

Village of Schaumburg

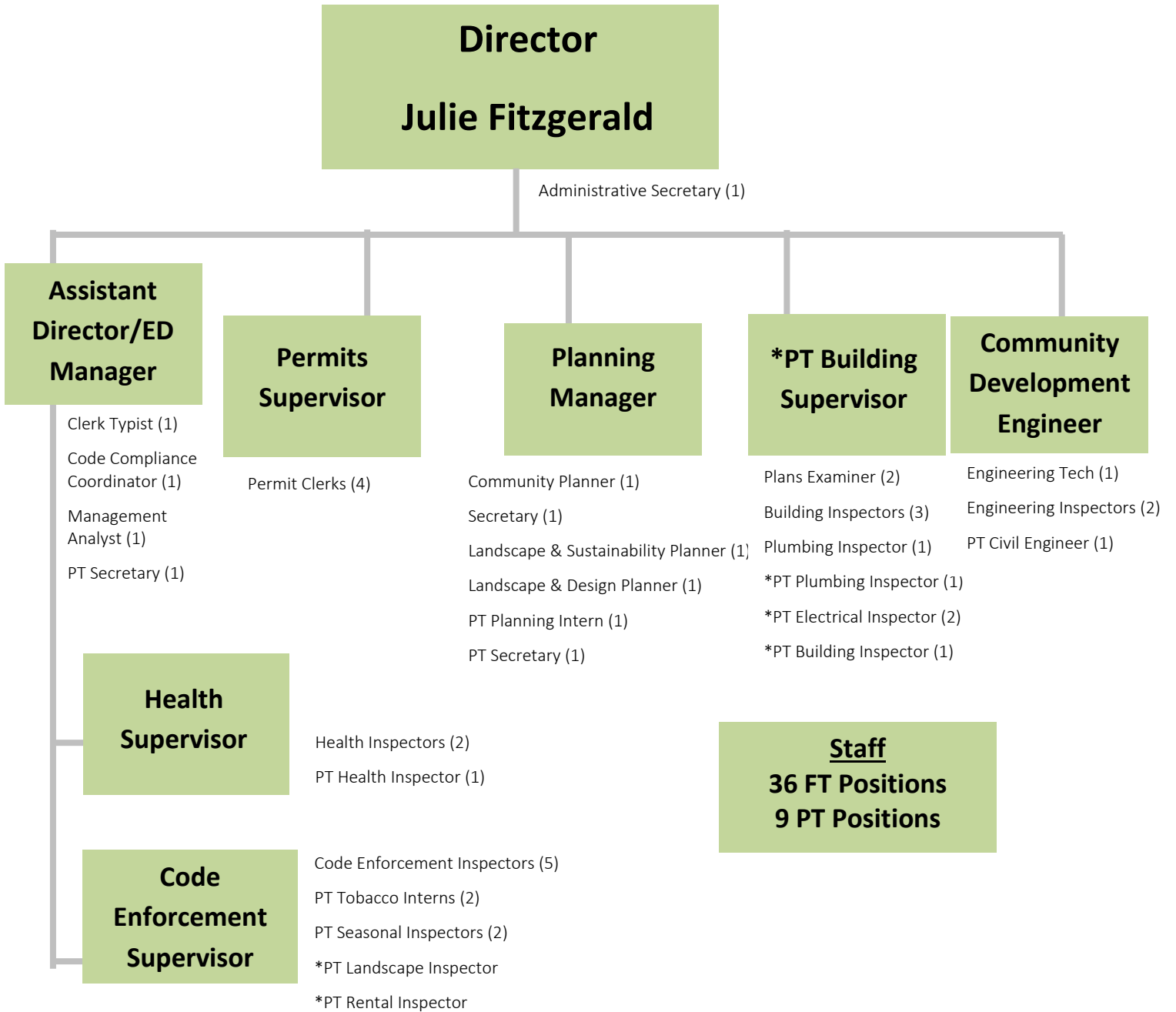
Community  
Development  
Department  
Monthly Report

SEPTEMBER 2017

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# ORGANIZATION CHART



\*Indicates Contracted Position

## DEPARTMENT OVERVIEW

The Community Development Department is dedicated to ensuring the public safety, health and welfare of the community by serving and assisting the public with various development-related projects, including safe building construction, ongoing compliance with life safety codes, economic development, and land use planning. The department's major functions include economic development, planning and zoning, building and engineering permit issuance, property maintenance enforcement, fire prevention inspections, and health and sanitation inspections.

Oversight and administration of planning and economic development functions for the village are accomplished by reviewing new development and redevelopment proposals, implementing economic development strategies, administering the comprehensive plan, and preparing long range plans. The village also partners with the Schaumburg Business Association to retain and attract new businesses to Schaumburg.

The department's property maintenance programs include health inspections of all food licensed businesses, day cares, and body care establishments. Fire inspections are performed for a variety of businesses and building types. Other inspection programs include privately owned storm water management facilities and landscaping. Additionally, the department is responsible for inspections and enforcement of general property maintenance codes for commercial and residential properties.

Special projects include providing staff to the Schweikher House Trust and oversight for sustainability planning and implementation.

Important funding sources include Village of Schaumburg General Fund, Olde Schaumburg Centre Tax Increment Finance District, and Community Development Block Grant funds.

Department staff, through the various functions and programs, serves as liaison to several boards, commissions, and committees. These include the Zoning Board of Appeals (ZBA), Plan Commission (PC), Olde Schaumburg Centre Commission (OSCC), Schaumburg Business Development Commission (SBDC), Electrical Commission, Environmental Committee, Board of Health, 1% for the Arts Committee, Septemberfest Committee, and Tax Increment Finance District Joint Review Board (TIFJRB).

