

Village of Schaumburg

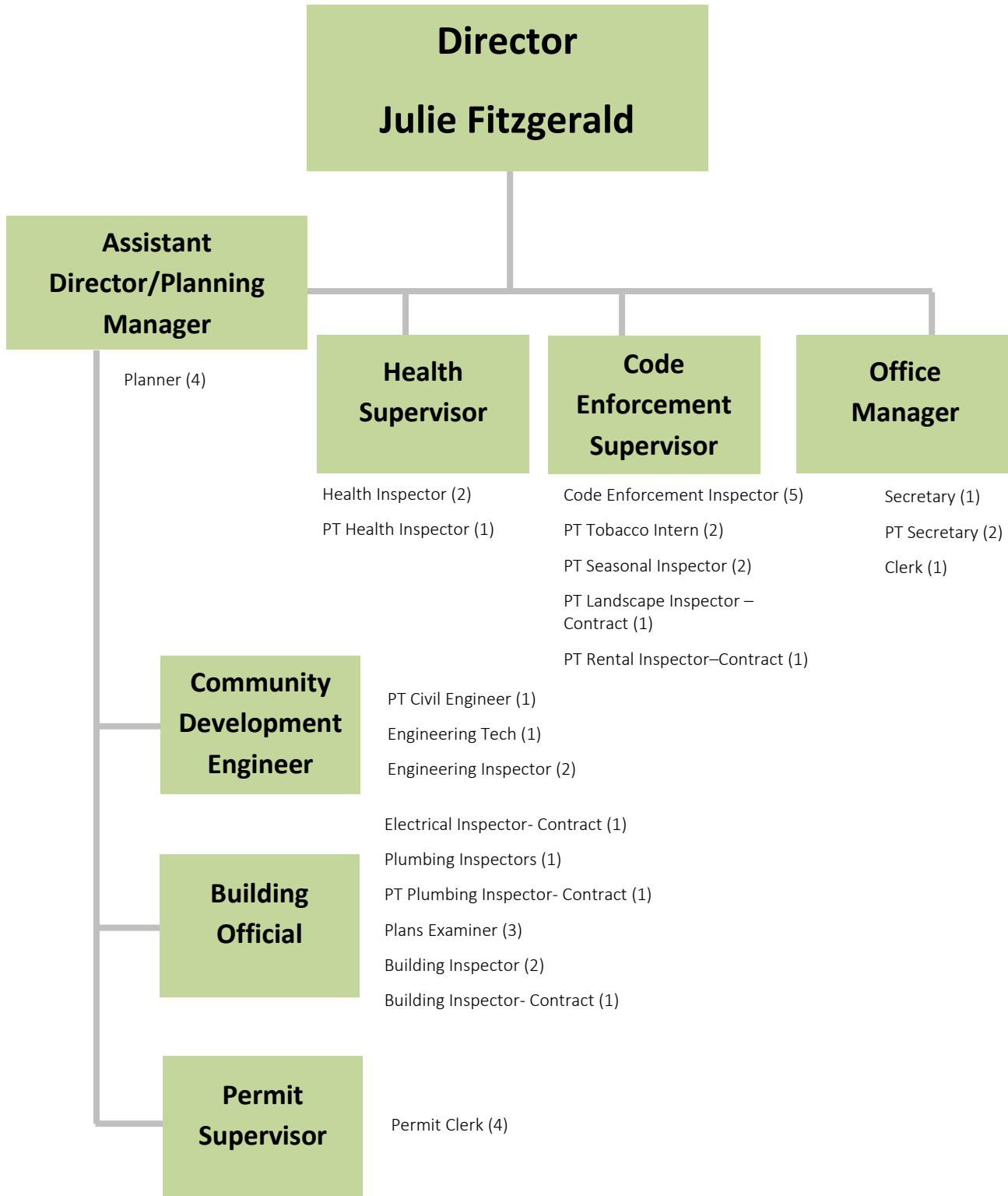
Community
Development
Department
Monthly Report

FEBRUARY 2019

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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 façade modifications for Fresh International Market, located in the Park St. Claire shopping center. The changes provide a modern refresh for the façade. The business is expected to open near the end of March. Zoning for a new restaurant, Ali Baba Kabab, was approved in the Kingsport Plaza shopping center. The Village Board also approved construction of two 7-Eleven locations; the Southeast corner of Roselle Road and Weathersfield Way and the Northwest corner of Golf Road and Salem.

