

Village of Schaumburg

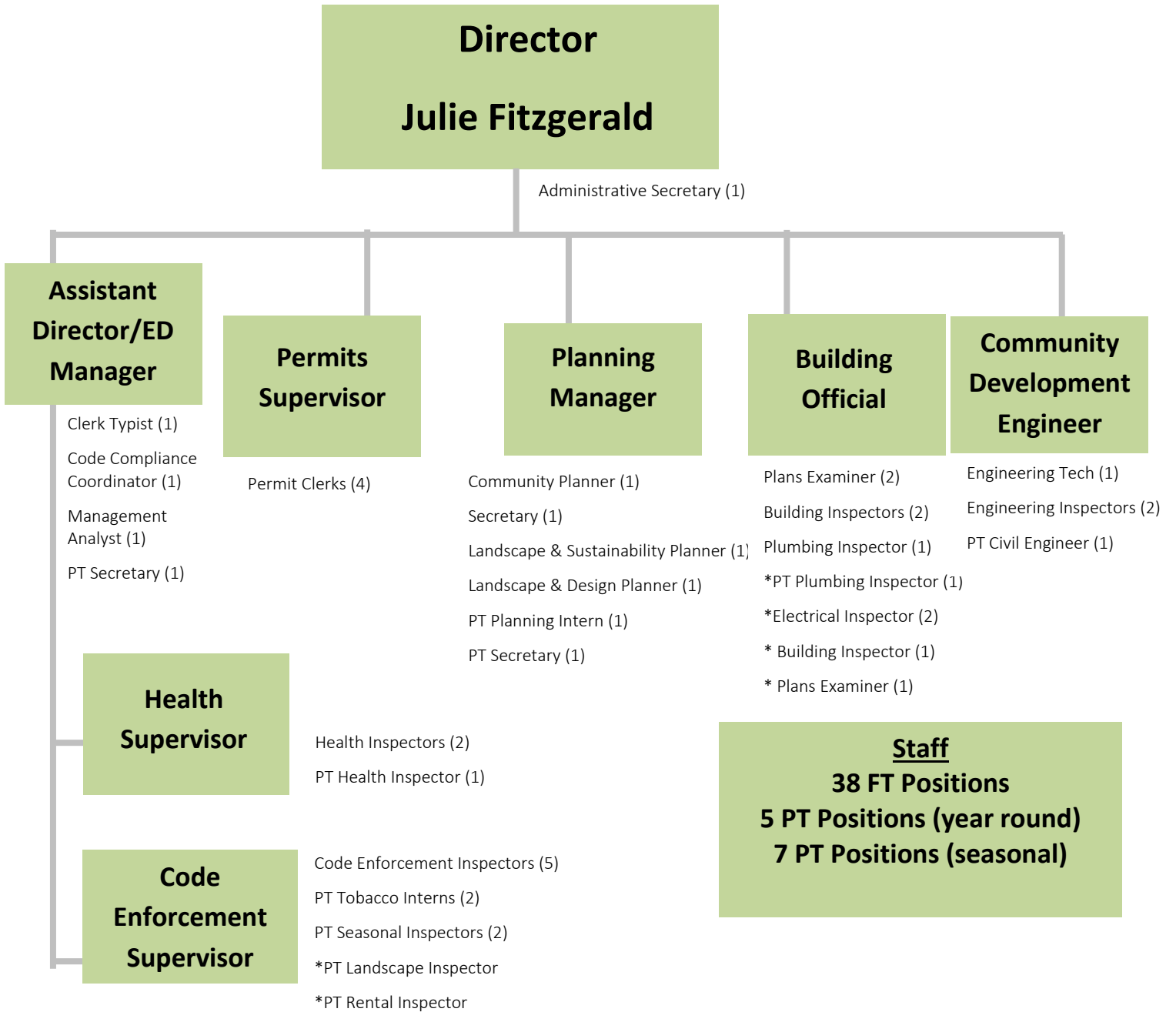
Community
Development
Department
Monthly Report

APRIL 2018

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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, 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. 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, North Schaumburg 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

90 North Master Planning – The Zoning Regulations and Design Guidelines, which are regulatory documents that will facilitate development in accordance with the approved Master Plan for this property, were approved by the Village Board on April 10th.

