



# Palatine



*Measuring Palatine's Core Services & Performance*

*2014 – 2018*

# Palatine : Performance Areas



Fire Services



Police Services



Infrastructure



Community Services



Economic Development



Financial Management



Administration



# Palatine



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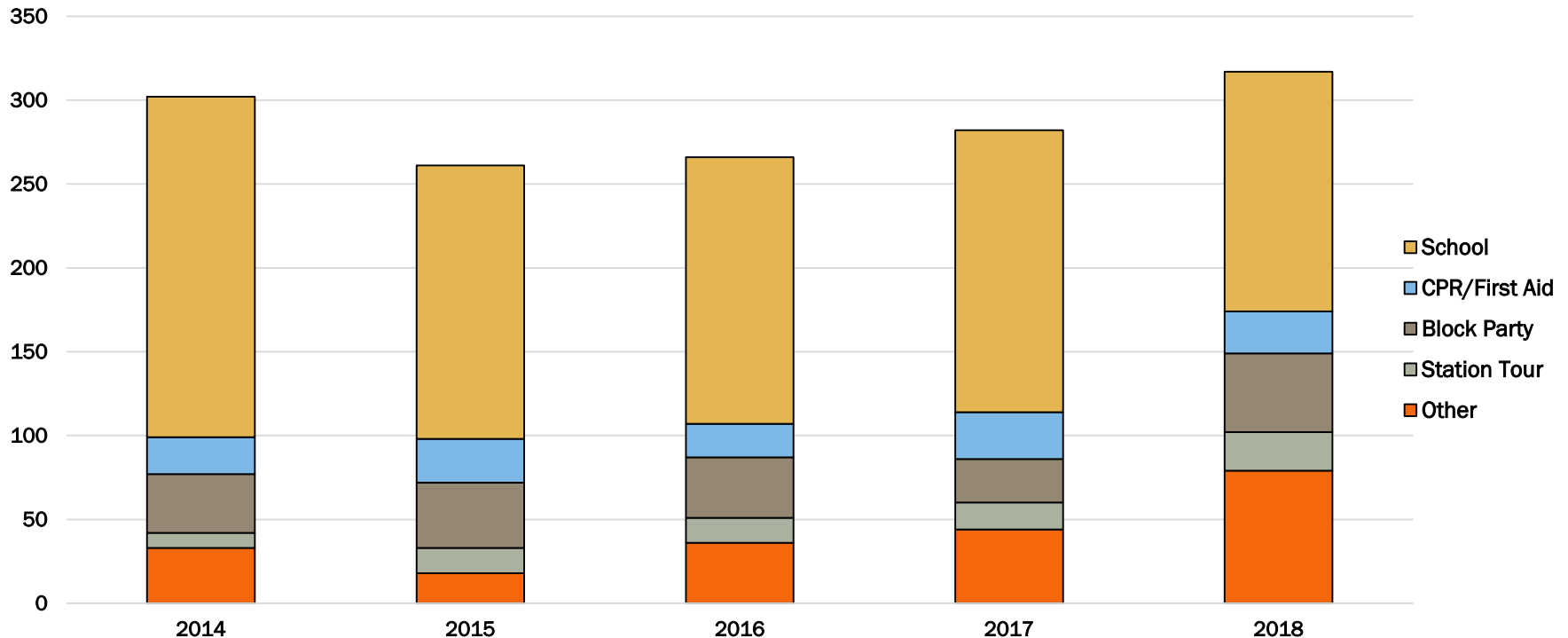


## Public Education Outreach

### About this Measurement:

- The Public Education outreach efforts offered by the Fire Department include elementary school presentations, babysitter classes, AED/1<sup>st</sup> Aid/CPR classes, station tours, block parties, and an annual open house. Our goal is to offer at least 300 events per year.
- The various Public Education outreach events are intended to appeal to a wide variety of Palatine residents, providing valuable information in an effort to **save lives** and **reduce property damage**.

### Fire Department Public Education Outreach Events (2014 - 2018)



# Palatine



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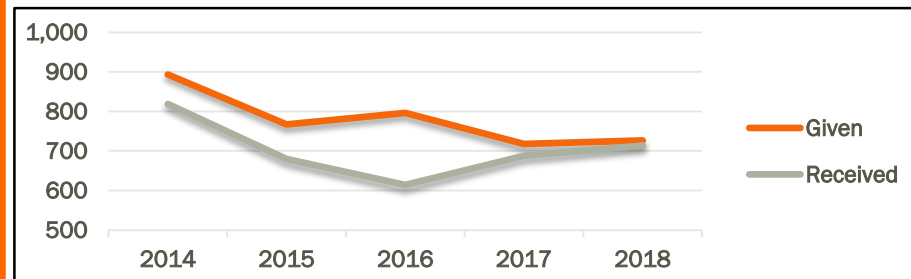


## Mutual Aid Responses

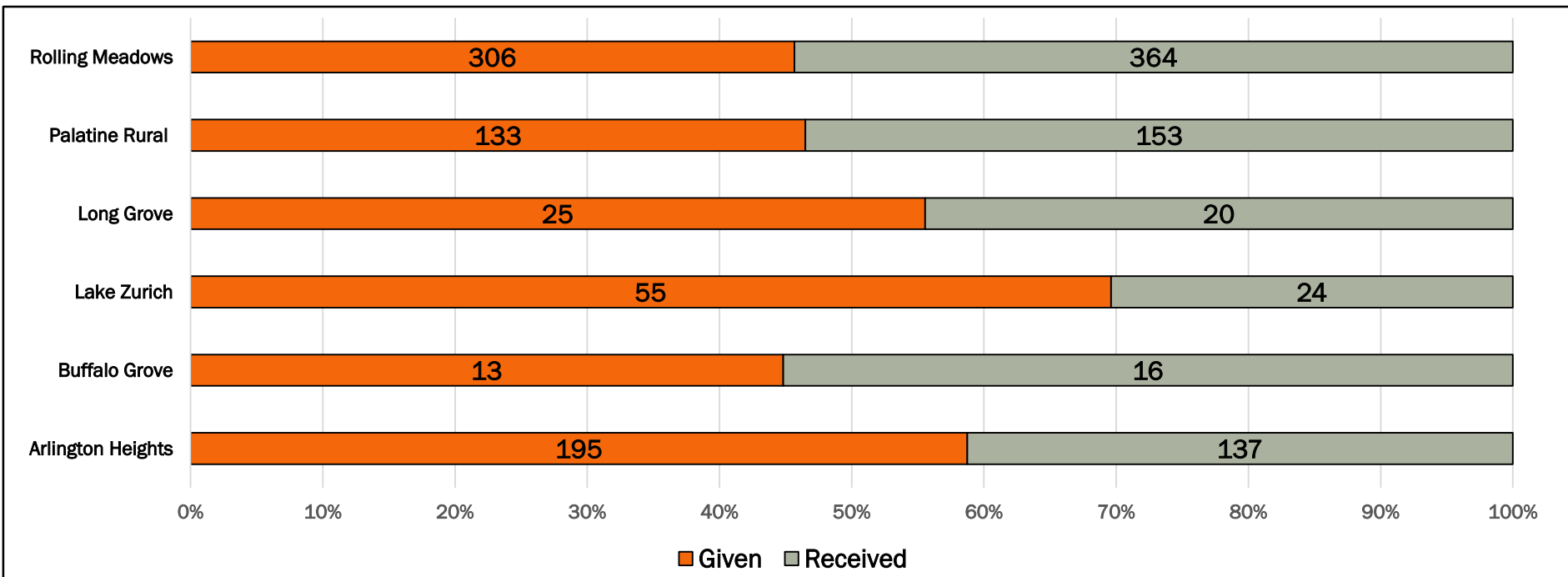
### About this Measurement:

The Fire Department has auto/mutual aid agreements with all neighboring Fire Departments. While the Village's Fire Department strives for a balance in mutual aid given/received, there are some anomalies that impact things such as the new assisted living facility (Solana) on Lake-Cook Rd. High call volumes has tipped our balance with Lake Zurich Fire, but the Fire Department administration is actively working on ways to maintain an equitable relationship.

### Aid Given vs. Received (2014 - 2018)



### Aid Given vs. Received (2018)



# Palatine



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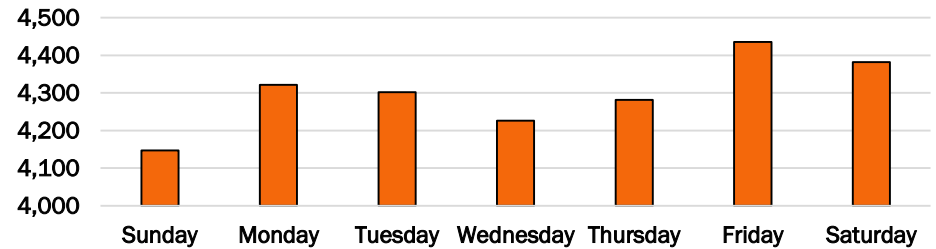


## Calls for Service

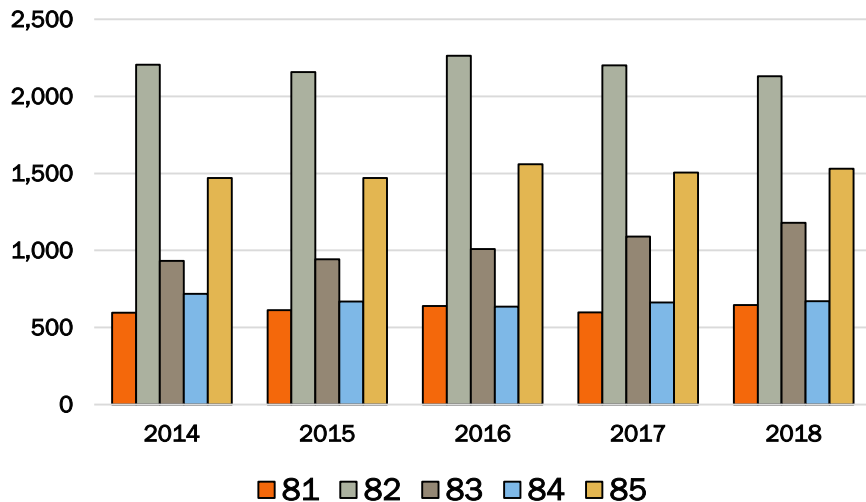
### About this Measurement:

- The Fire Department continues to monitor calls for service from the five fire stations within Palatine: **81** (Quentin Road); **82** (Hicks Road); **83** (Palatine Road); **84** (Illinois Avenue); and **85** (Colfax Street).
- A majority of the calls for service are for Emergency Medical assistance

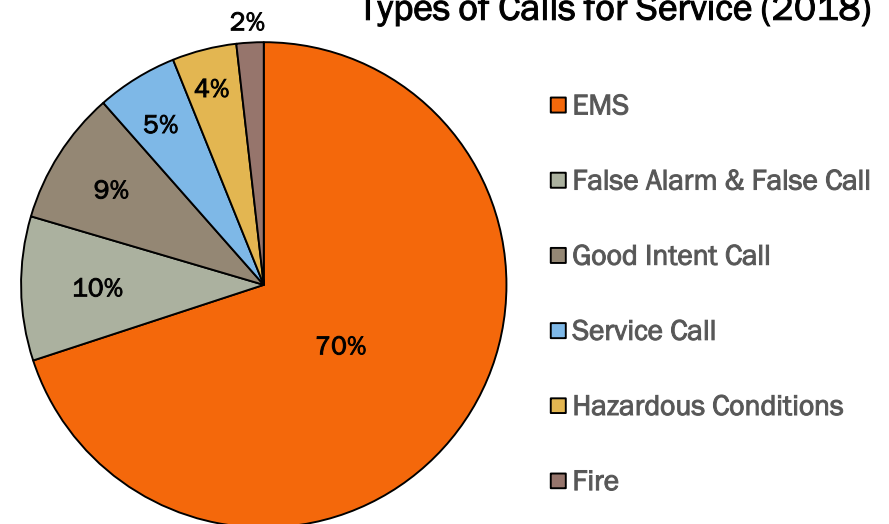
### Calls By Day of Week (2014 - 2018)



### Calls By Station (2014 - 2018)



### Types of Calls for Service (2018)



# Palatine



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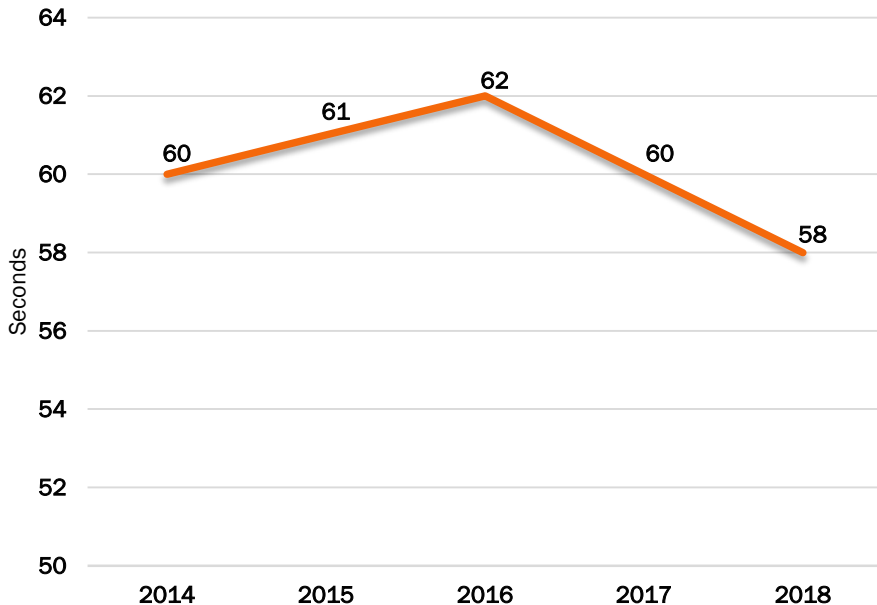


