



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



**AGENDA**  
**REGULAR BOARD MEETING NO. 1062**  
**TUESDAY, FEBURARY 23, 2021**  
**7:00 p.m.**  
**\*Remotely via ZOOM**

1. ROLL CALL
2. APPROVAL OF AGENDA
3. RECOGNITION
  - A. Service Proclamation
    - Marc Friedman – Community Representative 10 years
4. SWEARING IN OF COMMISSIONER MARC A. FRIEDMAN
5. COMMITTEE APPOINTMENT OF COMMISSIONER MARC A. FRIEDMAN
6. RECESS FOR A&F COMMITTEE MEETING
7. RECONVENE FOLLOWING A&F COMMITTEE MEETING
8. APPROVAL OF MINUTES (attached)
  - A. Regular Board Meeting Minutes 01/26/2021
9. COMMENTS FROM THE AUDIENCE
10. CONSENT AGENDA ([Click here to access all Board & Committee Packets](#))
  - A. Court Repairs at Evergreen Park and Victoria Park / M21-013 (see B&G February packet)
  - B. Crack Fill and Sealcoating / M21-014 (see B&G February packet)
  - C. Aquatic Operations Update & Aquatics Manager Job Description / M21-011 (see Rec February packet)
  - D. School District 15 STAR Agreement / M21-012 (see Rec February packet)
  - E. Surplus Ordinance O21-002 / M21-019 (see A&F February packet)
  - F. Open and Paid Invoice Register: \$432,663.06 (see A&F February packet)
  - G. Revenue and Expenditure Report, Financial Analysis, and District Wide Operations Statement (see A&F February packet)
  - H. Acceptance of B&G Minutes 01/19/2021 (see B&G February packet)
  - I. Acceptance of Rec Minutes 01/19/2021 (see Rec February packet)
  - J. Acceptance of A&F Minutes 01/26/2021 (see A&F February packet)
11. PRESIDENT’S REPORT
12. ADOPTION OF EXECUTIVE DIRECTOR’S REPORT

*\*For access to remote meetings held via ZOOM, please email [mlogan@heparks.org](mailto:mlogan@heparks.org). You will be provided the link to join the ZOOM and you will be able to participate during the “Comments from the Audience” portion of the meeting. For ease, you may also email your comment prior to the start of the meeting time and your comment will be read aloud on your behalf during the meeting.*



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Regular Board Meeting  
February 23, 2021  
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13. OLD BUSINESS
14. NEW BUSINESS
15. EXECUTIVE SESSION
  - A. Minutes, pursuant to 5 ILCS 120/2 Section 2(c)(21) of the Open Meetings Act
    - 01/26/2021
  - B. Appointment, employment, compensation, discipline, performance or dismissal of an employee, pursuant to 5 ILCS 120/2 Section 2(c)(1) of the Open Meetings Act.
16. Potential discussion and possible vote on matters regarding the appointment, employment, compensation, discipline, performance or dismissal of an employee, pursuant to Section 2(c)(1) of the Open Meetings Act.
  - A. Executive Director's Employment Contract Renewal
17. COMMISSIONER COMMENTS
18. ADJOURNMENT

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**MINUTES  
REGULAR BOARD MEETING NO. 1061  
January 26, 2021**

**1. Roll Call:**

A regular meeting of the Hoffman Estates Park District Board of Commissioners was held on January 26, 2021 at 7:00 p.m. remotely via ZOOM.

Present: President Kaplan; Commissioners Chhatwani, K. Evans, R. Evans, Kinnane, and McGinn

Absent: None

Also Present: Executive Director Talsma, Director of Finance and Administration Hopkins, Director of Recreation Kapusinski, Director of Golf & Facilities Bechtold, Director of Parks, Planning, & Maintenance Hugen, Executive Assistant Logan

Audience: Comm Reps Friedman, Macdonald, Musial, Wilson, Utas; Service Desk Associate Deb Albig, Building Maintenance Supervisor Mike Johnson, General Manager Christine Tusa, Fitness Program Manager Sarah Koeckritz, Sales Manager Jeff Ney, Building Maintenance Supervisor Humberto Padilla; Jay Garstecki, Rob Hoberg

**2. Approval of Agenda:**

President Kaplan made one amendment to the agenda:  
(1) Consent Agenda Item 8C. JEM Contract / M21-010 was removed.

Commissioner Chhatwani made a motion, seconded by Commissioner K. Evans to approve the amended agenda.

On a Roll Call: Carried 6-0-0  
Ayes: 6 Chhatwani, K. Evans, R. Evans, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

**3. Recognition:**

**A. 2020 Best of the Best of Hoffman:**

Jay Garstecki was awarded the 2020 Best of the Best of Hoffman for his donation of hockey jerseys in honor of Faith Hoberg.

Jay Garstecki and Rob Hoberg left the meeting at 7:05 p.m.

B. Service Proclamation:

Christine Tusa, General Manager of The Club, received a proclamation for her 15 years of service with the District.

C. Employees of the 4<sup>th</sup> Quarter:

PT: Jose Flores was awarded Part-time Employee of the 4<sup>th</sup> Quarter.

FT: Humberto Padilla was awarded Full-time Employee of the 4<sup>th</sup> Quarter.

D. Employees of the Year 2020

PT: Sarah Koeckritz was awarded Part-time Employee of the Year 2020.

FT: Natalie Wood was awarded Full-time Employee of the Year 2020.

Deb Albig, Christine Tusa, Sarah Koeckritz, Jeff Ney, Humberto Padilla, and Mike Johnson left meeting at 7:14 p.m.

**4. Recess for A&F Committee Meeting:**

Commissioner McGinn made a motion, seconded by Commissioner K. Evans to recess the Board Meeting at 7:14 p.m. for the purpose of convening the A&F Committee meeting.

On a Roll Call: Carried 6-0-0

Ayes: 6 Chhatwani, K. Evans, R. Evans, Kinnane, McGinn, Kaplan

Nays: 0

Absent: 0

**5. Reconvene Following A&F Committee Meeting:**

Commissioner Chhatwani made a motion, seconded by Commissioner R. Evans to reconvene to the Regular Board Meeting at 7:37 p.m.

On a Roll Call: Carried 6-0-0

Ayes: 6 Chhatwani, K. Evans, R. Evans, Kinnane, McGinn, Kaplan

Nays: 0

Absent: 0

**6. Approval of the Minutes:**

Commissioner McGinn made a motion, seconded by Commissioner R. Evans to approve the minutes of Regular Board Meeting 12/22/2020 as presented.