90 North District – Construction continues at the Element at Veridian apartment building with the foundation for the parking garage substantially complete. The first units are planned to be available for rent in April 2020. Plans for a corporate office headquarters for Boler were formally submitted in February for zoning review. This project will be scheduled for staff review and ultimately a public hearing with the Zoning Board of Appeals. Construction is expected to begin in Summer 2019. Harbor Chase submitted plans and a permit application for land development work in February. This assisted living and memory care facility will be located at the northwest corner of the property.

Electric Vehicle Charging Station Code Changes – Community Development staff developed a code to regulate placement of Electric Vehicle Charging stations. Charging stations were never prohibited, but this code creates a clear set of standards and regulations for placement and licensing. It encourages installation by providing

certainty in terms of requirements and the approval process. The code change was approved by the Village Board in February.

Landscape Award Recipients – The Village Board approved and awarded the 2018 Landscape Awards. This program recognizes property owners that exhibit excellence in their landscape improvements and maintenance. These owners have invested in improvements to their properties that have an impact on aesthetics and overall community character. Businesses and residential properties are nominated by Planning and Code Enforcement staff for the categories of Most Improved, Best Maintained, and Best Natural Landscaping. 2018 marks the 12th year of this program.

Meacham Road Corridor Study – The Village Board awarded a contract to Hitchcock Design Group to complete a corridor study on the section of Meacham Road running from I-90 to Algonquin Road. The study will seek to identify obstacles to motorists, pedestrians, and cyclists and propose solutions to enhance transit fluidity in the area. The study also seeks innovative streetscape treatments to unify the east and west sides of the corridor as well as joining the various properties along its length.

MONTHLY PERFORMANCE

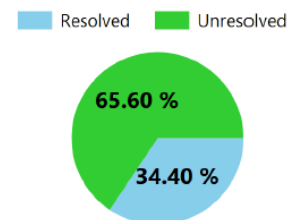
Code Enforcement

Administrative Adjudication

CDD Clearance Rate

2/1/2019 through 2/28/2019

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	11	5	6	45.45%
CDD Code Enforcement	72	16	56	22.22%
Finance	1	1	0	100.00%
Fire	41	21	20	51.22%
Total	125	43	82	34.40%



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 - 1/1/19 through 1/31/19

Department	Violations	Tickets
CDD Building	14	10
CDD Code Enforcement	11	8
CDD Engineering	1	1
CDD Health	1	1
Fire	16	14
Total	43	34

General Program Responsibilities Code Enforcement	
CSR Work Orders	124
Foreclosure Notice Received	9
License Approval	17
License Closeouts	1
License Needed	250
Monitoring Vacant Business Location	23
Monitoring Vacant Lots	0
Monitoring Vacant PUD Homes	2
Monitoring Vacant SF Homes	161
Notice Served/Unpaid Renewal	10
Nuisance Locations Cut VOS Contractor	0
Sweep Residential Area	11
Sweeps Commercial Area	3
Sweeps Garbage	39
Sweeps Village Wide	10
Sweeps Weekend	3
Tax Stamp Hold Status	3
Vacant Registration Received	3
This Month's Total	669

Residential Property	49	32	81
This Month's Totals	96	71	167

Inspections Completed Code Enforcement	
Commercial Maintenance - Initial	5
Commercial Warnings Issued	3
Garbage Retail Locations Monitored	8
Gas Station Maintenance	3
Home Based Business License	5
Landscape Maintenance - Initial	0
License - Recycling/Sign/New	0
License Entertainment	0
License Tobacco - Unannounced	58
Licenses – Vending Locations	23
Rental Home – Initial Contractor	5
Residential Dead Tree Notice/Removal	2
Residential Garbage Warning Issued	46
Residential Maintenance - Initial	11
Residential Warnings Issued	14
Tree Removal Permit	8
This Month's Total	191

