VILLAGE MANAGER'S OFFICE

MONTHLY INFORMATION REPORT

APRIL 2020

HIGHLIGHTING DATA METRICS

TO IDENTIFY OPERATIONAL TRENDS

AND

FACILITATE INFORMED DECISION MAKING

70 E. MAIN STREET

LAKE ZURICH, IL 60047

A Look Back at April 2020….

Solid Waste in COVID Era
The Solid Waste Agency of Lake County has briefed Lake County municipalities that no significant manpower or facility availability issues among waste haulers have materialized so far related to COVID-19. The amount of residential waste collected in Lake County appears to be up by approximately 5% to 10% compared to this time last year and the amount of recycling is up approximately 10%.

Arts at the Lake Fest Cancelled
DW Events has canceled the 3rd Annual Arts at the Lake Festival that was scheduled to run at Paulus Park on May 30th - 31st. They have tentatively committed dates to return to Paulus Park in May of 2021.

Life Time Construction
In the last week of April, Life Time assured the Village that construction at its new Lake Zurich facility is still ongoing and will resume when it becomes clearer the impact of COVID-19 has been reduced. In the interim, security checks of the site continue to be conducted on a regular basis.

McDonald's Construction
As of the first week of May, McDonald's on Ela Road continues its construction on schedule. The company began this week with the installation of steel framing of the building. By May 8th, 2020, the wall cladding was up (see picture below). The project is still on track to be completed in 101 days.

