



# VILLAGE MANAGER'S OFFICE

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MONTHLY INFORMATION REPORT

**MARCH 2020**

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HIGHLIGHTING DATA METRICS  
TO IDENTIFY OPERATIONAL TRENDS  
AND  
FACILITATE INFORMED DECISION MAKING

70 E. MAIN STREET  
LAKE ZURICH, IL 60047

## A Look Back at March 2020....

### **Village Launching “Industrial & Commercial Inspection (ICI) Program”**

The Village of Lake Zurich is preparing to launch a program to inspect industrial and commercial properties for stormwater discharge into the Village’s stormwater and drainage systems. The program, to be known as the “Industrial & Commercial Inspection (ICI) Program”, will ensure that pollutants from such properties do not enter regulated open waters and drainage ways via the Village’s storm sewers and storm water drainage systems. The ICI program is mandated by the State and Federal government in compliance with the National Pollutant Discharge Elimination System (NPDES) Municipal Separate Storm Sewer Systems (MS4) Permit program.

The Village is required to enforce the NPDES-MS4 permit program on a local level with oversight by the Illinois EPA. To properly educate and prepare all industrial and commercial property owners, the Village has prepared a packet of information containing details of the ICI program, requirements of property owners, responses to frequently asked questions, inspection forms and procedures, and requirements for compliance.

When prepared in final form, the Village plans to provide a copy of the ICI program information to all industrial and commercial property owners in advance of their inspections to facilitate their preparation and compliance. It is the Village’s goal to achieve compliance through public outreach and education of the program and its facilitation rather than by enforcement and penalties.

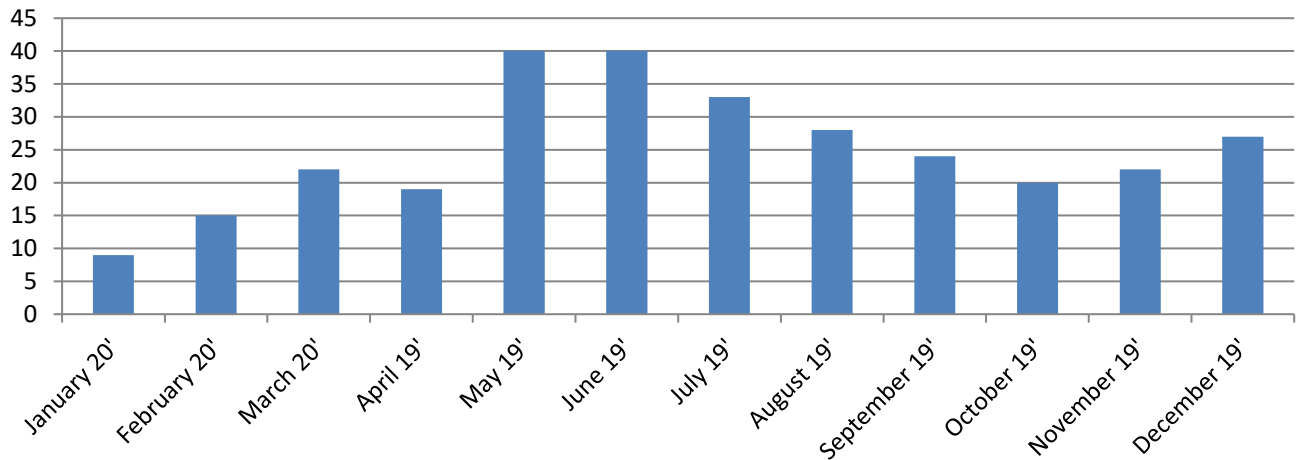
### **AGGREGATION PROGRAM RENEWAL**

Lake Zurich’s residential aggregation program has been extremely successful, achieving savings to date since inception of \$373 per homeowner, which combines to \$2 million community-wide. The Village’s consultant at NIMEC recently informed us that the pricing dynamics for aggregation have changed in the industry and that pricing below Commonwealth Edison’s residential rate are not available at the expiration of the current agreement.

However, two suppliers (MC Squared and Eligo Energy) are now offering a new aggregation product that features a combination of renewable energy credits to support the clean energy industry and “Civic Grants,” which in practice are direct cash payments made from the aggregation supply company to the Village to support municipal operations.

