

Village of Schaumburg

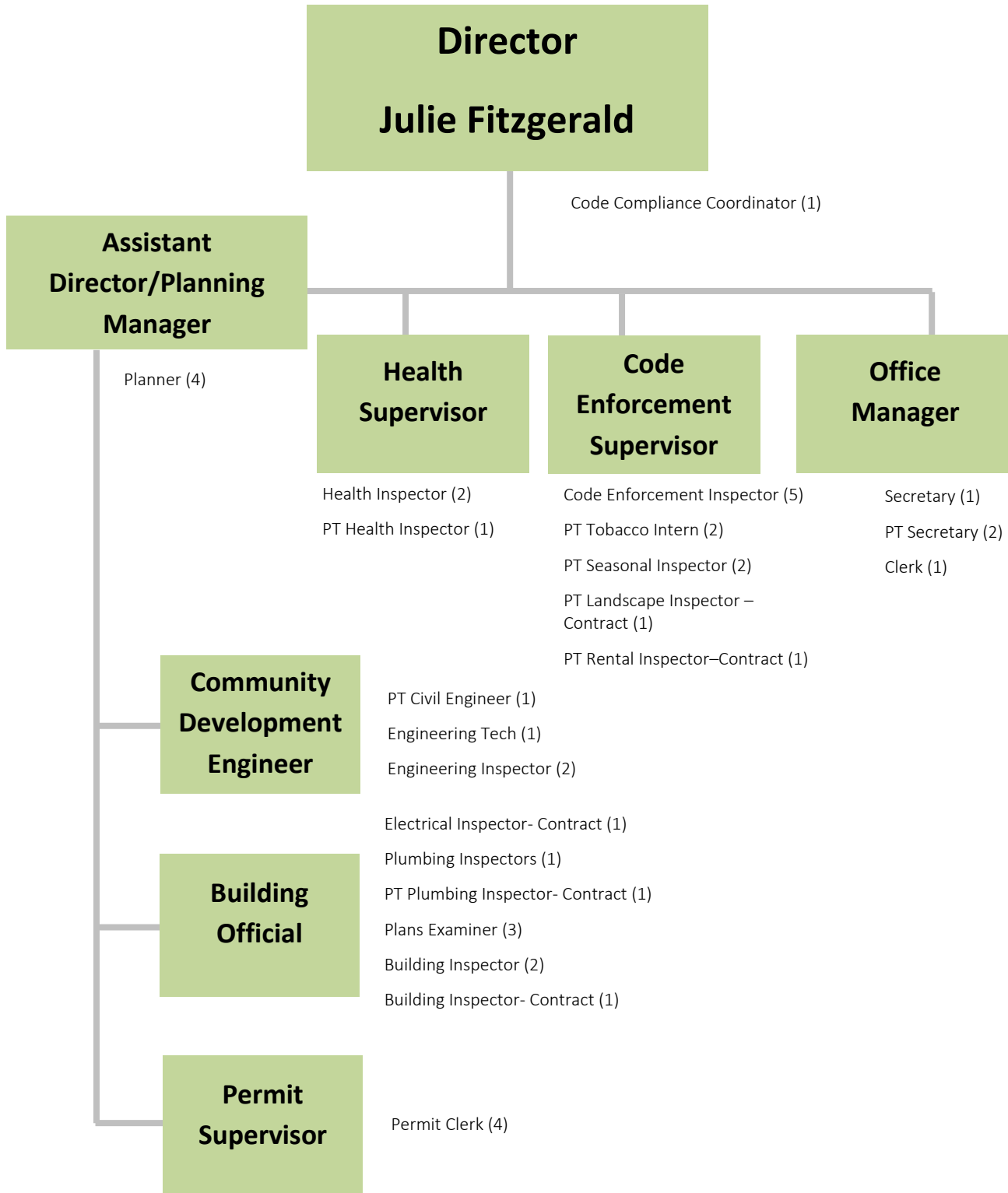
Community  
Development  
Department  
Monthly Report

DECEMBER 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 Board approved a special use and site plan amendment for Phat Phat Restaurant, which will be located in the former “Easy Street Pub” building on Roselle Road. The reuse of this building included a complete renovation of the interior and exterior. Exterior renovations are subject to the requirements for the Olde Schaumburg Centre and had previously been approved.

**90 North District** – Progress continues on two new construction projects and demolition of the former Motorola buildings. The steel framing for the Top Golf building is now visible, giving observers an idea of where the building will be located in relation to the existing structures. Top Golf plans to be open in late Fall 2019. Permits were issued for the Element at Veridian apartment building and construction is expected to begin in early January. Community Development staff continues to meet and review preliminary plans with a residential developer interested in a large portion of the property for owner occupied townhomes will be meeting again in January with representatives proposing a corporate office headquarters. Lastly, Community Development staff met with Hitchcock Design Group in December to review preliminary plans for the 90 North Park and will be meeting again in January to review revised plans. Design of the park is anticipated to occur in late 2019/early 2020.

