



Monthly Measures

August 2019



Monthly Measures

Adjudication Department

Category	August 2019	July 2019	Month change	Year to date
Parking citations				
Contested	940	1,049	-109	6,559
Dismissed*	707	753	-46	4,024
Upheld	337	408	-71	2,809
Local ordinance citations	175	113	+62	1,348
Juvenile cases referred ‡	4	3	+1	28
Final judgments rendered !	196	91	+105	928

* - Dismissed citations include not liable and non-suit
 ‡ - Juvenile cases are referred to community service, education, or treatment
 ! - Final judgments are final local ordinance citations only

Communications Department

Category	August 2019	July 2019	Month change	Year to date
Citizen contacts *	85	61	+24	604
Social media				
Engagement ‡	18,302	14,168	+4,224	135,998
New followers !	389	759	-370	3,251
Staff support requests	180	211	-31	1,629
Video production				
Minutes of programming produced	786	585	+201	5,575
Original programming online minutes viewed ∞	15,381	13,244	+2,137	129,621
Website				
Page views	137,265	156,483	-19,218	1,232,141
Unique users	35,292	45,384	-10,092	251,117

* - Citizen engagement includes direct responses to social media inquiries, news media inquiries, utility company complaints, etc.

‡ - Social media engagement includes total number of likes, comments, shares, retweets, URL clicks, across all Village social media accounts (i.e. Facebook, Twitter, Instagram, LinkedIn and YouTube)

! - New followers across all social media accounts

∞ - Programming minutes viewed across all social media platforms and websites

Notes

- Top 3 most visited web pages:
 1. Parking passes 10,886 page views
 2. Village View 4,843 page views
 3. Parking & Vehicle Services 4,258 page views

- Top performing social media post:
 - Home Avenue pedestrian bridge repairs
 - VOP Facebook page, Aug. 21, 1,485 engaged users, 5,613 people reached

Monthly Measures

Community Relations Department

Category	August 2019	July 2019	Month change	Year to date
Citizen contacts *	86	213	-127	1,603
Investigations ‡	0	0	0	0
Individuals receiving fair housing/diversity education	3	0	+3	88
Graffiti tags removed	5	16	-11	63

* - Citizen contacts include landlord/tenant complaints of compliance, discrimination, neighbor conflicts addressed, general complaints, event coordination, and all other forms of contact

‡ - Investigations are related to unlawful practice

Development Customer Services Department

Category	August 2019	July 2019	Month change	Year to date
Percentage of parking permits issued online*	N/A	N/A	N/A	N/A
Single overnight parking passes issued	15,787	13,336	+2,451	112,093
Active quarterly / annual parking permits Ω	6,592	6,776	-184	37,138
Building permits issued ‡				
Within two weeks	416	429	-13	2,824
Over two weeks	0	0	0	0
Zoning and historic building permit reviews	614	615	-1	3,704
Planning applications !	12	6	+6	42
Historic certification of appropriateness applications	5	6	-1	61
Property code violations reviewed	44	52	-8	406
Business licenses issued	45	47	-2	1,202
Sewer backup protection grants issued	2	2	0	12

* - Percentage of active permit numbers will be available again in the fourth quarter of 2019

Ω - Parking permit numbers contain imported records, online and in-person renewals

‡ - Building permits category 0-3 are issued within 2 weeks; category 4 are large projects issued over two weeks

! - Planning applications include special use, variance, planned development, vacation, all other forms of planning applications submitted and ongoing

Notes

- Delay in data reporting for Parking Division due to change in new parking system. Data will be available after functionality is complete.



Monthly Measures

Finance Department

Category	August 2019	July 2019	Month change	Year to date
Top Revenues (cash basis)				
Retailers' Occupation and Use Tax Revenue*	\$503,588	\$449,873	+\$53,715	\$2,267,267
Home Rule Sales Tax Revenue*	\$218,756	\$185,774	+\$32,981	\$961,715
Liquor Tax Revenue ‡	\$44,546	\$57,150	-\$12,604	\$417,276
Real Estate Transfer Tax Revenue	\$302,462	\$302,404	+\$58	\$2,380,213
Income Tax Revenue	\$348,770	\$486,544	-\$137,774	\$3,963,328
Real Estate				
Direct real estate transactions	129	96	+33	741
Price of transactions	\$36,843,233	\$37,828,126	-\$984,893	\$281,791,702
Transactions				
In-Person (Village Hall cashier)	6%	30%	-24%	21%
Lock-Box	22%	11%	+11%	13%
Online	73%	59%	+14%	66%

* - Due to disbursement schedules set by the State of Illinois, sales tax revenue is reported in arrears by three months.