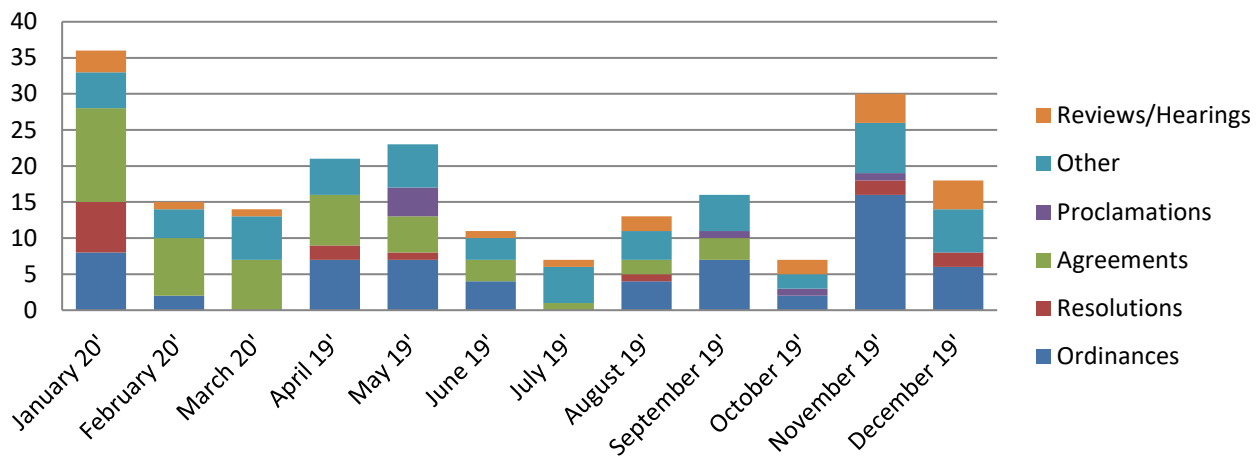
The Civic Grants are intended to be used to support local investment in eco-friendly sustainable infrastructure, such as stormwater management projects or permeable resurfacing of park pathways or any number of eco-friendly projects within Lake Zurich. In this new aggregation product, the program’s pricing exactly matches the ComEd rate. There are no savings to residents but the Village would get some additional cash payments throughout the year.

## 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.

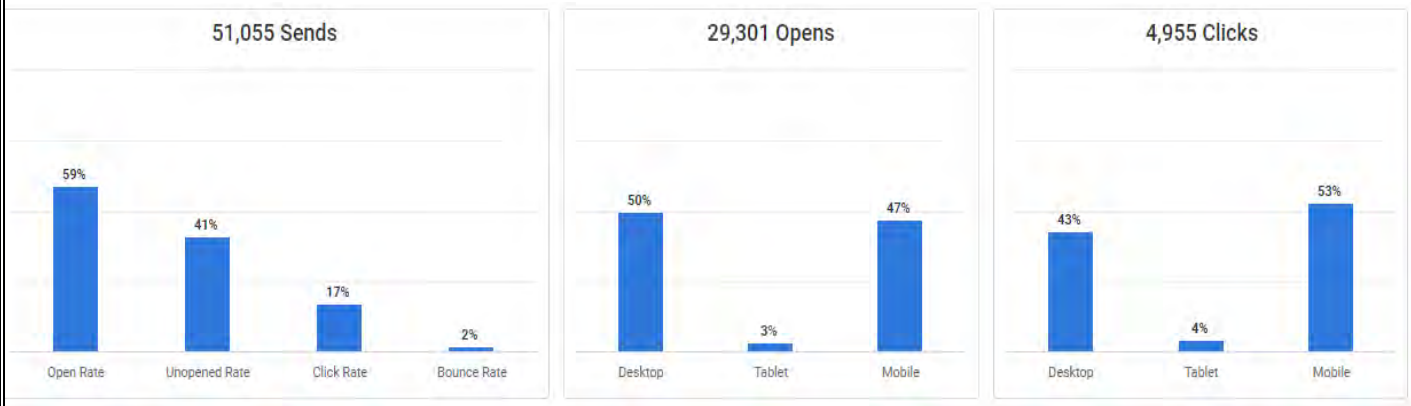
## Village Board Agenda Items (Year-to-Date)