## Response Time

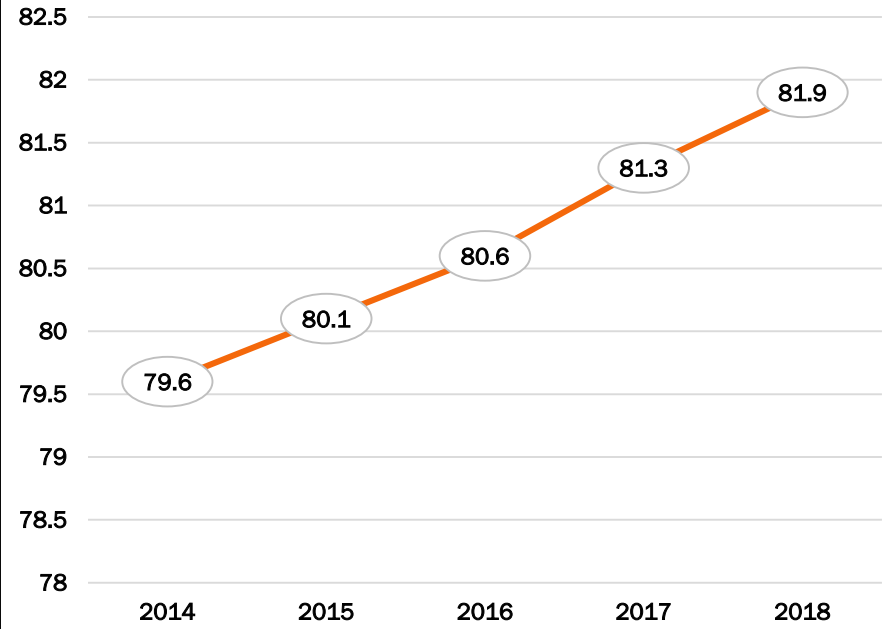
### About this Measurement:

- The goal of the Fire Department, consistent with the National Fire Protection Association's (NFPA) benchmark, is to have 90% of our response times under 5 minutes for medical calls and 5:20 minutes for fire calls (measured from dispatch to the time emergency crews arrive on the scene).
- 2018 marked the fifth consecutive year in which the percentage of response times that are below the NFPA target goals has increased (81.9% in 2018). This ongoing improvement can be tied to continued focus on maintaining district coverage, the expanded relationship with the Palatine Rural and Rolling Meadows Fire Departments, and the new station alerting system approved by the Village Council that has helped to reduce the Fire Department's rollout times.

### Push-Out Time in Seconds (Average)



### Total Compliance % (Goal = 90%)

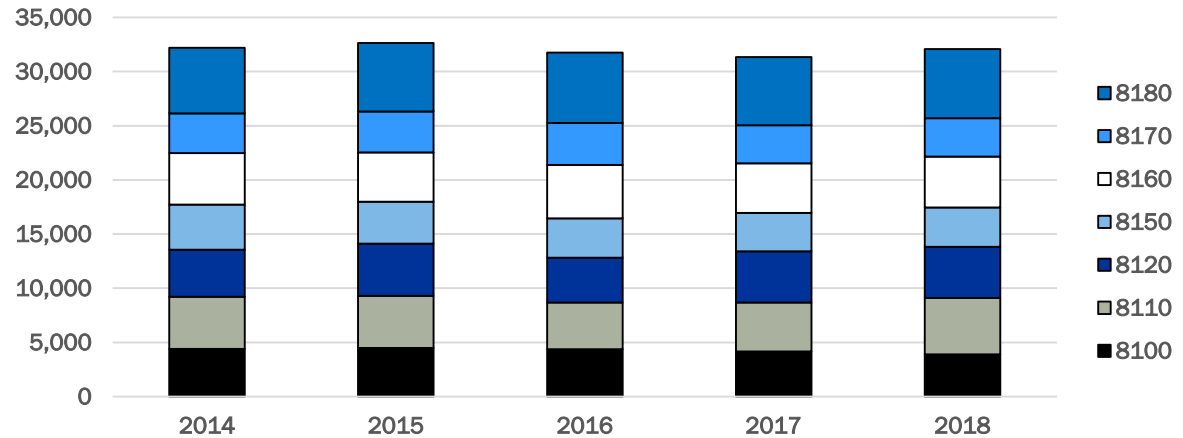




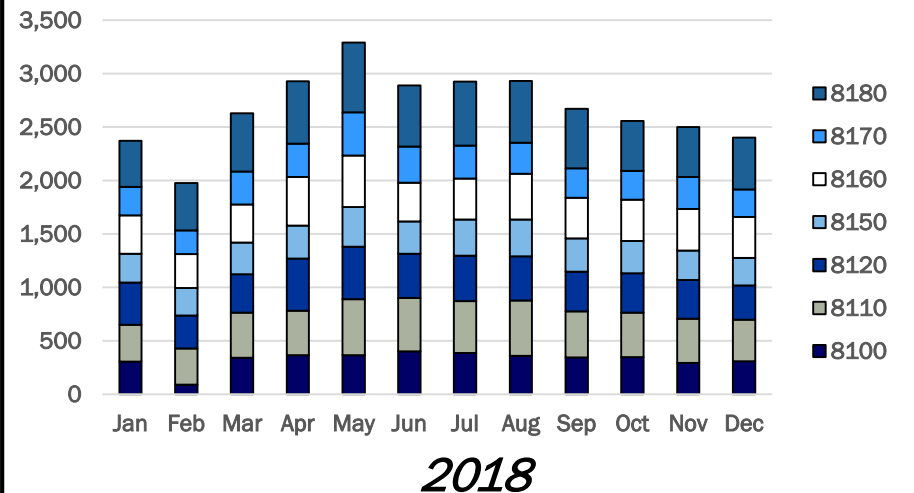
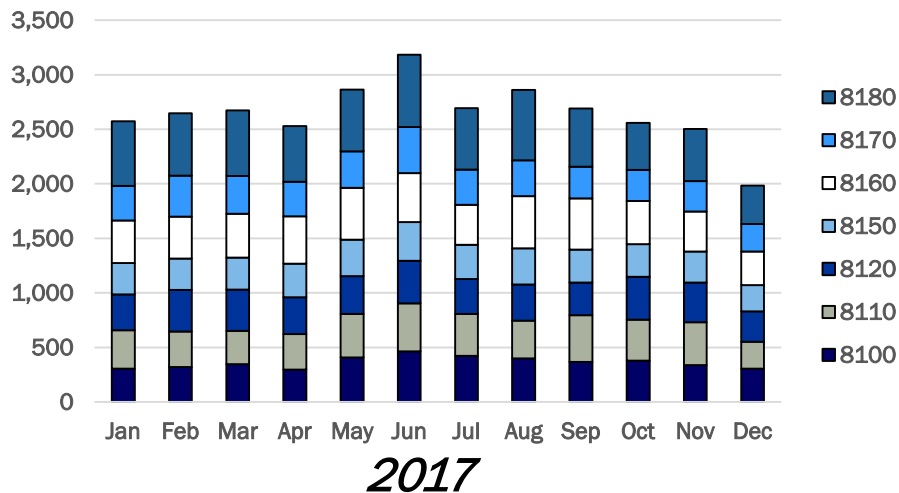
### About this Measurement:

- The Police Department monitors the amount of calls for service in each of their seven patrol beats to ensure proper distribution of personnel. Traditionally, our overall call volume follows a pattern of cyclical increases in the summer months. The total number of police calls for service continues to be over 30,000 per year.
- The geographical size of the beats vary significantly in an effort to balance the corresponding call volumes.

### Calls for Service by Police Beat



### 2017 vs. 2018 Comparison

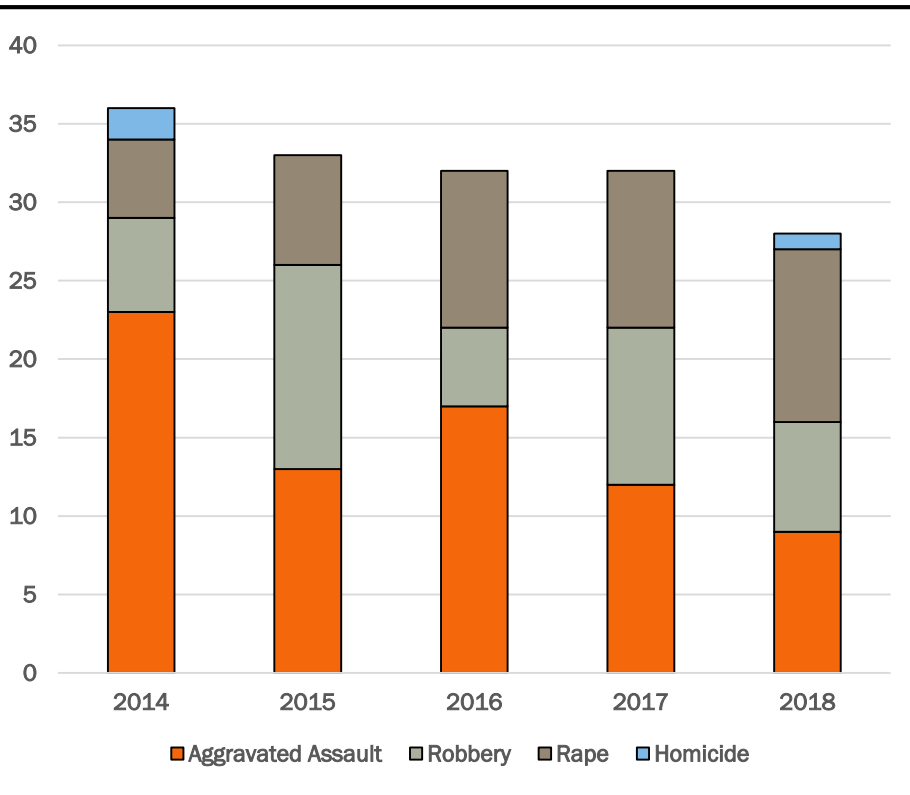




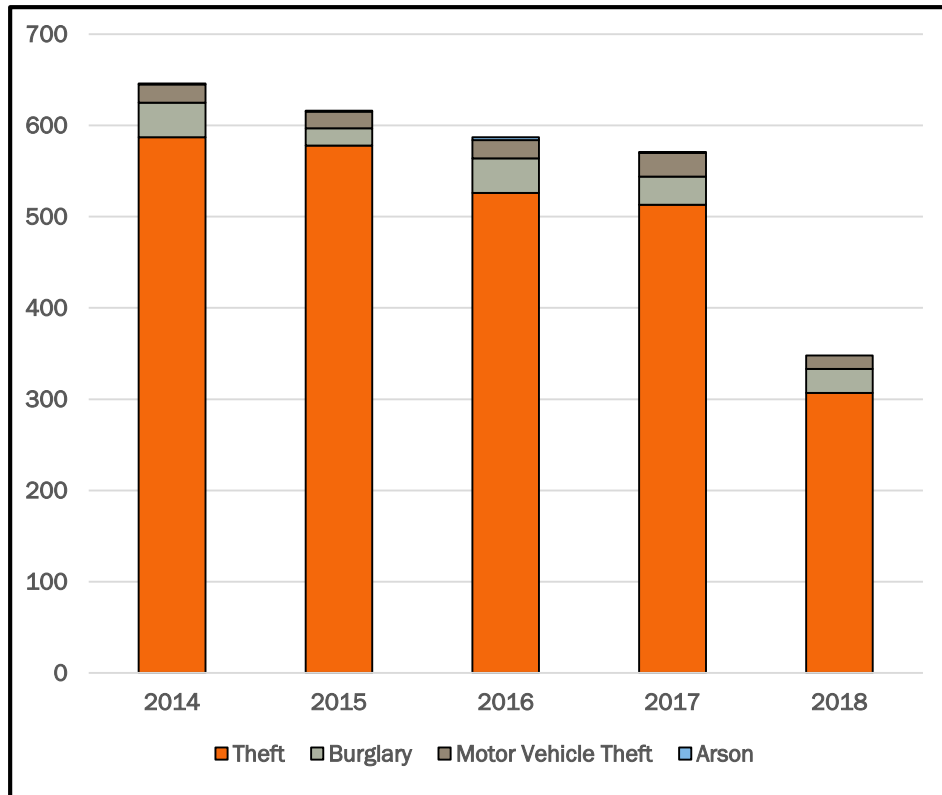
### About this Measurement:

Crimes against persons measures the number of incidents where a crime of violence was reported targeting an individual, while crimes against property measures the number of incidents where property was targeted or stolen. For example, “Aggravated Assaults” include any threats made with a weapon, while “Thefts” include shoplifting at retail businesses and property taken from vehicles. 2018 resulted in the fourth consecutive year with a reduction in Crimes Against Property, while Crimes Against Persons figures have fallen, or remained constant, from 2014 – 2018, with 2018 being the lowest during this time period.