**Coventry Woods** - At the Dec. 11 Village Board meeting, a cost-sharing and reimbursement settlement agreement was approved for the Coventry Woods Subdivision. The Coventry Woods development includes 12

single family homes located on approximately 7.76 acres of land. The property is located at 515/525/535 West Schaumburg Road, across from the Schaumburg Township office buildings. Development has been on hold due to some unforeseen complications with the sewer design but is expected to continue this winter, weather permitting. The original sewer design included a joint project between the village and the developer for installation of a sewer to serve the 12 new homes along with 50 existing properties in Schaumburg. This cost-share agreement outlines the shared payment responsibilities for the new sanitary sewer, including the design, permitting and construction costs associated with the sewer system. Construction of a model home is also anticipated in mid-2019.

**Home Kitchen Operations** – The department worked with village legal counsel to draft regulations allowing home kitchen operations. State law allows for the preparation of baked goods for sale, subject to compliance with State regulations and that limit the gross sales to \$1,000 or less per month. The State law also requires that the local jurisdiction pass an ordinance allowing the operation of a home kitchen. The ordinance approved by the Village in December allows home kitchen operations and adopts basic food safety regulations that will be applied to the operation. A special use approval to provide zoning review is also required.

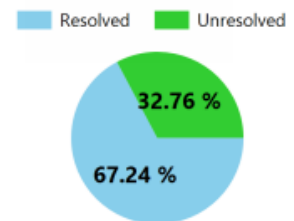
## MONTHLY PERFORMANCE

### Code Enforcement

Administrative Adjudication

### CDD Clearance Rate 12/1/2018 through 12/31/2018

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	5	2	3	40.00%
CDD Code Enforcement	27	18	9	66.67%
Fire	26	19	7	73.08%
<b>Total</b>	<b>58</b>	<b>39</b>	<b>19</b>	<b>67.24%</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.

# Village of Schaumburg

## Code Tickets Issued - 12/1/18 through 12/31/18

Department	Violations	Tickets
CDD Building	1	1
CDD Code Enforcement	10	9
Fire	8	8
<b>Total</b>	<b>19</b>	<b>18</b>

General Program Responsibilities Code Enforcement	
CSR Work Orders	85
Foreclosure Notice Received	8
License Approval	28
License Closeouts	7
License Needed	0
Monitoring Vacant Business Location	33
Monitoring Vacant Lots	0
Monitoring Vacant PUD Homes	6
Monitoring Vacant SF Homes weekly	72
Notice Served	11
Nuisance Locations Cut VOS Contractor	0
Sweep Residential Area	16
Sweeps Commercial Area	2
Sweeps Garbage	35
Sweeps Village Wide	10
Sweeps Weekend	2
Tax Stamp Hold Status	4
Vacant Registration Received	3
<b>This Month's Total</b>	<b>32</b>
	<b>2</b>

Inspections Completed Code Enforcement	
Commercial Maintenance - Initial	0
Commercial Warnings Issued	3
Garbage Retail Locations Monitored	9
Gas Station Maintenance	0
Home Based Business License	2
Landscape Maintenance - Initial	3
License - Recycling/Sign/New	1
License Entertainment	0
License Tobacco - Unannounced	61
Licenses - Vending	0
Rental Home – Initial Contractor	7
Residential Dead Tree Notice/Removal	4
Residential Garbage Warning Issued	42
Residential Maintenance - Initial	10
Residential Warnings Issued	10
Tree Removal Permit	9
<b>This Month's Total</b>	<b>16</b>
	<b>1</b>

Follow Up Inspections CE	Pass	Fail	Total
Business License	1	2	3
Commercial Property	10	15	35
Landscape Maintenance	11	2	13
Rental Contractor	6	23	29
Residential Property	60	13	73
<b>This Month's Totals</b>	<b>88</b>	<b>55</b>	<b>153</b>

## Health

Commercial Property Inspections	Total
Body Care Inspection	27
Commercial Inspection	14
Day Care Environmental Survey	11
Day Care Complaint	1
Food Service Complaint	80
Food Service License	44
Food Service Recycling Verify	44
Food Service Routine/Critical	761
Health Final Inspection	84
Health/Fire Inspection	26
Health On Site Meeting Inspection	3
Home Occupation Inspection	18
Mobile Vendor Inspection	0
Multi Family Inspection	0
Outdoor Temp Dining Inspection	1
Temporary Event Inspection	120
In-service Training	7
<b>FY Total Commercial</b>	<b>1251</b>