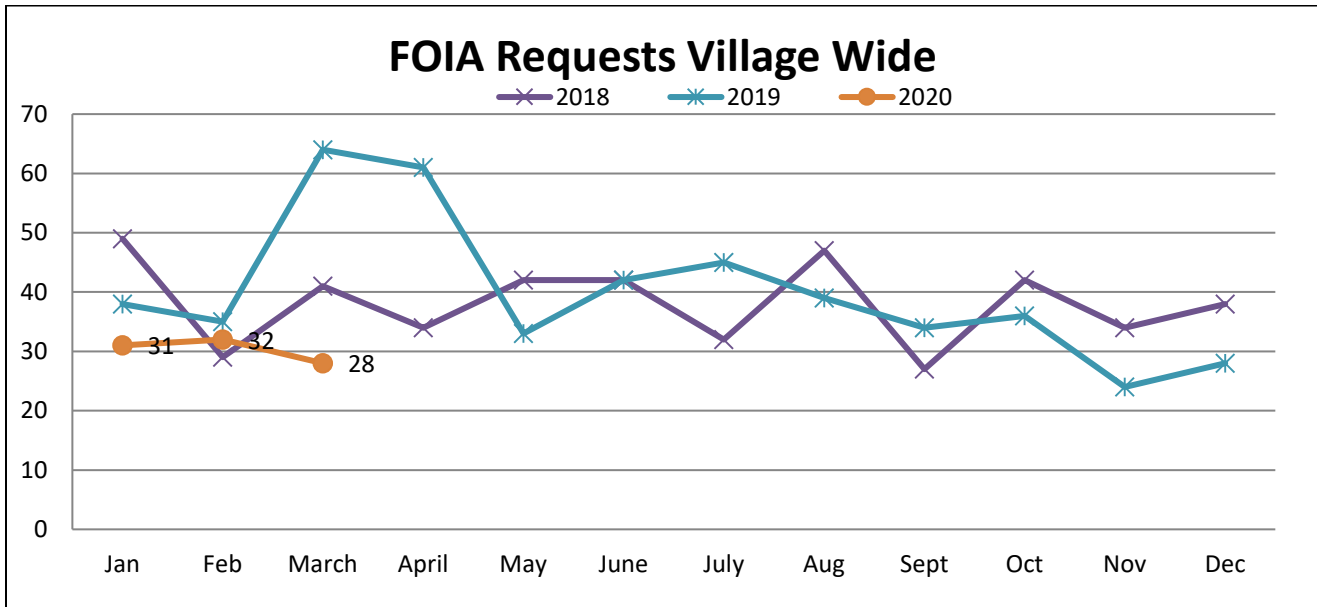
This metric shows the number of action items included on Village Board meeting agendas. As the local legislative governing body, the number of items acted upon by the Village Board has a direct input on Lake Zurich's strategic orientation. This data can be useful in decisions regarding meeting frequency,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

**Average length of regular March Village Board meetings: 51 minutes**

## Benchmarks Rates

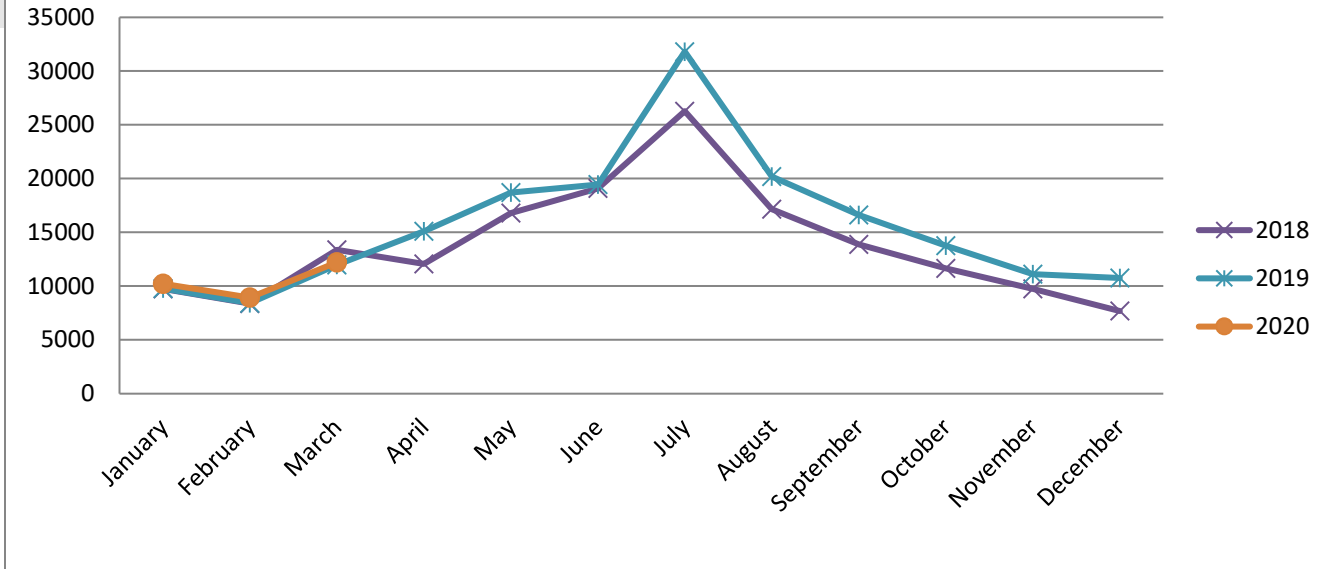


*Benchmarks* is the official Village e-newsletter that is a central communication device for the community. This graph shows *Benchmarks* rates over the past month. From an initial subscription rate of 756 in July 2013, *Benchmarks* now has over 5,500 subscribers.



