



# VILLAGE MANAGER'S OFFICE

---

MONTHLY INFORMATION REPORT

**JUNE 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 June 2020....

### **Community Engagement on Lake Zurich Building Investments**

Over the past few months, the Village continued to engage residents and other stakeholders to determine the future of the Paulus Park Barn and Fire Station #1, two municipal facilities that require attention and investment. So far, we've received feedback from over 736 members of the community through virtual community engagement sessions. Phase 2 of this engagement was conducted in sessions on June 11, June 17, and June 20, 2020. Using feedback provided by the public, we developed a "menu" of potential individual projects, funding mechanisms, and potential funding levels. The results of Phase 2 feedback from June are available at <https://lakezurich.org/718/Community-Engagement>.

### **Blue Ridge Korean BBQ Restaurant**

Village Staff has been engaged with ongoing discussions between the Village and a restaurant called Blue Ridge Korean BBQ, which is interested in purchasing a piece of village-owned real estate at 133 West Main Street. This restaurant was previously interested in locating on Route 12 at the site of the vacant Joe's Barbershop at 265 North Rand Road, but the Village Board advised them to look at a different location. At this point, Staff is recommending a redevelopment agreement to acquire the building at 133 West Main Street while upgrading the interior and exterior. This redevelopment agreement is expected to come before the Village Board for discussion at a meeting in August 2020.

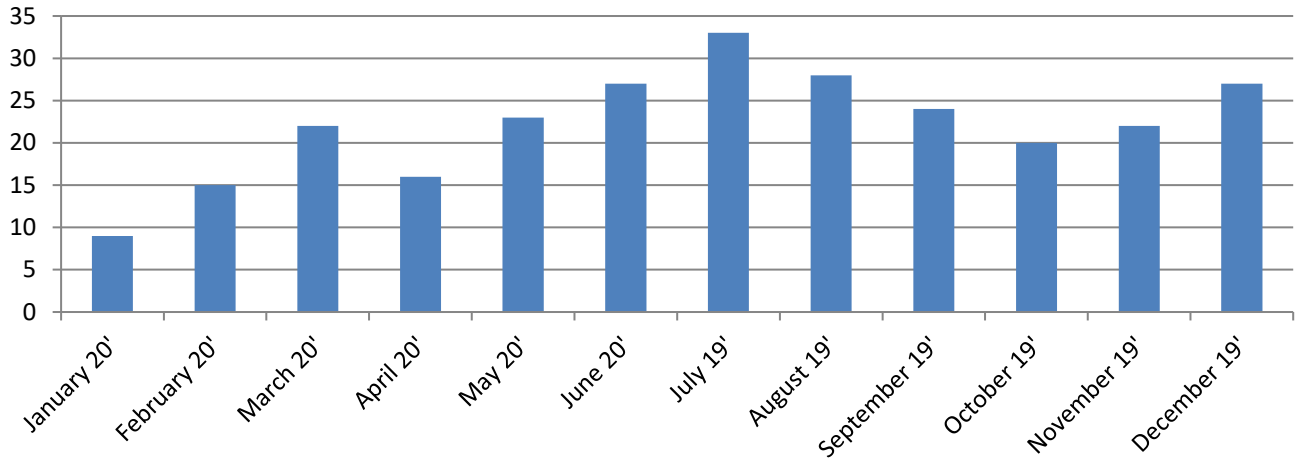
### **Restore Illinois and Lake Zurich Beaches**

The Illinois Department of Public Health has advised that all licensed IDPH aquatic facilities, including both Lake Zurich public beaches, are not permitted to open in Phase 3. IRMA, the Village's liability insurance provider, has advised clients that any actions taken in contradiction of the Governor's emergency orders would place them outside of their insurance coverage. As a result, the State entering into Phase 4 was a precondition to the possibility of opening Lake Zurich's beaches this summer.

There are potential conflicts and risk exposure to the Village's seasonal aquatics staff should the beaches open in the current climate. Aquatics staff could be potentially exposed to a COVID-positive patron in the event of a rescue, as water-appropriate PPE would necessarily be less effective than what our full-time first responders use. Our seasonal staff, typically aged 16-21 years old, would also be required to manage patrons' frustrations with physical distancing expectations, admission restrictions, or environmental factors. Village staff may be able to mitigate some of these potential confrontations, though managing community expectations at the beaches remains an area of concern.