Breakdown of Follow Up Inspections	
Inspection Type	Total
Commercial Comp Follow Up	6
Day Care Survey Follow Up	0
Food Complaint Follow Up	40
Food Service Follow Up 1	68
Food Service Follow Up 2	20
Food Service Follow Up 3	1
Residential Complaint F/Up	179
<b>FY Totals</b>	<b>314</b>

Residential Property Inspections	Total
Residential Complaint	116
<b>FY Total Residential</b>	<b>116</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	December 2018		December 2017		FY 18-19 (YTD)		FY 17-18 (Total)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	422	\$4,429,144	371	\$17,252,651	4,972	\$129,206,094	9,510	\$229,227,456
Engineering	5	\$2,603,000	4	\$13,050	348	\$23,665,086	373	\$23,039,054
Fire	30	\$417,420	38	\$190,385	325	\$12,845,904	546	\$7,967,332
<b>TOTAL</b>	<b>457</b>	<b>\$7,449,564</b>	<b>413</b>	<b>\$17,456,086</b>	<b>5,645</b>	<b>\$165,717,084</b>	<b>10,429</b>	<b>\$260,233,842</b>

# 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.

<p>Complete review of residential permits within 7 business days.</p>	<p><b>Average Number of Days</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Residential Permits</th> <th>Other Permits</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> </tr> </thead> <tbody> <tr><td>May</td><td>~2</td><td>~11.5</td><td>~7.5</td><td>~8.5</td><td>13.5</td></tr> <tr><td>Jun</td><td>~2</td><td>~11.5</td><td>~8.5</td><td>~11.5</td><td>13.5</td></tr> <tr><td>Jul</td><td>~3</td><td>~8</td><td>~7.5</td><td>~8</td><td>10.9</td></tr> <tr><td>Aug</td><td>~1.5</td><td>~4.4</td><td>~7.5</td><td>~7.5</td><td>5.8</td></tr> <tr><td>Sep</td><td>~1.5</td><td>~8.5</td><td>~10.5</td><td>~11.5</td><td>7</td></tr> <tr><td>Oct</td><td>~1.5</td><td>~4.4</td><td>~10.5</td><td>~8.5</td><td>8.9</td></tr> <tr><td>Nov</td><td>~1.5</td><td>~4.4</td><td>~10.5</td><td>~11.5</td><td>11.8</td></tr> <tr><td>Dec</td><td>~0.5</td><td>~4.3</td><td>~4.8</td><td>~11.5</td><td>4.8</td></tr> <tr><td>Jan</td><td>~0.5</td><td>~11.5</td><td>~5.5</td><td>~11.5</td><td>-</td></tr> <tr><td>Feb</td><td>~0.5</td><td>~9.5</td><td>~5.5</td><td>~9.5</td><td>-</td></tr> <tr><td>Mar</td><td>~0.5</td><td>~9.5</td><td>~7</td><td>~9.5</td><td>-</td></tr> <tr><td>Apr</td><td>~0.5</td><td>~10</td><td>~5</td><td>~10</td><td>-</td></tr> </tbody> </table> <p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 9.5 Days</p> <p>FY 18 Total: 10.3 Days</p> <p>FY 17 Total: 8.1 Days</p> <p>*Source: MUNIS</p>	Month	Residential Permits	Other Permits	FY 17	FY 18	FY 19	May	~2	~11.5	~7.5	~8.5	13.5	Jun	~2	~11.5	~8.5	~11.5	13.5	Jul	~3	~8	~7.5	~8	10.9	Aug	~1.5	~4.4	~7.5	~7.5	5.8	Sep	~1.5	~8.5	~10.5	~11.5	7	Oct	~1.5	~4.4	~10.5	~8.5	8.9	Nov	~1.5	~4.4	~10.5	~11.5	11.8	Dec	~0.5	~4.3	~4.8	~11.5	4.8	Jan	~0.5	~11.5	~5.5	~11.5	-	Feb	~0.5	~9.5	~5.5	~9.5	-	Mar	~0.5	~9.5	~7	~9.5	-	Apr	~0.5	~10	~5	~10	-	