New Lake Zurich Households
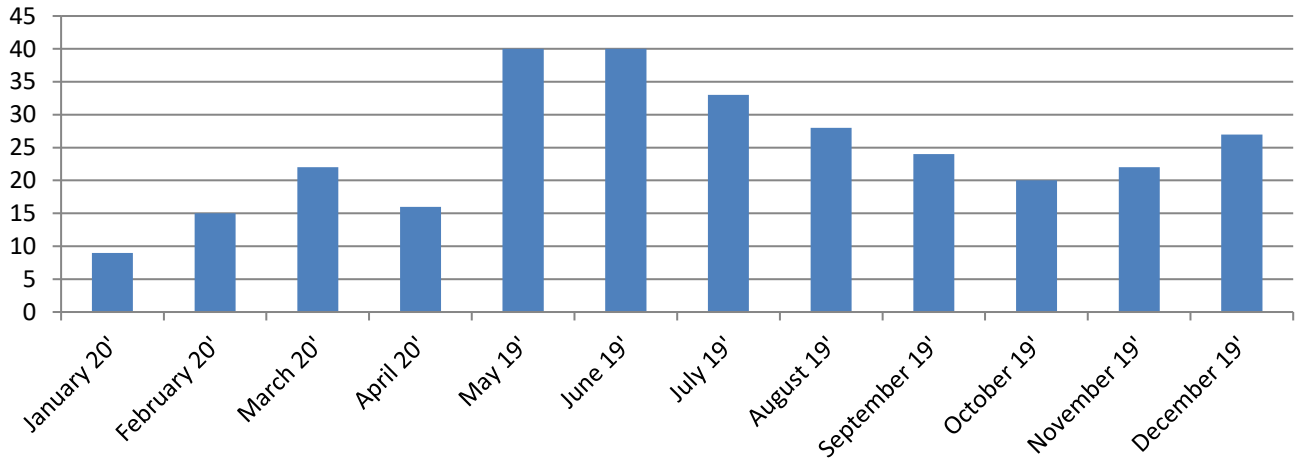
This metric shows the number of new residential homes occupied. Each month, staff sends new Lake Zurich residents a Village welcome packet that provides valuable information to those who are not familiar with the Lake Zurich area or the services offered by their local government. This metric does not include tenets in rental units, but only new single residential owners.
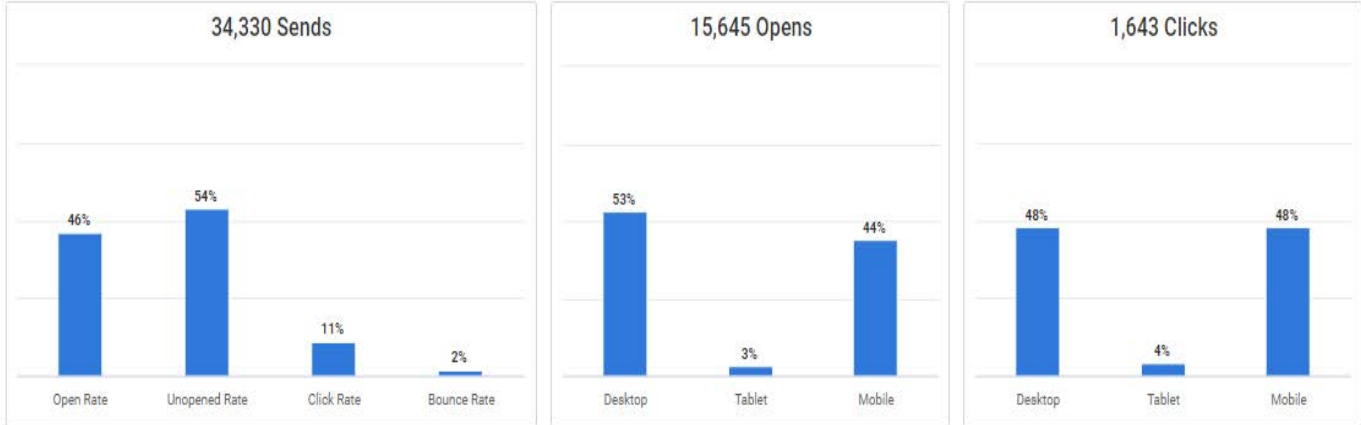
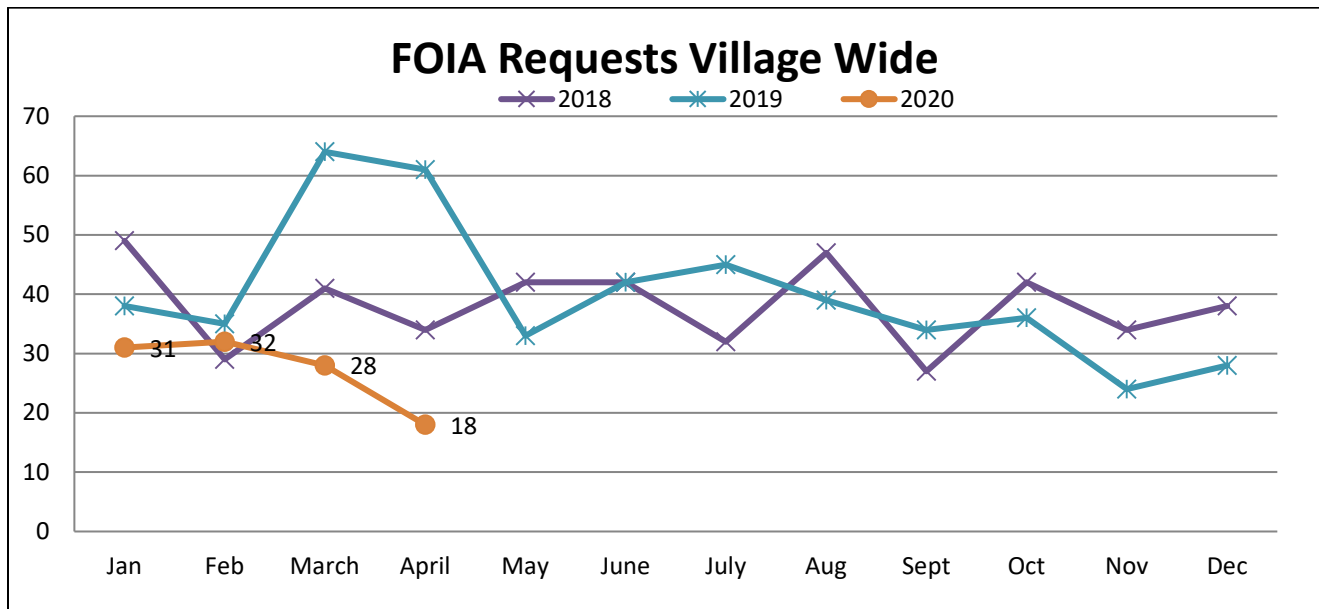## Village Board Agenda Items (Past 12 Months)
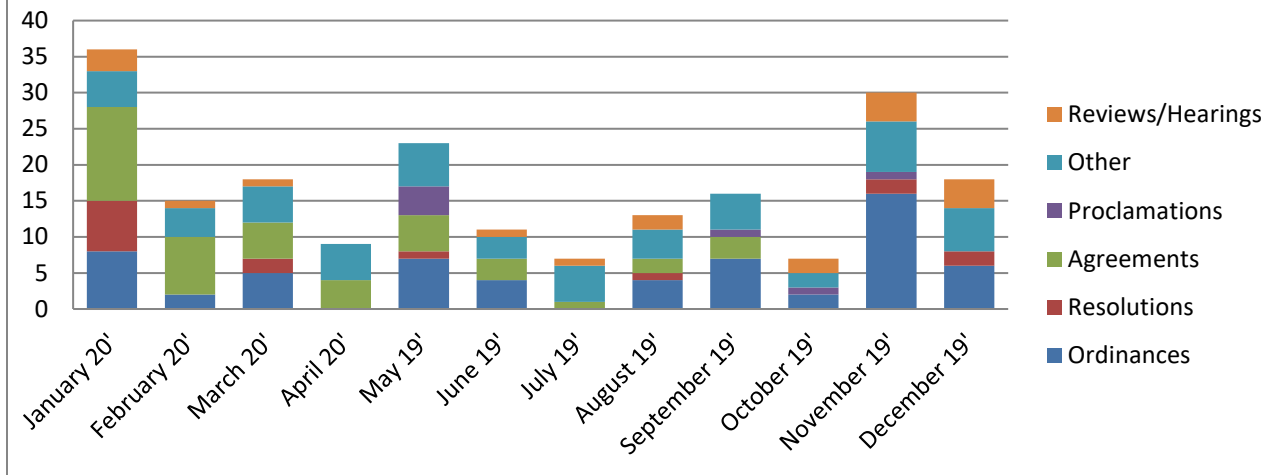
This metric shows the number of action items included on Village Board meeting agendas. As the local legislative governing body, the number of items acted upon by the Village Board has a direct input on Lake Zurich's strategic orientation. This data can be useful in decisions regarding meeting frequency, agenda preparation, activity levels, etc.

