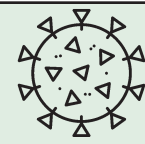


## By the Numbers: A look at municipal service delivery in 2021

As COVID-19 continued to dominate the headlines, 2021 was yet another year of anything but business as usual for Oak Park's 350 full-time municipal employees. Even though mitigation measures began to ease the impact of the pandemic on municipal service delivery in 2021, Village employees still had to balance making sure core public services continued, while also keeping themselves, their colleagues and their customers safe. The streets still had to be plowed, water leaks fixed and building permits issued. The Fire and Police departments still had to respond effectively to thousands of requests, including 911 calls related to crimes and medical emergencies. The year also saw the Oak Park Department of Public Health — one of only a handful of state-certified municipal public health departments in Illinois — pivot from the formidable role of tracking and reporting information on positive COVID-19 cases to taking on the daunting task of vaccinating residents. So how did the Village do in 2021 with services beyond the pandemic? Here's snapshot of some of their activities from the year just ended...



### COVID-19 RESPONSE

**\$533,014** in business grants distributed to local businesses  
**28,155** vaccines doses provided to local healthcare providers  
**10,054** adults vaccinated at local clinics  
**4,468** hours contributed by local public health volunteers  
**5,238** children 18 and under vaccinated by the Health Department  
**121** Village-sponsored vaccine clinics held — 7 using the mobile van  
**27** Village-sponsored booster clinics held



### COMMUNICATING INFORMATION

**2,266,238** website page views  
**206,154** minutes of VOP-TV programming viewed on Village YouTube channel and other social media platforms  
**25,766** Village, Police, Fire and Pick Oak Park Facebook followers  
**19,462** minutes of video programming produced  
**11,126** Village and Police Twitter followers  
**8,194** Village and Pick Oak Park Instagram followers  
**5,900** enews list serve subscribers — 594,000 message sends



### PROTECTING THE PUBLIC

**52,628** Police responses, including calls, traffic stops, vacation property checks and alarm/security checks  
**7,983** fire and emergency medical service calls — 4,587 for EMS  
**5,585** trees trimmed, 307 removed and 419 planted  
**2,767** tons of salt spread during 18 separate snow events  
**2,383** property code violations reviewed  
**1,239** fire hydrants tested, 56 repaired, 3 replaced  
**808** buildings inspected for fire safety  
**724** fire safety building plans reviewed  
**528** public health inspections performed  
**247** inspections of fire suppression equipment  
**145** health complaints investigated  
**11** new private security cameras registered — 134 videos uploaded for Police review (159 cameras registered since 2019)



### BUILDING THE COMMUNITY

**\$11,300,000** in sales and use taxes generated — \$9,700,000 by local businesses  
**\$2,197,930** in building permit fees collected  
**10,430** construction, commercial and residential property inspections performed  
**5,000** zoning-related building permits reviewed  
**5,501** building permit applications submitted — 100% online  
**2,268** historic preservation property renovation permits reviewed  
**1,107** business licenses issued, including for 100 new businesses  
**95** liquor licenses issued, including 8 new licenses



### IMPROVING INFRASTRUCTURE

**4,139** feet of new water mains installed  
**3,709** potholes patched with 55.6 tons of asphalt  
**2,466** feet of sewers relined  
**1,956** sidewalk squares replaced and repaired  
**1,539** lane miles of streets swept  
**1,389** feet of new sewer main installed  
**922** street signs replaced  
**673** street lamps replaced  
**83** Sidewalk ramps upgraded to ADA standards  
**8** miles of bicycle lanes  
**3.3** miles of streets rebuilt and resurfaced  
**3.12** miles of sewer video inspected and cleaned — 16 tons of debris removed



### SUSTAINING THE ENVIRON- MENT

**\$340,500** in disposal fees saved by diverting 46 percent of all residential waste from landfills  
**236,000** gallons of storm water runoff diverted from sewers via 18 grant-funded residential flood control projects  
**10,871** tons of garbage hauled away  
**4,042** tons of household recyclables collected  
**2,090** tons of yard waste and food scraps composted, including from the 2,451 households participating in food scrap collection program  
**111** tons of household hazardous waste materials collected from 3,220 stops



### SERVING THE COMMUNITY

**\$1,889,092** in federal grants distributed to help low- and moderate-income residents and the homeless  
**\$295,415** allocated to support affordable housing programs  
**245,817** mobile parking meter transactions processed  
**114,243** overnight parking passes processed online  
**73,357** views of Village board and volunteer commission meetings  
**33,850** service requests answered by the Public Works Department Call Center  
**8,270** local ordinance and parking citations administratively adjudicated at Village Hall  
**2,071** requests processed under the Illinois Freedom of Information Act — 747 for Police reports and related documents  
**1,760** animals licensed  
**1,592** graffiti hits removed  
**1,024** community relations issues addressed, including tenant/landlord disputes and neighbor conflicts  
**287** block party requests processed  
**206** animals rescued  
**182** rental dwelling licenses issued  
**44** Sewer Backup Prevention Grants approved for \$151,882