

# By the Numbers: A look at municipal service delivery in 2022

With only 4.5 square miles and 54,500 residents, some may say Oak Park is a small town. But the municipal services that make our community such a great place to live, work and do business are anything but small.

Oak Park has more than 100 miles of Village-owned streets, 500 alleys, nearly 18,000 parkway trees, 7,000 lighting fixtures, 104 miles of water mains, 110 miles of sewer mains and some 4,000 public parking spaces.

Services are delivered by a workforce of about 350 full-time employees who bring a wide range of formal education, experience and expertise to their jobs.

From a highly trained and motivated police force focused on neighborhoods to firefighter-paramedics who routinely eclipse national emergency response times, Oak Park's public safety programs rival those of much larger communities.

The Village's public works programs are at the core of municipal services. They pump the water, maintain the streets, plow the snow, keep the traffic signals operating, trim the trees and keep a fleet of roughly 250 traditional, hybrid, compressed natural gas, bio-diesel and electric vehicles running smoothly.

One of only a handful certified by the state, the Health Department keeps our restaurants clean, pets licensed, childcare facilities safe

and the community prepared for emergencies.

Other municipal services nurture business investment, foster diversity, equity and inclusion, plan for future development and protect the community's housing stock, one of Oak Park's most valuable assets.

Since approved by voters in 1952, Oak Park has operated under the council manager form of government, in which an elected Village Board hires a professional manager to oversee

the day-to-day operations of municipal services and programs.

Though employees are assigned to different departments, and the jobs performed vary, all have the common mission of serving the many needs of the residents of Oak Park. So how did they do in 2022? Here's a snapshot of some of their activities from last year...



## COMMUNICATING INFORMATION

**1,995,449** website page views

**816,400** minutes of VOP-TV programming viewed on Village YouTube channel and other social media platforms

**481,886** engagements with Village social media posts

**27,458** Village, Police, Fire and Pick Oak Park Facebook followers

**20,516** minutes of video programming produced

**11,126** Village and Police Twitter followers

**9,828** Village and Pick Oak Park Instagram followers

**6,000** enews listserv subscribers



## IMPROVING INFRASTRUCTURE

**7,698** potholes patched with 181 tons of asphalt

**3,592** feet of new water mains installed

**905** lane miles of streets swept

**757** sidewalk squares replaced and repaired

**703** street lamps replaced

**371** street signs replaced

**50** sidewalk ramps upgraded to ADA standards

**6.5** miles of sewer video inspected and cleaned — 16 tons of debris removed

**2** miles of streets rebuilt and resurfaced



## SERVING THE COMMUNITY

**\$2,650,137** in federal grants distributed to help low- and moderate-income residents and the homeless

**\$428,756** allocated to support affordable housing programs

**234,239** mobile parking meter transactions processed

**\$150,000** in funding distributed for property improvements through 16 Multi-Family Housing Incentives Program grants

**109,653** overnight parking passes processed online

**32,301** service requests answered by the Public Works Department Call Center

**29,151** views of Village board and commission meetings

**8,488** local ordinance and parking citations administratively adjudicated at Village Hall

**2,548** requests processed under the Illinois Freedom of Information Act

**2,543** graffiti hits removed

**1,703** animals licensed

**817** community relations issues addressed, including tenant/landlord disputes and neighbor conflicts

**625** block party requests processed

**454** rental dwelling licenses issued

**394** rat cases baited

**159** animals rescued

**88** short-term rental property licenses issued

**52** sewer backup prevention grants approved for \$181,615

**48** public health visits to homebound residents



## PROTECTING THE PUBLIC

**43,188** police responses, including calls, traffic stops, vacation property checks and alarm/security checks

**8,594** fire and emergency medical service calls — 5,333 for EMS

**6,168** trees trimmed, 273 removed and 387 planted

**2,649** tons of salt spread during 17 separate snow events

**2,408** property code violations reviewed

**1,287** fire safety building plans reviewed

**1,239** fire hydrants tested, 76 repaired, 4 replaced

**945** buildings inspected for fire safety

**456** public health inspections performed

**364** inspections of fire suppression equipment

**164** Village-sponsored COVID-19 testing clinics held

**76** Village-sponsored COVID-19 vaccine clinics held



## SUSTAINING THE ENVIRONMENT

**\$600,000** invested in home energy efficiency and weatherization upgrades through the Village's energy grant program

**\$345,090** in disposal fees saved by diverting 45 percent of all residential waste from landfills

**7,609** tons of garbage hauled away

**2,851** tons of household recyclables collected

**2,016** tons of leaves collected

**192** tons of yard waste and organics collected

**30** tons of hazardous household waste materials and electronic waste collected

**18** public EV charging stations and parking spaces maintained in Village lots



## BUILDING THE COMMUNITY

**\$12,000,000** in sales and use taxes generated — \$9,900,000 by local businesses

**\$2,473,000** in building permit fees collected

**11,667** construction, commercial and residential property inspections performed

**5,102** building permit applications submitted — 100% online

**2,018** historic preservation property renovation permits reviewed

**1,299** business licenses issued, including for 130 new businesses

**87** liquor licenses issued, including 6 new licenses