

Village of Schaumburg

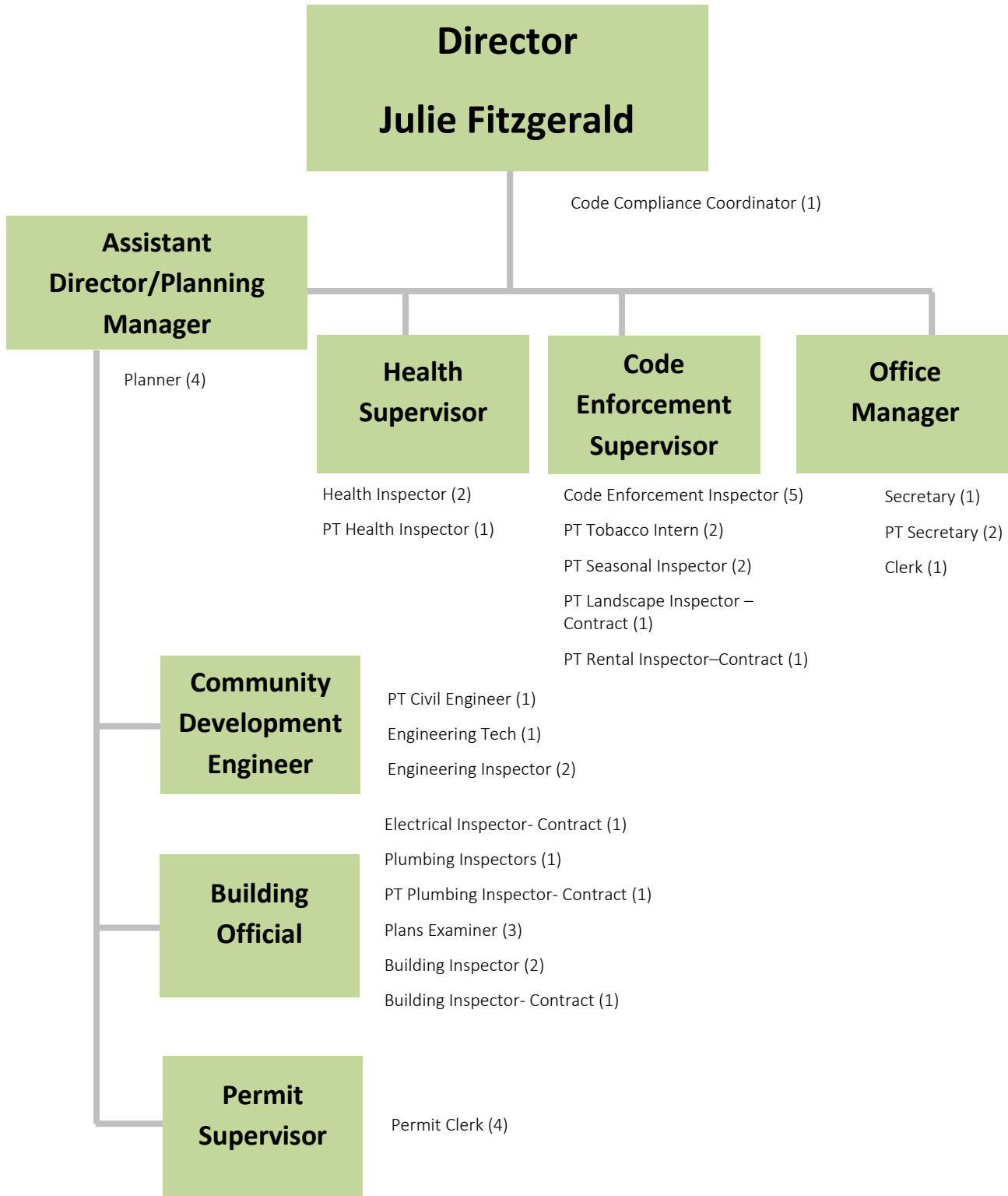
Community
Development
Department
Monthly Report

AUGUST 2018

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ORGANIZATION CHART



DEPARTMENT OVERVIEW

The department's major functions include planning and zoning, building and engineering permit issuance, property maintenance enforcement, and health and sanitation inspections. Oversight and administration of planning functions for the village are accomplished by reviewing new development and redevelopment proposals, administering the comprehensive plan, and preparing long range plans.

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, oversight for sustainability planning and implementation, and management of the farmers market.