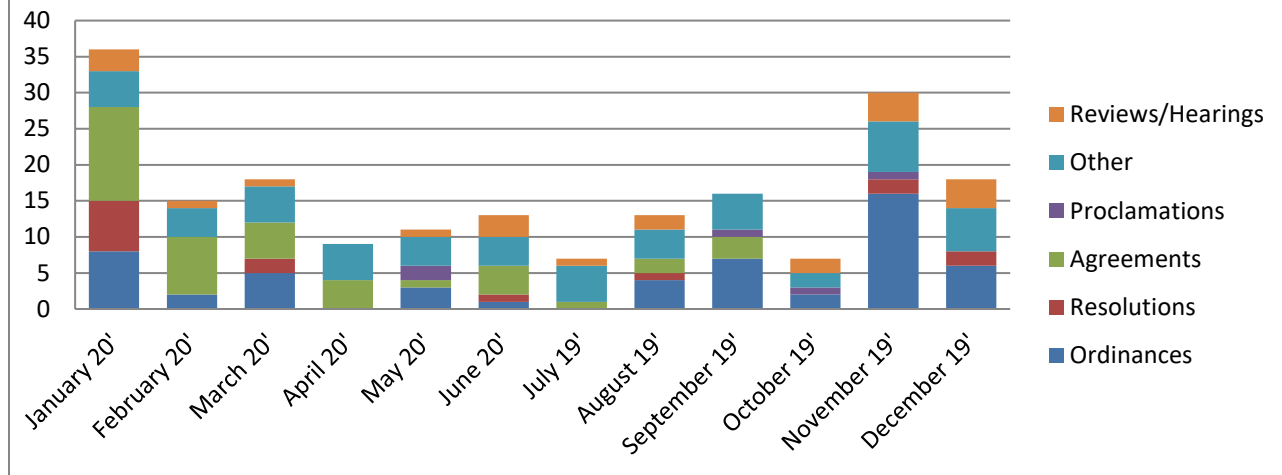
At the June 15, 2020 meeting, the Village Board made the decision to allow beaches to open in Phase 4, but only to Lake Zurich residents and in accordance with all State of Illinois Phase 4 requirements to maximize safety of guests and lifeguards.

## 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.

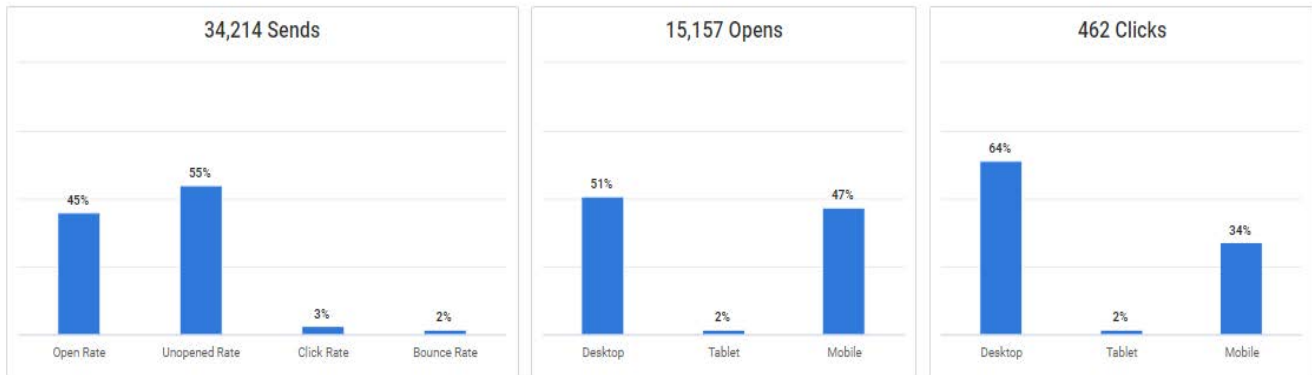
## Village Board Agenda Items (Past 12 Months)



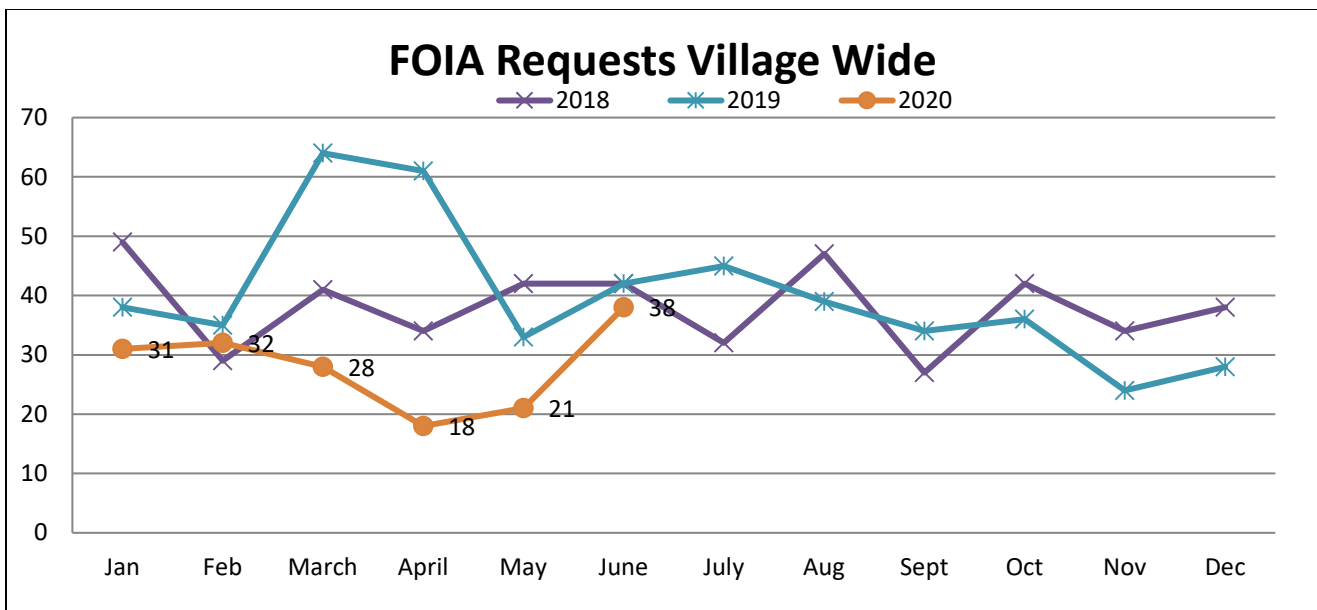
This metric shows the number of action items included on Village Board meeting agendas. As the local legislative governing body, the number of items acted upon by the Village Board has a direct input on Lake Zurich's strategic orientation. This data can be useful in decisions regarding meeting frequency, agenda preparation, activity levels, etc.