‡ - Liquor tax collections typically average between five to 10 customers who pay past the deadline and this may create large variances between months until past due taxes are collected by Village.

Fire Department

Category	August 2019	July 2019	Month change	Year to date
Fire/service calls	250	387	-137	2,053
Emergency medical calls	389	254	+135	2,889
Individuals educated in fire safety and emergency medical*	77	212	-135	3,717
Average business days from receipt to approval for plan reviews and field inspections	4	2.6	+1.4	3.78
Average fire and emergency response times ‡	4.33	4.05	+0.28	4.45

* - Through school-based education programs, block parties, CPR classes, smoke detector awareness and child safety seat inspections

‡ - Response times measured in minutes

Health Department

Category	August 2019	July 2019	Month change	Year to date
Food inspections performed *	69	71	-2	446
Animals rescued ‡	56	47	+9	268
Animals licensed				
Dogs	59	59	0	2,233
Cats	0	2	-2	91
Bee hives	0	0	0	9
Health service requests !	18	9	+9	102
Child lead inspections ∞	2	1	+1	7
Rat cases baited	29	30	-1	156
Infant care visits √	0	0	0	2

* - Food inspections include routine, re-inspections, temporary food, change of owner, prooperational and in-service

‡ - Animals rescued include domestic animals impounded and domestic captured animals returned to owner

! - Health service requests include food cases, environmental health cases, and animal control cases

∞ - Child lead inspection are nursing management cases and environmental health case follow-up

√ - Infant care visits include family case management and high risk infant grants

Human Resources Department (page 1 of 2)

Category	August 2019	July 2019	Month change	Year to date
Total full-time employees authorized	379	379	0	N/A
Vacant positions*				
Total	48	33	+15	N/A
Full-time equivalent	34.95	28.2	+6.75	N/A
Positions filled				
Total	1	5	-4	53
Full-time equivalent	1	4.25	-3.25	38.55
Positions vacated				
Total	16	0	+16	39
Full-time equivalent	8.25	0	+8.25	28.85
Village-wide overtime hours	1,922	1,609.5	+312.5	13,840

* - " June vacancies were decreased by one position as the DCS Executive Secretary Position, previously structured as two part-time positions, is now one full-time position. This did not affect the FTE count.

Notes

New hires for August: Human Resources Director / Assistant Village Manager.

Separations for August: Urban Forestry Technician II (PW-Forestry), Parking and Mobility Services Manager (DCS- Parking), Deputy Chief (Police), 2 Patrol Officers (Police), 11 Interns (Various Depts.).

continued

Human Resources Department (page 2 of 2)

Position	August Vacancies	FTE Vacancies	Post August Hires
Deputy Chief of Police	1	1	
Patrol Officer	14	14	8
Community Service Officer	1	1	
Sergeant	2	2	
Parking & Mobility Services Manager	1	1	
Parking Enforcement Officer	1	1	
Parking Enforcement Supervisor	3	3	2
Farmers' Market Assistant	2	0.2	
Accountant	1	0.5	
Customer Service Rep II	1	0.5	
Forestry Technician II	2	2	
Water Superintendent	1	1	
Public Health Nurse	1	1	1
Administrative Clerk	1	0.5	
Network Specialist	1	1	
Equipment Operator	1	1	
Property Maintenance/ Community Development Inspector	1	1	1
Intern	13	3.25	
TOTALS	48	34.95	

Information Technology Department

Category	August 2019	July 2019	Month change	Year to date
IT service requests received	252	278	-26	2,651
Internal bandwidth usage	732	747GB	-15 GB	N/A
Village email usage				
Internal emails sent	119,660	114,223	+5,437	N/A
Internal emails received	130,600	125,058	+5,542	N/A
External emails sent	24,429	24,048	+381	N/A
External emails received	103,550	102,252	+1,298	N/A
IT inventory	1,367	1,348	+19	N/A

Law Department

Category	August 2019	July 2019	Month change	Year to date
Civil court and administrative agency board appearances*	19	21	-2	113
Contracts processed	12	52	-40	263
Claims received	8	4	-4	57
Liquor licenses				
Total licenses available	111	135	-24	N/A
New licenses issued	0	1	-1	2
Revoked or closed licenses	0	0	0	3

* - Administrative agencies include the Zoning Board of Appeals, Plan Commission, Liquor Control Review Board and Historic Preservation Commission. Included in this number are four (4) appearances before the Illinois Workers' Compensation Commission.