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<p>Complete review of 90% of residential permits within 7 business days.</p>	<p><b>Percent of Time Benchmark Met</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Residential Permits</th> <th>Other Permits</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> </tr> </thead> <tbody> <tr><td>May</td><td>~10%</td><td>~85%</td><td>~60%</td><td>~55%</td><td>1.3%</td></tr> <tr><td>Jun</td><td>~10%</td><td>~75%</td><td>~35%</td><td>~35%</td><td>10.0%</td></tr> <tr><td>Jul</td><td>~10%</td><td>~65%</td><td>~45%</td><td>~55%</td><td>29.0%</td></tr> <tr><td>Aug</td><td>~10%</td><td>~55%</td><td>~65%</td><td>~45%</td><td>93.3%</td></tr> <tr><td>Sep</td><td>~10%</td><td>~45%</td><td>~65%</td><td>~45%</td><td>68.0%</td></tr> <tr><td>Oct</td><td>~10%</td><td>~55%</td><td>~15%</td><td>~55%</td><td>29.0%</td></tr> <tr><td>Nov</td><td>~10%</td><td>~45%</td><td>~15%</td><td>~55%</td><td>23.0%</td></tr> <tr><td>Dec</td><td>~5%</td><td>~35%</td><td>~95%</td><td>~15%</td><td>86.0%</td></tr> <tr><td>Jan</td><td>~5%</td><td>~55%</td><td>~95%</td><td>~55%</td><td>-</td></tr> <tr><td>Feb</td><td>~5%</td><td>~35%</td><td>~95%</td><td>~35%</td><td>-</td></tr> <tr><td>Mar</td><td>~5%</td><td>~45%</td><td>~75%</td><td>~45%</td><td>-</td></tr> <tr><td>Apr</td><td>~5%</td><td>~45%</td><td>~95%</td><td>~45%</td><td>-</td></tr> </tbody> </table> <p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 43%</p> <p>FY 18 Total: 28%</p> <p>FY 17 Total: 43%</p> <p>*Source: MUNIS</p>	Month	Residential Permits	Other Permits	FY 17	FY 18	FY 19	May	~10%	~85%	~60%	~55%	1.3%	Jun	~10%	~75%	~35%	~35%	10.0%	Jul	~10%	~65%	~45%	~55%	29.0%	Aug	~10%	~55%	~65%	~45%	93.3%	Sep	~10%	~45%	~65%	~45%	68.0%	Oct	~10%	~55%	~15%	~55%	29.0%	Nov	~10%	~45%	~15%	~55%	23.0%	Dec	~5%	~35%	~95%	~15%	86.0%	Jan	~5%	~55%	~95%	~55%	-	Feb	~5%	~35%	~95%	~35%	-	Mar	~5%	~45%	~75%	~45%	-	Apr	~5%	~45%	~95%	~45%	-	
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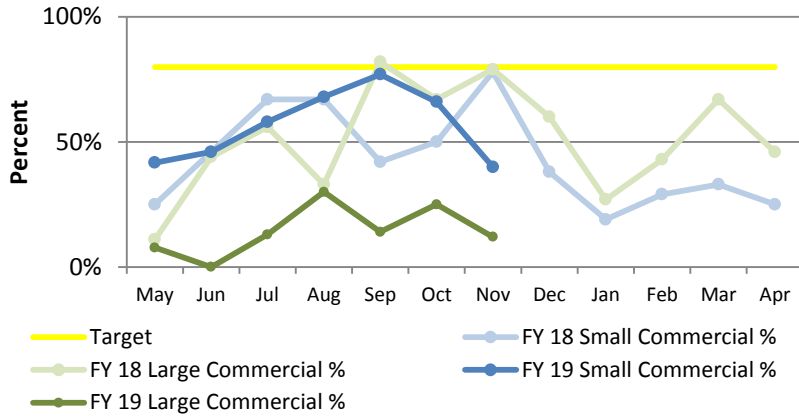


**KPI 2: Provide timely review and issuance of commercial permits.**

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><b>Complete review of small commercial permits within 7 business days.</b></p>	<p><b>Average Number of Days</b></p> <p>Commercial Permits (Small)      Other Permits</p> <p>FY 18      FY 19</p> <p>Target</p>	<p><b>Run the Business: Simplify Customer Procedures</b></p> <p>FY 19 YTD: 8.4 Days</p> <p>FY 18 Total: 11.2 Days</p> <p><i>*Source: MUNIS</i></p>
<p><b>Complete review of large commercial permits within 15 business days.</b></p>	<p><b>Average Number of Days</b></p> <p>Commercial Permits (Large)      Other Permits</p> <p>FY 18      FY 19</p> <p>Target</p>	<p><b>Run the Business: Simplify Customer Procedures</b></p> <p>FY 19 YTD: 28.4 Days</p> <p>FY 18 Total: 14.8 Days</p> <p><i>*Source: MUNIS</i></p>

Complete review of 80% of commercial permits within target.



