

Attachment No. 2 – Citywide Service Level Data

Service Level Change	Summary of Service Level Impact	City Ends Policy Impacted
Clerk's Office – impact on base-level services due to implementation of new technologies	Due to implementation of EnerGov and its impact on the Clerk's Office, one employee who was focusing on Legistar and OnBase must split her time between all programs and consistently work above a 40-hour week to accomplish these tasks.	High Performing Government
Clerk's Office – Coverage for Other Departments	Often the Clerk's Office takes in documents for TED and Finance when they are closed. However, many times they cannot meet the specific need of the customer, which means residents must make multiple trips to City Hall to complete their tasks.	High Performing Government
Citywide – Maintenance of an aging existing infrastructure	Naperville's infrastructure continues to age. Crews must maintain more, which prevents them from performing proactive maintenance.	High Performing Government Economic Development
Water Utility – High Bill Investigations	Water is seeing more high bill investigations, which require staff time to address. In 2011, there were 39. In 2017, there were 101.	High Performing Government
Public Works – Tree Trimming	Tree trimming has decreased due to budgetary reductions. The trimming cycle has increased to 8-9 years, while staff recommends a 6-year cycle. In order to return to this cycle, the City would have to trim an additional 3,800 trees per year.	High Performing Government
Public Works – Sign Maintenance	Sign maintenance has decreased due to budgetary constraints as work zone signs must be prioritized. Staff is only halfway done with removing Children at Play signs, which must be removed per federal mandate.	High Performing Government
Public Works – Increased extermination services	Due to the reduction in Public Works' custodial services contract, there has been a 22% increase in extermination services due to infestations compared to last year.	High Performing Government

Public Works – Lack of replacement vehicles	Public Works has had to put 3 vehicles out of service this year because they are so corroded that they are unsafe. Department service levels are impacted because they do not have replacement vehicles available until next year.	High Performing Government
Public Works - Increased need for capital projects	Due to aging infrastructure at City buildings, more major components and equipment are needing to be maintained or replaced.	High Performing Government
Fire – Response Times	The Fire Department's goal is to respond to 90% of all incidents in six minutes or less. Response times have declined slightly over the past three years, from 86.8% in 2016 to 85.7% in 2018.	Public Safety
Legal – Significant Turnover Rate	In approximately the past two years, Legal has had 10 employees leave the department, which is comprised of 9 FTEs. Employee turnover is a significant drain on Legal's resources as it takes significant effort to recruit, hire, and train new employees especially concerning transitioning caseloads as getting up to speed on existing open cases is time consuming. All that time is time that cannot be spent on day-to-day tasks.	High Performing Government
Police – Reduction in Traffic Unit Personnel	Police's traffic unit personnel has decreased from 12 officers to 5 officers over the years due to the reduction of police staffing from 189 to 169. Having less traffic officers means less enforcement and community education presentations about traffic safety. This is an issue considering the #1 topic at community presentations from residents is about the concerns with not enough traffic enforcement	Public Safety

	<p>in the community.</p> <p>The reduced staffing levels contribute to a downward trend of arrests, with 1,668 in 2017 versus 2,637 in 2013. DUI arrests are also down from 546 in 2013 to 268 in 2017.</p>	
Police – Backup Communication Center Exercise Failure	<p>The last 3 BCC (backup communication center) exercises have failed due to technology breakdowns. The inability to rely on the backup center will negatively impact our ability to respond to emergency calls if the BCC need to operate in case of a PSAP outage. An unreliable backup system could negatively impact the delivery of emergency services during a crisis.</p>	Public Safety
Police – Delay in New Technology Implementation and Lost Revenue	<p>In Police, a Watch Commander was assigned to implement the new T2 Ticketing software. This assignment was added on to his public safety responsibilities. Because this Commander was required to balance both responsibilities, the quality of the implementation was impacted. As a result, the software is not producing the efficiencies anticipated. For example, the unpaid parking citation module is not fully-functioning, resulting in an increase in timely collection of revenue.</p>	Public Safety
TED – Reduction in Stormwater Assistance	<p>Due to budgetary constraints, TED has stopped assisting residents with stormwater concerns unless they have water inside of their home. In 2016, we had 234 calls for stormwater and in 2017 we had 200. So, service has been reduced to about 200-225 residents annually.</p>	High Performing Government

TED – Fee Updates Behind Schedule	Due to management staff handling more day to day issues, TED has not been able to address its fee updates, which will impact revenues in the long term. Examples include a building permit and entitlement fee study and the Burlington commuter fee study.	High Performing Government
TED – Elimination of Long-Range Plan Updates	TED has eliminated almost all its long-range plan updates, and in the coming years, almost all the City’s long-term plans will be well out of date. Examples of plans that are or will soon be out of date with no resources to update include the Comprehensive Transportation Plan, Zoning Code, Comprehensive Development Plan and specific sector plans, Continuous Improvement Model for Parking and the Downtown Streetscape Plan.	High Performing Government
TED – Longer Wait Time for Traffic Safety Requests	In TED, the backlog of citizen requests stop signs or traffic light evaluations are now estimated to take 5 years to address versus 3 years.	High Performing Government
TED – Data Collection Behind Schedule	Data collection for transportation has increased from 3 year intervals to 5 year intervals, which means for studies and responses TED is or will be working with old and outdated information that could result in poor recommendations.	