$0.07 = 1.92/Day

STANDARD FEATURES

Color: LED RGB
Color Capability: 4.72 Sextillion
Viewing Angles: 140 Horiz/70 Vert
Video: up to 60FPS; Full Animation capable; Live video capable-specify additional hardware

 Includes:
 Ignite Graphics Software

 Brightness:
 Daytime 10,000 NITs; Nighttime 750 NITs

OPTIONS

Communications: Internal Broadband Wireless

Group Link: Not Ordered w/100-Step Photocell w/50 ft Cable Temperature Sensor: Software Training: Web Based Software Training Personal Computer: PC Not ordered. Ignite Included Fiber Optic Cable: Not Ordered / Not Required Cabinet Separation: Standard Up To 15 Feet **Power Requirements:** Standard As Quoted Stringers (Section Signs Only) Sign Mounting Kit:

Spare Parts Kit: Standard Spares Kit
Webcam: Sign View BBW
Custom Artwork Pkg: Not Ordered
Technician On-Site: During Installation

ADDITIONAL OPTIONS

NOTES

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Buyer acknowledges that prior to executing this Agreement Buyer has read or has had the opportunity and means to review the TERMS OF SALE and Seller's LIMITED WARRANTY, SOFTWARE LICENSE, AND LIMITATION OF LIABILITIES AND REMEDIES at http://watchfiresigns.com/terms-and-conditions-of-sale or in the alternative, a hard copy has been provided to Buyer and its receipt is acknowledged.









QUOTE NUMBER: 1416809 Revision: 1 DATE: 7/14/2014

SIGN ID: 740201 X16j

Walton Signage Corp 1720600 Frank Milazzo, Estimator 3419 E Commerce Street San Antonio, TX 78220 210-886-0644 fmilazzo@waltonsignage.com Shipping Destination Willow Recreation Center 3600 Lexington Drive Hoffman Estates, IL 60169 Job Site
Name: Willow Recreation Center
Address: 3600 Lexington Drive
City: Hoffman Estates
State: IL Zip: 60169

PRODUCT SPECIFICATIONS

Pixel Pitch XVS16mm Color Pixel Matrix: 144 X 234 8ft 4in H x 14ft L x 8in D Cabinet Size: Viewing Area: 8ft H x 13ft L Cabinet Style: Single Face Signpak Character Size: 16 lines / 47 Characters at a 4" type. Approx. Weight: 1242 Lbs. Warranty: Standard 5 Year Watchfire warranty applies. Mfg. Lead Time: 6-8 weeks (after this document is signed & returned and receipt of down payment).

Electrical Service: 240.00 VOLT 4 Wire 22.00 AMP Single

Phase Service Refer to the Installation manual for details on wiring. Based on 18.00 hours of operation a day, plus or minus 10% depending on how the sign is

programmed.

Example: 27.4 KWHrs a day x \$0.07 = 1.92/Day

STANDARD FEATURES

Color: LED RGB
Color Capability: 4.72 Sextillion
Viewing Angles: 140 Horiz/70 Vert
Video: up to 60FPS; Full Animation capable; Live

up to 60FPS; Full Animation capable; Live video capable-specify additional hardware

Includes: Ignite Graphics Software

Brightness: Daytime 10,000 NITs; Nighttime 750 NITs

OPTIONS

Communications: Internal Broadband Wireless

Group Link: Not Ordered

Temperature Sensor: w/100-Step Photocell w/50 ft Cable

Software Training: Not Ordered

 Personal Computer:
 PC Not ordered, Ignite Included

 Fiber Optic Cable:
 Not Ordered / Not Required

 Cabinet Separation:
 Standard Up To 15 Feet

Power Requirements: Standard As Quoted

Sign Mounting Kit: Stringers (Section Signs Only)

