

2013 By the Numbers: A closer look at municipal service delivery



33,155

calls for Police Service — average response time of three minutes and 39 seconds to 10,848 high-priority calls

14,760

citizen contacts for fire and safety public education

6,016

fire, alarm and emergency medical service calls answered — average response time of four minutes and 53 seconds



\$320,491

in public health grants received

3,368

properties given West Nile Virus and rodent education pamphlets

1,241

health inspections performed, including restaurants, swimming pools and child, adult and long-term care facilities

397

health complaints investigated, including for smoking, noise and animal issues

285

home visits by public health nurses



20,058

service requests answered by the Public Works Department

677

street signs replaced

14

alley segments reconstructed

10.5

miles of streets micro-paved

3.5

miles of streets paved

1.5

miles of streets completely rebuilt

7

miles of sewer main cleaned and video inspected

1.06

miles of water mains installed

14,900

repairs made in-house to Village vehicles and equipment

4,951

tons of salt spread on Village streets during 31 separate snow events

4,840

potholes patched

2,213

feet of new sewer main installed

814

streetlamps replaced



\$273,693

saved by diverting 42 percent of all refuse collected from landfills

144,852

pounds of electronics collected for recycling from 1,992 participants

10,532

tons of garbage hauled away

5,581

tons of recyclables collected

2,534

pounds of used clothing and paper collected for recycling from 648 households

1,162

tons of yard waste composted



\$1,756,189

federal and county grants distributed to help low- and moderate-income residents and the homeless.

4,472

local ordinance and parking citations administratively adjudicated at Village Hall

718

community relations issues addressed, including tenant/landlord disputes and neighbor conflicts

529

block party packets distributed

370

multi-family dwelling licenses issued



\$5,295,455

in sales taxes generated by local businesses (January – November)

1,725

business licenses issued, including for 101 new businesses



3,000

animal licenses issued

337

animals impounded

73

wildlife traps loaned — 48 wildlife captured



3,792

trees trimmed

654

trees removed

453

trees planted

14,168,205

gallons of water saved with grant-funded low-flow toilet rebates and water saver kits distributed

21,166

construction and property inspections performed



6,984

building permits issued

4,055

major building plans reviewed

40

requests for changes to historic properties reviewed

1,061,589

Village website page views by 248,219 unique visitors. Most popular pages are related to parking

63,000

views of 200 original VOP-TV videos on Village YouTube channel

4,004

Village Facebook fans



3,716

Technology support requests from municipal workers

2,479

Village Twitter feed followers

1,635

e-news list serve subscribers

605

requests for information processed under the Illinois Freedom of Information Act