Average length of regular April Village Board meetings: 1 hour 8 minutes

Benchmarks Rates – Past Month

34,330 Sends	15,645 Opens	1,643 Clicks

34,330 Sends
- Open Rate: 46%
- Unopened Rate: 54%
- Click Rate: 11%
- Bounce Rate: 2%

15,645 Opens
- Desktop: 53%
- Tablet: 3%
- Mobile: 44%

1,643 Clicks
- Desktop: 48%
- Tablet: 4%
- Mobile: 48%

Benchmarks is the official Village e-newsletter that is a central communication device for the community. This graph shows *Benchmarks* rates over the past month. From an initial subscription rate of 756 in July 2013, *Benchmarks* now has over 5,500 subscribers.

FOIA Requests Village Wide

Legend: 2018, 2019, 2020

2020 data points: Jan 31, Feb 32, March 28, April 18

Open and honest government is a cornerstone of American democracy. The Freedom of Information Act is intended to ensure that members of the public have access to information about their government and its decision-making processes. This graph includes all of the FOIA requests received Village-wide among all departments.

Website Traffic
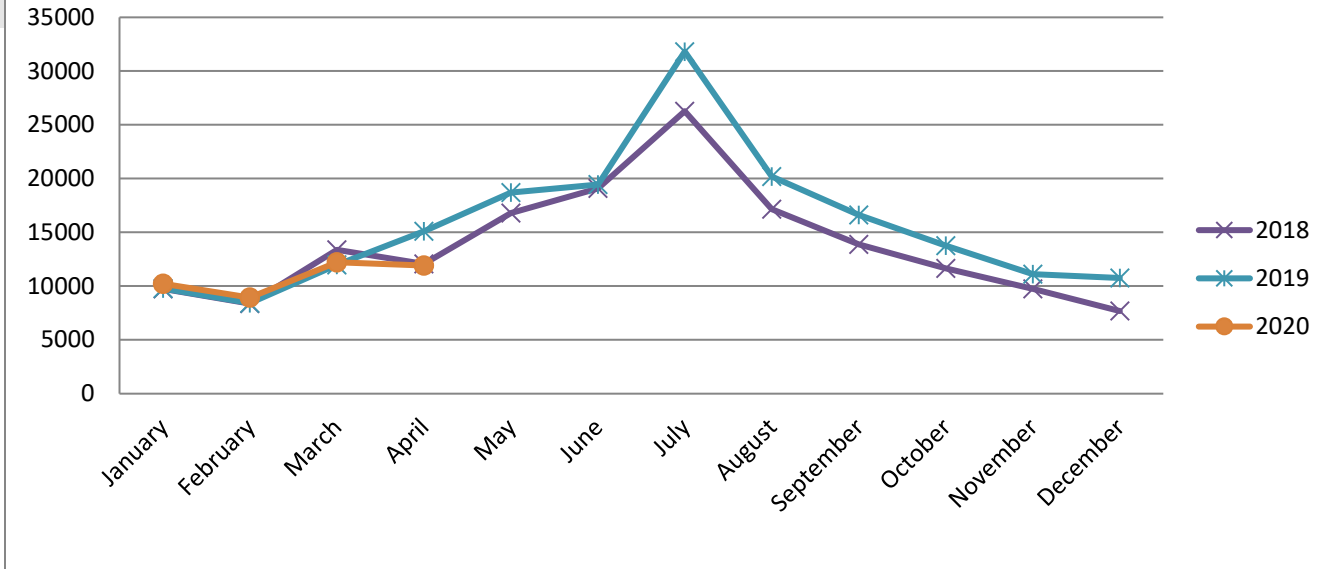
This data represents the number of website visits on LakeZurich.org. A digital presence for Lake Zurich is important for government transparency and providing citizen oriented service. E-government can also improve the overall democratic process by increasing collaboration with citizens and facilitating decision-making. This metric tracks the number of visits to LakeZurich.org. **Most Visited Page on LakeZurich.org for April: COVID-19 Information**