On a Roll Call: Carried 6-0-0

Ayes: 6 Chhatwani, K. Evans, R. Evans, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

**7. Comments from the Audience:**

None

**8. Consent Agenda:**

Commissioner R. Evans made a motion, seconded by Commissioner K. Evans to approve the consent agenda items A-I with the exception of item 8C that was removed under Approval of Agenda.

On a Roll Call: Carried 6-0-0

Ayes: 6 Chhatwani, K. Evans, R. Evans, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

- A. Land Definition & Management Plan / M21-003 (see B&G January packet)
- B. WRC Elevator Modernization / M21-004 (see B&G January packet)
- ~~C. JEM Contract / M21-010 (see A&F January packet)~~
- D. Bond Abatement Ordinance O21-001 / M21-008 (see A&F January packet)
- E. Open and Paid Invoice Register: \$678,556.70 (see A&F January packet)
- F. Revenue and Expenditure Report and COVID-19 Impact Statement (see A&F January packet)
- G. Acceptance of B&G Minutes 12/15/2020 (see B&G January packet)
- H. Acceptance of Rec Minutes 12/15/2020 (see Rec January packet)
- I. Acceptance of A&F Minutes 12/22/2020 (see A&F January packet)

**9. President's Report:**

President Kaplan announced an update has been released with the new vaccination eligibility for 1B. He added those eligible for 1C will be able to put their name on a preregistration list.

**10. Adoption of Executive Director's Report:**

Executive Director Talsma provided an update on the District's protocols in response to the Restore Illinois guidelines. He noted intrateam scrimmages are allowed for hockey and staff are doing a great job of adapting to get the hockey program up and running again. He added the locker rooms at the Triphahn Center will be able to reopen, too.

The video of the District receiving the IAPD Best of the Best Intergovernmental Cooperation award was shared.

Commissioner McGinn made a motion, seconded by Commissioner Chhatwani to adopt the Executive Director's Report as presented.

On a Roll Call: Carried 6-0-0  
Ayes: 6 Chhatwani, K. Evans, R. Evans, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

**11. Old Business:**

None

**12. New Business:**

A. Vacancy Appointment / M21-007:

President Kaplan explained only one candidate has filed to run for the unexpired two year term and deduced the candidate will win the uncontested seat. He proposed appointing this individual, Marc Friedman, now, so that he may begin to familiarize himself with the process of serving as a Park Board Commissioner.

Commissioner K. Evans made a motion, seconded by Commissioner Kinnane to fill Lili Kilbridge's unexpired term.

On a Roll Call: Carried 6-0-0  
Ayes: 6 Chhatwani, K. Evans, R. Evans, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

Commissioner Kinnane made a motion, seconded by R. Evans to appoint Marc Friedman to fill the unexpired term.

On a Roll Call: Carried 6-0-0  
Ayes: 6 Chhatwani, K. Evans, R. Evans, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

**13. Commissioner Comments:**

Commissioner McGinn congratulated staff on winning the IAPD Best of the Best Intergovernmental Cooperation award. He added a job well done to staff for completing another successful year. He added a great job to Director Hugen for the all of the projects completed in 2020.

Commissioner Kinnane and Commissioner K. Evans thanked staff for a successful year and budget despite the COVID-19 pandemic. A congratulations to Commissioner Marc Friedman was added by both.

Commissioner K. Evans noted the South Ridge Park project was very well done and thanked staff, especially Director Hugen, for the completion of this project in the manner it was.

Commissioner Chhatwani congratulated Commissioner Marc Friedman. She added a congratulations to Executive Director Talsma and staff on winning the IAPD Best of the Best Intergovernmental Cooperation award.

Commissioner R. Evans congratulated staff on winning the IAPD Best of the Best Intergovernmental Cooperation award. He added for all to stay safe during this trying time.

President Kaplan noted there is no rush to resume in-person meetings and we will continue to hold meetings via ZOOM until further notice.

**14. Executive Session:**

Commissioner Kinnane made a motion, seconded by Commissioner McGinn to move to Executive Session at 7:57 p.m. for the purpose of:

- A. Minutes, pursuant to 5 ILCS 120/2 Section 2(c)(21) of the Open Meetings Act
  - August 25, 2020
  - September 3, 2020

On A Roll Call: Carried 7-0-0  
Ayes: 7 Chhatwani, K. Evans, R. Evans, Friedman, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

Commissioner McGinn made a motion, seconded by Commissioner Chhatwani to reconvene to the regular session at 8:01 p.m.

On A Roll Call: Carried 7-0-0  
Ayes: 7 Chhatwani, K. Evans, R. Evans, Friedman, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

**15. Discussion and Vote from Executive Session:**

Nothing to vote on from Executive Session.

**16. Adjournment:**

Commissioner K. Evans made a motion, seconded by Commissioner Chhatwani to adjourn the meeting at 8:01 p.m.

On A Roll Call: Carried 7-0-0  
Ayes: 7 Chhatwani, K. Evans, R. Evans, Friedman, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

Respectfully submitted,

Craig Talsma  
Secretary

Monica Logan  
Executive Assistant



**HOFFMAN ESTATES PARK DISTRICT  
REGULAR BOARD MEETING NO. 1062**

**EXECUTIVE DIRECTOR'S REPORT**

**February 2021**

**PARKS DIVISION**  
**ADMINISTRATIVE**

Staff has been preparing bid specifications for work to be performed in 2021. Bids were released and opened for outdoor court repair at Victoria and Evergreen Park, as well as sealcoating and crack fill at Triphahn Center parking lot.

Plans for Birch Park have been finalized by WT Engineering and bids are currently released for utilities, earthwork, concrete and asphalt; all of which are due on March 3, 2021. Staff attended the Village of Hoffman Estates Planning & Zoning Committee meeting on February 8, 2021 during which the Village held discussion on approving the project as it pertains to village codes. All plans are up to code and the project was approved.

Bids have been accepted for Seascape boilers and Willow Recreation Elevator Modernization. Staff has been working with the contractor on the removal and installation of the new boilers in hopes to align the process with our schedule of preparing Seascape for the season. At WRC, staff has meet with the contractor to identify permits needed and discuss timing of the work to be performed.

This past year, staff had submitted an application to the Illinois Sports Turf Managers Association for Field of the Year award. With no baseball/softball taking place early in the year and all maintenance outside of essential maintenance not taking place, minimal staff were assigned to working on the ballfields, but those that were performed at a very high level. These staff members kept the field on a low maintenance program while the fields were not in use and then when sports began again, they were ready to go. Steve Bessette, Supervisor of Park Grounds, as well as Gail Fitch, Turf Manager, and the team did an outstanding job on the maintenance of the ballfields. As for the Field of the Year award, Hoffman Estates Park District received third place, but as you can see in the results below, it was a very close contest for being named the Field of the Year.

