



VILLAGE MANAGER'S OFFICE

MONTHLY INFORMATION REPORT

JULY 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 July 2020....

Community Engagement on Future Investment

At the beginning on March 2020, the Village Board approved an agreement with EO Sullivan to facilitate community engagement efforts regarding future building options and various funding mechanisms for the Paulus Park Barn and Fire Station #1 on Buesching Road, two municipal facilities that require attention and investment.

During June 2020, the Village conducted multiple virtual community engagement sessions. 130 community members participated with 62 providing written responses. At the July 6, 2020 Village Board meeting, Phase 2 data was presented. In summary....

Paulus Park Barn

In Phase 2, the community shows a preference for repairing the existing barn and adding a one-level expansion or simply repairing the existing barn. The menu phone survey taken in December 2019 shows similar results, with support for repairing the existing facility or, if building new, keeping that new facility moderately sized. Interestingly, the Community Committee favored simply repairing the existing barn, which is uncommon for informed opinions to favor the least costly solution that doesn't include new construction. This reflects concerns over the pandemic and its effect on the village's budget, requiring more modest investments than might be possible during more prosperous times.

The public was less supportive of repairing the existing barn and adding a two-level expansion, though the difference was not quite enough to completely remove this solution from consideration. We believe this solution should be kept under consideration for now as it does have strong supporters among those who utilize the village's parks facilities and programs. However, it should be considered the least favored overall.

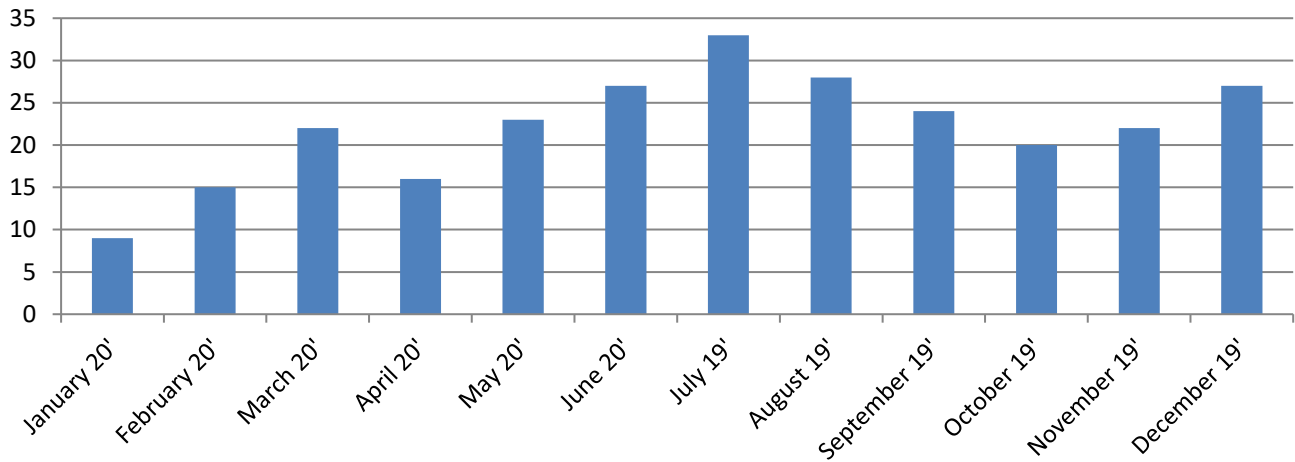
Fire Station #1

One thing was clear from the community feedback: building a new enhanced fire station should be removed from consideration. This project had few strong supporters, consistently came in as the least favored fire station solution and showed a high variance score (meaning it is more controversial). This sentiment was echoed in the phone survey results.

The two most favored solutions were building a new reduced station and building a new needs assessment station. These two solutions received a nearly equal level of support, with the reduced station receiving higher rankings during Phase 2 while the needs assessment station received higher support and rankings in the phone survey. These should be considered the two most supported solutions moving forward.

