

2016 By the Numbers: A look at municipal service delivery



IMPROVING THE VILLAGE

- 8,600** feet of new sewer main installed
- 6,889** feet of curbs painted
- 4,850** potholes patched with 230 tons of asphalt
- 3,050** feet of new water mains installed
- 2,400** sidewalk squares replaced
- 1,042** street signs replaced
- 659** street lamps replaced
- 360** Sidewalk ramps upgraded to ADA standards
- 26** alley segments reconstructed
- 5.6** miles of streets rebuilt and resurfaced
- 5.6** miles of dedicated bicycle lanes maintained
- 5.1** miles of streets micro-paved
- 3** miles of sewer mains cleaned and video inspected – 6.4 tons of debris removed



COMMUNICATING INFORMATION

- 1,612,123** website page views – 45% on a mobile device
- 115,441** views of VOP-TV programming on Village YouTube channel and other social media platforms
- 7,052** Village Facebook fans
- 4,919** Village Twitter feed followers
- 2,974** enews list serve subscribers
- 546** Instagram followers



PROTECTING THE PUBLIC

- 65,830** Police responses, including calls, traffic stops, vacation property checks and alarm/security checks
- 6,744** citizen contacts for fire and safety public education, including CPR classes
- 6,716** fire and emergency medical service calls
- 5,609** trees trimmed, 689 removed and 542 planted
- 2,810** tons of salt spread during 25 separate snow events
- 1,240** fire hydrants tested, 38 repaired, 19 replaced
- 984** health inspections performed
- 476** health complaints investigated



SERVING THE COMMUNITY

- \$1,642,881** in federal and county grants distributed to help low- and moderate-income residents and the homeless
- 23,125** service requests answered by the Public Works Department
- 4,733** local ordinance and parking citations administratively adjudicated at Village Hall
- 3,600** hours contributed by 148 volunteers on 19 advisory boards, committees and commissions
- 2,950** animals licensed
- 2,156** community relations issues addressed, including tenant/landlord disputes and neighbor conflicts
- 852** rental dwelling licenses issued
- 740** requests processed under the Illinois Freedom of Information Act
- 572** graffiti hits removed
- 486** block party packet requests processed
- 394** animals rescued
- 57** meetings of the Village Board and its committees – more than 700 issues of public policy deliberated
- 23** nuisance wildlife traps loaned



GROWING THE TAX BASE

- \$5,664,741** sales taxes generated by local businesses (January – November)
- 9,500** construction plans reviewed
- 8,459** property and construction inspections performed
- 3,052** building-related permits issued
- 1,250** business licenses issued, including for 85 new businesses
- 91** historic preservation property renovation requests reviewed



SUSTAINING THE ENVIRONMENT

- 4,324,000** gallons of water saved with grant-funded low-flow toilet rebates and water saver kits distributed
- \$238,135** in disposal fees saved by diverting 43 percent of all residential waste from landfills
- 99,922** pounds of electronics collected for recycling from 2,182 households
- 18,077** pounds of used paint, clothing and paper collected from 939 households for recycling
- 10,679** tons of garbage hauled away
- 4,759** tons of household recyclables collected
- 1,494** tons of yard waste and food scraps composted, including from the 1,104 households and 18 institutions participating in a food scrap collection program