Helpdesk Tickets
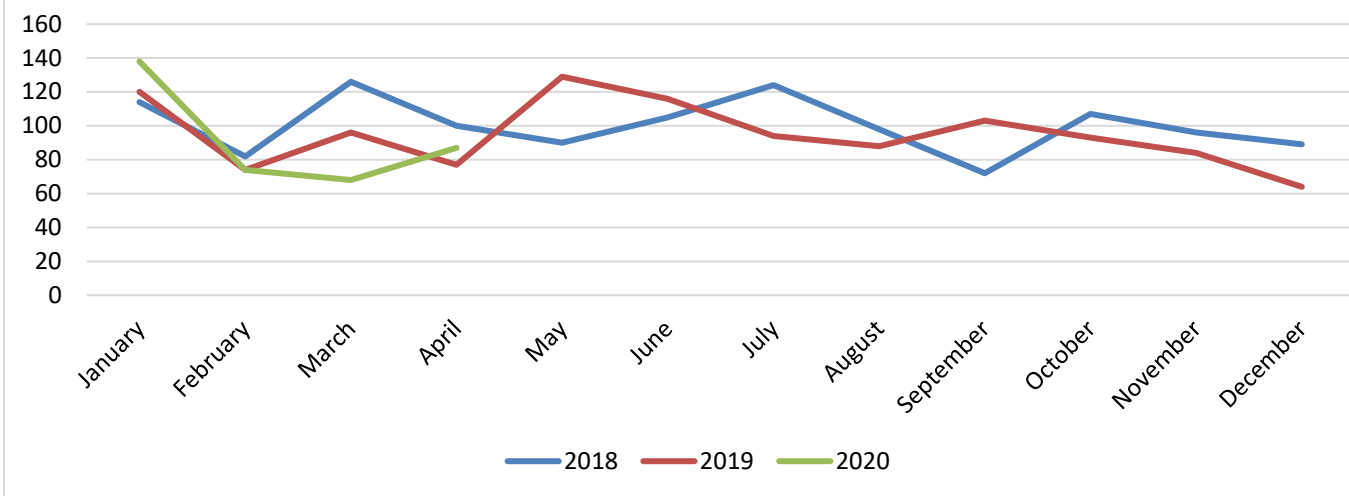
Help Desk is the digital request from Village employees to the technology department to help troubleshoot various technology related problems. A large number of Help Desk tickets may indicate a need for training workshops or investment in technology upgrades. This graph shows the most common requests for assistance this month. **Total number of Help Desk tickets in April: 87**