Run the Business:  
Simplify Customer Procedures

FY 19 YTD (Large): 15%

FY 19 YTD (Small): 57%

FY 18 Total (Large): 51%

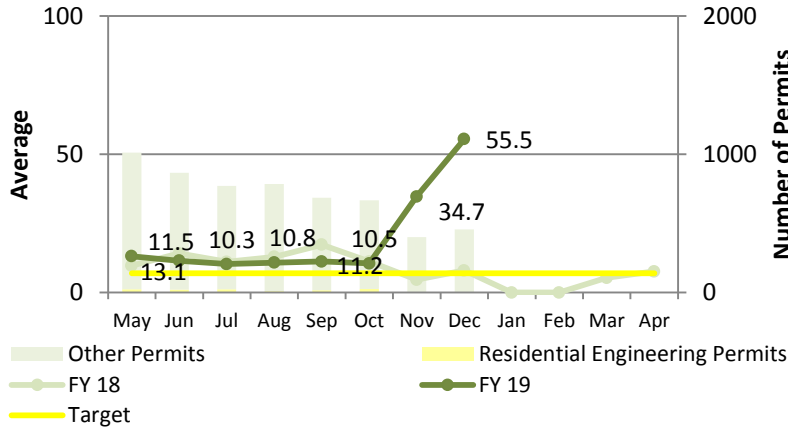
FY 18 Total (Small): 43%

\*Source: MUNIS

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.

Complete review of residential engineering permits within 7 business days.