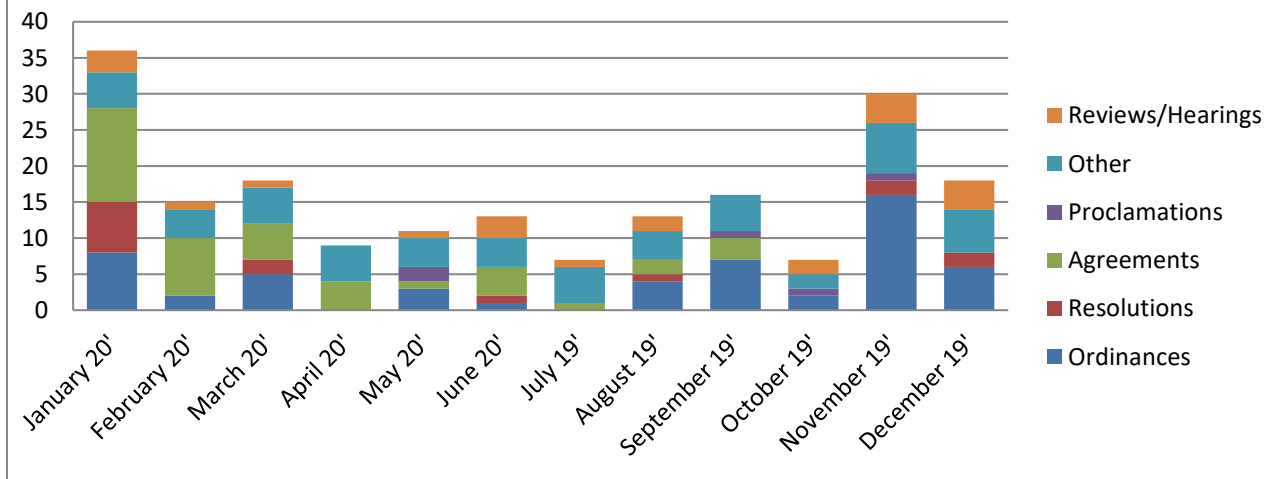
Rehabbing the existing station received strong enough support that it should remain under consideration, though it is a clear 3rd in favorability behind the two new station solutions.

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.

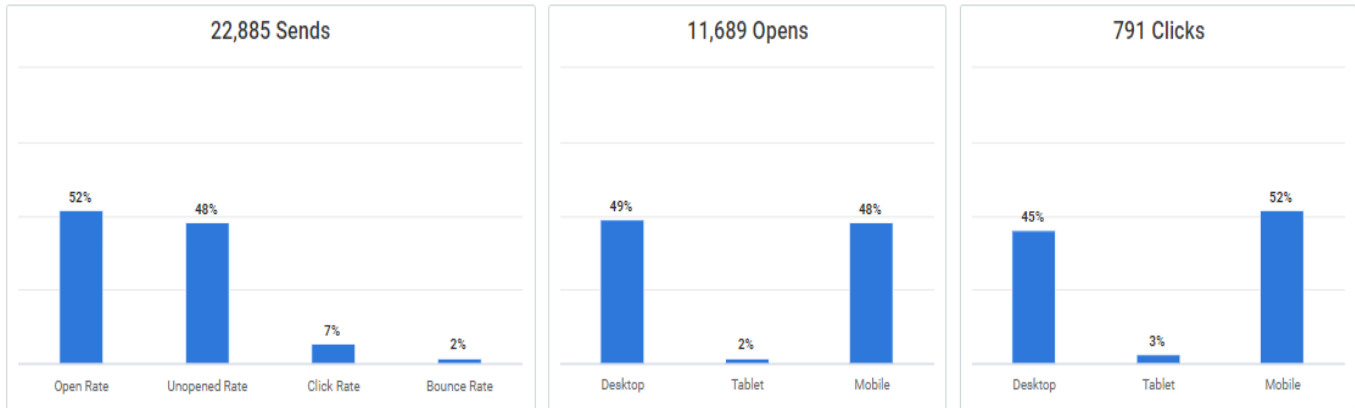
Village Board Agenda Items (Past 12 Months)



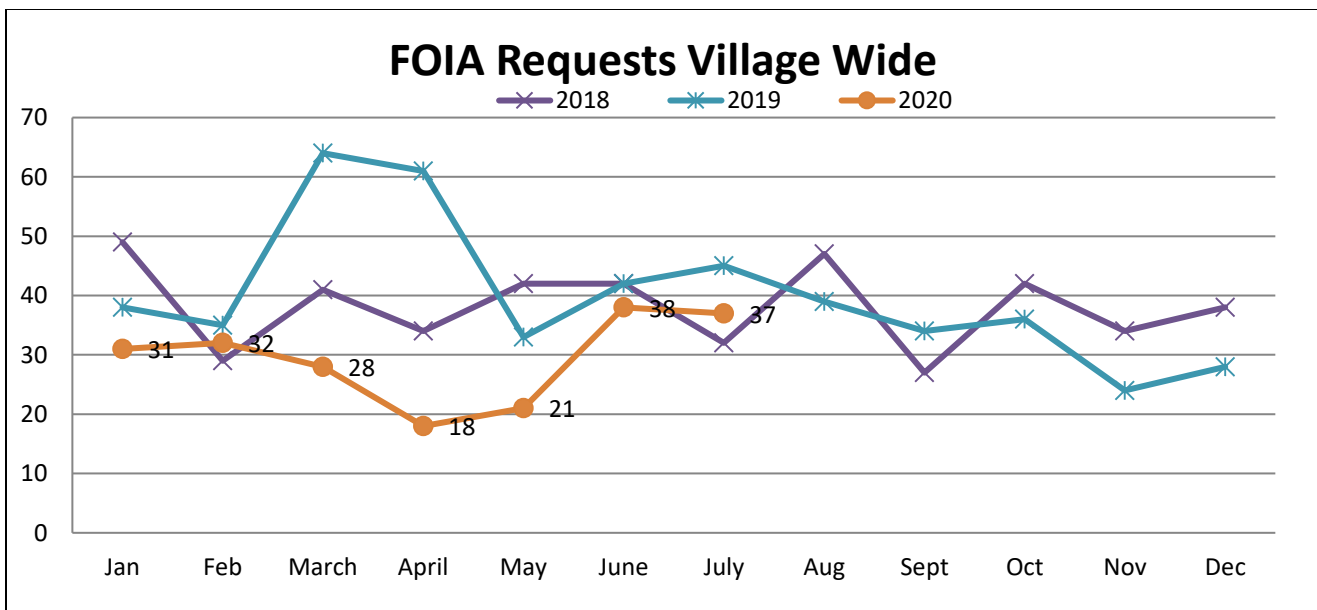
This metric shows the number of action items included on Village Board meeting agendas. As the local legislative governing body, the number of items acted upon by the Village Board has a direct input on Lake Zurich's strategic orientation. This data can be useful in decisions regarding meeting frequency,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

