



City of
Evanston[™]

is committed to promoting the highest quality of life for all residents by providing fiscally sound, responsive municipal services and delivering those services equitably, professionally and with the highest degree of integrity.

PHOTO CREDIT: CARL LARSON



2014

Annual Report



2014 Awards & Recognitions



PHOTO CREDIT: MATT DINERSTEIN

Evanston was the second city in the nation to be recognized as a sustainable and livable community, earning a **4-STAR certification**. This demonstrated the City's progress towards reaching its strategic goal to create the "Most Livable City." Evanston far exceeded the 400 points necessary to achieve the 4-STAR rating, earning 488 points across seven categories: Built Environment; Climate and Energy; Education, Arts and Community; Economy and Jobs; Equity and Empowerment; Health and Safety; and Natural Systems.

Evanston joined Chicago as the only two Illinois cities to receive a 100 rating on The Human Rights Campaign's 2014 **Municipality Equality Index**, the only nationwide rating system of lesbian, gay, bisexual and transgender (LGBT) inclusion in municipal law and policy.

Evanston's Utilities Department celebrated 100 years of providing clean, safe, reliable drinking water. The City received the first **Utility Water Saver Award** from the American Water Works Association for making significant contributions to water efficiency. In April, the Water Division received the Skokie Health Department's "2014 Public Health Partners in Excellence Award" for supplying the Village with high quality drinking water and water quality testing services.

Evanston Police Detective Anna Ostap received the **Officer of the Year Award** from the ASIS Illinois North Shore Chapter for her life-saving efforts after responding to a report of a person shot. The Evanston Police & Community Partnership video received the 3CMA Award of Excellence.

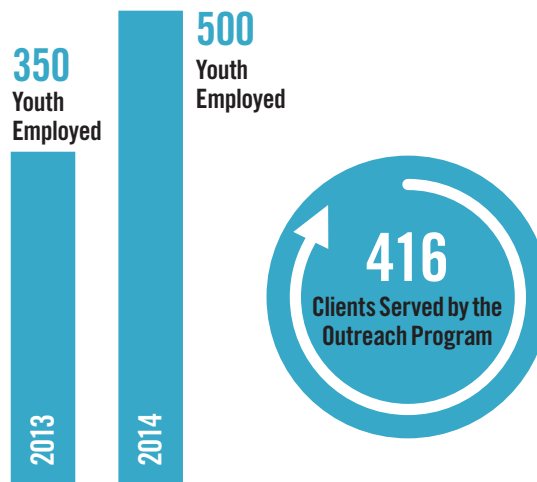
Evanston was the only city, along with three counties nationwide, to be designated as the first **Tech Savvy Award** winners. The Public Technology Institute (PTI) stated that the award went to jurisdictions with "...proven technology best practices across the entire enterprise." Evanston later was named as a **2014-2016 Citizen-Engaged Community**, focusing on the implementation of 10-digit live texting 311 service. PTI's 2014 Web 2.0 Award was presented for the "clever and innovative 311 live chat web application." Other awards recognized Evanston's one-stop process for web payments of taxes and fees, armored police surveillance vehicle, and the license plate recognition and stickerless wheel tax program.

Evanston was named a **2014 Digital Cities Survey Winner** by e.Republic's Center for Digital Government, which recognizes best practices in public sector information and communications technology.

Websites and blogs repeatedly ranked Evanston as a great place to live. Its many music venues, outdoor activities and restaurants were main factors in determining that Evanston was number one in the ranking of "**The 10 Most Exciting Places in Illinois.**" Evanston also was named the 5th Best City in America to Live In, the 31st greatest U.S. city in which to study computers and technology, the 2nd Smartest Suburb in America, and *Time Out Chicago* reported that "**Evanston is finally cool.**"

Youth and Young Adult Programs

- Received a total of **\$347,252** in grant funds
- **62%** of the Youth and Young Adult clients with criminal records participated in a records expungement program.
- Provided **300 free** 10-punch passes to teens for free beach admittance