 Spare Parts Kit:
 Not Ordered

 Webcam:
 Sign View BBW

 Custom Artwork Pkg:
 Not Ordered

Technician On-Site: Not Ordered

ADDITIONAL OPTIONS

NOTES

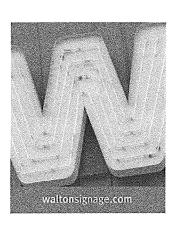
ORDER ACCEPTANCE

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WALTON SIGNAGE

3419 E. COMMERCE SAN ANTONIO, TEXAS 78220 PH 210.886.0644 FX 210.886.0650





BRIDGES OF POPLAR CREEK V-SHAPED MONUMENT- Monument Sign Illuminated channel letters, illuminated letters flush mounted on cabinet, non-illuminated flat cut out letters, aluminum, copy "Hoffman Estates Park District", cove LED down lighting. Watch Fire EMD 8' X 14'. Extended Warranty Date – 11/10/16 – 11/10//17 for structural components by Walton Signage, paint and

EMD Extended Warranty: Component parts from Watch Fire - See attached

Extended Warranty Date: 11/10/19 – 11/10/24









QUOTE NUMBER: 1416809 Revision: 2 DATE: 7/14/2014

SIGN ID: 740202 X16j

Walton Signage Corp 1720600 Frank Milazzo, Estimator 3419 E Commerce Street San Antonio, TX 78220 210-886-0644 fmilazzo@waltonsignage.com Shipping Destination
Willow Recreation Center
3600 Lexington Drive
Hoffman Estates, IL 60169

Job Site
Name: Bridges of Poplar Creek Country Club
Address: 1600 Poplar Creek Drive
City: Hoffman Estates
State: IL Zip: 60192

PRODUCT SPECIFICATIONS

Pixel Pitch XVS16mm Color Pixel Matrix: 144 X 234 8ft 4in H x 14ft L x 8in D Cabinet Size: 8ft H x 13ft L Viewing Area: Cabinet Style: Single Face Signpak 16 lines / 47 Characters at a 4" type. Character Size: Approx. Weight: 1242 Lbs. Warranty: Standard 5 Year Watchfire warranty applies. Mfg. Lead Time: 6-8 weeks (after this document is signed & returned and receipt of down payment). 240.00 VOLT 4 Wire 22.00 AMP Single **Electrical Service:**

Phase Service Refer to the Installation manual for details on wiring. Based on 18.00 hours of operation a day, plus or minus 10% depending on how the sign is programmed.

Example: 27.4 KWHrs a day x \$0.07 = 1.92/Day

STANDARD FEATURES

Color: LED RGB
Color Capability: 4.72 Sextillion
Viewing Angles: 140 Horiz/70 Vert

Video: up to 60FPS; Full Animation capable; Live video capable-specify additional hardware

Includes: Ignite Graphics Software

Brightness: Daytime 10,000 NITs; Nighttime 750 NITs

OPTIONS

Communications: Internal Broadband Wireless

Group Link: Not Ordered Temperature Sensor: w/100-Step Photocell w/50 ft Cable Software Training: Web Based Software Training Personal Computer: PC Not ordered. Ignite Included Fiber Optic Cable: Not Ordered / Not Required Standard Up To 15 Feet **Cabinet Separation:** Power Requirements: Standard As Quoted Sign Mounting Kit: Stringers (Section Signs Only)

Spare Parts Kit: Standard Spares Kit
Webcam: Sign View BBW
Custom Artwork Pkg: Not Ordered
Technician On-Site: During Installation

ADDITIONAL OPTIONS

NOTES

ORDER ACCEPTANCE

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QUOTE NUMBER: 1416809 Revision: 2 DATE: 7/14/2014

SIGN ID: 740203 X16j

Walton Signage Corp 1720600 Frank Milazzo, Estimator 3419 E Commerce Street San Antonio, TX 78220 210-886-0644 fmilazzo@waltonsignage.com

Shipping Destination Willow Recreation Center 3600 Lexington Drive Hoffman Estates, IL 60169

Job Site Name: Bridges of Poplar Creek Country Club Address: 1600 Poplar Creek Drive City: Hoffman Estates State: IL Zip: 60192

PRODUCT SPECIFICATIONS

XVS16mm Color
144 X 234
8ft 4in H x 14ft L x 8in D
8ft H x 13ft L
Single Face Signpak
16 lines / 47 Characters at a 4" type.
1242 Lbs.
Standard 5 Year Watchfire warranty applies.
6-8 weeks (after this document is signed & returned and receipt of down payment).
240.00 VOLT 4 Wire 22.00 AMP Single Phase Service Refer to the Installation manual for details on wiring. Based on 18.00 hours of operation a day, plus or minus 10% depending on how the sign is

STANDARD FEATURES	
Color:	LED RGB
Color Capability:	4.72 Sextillion
Viewing Angles:	140 Horiz/70 Vert
Video:	up to 60FPS; Full Animation capable; Live video capable-specify additional hardware
Includes:	Ignite Graphics Software
Brightness:	Daytime 10,000 NITs ; Nighttime 750 NITs

programmed.