Average length of regular July Village Board meetings: 1 hour 31 minutes

Benchmarks Rates – Past Month

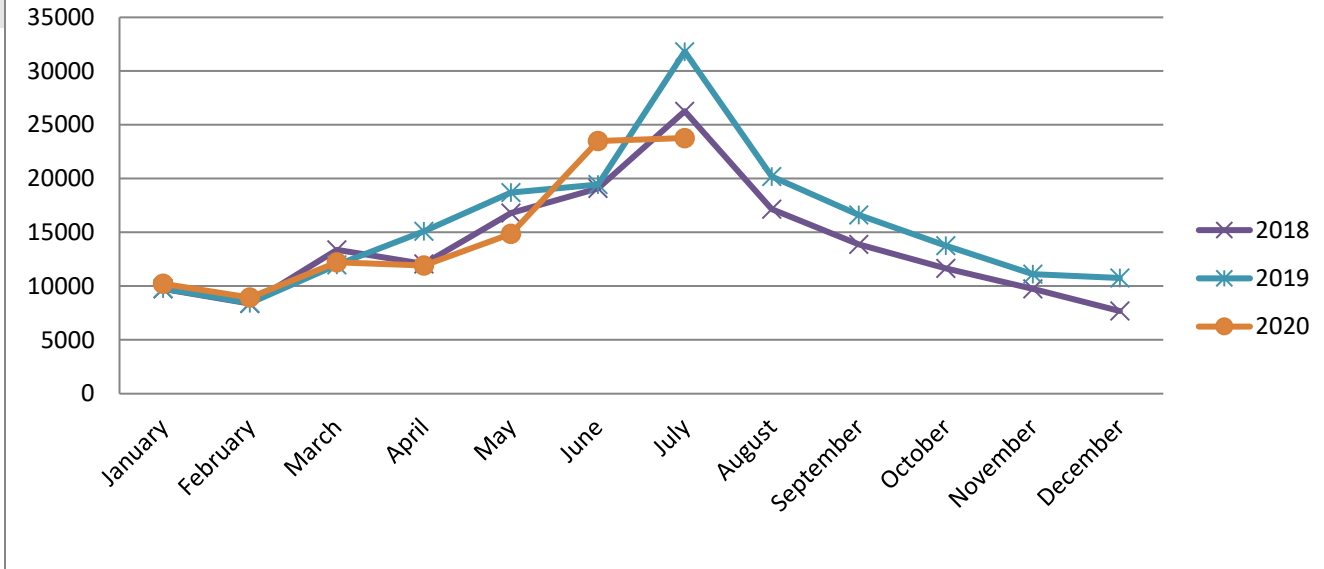


Benchmarks is the official Village e-newsletter that is a central communication device for the community. This graph shows *Benchmarks* rates over the past month. From an initial subscription rate of 756 in July 2013, *Benchmarks* now has over 5,500 subscribers.