Help Desk – April
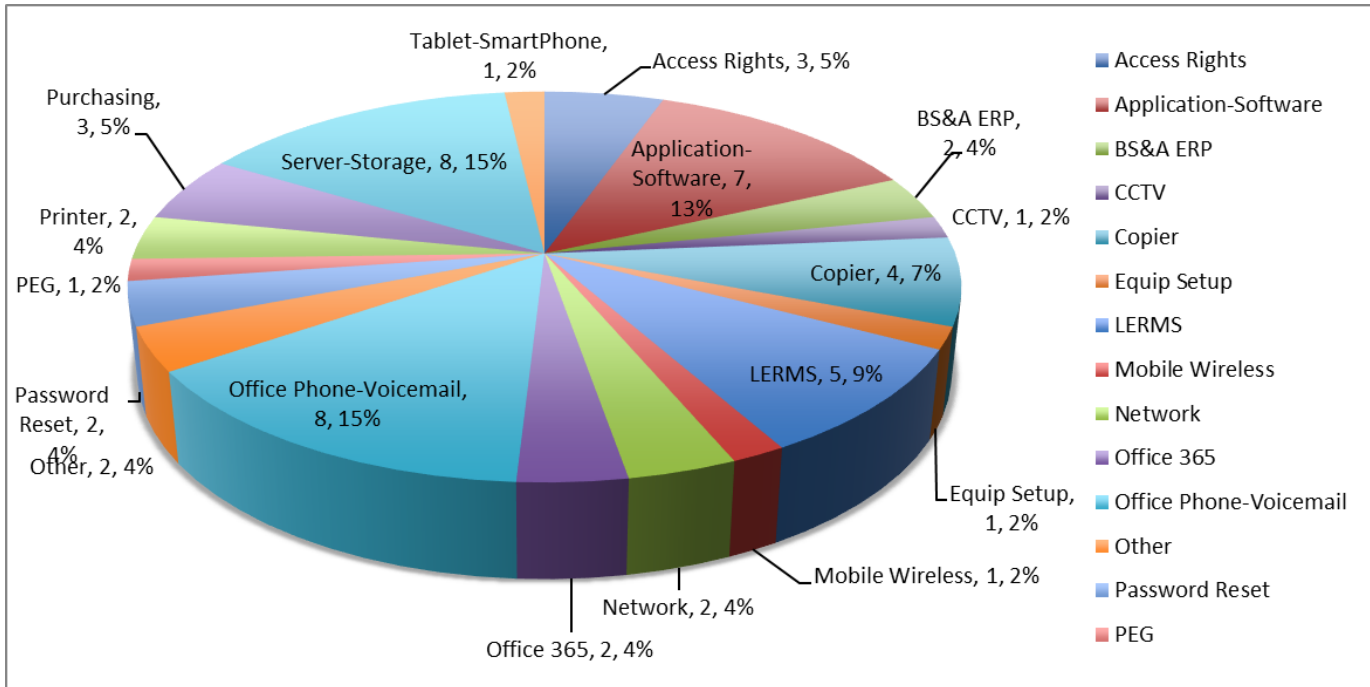
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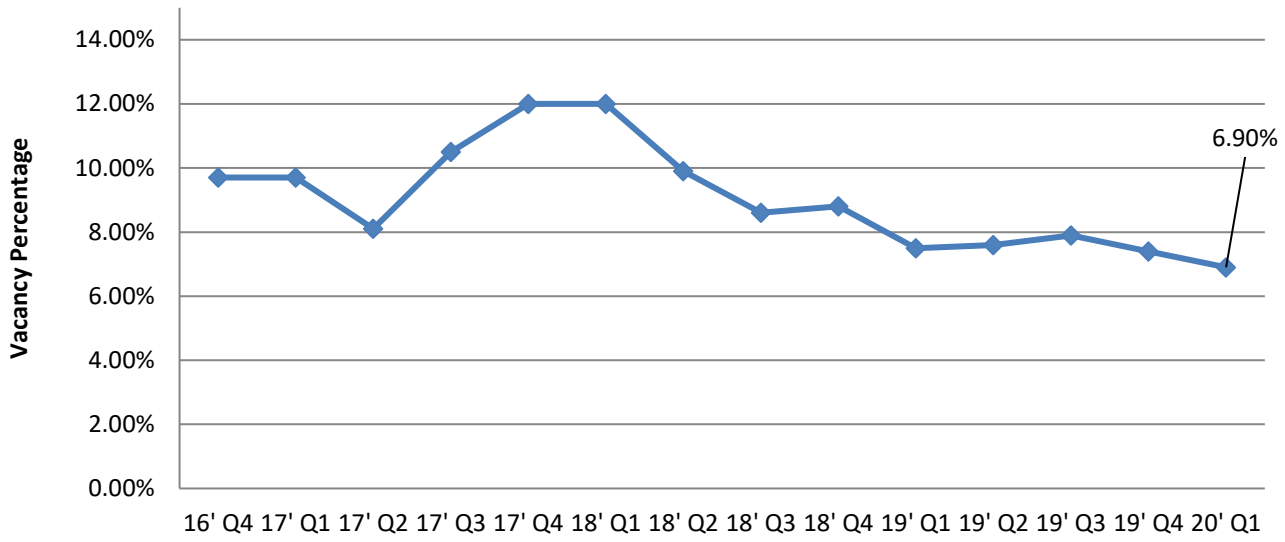
Retail Vacancy Q1 2020
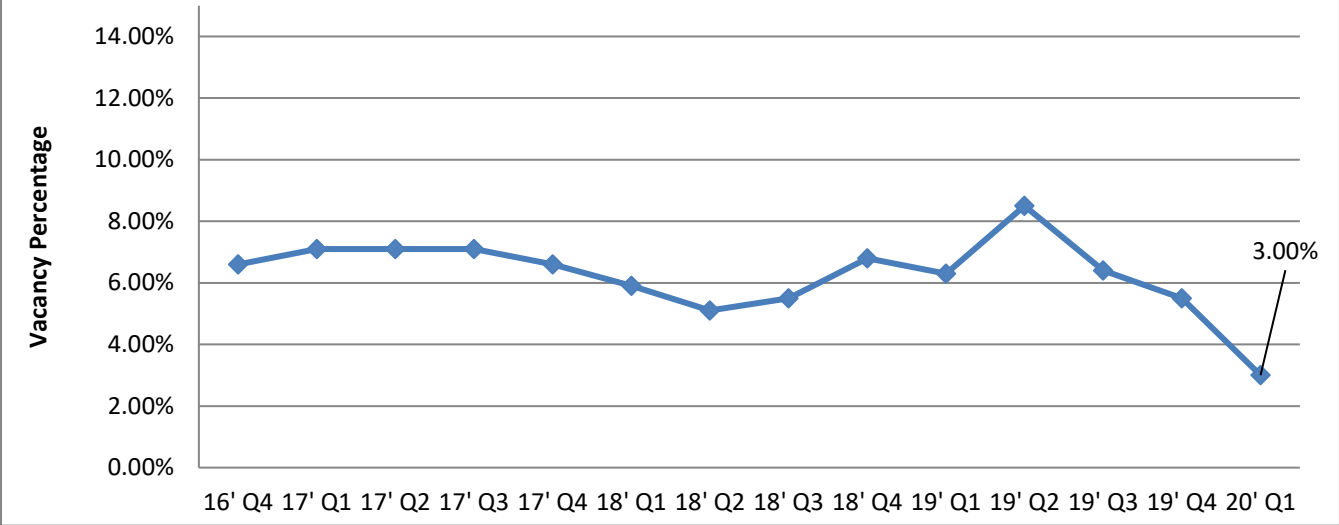
The Lake Zurich retail vacancy rate decreased in the first quarter of 2020 to 3.0% vacant from 5.5% in the fourth quarter (based on Lake County Partners data projections). As of March 31, 2020, there was 78,712 square feet of retail space reported vacant in Lake Zurich, with average rates at $16.70 per square foot (nnn).