## KEY ACTIVITIES

**July 21<sup>st</sup> storm** – The Community Development Department continues to handle a large amount of permits and inspections associated with the July 21<sup>st</sup> storm. The Department issued nearly 1,000 more building permits in September 2017 than in September 2016:

Week	Roof Only	Roof & Siding	Siding Only	Weekly Total All Permits
9/25 - 9/29/17	200	42	30	392
9/18 - 9/22/17	218	64	40	452
9/11 - 9/15/17	232	79	46	498
9/04 - 9/08/17	198	62	37	390
8/28 - 9/01/17	230	87	22	445
8/18 - 8/25/17	273	129	35	526
8/14 - 8/18/17	241	92	22	425
8/07 - 8/11/17	169	65	18	329
7/31 - 8/04/17	62	29	6	192
7/24 - 7/28/17	20	5	5	121
7/17 - 7/21/17	10	0	5	125
7/10 - 7/14/17	11	3	6	172
7/03 - 7/07/17	13	1	2	128
<b>13 Week Total 2017</b>	<b>1,877</b>	<b>658</b>	<b>274</b>	<b>4,195</b>

**Guangzhou Visit** – Community Development staff assisted with the presentation and tours to our guests from the 21<sup>st</sup> Century and Guangzhou.

**ICSC Chicago Deal Making** – Staff exhibited at Navy Pier to attract further retail, restaurant and hospitality to Schaumburg. Several developer contacts resulted from the show and staff is following up on a few potential deals.

**Comprehensive Plan** – The Village held a public open house on September 11<sup>th</sup> to capture resident input as staff works with the Committee to finalize the plan and present to Village Board later this year.

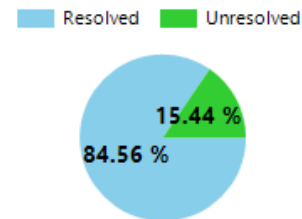
# MONTHLY PERFORMANCE

## Code Enforcement

Administrative Adjudication

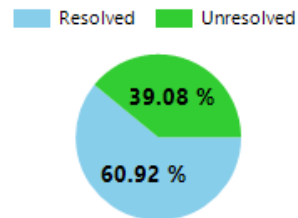
### Clearance Rate Fiscal Year 5/1/2017 through 9/30/2017

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	10	6	4	60.00%
CDD Code Enforcement	170	144	26	84.71%
CDD Health	3	2	1	66.67%
Finance	28	28	0	100.00%
Fire	74	61	13	82.43%
<b>Total</b>	<b>285</b>	<b>241</b>	<b>44</b>	<b>84.56%</b>



### Clearance Rate (9/1/2017 through 9/30/2017)

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	4	2	2	50.00%
CDD Code Enforcement	55	35	20	63.64%
CDD Health	1	1	0	100.00%
Fire	27	15	12	55.56%
<b>Total</b>	<b>87</b>	<b>53</b>	<b>34</b>	<b>60.92%</b>



Adjudication Clearance Rate Sum of Outgoing tickets divided by sum of Incoming tickets times 100.

- Incoming – All new tickets issued plus all tickets heard at an Adjudication Hearing.
- Outgoing - All tickets heard at an Adjudication Hearing with a final determination plus any tickets paid.
- Unresolved – All tickets that have an Adjudication Hearing date in the future. Those that have been continued to a future hearing date or were just issued with a future hearing date.

### Citations Issued (9/1/2017 through 9/30/2017)

Department	Violations	Tickets
CDD Building	2	1
CDD Code Enforcement	21	20
CDD Health	1	1
Fire	10	10
<b>Total</b>	<b>34</b>	<b>32</b>

Note- Citations often address multiple violations.

Code Enforcement (cont.)

General Program Responsibilities Code Enforcement	
Initial CSR Investigations	62
Business License Needed	6
Business License Approval	64
Notice Served	5
License Closeouts	3
Vacant Registration Received	5
Foreclosure Notice Received	13
Tax Stamp Hold Status	9
Locations that removed Ash Trees	4
Monitoring Vacant SF Homes weekly	257
Monitoring Vacant PUD Homes	23
Monitoring Vacant Lots	2
Monitoring Vacant Business Location	26
Weekend Sweeps	4
Village Wide Sweeps	10
Residential Area Sweep	52
Commercial Area Sweeps	4
Intern Garbage Sweep	0
Nuisance Locations Cut VOS contractor	2
<b>This Month's Total</b>	<b>551</b>

Inspections Completed Code Enforcement	
Initial Commercial Maintenance	25
Initial Commercial Warning	4
Gas Station Maintenance	4
Dumpster Enclosure	0
Recycling/Sign/New License	24
Initial Landscape Maintenance	16
Tree Removal Permits	24
Initial Residential Maintenance	55
Initial Residential Warning	54
Home Based Business License	4
Ash/Dead Tree Notice	6
Contractor Rental Home	9
Rental License	1
Vending Licenses	0
Tobacco License Unannounced	0
Electrical Permit – Rental	3
<b>This Month's Total</b>	<b>229</b>

Follow Up Inspections	Pass	Fail	Total
Residential	63	43	106
Landscape	13	3	16
Commercial	21	36	57
Business License	11	1	12
SF Home Garbage	33	7	40
Rental	3	4	7
Gas Station	0	0	0
Contractor Rental	2	3	5
<b>This Month's Totals</b>	<b>146</b>	<b>97</b>	<b>243</b>

