

The Village Report

Glenview Village Hall
1225 Waukegan Road
Glenview, IL 60025
(708) 724-1700

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Special Consumer Notice

Recently the Village has received several complaints from residents who have received calls or were visited in their homes by high pressured sales representatives offering "Medical Response Systems", and claiming their company is supported by the Glenview Fire Department. *Be aware that the Fire Department does not sponsor any particular system or company offering these types of services.*

If you have been approached by a salesperson using any of these tactics, contact Carol Karol at 724-1700, ext. 232, the Glenview Senior Services Coordinator, or the Glenview Police Department at 729-5000.

Medical Response Systems (alarm buttons for example) can be helpful to elderly, frail persons and the disabled, but beware of unprofessional sales representatives charging exorbitant fees. It is wise to have them send you their literature for you to read and analyze before allowing them to visit you at home. Contact Carol Karol if you need additional information about these types of services.



Christmas Tree Recycling Program Continued

The Village of Glenview and the Glenview Park District will be collecting Christmas Trees for recycling again this Holiday Season. Starting Wednesday, January 2, 1991, and continuing through Friday, January 11, 1991, residents may place Christmas trees on the parkway for recycling. All decorations, nails, and tree stands must be removed from the tree as they will damage the shredding equipment. One final collection of all Village streets will begin Monday, January 14th at 7 a.m., weather permitting. Any trees placed outside after our final go around will have to be disposed of by your regular refuse hauler.

This year multifamily buildings will be included in the program. Village staff will be contacting the Homeowner's Associations to establish centralized collection points for each property development.

If you have any questions, please feel free to contact the Public Works Department at 724-1700, extension 251 weekdays from 8 a.m. to 4 p.m.



Happy Holidays!

Holiday Safety Tips

These tips are offered in the spirit of an enjoyable and safe holiday season.

Shop Safely

- ❖ Keep your purse close to your body-in front of you where you can see it- and cover the clasp or flap with your hand or forearm.
- ❖ If you carry a wallet in your clothes, keep it in your front pants pocket or coat breast pocket.
- ❖ Walk confidently. Be alert. Notice who passes you and who is behind you. Be especially mindful of pickpockets on crowded buses and trains and among crowds of holiday shoppers.
- ❖ Don't overburden yourself with packages that may make it difficult for you to keep track of your purse or wallet or to respond to a personal threat.
- ❖ Teach your children to go to a cashier and say they are lost if they get separated from you in a store or shopping mall. Make sure they know their name, address and phone number. Tell them NEVER to go to the parking lot to look for you or the car.
- ❖ Don't leave packages or other valuables on the car seat where they can be seen. Lock them in the trunk.
- ❖ When you use your credit card to make a purchase, keep your eye on it to be sure that it's used to print one slip only. Remember to tear up the carbons after signing a credit card slip. A crook could take the carbon from the trash, copy the number, and use it for mail-order or telephone purchases. Do not allow persons to look over your shoulder to read (and memorize) the card number and expiration date.

Beware of Cons

- ❖ When someone asks you for a donation on the street, ask to see official identification for the organization. Find out what

(continued on page 4)



Cable TV Survey Results

In the September issue of The Village Report, Glenview residents were asked to comment of the cable service provided by TCI of Illinois. The survey results indicate that many residents are having problems with TCI in a number of areas. In order to solve these problems, TCI and the Village of Glenview are negotiating changes to the franchise agreement which we hope will improve service in the areas of reliability, reception, repair, customer service, and billing. Unfortunately, even though a large portion of respondents expressed dissatisfaction with the cost of service, the Village does not control cable service rates and is barred by federal law from regulating the rates that TCI charges.

Highlights of the survey results follow. If you would like to receive a copy of the detailed report, please contact the Cable Office at 724-1700, ext. 265, and a full statistical breakdown will be provided.

A total of 627 surveys were returned in time for inclusion in the results summary. Eleven percent of present cable subscribers and 79 non-subscribers responded.