Number Employed Through Mayor's Summer Youth Employment Program

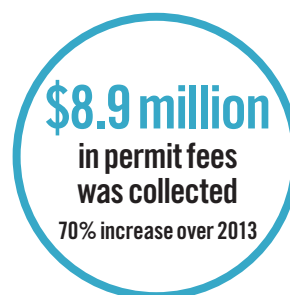


Economic Development

- *Crain's Chicago Business* declared Evanston one of the area's **"hippest" neighborhoods**, in part due to new restaurants, breweries and Autobarn Fiat.
- The **Small Business Saturday** holiday shopping campaign successfully encouraged residents to shop locally.
- Both former Dominick's stores have **new owners**. Valli Produce purchased the Evanston Plaza location and Whole Foods Market is beginning renovations at the Green Bay Road store.
- **New projects** beginning in 2014 included Hyatt House and the expansion of The Merion.
- The City hosted two **Evanston Edge Startup Showcases** in support of Evanston's most innovative startups, as well as launched **NextChapter Evanston**, a resource hub at the Evanston Public Library that nurtures Evanston's freelance, "solopreneur" and home-based businesses.

Community Development

- **Launched** a live online permit and inspection status portal
- Managed the approvals of several major development projects, including the Hyatt House extended-stay hotel downtown and a mixed-use building at Main St. and Chicago Ave.
- Collaborated with ETHS and **Community Partners for Affordable Housing** to move and sell the "Geometry in Construction" house to a low-income family
- Tenant-Based Rental Assistance (TBRA) Program provided rental assistance for up to 24 months for **20 homeless families** with children in Evanston schools





Health & Human Services

In May, general assistance and emergency programs formerly provided by Evanston's Township were transitioned to the City's Health & Human Services Department. In 2014, the department continued and enhanced these critical services.

88

General Assistance program participants re-enrolled in the Affordable Care Act

\$26,000

in Social Security benefits restored

\$300,000

in medication fee savings coordinated

In September, the Evanston Health & Human Services Department and the Parks, Recreation and Community Services Department coordinated "Dental Access Days" at the Levy Senior Center. The two-day clinic provided more than \$111,000 worth of free dental services to 100 community members in need.

- Provided General Assistance clients with **in-house GED classes** and **computer training**
- Became one of only a handful of communities in the nation to share publicly available **restaurant health inspection scores** on Yelp
- Provided assistance to store owners to ensure compliance with a City ordinance changing the minimum age to purchase and sell tobacco products from **18 to 21 years**
- Enrolled **700 women** in year seven of the Women Out Walking (WOW) program



Evanston Public Library

- The **Book Bike** rolled into Evanston neighborhoods as programs expanded beyond library walls.
- In partnership with the Recreation Division, the library piloted the **Summer Reading Program** at three summer camps.
- With the **Dajae Coleman Foundation**, the library created programs to address youth violence.
- **373 income-eligible individuals** came to the library for free tax preparation and filing, receiving **refunds totaling \$521,314**.

640,121

patrons visited EPL in person



558,484

visits to the EPL website



1,074,972

items checked out (books, e-books, movies, music, and more)

Administrative Services and Law Departments

- Initiated a 3-to-4 year process of replacing desktop computers with **Virtual Desktop systems** to reduce maintenance costs and improve efficiency
- Continued to **expand usage of tablets** by inspectors, including health inspection data
- Settled major bargaining unit contracts with Police, Fire and AFSCME employees
- In August, City lawyers **prevailed in jury trial** in federal court and obtained a quick, successful verdict. Prior to trial, the plaintiff demanded \$175,000 to settle.