Follow Up Inspections CE	Pass	Fail	Total
Business License	22	4	26
Commercial Property	22	16	38
Landscape Maintenance	0	7	7
Rental Contractor	3	12	15

Health

Commercial Property Inspections	Total
Body Care Inspection	30
Commercial Inspection	21
Day Care Environmental Survey	21
Day Care Complaint	2
Food Service Complaint	103
Food Service License	50
Food Service Recycling Verify	44
Food Service Routine/Critical	937
Health Final Inspection	100
Health/Fire Inspection	43
Health On Site Meeting Inspection	5
Home Occupation Inspection	23
Mobile Vendor Inspection	0
Multi Family Inspection	0
Outdoor Temp Dining Inspection	2
Temporary Event Inspection & Review	146
In-service Training	11
Village building inspections	10
FY Total Commercial	1546

Breakdown of Follow Up Inspections	
Inspection Type	Total
Commercial Comp Follow Up	6
Day Care Survey Follow Up	0
Food Complaint Follow Up	53
Food Service Follow Up 1	82
Food Service Follow Up 2	25
Food Service Follow Up 3	9
Residential Complaint F/Up	201
FY Totals	376

Residential Property Inspections	Total
Residential Complaints & Hazardous Home Sites	157
FY Total Residential	157

Permits and Building/Engineering Inspections

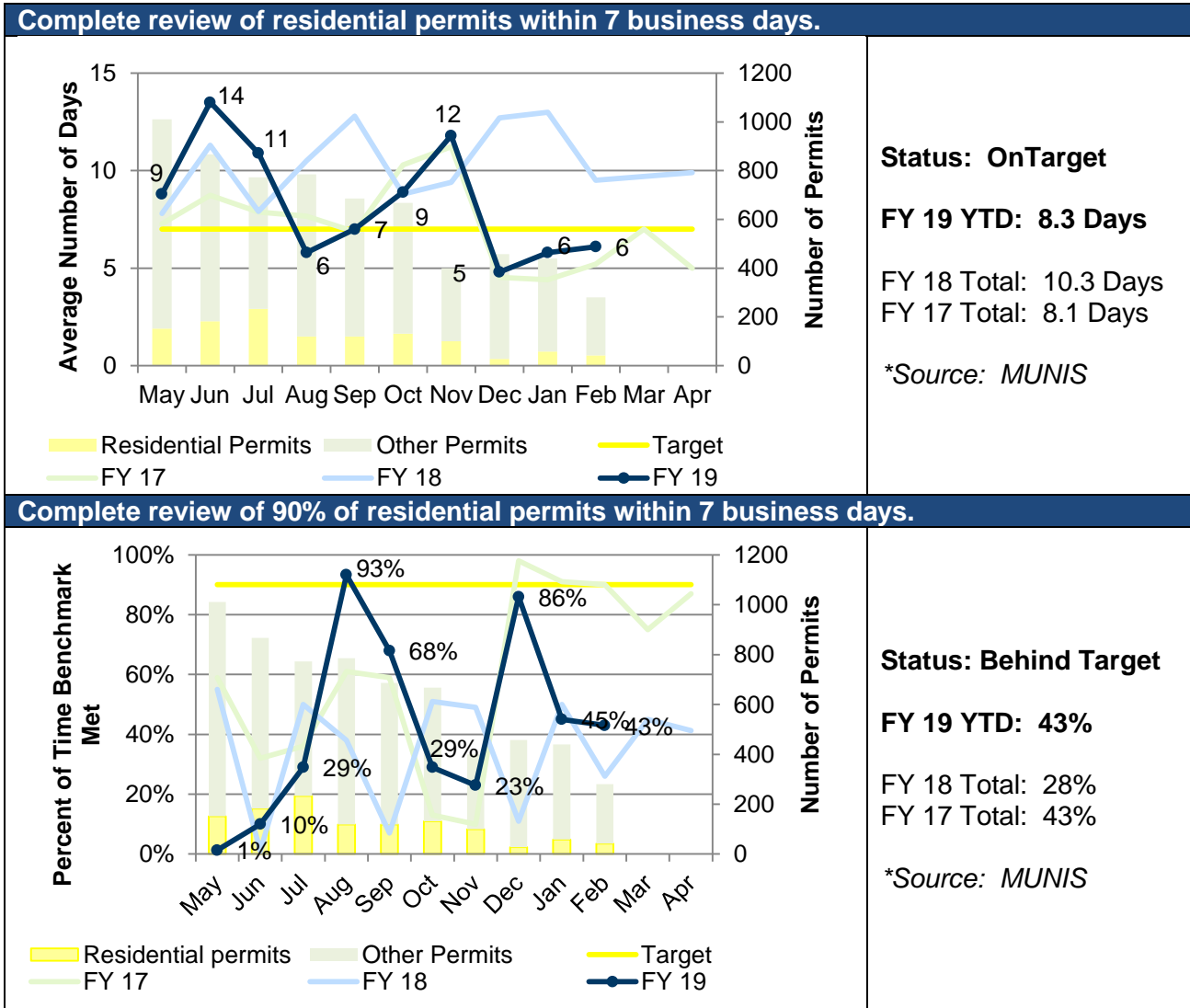
Performance measure shows number of permits issued and estimated value of the construction relative to the previous fiscal year and the same month during the previous year.

