



Monthly Measures

June 2019



Adjudication Department

Category	June 2019	May 2019	Month change	Year to date
Parking citations				
Contested	1,024	1,105	-81	4,570
Dismissed*	589	675	-86	2,564
Upheld	448	475	-27	2,064
Local ordinance citations	158	198	-40	1,060
Juvenile cases referred ‡	8	1	+7	21
Final judgments rendered !	116	149	-33	641

* - 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	June 2019	May 2019	Month change	Year to date
Citizen contacts *	68	82	-14	458
Social media				
Engagement ‡	20,543	19,808	+735	103,528
New followers !	388	321	+67	2,117
Staff support requests	223	279	-56	1,238
Video production				
Minutes of programming produced	827	771	+56	4,204
Original programming online minutes viewed ∞	17,887	22,023	-4,136	101,036
Website				
Page views	160,512	161,279	-767	938,393
Unique users	46,963	44,322	+2,641	187,363

* - 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. Online services & commerce 14,054 page views
 2. Parking passes 11,409 page views
 3. Parking services 6,110 page views
- Top performing social media post:
 - Information about missing Oak Park resident Franklin Jones
 - Police Facebook page, June 25, 4,349 engaged users, 42,909 people reached

Monthly Measures

Community Relations Department

Category	June 2019	May 2019	Month change	Year to date
Citizen contacts *	320	366	-46	1,304
Investigations ‡	0	0	0	0
Individuals receiving fair housing/diversity education	0	17	-17	85
Graffiti tags removed	10	4	+6	42

* - 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	June 2019	May 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	14,856	14,821	+575	82,970
Active quarterly / annual parking permits	7,163	6,736	+427	37,138
Building permits issued ‡				
Within two weeks	412	433	-21	1,652
Over two weeks	0	0	0	0
Zoning and historic building permit reviews	626	694	-68	2,475
Planning applications !	5	4	+1	24
Historic certification of appropriateness applications	15	8	+7	50
Property code violations reviewed	91	53	+38	273
Business licenses issued	57	103	-46	1,146
Sewer backup protection grants issued	2	0	+2	8

* - 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

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	June 2019	May 2019	Month change	Year to date
Top Revenues (cash basis)				
Retailers' Occupation and Use Tax Revenue*	\$478,503	\$437,686	+\$40,816	\$1,313,806
Home Rule Sales Tax Revenue*	\$200,823	\$188,482	\$12,340	\$557,186
Liquor Tax Revenue ‡	\$58,306	\$61,662	-\$3,355	\$327,185
Real Estate Transfer Tax Revenue	\$330,780	\$321,640	+\$9,140	\$1,724,360
Income Tax Revenue !	\$325,344	\$1,041,782	-716,437	\$3,128,013
Real Estate				
Direct real estate transactions	104	104	0	516
Price of transactions	\$34,470,170	\$39,880,812	+\$5,410,642	\$207,120,343
Transactions				
In-Person (Village Hall cashier)	20%	23%	-3%	21%
Lock-Box	9%	13%	-4%	12%
Online	71%	64%	+7	67%

* - 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.

Fire Department

Category	June 2019	May 2019	Month change	Year to date
Fire/service calls	222	265	-43	1,416
Emergency medical calls	379	422	-43	2,246
Individuals educated in fire safety and emergency medical*	140	624	-484	3,428
Average business days from receipt to approval for plan reviews and field inspections	2.8	6.6	-3.8	3.93
Average fire and emergency response times ‡	4.38	4.42	-0.04	4.38

* - 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	June 2019	May 2019	Month change	Year to date
Food inspections performed *	50	43	+7	288
Animals rescued ‡	46	41	+5	165
Animals licensed				
Dogs	69	140	-71	2,072
Cats	4	8	-4	89
Bee hives	0	0	0	9
Health service requests !	16	14	+2	75
Child lead inspections ∞	1	0	+1	4
Rat cases baited	32	25	+7	92
Infant care visits √	0	0	0	2

* - Food inspections include routine, re-inspections, temporary food, change of owner, properational 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	June 2019	May 2019	Month change	Year to date
Total full-time employees authorized	379	378	+1	N/A
Vacant positions*				
Total	38	42	-4	N/A
Full-time equivalent	32.45	32.95	-1.5	N/A
Positions filled				
Total	7	26	-18	48
Full-time equivalent	4.25	17.05	-12.55	33.55
Positions vacated				
Total	4	7	-3	23
Full-time equivalent	3.5	6	-2.5	20.6
Village-wide overtime hours	1,596.5	2,653.15	-1,056.7	10,308.5

* - " 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 June: Maintenance Crew Chief (Public Works-Forestry), (2) Customer Service Representative II (DCS, 1 new hire and 1 internal promotion), Social Media Coordinator (Communications internal promotion), Public Works Interns- (1) Forestry, (1) Streets, and (1) Water & Sewer.