1<sup>st</sup> Place: Norridge - Jerry Hernandez- 29.6

2<sup>nd</sup> Place: Fox Valley - Aaron Reinhart 27.6

3<sup>rd</sup> Place: Hoffman Estates Park District - Gail Fitch 27.3



## **TC ICE MAINTENANCE**

The Parks team assigned to the ice rink, along with members from the TC facility and construction teams, have been working with the Chicago Wolves to make sure they have a successful season of playing and practicing at our facility. Running professional hockey at a Park District Community Center is a great achievement and the rink looks great and is performing well. Staff have been hanging new banners, cardboard fans, building benches for coaches to stand on behind the player's bench, building stick racks, water bottle holders and tables in the bleachers for statisticians and staff. Ice Maintenance staff have been flooding ice and training staff on how to properly perform double cuts with two Zambonis during games. Everything has been smooth beginning with the one pre-season game through the two regular season games.

## **PARKS**

Snow was the main topic at the Parks Department in January and the beginning of February. With multiple snow events and large quantities of snow, staff has been extremely busy clearing parking lots, paths at Black Bear, Fabbrini and South Ridge, as well as our new areas of sidewalks leading to schools. With the amount of snow that we have, it doesn't stop at plowing the lots; we have to relocate the snow to lots that are not being used to keep as many parking spots open at our facilities.

The following is a brief list of other items completed by staff during January:

- Prepare for stain treatment for pools at The Club.
- Freedom Run gate trouble shooting. It has been deemed wires are not pulling the proper amps and we are running new wires.
- Activity pool overflowing, adjusted auto fill valve to limit water flow.
- HVAC checks and repairs.
- Finished ice rink lighting with Dominion Lighting.
- Installed new blower motor in Parks Maintenance building Reznor unit.
- Mower maintenance and repairs.
- Vehicle checks and repairs.
- Ice checks for ice fishing and skating safety with flags adjusted based on depths.
- Tree work at Fabbrini Park, Walnut Basin and Pondview.
- Cabinet install in room 105/106 at TC.
- Cabinet and countertop install at Vogelei in the new E-Gaming Center.
- Cove base install at Vogelei in the new E-Gaming Center.
- Remove walls in range building and prepare for new ball washing/dispensing system.
- Remove paint from all ice locker room showers, etch concrete, and apply new paint.
- Paint spin room at The Club.
- Facility cleaning and upkeep at WRC, Triphahn Center and Vogelei Barn.
- Ice maintenance mechanical checks and repairs.

## Recreation Division



In January, Region 10 moved from Tier 3 mitigation guidelines into Tier 2, followed quickly into Tier 1, and then finally to regular Phase 4. The biggest change these guidelines brought to operations was the return of group programs. In late November and all of December, only private lessons were allowed, so the return of group programs was a positive change for the District. The Recreation team, with the support of the C&M team, acted quickly to launch all group programs and produce the latest winter 2021 Seasonal Brochure for the community.

In addition to group programming, the state also revised the All Sports Policy. These guidelines determine what risk level each sport is considered and what is allowed within each sport. Hockey, which is high risk, originally was only allowed practices – no scrimmages or games. With the new guidelines, hockey (which still remains as high risk) now is allowed to have scrimmages and games. Another sport impacted by the new guidelines is basketball which is in the high risk category, as well.



### Triphahn Center

#### Triphahn Center Fitness

<u>Membership</u>	<u>01/31/2020</u>	<u>01/01/2021</u>	<u>01/31/2021</u>	<u>2021 YTD Var. +/-</u>
<b>Total</b>	<b>802</b>	<b>509</b>	<b>510</b>	<b>+1</b>

Of the 510 members, there were 204 unique members who visited in January. Virtual group fitness was offered in January for 12 participants.



### Willow Recreation Center

#### Willow Rec Center Fitness & Racquetball

<u>Membership</u>	<u>01/31/2020</u>	<u>01/01/2021</u>	<u>01/31/2021</u>	<u>2021 YTD Var. +/-</u>
Fitness	272	93	94	+1
Racquetball	63	52	46	-6
<b>Total</b>	<b>335</b>	<b>145</b>	<b>140</b>	<b>-5</b>

Out of the 94 fitness members, there were 41 unique visitors this month.



## Dog Off-Leash Areas

<u>Dog Park Passes</u>	<u>01/31/2020</u>	<u>01/01/2021</u>	<u>01/31/2021</u>	<u>2021 YTD Var. +/-</u>
<b>Total</b>	<b>682</b>	<b>586</b>	<b>536</b>	<b>-50</b>



## General Programs

### General Programs:

Program	Participants
Baton & Poms	24
A&A Music (piano & guitar)	2
Palatine Choir	5
Shotokan Karate	43
Tae Kwon Do	16
Gymnastics	28

### Dance

- During January, we continued our private dance lessons and it was a huge hit. We saw over 75% of our private lessons fill up. 37 lessons (out of 48 timeslots) were filled.
- The Winter/Spring recital session will begin in February and we hope to still have a really successful season.



## 50+ Club

All 50+ programs and drop-in programs resumed on January 22 once COVID-19 guidelines were lessened.



## Early Childhood

There are 23 children enrolled in the ELC program; there is an increase of five students since last month. When the program re-opened in June, there were eight students, so it is nice to see growth over these past six months. Natalie has begun creating “commercials” and other “day in the life” videos to promote the program.

The part-day preschool program continues to promote mid-year enrollment. Registration for the 21/22 school year opens in early February. Many tours are being scheduled for a fall start.

19-20 TC		20-21 TC		+/-	19-20 WRC		20-21 WRC		+/-
Threeschool	14	Threeschool	0	-14	Threeschool	5	Threeschool	0	-5

2's Playschool	30	2's Playschool	6	-24	2's Playschool	24	2's Playschool	0	-24
3's & 4's	128	3's & 4's	52	-76	3's & 4's	57	3's & 4's	34	-23
<b>Total</b>	<b>172</b>	<b>Total</b>	<b>58</b>	<b>-114</b>	<b>Total</b>	<b>86</b>	<b>Total</b>	<b>34</b>	<b>-52</b>



## School Age - STAR and Day Camps

District 54 continued remote learning through January 18 and began a hybrid model of in-person schooling on January 19 with children either attending Mondays and Thursdays or Tuesdays and Fridays. We offered a day off of school on January 18 which was cancelled due to low enrollment. Beginning on January 19, we offered our Study Hall program on days the kids were not attending in-person school and we offered STAR before and after school care on the days the children were in school.