Division	February 2019		February 2018		FY 18-19 (YTD)		FY 17-18 (Total)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	253	\$7,539,533	282	\$18,154,693	5,623	\$196,615,977	9,510	\$229,227,456
Engineering	4	\$17,886	3	\$4,083,600	363	\$25,259,816	373	\$23,039,054
Fire	23	\$316,609	31	\$127,984	378	\$13,579,692	546	\$7,967,332
TOTAL	280	\$7,874,028	316	\$22,366,277	6,364	\$235,455,485	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.

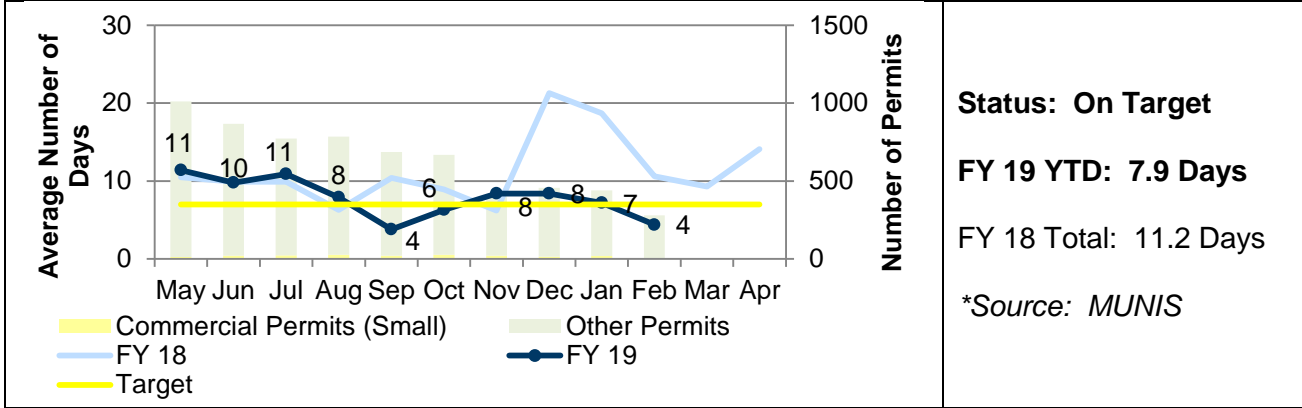


KPI 2: Provide timely review and issuance of commercial permits.