### Crimes Against Persons



### Crimes Against Property





# Palatine



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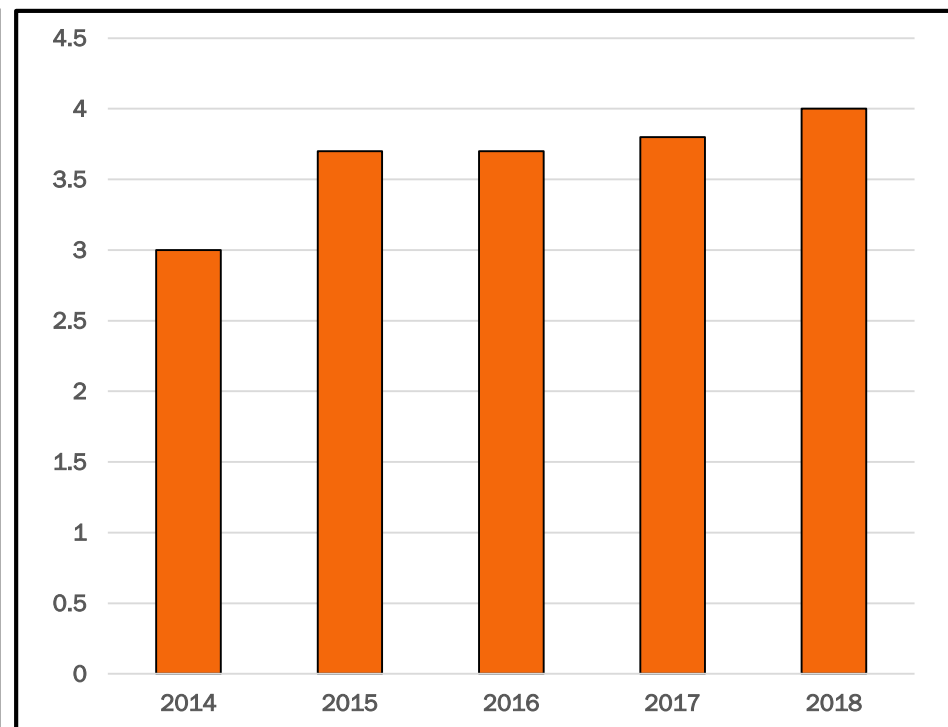
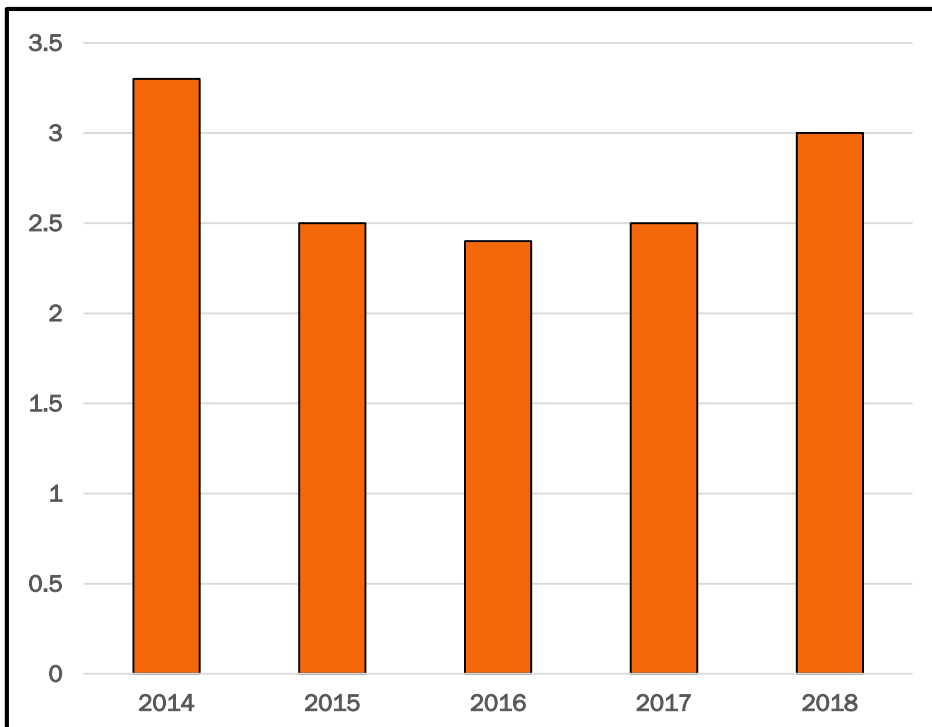
## Average Response Times

### *About this Measurement:*

- The Police Department strives to keep response times to a minimum, coupled with a safe response by Department personnel. Our goal is to **keep average emergency call response times from any location within the Village to under 3 ½ minutes**. Bank Alarms illustrate emergency response times; while the Domestic Battery category represents a combination of emergency and non-emergency responses, since many are delayed reports rather than in-progress incidents.

*Average Bank Alarm Response Time  
(in minutes)*

*Average Domestic Battery Response Time  
(in minutes)*



# Palatine



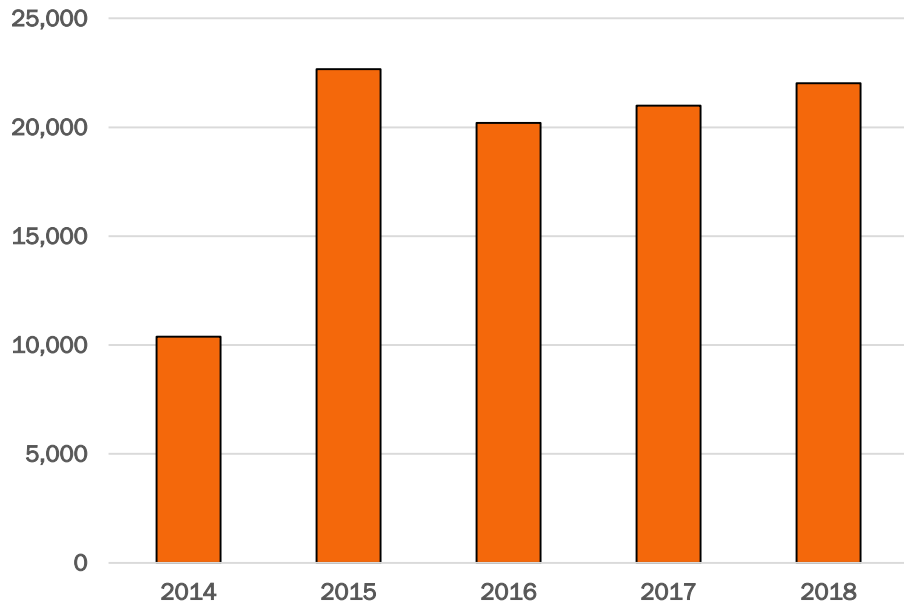
## Traffic & Truck Enforcement Efforts

### About this Measurement:

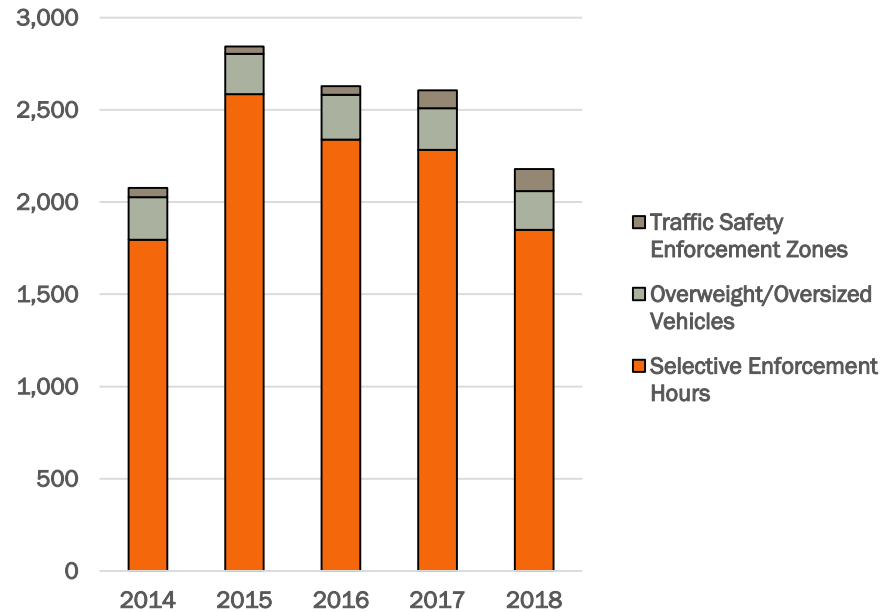
- Traffic and Truck Enforcement is a priority of the Police Department to maximize safety on Palatine roadways, in our neighborhoods, and near schools and parks. In addition to routine traffic stops by officers on patrol, targeted efforts known as “Selective Enforcement” focus on monitoring specific locations with a higher number of crashes, or problem areas brought to our attention by residents. In response to the new 2015 “Quota Free” state law, a new performance measurement of Traffic Stops was implemented for patrol officers, resulting in a marked increase over the preceding years.
- In 2018, the total number of traffic stops increased for the second straight year, while the Selective Enforcement efforts were lower. This can be attributed to the fact that during a significant portion of 2018 the Traffic Unit was not fully staffed due to vacancies in Patrol.

### Annual Comparison

#### Traffic Stops



#### Enforcement Efforts



# Palatine



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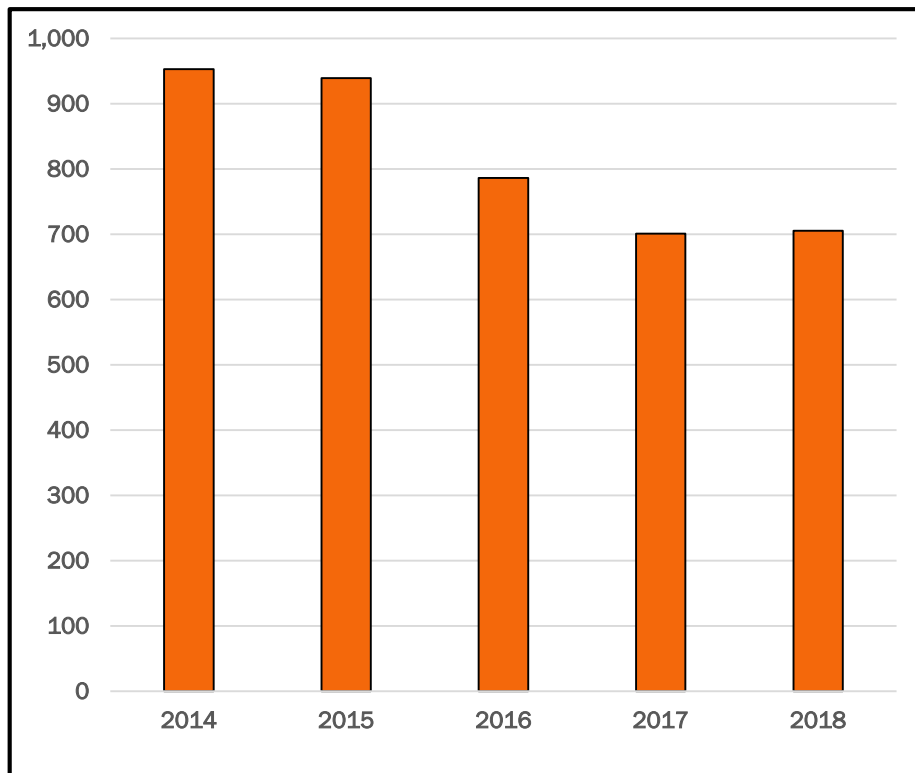


## *Investigation Cases Resolved*

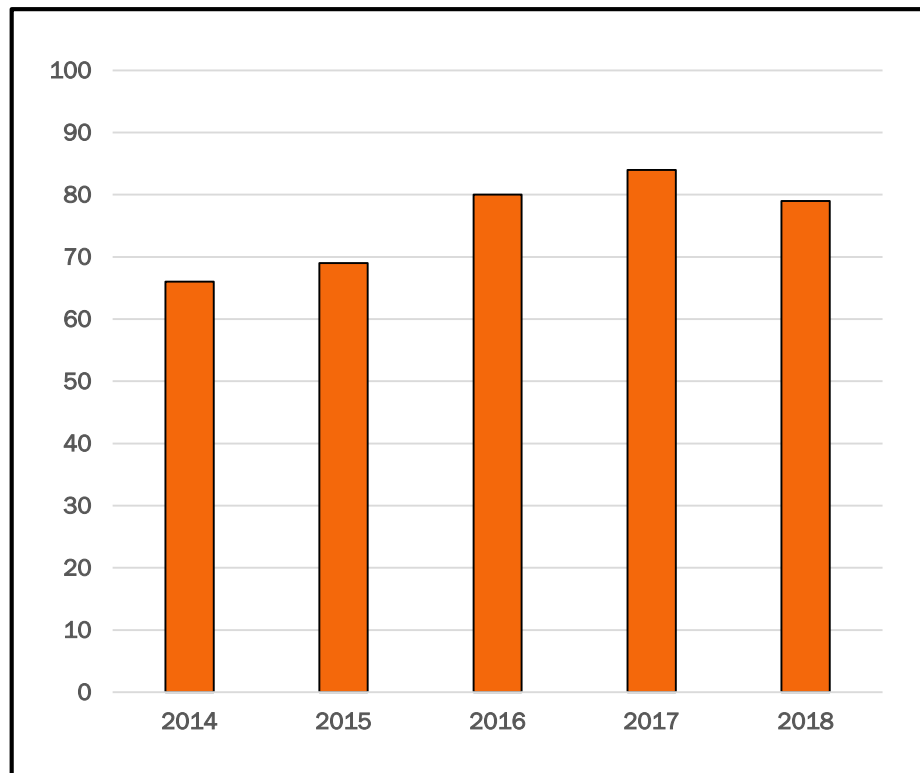
### *About this Measurement:*

- Crimes reported to the Police Department that cannot be initially solved by the first responding officers are assigned to the Investigations Unit. These are traditionally more complex cases that require substantial follow up and in-depth interviews. While priority is given to the most serious crimes, our goal is to maintain the highest possible clearance rate.