### TC Study Hall:

- Week of Jan 4: 13
- Week of Jan 11: 16
- Week of Jan 20: 17
- Week of Jan. 25: 17

### D54 STAR:

- Armstrong: 2
- Fairview: 18
- Lakeview: 11
- Lincoln Prairie: 10
- MacArthur: 18
- Muir: 2

On February 1, District 54 is adding alternate Wednesdays to the in-person schedule. The kids who have been attending Mondays and Thursdays will add Wednesday the first week and then the kids who have been attending Tuesdays and Fridays will add Wednesdays the following week. The district sent out a survey at the end of January to determine the additional day(s) parents would be interested in sending their children. They determined that starting on February 19 they would offer in-person 5 days per week to all kids who want it. We will then pivot back to 100% in School STAR and eliminate Study Hall at that time.

School District 15 went back to 100% in-person learning on January 5, following a day off of school on January 4. We offered a day off of school event on January 4 which was cancelled due to low enrollment. On January 5, we resumed in-person STAR 5 days per week before and after school, as we normally do.

### WRC STAR enrollment for January:

- Whiteley PM care: 9
- Whiteley AM care: 2
- TJ PM care: 2
- TJ AM care: 1
- KinderSTAR: 11



## Youth Athletics

### Athletics

#### **Basketball**

- With the cancellation of the basketball league and clinics, the new Hoffman Basketball Academy was created by Kyle Thomas last month.
  - o In January, 102 private lessons were taught.
  - o Group training began on January 18 and six group trainings were offered.
- A drop-in camp, taught by high school and feeder coaches, was developed for feeder basketball players that started February 3. The first night offered had 32 players attend.
- Fundamental & Specialty Skills Camps began the first week of February. All camps are sold out with 72 players.
- Winter In-House Basketball League registration opened this month for the season and starts February 8. To-date, there are 91 players registered.

#### **Baseball**

- N60 baseball began indoor practice on January 28 at Triphahn Center gym and performance shelf space.

#### **Soccer**

- Private lessons and agility training lessons were offered by HUSC. 28 lessons were provided.

#### **Outdoor Recreation**

- Kyle Goddard was interviewed on ESPN1000 for the show, Chauncy's Great Outdoors. Kyle spoke for over ten minutes on the radio promoting the HEParks fishing programs.
- Learn to Fish
  - o Social media videos resumed for teaching fishing basics and to promote upcoming events and classes.
  - o The ice fishing clinic held on January 24 had 58 participants.
  - o The ice fishing clinic on January 31 had 76 enrolled, but only 42 participated due to the snow storm that day.
  - o The Ice Fishing Derby scheduled for February 7 was rescheduled to February 14 due to the freezing temperatures on February 7.

#### **eSports**

- Progress continues with the renovation at Vogelei House for the eSports Zone. Site set-up planning is being finalized. Computer and equipment will be ordered next month.



## Ice Operations

## **Hockey:**

- Private lessons continued through January. Stan Dubicki, along with six other coaches, offered private lessons after school and on the weekends, as well as daytime lessons over winter break. A total of 443 lessons were taught. Group lessons resume in early February.

## **Figure Skating:**

- The figure skating coaches offered private lessons, as well. A total of 308 lessons were taught. Freestyle ice also resumed in January with 93 registrations. Group lessons resume in early February.



## *Communications and Marketing*

### **Design Work:**

- Winter seasonal brochure – redesigned image
- Hoffman Basketball Academy – branding
- Hoffman Sharks Basketball – logo
- Revised fitness membership forms
- eSports branding, facility design and membership forms

### **Special Projects:**

- ADA Remediation of website
  - o Staff is updating documents and webpages to ensure ADA compliance.
- SEO changes for website
- Park amenities website update – draft created

### **Promotions:**

- Donut Day
- Fishing Derby
- Bridges season passes
- Preschool 21/22
- Winter amenities
- Club monthly promotion

**Email campaigns:** Four e-blasts sent this month and one e-blast to seniors.

### **Press Releases and/or Advertising:**

- Tax Levy
- Preschool (ad)
- Learn to Skate (ad)
- Club (ad #1)
- Club (ad #2)

## **Social Media:**

- 37 posts in January
- Top interactive posts:
  - 1) Basketball Academy – 1709 reached
  - 2) Ice Fishing Clinics – 1562 reached

## **# of Followers:**

HE Parks Facebook: 5062 (+28 from last month)  
HE Parks Twitter – 1070 (-18 from last month)  
HE Parks Instagram – 808 (-32 from last month)  
50+ Facebook- 116 (+1 from last month)  
Wolfpack Facebook- 329 (+14 from last month)  
Wolfpack Instagram – 329 (+20 from last month)  
Bridges Facebook – 1036 (+2 from last month)  
Bridges Instagram – 121 (-1 from last month)  
Bridges Twitter – 164 (-1 from last month)  
The Club Facebook – 1643 (+7 from last month)  
The Club Instagram – 311 (+12 from last month)  
The Club Twitter – 39 (+2 from last month)

## **Website:**

Traffic to HEParks website in January: 23,904 unique page views.

Highest visit days:

- January 19: 1549 visits after email was sent with small group and in-person programs starting
- January 5: 1441 visits to fitness, ELC, outdoor sledding pages
- January 12: 1342 visits once program guide launched

Highest visited pages

- Highest visited pages in January 2021: program guide, sledding & outdoor skating, Triphahn Center fitness, public skate and ice arena.

## **Bridges General Programs**

- Preferred Tee Time contracts are being received. The deadline for the renewal is February 26 with an early \$60 off promotion if received by February 12. Currently, we have 13 contracts received for this season.
- League contracts are being drafted and will be going out mid-February.
- Golf Merchandise has been ordered for the 2021 season. The shop will have apparel from Columbia (New for 2021) and Adidas. The hard goods lines will consist of Callaway, Taylor Made, and Tour Edge.



- Staff has had several meetings with WT Engineering on architectural drawings for the range structure. Cost estimates are being finalized and early indications seem to be on track of our budgeted number. The estimated timeline will be going out to bid mid-March with the results to be presented in the April meetings.
- Sergio Cabral and Jennifer Fuller have been meeting with Gordon Foods and working on menu preparations. The focus of this season is to prepare a menu with items of cross ingredients to assist with food cost. The menu will be around 20 items including appetizers, flat bread pizzas, and a build your own burger/chicken sandwich.
- With the assistance of the C&M Department, the new 2021 golf outing brochure has been completed. The menu has been simplified to offer our events a COVID-19 friendly service option.
- The Business Department and Golf staff have reviewed several new points of sale, tee sheet and marketing platforms to help stream line our overall systems. Currently, staff has not reviewed one that meets all of our key areas including one inventory system for F&B, F&B ordering system where guests can order from their phones, tee sheet integration into POS system, and an online merchandise component. Staff will continue to review this season because several companies have new releases and upgrades coming out in 2021.