**Average length of regular June Village Board meetings: 2 hours 27 minutes**

## Benchmarks Rates – Past Month

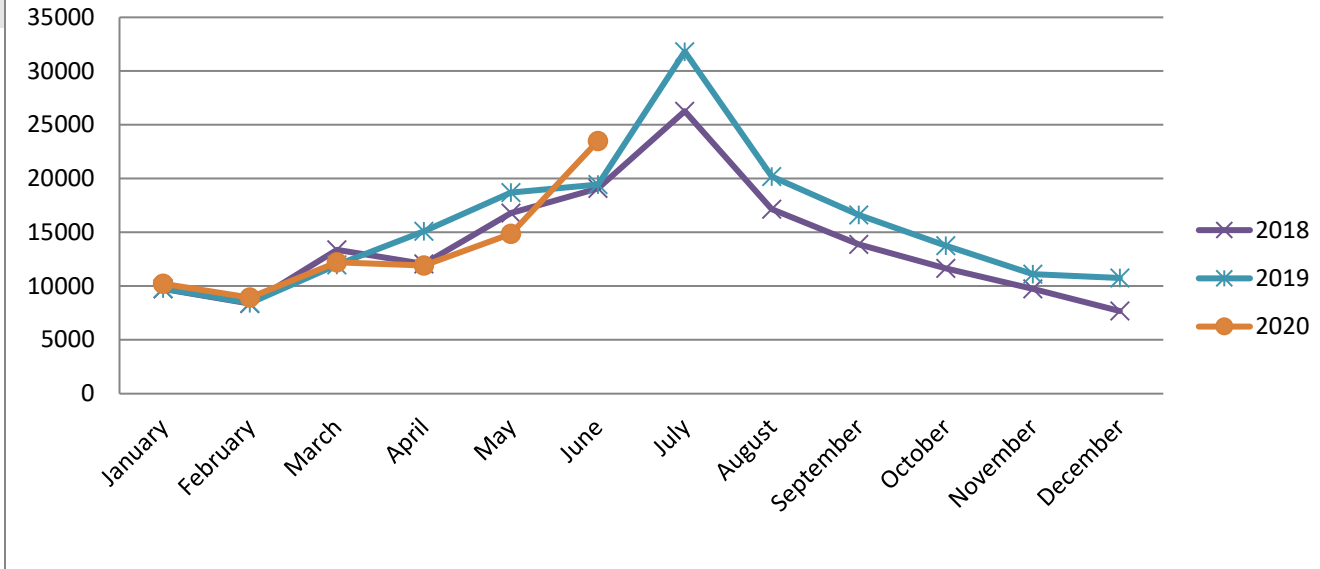


*Benchmarks* is the official Village e-newsletter that is a central communication device for the community. This graph shows *Benchmarks* rates over the past month. From an initial subscription rate of 756 in July 2013, *Benchmarks* now has over 5,500 subscribers.