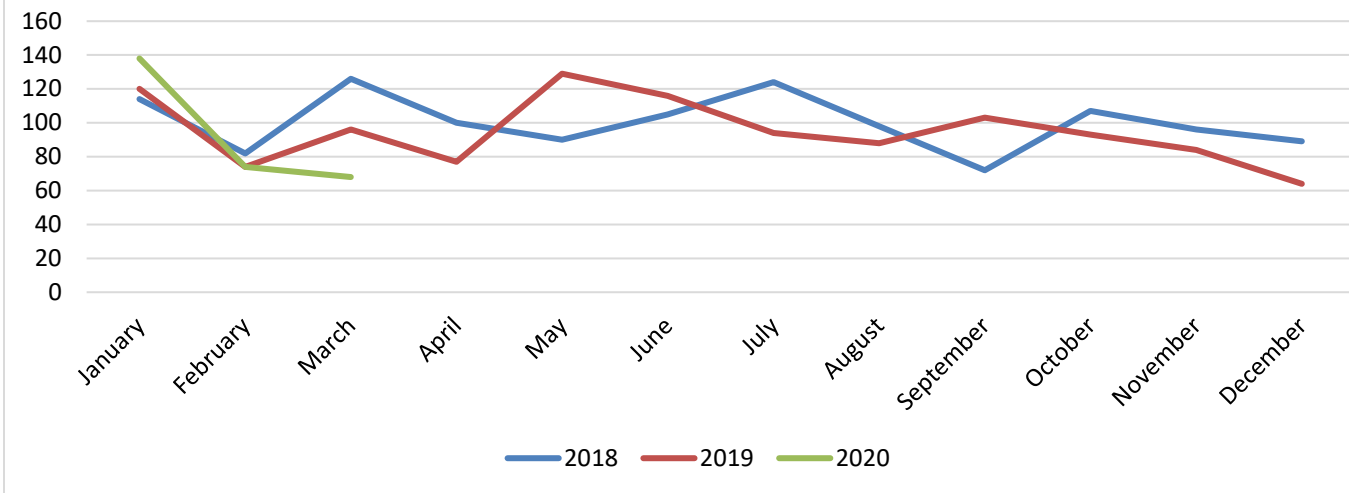
Open and honest government is a cornerstone of American democracy. The Freedom of Information Act is intended to ensure that members of the public have access to information about their government and its decision-making processes. This graph includes all of the FOIA requests received Village-wide among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

## Website Traffic



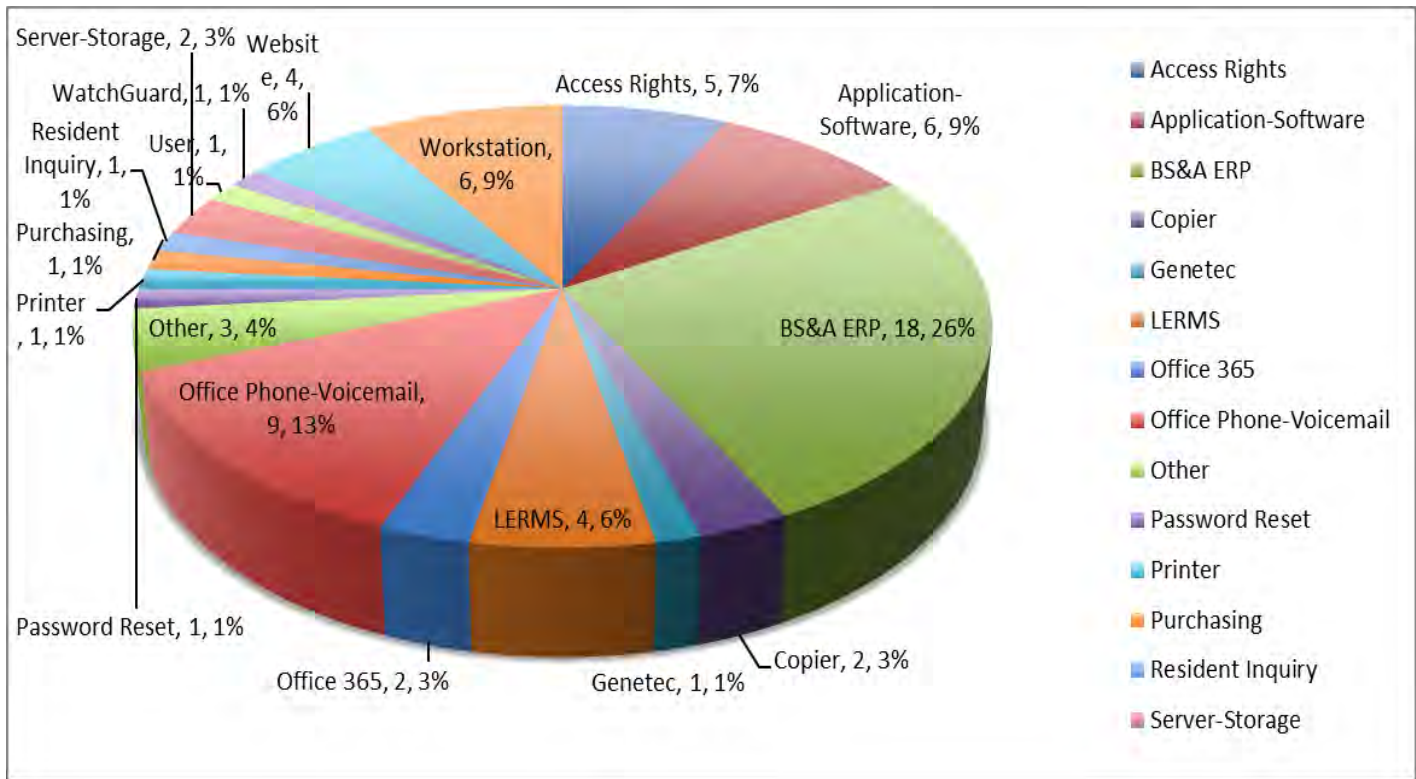
This data represents the number of website visits on LakeZurich.org. A digital presence for Lake Zurich is important for government transparency and providing citizen oriented service. E-government can also improve the overall democratic process by increasing collaboration with citizens and facilitating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

