



# Monthly Measures

**April 2019**



## Adjudication Department

| Category                   | April 2019 | March 2019 | Month change | Year to date |
|----------------------------|------------|------------|--------------|--------------|
| Parking citations          |            |            |              |              |
| Contested                  | 882        | 492        | +390         | 2,441        |
| Dismissed*                 | 446        | 288        | +158         | 1,300        |
| Upheld                     | 436        | 204        | +232         | 1,141        |
| Local ordinance citations  | 101        | 98         | +3           | 704          |
| Juvenile cases referred ‡  | 1          | 10         | -9           | 12           |
| Final judgments rendered ! | 59         | 78         | -19          | 376          |

\* - 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                                     | April 2019 | March 2019 | Month change | Year to date |
|--|------------|------------|--------------|--------------|
| Citizen contacts *                           | 90         | 65         | +25          | 308          |
| Social media                                 |            |            |              |              |
| Engagement ‡                                 | 10,738     | 13,306     | -2,568       | 67,326       |
| New followers !                              | 273        | 309        | -36          | 1,408        |
| Staff support requests                       | 230        | 234        | -4           | 736          |
| Video production                             |            |            |              |              |
| Minutes of programming produced              | 392        | 842        | -450         | 2,606        |
| Original programming online minutes viewed ∞ | 16,723     | 12,761     | +3,962       | 61,126       |
| Website                                      |            |            |              |              |
| Page views                                   | 166,498    | 174,866    | -8,368       | 616,602      |
| Unique users                                 | 37,367     | 36,837     | +530         | 116,812      |

\* - 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 passes 8,150 page views
  2. Parking citation search 8,582 page views
  3. Parking citations 6,021 page views
- Top performing social media post:
  - [New parking pilot signs installed](#)
  - VOP Facebook page, April 5, 843 engaged users, 5,947 people reached

## Community Relations Department

| Category   | April 2019 | March 2019 | Month change | Year to date |
|--|------------|------------|--------------|--------------|
| Citizen contacts *                                     | 161        | 242        | -81          | 618          |
| Investigations ‡                                       | 0          | 0          | 0            | 0            |
| Individuals receiving fair housing/diversity education | 17         | 30         | -13          | 68           |
| Graffiti tags removed                                  | 2          | 8          | -6           | 28           |

\* - 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   | April 2019 | March 2019 | Month change | Year to date |
|--|------------|------------|--------------|--------------|
| Percentage of parking permits issued online*           | 34%        | 33%        | +1%          | 33%          |
| Single overnight parking passes issued                 | 14,339     | 14,806     | -467         | 53,833       |
| Active quarterly / annual parking permits              | 5,616      | 5,740      | -124         | 23,239       |
| Building permits issued ‡                              |            |            |              |              |
| Within two weeks                                       | 346        | 253        | +93          | 807          |
| Over two weeks   | 0          | 0          | 0            | 0            |
| Zoning and historic building permit reviews            | 394        | 364        | +30          | 1,155        |
| Planning applications !                                | 3          | 3          | 0            | 15           |
| Historic certification of appropriateness applications | 8          | 3          | +5           | 27           |
| Property code violations reviewed                      | 43         | 21         | +22          | 129          |
| Business licenses issued                               | 268        | 582        | -314         | 986          |
| Sewer backup protection grants issued                  | 0          | 3          | -3           | 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                                   | April 2019   | March 2019   | Month change | Year to date  |
|--|--------------|--------------|--------------|---------------|
| Top Revenues (cash basis)                  |              |              |              |               |
| Retailers' Occupation and Use Tax Revenue* | \$397,617    | N/A          | \$397,617    | \$397,617     |
| Home Rule Sales Tax Revenue*               | \$167,881    | N/A          | \$167,881    | \$167,881     |
| Liquor Tax Revenue ‡                       | \$34,614     | \$54,504     | -\$19,890    | \$185,716     |
| Real Estate Transfer Tax Revenue           | \$214,630    | \$191,262    | +\$23,368    | \$1,071,940   |
| Income Tax Revenue                         | \$500,822    | \$311,804    | +189,018     | \$1,760,887   |
| Real Estate                                |              |              |              |               |
| Direct real estate transactions            | 71           | 64           | +7           | 308           |
| Price of transactions                      | \$26,700,120 | \$23,337,899 | +\$3,362,221 | \$132,769,361 |
| Transactions                               |              |              |              |               |
| In-Person (Village Hall cashier)           | 28%          | 23%          | +5%          | 23%           |
| Lock-Box                                   | 16%          | 14%          | +2%          | 14%           |
| Online                                     | 55%          | 63%          | -8%          | 64%           |

\* - Sales tax revenue is reported on a cash basis but is three months in arrears. For example, sales tax collected in April is for the tax reporting month of January

