

# 2014 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, nearly 20,000 parkway trees, 7,000 lighting fixtures, 105

miles of water mains 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.

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 vehicles running smoothly.

Other municipal services nurture business investment, foster diversity, plan for future development, manage thousands of parking spaces, protect public health and preserve 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. Their efforts are coordinated through a central management system. So how did they do in 2014? Here's snapshot of some of their activities from the year just ended...



## PROTECTING THE PUBLIC

**32,651** calls for Police Service, with an average response time of three minutes and 39 seconds

**16,820** citizen contacts for fire and safety public education, including CPR classes

**6,419** fire, alarm and emergency medical service calls — average response time of three minutes and 56 seconds

**3,458** tons of salt spread during 29 separate snow events

**3,147** trees trimmed, 608 removed and 445 planted

**1,008** health inspections performed

**530** health complaints investigated

**50** fire hydrants repaired and 10 replaced



## SERVING THE COMMUNITY

**\$1,730,365** in federal and county grants distributed to help low- and moderate-income residents and the homeless

**23,776** service requests answered by the Public Works Department

**7,024** local ordinance and parking citations administratively adjudicated at Village Hall

**3,094** animals licensed

**3,000** hours contributed by 141 volunteers on 19 advisory boards, committees and commissions

**1,693** community relations issues addressed, including tenant/landlord disputes and neighbor conflicts

**645** requests processed under the Illinois Freedom of Information Act

**460** animals rescued

**454** block party packet requests processed

**353** multi-family dwelling licenses issued

**155** graffiti hits removed

**84** meetings of the Village Board — nearly 650 issues of public policy deliberated



## IMPROVING THE VILLAGE

**10,494** feet of curbs painted

**6,000** potholes patched with 250 tons of asphalt

**1,378** feet of new water mains installed

**1,319** sidewalk squares replaced

**798** street lamps replaced

**648** street signs replaced

**158** ADA ramps upgraded

**18** alley segments reconstructed, including 10 with green materials

**7.22** miles of sewer mains cleaned and video inspected — 89 tons of sediment removed

**5** miles of streets micro-paved

**4.26** miles of streets rebuilt and resurfaced

**1.62** miles of new dedicated bicycle lanes and 3.38 miles of new shared bike lanes installed



## SUSTAINING THE ENVIRONMENT

**14,031,000** gallons of water saved with grant-funded low-flow toilets rebates and water saver kits distributed

**\$318,876** in disposal fees saved by diverting 46 percent of all residential waste from landfills

**144,790** pounds of electronics collected for recycling from 2,415 participants

**26,050** pounds of used paint, clothing and paper collected from 737 households for recycling

**10,728** tons of garbage hauled away

**4,937** tons of recyclables collected

**4,034** tons of yard waste and food scraps composted, including from the 760 households and 15 institutions participating in a food scrap collection program



## GROWING THE ECONOMY

**\$5,295,084** sales taxes generated by local businesses (January – November)

**20,907** property and construction inspections performed

**6,236** building permits issued

**1,235** businesses licensed, including 60 new businesses

**835** elevator inspections performed

**375** major building plans reviewed

**72** historic preservation property requests reviewed



## COMMUNICATING INFORMATION

**572,827** Village website page views—most popular pages related to parking, online services, Police, recycling and the Farmers' Market

**39,602** views of original VOP-TV videos on Village YouTube channel representing 73,279 minutes watched

**4,546** Village Facebook fans

**3,396** Village Twitter feed followers

**2,105** enews list serve subscribers

## Crime Data Summary

- **Thefts** of property, typically crimes of opportunity, were the single largest category. Some 1,088 thefts were reported in 2014, compared to 1,148 in 2013, a decrease of 5 percent.
- **Burglary** to property continued to be the second largest single crime category, with 395 cases reported in 2014, compared to 460 in 2013. In more than a third of the residential burglaries and nearly two-thirds of the garage burglaries entry was via an unlocked door or window.
- **Robberies** continued a trend evident over the past several years. Police investigated 83 robberies in 2014, compared to 85 in 2013, 99 in 2012 and 106 in 2011.
- No **murders** occurred in 2014. The last time a murder occurred here was in 2011.
- Five **criminal sexual assaults** were reported in 2014, the same as in 2013. In all five cases the offender was known to the victim, but there was insufficient evidence to prosecute the suspected offenders.
- The 15 reports of **aggravated assault/battery** cases in 2014 was a 58 percent decline from the 36 cases investigated in 2013. In the majority of these cases, victims knew their offenders and were reluctant to prosecute.
- Four **arsons** were reported in 2014, down from five in 2013. One suspect was connected to two of the incidents.
- Reports of 75 **motor vehicle thefts** were investigated in 2014, up from the 59 in 2013. Police attributed the increase to an area-wide organized effort that targeted minivans. Related arrests were made in Chicago, Forest Park and Oak Park.
- Police responded to 32,651 **calls for service** in 2014, compared to 33,155 in 2013. The average response time in 2014 was three minutes and 39 seconds for high priority calls; four minutes and 42 seconds for medium-priority calls such as accidents with no injuries; and six minutes and 20 seconds for low-priority calls.