## Health

Commercial Property Inspections	Total
Body Care Inspection	40
Commercial Inspection	6
Day Care Environmental Survey	6
Food Service Complaint	32
Food Service License	14
Food Service Recycling Verify	4
Food Service Routine	333
Health Final Inspection	37
Health/Fire Inspection	17
Health On Site Meeting Inspection	0
Home Occupation Inspection	0
Mobile Vendor Inspection	0
Multi Family Inspection	0
Outdoor Temp Dining Inspection	0
Temporary Event Inspection	138
<b>FY Total Commercial</b>	<b>635</b>

Breakdown of Follow Up Inspections	
Inspection Type	Total
Commercial Comp Follow Up	2
Day Care Survey Follow Up	2
Food Complaint Follow Up	22
Food Service Follow Up 1	46
Food Service Follow Up 2	20
Food Service Follow Up 3	5
Residential Complaint F/Up	19
<b>FY Totals</b>	<b>116</b>

Residential Property Inspections	Total
Residential Complaint	35
<b>FY Total Residential</b>	<b>35</b>

## Permits and Building/Engineering Inspections

Performance measure shows number of permits issued and estimated value of the construction relative to the previous fiscal year and the same month during the previous year.

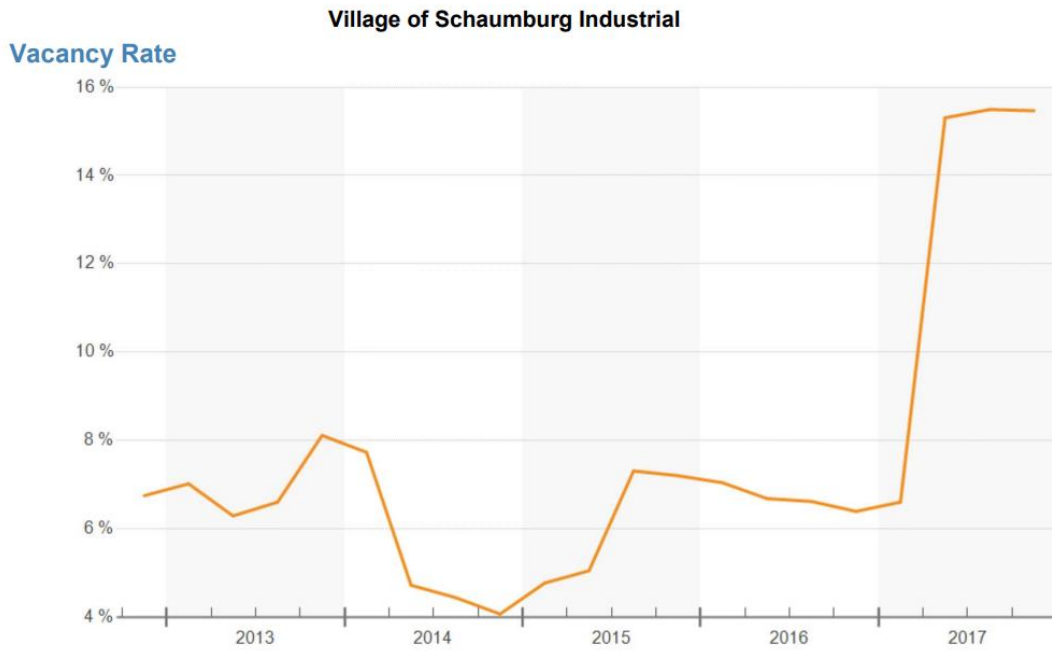
Division	9-17		9-16		FY 17-18 (YTD)		FY 16-17 (Total)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	1,801	\$29,999,081	755	\$22,607,442	5,395	\$134,789,301	6,009	\$148,000,794
Engineering	63	\$3,863,915	60	\$3,337,637	263	\$16,305,600	344	\$14,687,041
Fire	60	\$568,360	35	\$202,183	236	\$2,269,953	568	\$6,227,367
<b>TOTAL</b>	<b>1,924</b>	<b>\$34,431,356</b>	<b>850</b>	<b>\$26,147,262</b>	<b>5,894</b>	<b>\$153,364,854</b>	<b>6,921</b>	<b>\$168,915,202</b>