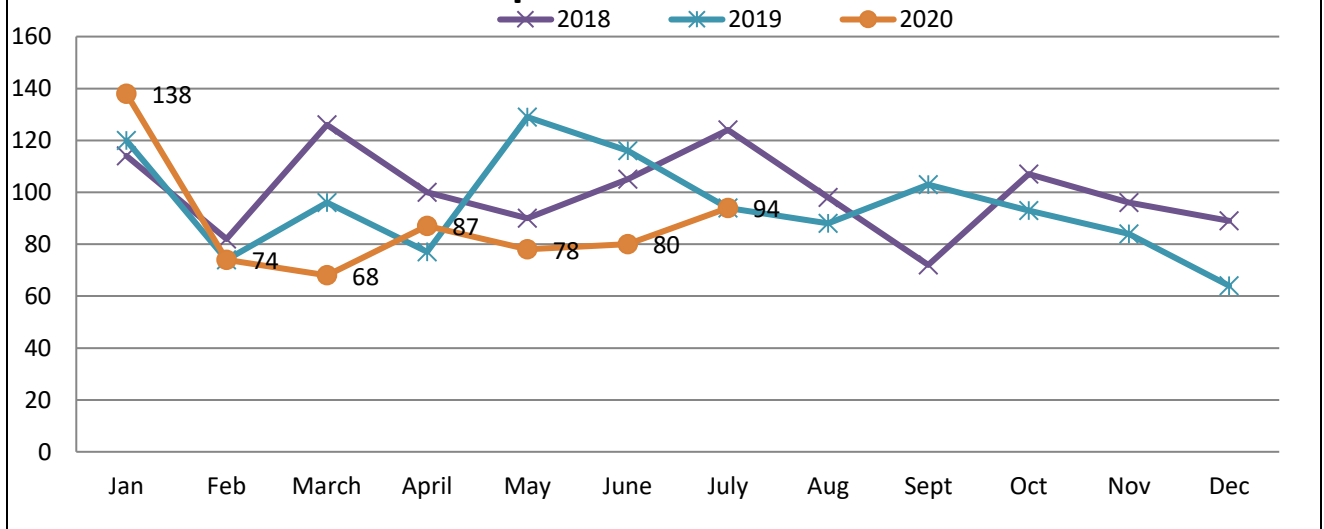
Open and honest government is a cornerstone of American democracy. The Freedom of Information Act is intended to ensure that members of the public have access to information about their government and its decision-making processes. This graph includes all of the FOIA requests received Village-wide among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

Website Traffic



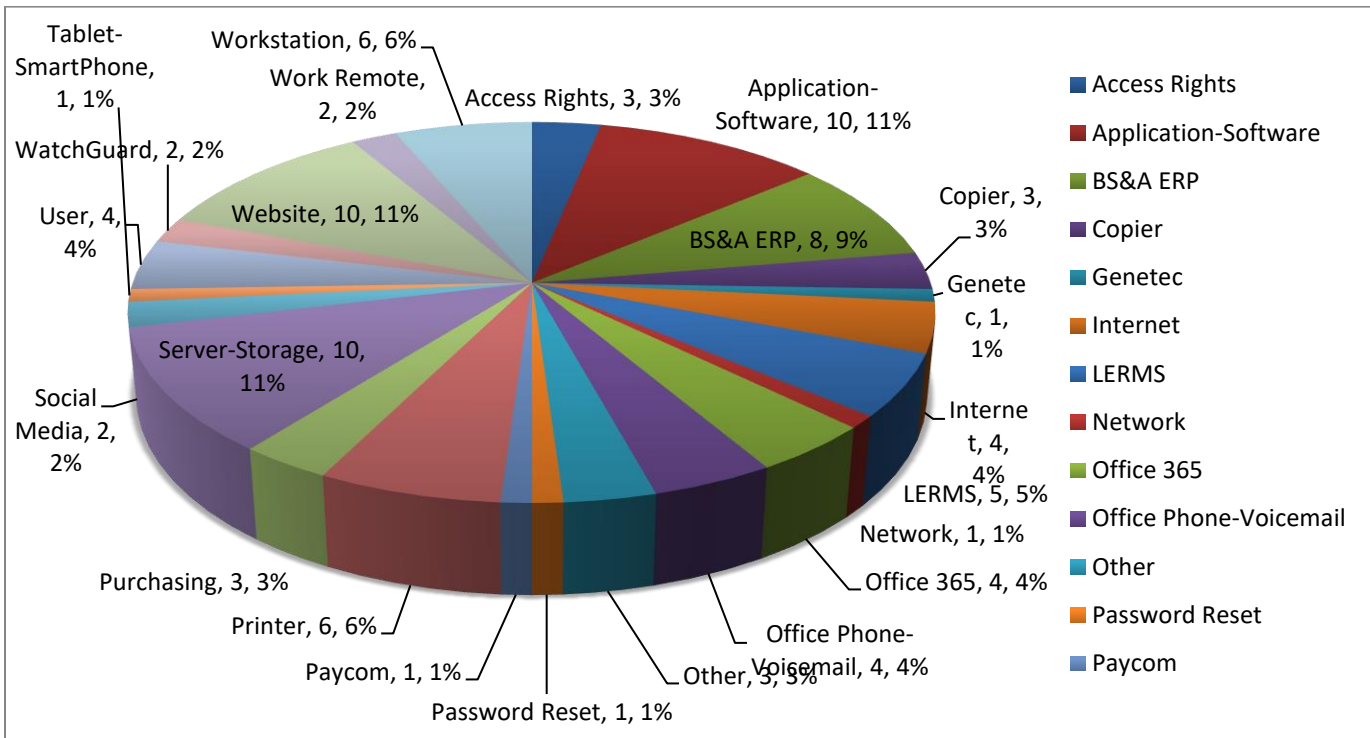
This data represents the number of website visits on LakeZurich.org. A digital presence for Lake Zurich is important for government transparency and providing citizen oriented service. E-government can also improve the overall democratic process by increasing collaboration with citizens and facilitating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