Example: 27.4 KWHrs a day x \$0.07 = 1.92/Day

OPTIONS

Communications:	Internal Broadband Wireless
Group Link:	Not Ordered
Temperature Sensor:	w/100-Step Photocell w/50 ft Cable
Software Training:	Not Ordered
Personal Computer:	PC Not ordered. Ignite Included
Fiber Optic Cable:	Not Ordered / Not Required
Cabinet Separation:	Standard Up To 15 Feet
Power Requirements:	Standard As Quoted
Sign Mounting Kit:	Stringers (Section Signs Only)
Spare Parts Kit:	Not Ordered
Webcam:	Sign View BBW
Custom Artwork Pkg:	Not Ordered
Technician On-Site:	Not Ordered

ADDITIONAL OPTIONS

NOTES

ORDER ACCEPTANCE

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This quote/offer is expressly limited to the acceptance by the buyer of its exact terms, including the terms of sale and seller's limited warranty, software license, and limitation of liabilities and remedies, all of which are a part of the agreement. Any purchase order or related documents buyer issues to seller (even if it contains terms in addition to or inconsistent with the terms of this agreement) for this transaction shall constitute buyer's unconditional agreement to be bound exclusively by the seller's terms and conditions of this agreement, and buyer hereby agrees that such additional or inconsistent terms shall not another terms of this agreement. hereby agrees that such additional or inconsistent terms shall not apply nor become a part of this agreement.









Watchfire Signs by Time-O-Matic LLC

SCHEDULE 1

WARRANTY, SOFTWARE LICENSE, AND LIMITATION OF LIABILITIES AND REMEDIES

SCOPE OF WARRANTY FOR SYSTEM. When used properly under normal use and normal environmental conditions, and subject to the exclusions set forth herein, Watchfire warrants its manufactured goods, and the System excluding the Price Watcher series, against material defects in material and workmanship for five years from the date of shipment from Watchfire's dock. Watchfire warrants the Price Watcher product series against material defects in material and workmanship for two years from the date of shipment from Watchfire's dock. During the warranty period, Watchfire's only obligation and liability is to repair or replace (at its option) those part(s) of the System which prove to be defective and not merely worn out (e.g., aged LEDs). Repaired or replaced parts provided within the original warranty period shall have the same warranty for the balance of the original warranty period. Part(s) replaced or repaired outside of any warranty period shall have a warranty of replacement only for material defects in material or workmanship for six (6) months from date of shipment. Watchfire is not responsible for telecommunications or Internet services being unavailable, or for limitations caused by environmental conditions or incompatibilities with other systems.

ORIGINAL MANUFACTURER WARRANTY. Any parts not manufactured by Watchfire, but which are added to the System manufactured by Watchfire are covered only by their original manufacturer's warranty, if any.

LICENSE FOR SOFTWARE USE AND WARRANTY FOR SOFTWARE.

Watchfire warrants only that: (1) the media on which Software is provided shall be free from material defects for sixty days after shipment by Watchfire; and (2) Software substantially conforms to the documentation that accompanies it. Watchfire hereby grants the Original End User a limited, non-exclusive personal, non-transferable and non-assignable license to use the Software only in the U.S. The Ignite software is a single station license. Additional station access is available at additional cost. This license terminates upon violation of any provision of this License or the Agreement, and Watchfire reserves the right to electronically disable the Software upon such violation. Buyer shall not permit the software to be copied (except for backup purposes), transferred, distributed, disassembled, reverse engineered, decompiled or tampered with. "Software" as used herein includes Ignite Online™ software for one year after shipment.

BUYER AND ORIGINAL END USER HOLD WATCHFIRE HARMLESS AND INDEMNIFIED FOR ANY CLAIMS BY THIRD PARTIES, INCLUDING WATCHFIRE'S ATTORNEY'S FEES. THAT THE USE OF THE SOFTWARE OR SYSTEM INFRINGES ANY INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY.