### *Cases Assigned*



### *% of Cases Cleared*



# Palatine



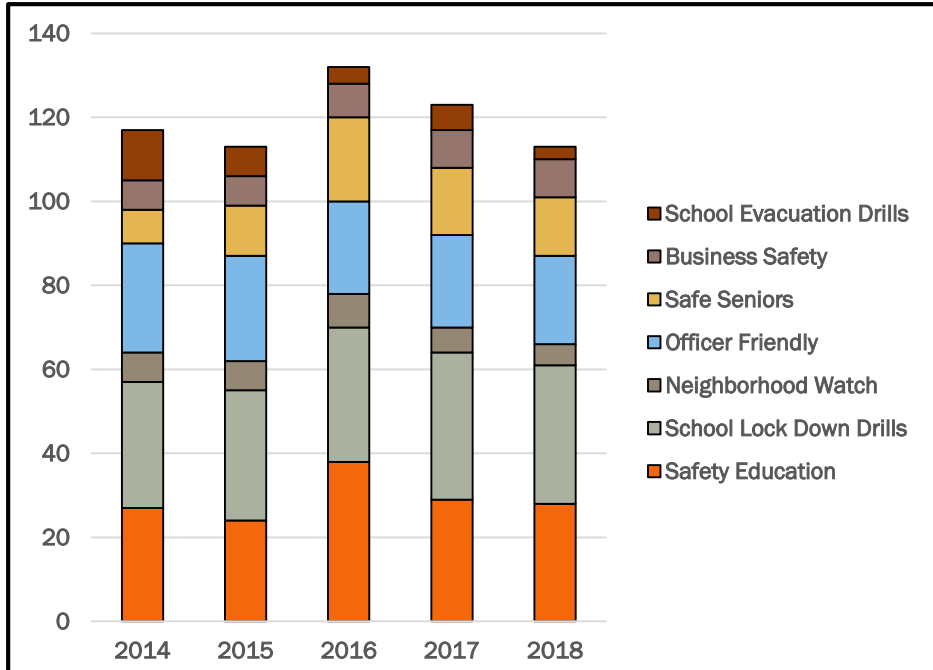
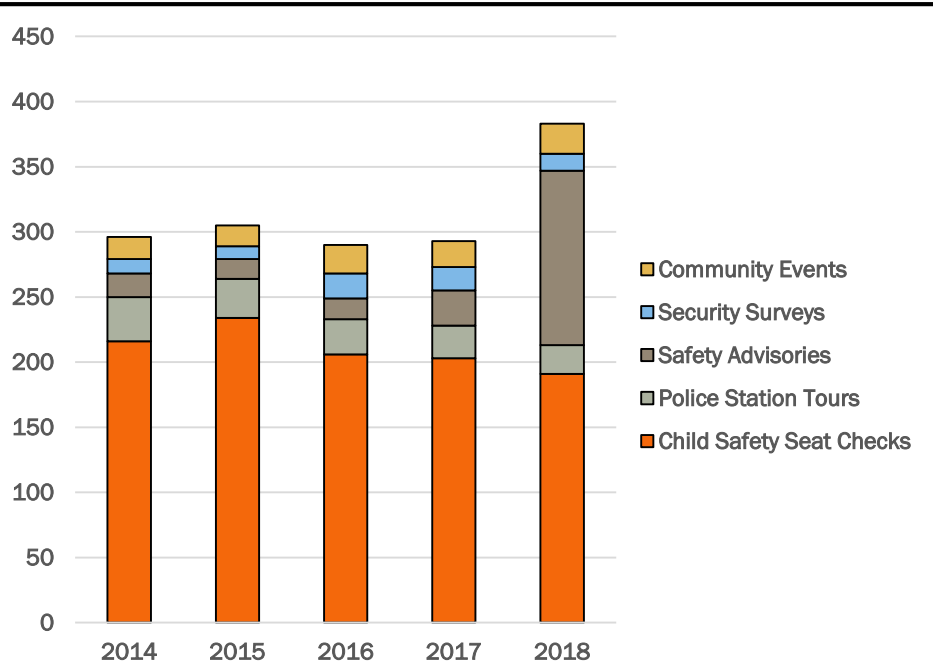
## Crime Prevention Efforts

### About this Measurement:

- The Palatine Police Department offers a multitude of Crime Prevention services and programs for residents, businesses, and schools that focus on reducing and/or removing criminal opportunities through education. Initiatives between the Police Department and schools focus on educating staff, students, and parents about proper responses involving acts of violence in our schools. The Police Department has an annual goal of 325 crime prevention services, with a goal to specifically increase Safety Advisories and the awareness/use of the Security Survey program. To improve efficiency, over the past few years, the Crime Prevention Unit has worked to consolidate attendance at Neighborhood Watch and other safety education programs to reach the same number of residents with fewer meetings. Also, District 15 has opted to reduce the number of evacuation drills from once every year to every other year. So while the crime prevention programs are still reaching the target audience, the number of events may have decreased to improve efficiency.

### Crime Prevention Services

### Crime Prevention Programs



# Palatine

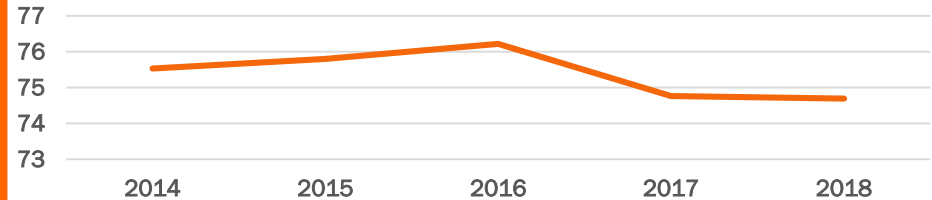


# Street Pavement Rating

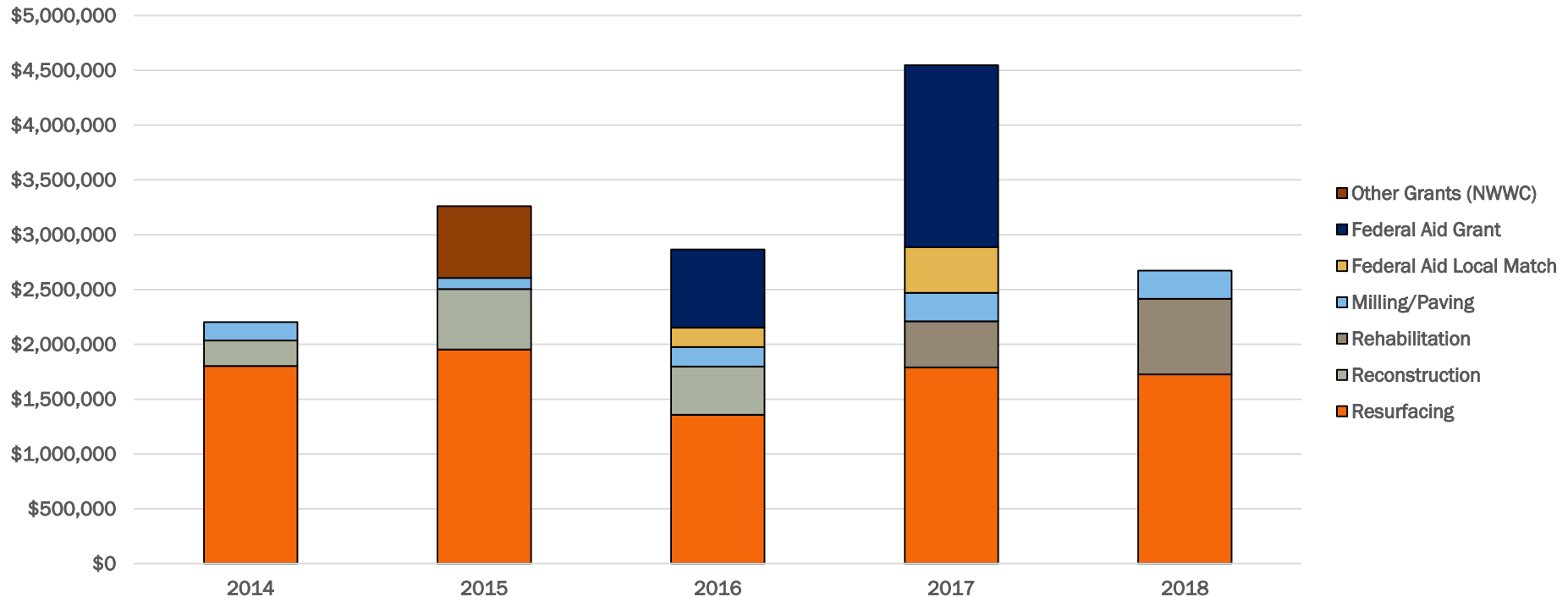
## About this Measurement:

The Village's target PCI rating is 74 - 76, with a one year backlog of streets eligible for resurfacing (which includes streets with a PCI of less than 50). Although the PCI rating has dropped over the past two years, the PCI rating has remained within the target range throughout 2014 - 2018.