‡ - 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  | April 2019 | March 2019 | Month change | Year to date |
|---|------------|------------|--------------|--------------|
| Fire/service calls  | 212        | 207        | +5           | 929          |
| Emergency medical calls   | 363        | 378        | -15          | 1,445        |
| Individuals educated in fire safety and emergency medical*                            | 887        | 718        | +169         | 2,434        |
| Average business days from receipt to approval for plan reviews and field inspections | 2.4        | 2.7        | -0.3         | 3.55         |
| Average fire and emergency response times ‡   | 4.52       | 4.52       | 0            | 4.60         |

\* - 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                     | April 2019 | March 2019 | Month change | Year to date |
|------------------------------|------------|------------|--------------|--------------|
| Food inspections performed * | 67         | 52         | +15          | 191          |
| Animals rescued ‡            | 27         | 21         | +6           | 77           |
| Animals licensed             |            |            |              |              |
| Dogs                         | 431        | 641        | -210         | 1,783        |
| Cats                         | 28         | 26         | +2           | 73           |
| Bee hives                    | 5          | 4          | +1           | 9            |
| Health service requests !    | 14         | 11         | +3           | 45           |
| Child lead inspections ∞     | 0          | 1          | -1           | 3            |
| Rat cases baited             | 22         | 5          | +17          | 35           |
| Infant care visits √         | 0          | 2          | -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                             | April 2019 | March 2019 | Month change | Year to date |
|--------------------------------------|------------|------------|--------------|--------------|
| Total full-time employees authorized | 378        | 378        | 0            | N/A          |
| Vacant positions                     | 53         | 57         | -4           | N/A          |
| Positions filled                     | 6          | 2          | +4           | 12           |
| Positions vacated                    | 2          | 5          | -3           | 12           |
| Village-wide overtime hours          | 1,230.5    | 1,577.6    | -347.13      | 6,058.9      |

|                                | <b>April Vacancies</b> | <b>Post April Hires</b> |
|--------------------------------|------------------------|-------------------------|
| Patrol Officer                 | 23                     | 7                       |
| Deputy Chief                   | 1                      | 1                       |
| Police Commander               | 2                      | 3                       |
| Community Service Officer      | 1                      |                         |
| Parking Enforcement Officer    | 1                      |                         |
| Parking Enforcement Supervisor | 3                      |                         |
| Accountant                     | 0.5                    |                         |
| Community Service Coordinator  | 1                      | 1                       |
| Social Media Coordinator       | 0.5                    | 0.5                     |
| Customer Service Rep           | 1                      |                         |
| Forestry Crew Chief            | 1                      | 1                       |
| Water & Sewer Worker           | 1                      | 1                       |
| Public Health Nurse            | 1                      |                         |
| Systems Analyst                | 1                      |                         |
| Intern                         | 14                     | 9                       |

**Notes**

**New hires for April:** Firefighter (Fire), Engineering Technician I (Public Works), Two (2) Parking Enforcement Officers (Police), Account Clerk II (DCS) and Equipment Operator (Public Works).

**Separations for April:** Patrol Officer (Police) retired and Public Health Nurse (Health).

## Information Technology Department

| Category                     | April 2019 | March 2019 | Month change | Year to date |
|------------------------------|------------|------------|--------------|--------------|
| IT service requests received | 358        | 372        | -14          | 1,387        |
| Internal bandwidth usage     | 609 GB     | 697 GB     | -88 GB       | 1,926 GB     |
| Village email usage          |            |            |              |              |
| Internal emails sent         | 117,840    | 113,208    | +4,632       | 333,272      |
| Internal emails received     | 134,096    | 123,320    | +10,776      | 369,906      |
| External emails sent         | 24,038     | 26,212     | -2,174       | 74,957       |
| External emails received     | 100,635    | 105,418    | -4,783       | 298,589      |
| IT inventory                 | 1,298      | 1,294      | +4           | N/A          |

## Law Department

| Category   | April 2019 | March 2019 | Month change | Year to date |
|--|------------|------------|--------------|--------------|
| Civil court and administrative agency board appearances* | 21         | 17         | +4           | 72           |
| Contracts processed                                      | 19         | 43         | -24          | 147          |
| Claims received  | 10         | 7          | +3           | 29           |
| Liquor licenses  |            |            |              |              |
| Total licenses available                                 | 134        | 134        | 0            | N/A          |
| New licenses issued                                      | 0          | 0          | 0            | 1            |
| 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