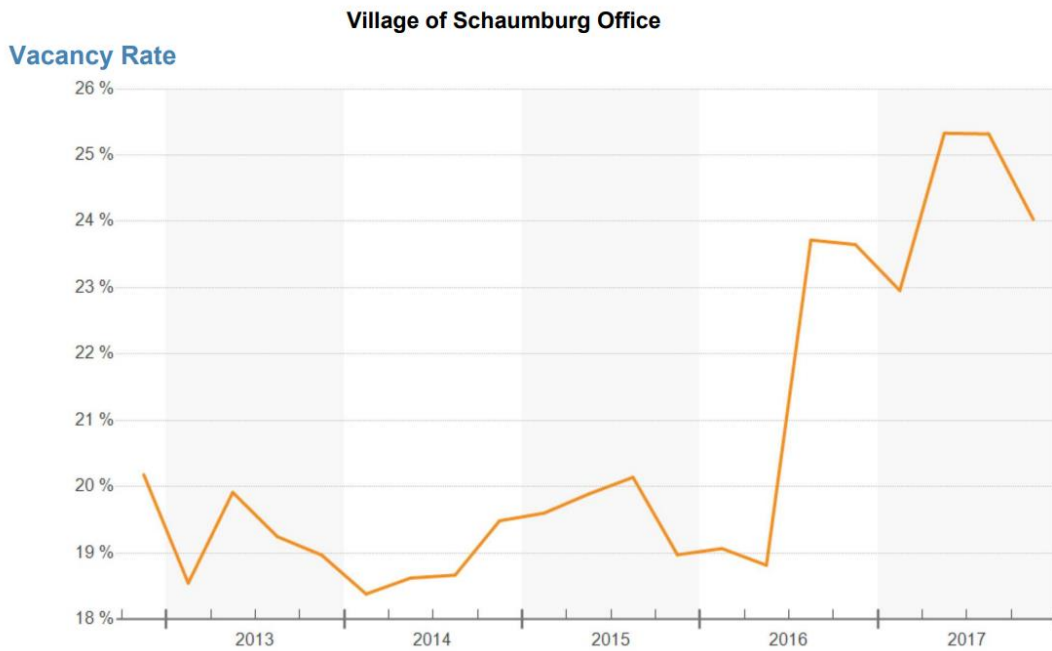
## Vacancy Rates

Performance measure shows the vacancy rates for the various sectors relative to previous years.