Run the Business:  
Simplify Customer Procedures

FY 19 YTD: 19.7 Days

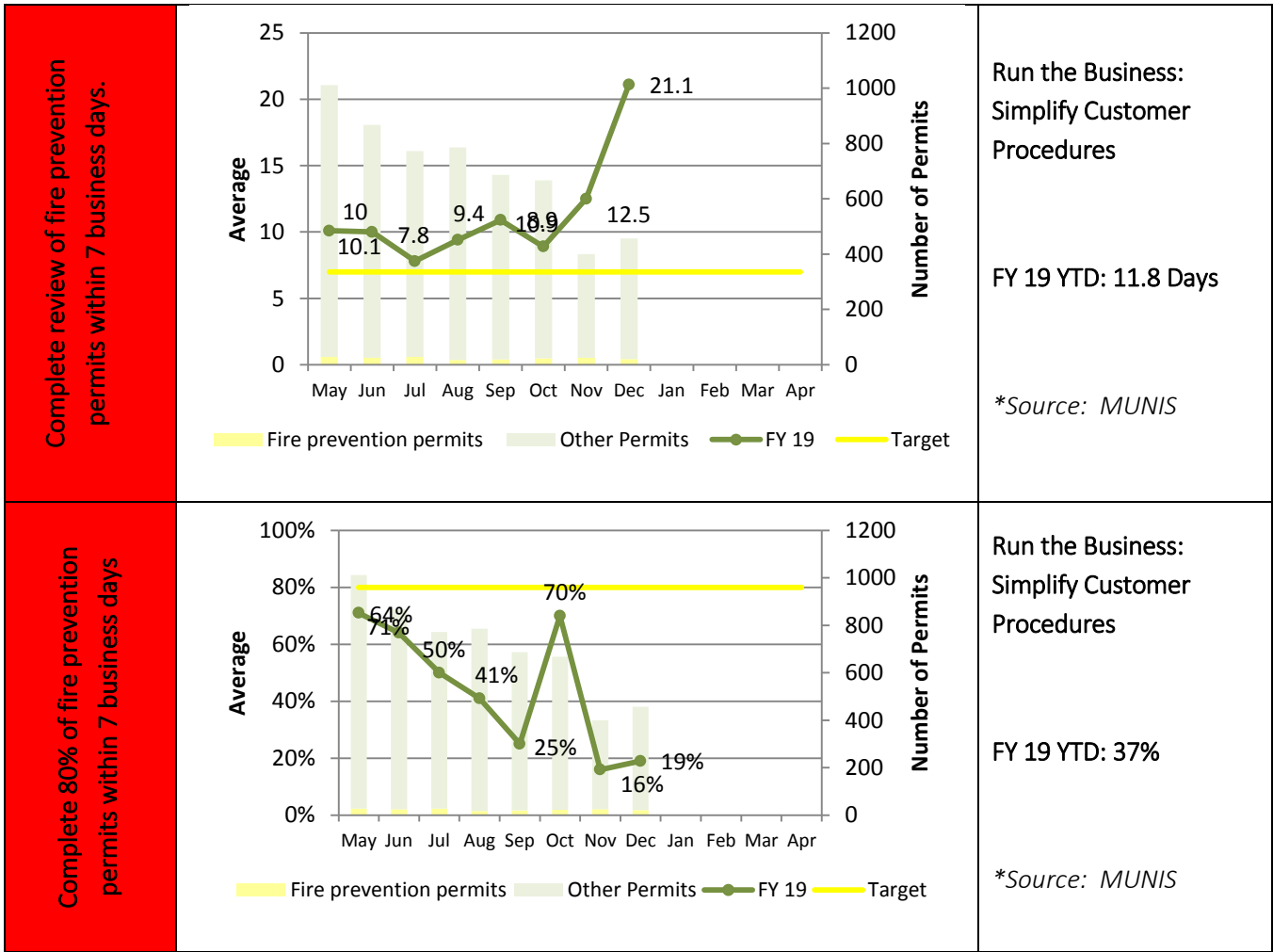
FY 18 Total: 8.5 Days

\*Source: MUNIS

<p>Complete review of commercial engineering permits within 10 business days.</p>	<p><b>Average</b></p> <p><b>Number of Permits</b></p> <p>Other Permits (light green bars), Commercial Engineering Permits (yellow bars), FY 18 (light green line), FY 19 (dark green line), Target (yellow horizontal line)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Other Permits (Avg)</th> <th>Commercial Engineering Permits (Avg)</th> <th>FY 18 (Avg)</th> <th>FY 19 (Avg)</th> </tr> </thead> <tbody> <tr><td>May</td><td>10.1</td><td>10.1</td><td>10.1</td><td>10.1</td></tr> <tr><td>Jun</td><td>11.3</td><td>11.3</td><td>11.3</td><td>11.3</td></tr> <tr><td>Jul</td><td>11.2</td><td>11.2</td><td>11.2</td><td>11.2</td></tr> <tr><td>Aug</td><td>9.6</td><td>9.6</td><td>9.6</td><td>9.6</td></tr> <tr><td>Sep</td><td>8.0</td><td>8.0</td><td>8.0</td><td>8.0</td></tr> <tr><td>Oct</td><td>12.6</td><td>12.6</td><td>12.6</td><td>12.6</td></tr> <tr><td>Nov</td><td>36.1</td><td>36.1</td><td>36.1</td><td>36.1</td></tr> <tr><td>Dec</td><td>30.0</td><td>30.0</td><td>30.0</td><td>30.0</td></tr> <tr><td>Jan</td><td>10.1</td><td>10.1</td><td>10.1</td><td>10.1</td></tr> <tr><td>Feb</td><td>10.1</td><td>10.1</td><td>10.1</td><td>10.1</td></tr> <tr><td>Mar</td><td>10.1</td><td>10.1</td><td>10.1</td><td>10.1</td></tr> <tr><td>Apr</td><td>10.1</td><td>10.1</td><td>10.1</td><td>10.1</td></tr> </tbody> </table>	Month	Other Permits (Avg)	Commercial Engineering Permits (Avg)	FY 18 (Avg)	FY 19 (Avg)	May	10.1	10.1	10.1	10.1	Jun	11.3	11.3	11.3	11.3	Jul	11.2	11.2	11.2	11.2	Aug	9.6	9.6	9.6	9.6	Sep	8.0	8.0	8.0	8.0	Oct	12.6	12.6	12.6	12.6	Nov	36.1	36.1	36.1	36.1	Dec	30.0	30.0	30.0	30.0	Jan	10.1	10.1	10.1	10.1	Feb	10.1	10.1	10.1	10.1	Mar	10.1	10.1	10.1	10.1	Apr	10.1	10.1	10.1	10.1	<p><b>Run the Business: Simplify Customer Procedures</b></p> <p>FY 19 YTD: 16.1 Days</p> <p>FY 18 Total: 10.5 Days</p> <p><i>*Source: MUNIS</i></p>