Police Department

Category	August 2019	July 2019	Month change	Year to date
Calls for service	4,647	4,651	-4	37,616
Average response time*	4.36	4.39	-0.03	3.7
Part 1 crimes	192	204	-12	1,114
Homicide	0	0	0	0
Forcible rape	2	0	+2	10
Robbery	8	8	0	48
Aggravated assault / aggravated battery	7	5	+2	27
Burglary	30	22	+8	145
Theft	142	162	-20	835
Motor vehicle theft	3	6	-3	46
Arson	0	1	-1	3
Percent of cases cleared by arrest or exceptional clearance	26%	32%	-6%	26%
Police Facebook and Twitter followers ‡	3,842	3,765	+77	N/A
Community Policing Unit				
Citizen contacts	2,800	2,070	+730	13,797
Community outreach events	26	24	+2	127
Zone email subscribers !	1,678	1,670	+8	N/A

* - Response times measured in minutes

‡ - New followers also tracked by Communications Department as part of social media statistics

! - Residents subscribed to receive periodic emails with neighborhood policing information from their Resident Beat Officer

Public Works Department (page 1 of 2)

Category	August 2019	July 2019	Month change	Year to date
Administration				
Citizen contacts*	3,717	4,767	-1,050	28,308
Block party requests	74	69	+5	257
Building Maintenance Division				
Building maintenance requests ‡	37	29	+8	323
Hours spent on routine maintenance !	120	91	+29	1,377.75
Engineering Division				
Permits reviewed ∞	113	136	-23	548
New active traffic items	7	9	-2	53
Environmental Services Division				
Percentage of material diverted from landfill	34%	36.8%	-2.8%	37%
Households using At Your Door Service	244	149	+95	393
Households participating in compost program	1,837	1,814	+23	N/A
Tons of household recyclables collected	306.4	340.56	-34.16	2,761.43
Forestry Division				
Tree maintenance Δ	103	106	+3	6,914
Trees inspections Ω	72	102	-30	373
Streets Division				
Potholes filled	633	1,533	-900	11,142
Pavement repairs	16	6	+10	60
Signs replaced	46	129	-83	757
Street Lighting Division				
Outages repaired ☀	80	109	-29	716
Traffic light pole knockdowns repaired	3	0	+3	21

continued

Public Works Department (page 2 of 2)

Category	August 2019	July 2019	Month change	Year to date
Water & Sewer Division				
New water meters installed	43	74	-31	311
Gallons of water purchased	166,241,405	169,942,019	-3,700,614	1,207,834,963
Gallons of water billed	143,627,000	108,323,000	+35,304,000	913,647,000
Percentage of water unbilled	13%	36%	-23%	25%
Water main breaks repaired	1	3	-2	12
Fleet Division				
Gallons of fuel used	13,349,42	13,080.62	-268.8	97,608.56
Pieces of equipment serviced	157	177	-20	1,377

* - Citizen contacts include email, phone and walk-ins

‡ - Building maintenance requests include requests made for Village Hall, Public Works Center, fire stations and Metra station

! - Route maintenance includes HVAC inspection/repair, lighting inspection/repair, cleanup, etc.

∞ - Some permit reviews are also tracked by the Development Customer Services Department

Δ - Tree maintenance includes the number of trees planted, removed and trimmed

Ω - Tree inspections include inspections of trees in the parkway and an on private property

⚡ - Includes street light, alley light and traffic signal outages repaired

Village Clerk's Office

Category	August 2019	July 2019	Month change	Year to date
Ordinances/resolutions and agreements prepared for signature	0	43	-43	275
Village Board and Commission meeting minutes prepared	4	8	-4	37
Bankruptcy notices received/distributed	36	16	+20	192
Ordinances codified	0	0	0	9
Volunteer applications processed	4	6	-2	37
Proclamations/resolutions prepared	0	0	0	12
Village Board and Commission agendas posted	16	16	0	145
Citizen contacts*	135	184	-49	1,371
Civic engagement †	0	1	-1	6

* - Includes phone calls, emails and in-person assistance.

† - Active participation in planned civic education or engagement

Village Manager's Office

Category	August 2019	July 2019	Month change	Year to date
Meeting agenda items reviewed and prepared for consideration by the Village Board and Committees	1	44	-43	N/A
Inquiries from elected Village President/Mayor and Trustees	58	142	-84	N/A
Citizen contacts *	226	385	-159	N/A
Single-Use Bag fee				
Bags sold	154,004	203,798	-49,794	1,560,443
Revenue collected ‡	\$7,700	\$10,189	-\$2,489	\$78,022
Community Choice Aggregation (CCA) renewable energy revenue collected ‡	\$36,771	\$41,882	-\$5,111	\$275,039
Administrative actions ∞	0	0	0	1

* - Citizen engagement includes visits to the Village Manager's Office in Village Hall, calls and e-mails.

‡ - Bag and energy fee revenues are for the liability period of the prior month. January tax revenue is accrued to 2018.

∞ - Administrative actions include business license revocation hearings, PSEBA hearings, etc.