Operational and Management Study – The department director presented the Planning, Building, and Development Committee with an evaluation and analysis of the final report for the management study prepared for the department in 2017. An Implementation Plan that includes 17 of the 21 recommendations from the report was accepted by the committee. Implementation initiatives for FY 18/19 include evaluation of permit fees, clarification and application of the inspection abuse fee, creation of additional performance targets, plans examiner cross training, and integration of Bluebeam software with inspection iPads.

New Development and Investment – The Village Board approved development of a new Starbuck’s at the corner of Roselle Road and Hartford Drive. Ribbon cuttings were held for Global Gyros, which opened earlier this year on Golf Road, and for La-Z Boy Furniture. La-Z Boy fills a vacant big box space on the Golf Road corridor adjacent to Bed Bath and Beyond.

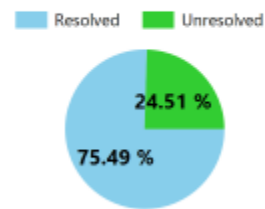
MONTHLY PERFORMANCE

Code Enforcement

Administrative Adjudication

CDD Clearance Rate 4/1/2018 through 4/30/2018

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	7	5	2	71.43%
CDD Code Enforcement	44	31	13	70.45%
CDD Engineering	1	1	0	100.00%
CDD Health	3	1	2	33.33%
Fire	47	39	8	82.98%
Total	102	77	25	75.49%



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 (4/1/2018 through 4/30/2018)

Department	Violations	Tickets
CDD Code Enforcement	21	19
Fire	5	4
Total	26	23

General Program Responsibilities Code Enforcement	
Initial CSR Investigations	88
Business License Needed	2
Business License Approval	25
Notice Served	12
License Closeouts	
Vacant Registration Received	2
Foreclosure Notice Received	15
Tax Stamp Hold Status	3
Locations that removed Ash Trees	1
Monitoring Vacant SF Homes weekly	235
Monitoring Vacant PUD Homes	18
Monitoring Vacant Lots	3
Monitoring Vacant Business Location	28
Weekend Sweeps	4
Village Wide Sweeps	12
Residential Area Sweep	17
Commercial Area Sweeps	3
Garbage Sweep	15
Nuisance Locations Cut VOS contractor	0
This Month's Total	356

Inspections Completed Code Enforcement	
Initial Commercial Maintenance	39
Initial Commercial Warning	8
Gas Station Maintenance	2
Dumpster Enclosure	24
Recycling/Sign/New License	30
Initial Landscape Maintenance	3
Tree Removal Permits	19
Initial Residential Maintenance	31
Initial Residential Warning	105
Home Based Business License	15
Ash/Dead Tree Notice	4
Contractor Rental Home	6
Rental License	4
Vending Licenses	8
Tobacco License Unannounced	62
Electrical Permit – Rental	10
This Month's Total	370

Follow Up Inspections	Pass	Fail	Total
Residential	111	17	128
Landscape	0	0	0
Commercial	41	9	50
Business License	7	0	7
Rental	0	1	1
Gas Station	0	0	0
Contractor Rental	9	8	17
This Month's Totals	168	35	203

Health

Commercial Property Inspections	Total
Body Care Inspection	189
Commercial Inspection	49
Day Care Environmental Survey	30
Food Service Complaint	83
Food Service License	47
Food Service Recycling Verify	24
Food Service Routine	1136
Health Final Inspection	127
Health/Fire Inspection	103
Health On Site Meeting Inspection	4
Home Occupation Inspection	24
Mobile Vendor Inspection	3
Multi Family Inspection	103
Outdoor Temp Dining Inspection	4
Temporary Event Inspection	150
FY Total Commercial	2076

Breakdown of Follow Up Inspections	
Inspection Type	Total
Commercial Comp Follow Up	15
Day Care Survey Follow Up	3
Food Complaint Follow Up	60
Food Service Follow Up 1	124
Food Service Follow Up 2	39
Food Service Follow Up 3	14
Residential Complaint F/Up	319
FY Totals	574

Residential Property Inspections	Total
Residential Complaint	243
FY Total Residential	243

