

Schedule S-19
COOK COUNTY, ILLINOIS
OPERATING INDICATORS BY FUNCTION
OTHER SERVICES
LAST TEN FISCAL YEARS

	2009	2010	2011	2012	2013	2014	2015
County Assessor							
Taxpayer Assistance Requests	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
Parcels Processed	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
Parcels Reviewed	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
Number of Assessor Community Outreach Programs	Unavailable	Unavailable	Unavailable	185	142	40	Unavailable
Number of taxpayers that apply for Taxpayer Exemption online	Unavailable	Unavailable	Unavailable	2,983	3,786	4,692	Unavailable
Board of Review							
Hearings/Cases	1,380,000	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
Re-reviewed Parcels	410,000	439,000	386,000	330,000	423,000	403,000	Unavailable
Property Exemption Investigations	6,000	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
Treasurer							
Condemnation Court Orders Received & Recorded	120	138	171	273	Unavailable	Unavailable	Unavailable
Refunds for Overpayment, Court Orders	274,171	327,657	357,339	344,268	131,701	73,995	131,513
Investment Transactions	19,509	12,509	10,883	9,477	Unavailable	Unavailable	Unavailable
Scavenger Sales-Parcels	0	9,215	0	19,285	Unavailable	Unavailable	Unavailable
# of bank branch payments	Unavailable	Unavailable	Unavailable	Unavailable	876,003	815,842	818,868
# of on-line commercial (Third Party) tax payer payments	Unavailable	Unavailable	Unavailable	Unavailable	1,579,863	1,515,763	1,511,849
# of Property Tax Portal Hits	Unavailable	Unavailable	Unavailable	Unavailable	2,306,478	3,717,152	3,581,922
# of Web-Site Hits	Unavailable	Unavailable	Unavailable	Unavailable	3,777,054	3,567,257	4,138,735
County Clerk							
Marriage Licenses Issued	32,522	32,470	32,376	32,130	Unavailable	Unavailable	Unavailable
Business Registrations	4,915	4,966	4,658	4,835	Unavailable	Unavailable	Unavailable
Notary Commissions	20,037	20,244	19,650	21,142	Unavailable	Unavailable	Unavailable
Statements of Economic Interest Filed	26,247	26,218	25,456	47,554	Unavailable	Unavailable	Unavailable
Campaign Disclosure Reports Filed	1,196	1,023	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
Lobbyist Registration/Reports Filed	788	584	716	523	Unavailable	Unavailable	Unavailable
Map Revisions	471,640	482,345	493,795	509,275	Unavailable	Unavailable	Unavailable
# of Cook County Geographical Information System (GIS) maps verified	Unavailable	Unavailable	Unavailable	Unavailable	3,000	Unavailable	Unavailable
# of Cook County Taxing District's Bonds reviewed and analyzed	Unavailable	Unavailable	Unavailable	Unavailable	1,442	Unavailable	Unavailable
County Clerk - Elections Division							
Voter Registrations	89,282	103,608	70,302	226,992	Unavailable	Unavailable	Unavailable
Absentee Ballots	13,413	162,245	8,848	48,082	Unavailable	Unavailable	Unavailable
Ballot Formats	833	790	1,592	996	Unavailable	Unavailable	Unavailable
Recorder of Deeds							
Documents Recorded	855,015	812,869	719,548	807,013	791,289	635,465	874,933
Tract Searches	40,551	30,492	26,700	15,090	Unavailable	Unavailable	Unavailable
Building and Zoning							
Construction Inspections	55,000	55,000	43,584	58,000	Unavailable	Unavailable	Unavailable
Inspections per Permit	25	25	25	25	Unavailable	Unavailable	Unavailable
Permits Issued	2,140	1,738	2,241	2,345	2,090	1,728	1,928
# of inspections per month	Unavailable	Unavailable	Unavailable	4,199	4,020	4,140	3,860
# of permits issued per month	Unavailable	Unavailable	Unavailable	206	174	144	138
Environmental Control							
Inspections	22,000	22,000	7,812	11,158	12,968	11,551	12,024
Laboratory Analyses	19,000	19,000	3,294	10,427	Unavailable	Unavailable	Unavailable
Tons of greenhouse gases emitted by county facilities	Unavailable	Unavailable	Unavailable	265	269	Unavailable	Unavailable
Total kWh used by all County facilities	Unavailable	Unavailable	Unavailable	Unavailable	247,529,185	Unavailable	Unavailable
Total Therms used by all County Facilities	Unavailable	Unavailable	Unavailable	Unavailable	13,883,941	Unavailable	Unavailable
Zoning Board of Appeals							
Board Hearings	250	126	114	111	Unavailable	Unavailable	Unavailable
Number of public hearings	Unavailable	Unavailable	Unavailable	Unavailable	71	74	Unavailable
Medical Examiner							
Autopsy and Post-mortem Costs	3,318,075	3,985,606	3,530,025	3,681,977	Unavailable	Unavailable	Unavailable
Autopsies and Post-mortems Performed	4,374	4,518	4,684	4,691	Unavailable	Unavailable	Unavailable
Average # of autopsies per pathologist	Unavailable	Unavailable	Unavailable	Unavailable	353	289	258
Average response time to a death scene (minutes)	Unavailable	Unavailable	Unavailable	Unavailable	33	34	34
Veterans' Assistance Commission							
Cases	5,000	5,000	5,463	6,678	Unavailable	Unavailable	Unavailable
Cook County Highway Department							
Permit Applications	2,594	2,157	2,640	2,910	Unavailable	Unavailable	Unavailable
Lane Mileage	1,759	1,771	1,771	1,771	1,771	1,771	Unavailable
Traffic Studies	469	402	390	400	Unavailable	Unavailable	Unavailable
# of acres of County Right of Way mowed	Unavailable	Unavailable	Unavailable	2,906	2,282	1,487	691
# of catch basins cleaned	Unavailable	Unavailable	Unavailable	Unavailable	1,542	Unavailable	Unavailable
# of curb-miles swept	Unavailable	Unavailable	Unavailable	Unavailable	988	Unavailable	Unavailable
Animal Control							
Tags Issued	404,342	398,622	398,379	509,993	414,801	349,053	423,093
Certificates Issued	405,598	356,624	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
Spay & Neuter Procedures	5,015	4,575	4,075	4,067	Unavailable	Unavailable	Unavailable
Confinement and Releases	5,759	5,061	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
Specimen and Animal Pick-ups	221	516	457	491	Unavailable	Unavailable	Unavailable
Bite Reports Received	4,643	4,472	2,866	3,455	4,397	3,147	3,449
Telephone Inquiries and Information	8,608	12,239	15,216	23,151	7,059	15,876	22,379
Animals vaccinated & registered	Unavailable	Unavailable	Unavailable	498,060	322,569	333,107	300,607
Animals vaccinated through the low cost rabies vaccination program	Unavailable	Unavailable	Unavailable	5,165	4,695	4,583	5,344

Data Source:
Prior to 2013 - Cook County Office of Budget and Management Services
2013 - present Cook County Office of Performance Management

Note:
Unavailable data refers to data that fit one or more of the following criteria: (1) data are no longer being collected for that indicator due to a change in metrics; (2) the Performance Management Office has not yet received comparable data from the relevant department; or (3) data are only available for part of not the entire year.