Industrial Vacancy Q1 2020
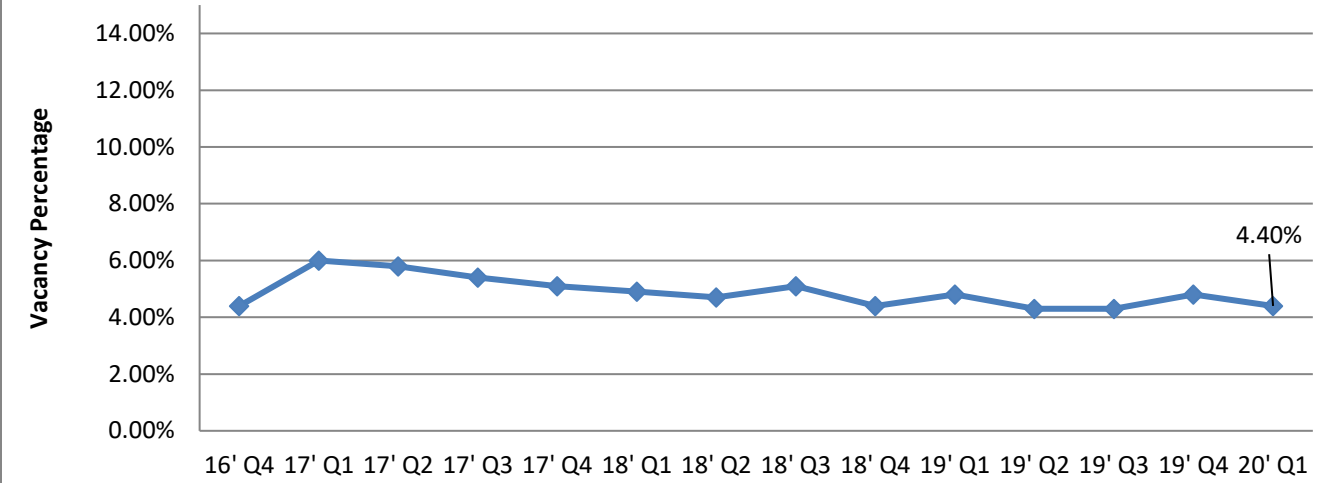

The Lake Zurich industrial vacancy rate decresed to 4.4% in Quarter 1 of 2020 compared to Quarter 4 when 4.8% was reported vacant (based on Lake County Partners data projections). As of March 31, 2020, there was 240,909 square feet of industrial space reported vacant in Lake Zurich, with average rates at $19.48 per square foot (nnn).

Office Vacancy Q1 2020

Chart: Vacancy Percentage (Y-axis from 0.00% to 14.00%) by quarter (X-axis: 16' Q4, 17' Q1, 17' Q2, 17' Q3, 17' Q4, 18' Q1, 18' Q2, 18' Q3, 18' Q4, 19' Q1, 19' Q2, 19' Q3, 19' Q4, 20' Q1). Final point labeled 6.90%.

The Lake Zurich office vacancy rate decreased from 7.4% in Quarter 4 of 2020 to 6.9% reported vacant in Quarter 1 of 2020 (based on Lake County Partners data projections). As of March 31, 2020, there was 27,929 square feet of office space reported vacant in Lake Zurich, with average rates at $17.06 per square foot (nnn).

Real Estate Housing Trends – Residential Inventory

Median Price of Home (quarterly)

Median List Price of Home (per qtr)
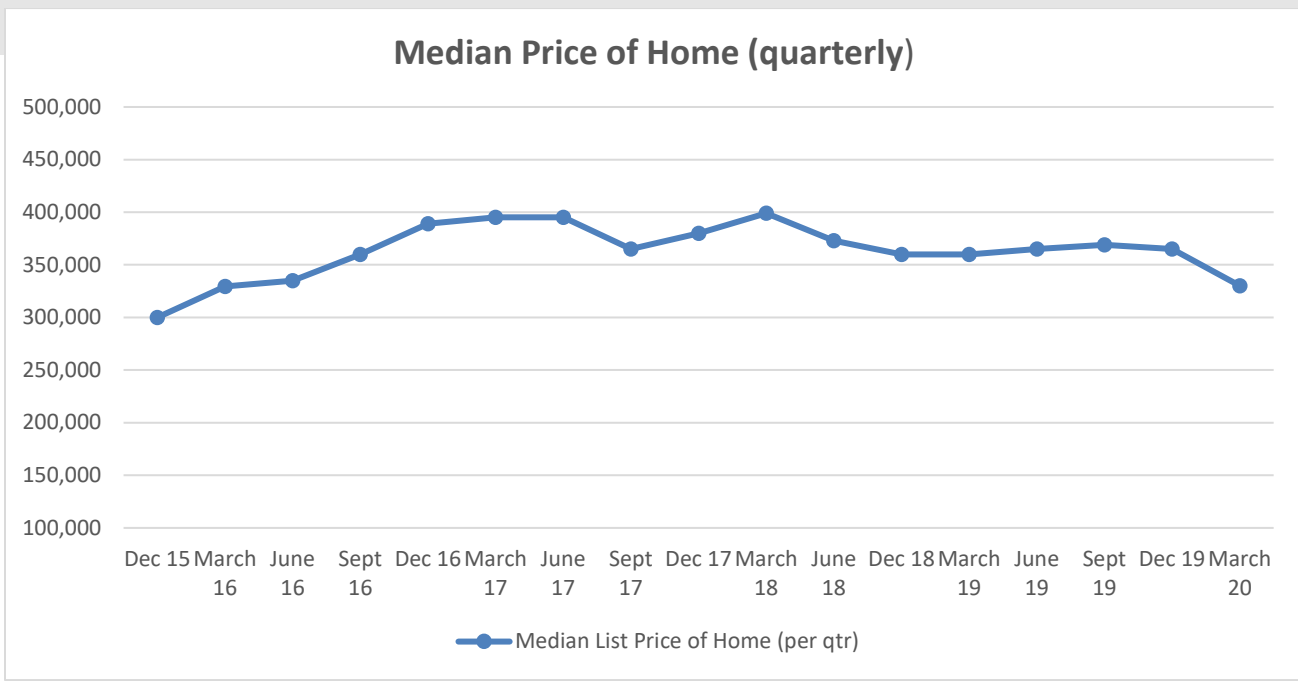
The chart above reports the recent trend for median sale price of Lake Zurich houses. The prices are reported by quarter.
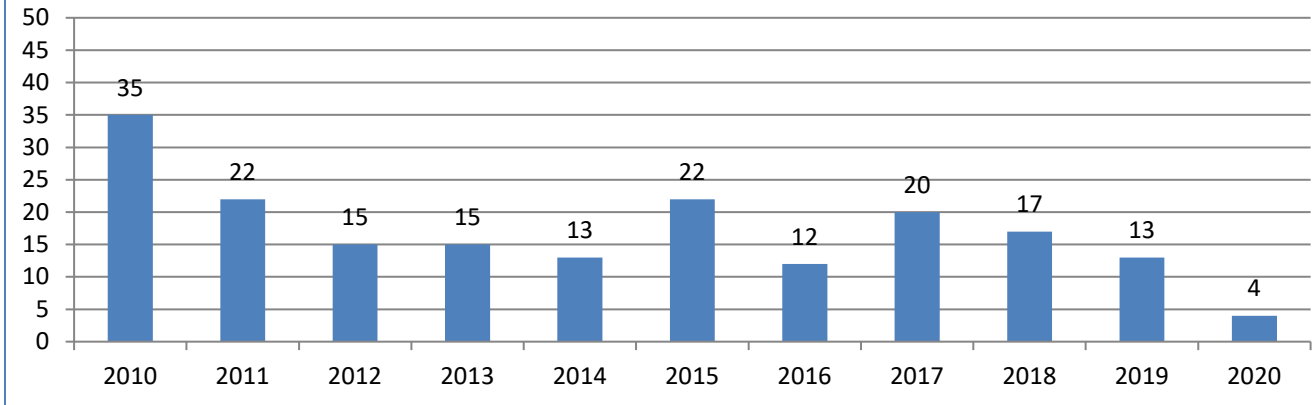
The monthly snapshot below reports more details about the residential real estate market for the most recent month.

