



PROTECTING THE PUBLIC

- 34,529** calls for Police Service
- 5,849** citizen contacts for fire and safety public education, including CPR classes
- 4,788** fire, alarm and emergency medical service calls
- 3,046** tons of salt spread during 25 separate snow events
- 5,620** trees trimmed, 799 removed and 545 planted
- 1,003** health inspections performed
- 552** health complaints investigated
- 16** fire hydrants repaired and five replaced



SERVING THE COMMUNITY

- \$1,677,679** in federal and county grants distributed to help low- and moderate-income residents and the homeless
- 23,339** service requests answered by the Public Works Department
- 7,941** local ordinance and parking citations administratively adjudicated at Village Hall
- 2,862** animals licensed
- 3,500** hours contributed by 145 volunteers on 19 advisory boards, committees and commissions
- 2,032** community relations issues addressed, including tenant/landlord disputes and neighbor conflicts
- 743** rental dwelling licenses issued
- 680** requests processed under the Illinois Freedom of Information Act
- 462** graffiti hits removed
- 440** block party packet requests processed
- 427** animals rescued
- 63** meetings of the Village Board and its committees — more than 550 issues of public policy deliberated
- 49** nuisance wildlife traps loaned



IMPROVING THE VILLAGE

- 25,280** feet of curbs painted
- 5,000** potholes patched with 230 tons of asphalt
- 1,378** feet of new sewer main installed
- 1,408** sidewalk squares replaced
- 1,024** street lamps replaced
- 686** street signs replaced
- 623** feet of new water mains installed
- 279** ADA ramps upgraded
- 25** alley segments reconstructed
- 3.72** miles of sewer mains cleaned and video inspected — 36 tons of sediment removed
- 4.61** miles of streets micro-paved
- 4.6** miles of streets rebuilt and resurfaced
- 1.5** miles of new dedicated bicycle lanes and 3.38 miles of new shared bike lanes installed



SUSTAINING THE ENVIRONMENT

- 10,875,000** gallons of water saved with grant-funded low-flow toilet rebates and water saver kits distributed
- \$252,707** in disposal fees saved by diverting 44 percent of all residential waste from landfills
- 129,713** pounds of electronics collected for recycling from 2,827 participants
- 22,508** pounds of used paint, clothing and paper collected from 881 households for recycling
- 10,286** tons of garbage hauled away
- 4,944** tons of household recyclables collected
- 1,596** tons of yard waste and food scraps composted, including from the 965 households and 18 institutions participating in a food scrap collection program



GROWING THE TAX BASE

- \$5,422,281** sales taxes generated by local businesses (January –November)
- 11,513** property and construction inspections performed
- 6,744** building-related permits issued
- 6,016** construction plans reviewed
- 1,255** business licenses issued, including for 86 new businesses
- 73** historic preservation property renovation requests reviewed



COMMUNICATING INFORMATION

- 1,437,791** website page views. Most popular pages related to parking, online services, Police, recycling and the Farmers' Market
- 125,281** minutes of original VOP-TV programming viewed on Village YouTube channel, representing 74,245 views.
- 5,765** Village Facebook fans
- 4,273** Village Twitter feed followers
- 2,527** enews list serve subscribers