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<p>Percent of time benchmark of 7 days for residential engineering and 10 days for commercial engineering is met.</p>	<p><b>Percent</b></p> <p>FY 18 Commercial Engineering % (light blue line), FY 19 Commercial Engineering % (dark blue line), FY 18 Residential Engineering % (light green line), FY 19 Residential Engineering % (dark green line), Target (yellow horizontal line)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>FY 18 Commercial %</th> <th>FY 19 Commercial %</th> <th>FY 18 Residential %</th> <th>FY 19 Residential %</th> </tr> </thead> <tbody> <tr><td>May</td><td>45%</td><td>40%</td><td>25%</td><td>5%</td></tr> <tr><td>Jun</td><td>25%</td><td>45%</td><td>5%</td><td>15%</td></tr> <tr><td>Jul</td><td>65%</td><td>65%</td><td>15%</td><td>15%</td></tr> <tr><td>Aug</td><td>65%</td><td>35%</td><td>10%</td><td>10%</td></tr> <tr><td>Sep</td><td>40%</td><td>25%</td><td>10%</td><td>65%</td></tr> <tr><td>Oct</td><td>65%</td><td>65%</td><td>30%</td><td>65%</td></tr> <tr><td>Nov</td><td>100%</td><td>25%</td><td>85%</td><td>35%</td></tr> <tr><td>Dec</td><td>50%</td><td>0%</td><td>50%</td><td>50%</td></tr> <tr><td>Jan</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>Feb</td><td>50%</td><td>50%</td><td>100%</td><td>100%</td></tr> <tr><td>Mar</td><td>55%</td><td>55%</td><td>85%</td><td>85%</td></tr> <tr><td>Apr</td><td>85%</td><td>85%</td><td>60%</td><td>60%</td></tr> </tbody> </table>	Month	FY 18 Commercial %	FY 19 Commercial %	FY 18 Residential %	FY 19 Residential %	May	45%	40%	25%	5%	Jun	25%	45%	5%	15%	Jul	65%	65%	15%	15%	Aug	65%	35%	10%	10%	Sep	40%	25%	10%	65%	Oct	65%	65%	30%	65%	Nov	100%	25%	85%	35%	Dec	50%	0%	50%	50%	Jan	100%	100%	100%	100%	Feb	50%	50%	100%	100%	Mar	55%	55%	85%	85%	Apr	85%	85%	60%	60%	<p><b>Run the Business: Simplify Customer Procedures</b></p> <p>FY 19 YTD (Res.): 32%</p> <p>FY 19 YTD (Com.): 38%</p> <p>FY 18 Total (Res.): 44%</p> <p>FY 18 Total (Com.): 62%</p> <p><i>*Source: MUNIS</i></p>
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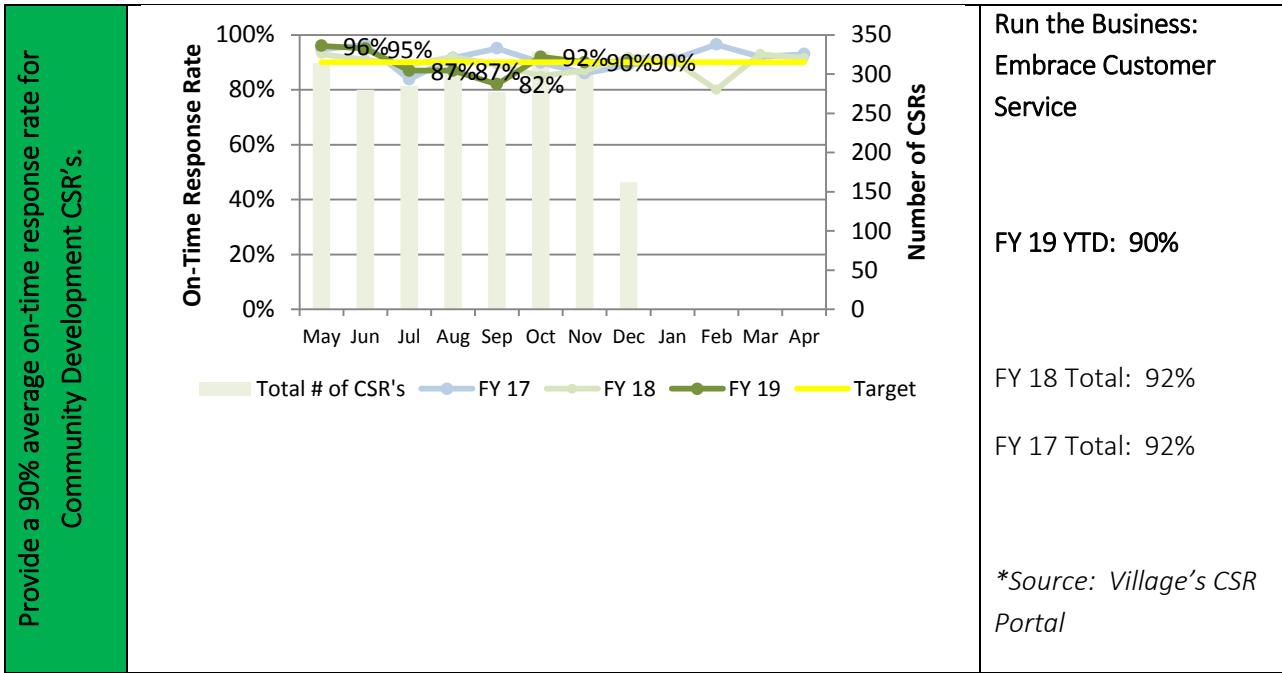
**KPI 4: Provide timely review and issuance of fire prevention permits.**

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.