## Helpdesk Tickets



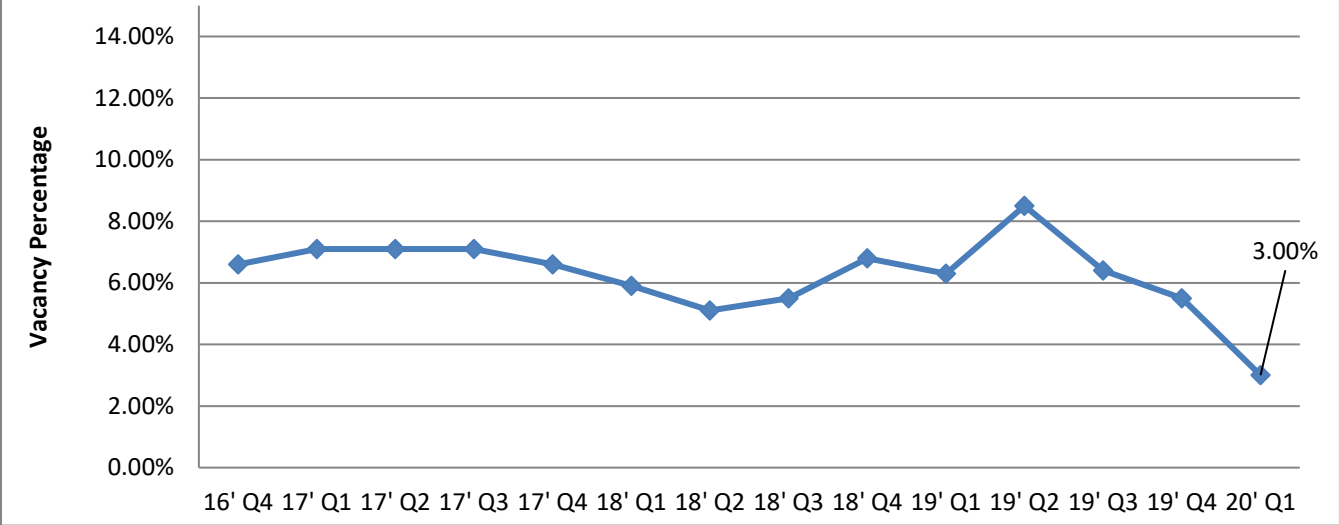
Help Desk is the digital request from Village employees to the technology department to help troubleshoot various technology related problems. A large number of Help Desk tickets may indicate a need for training workshops or investment in technology upgrades. This graph shows the most common requests for assistance this month. **Total number of Help Desk tickets in March: 68**

## Help Desk – March



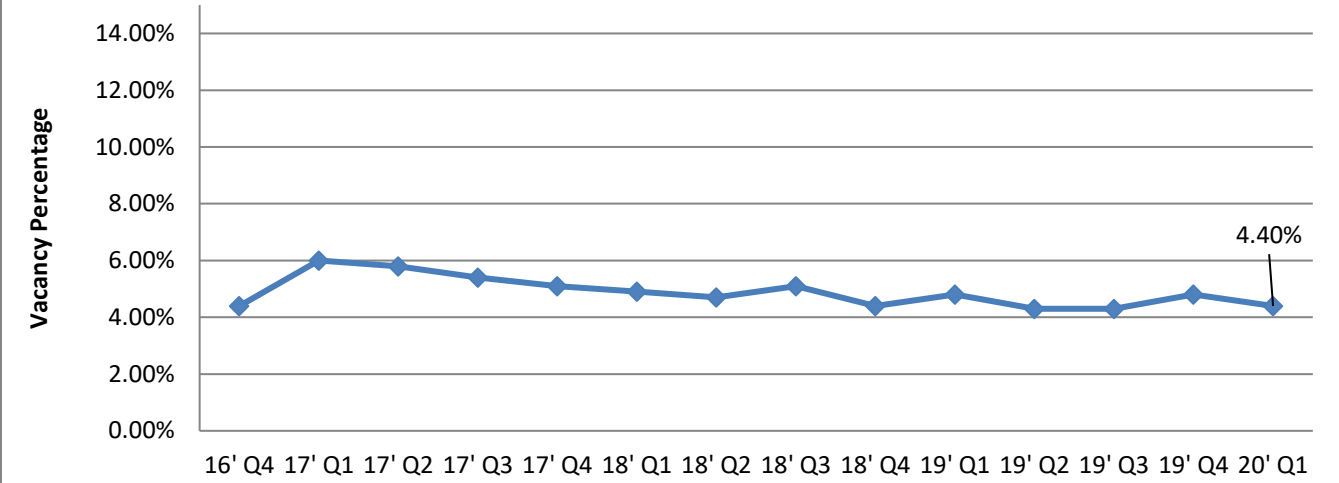
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### Retail Vacancy Q1 2020



