



# Monthly Measures

**July 2019**



## Adjudication Department

Category	July 2019	June 2019	Month change	Year to date
Parking citations				
Contested	1,049	1,024	+25	5,619
Dismissed*	753	589	+164	3,317
Upheld	408	448	-40	2,472
Local ordinance citations	113	158	-45	1,173
Juvenile cases referred ‡	3	8	-5	24
Final judgments rendered !	91	116	-25	732

\* - 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	July 2019	June 2019	Month change	Year to date
Citizen contacts *	61	68	-7	519
Social media				
Engagement ‡	14,168	20,543	-6,375	117,696
New followers !	759	374	+67	2,862
Staff support requests	211	223	-12	1,449
Video production				
Minutes of programming produced	585	827	-242	4,789
Original programming online minutes viewed ∞	13,244	17,887	-4,643	114,240
Website				
Page views	156,483	160,512	-4,029	1,094,876
Unique users	45,384	46,963	-1,579	223,520

\* - 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 11,755 page views
  2. Online services 9,612 page views
  3. July 4th parade news story 6,544 page views
- Top performing social media post:
  - Throwback Thursday photo of Elmwood Avenue in 1908
  - VOP Facebook page, July 11, 1,071 engaged users, 7,734 people reached

**Monthly Measures**

**Community Relations Department**

Category	July 2019	June 2019	Month change	Year to date
Citizen contacts *	213	320	-107	1,517
Investigations ‡	0	0	0	0
Individuals receiving fair housing/diversity education	0	0	0	85
Graffiti tags removed	16	10	+6	58

\* - 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	July 2019	June 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	13,336	14,856	-1,520	96,306
Active quarterly / annual parking permits Ω	6,776	7,163	-387	43,914
Building permits issued ‡				
Within two weeks	429	412	+17	2,081
Over two weeks	0	0	0	0
Zoning and historic building permit reviews	615	626	-11	3,090
Planning applications !	6	5	+1	30
Historic certification of appropriateness applications	6	15	-9	56
Property code violations reviewed	52	91	-39	325
Business licenses issued	47	59	-12	1,193
Sewer backup protection grants issued	2	2	0	10

\* - 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	July 2019	June 2019	Month change	Year to date
Top Revenues (cash basis)				
Retailers' Occupation and Use Tax Revenue*	\$449,873	\$478,503	-\$28,630	\$1,763,679
Home Rule Sales Tax Revenue*	\$185,774	\$200,823	-\$15,049	\$742,959
Liquor Tax Revenue ‡	\$57,150	\$61,335	-\$4,185	\$372,730
Real Estate Transfer Tax Revenue	\$302,404	\$331,925	-\$29,521	\$2,077,751
Income Tax Revenue !	\$486,544	\$325,344	+\$161,200	\$3,614,558
Real Estate				
Direct real estate transactions	96	104	-8	612
Price of transactions	\$37,828,126	\$34,470,170	+\$3,357,956	\$244,948,469
Transactions				
In-Person (Village Hall cashier)	30%	20%	+10%	23%
Lock-Box	11%	9%	+2%	12%
Online	59%	71%	-12%	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.

! - Due to state income tax filings, this revenue increased for the May disbursement period.

Monthly Measures

## Fire Department

Category	July 2019	June 2019	Month change	Year to date
Fire/service calls	387	222	+165	1,803
Emergency medical calls	254	379	-125	2,500
Individuals educated in fire safety and emergency medical*	212	140	+72	3,640
Average business days from receipt to approval for plan reviews and field inspections	2.6	2.8	-0.2	3.74
Average fire and emergency response times ‡	4.05	4.38	-0.33	4.46

\* - 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	July 2019	June 2019	Month change	Year to date
Food inspections performed *	70	50	+20	358
Animals rescued ‡	47	46	+1	212
Animals licensed				
Dogs	58	69	-11	2,173
Cats	2	4	-2	91
Bee hives	0	0	0	9
Health service requests !	9	16	-7	84
Child lead inspections ∞	1	1	0	5
Rat cases baited	30	32	-2	127
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



**Monthly Measures**

**Human Resources Department (page 1 of 2)**

Category	July 2019	June 2019	Month change	Year to date
Total full-time employees authorized	379	379	0	N/A
Vacant positions*				
Total	33	38	-5	N/A
Full-time equivalent	28.2	32.45	-4.25	N/A
Positions filled				
Total	5	7	-2	52
Full-time equivalent	4.25	4.25	0	37.55
Positions vacated				
Total	0	4	-4	23
Full-time equivalent	0	3.5	-3.5	20.6
Village-wide overtime hours	1,609.5	1,596.5	+13	11,918

\* - " 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 July:** Systems Analyst (IT), Executive Secretary (2) (DCS), Public Works Intern (Fleet), Customer Service Representative II (PW).