Permits and Building/Engineering Inspections

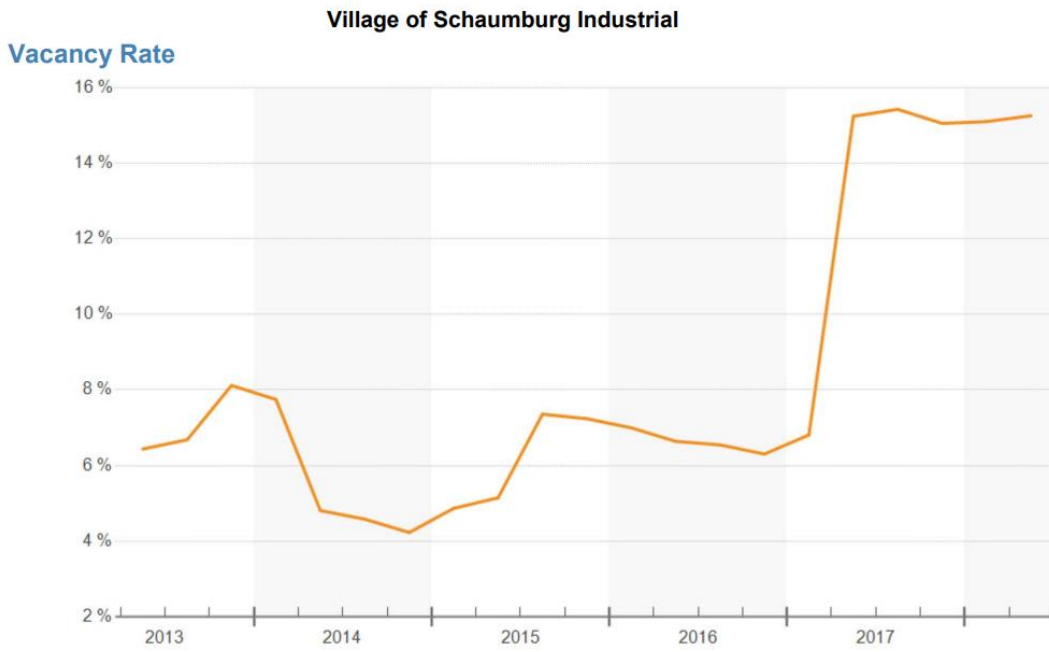
Performance measure shows number of permits issued and estimated value of the construction relative to the previous fiscal year and the same month during the previous year.

Division	April 2018		April 2017		FY 17-18 (YTD)		FY 16-17 (Total)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	528	\$7,574,188	452	\$8,357,558	9,510	\$229,227,456	6,009	\$190,203,510
Engineering	20	\$364,246	26	\$2,239,196	373	\$23,039,054	344	\$18,163,030
Fire	56	\$423,030	53	\$1,244,974	546	\$7,967,332	568	\$7,072,481
TOTAL	604	\$8,361,464	531	\$11,841,728	10,429	\$260,233,842	6,921	\$215,439,021