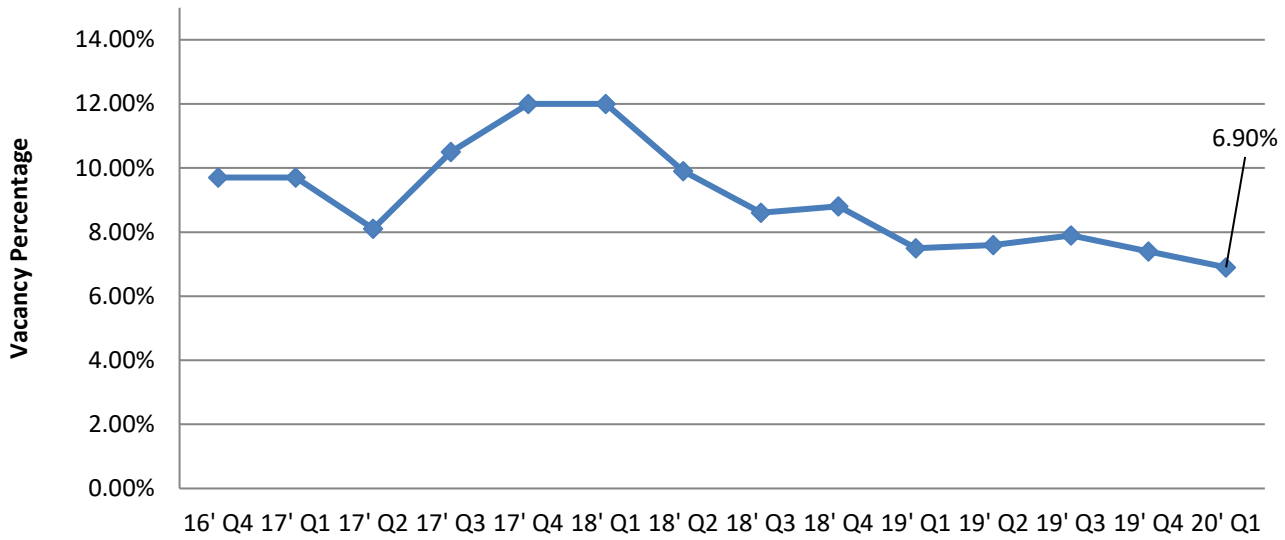
The Lake Zurich retail vacancy rate decreased in the first quarter of 2020 to 3.0% vacant from 5.5% in the fourth quarter (based on Lake County Partners data projections). As of March 31, 2020, there was 78,712 square feet of retail space reported vacant in Lake Zurich, with average rates at \$16.70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

### Industrial Vacancy Q1 2020



The Lake Zurich industrial vacancy rate 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).