## Police Department

| Category  | April 2019 | March 2019 | Month change | Year to date |
|---|------------|------------|--------------|--------------|
| Calls for service   | 4,551      | 4,688      | -137         | 18,202       |
| Average response time*                                      | 3.69       | 3.01       | +0.68        | 3.13         |
| Part 1 crimes   | 114        | 99         | +15          | 406          |
| Homicide  | 0          | 0          | 0            | 0            |
| Forcible rape   | 0          | 3          | -3           | 6            |
| Robbery   | 0          | 5          | -5           | 21           |
| Aggravated assault / aggravated battery                     | 6          | 2          | +4           | 10           |
| Burglary  | 16         | 10         | +6           | 45           |
| Theft   | 87         | 75         | +12          | 302          |
| Motor vehicle theft   | 5          | 7          | -2           | 22           |
| Arson   | 0          | 0          | 0            | 0            |
| Percent of cases cleared by arrest or exceptional clearance | 32%        | 24%        | +8%          | 27%          |
| Police Facebook and Twitter followers ‡                     | 3,473      | 3,433      | +40          | N/A          |
| Community Policing Unit                                     |            |            |              |              |
| Citizen contacts  | 1,774      | 1,334      | +440         | 5,696        |
| Community outreach events                                   | 11         | 11         | 0            | 40           |
| Zone email subscribers !                                    | 1,548      | 1,544      | +4           | 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                                      | April 2019 | March 2019 | Month change | Year to date |
|---|------------|------------|--------------|--------------|
| Administration                                |            |            |              |              |
| Citizen contacts*                             | 3,574      | 2,565      | +1,009       | 10,990       |
| Block party requests                          | 1          | 1          | 0            | 2            |
| Building Maintenance Division                 |            |            |              |              |
| Building maintenance requests ‡               | 72         | 42         | +30          | 168          |
| Hours spent on routine maintenance !          | 266.75     | 90         | +176.75      | 682.75       |
| Engineering Division                          |            |            |              |              |
| Permits reviewed ∞                            | 84         | 0          | +84          | 84           |
| New active traffic items                      | 5          | 5          | 0            | 15           |
| Environmental Services Division               |            |            |              |              |
| Percentage of material diverted from landfill | 38.2%      | 32.4%      | +5.8%        | 36%          |
| Households using At Your Door Service         | 190        | 147        | +43          | 337          |
| Households participating in compost program   | 1,644      | 1,622      | +22          | N/A          |
| Tons of household recyclables collected       | 374.12     | 325.54     | +48.58       | 1379.69      |
| Forestry Division                             |            |            |              |              |
| Tree maintenance Δ                            | 536        | 1,756      | -1,220       | 6,643        |
| Trees inspections Ω                           | 25         | 12         | +13          | 57           |
| Streets Division                              |            |            |              |              |
| Potholes filled                               | 1,600      | 3,333      | -1,733       | 7,635        |
| Pavement repairs                              | 0          | 0          | 0            | 0            |
| Signs replaced                                | 87         | 122        | -35          | 284          |
| Street Lighting Division                      |            |            |              |              |
| Outages repaired ☀                            | 106        | 116        | -10          | 351          |
| Traffic light pole knockdowns repaired        | 5          | 5          | 0            | 14           |

*continued*

Public Works Department (page 2 of 2)

| Category                     | April 2019  | March 2019  | Month change | Year to date |
|------------------------------|-------------|-------------|--------------|--------------|
| Water & Sewer Division       |             |             |              |              |
| New water meters installed   | 29          | 37          | -8           | 127          |
| Gallons of water purchased   | 139,570,731 | 149,027,623 | -9,456,892   | 573,027,345  |
| Gallons of water billed      | 98,854,000  | 105,617,000 | -6,763,000   | 425,507,000  |
| Percentage of water unbilled | 29%         | 29%         | 0%           | 25%          |
| Water main breaks repaired   | 0           | 4           | -4           | 7            |
| Fleet Division               |             |             |              |              |
| Gallons of fuel used         | 12,744.32   | 11,953.97   | +790.35      | 52,144.88    |
| Pieces of equipment serviced | 139         | 174         | -35          | 313          |

\* - 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   | April 2019 | March 2019 | Month change | Year to date |
|--|------------|------------|--------------|--------------|
| Meeting agenda items reviewed and prepared for consideration by the Village Board and Committees | 15         | 62         | -47          | 143          |
| Inquiries from elected Village President/Mayor and Trustees                                      | 163        | 105        | +58          | 408          |
| Citizen contacts *   | 247        | 200        | +47          | 622          |
| Single-Use Bag fee   |            |            |              |              |
| Bags sold  | 193,980    | 180,419    | +13,561      | 804,979      |
| Revenue collected ‡  | \$9,699    | \$9,021    | +\$678       | \$40,249     |
| Community Choice Aggregation (CCA) renewable energy revenue collected ‡                          | \$34,499   | \$37,840   | -\$3,341     | \$143,414    |
| Administrative actions ∞   | N/A        | N/A        | N/A          | 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.