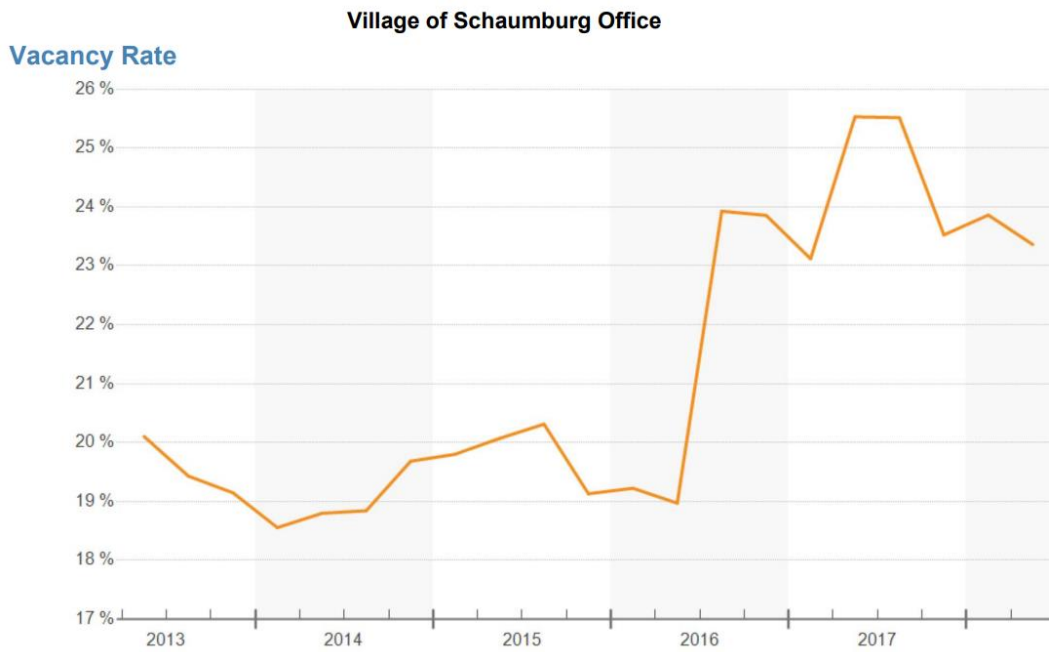
Vacancy Rates

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

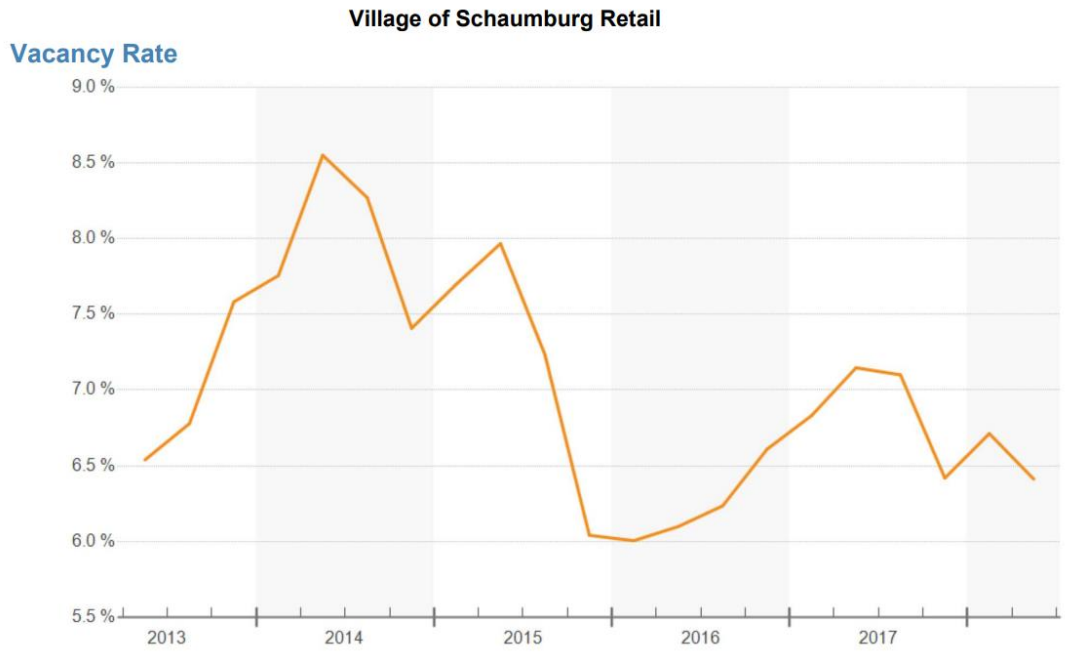
Industrial Vacancy Rate