## Average Pavement Rating (PCI)



## Annual Street Investment

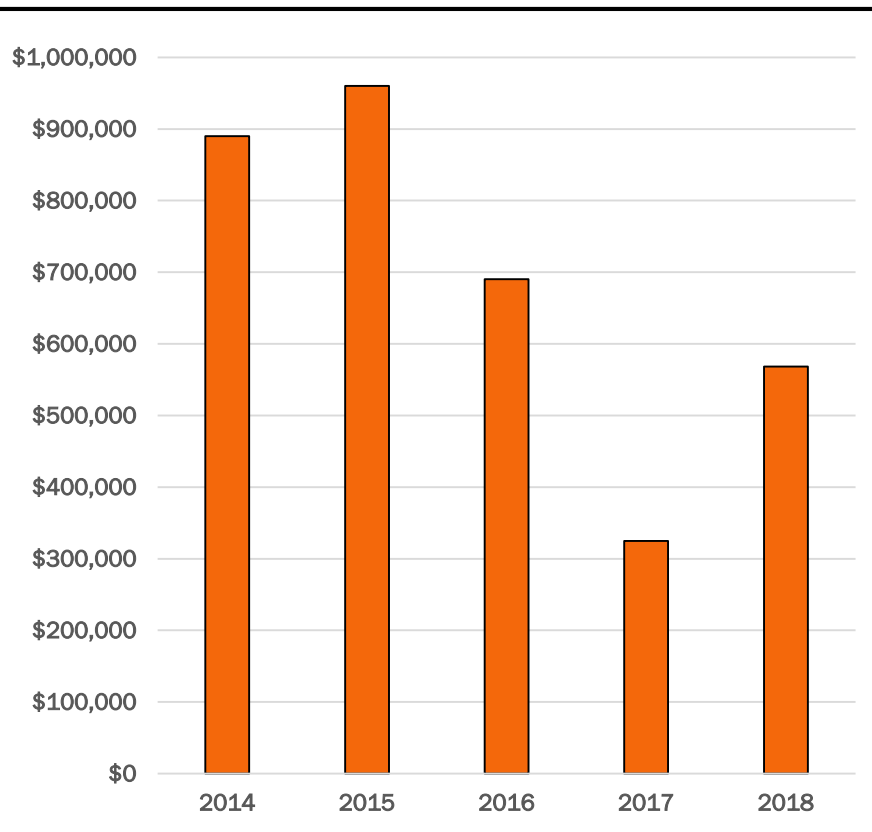




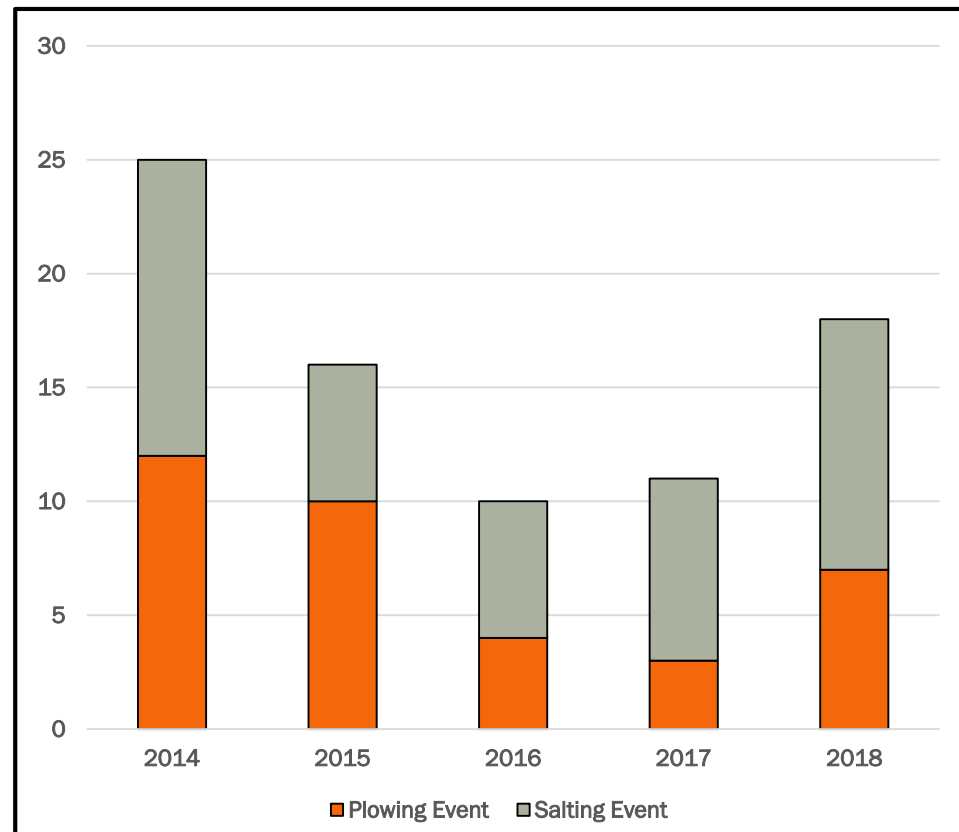
## About this Measurement:

- The snow and ice control costs include private contractor costs, materials, labor and equipment. The lack of correlation between the graphs below illustrate the differences in costs associated with the number of mobilizations, the volume of snow in each event/season, the time of day or day of week the storm occurs, and the fluctuation of material costs.

## Snow & Ice Control Costs



## Plowing & Salting Events



# Palatine

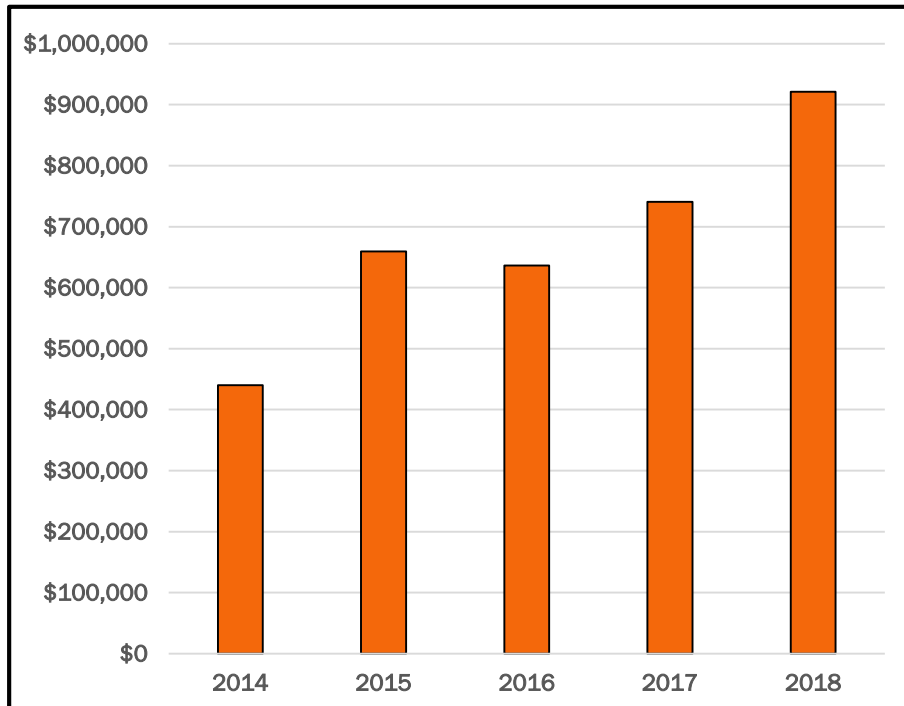


# Watermain Replacement

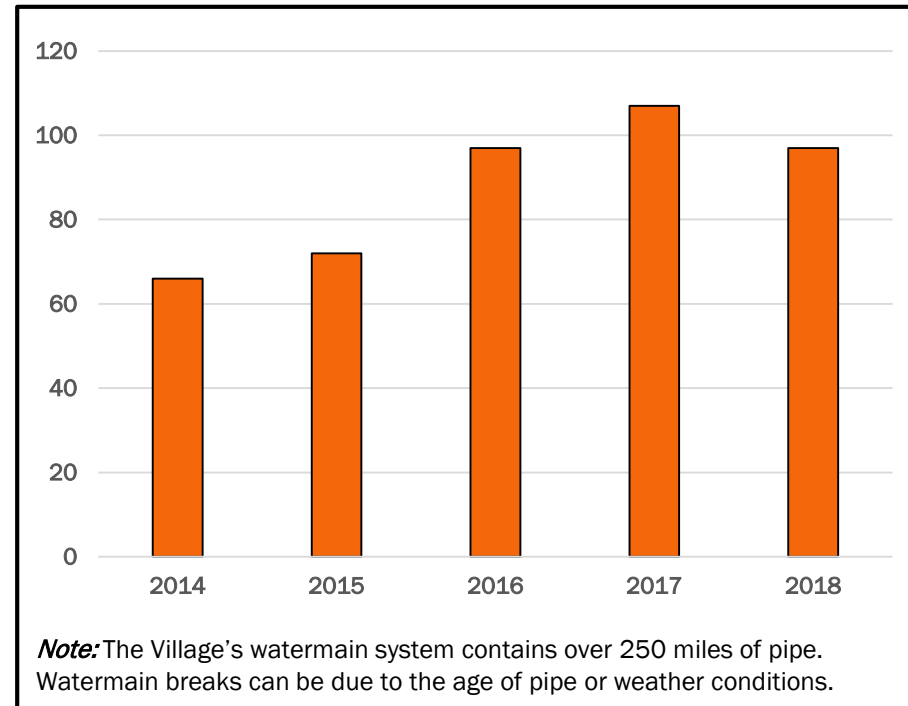
## About this Measurement:

- In 2016 & 2017, the Village made adjustments to the pressure zones. This process led to an increase in main breaks during that time period.
- While the Village has increased funding for watermain replacement projects, this effort has resulted in a replacement of less than 1% of the Village's overall watermain system. Staff recommends a continued investment in the Village's overall replacement program as identified in the 2010 Master Water Study.
- Due to the continued aging of the system, the investments made now may take 15 years to reflect in a reduction of watermain breaks.

## Watermain Replacement Investment



## Number of Watermain Breaks

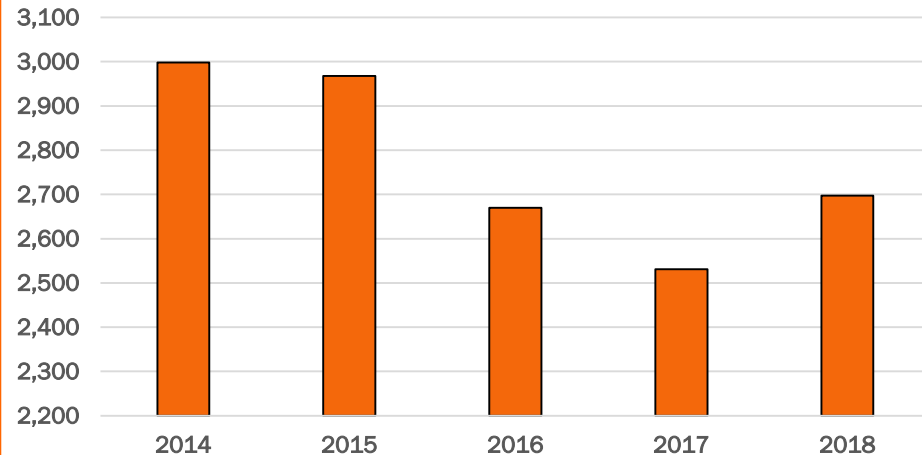




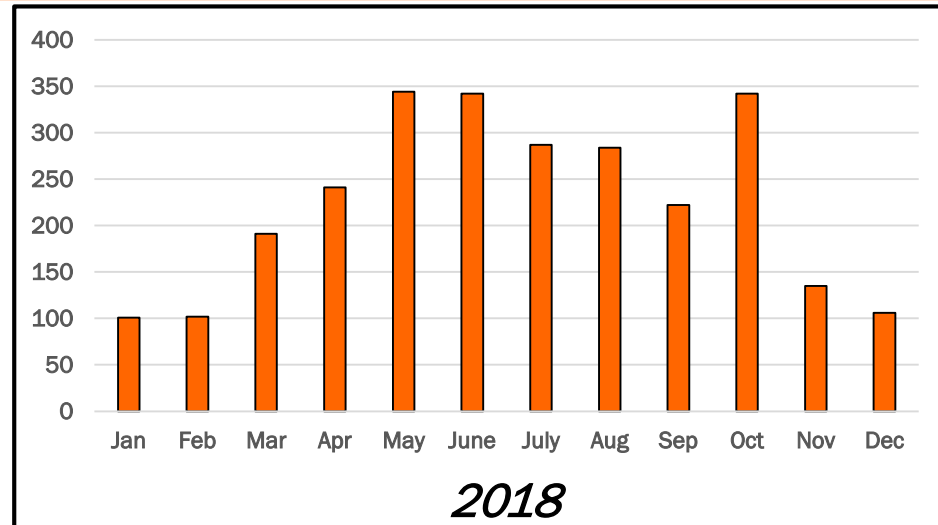
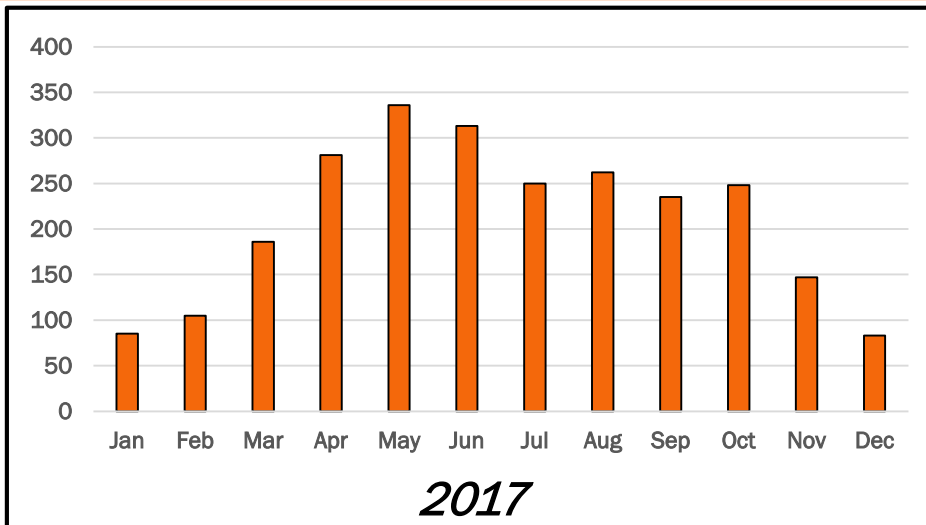
## About this Measurement:

- Processing of building permits is one of the main functions the Building and Inspections Services Division provides. By tracking the number of building permits we are able to determine the effectiveness of our processes and plan for additional resources if needed.
- The number of building permit applications submitted increased in 2018, following three consecutive years of decreases from 2014 - 2017.