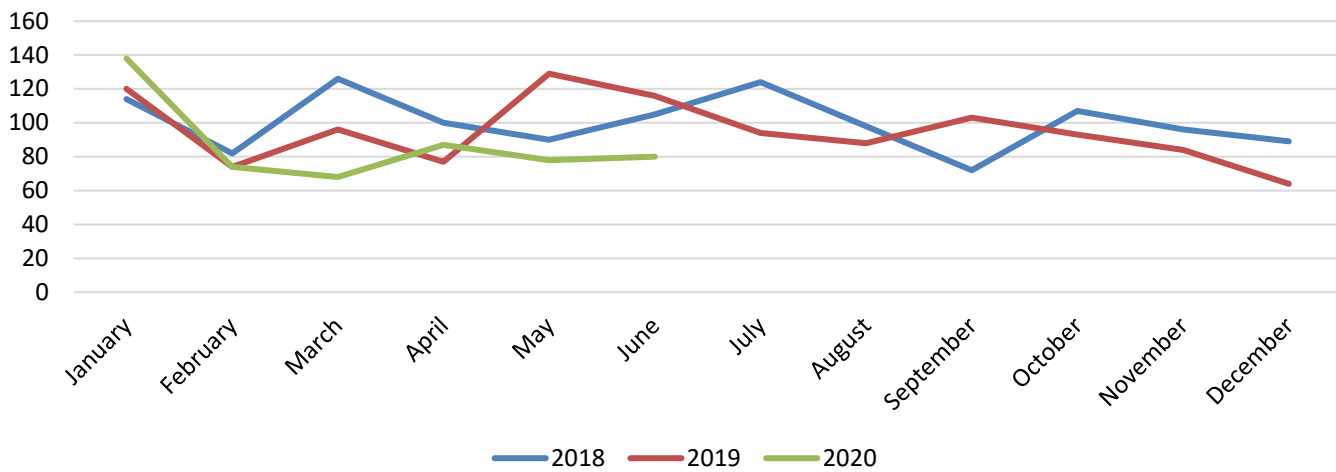
Open and honest government is a cornerstone of American democracy. The Freedom of Information Act is intended to ensure that members of the public have access to information about their government and its decision-making processes. This graph includes all of the FOIA requests received Village-wide among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

## Website Traffic



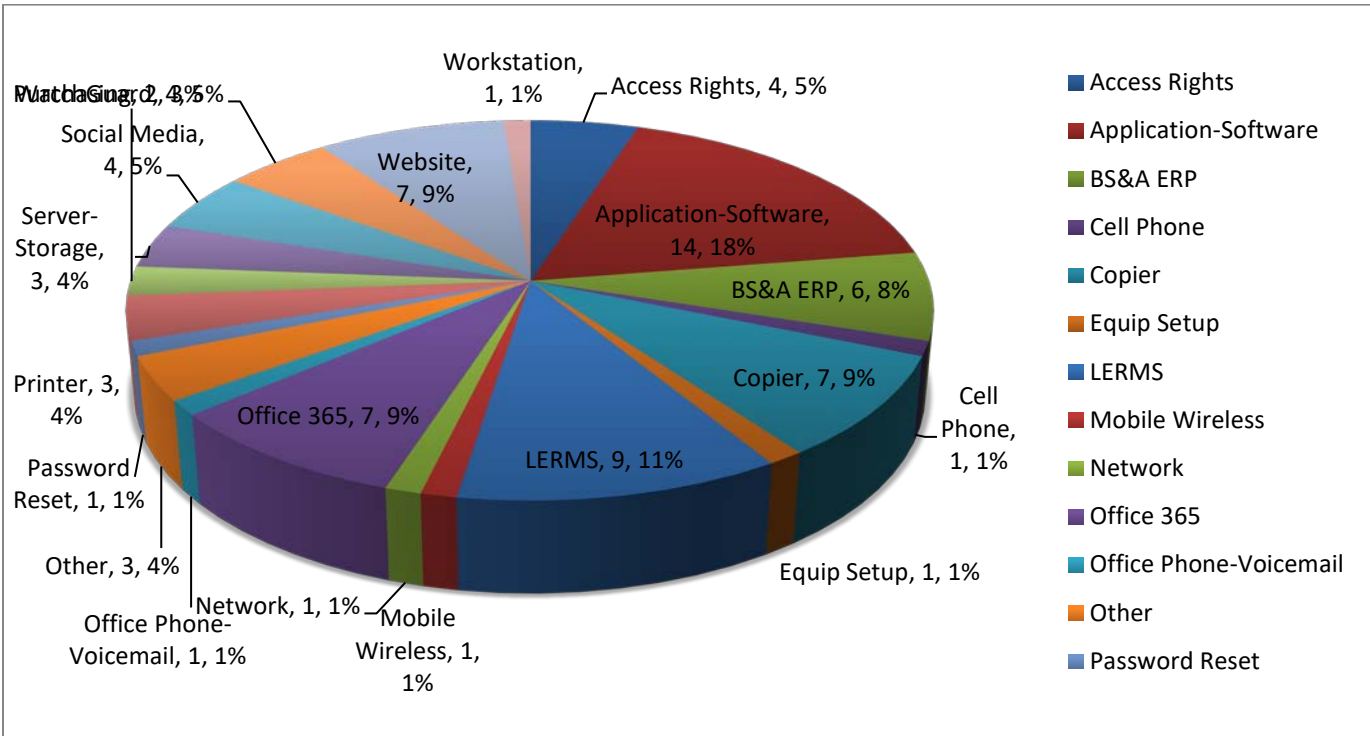
This data represents the number of website visits on LakeZurich.org. A digital presence for Lake Zurich is important for government transparency and providing citizen oriented service. E-government can also improve the overall democratic process by increasing collaboration with citizens and facilitating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

