

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

Monthly Measures

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, 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

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

April Vacancies

Patrol Officer	23
Deputy Chief	1
Police Commander	2
Community Service Officer	1
Parking Enforcement Officer	1
Parking Enforcement Supervisor	3
Accountant	0.5
Community Service Coordinator	1
Social Media Coordinator	0.5
Customer Service Rep	1
Forestry Crew Chief	1
Water & Sewer Worker	1
Public Health Nurse	1
Systems Analyst	1
Intern	14

Post April Hires

7
1
3
1
0.5
1
1
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).

Monthly Measures

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

Monthly Measures

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 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.