Defective media or Software may be replaced during the warranty period unless damaged by accident or misuse. WATCHFIRE'S ENTIRE LIABILITY SHALL BE THE REPAIR OR REPLACEMENT OF THE DEFECTIVE MEDIA OR SOFTWARE WHEN TIMELY RETURNED TO WATCHFIRE. Any replacement media or Software has the same 60 day warranty. Watchfire does not warrant that the media and Software is completely error-free, will operate without interruption or is compatible with all equipment or software configurations. Watchfire may charge additional fees for any upgrades or modifications to the Software.

OBTAINING WARRANTY SERVICE. Warranty service for the System and the Software are expressly conditioned on Watchfire's prior receipt of all payments due under the Agreement, including System Price. Buyer shall contact the Watchfire HELP desk for warranty service. Items determined defective by Watchfire will be replaced at its option with new or like-new part(s). No credit is given for such items. Watchfire will pay for outbound shipping and return ground freight for items repaired/replaced for its manufactured goods installed within the continental U.S. Buyers must prepay all outbound shipping freight, duties and taxes for items shipped to destinations outside of the continental United States. Buyer shall pay for the installation of repaired/replaced items. In the event of any delay in Watchfire's performance beyond Watchfire's reasonable control, Watchfire shall have additional reasonable time for performance. Buyer shall pay for all maintenance services.

EXCLUSIONS FOR SYSTEM AND SOFTWARE. These warranties do not apply if the System or Software are damaged due to improper or unreasonable use, modification, repair, service, installation, or environmental conditions or if they are reversed engineered, de-compiled or used to create derivative works.

There are no express or implied warranties for the System and the Software beyond those expressly stated herein. The unenforceability of any portion of this agreement shall not affect the enforceability of the remainder of this agreement.

WATCHFIRE'S LIABILITY TO BUYER UNDER THESE WARRANTIES FOR THE SYSTEM AND SOFTWARE IS LIMITED AS SET FORTH HEREIN, WHETHER IN CONTRACT, TORT, OR ANY OTHER THEORY OF LIABILITY, INCLUDING BUT NOT LIMITED TO FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY, PRODUCTS LIABILITY OR ANY OTHER THEORY, AND WATCHFIRE SHALL NOT BE LIABLE FOR ANY SPECIAL, DIRECT, COMMERCIAL, EXEMPLARY, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PUNITIVE DAMAGES, OR DAMAGES FOR LOSS OF USE, LOSS OF ANTICIPATED PROFITS, INCOME, OR ECONOMIC LOSSES OF ANY KIND. WATCHFIRE'S LIABILITY UNDER ANY WARRANTY HEREUNDER, WHETHER EXPRESS OR IMPLIED, SHALL NOT EXCEED THE COST OF REPAIR OR REPLACEMENT OF DEFECTIVE PARTS OF THE SYSTEM AND SOFTWARE. BUYER MAY NOT BRING ANY ACTION UNDER THESE WARRANTIES MORE THAN ONE YEAR AFTER THE CAUSE OF ACTION HAS ACCRUED.

S270 (1/17/2014) TOM-FM-139 Rev 10



Ventilation Designs Cross-vent F8 Models, Price Watcher™, Rear-vent, and Front-vent Slim Cabinet

Cross-vent, F8 Models

Allow minimum of 1" gap per face behind the sign for air flow.

When cabinets are enclosed, allow 12-18 square inches of exhaust venting for every foot of sign length for each cabinet.

DO NOT OBSTRUCT AIR INTAKE in the bottom front of the sign.

Do not cover the front of the sign with glass or polycarbonate, or obstruct air flow in any way.

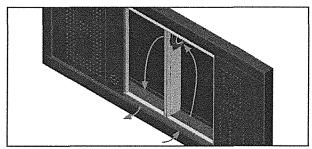
Allow 1/4" clearance below sign for water drainage.

NOTE: Proper ventilation lengthens the life of LEDs and helps to protect your electronics.

Price Watcher

Dual-chamber component cooling features built-in fans to ensure brighter, longer lasting LEDs without the need for additional wiring or fan kits.

The front face of the Price Watcher display that includes the air intake/exhaust and LED digit faces should not be blocked by any part of the metal cabinet or covered with plastic.