### Industrial Vacancy Rate



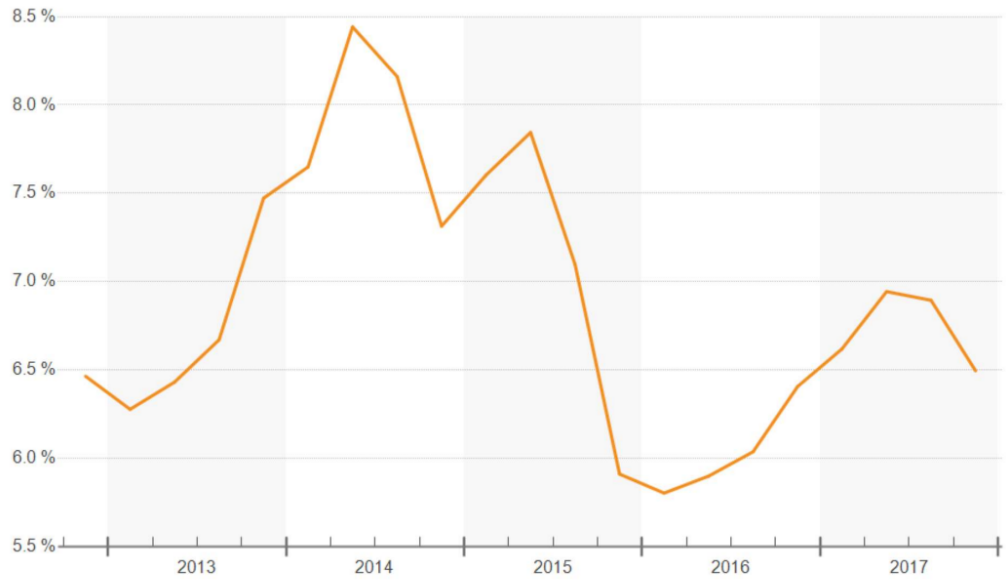
### Office Vacancy Rate



Retail Vacancy Rate

Village of Schaumburg Retail

Vacancy Rate

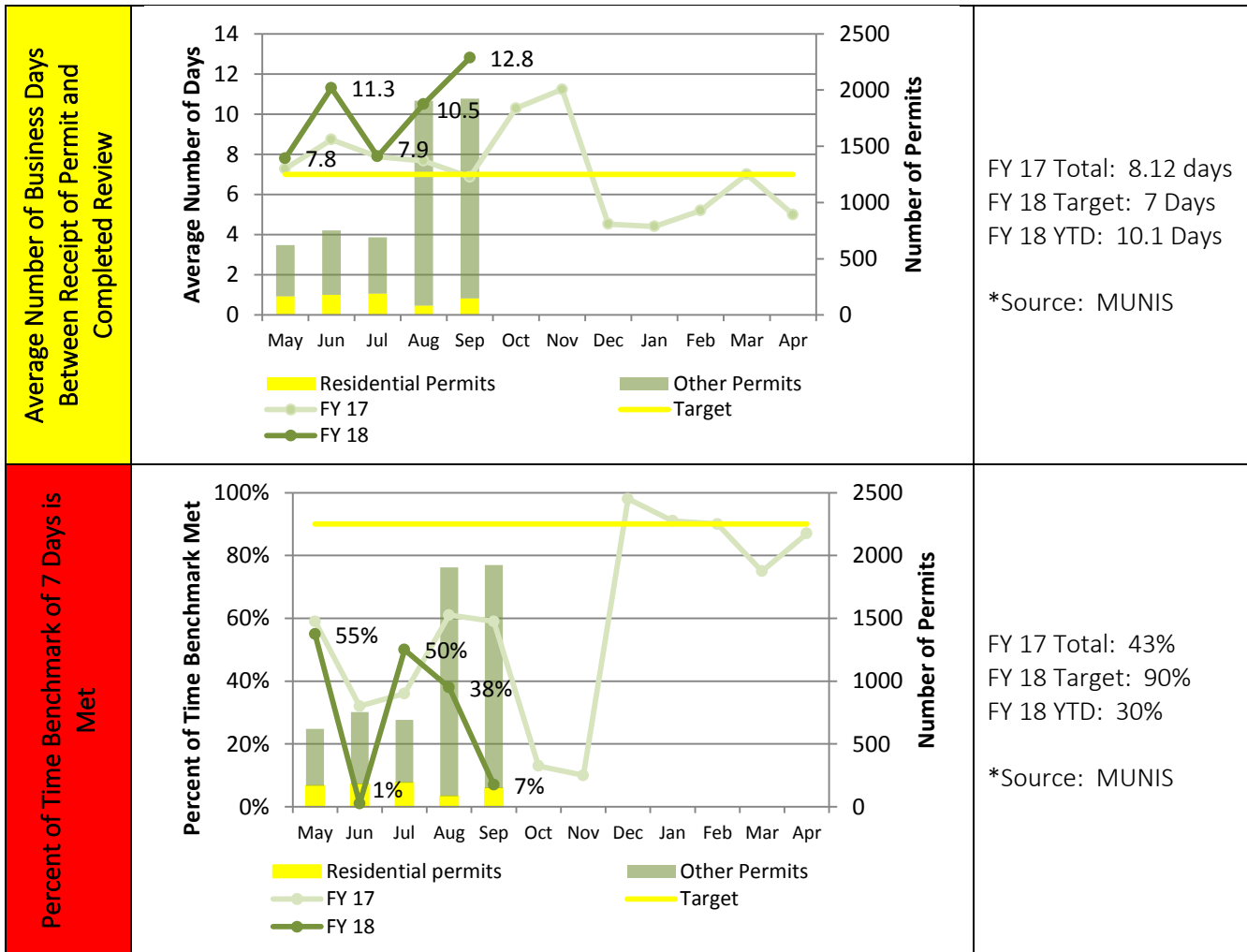


## Key Performance Indicators

### COMMUNITY DEVELOPMENT KEY PERFORMANCE INDICATORS:

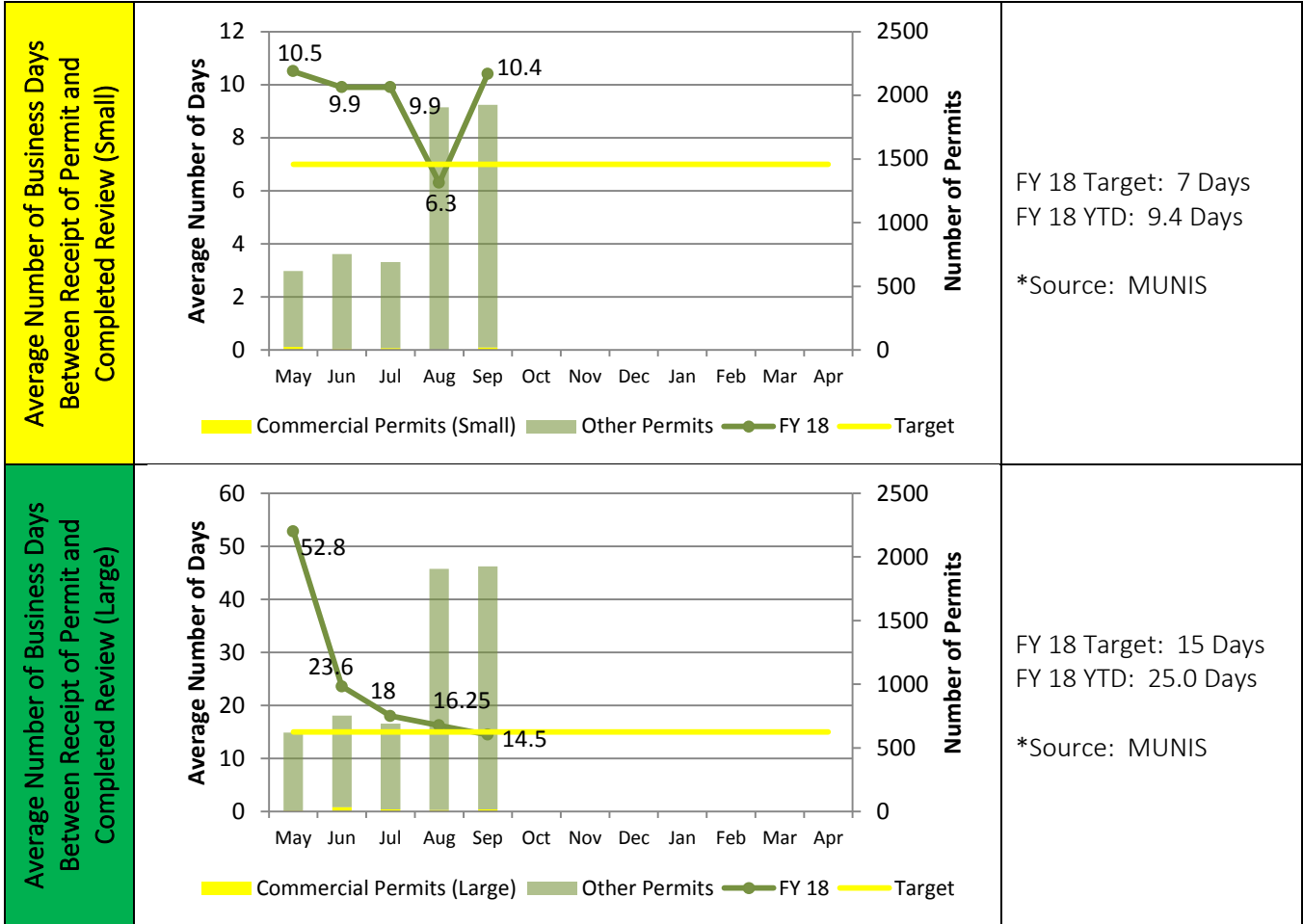
#### KPI 1: Residential Permit Turnaround Time

Timely review of residential building permits is crucial to ensuring building activity in the village occurs in an effective and efficient manner. This KPI measures the average number of business days between receipt of the residential building permit application by staff and completed review. The department is also measuring the percentage of time that the set benchmark is met. When residential permits are received, they are time stamped and scanned into the village’s permit management system (MUNIS), which makes ongoing measurement and reporting on this KPI possible.