Important funding sources include Village of Schaumburg General Fund, North Schaumburg Tax Increment Financing 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), Electrical Commission, Environmental Committee, Board of Health, 1% for the Arts Committee, and Septemberfest Committee.

KEY ACTIVITIES

Development Approvals – The village granted zoning approval for an addition to the Goddard School located on Woodfield Road. The 2-story addition will consolidate all classes into one building and also include additional parking.

Code Amendments – The Village Board approved an amendment to the Animal Ordinance. The CDD Health Division presented the changes to the Planning, Building, and Development Committee in August. The changes include specific standards for feeding animals and prohibit ground feeding. The Electrical Code was revised to require work to be performed by a licensed electrician for rental and daycare properties. This provision was removed from the code earlier this year as part of a comprehensive revision of the Village Electrical Code; however, after further review by the Electrical Commission it was recommended to be reinstated.

CMAQ Plan – The village provided comments for the ON TO 2050 Plan prepared by the Chicago Metropolitan Agency for Planning (CMAQ). CMAQ released its draft plan for public comment in July and is planning to review and incorporate comments for anticipated adoption of the plan in October.

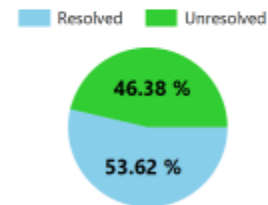
MONTHLY PERFORMANCE

Code Enforcement

Administrative Adjudication

CDD Clearance Rate 8/1/2018 through 8/31/2018

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	1	0	1	0.00%
CDD Code Enforcement	36	24	12	66.67%
Fire	32	13	19	40.63%
Total	69	37	32	53.62%



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.

Village of Schaumburg Code Tickets Issued - 8/1/18 through 8/31/18

Department	Violations	Tickets
CDD Code Enforcement	18	18
CDD Health	1	1
Fire	28	26
Total	47	45

General Program Responsibilities Code Enforcement	
Customer Service Requests	168
Foreclosure Notice Received	4
License Approval	46
License Closeouts	0
License Needed	4
Monitoring Vacant Business Location	42
Monitoring Vacant Lots	104
Monitoring Vacant PUD Homes	10
Monitoring Vacant SF Homes weekly	144
Notice Served	15
Nuisance Locations Cut VOS Contractor	3
Sweep Residential Area	33
Sweeps Commercial Area	4
Sweeps Garbage	42
Sweeps Village Wide	14
Sweeps Weekend	3
Tax Stamp Hold Status	7
Vacant Registration Received	2
This Month's Total	645

Inspections Completed Code Enforcement	
Commercial Maintenance - Initial	16
Commercial Warnings Issued	2
Gas Station Maintenance	8
Garbage Retail Locations Monitored	17
License - Recycling/Sign/New	9
Landscape Maintenance - Initial	12
Tree Removal Permits	31
Residential Maintenance - Initial	37
Residential Warnings Issued	125
Home Based Business License	1
Dead Tree Notice	1
Contractor Rental Home - Initial	20
License - Rental	1
Licenses - Vending	3
License Tobacco - Unannounced	0
other	0
This Month's Total	283

Follow Up Inspections	Pass	Fail	Total
Business License	10	1	11
Commercial Property	19	65	84
Landscape Maintenance	1	1	2
Rental Contractor	8	4	12
Residential Property	74	74	148
This Month's Totals	112	145	257

Health

Commercial Property Inspections	Total
Body Care Inspection	24
Commercial Inspection	4
Day Care Environmental Survey	6
Day Care Complaint	1
Food Service Complaint	38
Food Service License	34
Food Service Recycling Verify	0
Food Service Routine	307
Health Final Inspection	55
Health/Fire Inspection	7
Health On Site Meeting Inspection	3
Home Occupation Inspection	0
Mobile Vendor Inspection	0
Multi Family Inspection	0
Outdoor Temp Dining Inspection	0
Temporary Event Inspection	13
In-service Training	6
FY Total Commercial	498

Breakdown of Follow Up Inspections	
Inspection Type	Total
Commercial Comp Follow Up	1
Day Care Survey Follow Up	0
Food Complaint Follow Up	17
Food Service Follow Up 1	43
Food Service Follow Up 2	12
Food Service Follow Up 3	1
Residential Complaint F/Up	39
FY Totals	113

Residential Property Inspections	Total
Residential Complaint	37
FY Total Residential	37