Separations for June: Network Specialist (IT), Property Maintenance/Community Development Inspector (DCS), HR Coordinator (HR), P/T Administrative Clerk (DCS internal promotion)

continued

Human Resources Department (page 2 of 2)

Position	June Vacancies	FTE Vacancies	Post June Hires
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	
Executive Secretary	2	2	2 (2 FTE)
Customer Service Rep II	2	1.5	
Forestry Technician II	1	1	
Water Superintendent	1	1	
Public Health Nurse	1	1	
Systems Analyst	1	1	1 (1 FTE)
Administrative Clerk	1	0.5	
Network Specialist	1	1	
Equipment Operator	1	1	
Property Maintenance/ Community Development Inspector	1	1	
Intern	3	0.75	1 (0.25 FTE)
TOTALS	38	32.45	4 (2.25 FTEs)

Monthly Measures

Information Technology Department

Category	June 2019	May 2019	Month change	Year to date
IT service requests received	328	406	-78	2,121
Internal bandwidth usage	480 GB	760 GB	-280 GB	N/A
Village email usage				
Internal emails sent	98,424	76,221	+22,203	N/A
Internal emails received	105,082	81,162	+23,920	N/A
External emails sent	21,032	15,074	+5,958	N/A
External emails received	85,174	60,060	+25,114	N/A
IT inventory	1,330	1,330	0	N/A

Monthly Measures

Law Department

Category	June 2019	May 2019	Month change	Year to date
Civil court and administrative agency board appearances*	18	23	-5	113
Contracts processed	16	36	-20	199
Claims received	6	10	-4	45
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. Included in this number are two (2) appearances before the Illinois Workers' Compensation Commission.

Police Department

Category	June 2019	May 2019	Month change	Year to date
Calls for service	4,937	5,179	-242	28,318
Average response time*	4.41	3.91	+0.5	3.48
Part 1 crimes	190	122	+68	718
Homicide	0	0	0	0
Forcible rape	1	1	0	8
Robbery	5	6	-1	32
Aggravated assault / aggravated battery	5	0	+5	15
Burglary	31	17	+14	93
Theft	139	90	+49	531
Motor vehicle theft	7	8	-1	37
Arson	2	0	+2	2
Percent of cases cleared by arrest or exceptional clearance	21%	17%	+3%	24%
Police Facebook and Twitter followers ‡	3,665	3,565	+100	N/A
Community Policing Unit				
Citizen contacts	1,725	1,506	+246	8,927
Community outreach events	23	14	+9	77
Zone email subscribers !	1,630	1,553	+77	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	June 2019	May 2019	Month change	Year to date
Administration				
Citizen contacts*	4,487	4,347	+140	19,824
Block party requests	110	2	+108	114
Building Maintenance Division				
Building maintenance requests ‡	45	44	+1	257
Hours spent on routine maintenance !	287.5	196.5	+91	1,166.75
Engineering Division				
Permits reviewed ∞	106	109	-3	N/A
New active traffic items	10	12	-2	37
Environmental Services Division				
Percentage of material diverted from landfill	39%	40.7%	-1.7%	37.3%
Households using At Your Door Service	156	155	+1	311
Households participating in compost program	1,775	1,712	+63	N/A
Tons of household recyclables collected	345.71	389.07	-43.36	2,114.47
Forestry Division				
Tree maintenance Δ	33	29	+4	6,705
Trees inspections Ω	84	58	+26	199
Streets Division				
Potholes filled	708	633	+75	8,976
Pavement repairs	22	0	+22	38
Signs replaced	129	87	+42	582
Street Lighting Division				
Outages repaired ☀	77	99	-22	527
Traffic light pole knockdowns repaired	1	3	-2	18

continued

Public Works Department (page 2 of 2)

Category	June 2019	May 2019	Month change	Year to date
Water & Sewer Division				
New water meters installed	36	31	+5	194
Gallons of water purchased	149,864,196	148,759,998	+1,104,198	871,651,539
Gallons of water billed	112,810,000	123,380,000	-10,570,000	661,697,000
Percentage of water unbilled	25%	17%	+8%	25%
Water main breaks repaired	0	1	-1	8
Fleet Division				
Gallons of fuel used	12,617.19	6,446.45	-6,170.74	71,178.52
Pieces of equipment serviced	138	149	-11	287

* - 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	June 2019	May 2019	Month change	Year to date
Ordinances/resolutions and agreements prepared for signature	31	32	-1	232
Village Board and Commission meeting minutes prepared	8	7	+1	25
Bankruptcy notices received/distributed	37	27	+10	140
Ordinances codified	1	5	-4	9
Volunteer applications processed	4	3	+1	27
Proclamations/resolutions prepared	3	4	-1	12
Village Board and Commission agendas posted	17	19	-2	113
Citizen contacts*	180	154	+26	1,052
Civic engagement ‡	2	1	+1	5

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

‡ - Active participation in planned civic education or engagement

Village Manager's Office

Category	June 2019	May 2019	Month change	Year to date
Meeting agenda items reviewed and prepared for consideration by the Village Board and Committees	41	43	-2	227
Inquiries from elected Village President/Mayor and Trustees	130	170	-40	708
Citizen contacts *	217	289	-72	1,128
Single-Use Bag fee				
Bags sold	191,540	204,000	-12,460	1,120,519
Revenue collected ‡	\$9,577	\$10,200	-\$623	\$60,026
Community Choice Aggregation (CCA) renewable energy revenue collected ‡	\$24,418	\$28,554	-\$4,136	\$196,386
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.