April Snapshot of Real Estate Trends

Homes Reported for Sale:	104
Median List Price:	$390,000
Median List $/Sq. Ft	$163
Median Sale Price:	$330,000
Average Down Payment:	9.7%
Median Sale $/Sq. Ft.	$154
Average Sale / List:	98.1%
Number of Homes Sold:	31

*Soure: Redfin Corporation

General Liability Claims -Total Incidents (Year-to-Date)

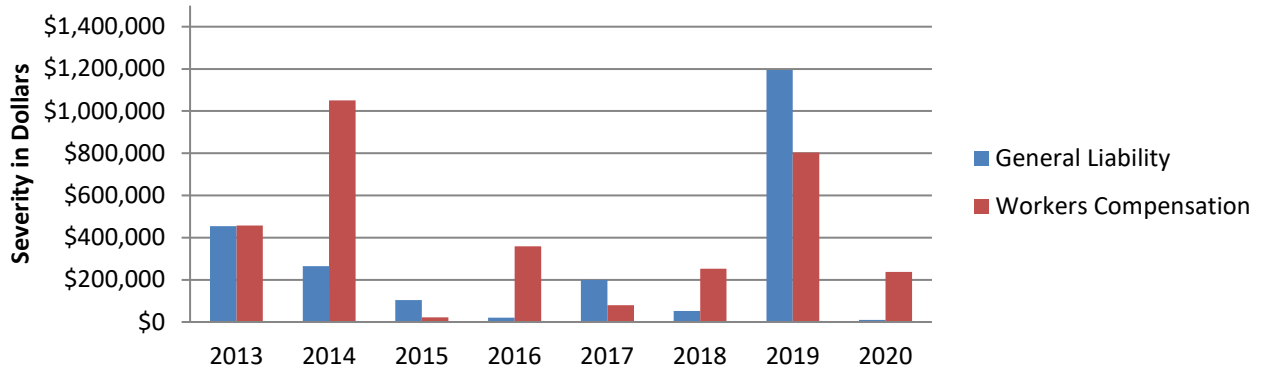| Year	Incidents
2010	35
2011	22
2012	15
2013	15
2014	13
2015	22
2016	12
2017	20
2018	17
2019	13
2020	4

Risk management insurance coverage is provided by the Intergovernmental Risk Management Agency, a risk sharing pool of approximately 70 local municipalities and special service districts, which have joined together to manage and fund their property/casualty/workers' compensation claims. This metric reports total General Liability claims (both open and closed claims) in all departments since January 1st.

Claim Frequency By Department (Year-to-Date)