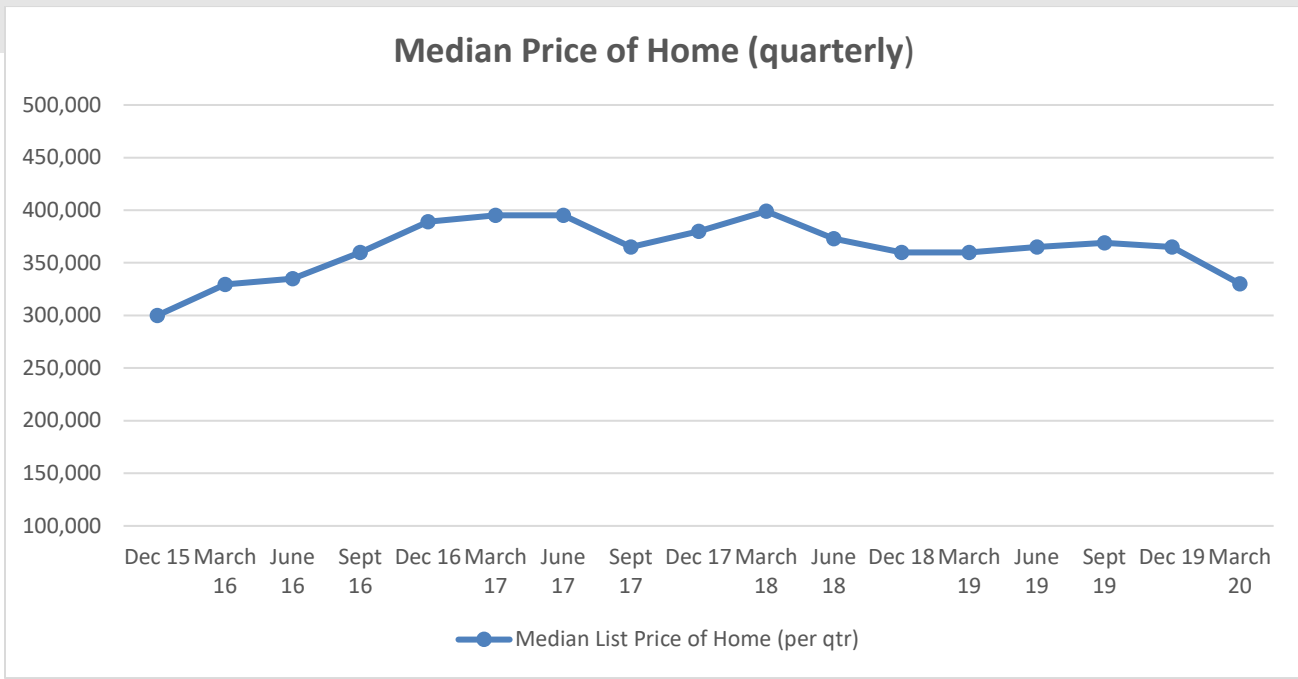
## Office Vacancy Q1 2020



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.

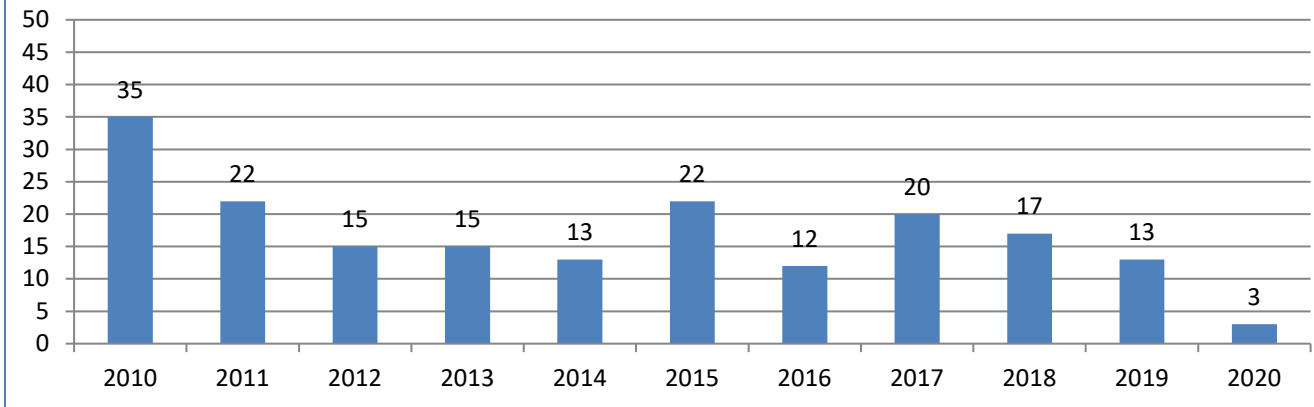
The monthly snapshot below reports more details about the residential real estate market for the most recent month.

### March Snapshot of Real Estate Trends

Homes Reported for Sale:	93
Median List Price:	\$390,000
Median List \$/Sq. Ft	\$165
Median Sale Price:	\$330,000
Average Down Payment:	9.7%
Median Sale \$/Sq. Ft.	\$154
Average Sale / List:	98.1%
Number of Homes Sold:	10