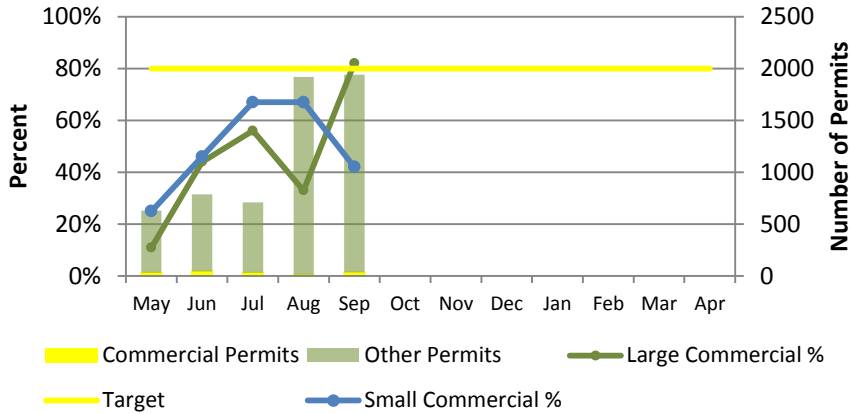
## KPI 2: Commercial Permit Turnaround Time

Timely review of commercial building permits is crucial to ensuring building activity in the village occurs in an effective and efficient manner. This KPI measures the average number of business days between receipt of the commercial building permit application by staff and completed review. The department is also measuring the percentage of time that the set benchmark is met. When commercial permits are received, they are time stamped and scanned into the village’s permit management system (MUNIS), which makes ongoing measurement and reporting on this KPI possible. The plan review team has established criteria for distinguishing between ‘small’ and ‘large’ scale projects.



\*Large commercial plan review data recording error for May. Data includes time waiting for revised plans after first review and time waiting for accompanying documents to be provided. All data for subsequent months will only include average number of business days between permit drop-off and first initial contact.

Percent of Time Benchmark of 7 Days for Small Commercial and 15 Days for Large Commercial is Met

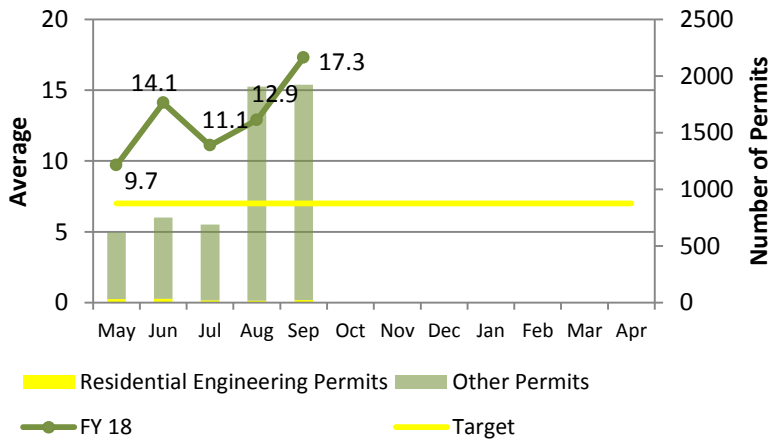


FY 18 Target: 80%  
 FY 18 YTD (Large): 45%  
 FY 18 YTD (Small): 49%  
 \*Source: MUNIS

### KPI 3: Engineering Permit Turnaround Time

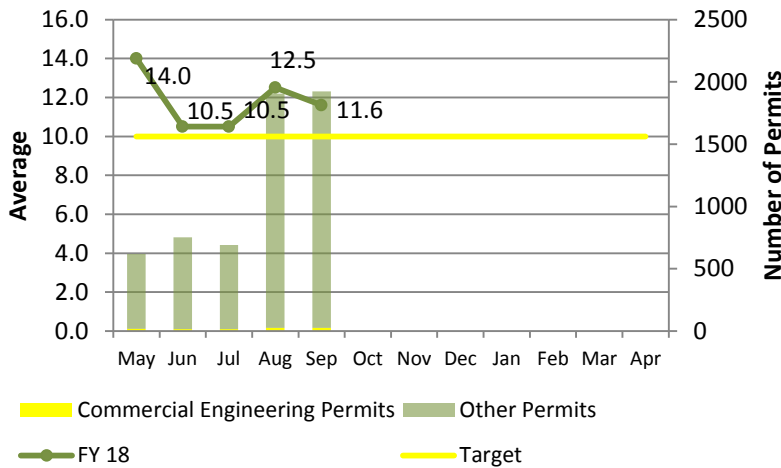
Timely review of residential and commercial engineering permits is crucial to ensuring building activity in the village occurs in an effective and efficient manner. This KPI measures the average number of business days between receipt of the engineering permit application by staff and completed review. The department is also measuring the percentage of time that the set benchmark is met. When engineering permits are received, they are time stamped and scanned into the village's permit management system (MUNIS), which makes ongoing measurement and reporting on this KPI possible.