Helpdesk Ticket Trend



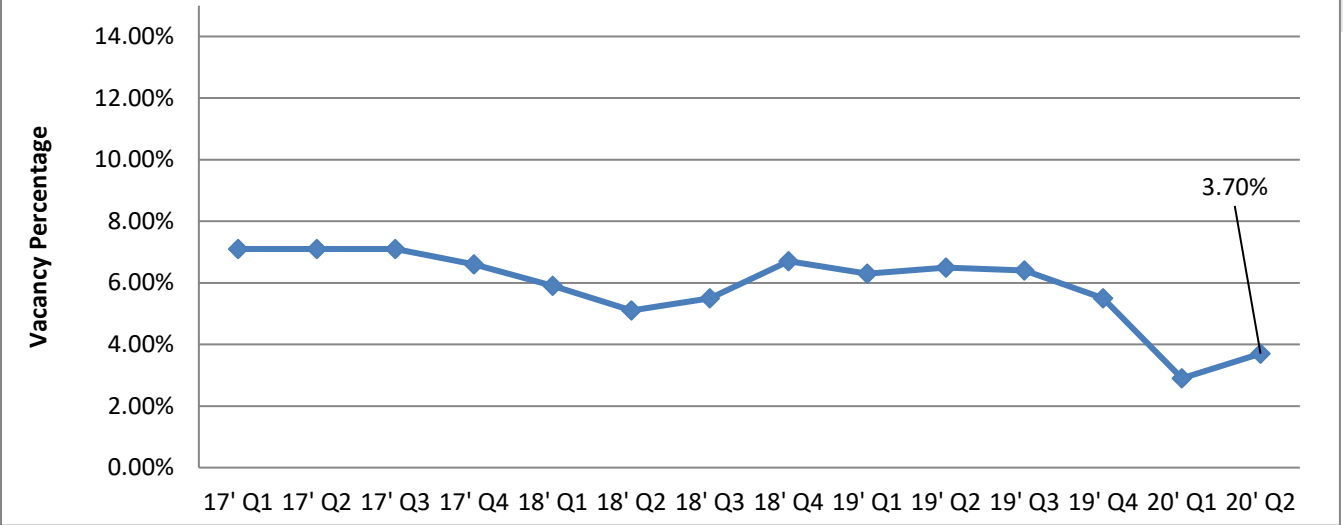
Help Desk is the digital request from Village employees to the technology department to help troubleshoot various technology related problems. A large number of Help Desk tickets may indicate a need for training workshops or investment in technology upgrades. This graph shows the most common requests for assistance this month. **Total number of Help Desk tickets in July: 94**

Help Desk – July



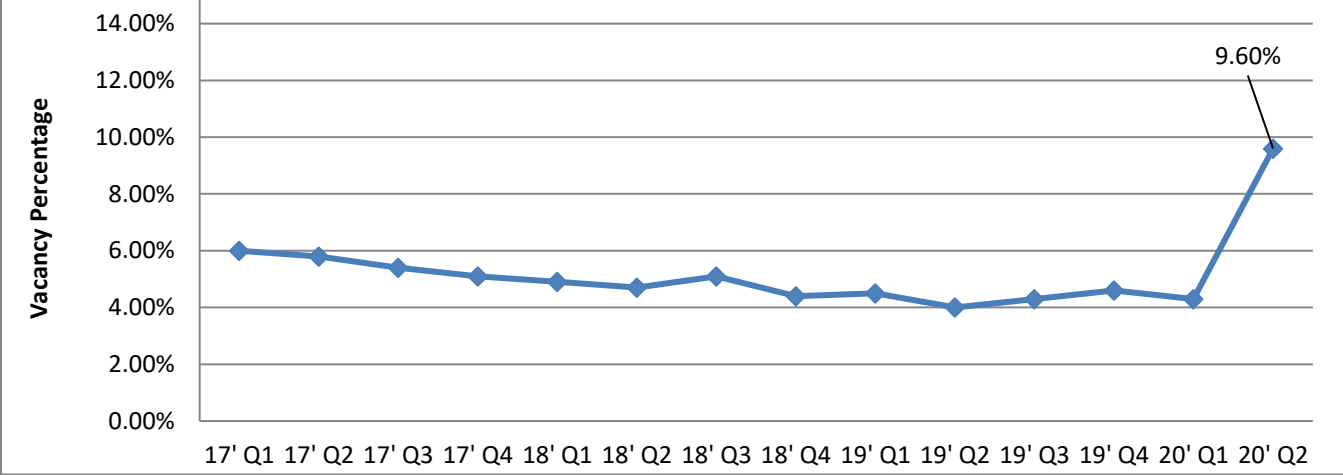
Help Desk is the digital request from Village employees to the technology department to help troubleshoot various technology related problems. A large number of Help Desk tickets may indicate a need for training workshops or investment in technology upgrades. This graph shows the most common requests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