## Helpdesk Tickets



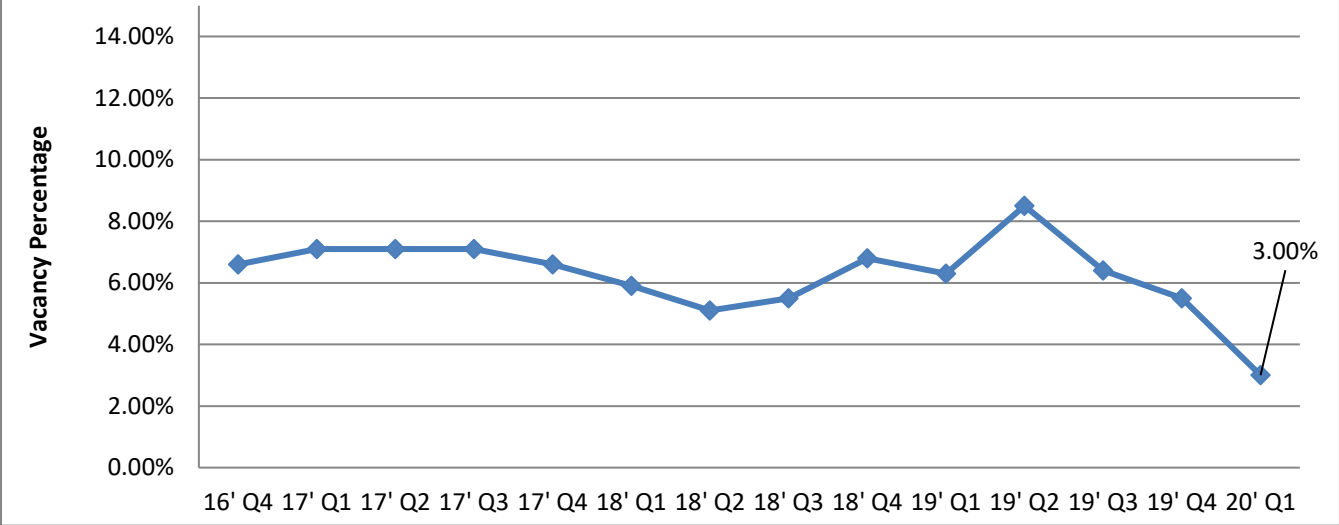
Help Desk is the digital request from Village employees to the technology department to help troubleshoot various technology related problems. A large number of Help Desk tickets may indicate a need for training workshops or investment in technology upgrades. This graph shows the most common requests for assistance this month. **Total number of Help Desk tickets in June: 80**

## Help Desk – June



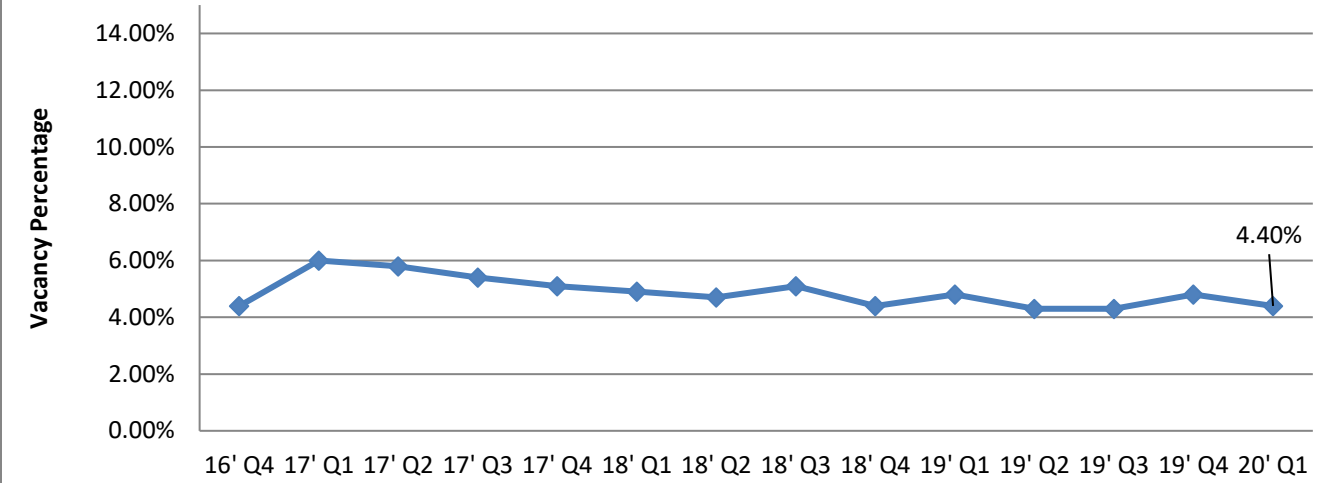
Help Desk is the digital request from Village employees to the technology department to help troubleshoot various technology related problems. A large number of Help Desk tickets may indicate a need for training workshops or investment in technology upgrades. This graph shows the most common requests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