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**Monthly Measures**

**Human Resources Department (page 2 of 2)**

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<b>Position</b>	<b>July Vacancies</b>	<b>FTE Vacancies</b>	<b>Post July Hires</b>
Patrol Officer	12	12	
Community Service Officer	1	1	
Sergeant	2	2	
Parking Enforcement Officer	1	1	
Parking Enforcement Supervisor	3	3	
Farmers' Market Assistant	2	0.2	
Human Resources Director AVM	1	1	
Accountant	1	0.5	
Customer Service Rep II	1	0.5	
Forestry Technician II	1	1	
Water Superintendent	1	1	
Public Health Nurse	1	1	
Administrative Clerk	1	0.5	
Network Specialist	1	1	
Equipment Operator	1	1	
Property Maintenance/			
Community Development Inspector	1	1	
Intern	2	0.5	
<b>TOTALS</b>	<b>33</b>	<b>28.2</b>	

**Monthly Measures**

**Information Technology Department**

Category	July 2019	June 2019	Month change	Year to date
IT service requests received	278	328	-50	2,399
Internal bandwidth usage	747GB	480 GB	+267 GB	N/A
Village email usage				
Internal emails sent	114,223	98,424	+15,799	N/A
Internal emails received	125,058	105,082	+19,976	N/A
External emails sent	24,048	21,032	-3,016	N/A
External emails received	102,252	85,174	+17,078	N/A
IT inventory	1,348	1,330	+18	N/A

## Law Department

Category	July 2019	June 2019	Month change	Year to date
Civil court and administrative agency board appearances*	21	18	+3	134
Contracts processed	52	16	+36	251
Claims received	4	6	-2	49
Liquor licenses				
Total licenses available	135	134	+1	N/A
New licenses issued	1	0	+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 two (2) appearances before the Illinois Workers' Compensation Commission.

## Police Department

Category	July 2019	June 2019	Month change	Year to date
Calls for service	4,651	4,937	-86	32,969
Average response time*	4.39	4.41	-0.02	3.61
Part 1 crimes	204	190	+14	922
Homicide	0	0	0	0
Forcible rape	0	1	-1	8
Robbery	8	5	+3	40
Aggravated assault / aggravated battery	5	5	0	20
Burglary	22	31	-9	115
Theft	162	139	+23	693
Motor vehicle theft	6	7	-1	43
Arson	1	2	-1	3
Percent of cases cleared by arrest or exceptional clearance	32%	21%	+11%	26%
Police Facebook and Twitter followers ‡	3,765	3,665	+100	N/A
Community Policing Unit				
Citizen contacts	2,070	1,725	+345	10,997
Community outreach events	24	23	+1	101
Zone email subscribers !	1,670	1,630	+40	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	July 2019	June 2019	Month change	Year to date
Administration				
Citizen contacts*	4,767	4,487	+280	24,591
Block party requests	69	110	-41	183
Building Maintenance Division				
Building maintenance requests ‡	29	45	-16	286
Hours spent on routine maintenance !	91	287.5	-196.5	1,257.75
Engineering Division				
Permits reviewed ∞	136	106	+30	N/A
New active traffic items	9	10	-1	46
Environmental Services Division				
Percentage of material diverted from landfill	36.8%	39%	-2.2%	37.2%
Households using At Your Door Service	149	156	-7	305
Households participating in compost program	1,814	1,775	+39	N/A
Tons of household recyclables collected	340.56	345.71	-5.15	2,455.03
Forestry Division				
Tree maintenance Δ	106	33	+75	6,811
Trees inspections Ω	102	84	+18	301
Streets Division				
Potholes filled	1,533	708	+825	10,509
Pavement repairs	6	22	-16	44
Signs replaced	129	129	0	711
Street Lighting Division				
Outages repaired ☀	109	77	+32	636
Traffic light pole knockdowns repaired	0	1	-1	18

*continued*

## Public Works Department (page 2 of 2)

Category	July 2019	June 2019	Month change	Year to date
Water & Sewer Division				
New water meters installed	74	36	+38	268
Gallons of water purchased	169,942,019	149,864,196	+20,077,823	1,041,593,558
Gallons of water billed	108,323,000	112,810,000	-4,487,000	770,020,000
Percentage of water unbilled	36%	25%	+11%	25%
Water main breaks repaired	3	0	+3	11
Fleet Division				
Gallons of fuel used	13,080.62	12,617.19	+463.43	84,259.14
Pieces of equipment serviced	177	138	+39	1,220

\* - 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	July 2019	June 2019	Month change	Year to date
Ordinances/resolutions and agreements prepared for signature	43	31	+12	275
Village Board and Commission meeting minutes prepared	8	8	0	33
Bankruptcy notices received/distributed	16	37	-21	156
Ordinances codified	0	1	-1	9
Volunteer applications processed	6	4	+2	33
Proclamations/resolutions prepared	0	3	-3	12
Village Board and Commission agendas posted	16	17	-1	129
Citizen contacts*	184	180	+4	1,236
Civic engagement ‡	1	2	-1	6

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

‡ - Active participation in planned civic education or engagement



## Village Manager's Office

Category	July 2019	June 2019	Month change	Year to date
Meeting agenda items reviewed and prepared for consideration by the Village Board and Committees	44	41	+3	N/A
Inquiries from elected Village President/Mayor and Trustees	142	130	+12	N/A
Citizen contacts *	385	217	+168	N/A
Single-Use Bag fee				
Bags sold	203,798	191,532	+12,266	1,406,439
Revenue collected ‡	\$10,189	\$9,576	+\$613	\$70,321
Community Choice Aggregation (CCA) renewable energy revenue collected ‡	\$41,882	\$24,418	+\$17,464	\$238,268
Administrative actions ∞	0	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.