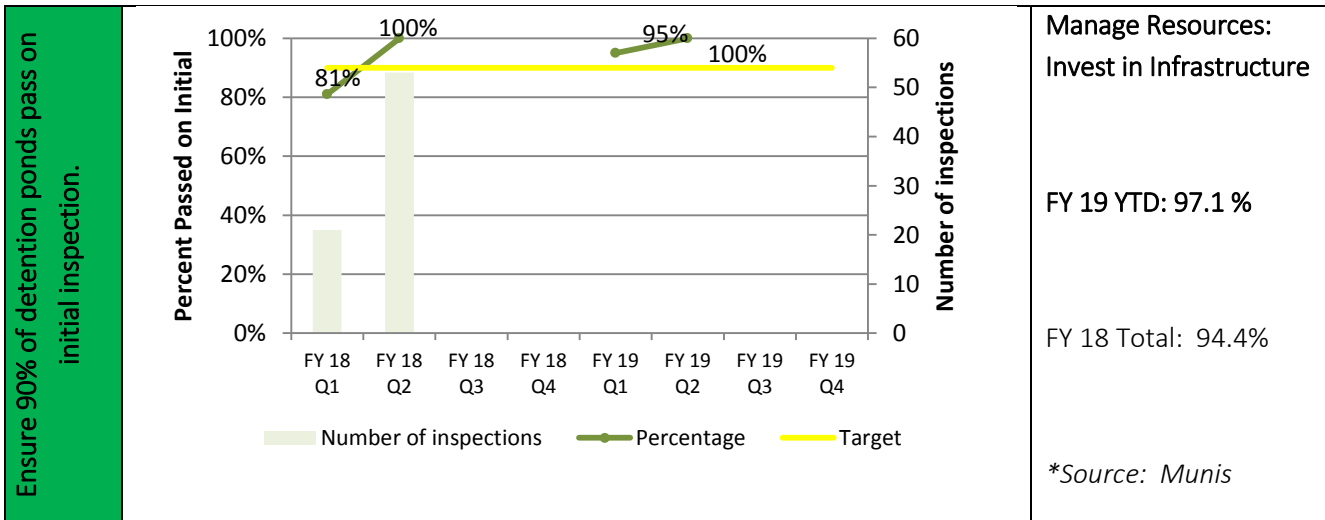
**KPI 5: Provide an efficient response to Customer Service Requests (CSR)**

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**

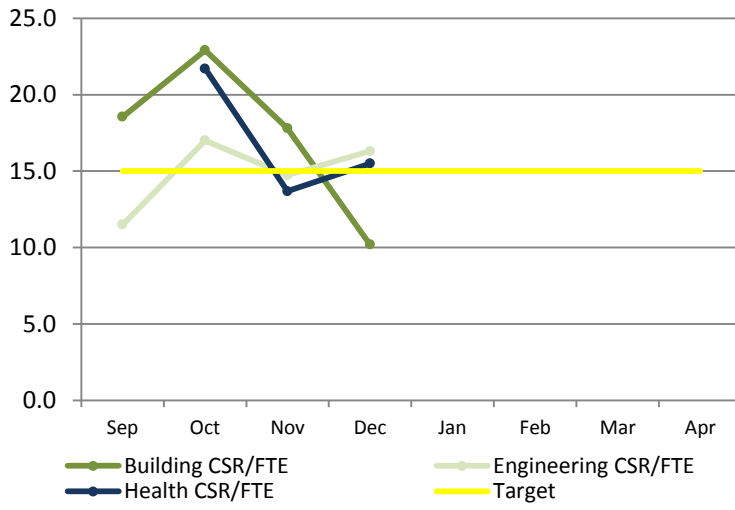
To gauge the safety and effectiveness of the village's stormwater detention pond inventory, this KPI measures the compliance rate for the passing of routine inspections of the village's detention ponds. When detention pond inspections are conducted, they are assigned a pass or fail rating based on safety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



**KPI 7: Encourage employees in the field to identify potential code issues and violations**

This KPI measures Customer Service Requests generated by Building, Engineering, and Health Division inspectors. These inspectors include both staff and contract employees. It is important to leverage these inspectors to be cognizant of and report possible issues that are unrelated to their scheduled daily inspections. Both the number of CSRs and the average per full-time inspector are reported.

Ensure that Building, Engineering and Health Inspectors are reporting Code Violations at a rate of at least 15 per FTE per month



Serve the Customer:  
Promote Public Safety and Health

FY 19 YTD (Building): 21

FY 19 YTD (Engineering): 14

FY 19 YTD (Health): 18

\*Source: SSRS Report