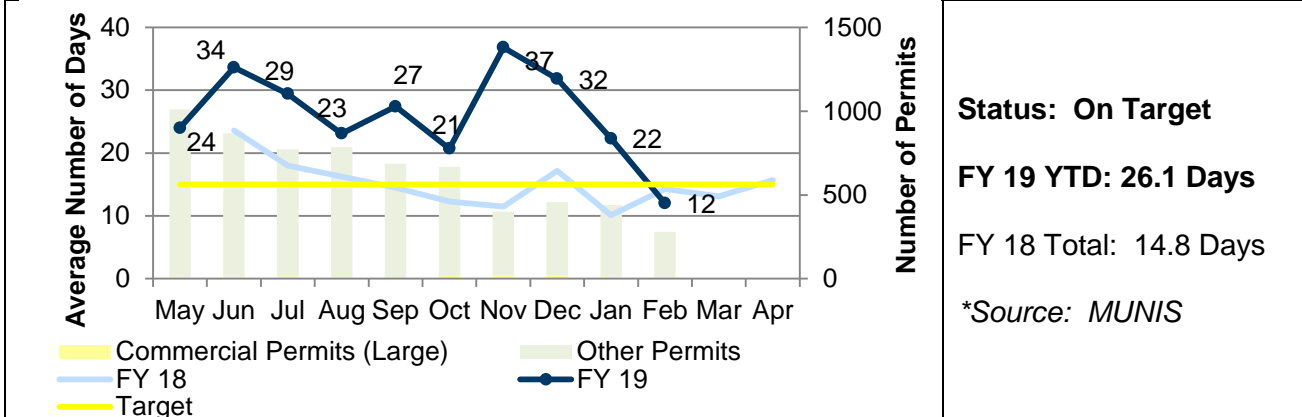
Timely review of commercial building permits is crucial to ensuring building activity in the village occurs in an effective and efficient manner. This KPI measures the average number of business days between receipt of the commercial building permit application by staff and completed review. The department 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.

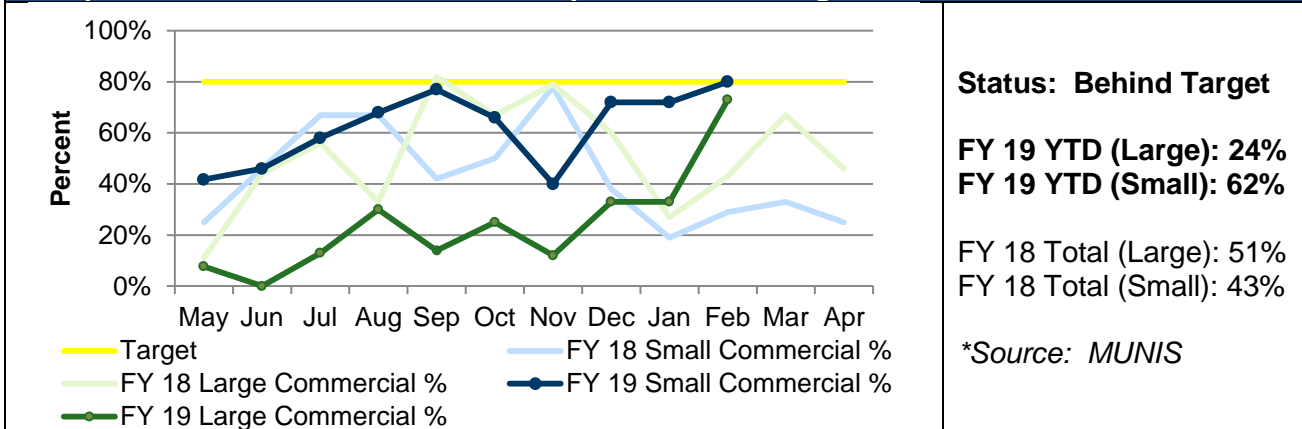
Complete review of small commercial permits within 7 business days.



Complete review of large commercial permits within 15 business days.