Office Vacancy Rate



Retail Vacancy Rate

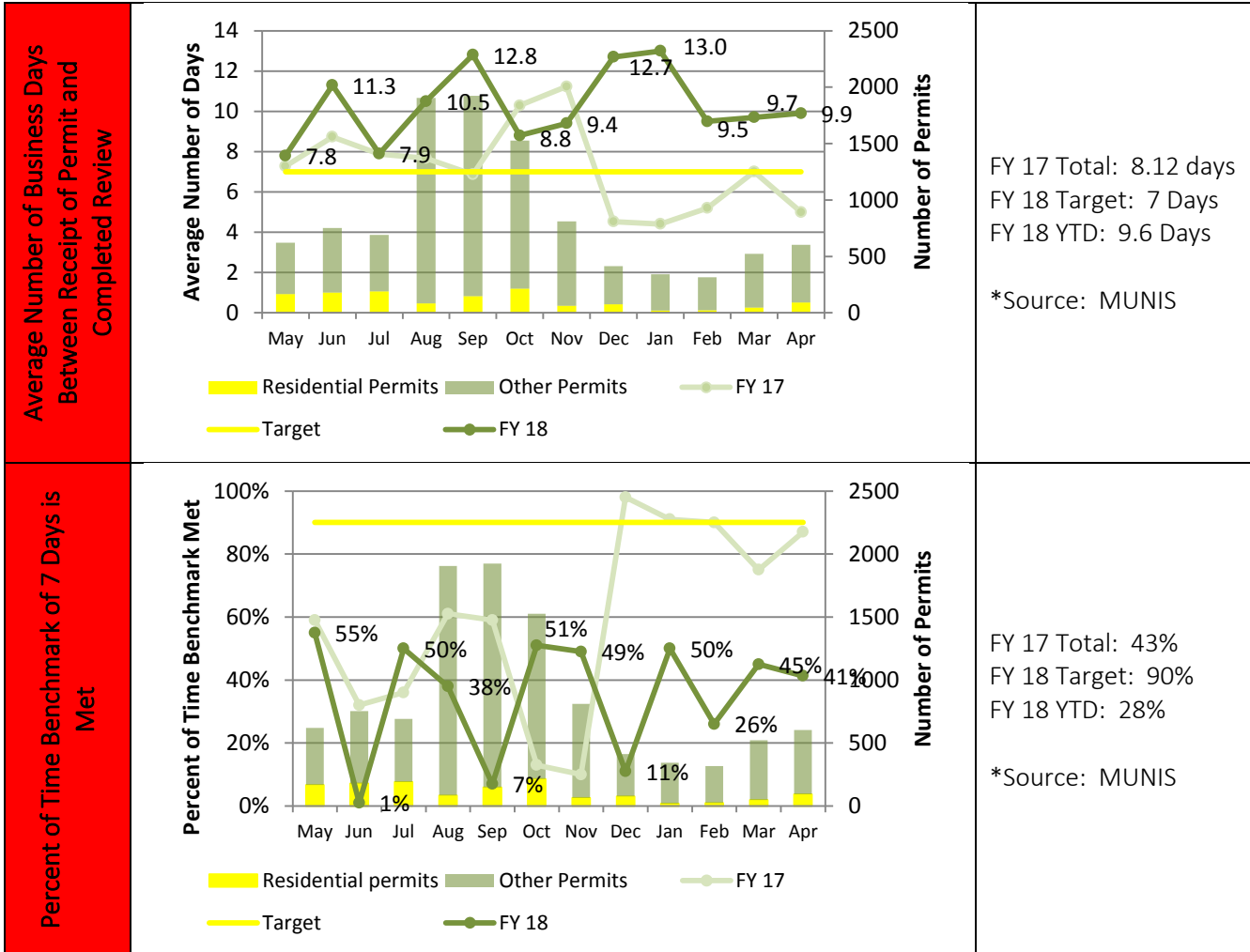


Key Performance Indicators

COMMUNITY DEVELOPMENT KEY PERFORMANCE INDICATORS:

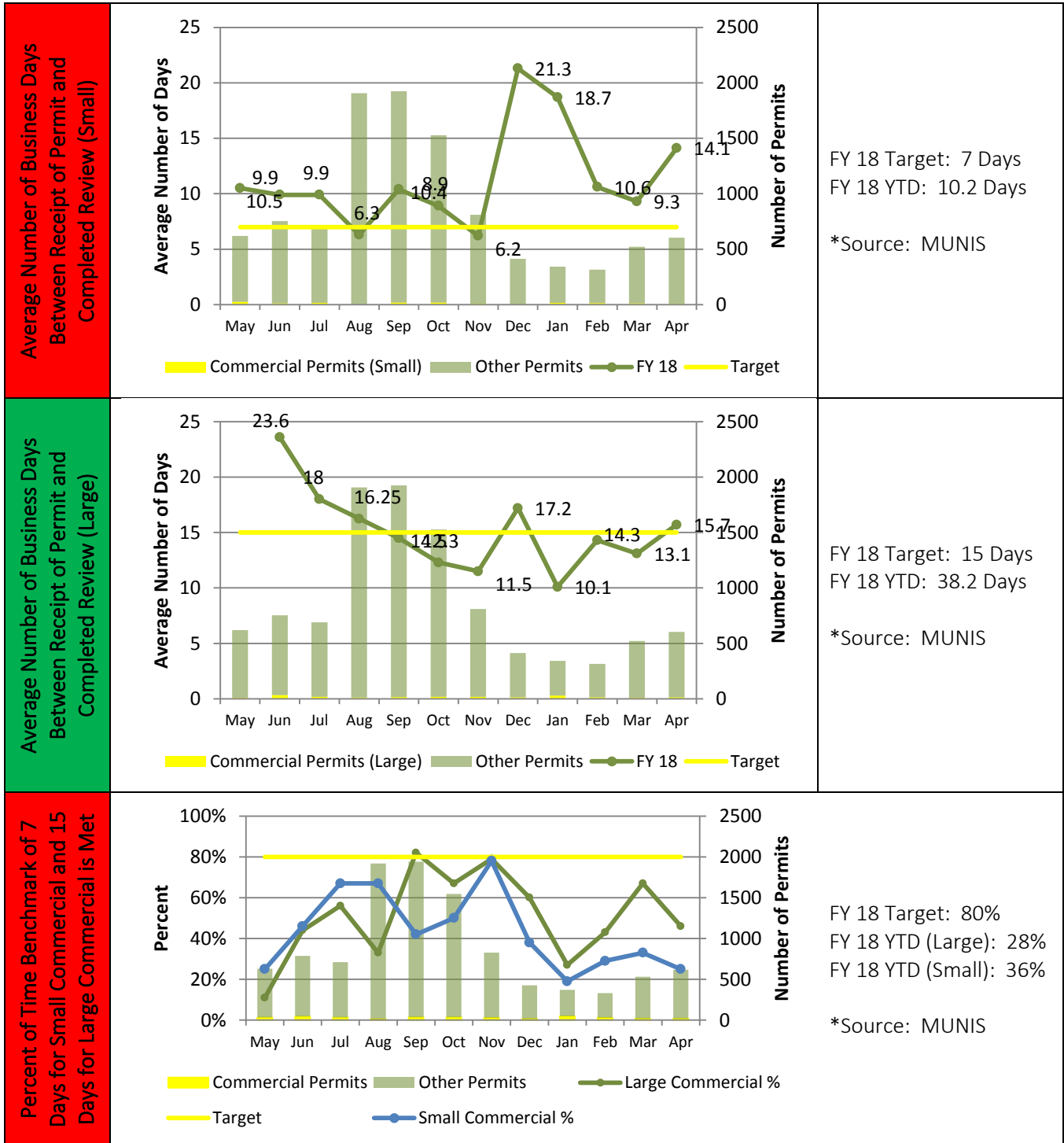
KPI 1: Residential Permit Turnaround Time

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 a 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. The department is not including “express permits” that are issued over the counter (siding, roofing, furnace/air, electrical, water heaters, miscellaneous plumbing and temporary storage units) as part of this KPI.