Permits and Building/Engineering Inspections

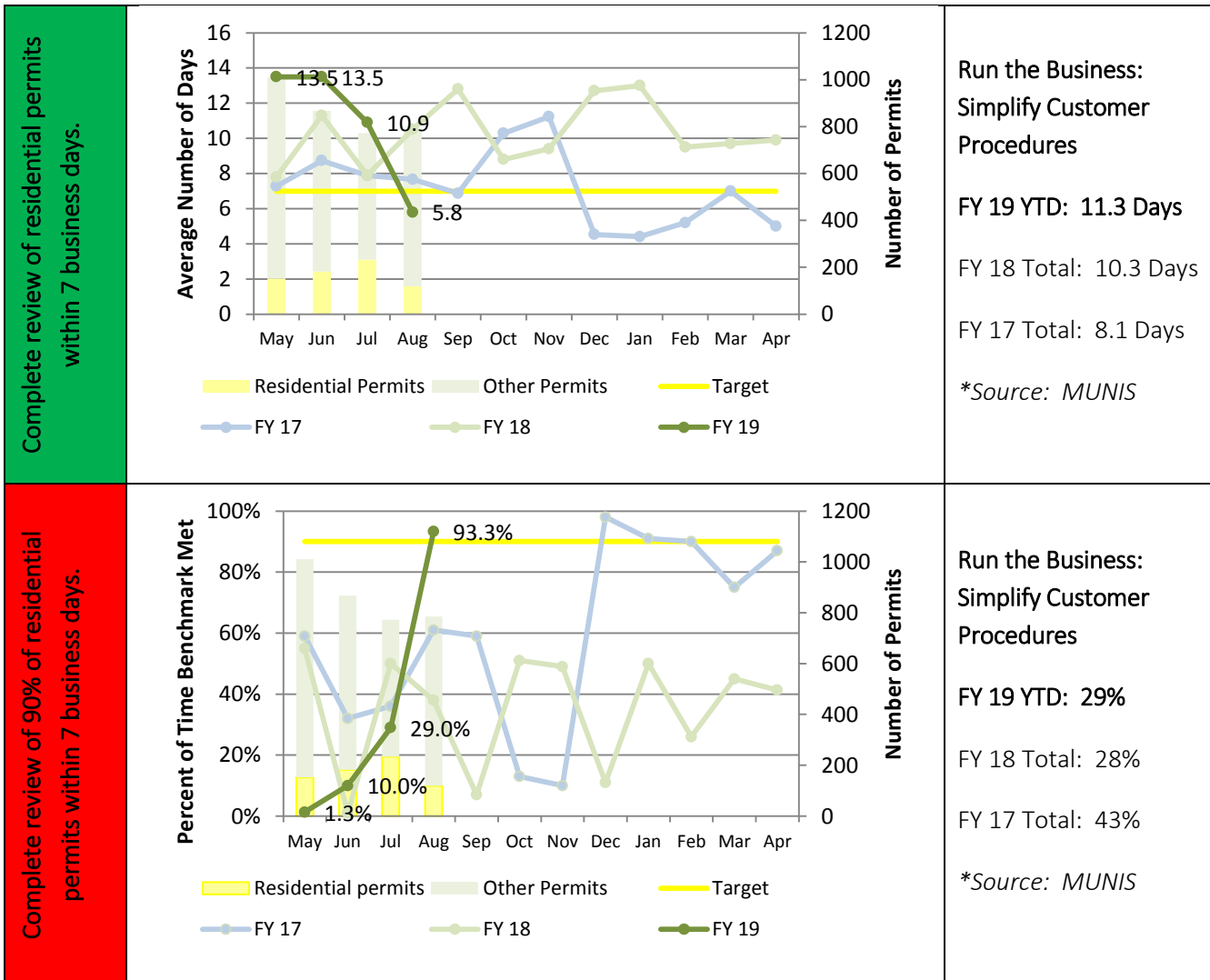
Performance measure shows number of permits issued and estimated value of the construction relative to the previous fiscal year and the same month during the previous year.