Average Number of Business Days Between Receipt of Permit and Completed Review (Small)

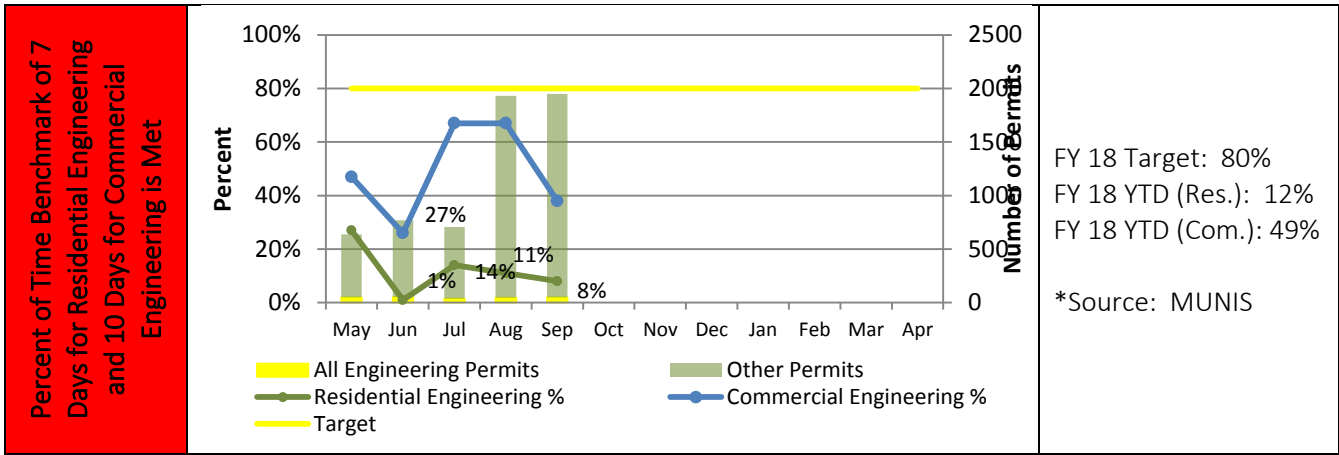


FY 18 Target: 7 Days  
 FY 18 YTD: 13.0 Days  
 \*Source: MUNIS

Average Number of Business Days Between Receipt of Permit and Completed Review (Large)