Those who have never subscribed to cable service in Glenview most often said it was because cable TV was not available in their area. The other top reasons (in order of frequency) included the high cost, lack of interest in cable TV, heard bad reports about the service, ugly wiring, and a bad installation experience.

Those who had disconnected their service most often said it was because it was too expensive and they were dissatisfied with the frequent rate increases. The other top reasons (in order of frequency) included bad reception, customer service, reliability (outages), disappointment in the program choices, a bad installation experience, and the complicated hook-up configuration.

When asked if they would recommend TCI to a friend, 61% of both subscribers and non-subscribers alike said no.

The survey asked present subscribers to rate their satisfaction with cable reception, reliability, billing, cost, telephone response time, repair service, and work done at the home. TCI received its highest marks for the quality of reception: 22% characterized

themselves as being "very satisfied." Eighteen percent considered themselves very satisfied with billing practices and another 18% considered themselves very satisfied with the work done on their property.

In the "somewhat satisfied" category, TCI received its highest marks for work done at the home (38%), billing practices (35%) and reception (34%).

Survey respondents were most often "somewhat dissatisfied" with outages (33%), cost (29%), and reception (27%).

In the "very dissatisfied" category, respondents most often stated the cost of service (51%), the telephone response time (47%), the reliability of service (outages) (43%), and TCI billing practices (24%).

Sixty-one percent noted they called TCI for repair. Of that number, 56% had their repair completed in one visit, 20% in two, 12% in three, and 12% in four visits.

The rest of the survey asked subscribers about their use of the local access channels. Almost all of the local channels are on the "B" cable (channels 61 - 120). However, over 17% of the respondents said they did not receive any channels over 60. Nevertheless, 24% of subscribers said they tuned to at least one of the local channels daily, 31% tuned in on a weekly basis, and 20% said they tuned in on a monthly basis. Twenty-five percent said they never watch "B" cable channels.

Survey respondents rated the local channels in the following order of importance: Radar weather, O'Hare Arrivals and Departures, Glenview Television, Public Access, Local Origination, Library, Park District, Glenbrook South High School, School District 34, Oakton College, Glenbrook North High School, School Districts 30/31, New Trier High School, Harper College and School Districts 28/29.

Thank you to all of the residents who completed the survey.

Double-Tax Rebate Available

The Village of Glenview offers to rebate a portion of real estate taxes for persons who are double taxed for fire protection. This rebate pertains only to the "Glenbrook Fire District" operating levy. It does not apply to the tax levy for Glenbrook Fire District Bonds.

To apply for a rebate, simply mail copies of your 1988 and 1989 tax bills to the Finance Department, 1225 Waukegan Road, Glenview, and mark "Fire District Tax Rebate" on the outside of the envelop.

The Village recently prepared a newsletter about this double tax issue. If you would like a copy of the newsletter, or would like additional information, please contact the Village Manager's Office at 724-1700, ext. 200.

The Village of Glenview Administrative Offices and Public Works Facility will be closed on Tuesday, December 25, and Tuesday January 1, 1991 for the holidays.

Police Citizen Survey

On November 15, 1990, the Glenview Police Department mailed its annual citizen survey to one thousand randomly selected residents. If you received a survey and have not yet returned it, please do so right away. Your input is extremely important to the Department and is used to establish operational priorities for the coming year.

Senior News

The Coordinator of Senior Services office is located in the Village Hall on the lower level. She is available Tuesday, Thursday and Friday, 9 A.M. to 4 P.M., for consultation with elderly residents and/or their families. For more information call 724-1700, Ext. 232. See the "Senior News" display in the Finance Department (upper level) for important literature.

Stress Reduction Program . . . Dec. 11, 1 p.m. at the Glenview Senior Center, 901 Shermer Rd. "The Pause that Refreshes" program will be presented by Michelle Corrado R.N. from the N.S.S.C. Learn how you can unburden your mind, reduce stress and rejuvenate your spirit. Call 724-4793 if you plan to attend.

