



Monthly Measures

March 2019



Adjudication Department

Category	March 2019	February 2019	Month change	Year to date
Parking citations				
Contested	492	544	-52	1,559
Dismissed*	288	279	+9	854
Upheld	204	265	-61	705
Local ordinance citations	98	145	-47	603
Juvenile cases referred ‡	10	1	+10	11
Final judgments rendered !	78	104	-26	317

* - Dismissed citations include not liable and non-suit

‡ - All juvenile cases are referred to community service, education, or treatment

! - Final judgments are final local ordinance citations only

Communications Department

Category	March 2019	February 2019	Month change	Year to date
Citizen contacts *	65	55	+10	218
Social media				
Engagement ‡	13,306	15,313	-2,007	52,439
New followers !	309	299	+10	1,135
Staff support requests	234	148	+87	506
Video production				
Minutes of programming produced	842	982	-140	2,214
Original programming online minutes viewed ∞	12,761	15,418	-2,657	44,403
Website				
Page views	174,866	131,188	+43,678	450,104
Unique users	36,837	28,152	+8,685	87,248

* - 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 webpages:
 1. Parking citation lookup 14,340 page views
 2. Parking passes 9,473 page views
 3. Parking citations 8,673 page views
- Top performing social media post:
 - [Homicide charges in fatal crash](#)
 - Police Facebook page, March 11, 1,693 engaged users, 11,043 people reached

Community Relations Department

Category	March 2019	February 2019	Month change	Year to date
Citizen contacts *	242	129	+113	457
Investigations ‡	0	0	0	0
Individuals receiving fair housing/diversity education	30	3	+27	51
Graffiti tags removed	8	12	-4	26

* - 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

Monthly Measures

Development Customer Services Department

Category	March 2019	February 2019	Month change	Year to date
Percentage of parking permits issued online*	33%	33%	0	33%
Single overnight parking passes issued	14,806	12,028	+2,778	39,494
Active quarterly / annual parking permits	5,740	5,996	-256	17,623
Building permits issued ‡				
Within two weeks	253	163	+90	461
Over two weeks	0	0	0	0
Zoning and historic building permit reviews	364	207	+157	761
Planning applications !	3	6	-3	12
Historic certification of appropriateness applications	3	8	-5	19
Property code violations reviewed	21	50	-29	86
Business licenses issued	582	113	+469	718
Sewer backup protection grants issued	3	1	+2	6

* - On-line renewals are only open the month before the quarter begins

‡ - 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



Monthly Measures

Finance Department

Category	March 2019	February 2019	Month change	Year to date
Top Revenues (cash basis)				
Retailers' Occupation and Use Tax Revenue*	N/A	N/A	N/A	N/A
Home Rule Sales Tax Revenue*	N/A	N/A	N/A	N/A
Liquor Tax Revenue ‡	\$53,790	\$48,190	+\$5,600	\$150,388
Real Estate Transfer Tax Revenue	\$191,262	\$307,354	-\$116,092	\$857,310
Income Tax Revenue	\$311,804	\$517,836	-\$206,032	\$1,260,064
Real Estate				
Direct real estate transactions	64	141	-77	237
Price of transactions	\$23,337,899	\$38,233,653	-\$14,895,754	\$106,069,241
Transactions				
In-Person (Village Hall cashier)	23%	22%	+1%	21%
Lock-Box	14%	13%	+1%	13%
Online	63%	65%	-2%	66%

* - Due to disbursement schedules set by the State of Illinois, sales tax revenue totals for February and March are unavailable as they are provided to Village in April and May respectively.

‡ - 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.

Monthly Measures

Fire Department

Category	March 2019	February 2019	Month change	Year to date
Fire/service calls	207	248	-41	717
Emergency medical calls	378	334	+44	1,082
Individuals educated in fire safety and emergency medical*	718	581	+137	1,547
Average business days from receipt to approval for plan reviews and field inspections	2.7	3.6	-0.9	3.93
Average fire and emergency response times ‡	4.52	4.66	-0.14	4.63

* - 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	March 2019	February 2019	Month change	Year to date
Food inspections performed *	52	33	+19	124
Animals rescued ‡	21	16	+5	50
Animals licensed				
Dogs	641	676	-35	1,352
Cats	26	18	+8	45
Bee hives	4	0	+4	4
Health service requests !	11	14	-3	31
Child lead inspections ∞	1	1	0	3
Rat cases baited	5	5	0	13
Infant care visits √	2	0	+2	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



Monthly Measures

Human Resources Department

Category	March 2019	February 2019	Month change	Year to date
Total full-time employees authorized	378	379	-1	N/A
Vacant positions	57	54	+3	N/A
Positions filled	2	1.5	+0.5	6
Positions vacated	5	1	+4	10
Village-wide overtime hours	1,577.6	1,884.25	-306.62	2,828.4

Notes

New hires for March: PT Fire Inspector (Fire Dept.), Engineering Technician I (Public Works) and PT Executive Secretary (DCS).