## Golf Rounds

MONTHLY ROUND TOTALS					
2017	2018	2019	2020	2021	5 Year Average
0	0	0	0	0	0
YTD ROUND TOTALS					
2017	2018	2019	2020	2021	5 Year Average
0	0	0	0	0	0

## Range Information - Range was closed March 15 to May 29

MONTHLY RANGE BASKET SALES TOTALS					
2017	2018	2019	2020	2021	5 Year Average
2	0	15	0	0	3
YTD RANGE BASKET SALES TOTALS					
2017	2018	2019	2020	2021	5 Year Average
2	0	15	0	0	3

## Food & Beverage

Wedding Count Update:

**2022 = 1 reception has booked.**

**2021 = 13 ceremony and reception, 3 reception**

2020 = All weddings have been cancelled or rescheduled to 2021.

*We had 10 ceremony and reception, 4 reception only booked for 2020.*

2019 = 16 ceremony and reception, 3 reception only, 1 ceremony only

2018 = 16 ceremony and reception and 3 reception only, 2 ceremony only (2 weddings cancelled in 2018)

2017 = 14 ceremony and reception, 5 reception only, 5 ceremony only

2016 = 21 ceremony and reception, 4 reception only, 1 ceremony only.

2015 = 18 ceremony and reception, 5 reception only, 4 ceremony only

### **Golf Maintenance Summary**

In January, our high averaged 32° (1° above average) and low averaged 23° (7° above average). In January, we received about .28” of rain (1.73” average) and about 18” of snow (our average is 10.8”). This brings our winter total to 23.5” of snow (20.4” average).

January has been a busy month! Early in the month before snow totals added up, we were able to get out with the lift and take down the last few trees scheduled for removal. As the weather grew colder and the snow started adding up, we moved efforts inside to work on equipment maintenance and cleaning/improvements within the maintenance facility.

- Finished last five tree removals on the course where lift was needed.
- Attended weekly Zoom meetings put on by MAGCS
- Finished preventative maintenance and sharpening of cutting units on all reel mowers.
- Started preventative maintenance on rotary mowers.
- Started preventative maintenance on maintenance cart fleet.
- Started preventative maintenance on cultural equipment.
- Started demo on the range services building.
- Ordered and received all course accessories in preparation for next year.
- Made 100 new hazard/OB stakes.
- Started winter deep cleaning of maintenance facility.
  - Organized/cleaned out filing cabinets.
  - Cleaned maintenance storage area and reorganized to help with efficiency.
  - Cleaned out chemical storage in preparation of bid arrival.
- As February approaches we have a full calendar of local and national conferences/educational sessions held via Zoom.



### **January 2021**

<b>Membership Totals</b>	<b><u>01/31/2020</u></b>	<b><u>01/01/2021</u></b>	<b><u>01/31/2021</u></b>	<b><u>2021 YTD Var. +/-</u></b>
Totals	2977	1992	1943	-49

### **Member Services/Sales**

- January brought in the most members since facility closure due to pandemic last March. We enrolled a total of 122 new members, and although certainly not anywhere near a “normal” January, it has been

promising to see people beginning to return. Unfortunately, we still experienced members cancelling because they are not ready to return to The Club until they receive the vaccine, or are just not paying their dues and forcing us to cancel their membership.

- The Illinois Department of Public Health (IDPH) has moved our region to Phase 4 allowing for lessened COVID-19 restrictions. After that, Cook County Department of Public Health released mitigation guidelines that are similar to IDPH's albeit more strict than that of IDPH in certain cases. The District is moving forward with operations while adhering to the mitigation guidelines set forth by IDPH.
- In accordance with the IDPH Phase 4 guidelines, we have made the following adjustments to our mask wear requirements:

**Mask required at the following times:**

Entering and exiting the facility

Moving throughout the facility

Entering, exiting, and setting up for group classes

Open play basketball

Pickleball – shields will be allowed

When using the track, as social distancing cannot be ensured.

When on pool deck

When in locker rooms

All common sitting areas and bleachers

**Mask can be lowered at the following times:**

When actively using fitness equipment

Using cardio equipment when able to keep socially distanced

Using free weights when able to keep socially distanced.

While participating in group exercise classes while keeping socially distanced

- For those members interested in a Mask Mandatory Room we have created the Expanded Fitness Area for their safety. This will be available all hours of operation with the exception of when spin classes are being held.
- Additional COVID-19 related changes included:
  - When our region moved to Tier 2 Mitigation on January 20, group fitness classes were allowed to run again with a cap of 10 people
  - When our region moved to Tier 1 Mitigation on January 24, it allowed for maximum capacity in classes (with social distancing). Also included with this move was the return of Pickleball, open play basketball, massage, and reopening of the Activity Pool.
- The Club daily visit numbers are steadily increasing with an average of 382 visits per weekday in January. This puts us at 68% of daily visits compared to visit numbers in January 2020. Saturday/Sunday visits are averaging 277 per day now, about 73% of January 2020 numbers.
- Digging a little deeper into these visits, we had 1,102 unique visits in January. So, just under 60% of our active members used the facility in January at least one time.

**Operations and Fitness Departments:**

- With the return of gymnasium activities and group fitness, the overall activity in the facility has increased. With this and the snow fall in January, Club staff have been very busy with monitoring the facility and cleaning the facility!

- In-person group classes were still on hold for most of January, so we continued with The Club Virtual Series posting a variety of cardio and mind/body classes for members to access on-line. We have received a lot of very positive feedback from members who have taken advantage of these classes.
- Staff are looking forward to building on our little surge of new members in January. Staff, who are under the assumption more and more people will begin to come back to the gym, will begin to develop a detailed marketing strategy with C&M for membership for the remainder of 2021.
- Personal Trainer, Lee W, will begin to connect with every new member of the facility through an offer to meet with them, give them an orientation to the facility and equipment, and discuss their fitness goals.
- We have begun to discuss a partnership with a Registered Dietician and hope to have some lectures, either virtual or in-person, begin in the next couple of months.