## Annual Permit Applications Submitted



## Number of Permit Applications Submitted by Month





# Palatine

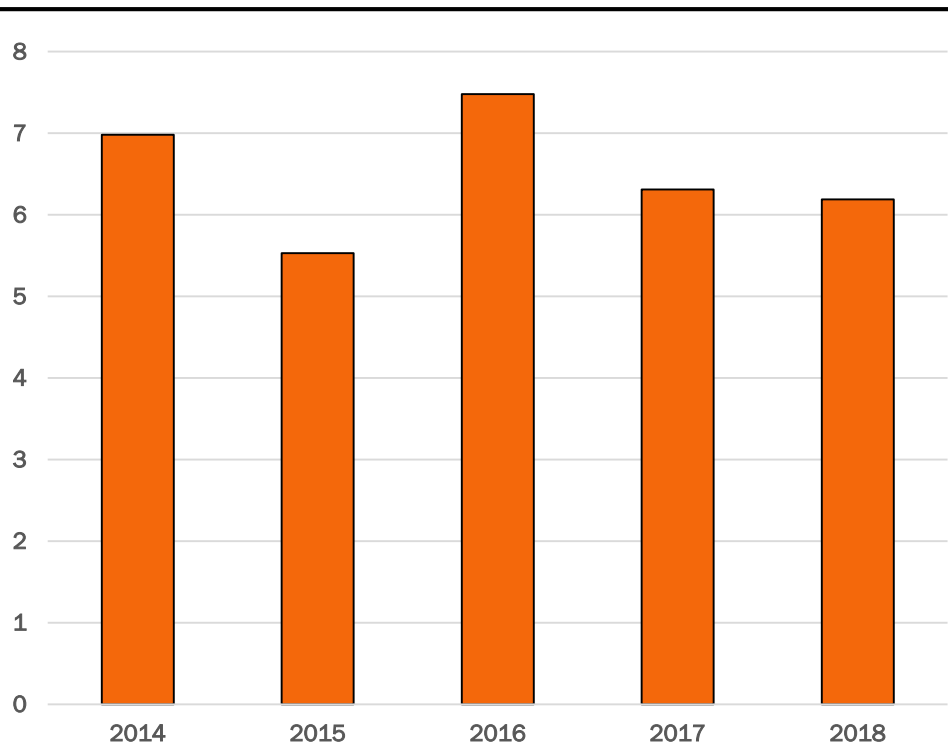


## *Building Permit Review Time*

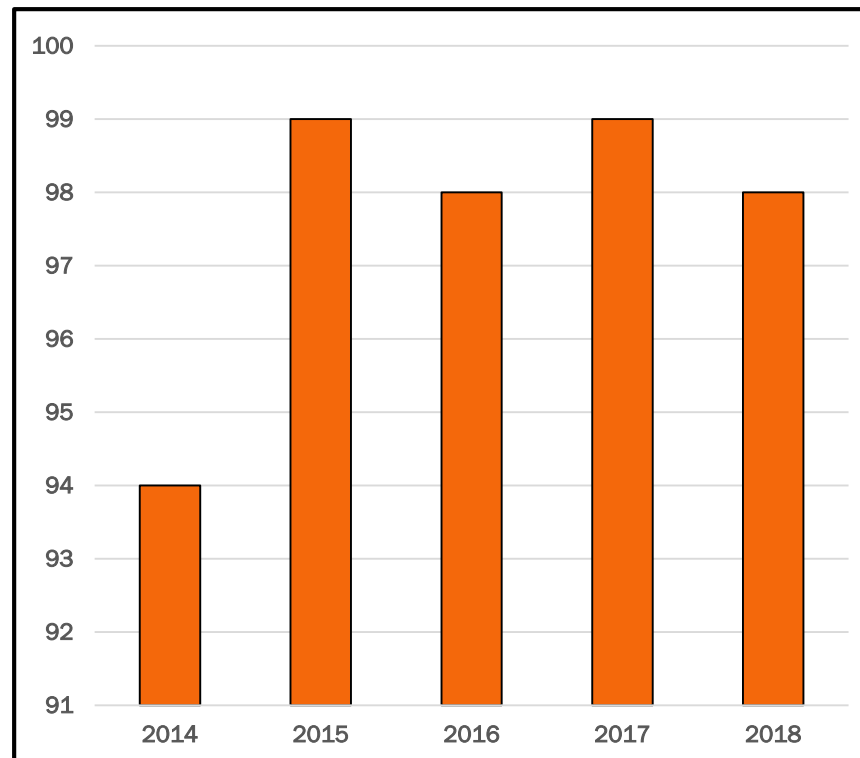
### *About this Measurement:*

- The goal of the Community Services Department is to **complete 90% of the initial plan reviews for a full building permit within 10 business days** of when submitted to the Village (not including most express permits which are processed in 1-3 days).
- Through internal efficiencies and cross training, the Community Services Department has been able to exceed the performance standards while also reducing the dependency on outside consultants.

### *Average Permit Review Time (Days)*



### *% of Plan Reviews Completed In Ten Days or Less*

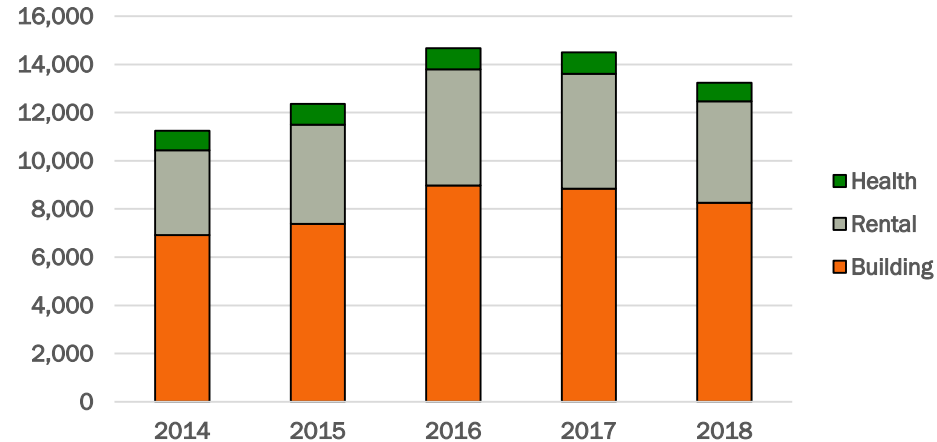




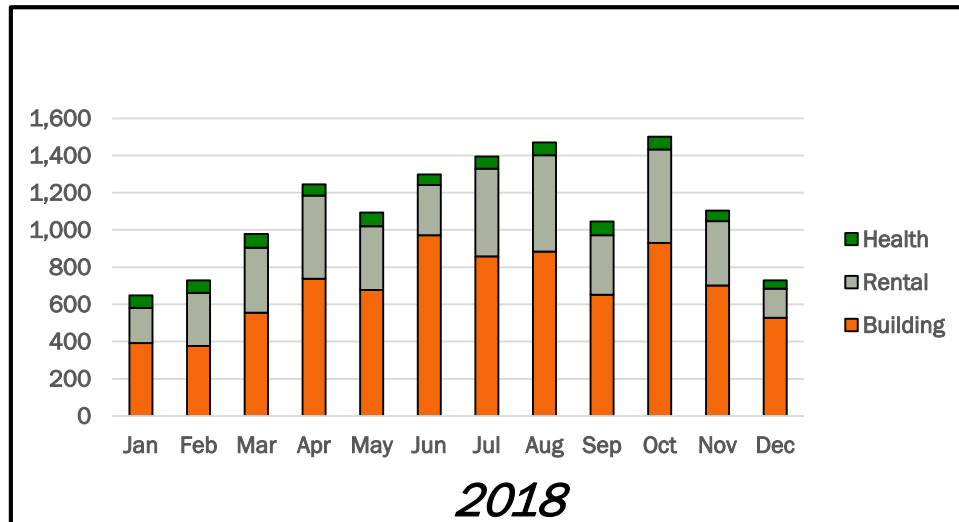
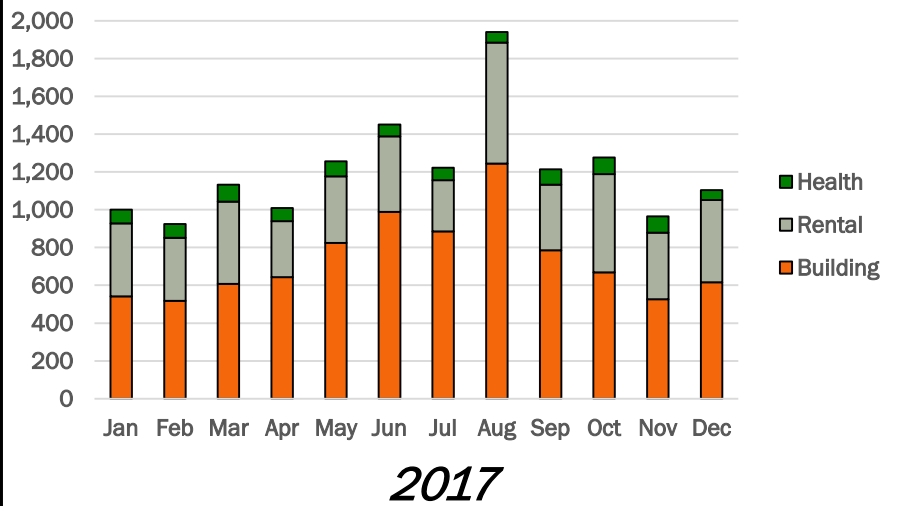
## About this Measurement:

- Building inspections continue to remain at high levels. From 2014 – 2018 the number of annual building permit inspections increased from 6,912 to 8,264 (an increase of roughly 20%).
- Rental inspections have also increased over the past 5 years. The total number of annual inspections rose from 3,526 to 4,199 (an increase of 19%). Starting in 2015, a portion of the increase in rental inspections can be attributed to the Village’s Multi-Family Proactive Property Maintenance Program.
- Health inspections include those related to the State’s required annual inspection of food establishments. These inspections have remained relatively constant in recent years as the number of food establishments has been stable.

## Annual Inspections



## 2017 vs. 2018 Comparison



# Palatine

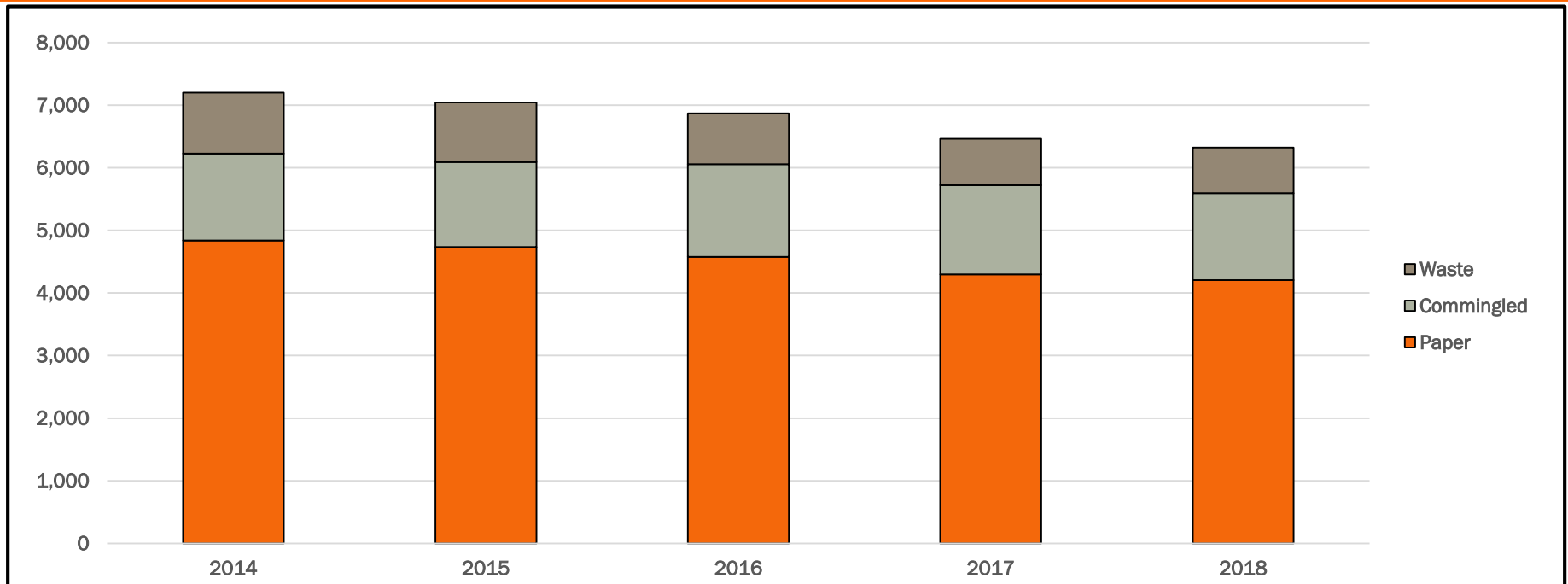


## *Single-Family Recycling*

### *About this Measurement:*

- The chart below compares the amount of recycling collected from single-family residences by Groot. The total weight of recycling collected includes paper products and commingled products (glass, plastic, and metal). As part of the current contract with Groot (effective January 2013), residents were given the option to upgrade their existing recycling carts, at no additional cost, to a larger cart.
- Higher recycling volumes help maintain costs for refuse collection. The declining paper recycling volume can be attributed in a large part to the continued trend of less print communication (newspapers, junk mail, etc.).
- The global recycling market is at a low due in part to tariffs. As we go to market for a new refuse contract, we anticipate changes will be coming to the recycling program.

