

2017 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 and some 4,000 public parking spaces.

IMPROVING THE VILLAGE

- 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

COMMUNICATING INFORMATION

- 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

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.

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 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.

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 2017? Here's snapshot of some of their activities from the year just ended...



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