Retail Vacancy Q2 2020



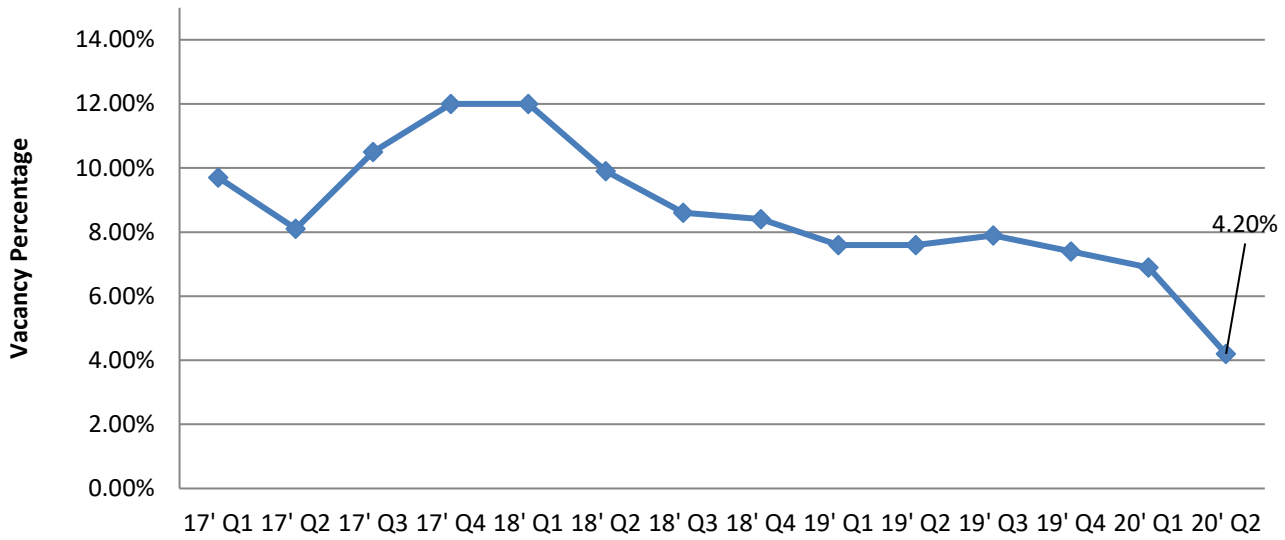
The Lake Zurich retail vacancy rate increased in the second quarter of 2020 to 3.7% vacant from 2.9% in the first quarter (based on Lake County Partners data). As of June 30, 2020, there was 98,638 square feet of retail space reported vacant in Lake Zurich, with average rates at \$15.86 per square foot (nnn).

Industrial Vacancy Q2 2020



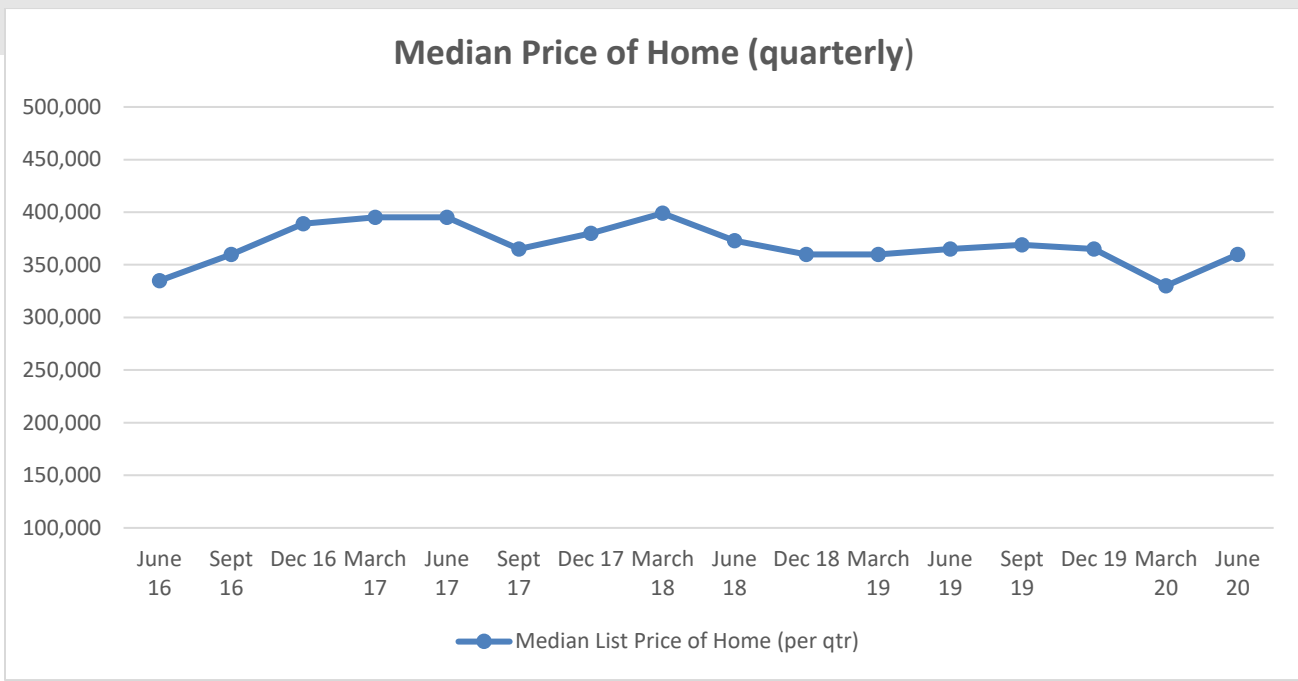
The Lake Zurich industrial vacancy rate increased to 9.6% in Quarter 2 of 2020 compared to Quarter 1 when 4.3% was reported vacant (based on Lake County Partners data). As of June 30, 2020, there was 529,274 square feet of industrial space reported vacant in Lake Zurich, with average rates at \$6.95 per square foot (nnn).

