



## 3<sup>RD</sup> WARD MEETING MINUTES – ALDERMAN DENISE RODD

October 8, 2014

### AGENDA

- Consumer Protection Services
- Streets and Sidewalks
- Red Center

### CONSUMER PROTECTION SERVICES

Did you know that there are only two Consumer Protection Commissions in the State of Illinois? One is right in Des Plaines. Chairman Mike Lake and volunteer, Susan Zack from the Des Plaines Consumer Protection Commission joined the 3<sup>rd</sup> Ward Meeting to explain how the Consumer Protection Commission can help Des Plaines Residents. The Des Plaines Consumer Protection Commission is set up to instruct the residents on consumer rights, mediate when there is an issue, and communicate unresolved issues for further consideration if the complaint is not resolved.

Background: The Consumer Protection Commission has evolved from doing comparison shopping to being a part of the City of Des Plaines Legal Department with the ability to mediate cases by holding judicatory hearings, as well as having subpoena powers. Chairman of 15 years, Mike Lake along with seven members make up the Des Plaines Consumer Protection Commission. At the request of a resident, the Commission steps in to work towards a settlement when a resident feels the services for which they paid were not what was received or feels they were scammed.

How it works: The Consumer Protection Commission provides for a hearing where both sides are heard in helping to resolve the issue. There are seven members that sit on the commission that can help with negotiation of a settlement. The Des Plaines Consumer Protection Commission helps any Des Plaines resident with issues such as: home repair, roofing and plumbing, concrete work, even retail complaints. The business does not need to be located in Des Plaines, but the resident must reside in Des Plaines for the Commission to assist.

Commissioner Susan Zack is a Des Plaines resident/consumer who was “scammed” in the last hail storm when trying to get a roofer to repair her hail damaged roof. In telling her story, Susan explained that she did her checking and that the roofer was reliable; however, the project did not end as promised. Susan’s tale is a common one among many residents, especially the senior population. With much fortitude, research and determination, Susan fought back along with the help of the Des Plaines Consumer Commission, many court dates, visits to Lisa Madigan’s office, and police involvement. Susan’s got most of her money back. The company is forever prohibited from doing business within the State of Illinois. She then decided to become a member of the Des Plaines Consumer Protection Commission and help other Des Plaines residents become aware of scam artists.

What Residents can do to protect themselves?

- Ask if there is a charge for the estimate
- Do not pay for materials upfront
- Talk to people
- Is company bonded?
- Keep receipts
- Don’t sign a check over to contractor
- Make sure contract is legible
- Never make final payment until job is completed.

What Consumer Protection Commission cannot do?

- Give opinions of a business or contractor
- Help with an insurance claim when insurance is denied

If a Des Plaines resident feels that they were treated unfairly by a business or contractor, contact the Des Plaines Consumer Protection Commission on the city’s website under “City Services” and fill out a complaint form. The Commission will investigate complaint and if valid, a hearing will be scheduled where both sides are heard. Though rare, the Commission has ruled in favor of the contractor.

STREETS AND SIDEWALKS: Thacker is nearly completed...it's almost over. Residents mentioned that construction is taking longer than expected and was questioning the slow rate of progress and why Construction Company does not stay with one job until completion. Construction Company is working several jobs at once and is using equipment efficiently to work all jobs on rotation. Curbs on Thacker/Dempster are completed, final layer of road completed, parkways being reconstructed, final touches happening next week – weather permitting.

Between 2014 and 2015, City of Des Plaines has done more infrastructure projects than ever in its history and is trying to complete as many of these projects prior to the winter weather. City did not budget for early-completion bonuses. Residents in the neighborhoods near Thacker have reported they are already finding relief from flooding.

The “red” bumpy portion of the sidewalk is required by the ADA for the visually impaired. Resident noted that bumpy portion can cause tripping hazards. With road resurfacing, City must make crosswalks ADA compliant when replacing street intersections.

Brick sidewalks in parts of Downtown Des Plaines are being replaced because they failed pressure tests.

Resident in Villas at 3<sup>rd</sup> and Hoffman is looking for an explanation if stop sign should be behind or in front of pedestrian crossing. This particular intersection is not lining up with the usual stop sign and street crossing. Debate pursued in regards to position of stop sign/stop line. Denise will check reply from Tim Oakley for an explanation of 3<sup>rd</sup> and Hoffman crossing.

RED CENTER: Des Plaines Fire Department has moved over to Red Center. Fire Department transferred last week. First day was tough day with units crisscrossing and after first few hours Red Center was tested -- Red Center not only kept up with the dispatching of equipment, they were also providing additional information necessary to the call.

Fire Department had a call (10/7) to commuter tracks on Northwest Highway because of a misreported location related to an accident location along the tracks; Fire Department was re-directed. Call took nine minutes by the time Department arrived victim was out of car and unhurt.

#### OTHER CITY TOPICS

- Celebration of Veterans Day – November 11 Prairie Lakes Theatre at 11:00 a.m. Theme is “Serving” looking at how Veterans continued to serve after the military especially in public service. Mike Lake is looking for speakers to talk about their continued service to the Public by joining Police or Fire Departments.
- Finance Director continues to attend the Pension Benefits Meeting. Congress is in recess. Not much happening until after November.
- Don Smith was appointed Alderman for the 7<sup>th</sup> Ward. Ald. Smith will serve until next April’s election when voter can choose an Alderman to complete the remaining two years in late Ald. Sojka’s term. Aldermen are given a city phone and separate phone number for residents to call and leave messages. Denise has found that email is the more prevalent method of contact by Ward residents and stated she gets more emails than phone calls.
- Des Plaines was approved by the NW Water Commission. Alternate water source will take effect in early 2016.
- Budget Time: Meeting with City Manager next week and next budget meeting will be the second half of the Budget on Oct. 14.
- October is Fire Prevention Month: Fire Department held an Open House the weekend of October 4.

#### NEXT MEETING

Wednesday November 12, 2014, Prairie Lakes

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#### TO CONTACT DENISE

- Phone Number: 847.514.6318. Please call or text Denise at this number with issues, questions and concerns.
  - Email: [denise@3rdward.org](mailto:denise@3rdward.org)
- Facebook is set up for the 3<sup>rd</sup> Ward. Search DP3 in Facebook or go to [www.Facebook.com/DP3rdWard](http://www.Facebook.com/DP3rdWard)
  - Twitter’s hash tag is @Denise Rodd
  - Web Site: [www.3rdward.org](http://www.3rdward.org)