**A. Finance/Administration**

- Staff continues working on year-end account verification and preparation for the 2020 audit process.
- Lauterbach & Amen will be reviewing documentation during the week of March 8 through March 12 to conduct remote fieldwork in conjunction with the District's annual audit for the year ending 2020.
- W-2s were processed and distributed to staff for the year ending 2020 and submitted electronically to the Social Security Administration as required.
- All quarterly state and federal payroll filings were completed as required.
- Four staff attended IAPD/IPRA virtual conference.
- Staff participated on the IAPD/IPRA Exhibit committee.
- Processed applicable monthly returns as required.
- We are working with staff on pending open purchase orders in connection with finalizing 2020.
- Processed Club/TC/WRC cancellations, including attaching documentation to RecTrac household member and member holds before February billing.
- Payroll Cycle Processing
  - 01/08/20      \$213,772.12
  - 01/22/20      \$230,096.54

**B. Administrative Registration/EFT Billing**

- EFT Billings for:
  - a. Sponsorship/Marquee
  - b. ELC (weekly)
  - c. Club/TC/WRC Fitness
  - d. STAR
- Administrative
  - a. Program Cancellations/Refunds
  - b. Program Fee/Rule Adjustments
  - c. Child care statements mailed
  - d. Snow day credits for classes on January 26
  - e. Adjusted STAR fees based on school eLearning/In-Person Learning
- Administrative Registration for:
  - a. Scholarship Applications
  - b. Winter Registration

### **C. Human Resources**

- We processed four new part-time employees.
- We are reviewing and updating employee information in the HR database.
  - a. All paid time off accruals were reviewed and corrected as needed.
  - b. Position information was updated and associated with supervisors.
  - c. The supervisor field was converted to the position instead of employee name to manage staff turnover and responsibility changes.
- Became a SHRM (Society for Human Resource Management) member, working towards certification.
- We completed the documentation for the new Time and Attendance software.
- Statements were prepared and mailed to staff that received leave under the Family First COVID Response Act.

### **D. Technology**

- We are working with Maintenance and Recreation on the new eSports Gaming Lounge.
  - a. The layout of the tables within the gaming lounge has been finalized with Recreation and Parks.
  - b. Networking rack, cables, and miscellaneous hardware are ready for install.
- VSI VIC has been upgraded and installed on all front desk computers. IT will continue to upgrade VIC on individual computers as necessary.
- All forms required by Comcast and its contractors have been filed, and work is scheduled to begin shortly. A walkthrough was performed with Comcast's vendor at both The Club and Vogelei.
- Security Camera Updates
  - a. The Club – Install the camera in front of the locker room entrance, fitness area behind the rock climbing wall, and front café area. We are working with The Club to plan up to four new cameras and one replacement depending on budget.
  - b. Vogelei – IT has purchased and begun configuring networking equipment and camera servers. With the help of Parks, IT is planning the location and installation of outdoor and indoor cameras at the site.
- IT is working with vendors to obtain quotes for a new desktop imaging software. The software will be used for District computers, as well as the eSports computers at Vogelei.

## DAILY HERALD

2-1-21

### **Award nominees named:**

The Hoffman Estates Chamber of Commerce & Industry has named the nominees in its four award categories to be presented at its 10th annual Celebration of Excellence at 11:45 a.m. Thursday, Feb. 25. Nominees for Business of the Year are Elements Massage; the Schaumburg Boomers; Andigo, a division of Consumers Credit Union; Charter Senior Living of Poplar Creek; and Heartland Bank and Trust. Contenders for Public Sector/Non-Profit Partner are the village Economic Development Department, the SHARE Program, Boy Scout Troop 290, and Clearbrook. Small Business nominees are Pinot's Palette; Blink Tees; L & M Financial Services, DataPros Bookkeeping Service and My Cocina Mexican Grill. Nominated for Volunteer of the Year are Tempia Courts of Pluymert, MacDonald, Hargrove & Lee, Ltd.; Kate Harris of RN Healthy Living (Mela-leuca); Keith Evans of Key Financial Insurance Agency; Francisca Headrick of MainStay Suites Chicago-Schaumburg; and Roxanne Parikh of Amita Health.

2-10-21

# Hoffman Estates poised to approve plan for upgrade at Birch Park

BY ERIC PETERSON  
epeterson@dailyherald.com

Hoffman Estates village trustees voiced support Monday for the Hoffman Estates Park District's proposed improvements to Birch Park — former site of the now-demolished Twinbrook School.

The plan, for which the park district received a \$225,000 state grant last year, would include a biking and walking trail, a shelter with picnic tables, a sledding hill, and courts for basketball and four square.

The park at 1045 Ash Road would retain its practice-size soccer field.

Because of the park district's autonomy as another local government, the village's review of the site plan is limited to ensuring it has no negative affects on surrounding homes, Hoffman Estates Director of Development Services Peter Gugliotta said.

The 30-foot setback from neighboring properties and mature landscaping screen for the parking lot meet the village's standards, Gugliotta said. And the fact that no lighting is proposed removes another potential item of review, he added.

The Metropolitan Water Reclamation District is in the process of independently reviewing the stormwater drainage aspects of the plan.

Dustin Hugen, the park district's director of parks, planning and maintenance, said all residents who have attended planning meetings for the project have supported improving the park in some fashion.

That was true of the few residents who attended this week's planning, building

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"I think this is a much-needed amenity in the Parcel A area."

Mayor Bill McLeod

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and zoning committee meeting at village hall. Some voiced specific concerns about the design, but not opposition to the entire project.

Among those concerns is that the proposed basketball court sits near a house and could attract large crowds and noise. Another is that with only 15 parking spaces, additional vehicles would park on the street, where there's already a tendency to pull onto lawns without sidewalks.

Hugen said the park won't host programs, reducing the likelihood of large groups coming to use the soccer field. He also believes that the small basketball court is unlikely to draw traffic from beyond the neighborhood.

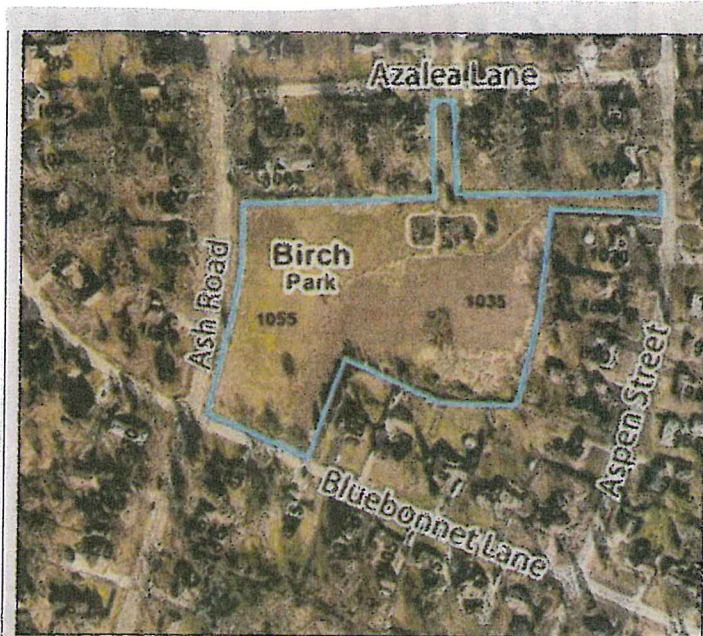
Those factors, along with limiting asphalt to reduce issues for the MWRD, led to the decision to keep the parking lot at 15 spaces, Hugen said.

