

2019 By the Numbers: A look at municipal service delivery

With only **4.5 square miles** and **52,000 residents**, many would 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 **20,000 parkway trees**, **7,000 lighting fixtures**, **104 miles of water mains**, **110 miles of sewer mains**, **eight miles of bicycle lanes** and some **4,000 public parking spaces**.

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

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 **Village 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.

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 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 nearly **250 traditional, hybrid, compressed natural gas and bio-diesel fueled vehicles** running smoothly.

One of only a handful certified by the state, the **Public 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, plan for future development, manage thousands of parking spaces and protect the historic housing stock, one of Oak Park's most valuable assets.

So how did the Village do in 2019? Here's snapshot of some of their activities from the year just ended...



IMPROVING THE VILLAGE

- 11,831** potholes patched with 178 tons of asphalt
- 5,743** feet of new sewer main installed
- 4,680** sidewalk squares replaced
- 1,754** street lamps replaced
- 1,580** feet of new water mains installed
- 1,384** street signs replaced
- 271** Sidewalk ramps upgraded to ADA standards
- 204** lane miles of streets swept
- 15** alley segments reconstructed
- 4.25** miles of sewer mains cleaned and video inspected — 20 tons of debris removed
- 3.73** miles of streets rebuilt and resurfaced
- 3.6** miles of streets micro-paved



COMMUNICATING INFORMATION

- 1,732,396** website page views — 49.8% on a mobile device
- 199,450** minutes of VOP-TV programming on Village YouTube channel and other social media platforms
- 194,323** engagements with social media posts
- 18,625** online views of Village Board and citizen commission meetings — 65% on a mobile device
- 14,505** Village Facebook followers
- 6,985** Village Twitter feed followers
- 3,859** e-news list serve subscribers
- 3,132** Instagram followers



PROTECTING THE PUBLIC

- 65,028** Police responses, including calls, traffic stops, vacation property checks and alarm/security checks
- 7,660** fire and emergency medical service calls
- 6,677** trees trimmed, 230 removed and 425 planted
- 5,914** citizen contacts for fire and safety public education, including CPR classes
- 4,390** tons of salt spread during 24 separate snow events
- 2,271** property code violations reviewed
- 1,239** fire hydrants tested, 39 repaired, 6 replaced
- 795** buildings with fire protection systems inspected
- 735** public health inspections performed
- 464** health complaints investigated
- 90** private security cameras registered — 58 videos uploaded for Police review



SERVING THE COMMUNITY

- \$1,885,686** in federal grants distributed to help low- and moderate-income residents and the homeless
- \$537,476** allocated to support affordable housing programs
- 328,042** mobile parking meter transactions processed
- 162,369** overnight parking passes processed online
- 43,201** service requests answered by the Public Works Department
- 11,605** local ordinance and parking citations administratively adjudicated at Village Hall
- 3,700** hours contributed by 138 volunteers on 21 advisory boards, committees and commissions
- 2,353** animals licensed
- 2,020** community relations issues addressed, including tenant/landlord disputes and neighbor conflicts
- 1,355** requests processed under the Illinois Freedom of Information Act
- 676** graffiti hits removed
- 623** rental dwelling licenses issued
- 482** block party requests processed
- 396** animals rescued
- 42** meetings of the Village Board and its committees — more than 460 issues of public policy deliberated
- 16** Sewer Backup Prevention Grants approved for \$54,300



BUILDING THE COMMUNITY

- \$8,405,000** in sales and use taxes generated — \$6,625,000 by local businesses
- \$1,927,085** in building permit fees collected
- 18,156** construction, commercial and residential property inspections performed
- 14,644** property-related inquiries answered
- 5,603** building permit applications submitted — 68% online
- 4,057** zoning-related building permits reviewed
- 1,638** historic preservation property renovation permits reviewed
- 1,202** business licenses issued, including for 125 new businesses
- 104** liquor licenses issued, including 5 new



SUSTAINING THE ENVIRONMENT

- 9,691,316** fewer plastic bags used as result of 10-cent fee
- \$366,065** in disposal fees saved by diverting 46 percent of all residential waste from landfills
- 224,000** gallons of storm water runoff diverted from sewers via 17 grant-funded residential flood control projects
- 9,839** tons of garbage hauled away
- 4,139** tons of household recyclables collected
- 4,101** tons of yard waste and food scraps composted, including from the 1,922 households participating in food scrap collection program
- 82** tons of household hazardous waste materials collected from 2,143 stops