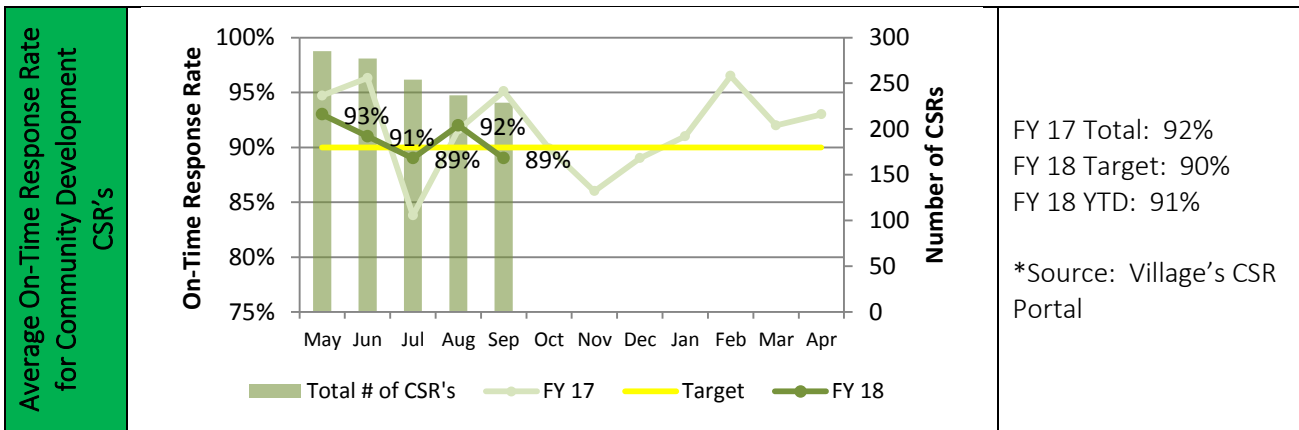


FY 18 Target: 10 Days  
 FY 18 YTD: 11.8 Days  
 \*Source: MUNIS



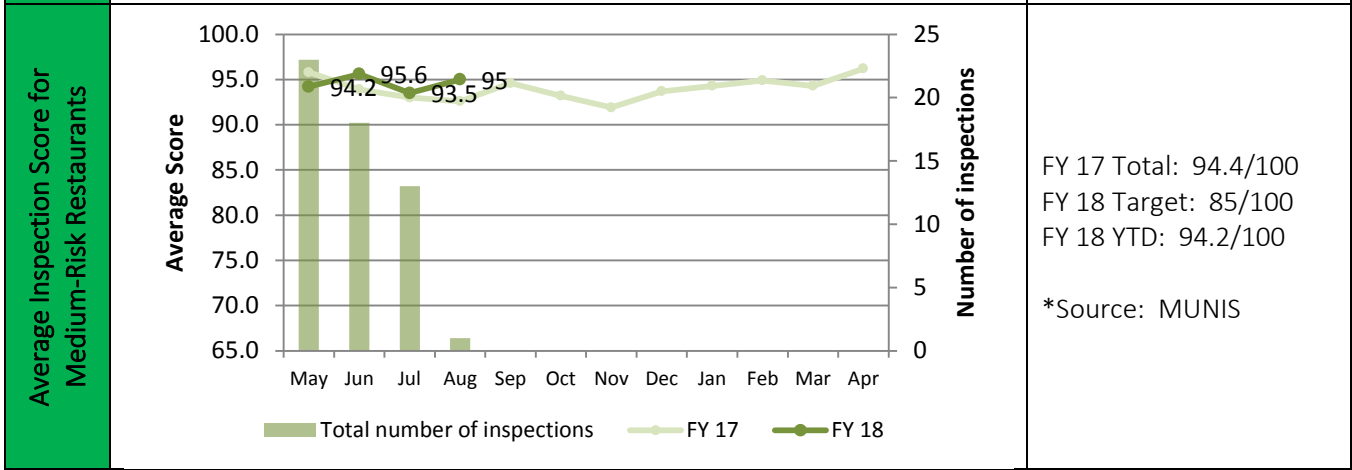
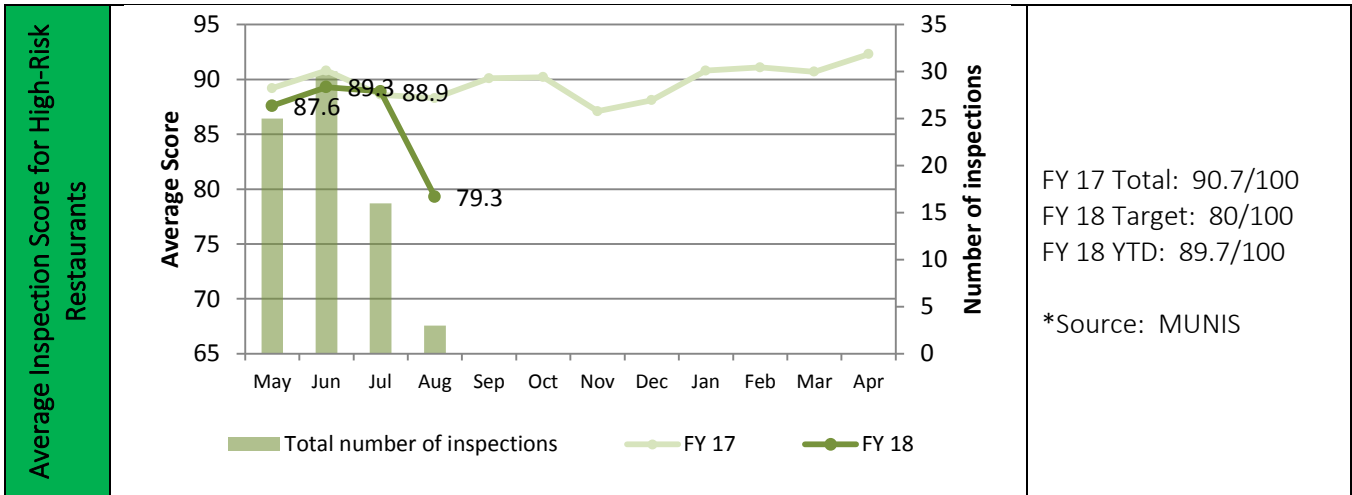
**KPI 4: Customer Service Request (CSR) Response Rates**

This KPI measures the percentage of CSR’s that are on-time and is meant to improve municipal services to external stakeholders by ensuring CSR’s are efficiently responded to. By monitoring the percentage of CSR’s that are passed due, the department can ensure all external requests are completed, or responded to, within the timeframe set forth by the village. The village’s Customer Service Request tool is designed to track the percentage of Community Development CSR’s that are responded to on-time, allowing on-going measurement.



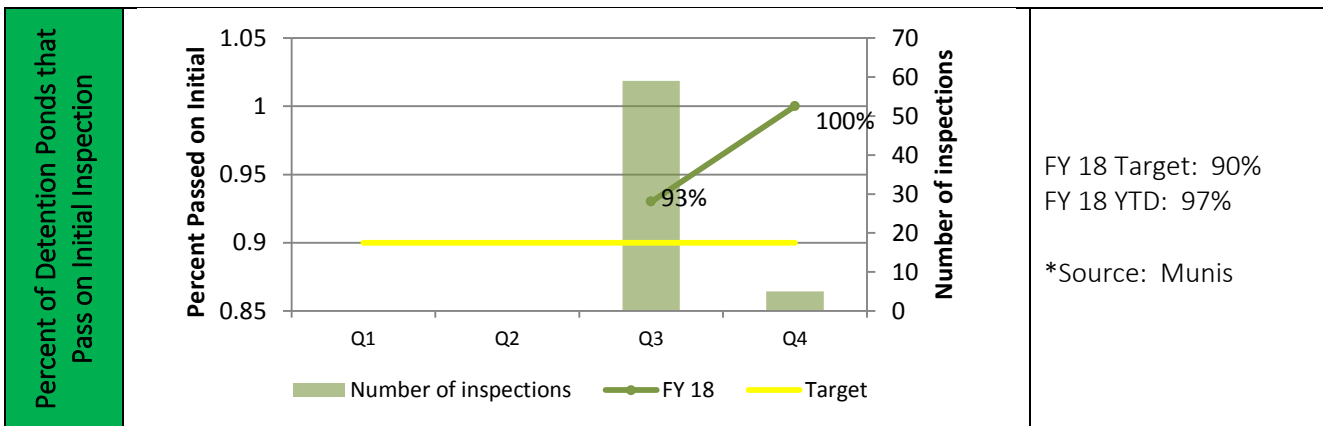
**KPI 5: Health Inspection Scores**

This KPI is the average score of health inspections completed on high-risk and medium-risk restaurants. This measure will help the Health Services Division gauge the status of the sanitation of food establishments to ensure a safe and healthy eating environment for residents and visitors of the community. Each establishment has an electronic file where inspections and scores are recorded.



**KPI 6: Detention Pond Inspections**

To gauge the safety and effectiveness of the village’s stormwater detention pond inventory, this KPI measures the compliance rate for the passing of routine inspections of the village’s detention ponds. When detention pond inspections are conducted, they are assigned a pass or fail rating based on safety checklist. The results are then recorded in the MUNIS Application Entry program, which makes the ongoing measurement and reporting on this KPI possible.



\*No inspections have yet been completed for Fiscal Year 2017/18