Parks, Recreation & Community Services

- Launched “Evanston Rec” mobile app for iPhone and Android devices
- Appointed Age Friendly Evanston! initiative taskforce to begin the development of an action plan to make Evanston more age friendly
- Coordinated 42 summer camps with approximately 3,500 attendees
- Expanded the intergenerational nutrition, gardening and fitness program beyond the Fleetwood-Jourdain Community Center to senior living facilities
- Served over 300 families a month through the Producemobile
- Implemented several new programs such as the Zombie Scramble



\$155,926

Total amount of scholarships awarded for PRCS programs (classes)



\$27,300

worth of free beach tokens provided



\$183,226

support for Evanston residents

Public Works, Infrastructure and Utilities

- Public Works crews cleared a record 92 inches of snow from City streets during the 2013-14 winter season.
- A new salt dome was constructed with a capacity to store up to 4,200 tons of road salt.
- The Arrington Lakefront Lagoon Renovation Project was completed, winning “Project of the Year” from the American Public Works Association (APWA) Chicago Metro Chapter.
- An inventory and assessment of all 34,000+ public trees in Evanston was completed.
- Evanston celebrated the 100-year anniversary of its water filtration plant, marking 100 years of clean, safe, reliable drinking water.
- The Utilities Department completed its first water main lining project, which may enable more water mains to be renewed without significantly increasing costs.



The City’s Mobile Tap Water Station provided community members with over 9,000 gallons of tap water—equivalent to more than 99,000 12-ounce disposable plastic bottles—at 55 events and festivals.

Public Works, Infrastructure and Utilities by the Numbers

4.89 miles of streets resurfaced



73,284 sq. ft. of sidewalk replaced or constructed



142 Tallmadge street lights upgraded



2.9 miles of combined sewer main rehabilitated

1.7 miles of water main replaced or rehabilitated

Water Savings

157 miles of water mains inspected
The Utilities Department completed a two-year, proactive leak detection survey of all water mains.

15 million gallons of water per year saved
Several previously unknown leaks were discovered and repaired.

Cultural Arts

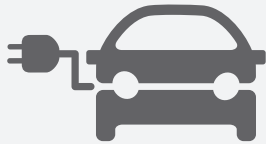
- New “Art After Hours” events provided networking for artists and arts professionals; “Bright Night for the Arts” showcased innovative or collaborative projects.
- Some Noyes Gallery exhibitions now have a secondary purpose, such as the exhibit highlighting artwork created by disabled artists.
- Won a bid to host the statewide arts conference in Fall 2015
- Increased visibility on social media and reached constituents via surveys, contests, a citywide art studio tour event, temporary public art installations, “traveling” exhibitions, and art experiences (Winter HeARTH series)



Highlights by the Numbers

15 electric vehicle charging stations

13 provide free charging thanks to City of Evanston, Autobarn and Walgreens



\$340,000 grant

Updated Evanston Bicycle Plan and received \$340,000 state grant to expand Divvy program to 8 Evanston stations



Sustainability

The Sustainability Division facilitates collaboration among City departments and the community to guide progress toward making Evanston the “Most Livable City.”

- Evanston met its 2008 Climate Action Plan goal by reducing greenhouse gas emissions (GGE) by 13% and adopted the Evanston Livability Plan to establish the goal of 20% reduction in GGE by 2016.
- Expanded community outreach on sustainability issues through attendance at eight community events, increased newsletter reach, and created a new @GreenEvanston Twitter account
- Helped coordinate “Streets Alive!,” bringing Evanston together by transforming one mile of Main Street into a safe, enjoyable place for people of all ages. Over 85 activities and performances were provided with the help of 11 partner organizations.

Thank you!

The City of Evanston would like to thank all of its community partners in 2014. Many of the accomplishments listed in this report would not have been possible without financial assistance and program support from many public and private institutions and organizations, as well as enthusiastic support from Evanston’s many volunteer organizations.

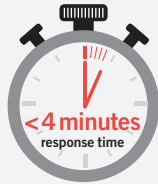
Evanston Fire Department

- Conducted the inaugural **Citizen's Fire Academy** and continued the **Fire Explorer Program**
- Taught 262 people CPR and first aid through the **Citizen CPR Program**
- Partnered with Northwestern University to conduct the first **Campus Community Emergency Response Team (CERT)** training in Illinois

By the Numbers



9,617
calls in 2014



2014 average response times
for both fire and EMS calls
(below 4-min. standard of
National Fire Protection Association)