Property Tax Deferral . . . If you are a senior whose annual income is less than \$14,000, you may apply

in January and February of each year and have the state pay part or all of your property taxes. If the individual sells his home, moves, or dies, the person's estate will be obliged to repay the state the amount that is expended plus 6% interest. Contact Carol Karol at the Village Hall 724-1700, ext. 232 to discuss details.

Defensive Driving is a two part course covering all aspects of safe driving. Completion of this eight

hour class entitles you to a certificate from the Secretary of State. The course is offered Wed., Dec. 19 and Fri., Dec. 21 from noon to 4 p.m. at the Rugen Community Center. A \$7 fee is required.

The Fifty + Singles Club is designed for the working single and meets at 7:30 p.m. on Nov. 28. at the Rugen Community Center. Call 724-4793 to confirm the program and be put on the mailing list.

Community Bulletin Board

As space permits, announcements of upcoming nonprofit, nonsectarian, nonpartisan events of interest to a large part of the community will be included. Items for the January issue should reach the Village by noon December 1.

Once again the Glenview Police Department is serving as a collection/drop-off point for the Chicago Anti-Hunger Federation, Good Neighbor Food Drive. Non-perishable goods may be dropped off at the Glenview Police Department on Friday, December 14, between the hours of 5 p.m. and midnight. Early drop-offs may be left with the records section of the Police Department. We wish to thank all of you who have participated in the past, and look forward to seeing all of you again. The Glenview Police Department is located at 1215 Waukegan Road.

This year **Project Rescue** will again bring recruits down from Great Lakes for Christmas with local families. Host families take two recruits into their homes for the day. Transportation to and from Great Lakes is provided by the Navy League. Families interested in hosting recruits for Christmas can place their reservations by phoning 291-6941.

Don't forget to attend the **Glenview Historical Society Annual Open House** 2-5 p.m., Sun. Dec. 9. Refreshments will be served.

The **Glenview Public Library** celebrates

the **60th Anniversary** of its founding which happened on December 6, 1930. The entry foyer display commemorates the occasion.

A **Holiday Musical Program** will be presented on Sat., Dec. 8 at 2 p.m. at the **Glenview Public Library**. Carlyn Lloyd-Ford plays the flute and Jon Warfel plays piano. Join the festivities!

National Aplastic Anemia Awareness week is December 1 - 7. This disease occurs when the bone marrow becomes diseased and fails to produce enough new cells. To learn more about this frequently fatal disease, please write to **Earl J. Goldberg Aplastic Anemia Foundation, P.O. Box 2231, Glenview.**

Resident registration for winter recreation programs of the **Glenview Park District** now ongoing, deadline is 5 p.m. Wed., Dec. 5. In-person registration for residents and non-residents of the Park District begins at 9 a.m. Tues., Dec. 11, at 1930 Prairie St.

Holiday Open Gym, free for high school/adults and youth (gr. 3-8): Springman Jr.

High, Mon., Wed., Thurs., Fri., Dec. 26, 27, 28, Jan. 2, 3 and 4. No pre-registration. High schoolers/adults play 11 a.m. - 3 p.m.; 3rd - 8th graders play 8 - 11 a.m. Bring your own basketball.

Holiday Day Camp, a two-week, full-scale day camp for children, will be held at the **Rugen Community Center** 901 Shermer Rd., during the school holidays, 8:30 a.m. - 4:40 p.m., Mon., Wed., Thurs., and Fri., Dec. 24 - Jan. 4. Call 724-5670 for more information.

Holiday Craft and Gift Workshop, free annual gift-making event for 1st - 6th graders: Sat., Dec. 22, 9 a.m. - 4 p.m., **Rugen Community Center**. The child chooses which holiday craft projects to make. No pre-registration, no fees except cost of materials, from 20 cents to \$3, depending on project. No pre-registration; drop in and phone home for pickup when done.

Outdoorskating rinks and sledding hills open as soon as weather permits and for as long as weather allows. Ice rinks: Cole, Cunliff, Johns, Flick, Indian Trail, and Roosevelt Parks; sledding hills: Flick and Johns Parks.

