

Elgin Township

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2018 Year:

- ✓ Maintained updated and accurate records for the 34,713 parcels in the township.
- ✓ Reviewed almost 2.3 billion dollars of assessed values and made the appropriate changes/corrections.
- ✓ Assisted 826 people with the Senior Assessment Freeze Application and other exemptions.
- ✓ Defended 124 taxpayer assessment complaints.
- ✓ Recorded 1,855 sales.
- ✓ Fielded approximately 7,068 phone calls and 987 walk-ins.
- ✓ Processed and field inspected 1,041 permits from the City of Elgin, Village of South Elgin, Bartlett and unincorporated Elgin (county permits).
- ✓ Executed Division/Consolidation changes received from the County – 127 parcels were deleted and 306 parcels were added.
- ✓ Upgraded our IT services to include:
 - Workstation Monitoring with new Anti-Virus / Anti-Malware Software
 - Upgraded Firewall – Managed Firewall Service w/ Ransomware Protection
 - Server Performance Monitoring
 - Managed Backup System – Onsite and Cloud Connect Storage
- ✓ Reduced printer/copier costs by 20% for 2018.

2019 Year Goals:

- ✓ Making the office “*greener*” by reducing paper copies and receiving and sending documents electronically (e.g. divisions/consolidations, PTAB appeals and decisions, permits, Board of Review Complaints/Evidence, sales, ownership changes).
- ✓ Community Outreach –
 - making more seniors aware of the help we provide with completing exemption forms, *specifically the Senior Freeze Exemption and the changes made to its income level requirement in 2018.*
 - Utilizing our calendar feature on the new website to post important dates and deadlines.
- ✓ Continue to improve website – make changes based on user suggestions and complaints.
- ✓ Continue to certify our 2019 (*General Reassessment Year*) assessments in a timely manner and submit them to the County on or before June 15th.