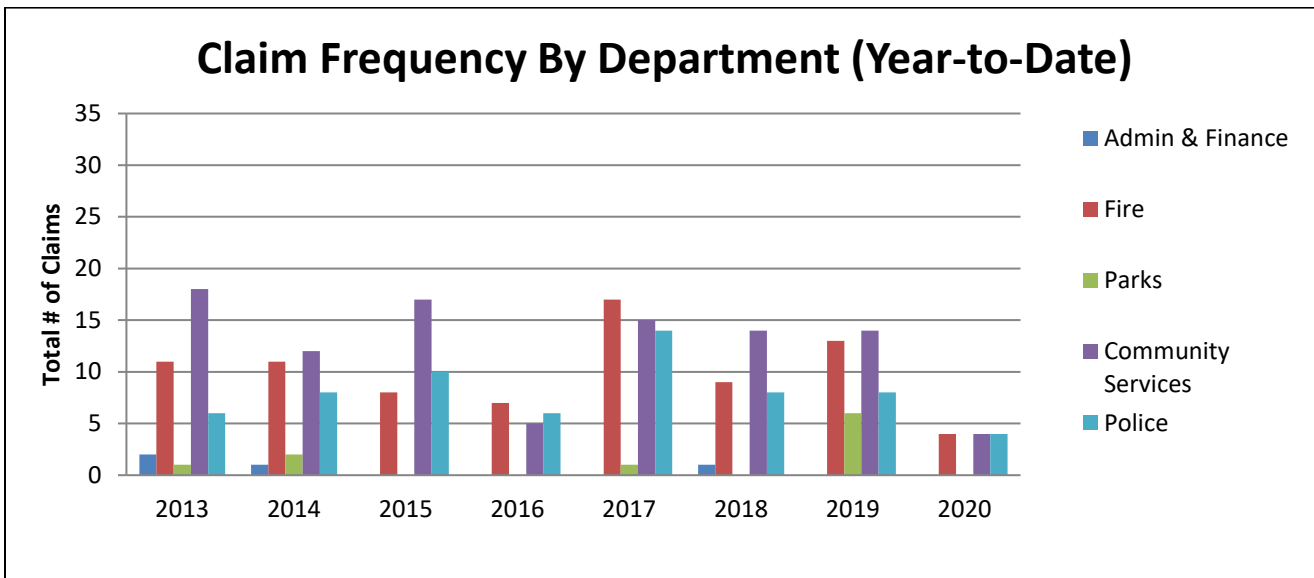
\*Soure: Redfin Corporation

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



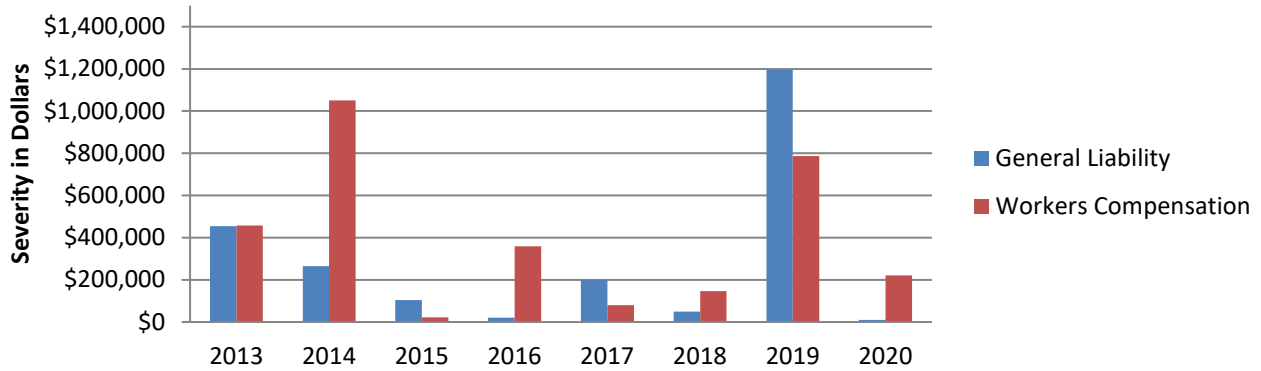
Risk management insurance coverage is provided by the Intergovernmental Risk Management Agency, a risk sharing pool of approximately 70 local municipalities and special service districts, which have joined together to manage and fund their property/casualty/workers' compensation claims. This metric reports 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)



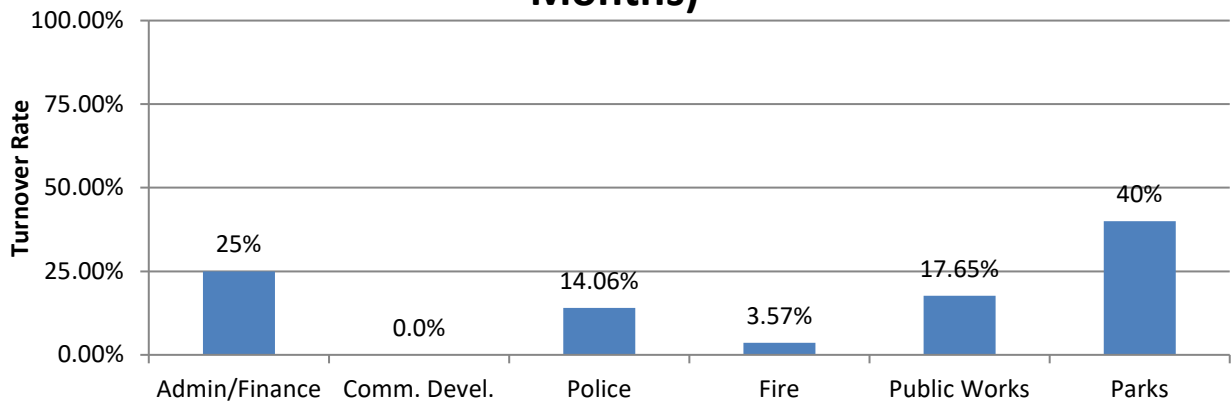
Loss prevention programs and a culture of safety that encourages safe work practices will decrease claim frequency rates. This data shows the total number of claims by department updated quarterly, which is an aggregate number of the following claim types: Auto Liability, Auto Physical Damage, General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