Separations for February: Two (2) Patrol Officers (Police) retired, Engineering Technician I (Public Works), Water & Sewer Worker (Public Works) and Parking Services Specialist (DCS).

Monthly Measures

Information Technology Department

Category	March 2019	February 2019	Month change	Year to date
IT service requests received	372	345	+27	1,029
Internal bandwidth usage	697 GB	620 GB	+77 GB	N/A
Village email usage				
Internal emails sent	113,208	102,224	+10,984	N/A
Internal emails received	123,320	112,490	+10,830	N/A
External emails sent	26,212	24,707	+1,505	N/A
External emails received	105,418	92,536	+12,882	N/A
IT inventory	1,294	1,313	-19	N/A

Law Department

Category	March 2019	February 2019	Month change	Year to date
Civil court and administrative agency board appearances*	17	15	+2	51
Contracts processed	43	43	0	128
Claims received	7	7	0	19
Liquor licenses				
Total licenses available	134	134	0	N/A
New licenses issued	0	1	-1	1
Revoked or closed licenses	0	1	-1	3

* - Administrative agencies include the Zoning Board of Appeals, Plan Commission, Liquor Control Review Board and Historic Preservation Commission

Police Department

Category	March 2019	February 2019	Month change	Year to date
Calls for service	4,688	4,410	+278	13,651
Average response time*	3.01	2.82	+0.19	2.95
Part 1 crimes	99	100	-1	292
Homicide	0	0	0	0
Forcible rape	0	3	-3	6
Robbery	5	5	0	21
Aggravated assault / aggravated battery	2	1	+1	4
Burglary	10	9	+1	19
Theft	75	76	-1	215
Motor vehicle theft	7	6	+1	19
Arson	0	0	0	0
Percent of cases cleared by arrest or exceptional clearance	24%	33%	-9%	26%
Police Facebook and Twitter followers ‡	3,443	3,365	+68	N/A
Community Policing Unit				
Citizen contacts	1,334	1,340	-6	3,922
Community outreach events	11	10	+1	29
Zone email subscribers !	1,544	1,546	-2	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	March 2019	February 2019	Month change	Year to date
Administration				
Citizen contacts*	2,565	2,993	-428	7,416
Block party requests	1	0	+1	1
Building Maintenance Division				
Building maintenance requests ‡	42	17	+25	96
Hours spent on routine maintenance !	219	90	+129	416
Engineering Division				
Permits reviewed ∞	0	0	0	N/A
New active traffic items	5	1	+4	10
Environmental Services Division				
Percentage of material diverted from landfill	32.4%	33.7%	-1.3%	35.3%
Households using At Your Door Service	147	144	+3	484
Households participating in compost program	1,622	1,598	+24	N/A
Tons of household recyclables collected	325.54	324.28	-1.26	1005.57
Forestry Division				
Tree maintenance Δ	1,756	2,436	-680	6,107
Trees inspections Ω	12	13	-1	32
Streets Division				
Potholes filled	3,333	1,484	+1,849	6,035
Pavement repairs	0	0	0	0
Signs replaced	122	24	+98	197
Street Lighting Division				
Outages repaired ☀	116	70	+46	245
Traffic light pole knockdowns repaired	5	2	+3	9

continued

Public Works Department (page 2 of 2)

Category	March 2019	February 2019	Month change	Year to date
Water & Sewer Division				
New water meters installed	37	27	+10	98
Gallons of water purchased	149,027,623	140,242,165	+8,785,458	433,456,614
Gallons of water billed	105,617,000	112,518,000	-6,901,000	326,653,000
Percentage of water unbilled	20%	20%	0%	22%
Water main breaks repaired	4	2	+2	7
Fleet Division				
Gallons of fuel used	11,953.97	11,687.39	+266.58	39,370.56
Pieces of equipment serviced	174	235	-61	617

* - 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 Manager's Office

Category	March 2019	February 2019	Month change	Year to date
Meeting agenda items reviewed and prepared for consideration by the Village Board and Committees	62	66	-4	128
Inquiries from elected Village President/Mayor and Trustees	105	140	-35	245
Citizen contacts *	200	175	+25	375
Single-Use Bag fee				
Bags sold	180,419	194,120	-13,701	610,999
Revenue collected ‡	\$9,021	\$9,706	-\$685	\$30,550
Community Choice Aggregation (CCA) renewable energy revenue collected ‡	\$37,840	\$37,505	+\$335	\$108,915
Administrative actions ∞	N/A	1	-1	N/A

* - 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.