Rear-vent

Allow minimum of 2" gap per face behind the sign for air flow.

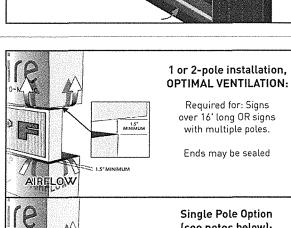
When using mesh, louvers or other covering:

- Total air intake
- 12-18 square inches per foot of sign per cabinet.
- Total air exhaust
- 12-18 square inches per foot of sign per cabinet.

DO NOT RESTRICT AIRFLOW around the backs of the cabinets.

Do not cover the front of the sign with glass or polycarbonate, or obstruct air flow in any way.

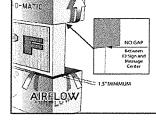
Never mount an ID sign or sign cover without satisfying the guidelines illustrated above.



Single Pole Option (see notes below):

Acceptable ventilation for: Signs may be up to 16' long, must be a single centered pole.

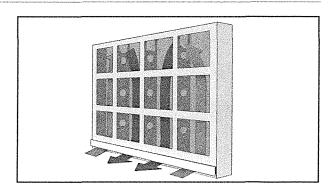
Ends MUST be open if no gap above EMC.

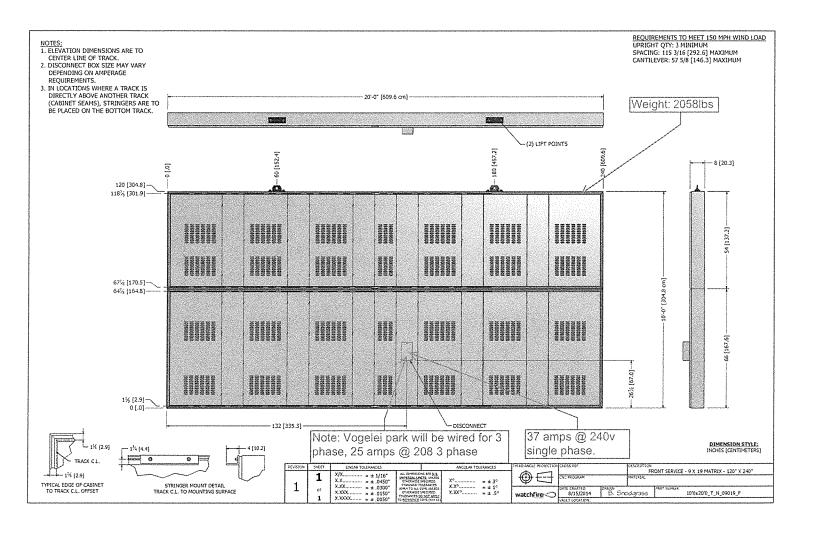


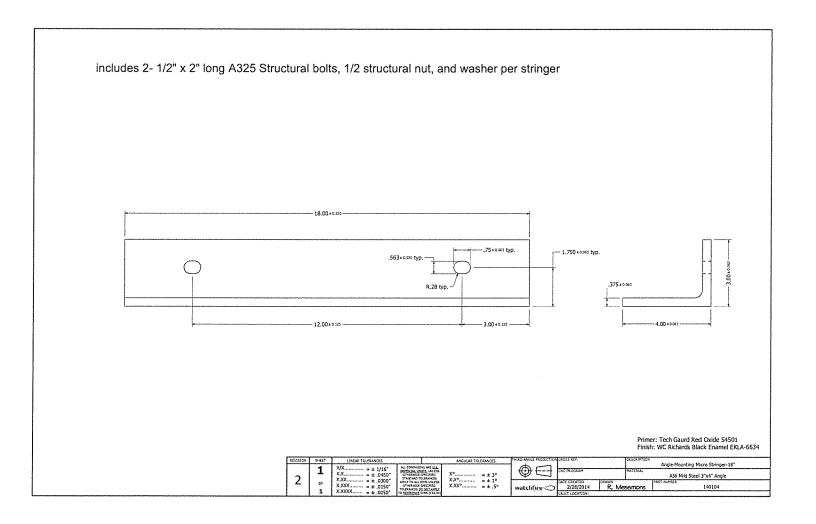
Front-vent Slim Cabinet

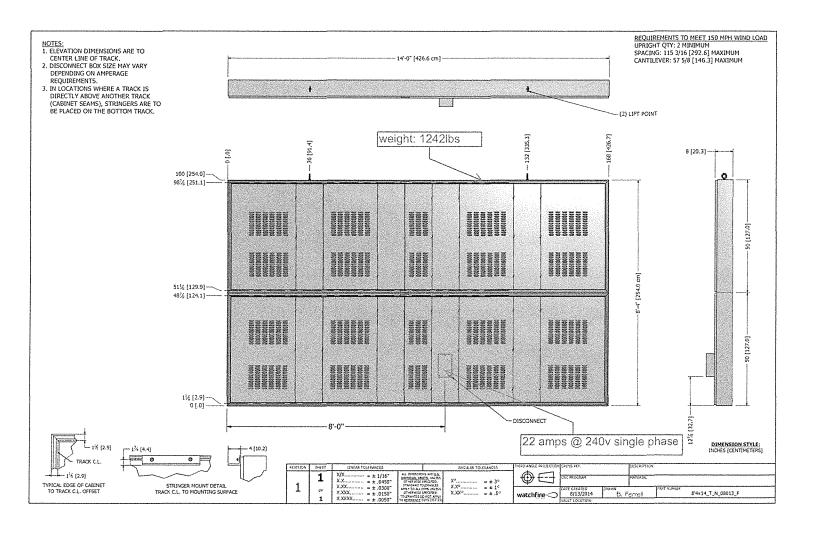
Do not cover the front of the sign with glass or polycarbonate, or obstruct the air flow in any way.

DO NOT OBSTRUCT AIR INTAKE in the bottom front of the sign.









Communications Options & Equipment

Broadband Wireless

Broadband Wireless

The BBW is a high-speed internal cellular communication unit for the sign. It receives a cellular internet signal through its antenna and converts it to Ethernet. This enables the sign to have an always-on internet connection.

Watchfire will either resell or assist the customer in obtaining wireless broadband service for the sign.