Division	August 2018		August 2017		FY 18-19 (YTD)		FY 17-18 (Total)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	691	\$14,115,052	1822	\$24,586,136	3,050	\$75,277,609	9,510	\$229,227,456
Engineering	48	\$3,648,309	42	\$3,366,279	204	\$8,985,068	373	\$23,039,054
Fire	46	\$481,122	42	\$499,594	181	\$11,666,974	546	\$7,967,332
TOTAL	785	\$18,244,483	1906	\$28,452,009	3,435	\$95,929,651	10,429	\$260,233,842

COMMUNITY DEVELOPMENT KEY PERFORMANCE INDICATORS:

KPI 1: Provide timely review and issuance of residential permits.

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: Provide timely review and issuance of commercial permits.

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.

<p>Complete review of small commercial permits within 7 business days.</p>	<p>Average Number of Days</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Small Commercial (Days)</th> <th>Other Permits (Days)</th> <th>FY 18 (Days)</th> <th>FY 19 (Days)</th> </tr> </thead> <tbody> <tr><td>May</td><td>11.4</td><td>21</td><td>11.4</td><td>9.8</td></tr> <tr><td>Jun</td><td>11.4</td><td>18</td><td>11.4</td><td>10.9</td></tr> <tr><td>Jul</td><td>11.4</td><td>16</td><td>11.4</td><td>10.9</td></tr> <tr><td>Aug</td><td>11.4</td><td>16</td><td>11.4</td><td>7.9</td></tr> <tr><td>Sep</td><td>11.4</td><td>10</td><td>11.4</td><td></td></tr> <tr><td>Oct</td><td>11.4</td><td>9</td><td>11.4</td><td></td></tr> <tr><td>Nov</td><td>11.4</td><td>6</td><td>11.4</td><td></td></tr> <tr><td>Dec</td><td>11.4</td><td>21</td><td>11.4</td><td></td></tr> <tr><td>Jan</td><td>11.4</td><td>19</td><td>11.4</td><td></td></tr> <tr><td>Feb</td><td>11.4</td><td>10</td><td>11.4</td><td></td></tr> <tr><td>Mar</td><td>11.4</td><td>9</td><td>11.4</td><td></td></tr> <tr><td>Apr</td><td>11.4</td><td>14</td><td>11.4</td><td></td></tr> </tbody> </table> <p>Number of Permits</p> <p>Commercial Permits (Small) (Yellow bars), Other Permits (Light Green bars), FY 18 (Light Green line), FY 19 (Dark Green line), Target (Yellow line)</p>	Month	Small Commercial (Days)	Other Permits (Days)	FY 18 (Days)	FY 19 (Days)	May	11.4	21	11.4	9.8	Jun	11.4	18	11.4	10.9	Jul	11.4	16	11.4	10.9	Aug	11.4	16	11.4	7.9	Sep	11.4	10	11.4		Oct	11.4	9	11.4		Nov	11.4	6	11.4		Dec	11.4	21	11.4		Jan	11.4	19	11.4		Feb	11.4	10	11.4		Mar	11.4	9	11.4		Apr	11.4	14	11.4		<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 9.7 Days</p> <p>FY 18 Total: 11.2 Days</p> <p><i>*Source: MUNIS</i></p>
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<p>Complete review of large commercial permits within 15 business days.</p>	<p>Average Number of Days</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Large Commercial (Days)</th> <th>Other Permits (Days)</th> <th>FY 18 (Days)</th> <th>FY 19 (Days)</th> </tr> </thead> <tbody> <tr><td>May</td><td>24</td><td>34</td><td>24</td><td>24</td></tr> <tr><td>Jun</td><td>33.6</td><td>29</td><td>24</td><td>33.6</td></tr> <tr><td>Jul</td><td>29.4</td><td>26</td><td>18</td><td>29.4</td></tr> <tr><td>Aug</td><td>23.1</td><td>24</td><td>16</td><td>23.1</td></tr> <tr><td>Sep</td><td>15</td><td>15</td><td>15</td><td></td></tr> <tr><td>Oct</td><td>12</td><td>12</td><td>12</td><td></td></tr> <tr><td>Nov</td><td>11</td><td>11</td><td>11</td><td></td></tr> <tr><td>Dec</td><td>16</td><td>17</td><td>16</td><td></td></tr> <tr><td>Jan</td><td>10</td><td>10</td><td>10</td><td></td></tr> <tr><td>Feb</td><td>14</td><td>14</td><td>14</td><td></td></tr> <tr><td>Mar</td><td>13</td><td>13</td><td>13</td><td></td></tr> <tr><td>Apr</td><td>15</td><td>15</td><td>15</td><td></td></tr> </tbody> </table> <p>Number of Permits</p> <p>Commercial Permits (Large) (Yellow bars), Other Permits (Light Green bars), FY 18 (Light Green line), FY 19 (Dark Green line), Target (Yellow line)</p>	Month	Large Commercial (Days)	Other Permits (Days)	FY 18 (Days)	FY 19 (Days)	May	24	34	24	24	Jun	33.6	29	24	33.6	Jul	29.4	26	18	29.4	Aug	23.1	24	16	23.1	Sep	15	15	15		Oct	12	12	12		Nov	11	11	11		Dec	16	17	16		Jan	10	10	10		Feb	14	14	14		Mar	13	13	13		Apr	15	15	15		<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 28.0 Days</p> <p>FY 18 Total: 14.8 Days</p> <p><i>*Source: MUNIS</i></p>