"I think this is a much-needed amenity in the Parcel A area," Mayor Bill McLeod said, referring to one of the village's earliest developed areas. "I congratulate you and the park district for bringing this forward."

The former Twinbrook School was built in the mid-1950s for those early Hoffman Estates residents. The vacant building was torn down in 2018, just before the park district acquired the site from Schaumburg Township Elementary District 54.

DAILY HERALD

2-10-21



COURTESY OF VILLAGE OF HOFFMAN ESTATES

**Hoffman Estates village officials have recommended site plan approval for the Hoffman Estates Park District's proposed improvements to Birch Park, the former site of Twinbrook School.**



2-10-21

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## Wolves start AHL season with 3 wins in a row

Daily Herald news services

Nineteen-year-old Phil Tomasino produced his first 2 professional goals to spark the Chicago Wolves to a 5-2 victory over the Rockford IceHogs

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### Wolves 5, IceHogs 2

Tuesday at Triphahn Center in Hoffman Estates.

Rem Pitlick also scored twice and rookie center

Seth Jarvis delivered his third goal in as many games as the Wolves became the first AHL team to get off to a 3-0-0-0 start.

Jeremy Helvig (2-0-0) stopped 23 shots.

## **RECAP OF WEEKLY UPDATES TO THE BOARD**

### **Updates 01.22.2021**

#### **Upcoming Events**

- [Feb 7 - Ice Fishing Derby](#)
- [Feb 15 - Free Donut Day!](#)
- [Feb 19 - Virtual Family Bingo Night](#)

#### **COVID-19 Mitigations**

On Friday, January 22, Governor Pritzker held a press conference announcing that Region 10 and 11 are on target to move to Tier 1 beginning tomorrow, January 23. If this does go into effect over the weekend, staff will provide an update during Tuesday night's Board meeting on how this impacts the District.

#### **Sleigh for Santa Drive By Event**

As a follow-up to the January Recreation Committee Meeting, please see below for pictures of the sleigh created for the Santa Drive By event.



### **Updates 01.29.2021**

#### **Upcoming Events**

- [Feb 7 - Ice Fishing Derby](#)
- [Feb 13 - Winter Snowshoe Hike](#)
- [Feb 15 - Free Donut Day!](#)
- [Feb 19 - Virtual Family Bingo Night](#)

#### **Welcome to Commissioner Marc Friedman!**

Congratulations and welcome to the Board of Commissioners, Marc! We are very happy to have you!

#### **Annual Audit Risk Questionnaire**

On Wednesday, January 27, you should have received an email from Matthew Pandocchi ([mpandocchi@lauterbachamen.com](mailto:mpandocchi@lauterbachamen.com)) asking for you to please complete the Fraud Letter Questionnaire. This questionnaire needs to be returned directly to [madamski@lauterbachamen.com](mailto:madamski@lauterbachamen.com). If you have not already done so, please complete this questionnaire at your earliest convenience.

#### **The Salvation Army Thank You Letter**

Please see attached for a thank you letter from The Salvation Army for our support of Elgin's Hope for Holidays Christmas Program. Over the 2020 holiday season, we were able to help 140 children in need.

***\*\*The following document was attached to this email: The Salvation Army Thank You Letter\*\****



DOING THE MOST GOOD

Brian Peddle  
General

Commissioner F. Bradford Bailey  
Territorial Commander

Lt. Colonel Lonneal Richardson  
Divisional Commander

January 8, 2021

Dear *Hoffman Estates Park District*,

On behalf of our staff, Advisory Board, Community Crisis Center, and Christmas assistance recipients, I would like to thank you for your support of our Elgin's Hope for Holidays Christmas Program. Your willingness to participate in this program made it possible to provide our neighbors in need with a beautiful Christmas.

The Salvation Army in Elgin has proudly been providing resources to families at Christmas for 135 years and this year we were able to partner with the Community Crisis Center to present a unified program for the Elgin Community. Elgin's Hope for the Holidays was a huge success because of your partnership with us. The need was greater than ever this year and with the generous donations from donors like you, together we helped rescue Christmas in our community. This year, 2,302 children received gifts, as well as a pair of pajamas and 876 families received books, food, and PPE supplies.

Thank you again for your willingness to help The Salvation Army and the Community Crisis Center. We take great pride in our mission and with your generosity we are able to continue to "do the most good, to the most people, in the most need" Evangeline Booth.

May you and yours be blessed in the coming New Year.

Blessings,

Kaitlyn Ehler  
Case Manager  
Elgin Salvation Army  
847.741.2304

*Captains Rich & Linnea Forney, Corps Officers*

316 Douglas Ave.; Elgin, IL 60120 t: 847.741.2304 Website: [www.salarmyelgin.org](http://www.salarmyelgin.org)

## **Updates 02.05.2021**

### **Upcoming Events**

- [Feb 13 - Winter Snowshoe Hike](#)
- [Feb 14 - Ice Fishing Derby Rescheduled to Feb 14](#)
- [Feb 15 - Free Donut Day!](#)
- [Feb 19 - Virtual Family Bingo Night](#)

### **Daily Herald Article – HEParks Appoints New Commissioner**

Please see the following link to the Daily Herald article announcing our new Commissioner – Marc Friedman.  
[HEParks Appoints New Commissioner](#)

### **HEChamber Celebration of Excellence Awards - Virtual**

Date: Thursday, February 25, 2021

Details: 11:45 AM – 1:00 PM

Please confirm ‘yes’ or ‘no’ whether you wish to be registered for the awards. The cost is \$15 for a Virtual Ticket. Please let Monica know by Friday, February 12, and she will register on your behalf.

### **IAPD Joint Legislative Committee – Virtual Legislative Breakfast**

The Illinois Association of Park Districts Joint Legislative Committee is hosting a virtual legislative breakfast program in numerous legislative districts around the state. The purpose of these programs is to bring together your local legislators and park commissioners to discuss issues that will be debated throughout this next legislative session.