### Retail Vacancy Q1 2020



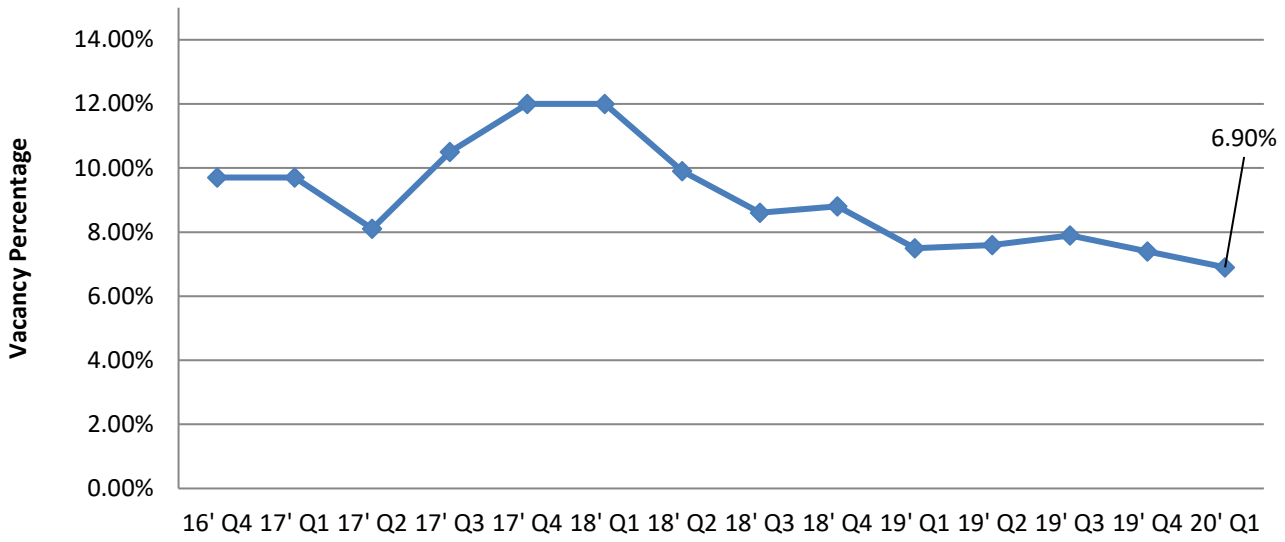
The Lake Zurich retail vacancy rate decreased in the first quarter of 2020 to 3.0% vacant from 5.5% in the fourth quarter (based on Lake County Partners data projections). As of March 31, 2020, there was 78,712 square feet of retail space reported vacant in Lake Zurich, with average rates at \$16.70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

### Industrial Vacancy Q1 2020



The Lake Zurich industrial vacancy rate decreased 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).

