

2017 By the Numbers: A look at municipal service delivery



- 10,690** feet of new sewer main installed
- 6,640** feet of curbs painted
- 5,440** potholes patched with 243 tons of asphalt
- 3,582** sidewalk squares replaced
- 1,310** feet of new water mains installed
- 1,295** street signs replaced
- 783** street lamps replaced
- 412** Sidewalk ramps upgraded to ADA standards
- 22** alley segments reconstructed
- 5.8** miles of streets rebuilt and resurfaced
- 5.6** miles of dedicated bicycle lanes maintained
- 5** miles of sewer mains cleaned and video inspected — 90 tons of debris removed
- 4.7** miles of streets micro-paved



- 1,797,346** website page views — 45% on a mobile device
- 200,696** views of VOP-TV programming on Village YouTube channel and other social media platforms
- 8,269** Village Facebook followers
- 5,632** Village Twitter feed followers
- 3,403** enews list serve subscribers
- 1,337** Instagram followers



PROTECTING THE PUBLIC

- 65,588** Police responses, including calls, traffic stops, vacation property checks and alarm/security checks
- 6,822** fire and emergency medical service calls
- 5,258** citizen contacts for fire and safety public education, including CPR classes
- 3,508** trees trimmed, 634 removed and 555 planted
- 1,855** tons of salt spread during 14 separate snow events
- 1,240** fire hydrants tested, 40 repaired, 15 replaced
- 1,164** building code violations reviewed
- 726** health inspections performed
- 375** health complaints investigated



SERVING THE COMMUNITY

- \$1,746,697** in federal and county grants distributed to help low- and moderate-income residents and the homeless
- 32,226** service requests answered by the Public Works Department
- 7,124** local ordinance and parking citations administratively adjudicated at Village Hall
- 3,700** hours contributed by 150 volunteers on 19 advisory boards, committees and commissions
- 2,950** animals licensed
- 1,558** community relations issues addressed, including tenant/landlord disputes and neighbor conflicts
- 1,069** requests processed under the Illinois Freedom of Information Act
- 662** block party requests processed
- 654** rental dwelling licenses issued
- 599** graffiti hits removed
- 441** animals rescued
- 47** meetings of the Village Board and its committees — nearly 700 issues of public policy deliberated
- 44** Sewer Backup Prevention Grants approved for \$141,802
- 31** nuisance wildlife traps loaned



BUILDING THE COMMUNITY

- \$6,362,247** sales taxes generated by local businesses
- \$1,217,933** in building permit fees collected
- 15,501** building-related inquiries answered
- 9,206** construction, commercial and residential property inspections performed
- 5,003** building permits issued, 42% applied for online
- 997** business licenses issued, including for 104 new businesses
- 88** liquor licenses issued, including 8 new
- 73** historic preservation property renovation requests reviewed
- 16** multi-family housing grants approved for \$105,000, leveraging private investment of 3:1



SUSTAINING THE ENVIRONMENT

- \$423,888** in disposal fees saved by diverting 43 percent of all residential waste from landfills
- 176,000** pounds of household hazardous waste materials collected from 1,690 stops—90% sent for recycling
- 10,989** tons of garbage hauled away
- 4,659** tons of household recyclables collected
- 1,572** tons of yard waste and food scraps composted, including from the 1,282 households and 30 institutions participating in food scrap collection program