The wireless carrier will provide the IP address for the BBW, which will be configured in Ignite.

Route the antenna cable inside the sign cabinet and connect it to the lead cable on the BBW.

Place the antenna upright on a metallic surface. The antenna has a magnetic base and doesn't need additional mounting equipment. Elevating the antenna will improve reception.

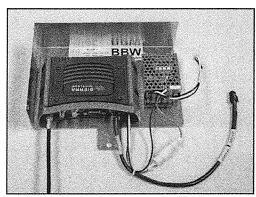


Figure 1 • BBW

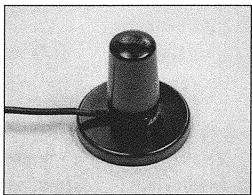


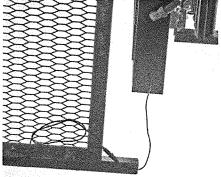
Figure 2 • BBW Antenna

Want to know more?
For drilling precautions, see page 15.
For conduit instructions, see page 15.
For instructions on how to set up software, see page 38.

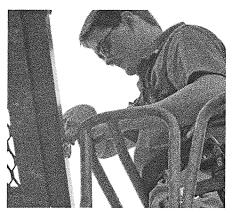
CAMERA BOOM ASSEMBLY FOR WATCHFIRE® DIGITAL OUTDOOR SIGNS

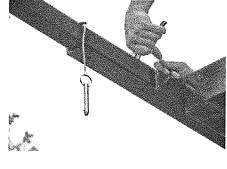
The camera boom assembly is used to mount the webcam on Watchfire Digital Outdoor Signs.

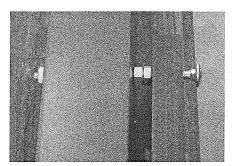




Insert zip ties into boom prior to mounting. Bolt the boom arm to the catwalk with 1.5" provided bolts. A stabilizing bar locks the boom arm in place. The two nuts between the stabilizing bar and the boom arm are necessary to maintain parallel separation between the stabilizing bar and boom arm.







The boom assembly ships with a 18' camera cable, which is routed alongside the boom with zip ties. The camera cable and connector are outdoor rated and do not need to be routed through conduit unless specified by local codes. Connect the camera cable to the weatherproof cable coiled inside the sign that connects to the BEC.