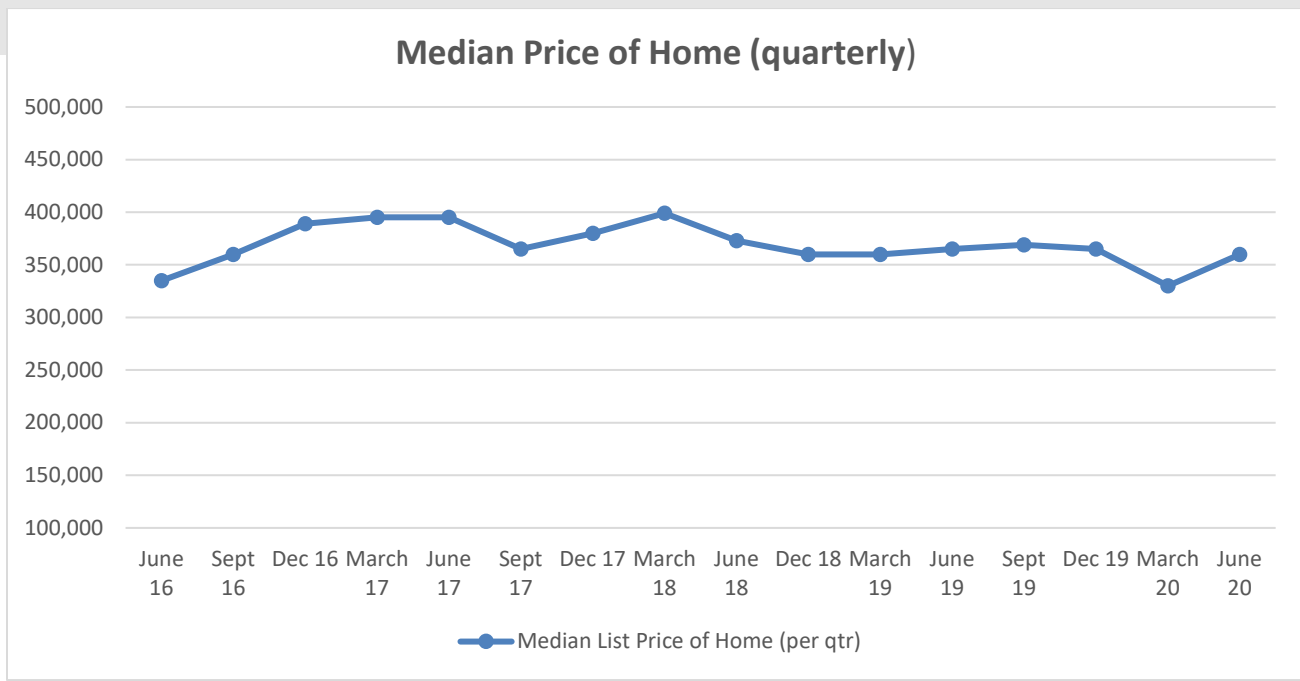
### Office Vacancy Q1 2020



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



The chart above reports the recent trend for median sale price of Lake Zurich houses. The prices are reported by quarter.

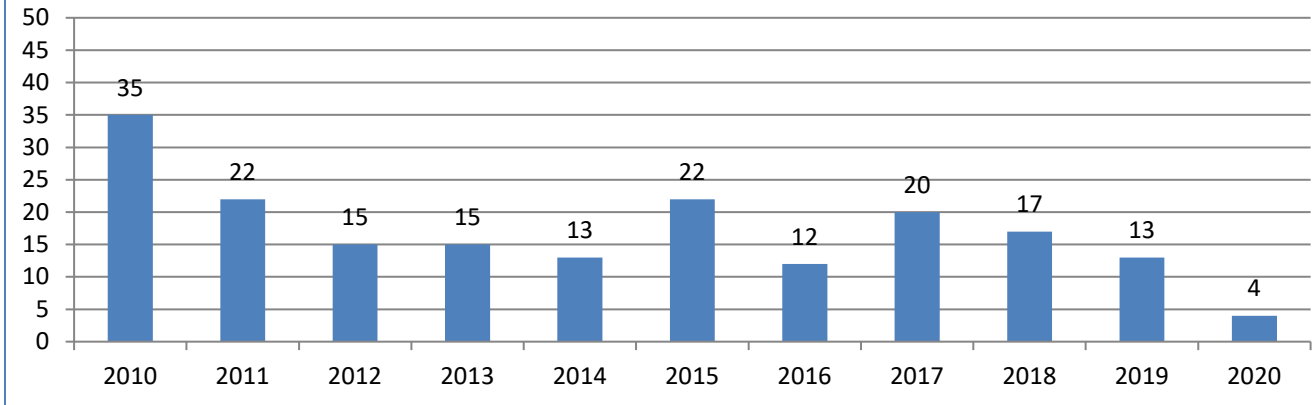
The monthly snapshot below reports more details about the residential real estate market for the most recent month.

### June Snapshot of Real Estate Trends

Homes Reported for Sale:	98
Median List Price:	\$360,000
Median List \$/Sq. Ft	\$167
Median Sale Price:	\$353,000
Average Down Payment:	13.7%
Median Sale \$/Sq. Ft.	\$161
Average Sale / List:	98.2%
Number of Homes Sold:	28