Office Vacancy Q2 2020



The Lake Zurich office vacancy rate decreased from 6.9% in Quarter 1 of 2020 to 4.2% reported vacant in Quarter 2 of 2020 (based on Lake County Partners data). As of June 30, 2020, there was 17,028 square feet of office space reported vacant in Lake Zurich, with average rates at \$17.06 per square foot (full service).

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.

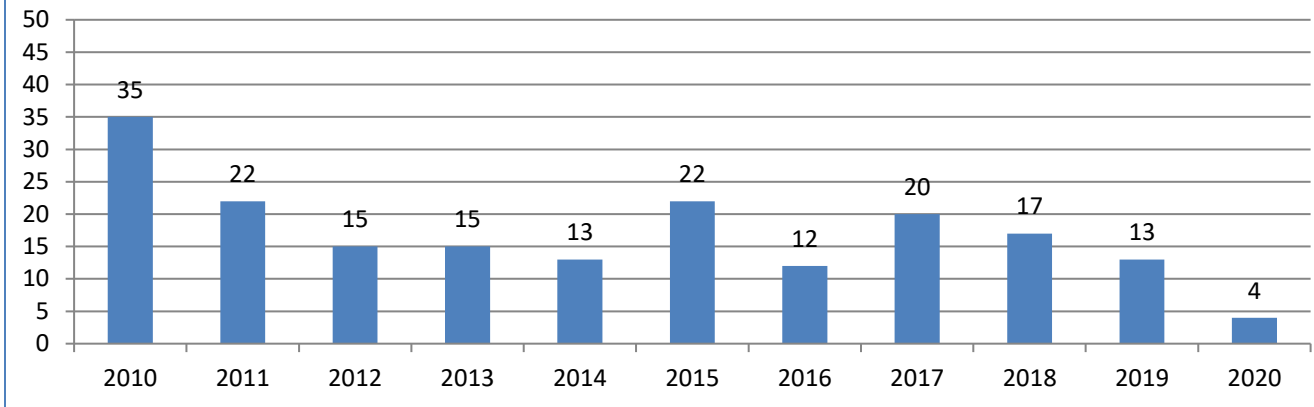
The monthly snapshot below reports more details about the residential real estate market for the most recent month.

July Snapshot of Real Estate Trends

Homes Reported for Sale:	94
Median List Price:	\$361,000
Median List \$/Sq. Ft	\$167
Median Sale Price:	\$350,000
Average Down Payment:	13.7%
Median Sale \$/Sq. Ft.	\$162
Average Sale / List:	98.3%
Number of Homes Sold:	29