Date: Friday, February 26, 2021

Details: 10:30 AM via ZOOM

Please confirm ‘yes’ or ‘no’ whether you will be attending by Friday, February 12, and, if yes, Monica will register on your behalf. Breakfast is not included with this event.

So far, we have Pat K. attending.

### **Mayor’s Community Virtual Update**

Date: Wednesday, March 3, 2021

Details: 7:45 AM Virtual Platform Opens

8:00 - 9:00 AM Presentation

Please confirm ‘yes’ or ‘no’ whether you will be attending and Monica will register on your behalf. Breakfast is not included with this event.

## **Updates 02.12.2021**

### **Upcoming Events**

- [Feb 13 - Winter Snowshoe Hike](#)
- [Feb 14 - Ice Fishing Derby Rescheduled to Feb 21](#)
- [Feb 15 - Free Donut Day!](#)
- [Feb 19 - Virtual Family Bingo Night](#)

### **Chicago Wolves Home Games at Triphahn Center**

The District is ecstatic to have the honor of hosting the Chicago Wolves home games at the Triphahn Center! When our ice rink was being renovated, it was done to the caliber of professional hockey standards, and there are very few other Park Districts in Illinois that can say the same about their ice rink. To-date, the

Wolves have played three games at the Triphahn Center, and we are very proud to say each game has been a success operations-wise and the Wolves are undefeated – must be the ice rink!

Due to COVID-19 restrictions, the games are closed to fans; however, the games are being broadcasted on AHLTV and can be listened to live on Facebook, if you want to tune in!

### HEChamber Certificate of Appreciation

Please see attached for the Certificate of Appreciation awarded to Hoffman Estates Park District for 30 years of membership to the Hoffman Estates Chamber of Commerce and Industry.

### United States Department of Commerce

Please see attached for a letter and a certificate from the United States Department of Commerce to HEParks for being a trusted 2020 census partner.

### HEChamber Q&A Session with Congressman Raja Krishnamoorthi

Date: Thursday, February 18

Details: 9:30 a.m. – 10:00 a.m.

Free virtual event. Registration is required. Please confirm ‘yes’ or ‘no’ as soon as possible whether or not you are interested in attending and Monica will register on your behalf.

### HEChamber Celebration of Excellence Awards - Virtual

Date: Thursday, February 25, 2021

Details: 11:45 AM – 1:00 PM

Please confirm ‘yes’ or ‘no’ whether you wish to be registered for the awards. The cost is \$15 for a Virtual Ticket. Please let Monica know as soon as possible and she will register on your behalf.

So far, we have Keith attending.

### IAPD Joint Legislative Committee – Virtual Legislative Breakfast

The Illinois Association of Park Districts Joint Legislative Committee is hosting a virtual legislative breakfast program in numerous legislative districts around the state. The purpose of these programs is to bring together your local legislators and park commissioners to discuss issues that will be debated throughout this next legislative session.

Date: Friday, February 26, 2021

Details: 10:30 AM via ZOOM

Please confirm ‘yes’ or ‘no’ whether you will be attending as soon as possible and, if yes, Monica will register on your behalf. Breakfast is not included with this event.

So far, we have Pat K., Raj, and Marc attending.

### Mayor’s Community Virtual Update

Date: Wednesday, March 3, 2021

Details: 7:45 AM Virtual Platform Opens

8:00 - 9:00 AM Presentation

Please confirm ‘yes’ or ‘no’ whether you will be attending and Monica will register on your behalf. Breakfast is not included with this event.

So far, we have Pat K., Keith, Raj, and Marc attending.

***\*\*The following documents were attached to this email: HEChamber Certificate of Appreciation, US Department of Commerce Census Partner Certificate, US Department of Commerce Census Partner Letter\*\****

# Certificate of Appreciation

Presented by the  
Hoffman Estates Chamber of Commerce and Industry  
In grateful appreciation for your valued contribution,  
this certificate is presented to

**Hoffman Estates Park District**

**FOR BEING A DEDICATED MEMBER  
FOR OVER 30 YEARS**



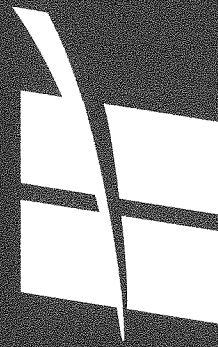
Board Chair



President

December 31, 2020

Date



HOFFMAN ESTATES  
**CHAMBER**  
OF COMMERCE  
AND INDUSTRY

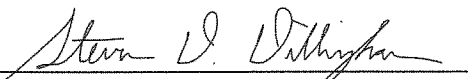
United States<sup>®</sup>  
**Census  
2020**

*Thank  
you*

THE U.S. CENSUS BUREAU HEREBY RECOGNIZES

**Triphahn Community Center**

as an invaluable member of the 2020 Census Community Partnership and Engagement Program. We appreciate the efforts you made in making the Partnership Program a success and helping achieve a successful 2020 Census.



Dr. Steven D. Dillingham, Director  
U.S. Census Bureau





**UNITED STATES DEPARTMENT OF  
COMMERCE**  
**Economics and Statistics Administration**  
**U.S. Census Bureau**  
Chicago Regional Census Center  
Chicago, IL 60604-2948

January 13, 2021

Dear Trusted 2020 Census Partner:

Thank you for your valuable partnership during this Decennial Census. With your support, the Region exceeded the National Self-Response Rate of 67% and had the highest self-response rate among all Regions, of 69.8%.

In collaboration with more than 50,550 partners, that collectively held nearly 64,750 events and made more than 70,450 commitments, you exhibited enormous dedication, creativity, and support in developing outreach and marketing activities that engaged, educated, and encouraged households to complete the 2020 Census, particularly in historically underserved communities.

Working alongside more than 2,015 Complete Count Committees, you and our many valuable partners hosted thousands of recruiting events to hire census workers that spoke the languages, understood the cultures, and lived within the communities they were tasked to count. Your efforts also ensured a successful Mobile Questionnaire Assistance (MQA) program across our Region, with more than 12,819 MQA events that assisted low-responding communities in completing their census questionnaires online and by phone.

Together, we ensured the Census had the most up-to-date address file, delivered paper questionnaires to rural areas, recruited workers during one of the lowest periods of unemployment, took on a global pandemic through unique virtual engagement, and engaged communities through Get Out the Count (GOTC) efforts that brought Census staff to historically undercounted neighborhoods.

Your valuable contributions will ensure critical planning over the next decade.

Thank you for Making It Count!

Sincerely,

Marilyn A. Sanders, Chicago Regional Director  
U.S. Census Bureau