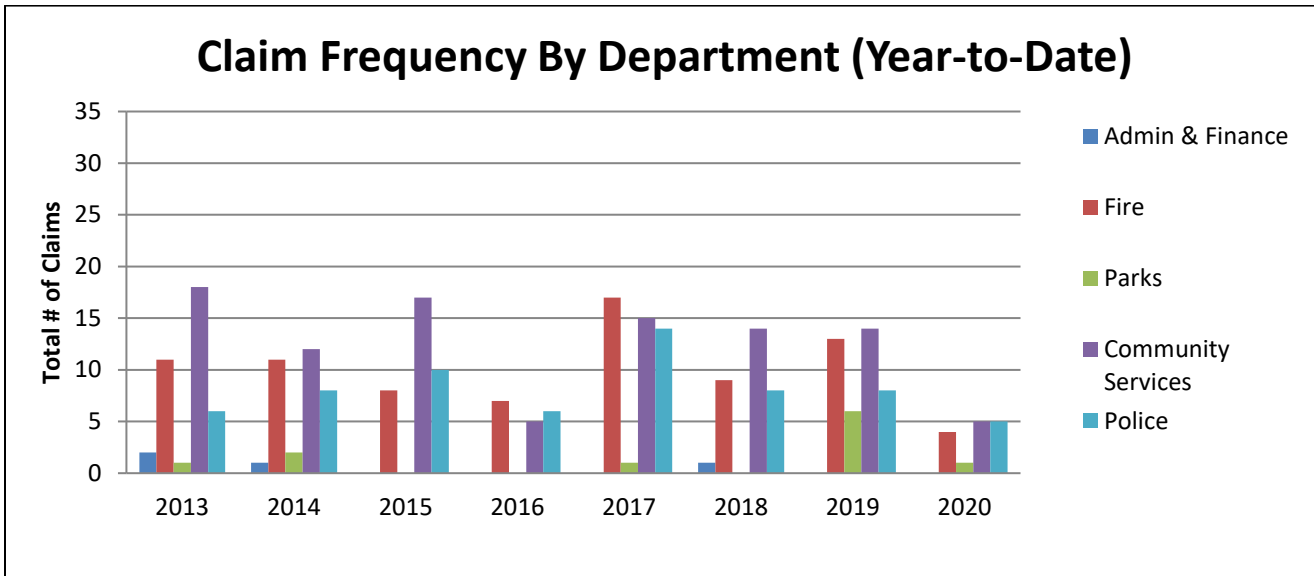
\*Source: Redfin Corporation

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



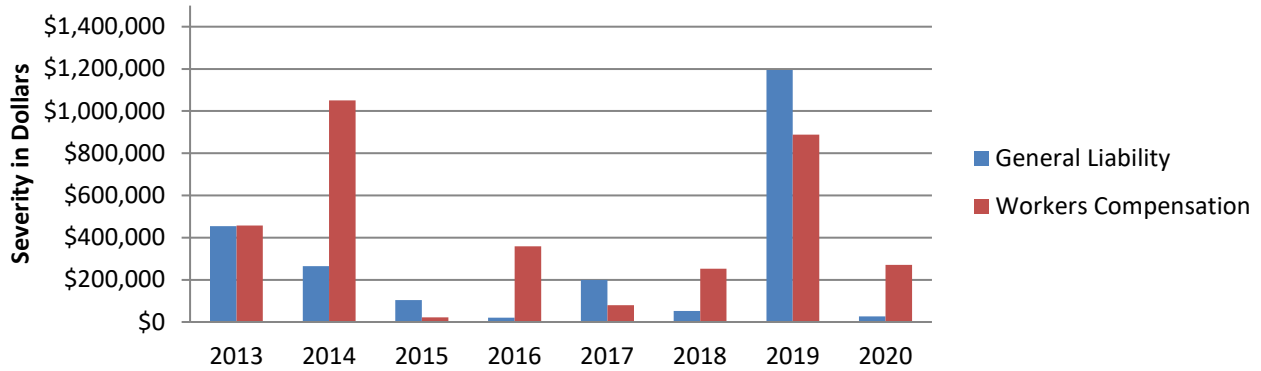
Risk management insurance coverage is provided by the Intergovernmental Risk Management Agency, a risk sharing pool of approximately 70 local municipalities and special service districts, which have joined together to manage and fund their property/casualty/workers' compensation claims. This metric reports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

## Claim Frequency By Department (Year-to-Date)



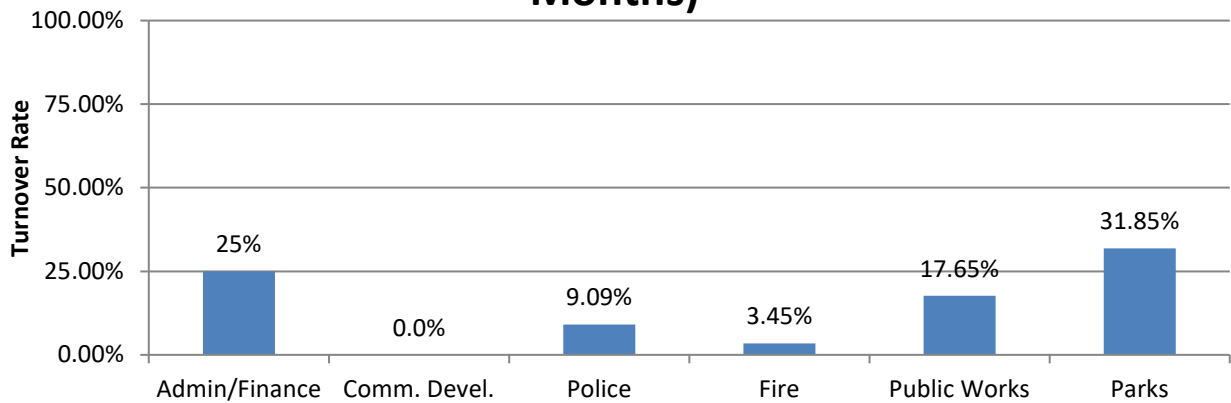
Loss prevention programs and a culture of safety that encourages safe work practices will decrease claim frequency rates. This data shows the total number of claims by department updated quarterly, which is an aggregate number of the following claim types: Auto Liability, Auto Physical Damage, General 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)



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)



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.