### *Total Amount (Tons) of Single-Family Recycling*

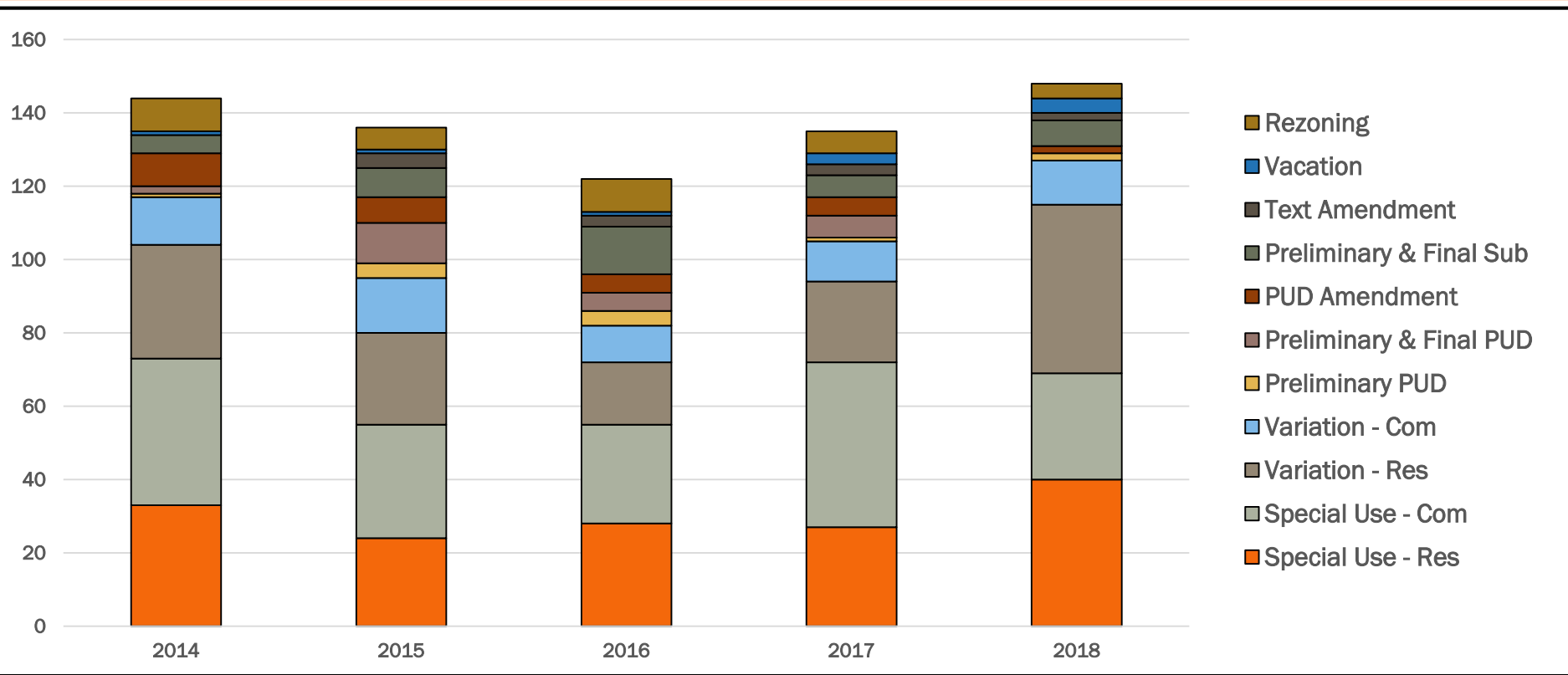




### About this Measurement:

- The Planning & Zoning Department reviews and processes a variety of zoning/development related proposals. In addition, the Planning & Zoning Department processes amendments to the Village's Zoning and Subdivision Regulations. These amendments can be triggered in conjunction with a proposed development/request or by Staff in an effort to ensure the applicable Village regulations reflect current development trends and practices.

### Annual Zoning Applications Processed

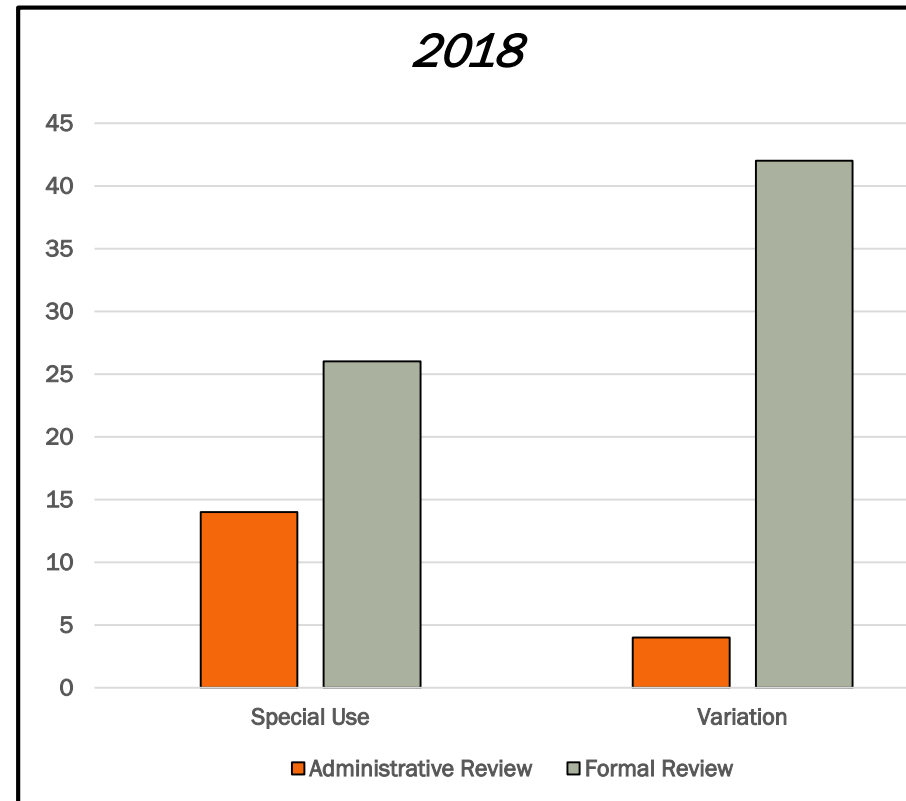
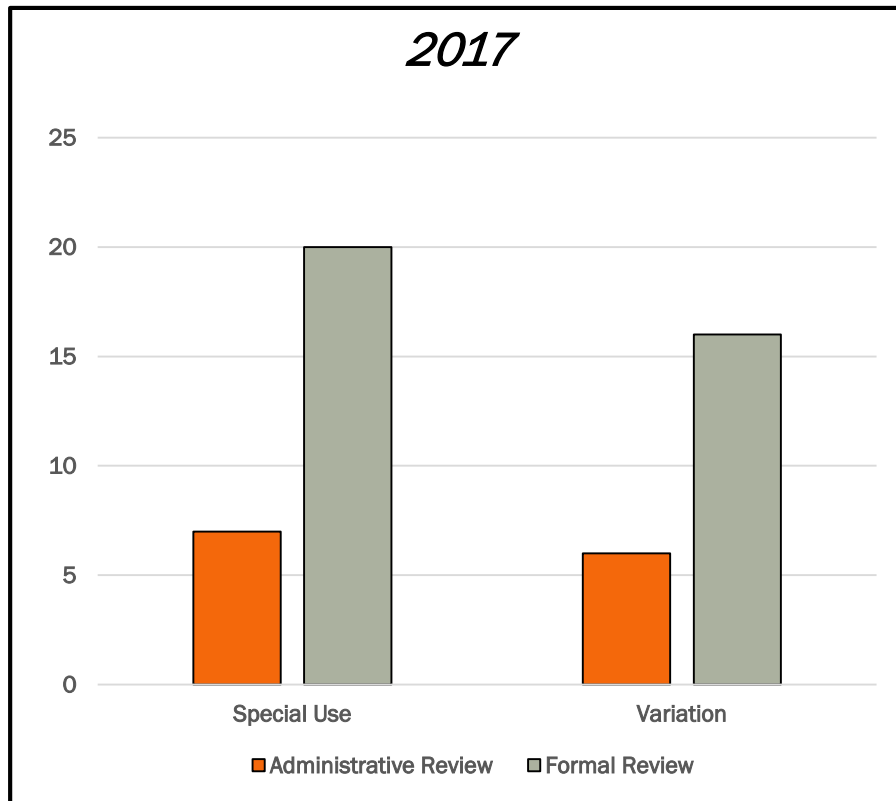




### *About this Measurement:*

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### *Residential Relief Review Process*



# Palatine

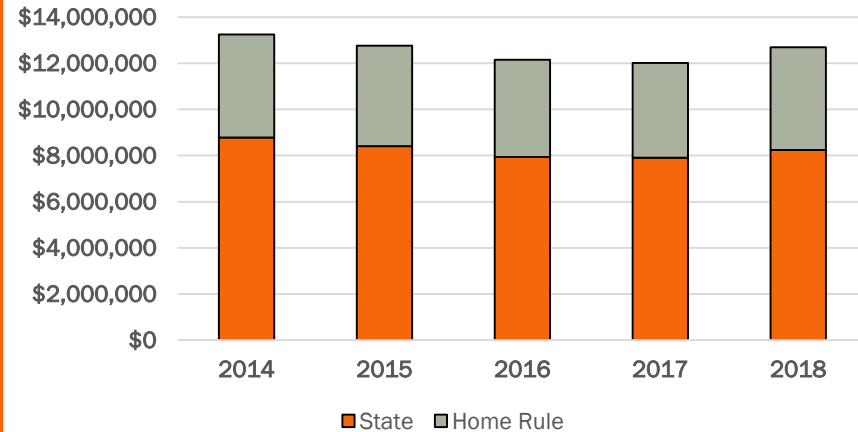


## Sales Tax Revenues

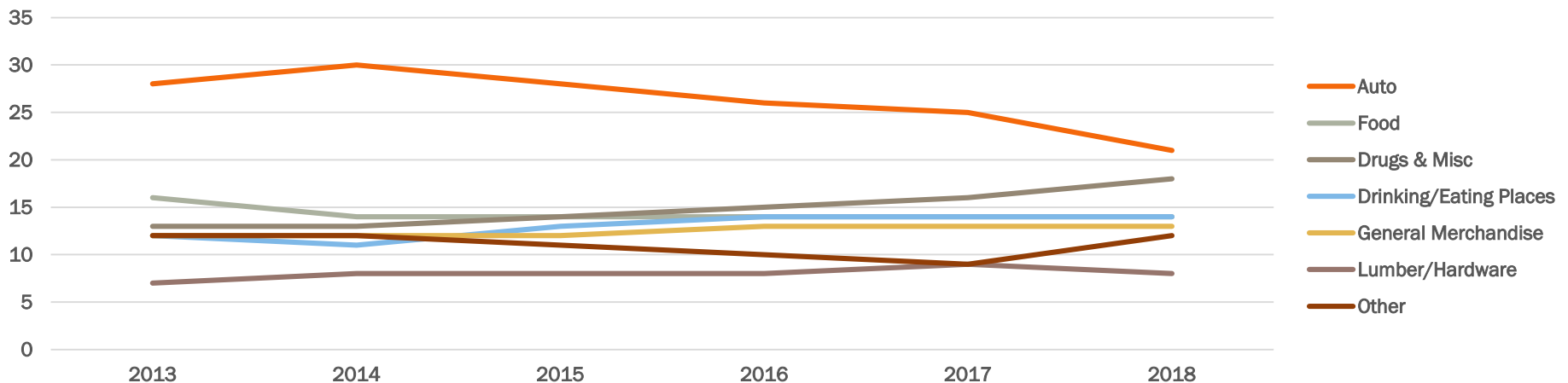
### About this Measurement:

- The Village collects sales tax (sales tax, food & beverage tax, and home rule tax) on certain items when purchased within Palatine.
- Sales taxes are an essential revenue for the Village and help reduce the revenues needed through property taxes.
- Cook County increased their sales tax rate on January 1, 2016, resulting in one of the highest total sales tax rates in the nation.
- In reviewing the data from 2014 - 2018, you will see that the Village's total sales tax revenues increased in 2018, following three consecutive years of decreases. The 2018 increase is due to a one-time influx from The People's Light & Gas.
- In reviewing the breakdown of sales tax categories you will see a continued increase in the mix of categories.