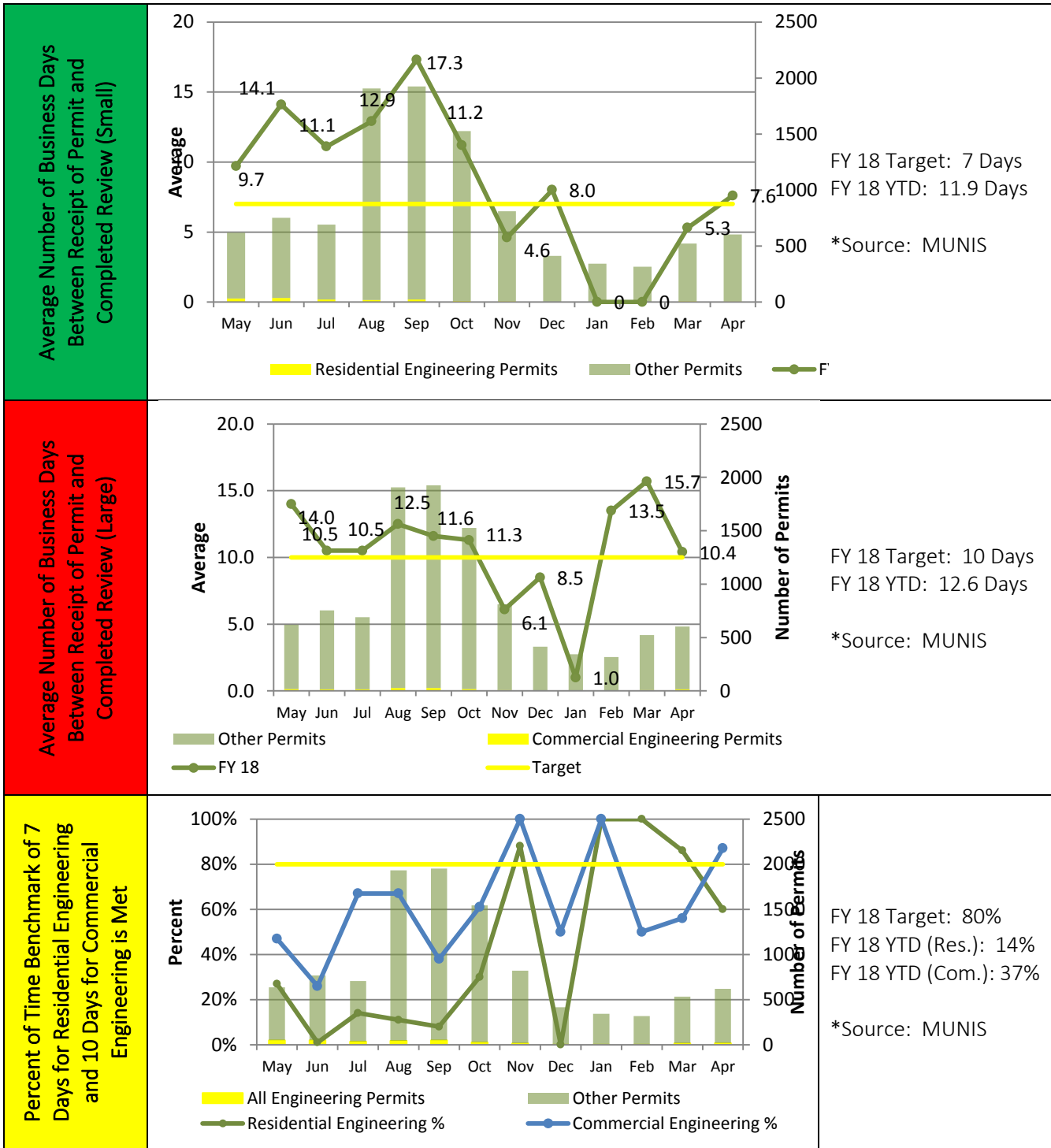
KPI 2: Commercial Permit Turnaround Time

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.



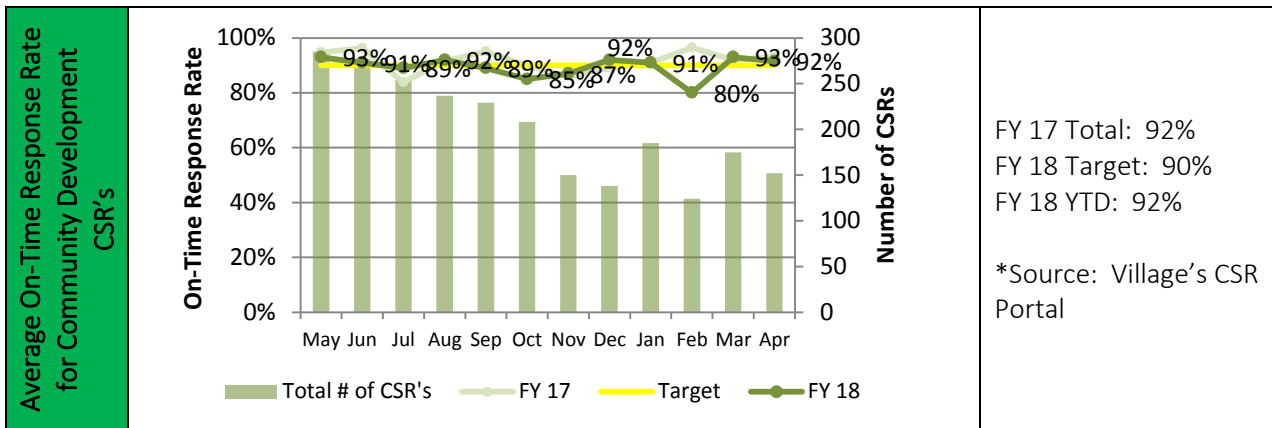
KPI 3: Engineering Permit Turnaround Time

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.



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: 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.