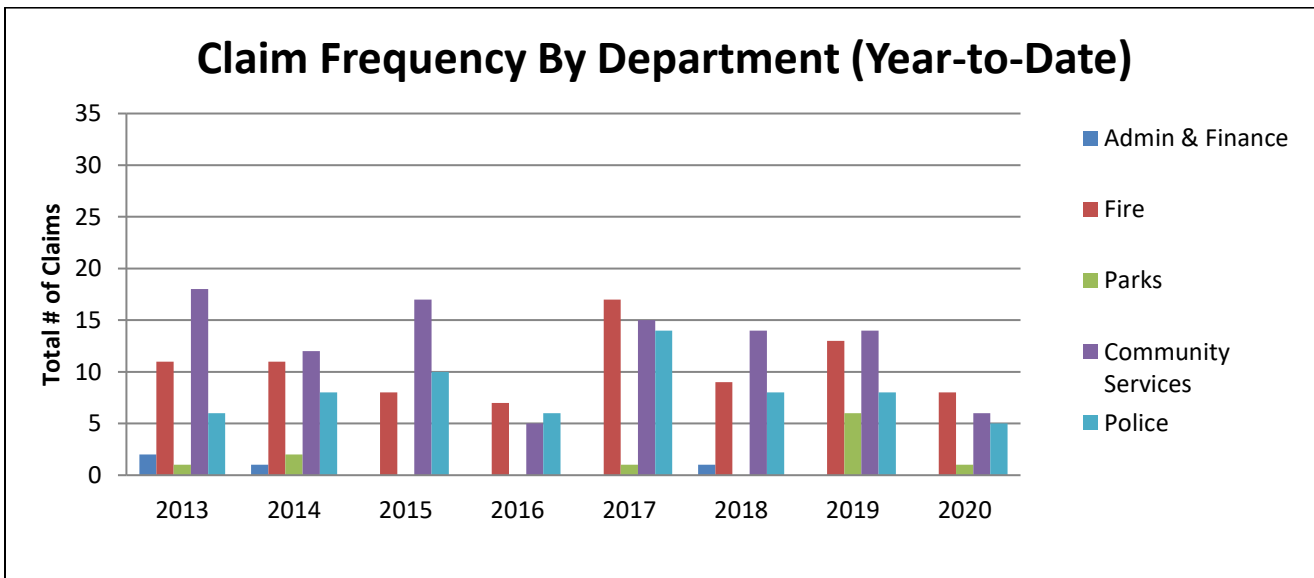
*Source: Redfin Corporation

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



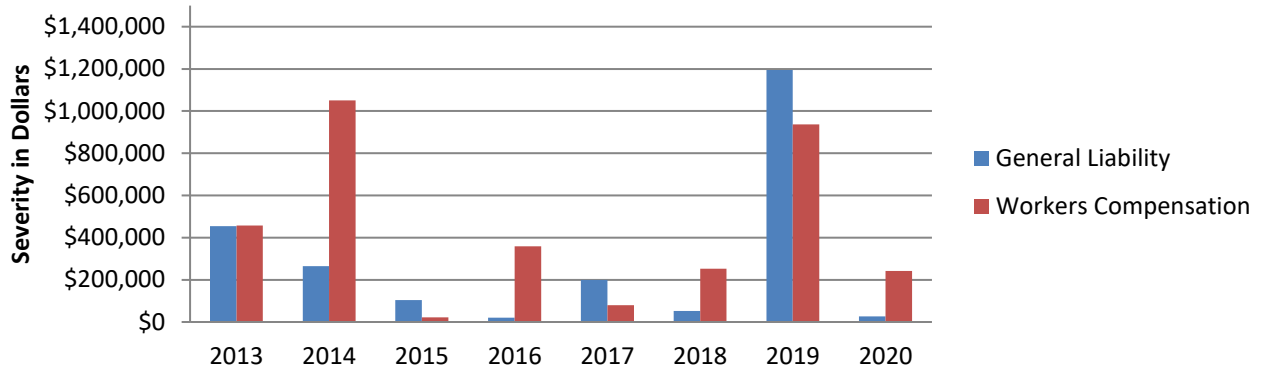
Risk management insurance coverage is provided by the Intergovernmental Risk Management Agency, a risk sharing pool of approximately 70 local municipalities and special service districts, which have joined together to manage and fund their property/casualty/workers' compensation claims. This metric reports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

Claim Frequency By Department (Year-to-Date)



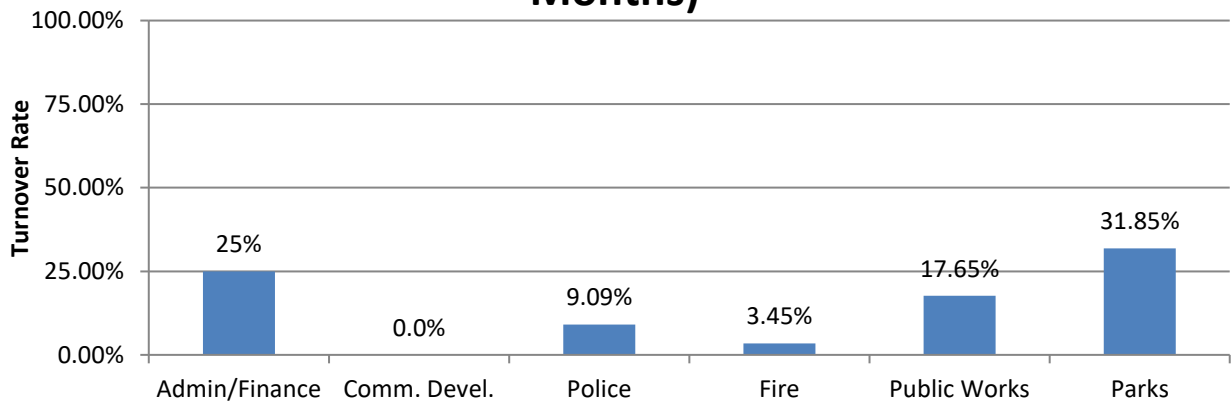
Loss prevention programs and a culture of safety that encourages safe work practices will decrease claim frequency rates. This data shows the total number of claims by department updated quarterly, which is an aggregate number of the following claim types: Auto Liability, Auto Physical Damage, General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