### Total Sales Tax Revenues



### 2014 - 2018 Sales Tax Category Comparison



# Palatine



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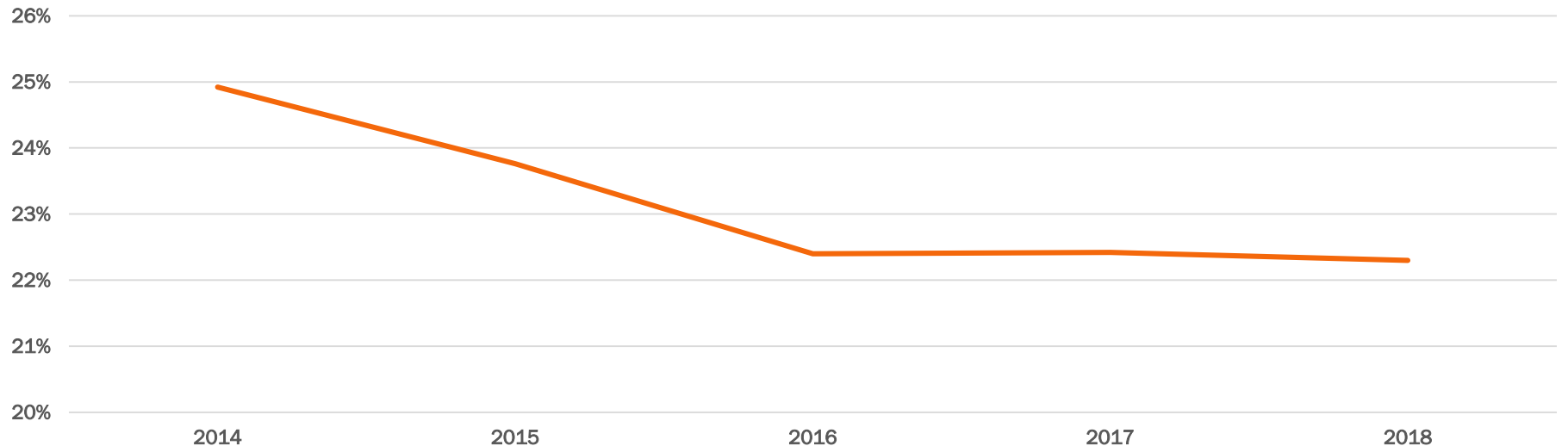


## *Sales Tax as Percentage of General Fund Revenues*

### *About this Measurement:*

- Sales Tax is one of three key revenues for the Village's General Fund. In 2018, Sales Tax (22%), Property Tax (34%), and State Income Tax (12%) comprised 68% of all General Fund revenues. Historically, the Village's goal is to have Sales Tax Revenues account for at least 25% of the Village's General Fund Revenues.
- Cook County's sales tax increases (1% increase to the County's sales tax rate effective January 1, 2016) placed a significant pressure on this revenue source. The short lived Cook County Sweetened Beverage Tax also impacted the Village's 2017 sales tax revenues.
- The loss of two significant sales tax producers in 2016 contributed to the decline. Fortunately, there are three new uses (Mazda, Subaru, and Studio 41) anticipated to open in 2019/2020 that will more than replace the two lost businesses.
- The decrease in the sales tax as a percentage of the Village's General Fund Revenue can be attributed to the Village's Electric Tax raising the total General Fund revenues, thus decreasing the sales tax revenues percentage of the Village's total revenue.

### *Sales Tax as Percentage of General Fund Revenue*

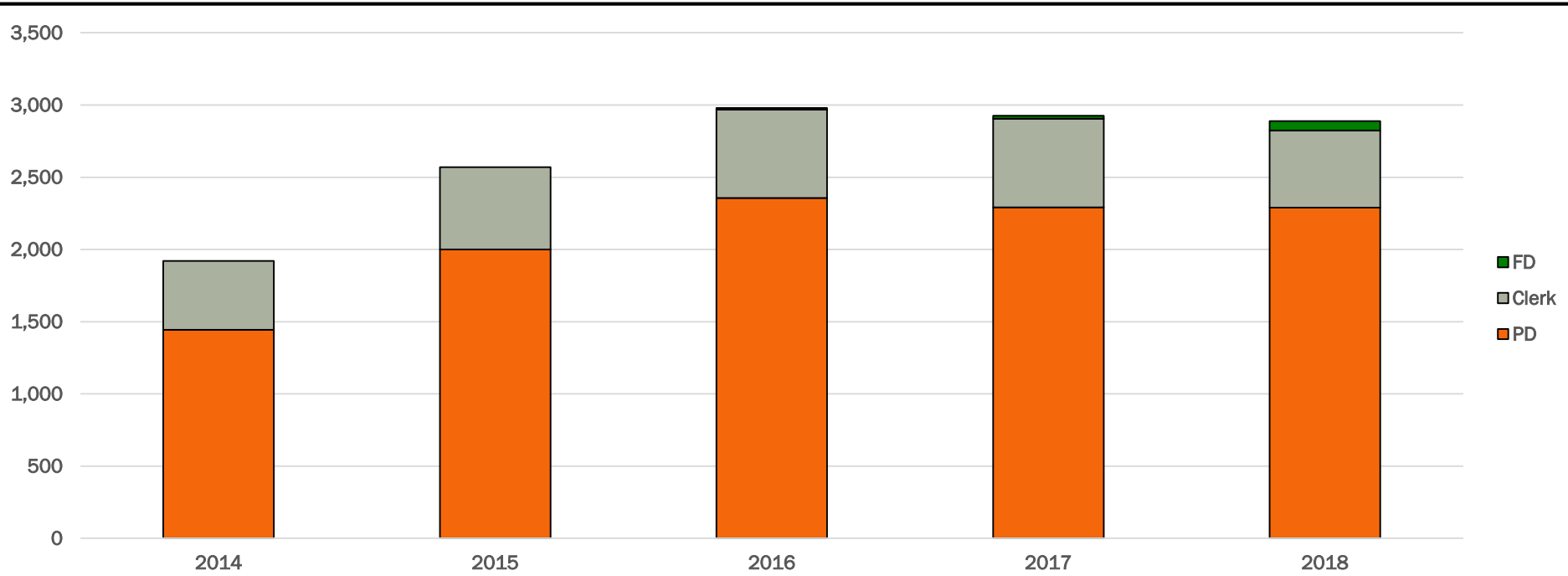




### *About this Measurement:*

- The Clerk's Office and Police Department are responsible for processing FOIA requests in compliance with the applicable regulations. The number of FOIA requests processed by the Village is solely dependent on the amount of requests submitted from outside people/agencies. In 2018, the Police Department processed 79% of all FOIA requests, the Clerk's Office processed 19%, and the Fire Department processed the remaining 2%.
- Staff will be reviewing our FOIA process in an effort to provide information without needing the formality and time of the formal FOIA request process.

### *Annual FOIA Requests*







## About this Measurement:

## Top Website Pages Visited:

## Type of Devices Used:

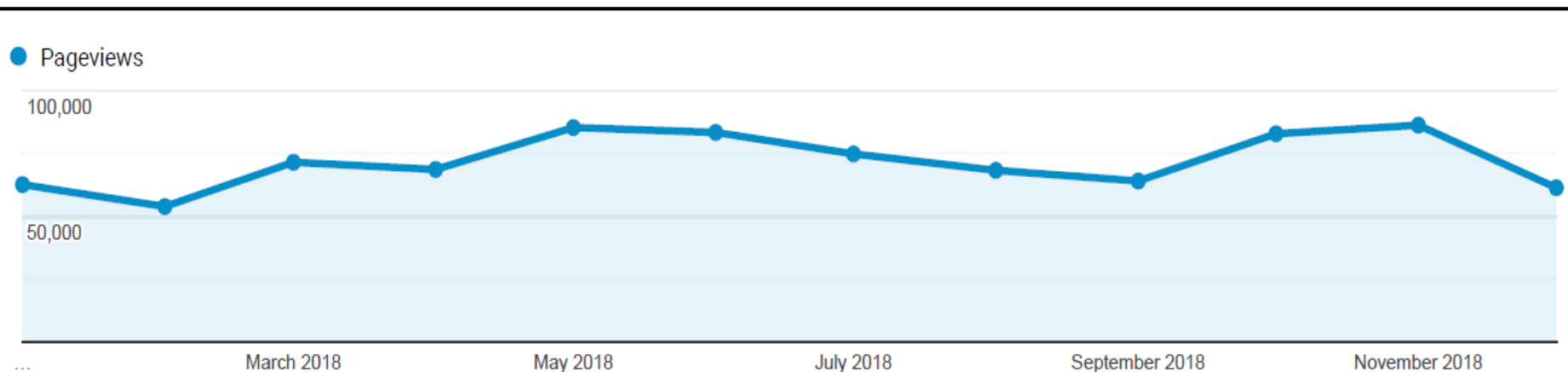
- In May of 2017, the Village went live with a new website, e-mail communication system, and official Village Facebook page.
- When the Village's new website went live, all data associated with the previous website and e-blast communication system were no longer accessible. Due to these circumstances, it will take a few years to obtain year to year data to compare.
- In 2018, 235 people subscribed to the Village's weekly e-newsletter, resulting in a year end total of 1,862 subscribers.

- 1) Main Page
- 2) Employment Opportunities
- 3) Online Payments
- 4) Overnight Parking
- 5) Building Permit Inspections
- 6) Police Department
- 7) Utility Billing
- 8) Refuse/Recycling
- 9) Holiday Refuse Schedule
- 10) Commuter/Public Parking

**Total Page Views: 862,877**

Device Type	Sessions
Desktop	264,998 (63%)
Mobile	133,455 (32%)
Tablet	21,007 (5%)
<b>Total</b>	<b>419,460</b>

## Village Website Visitors: January 1 - December 31, 2018



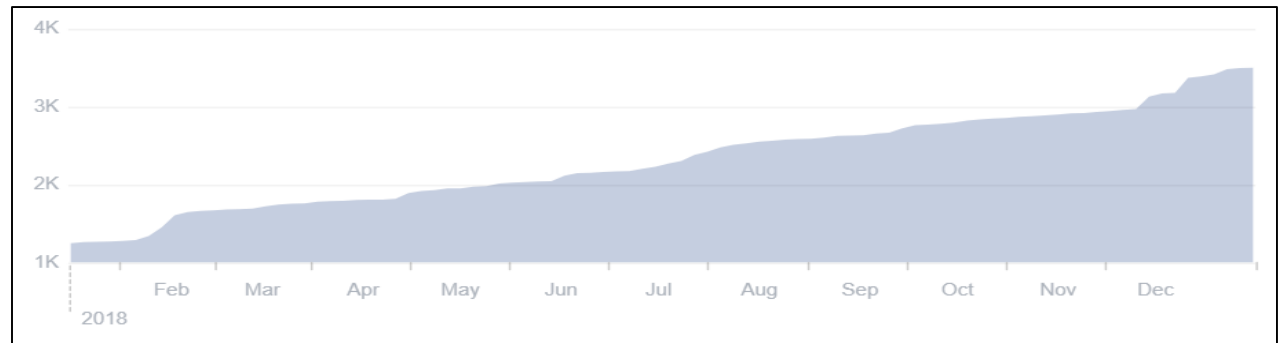
# Palatine



## *Citizen Communication (Social Media)*

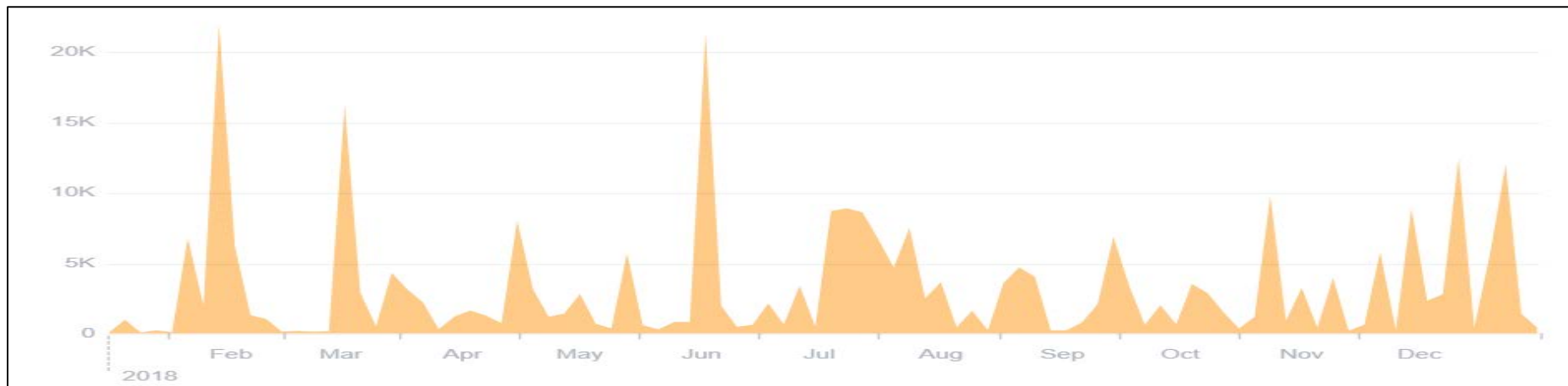
### *About this Measurement:*

This graph outlines the number of followers for the Village's Facebook page from January 1 - December 31, 2018. As of the end of 2018, the Village's Facebook page had a total of 3,501 followers.



### *About this Measurement:*

This graph illustrates the number of people who had any posts from the Village's Facebook page enter their screen from January 1 - December 31, 2018.





# Palatine



*Measuring Palatine's Core Services & Performance*

*2014 – 2018*