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<p>Complete review of 80% of commercial permits within target.</p>	<p>Percent</p> <table border="1"> <thead> <tr> <th>Month</th> <th>FY 18 Small Commercial %</th> <th>FY 18 Large Commercial %</th> <th>FY 19 Small Commercial %</th> <th>FY 19 Large Commercial %</th> </tr> </thead> <tbody> <tr><td>May</td><td>40</td><td>10</td><td>40</td><td>10</td></tr> <tr><td>Jun</td><td>45</td><td>45</td><td>45</td><td>0</td></tr> <tr><td>Jul</td><td>65</td><td>55</td><td>55</td><td>15</td></tr> <tr><td>Aug</td><td>65</td><td>30</td><td>65</td><td>30</td></tr> <tr><td>Sep</td><td>45</td><td>80</td><td>45</td><td>80</td></tr> <tr><td>Oct</td><td>50</td><td>65</td><td>50</td><td>65</td></tr> <tr><td>Nov</td><td>75</td><td>75</td><td>75</td><td>75</td></tr> <tr><td>Dec</td><td>40</td><td>60</td><td>40</td><td>60</td></tr> <tr><td>Jan</td><td>20</td><td>25</td><td>20</td><td>25</td></tr> <tr><td>Feb</td><td>30</td><td>45</td><td>30</td><td>45</td></tr> <tr><td>Mar</td><td>35</td><td>65</td><td>35</td><td>65</td></tr> <tr><td>Apr</td><td>25</td><td>45</td><td>25</td><td>45</td></tr> </tbody> </table> <p>Target (Yellow line), FY 18 Small Commercial % (Light Blue line), FY 18 Large Commercial % (Light Green line), FY 19 Small Commercial % (Dark Blue line), FY 19 Large Commercial % (Dark Green line)</p>	Month	FY 18 Small Commercial %	FY 18 Large Commercial %	FY 19 Small Commercial %	FY 19 Large Commercial %	May	40	10	40	10	Jun	45	45	45	0	Jul	65	55	55	15	Aug	65	30	65	30	Sep	45	80	45	80	Oct	50	65	50	65	Nov	75	75	75	75	Dec	40	60	40	60	Jan	20	25	20	25	Feb	30	45	30	45	Mar	35	65	35	65	Apr	25	45	25	45	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD (Large): 11%</p> <p>FY 19 YTD (Small): 56%</p> <p>FY 18 Total (Large): 51%</p> <p>FY 18 Total (Small): 43%</p> <p><i>*Source: MUNIS</i></p>
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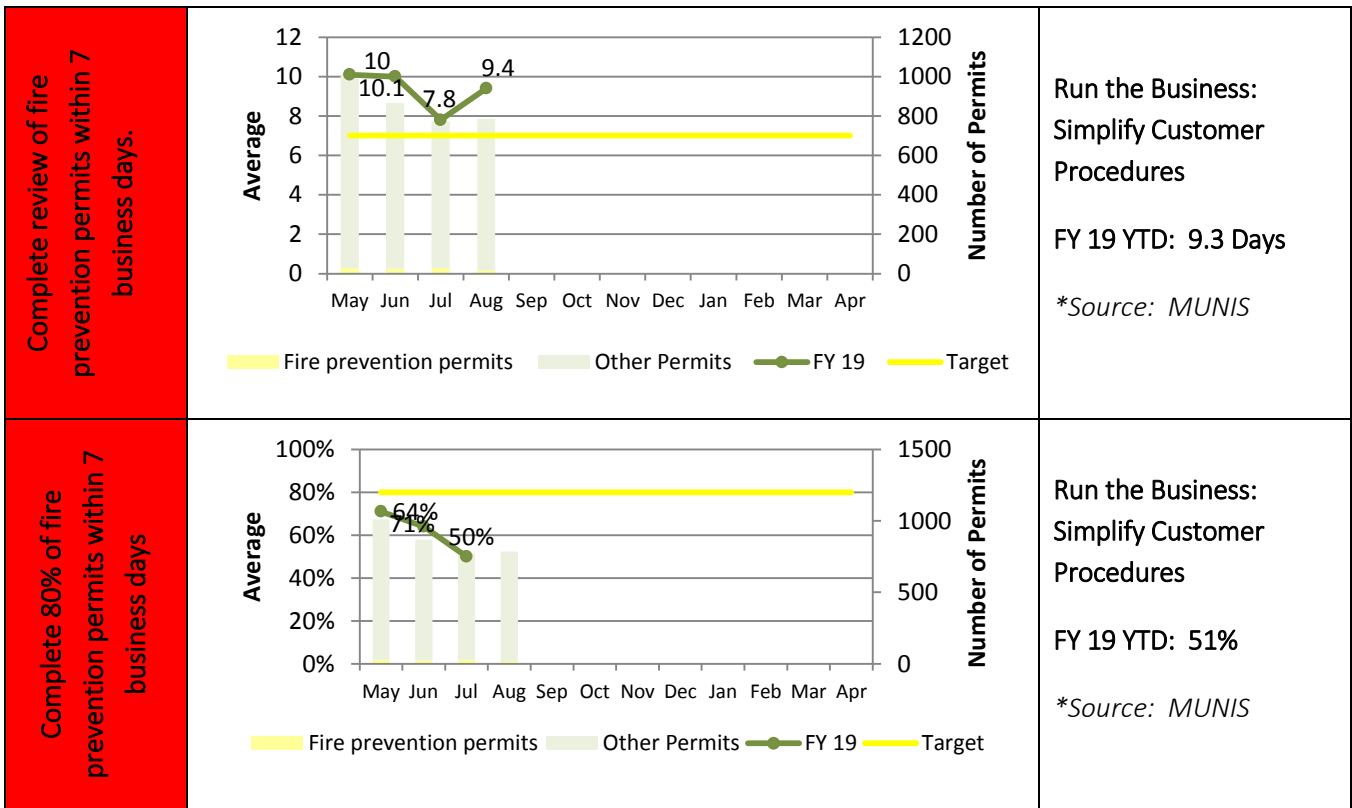
KPI 3: Provide timely review and issuance of engineering permits.