3,637
fire responses

5,980
Emergency Medical
Services (EMS) calls



98%
property involved
saved



\$156,401,492
saved property



120 fires
mitigated
Estimated loss of
\$3,359,896 in 2014

Evanston Police Department

- Implemented quarterly **"Coffee with a Cop"** community events
- Celebrated the 3rd annual **Youth Citizen Police Academy**
- Coordinated successful **"Walk a Mile in Her Shoes"** event supporting the Northwest Center Against Sexual Assault organization



20.8%
decrease in Evanston's overall
reported crimes against a person
(41 fewer crimes)



10%
decrease in traffic crashes
in April through December
compared to 2013
277
more crashes in first 3 months,
attributed to frequent snowstorms

Community Engagement

- In 2014, **Evanston's 311 Service Center** handled 34,118 service requests, a 40 percent increase from 2013.
- The City unveiled an improved service allowing residents to **text requests directly to 311** from their mobile phones using a 10-digit phone number, **847-448-4311**. Residents may still dial 311 in Evanston.



“Creating the most livable city in America”



PHOTO CREDIT: JOHN RONAN ARCHITECTS

Conceptual design of a new Robert Crown Community Center.

2015 & Beyond

In January, Evanston was selected as one of three cities to represent the United States in the World Wildlife Fund’s (WWF) Earth Hour City Challenge. In mid-March, Evanston was chosen to **represent the U.S. in the global competition**. The Global Earth Hour City Capital will be announced April 9 at the world congress in Seoul, South Korea.

In addition to this competition, the WWF launched an 8-week “We Love Cities” campaign to encourage community members to show the world how much they love their city. Residents voted online at WeLoveEvanston.org, tweeted using #WeLoveEvanston, and posted Instagram photos in support. When March 7 was informally named “**We Love Evanston Day**,” 30 businesses and organizations embraced the concept by offering discounts and creating events.

A new open data portal was launched, openEvanston.org, providing residents and community stakeholders with convenient access to historic and real-time information about City services.

The Evanston Public Library will produce a year-long series of programs focusing on “**The Power of Words**.”

In March, the Neptune IQ **water management system** was introduced. Water customers now can monitor their utility account and water usage in real time, plus set up alerts for a leak or backflow problem.

The **Arrington Lakefront Lagoon** will be dedicated on June 6. This project already won a Public Works award (see pg 5).

New businesses to open include Valli Produce in Evanston Plaza at Dempster St. and Dodge Ave.; Whole Foods Market at 2748 Green Bay Rd., the site of the former Dominick’s; and a Hyatt House extended stay hotel at 1515 Chicago Ave. The mixed-use development E2 at Maple Ave. and Emerson St. is now leasing.

The Mayor’s Summer Youth Employment Program Job Fair takes place March 28. This year’s goal is to employ **600 youth and youth adults** age 14-18.

Beginning August 1, large Evanston retailers will no longer provide point-of-sale disposable plastic shopping bags to customers. Among other initiatives, Evanston is launching a “**Share-a-Bag**” program so residents and organizations can drop off or pick up reusable bags at Evanston community centers.

The City will open the **Gibbs-Morrison Cultural Center** in June at 1823 Church St., the site of the former Boocoo.

Six **electric vehicle** charging stations will be installed at the Sherman Plaza garage.

Divvy Bike Share will launch at eight stations, with 10 bikes per station.

The Police Department will implement a **text to 9-1-1** feature and partner in the 2015 **Let’s Roll Together** campaign to make roadways safer and shareable by pedestrians, bicyclists and automobiles.

The Downtown Evanston **Farmers’ Market** will celebrate its 40th season.



Values

Excellent Customer Service
Continuous Improvement
Integrity
Accountability

2015 City Council Goals

City Facilities
City Streets
Economic Development
Financial Policies and City Debt
Services for At-risk Families
Water and Sewer



Mayor
Elizabeth B. Tisdahl

6th Ward
Mark Tendam

1st Ward
Judy Fiske

7th Ward
Jane Grover

2nd Ward
Peter Braithwaite

8th Ward
Ann Rainey

3rd Ward
Melissa Wynne

9th Ward
Coleen Burrus

4th Ward
Donald Wilson

City Clerk
Rodney Greene

5th Ward
Delores A. Holmes

City Manager
Wally Bobkiewicz