Legend: Admin & Finance, Fire, Parks, Community Services, Police
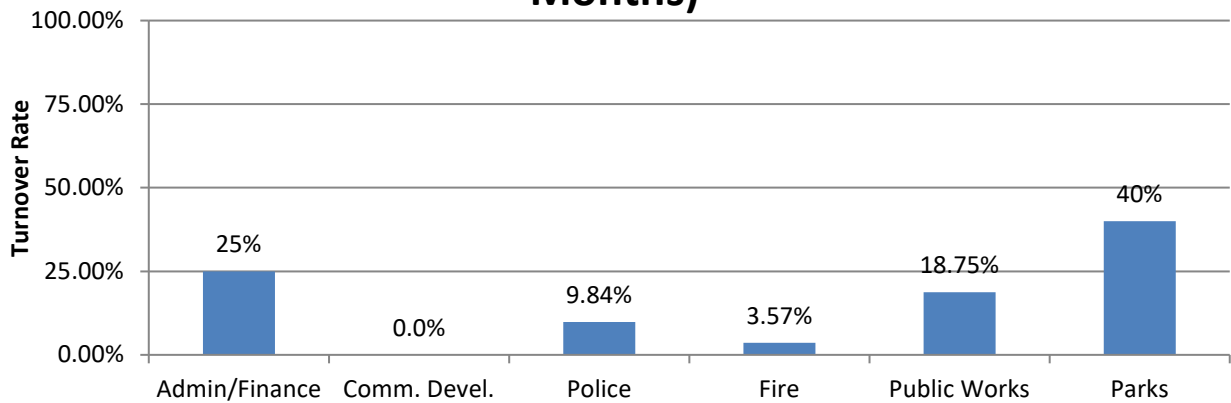
Y-axis: Total # of Claims
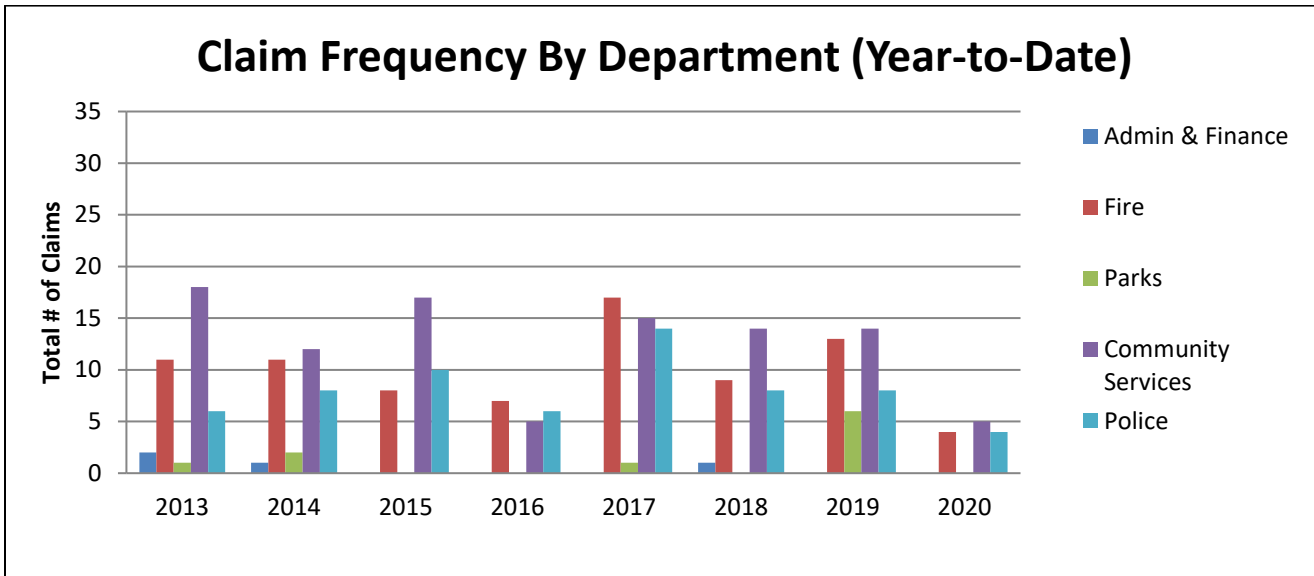
Loss prevention programs and a culture of safety that encourages safe work practices will decrease claim frequency rates. This data shows the total number of claims by department updated quarterly, which is an aggregate number of the following claim types: Auto Liability, Auto Physical Damage, General Liability, Property Damage, and Workers Compensation. It is important to realize that Community Services is responsible for routine maintenance, so its general liability claims will naturally be high due to claims involving parkway trees, mailboxes, sidewalks, fire hydrants, the municipal fleet, etc.

Claim Severity for General Liability and Workers Compensation (Year-to-Date)

Severity in Dollars

- General Liability
- Workers Compensation

$1,400,000
$1,200,000
$1,000,000
$800,000
$600,000
$400,000
$200,000
$0

2013 2014 2015 2016 2017 2018 2019 2020

This metric provides a snapshot of the Village's overall liability position, separated by General Liability Claims (such as property damage) and Workers Compensation Claims (such as medical bills and lost work-time). Fewer claims filed against the Village mean less money spent and improved financial stability. This data includes the total costs, including net property loss and any other associated expenses, such as attorney fees.

Employee Turnover Rate by Department (Past 12 Months)

Turnover Rate

100.00%
75.00%
50.00%
25.00%
0.00%

Admin/Finance 25%
Comm. Devel. 0.0%
Police 9.84%
Fire 3.57%
Public Works 18.75%
Parks 40%

A certain level of turnover is healthy and desirable for organizations. A zero percent turnover rate is not the goal. Regularly tracking turnover rate will facilitate decision making related to employee satisfaction, human resources screening, and succession planning. This metric tracks turnover for all Village employees, including full-time, part-time, and seasonal on a rotating basis for the past 12 months. The size of the department is an important factor when analyzing this data. **Note**: Parks and Public Works are heavily staffed by part-time seasonal personnel, resulting in a turnover rate that is technically high but this is not a cause for concern.