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.

<p>Complete review of residential engineering permits within 7 business days.</p>	<p>Average</p> <p>Number of Permits</p> <p>Other Permits FY 18 Target Residential Engineering Permits FY 19</p>	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 11.5 Days</p> <p>FY 18 Total: 8.5 Days</p> <p><i>*Source: MUNIS</i></p>
<p>Complete review of commercial engineering permits within 10 business days.</p>	<p>Average</p> <p>Number of Permits</p> <p>Other Permits FY 18 Target Commercial Engineering Permits FY 19</p>	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 10.7 Days</p> <p>FY 18 Total: 10.5 Days</p> <p><i>*Source: MUNIS</i></p>
<p>Percent of time benchmark of 7 days for residential engineering and 10 days for commercial engineering is met.</p>	<p>Percent</p> <p>FY 18 Commercial Engineering % FY 19 Commercial Engineering % Target FY 18 Residential Engineering % FY 19 Residential Engineering %</p>	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD (Res.): 12%</p> <p>FY 19 YTD (Com.): 47%</p> <p>FY 18 Total (Res.): 44%</p> <p>FY 18 Total (Com.): 62%</p> <p><i>*Source: MUNIS</i></p>

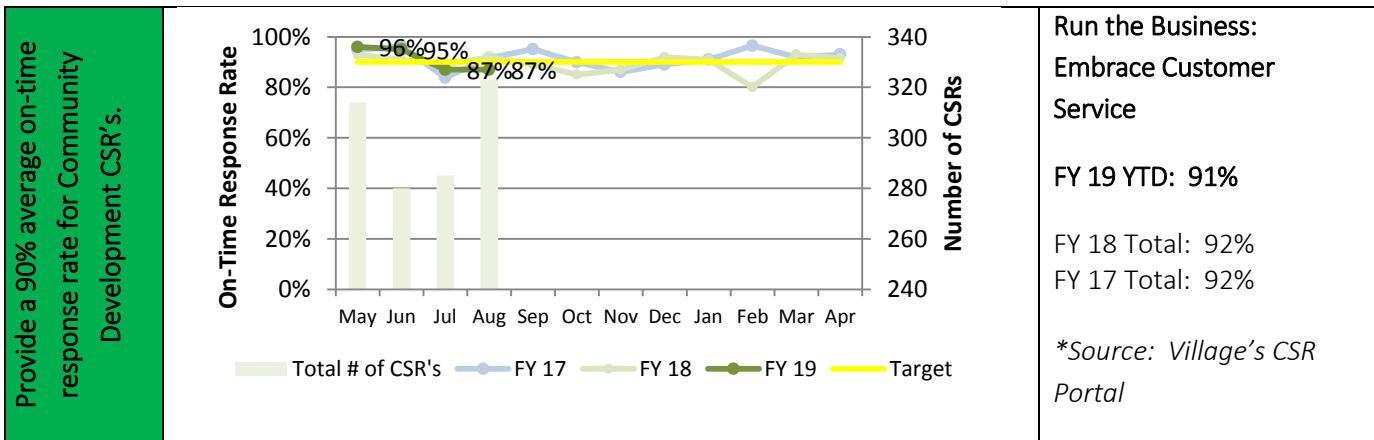
KPI 4: Provide timely review and issuance of fire prevention permits.

Timely review of fire suppression system permits is essential for ensuring that all fire prevention efforts in the village are completed in a correct and efficient manner. This KPI measures the average number of business days between receipt of the fire prevention permit application by staff and completed review. The department is also measuring the percentage of time that the set benchmark is met. When a fire prevention permit is received, it is time stamped and scanned into the village’s permit management system (MUNIS), which makes ongoing measurement and reporting on this KPI possible.



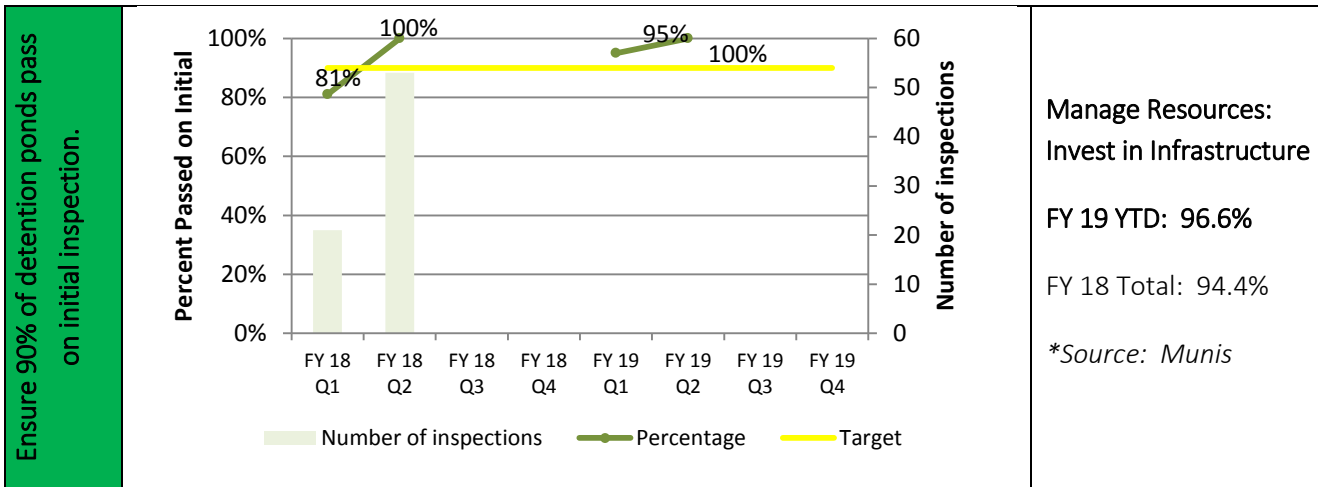
KPI 5: Provide an efficient response to Customer Service Requests (CSR)

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 6: Ensure the safety and effectiveness of stormwater detention ponds

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.



**Manage Resources:
Invest in Infrastructure**

FY 19 YTD: 96.6%

FY 18 Total: 94.4%

**Source: Munis*