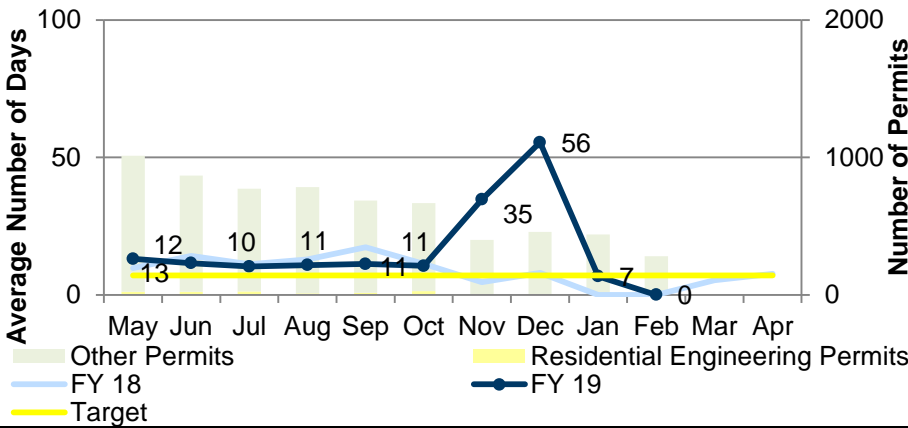
Complete review of 80% of commercial permits within target.



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.

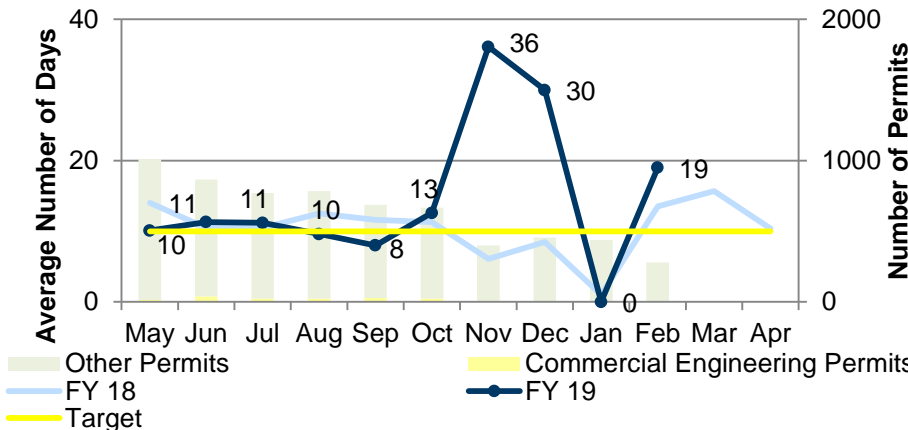


Status: Behind Target

FY 19 YTD: 16.4 Days
FY 18 Total: 8.5 Days

**Source: MUNIS*

Complete review of commercial engineering permits within 10 business days.

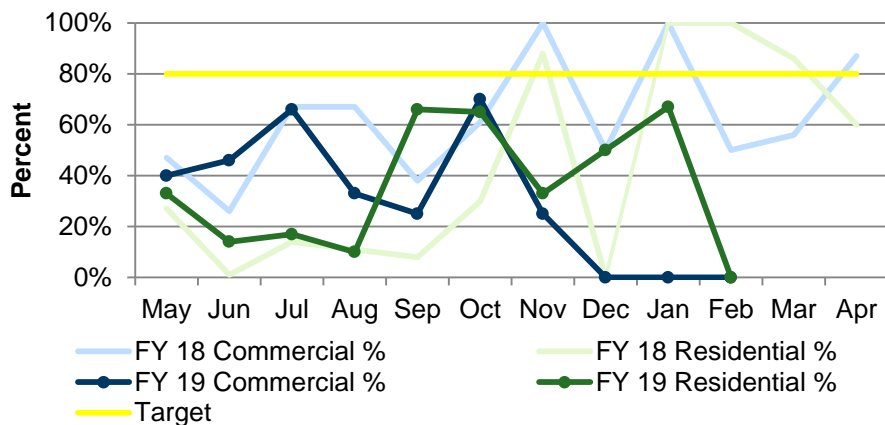


Status: Behind Target

FY 19 YTD: 14.8 Days
FY 18 Total: 10.5 Days

**Source: MUNIS*

Complete 80% of residential & commercial engineering permit reviews within benchmarks.



Status: Behind Target

FY 19 YTD (Res.): 36%
FY 19 YTD (Com.): 31%

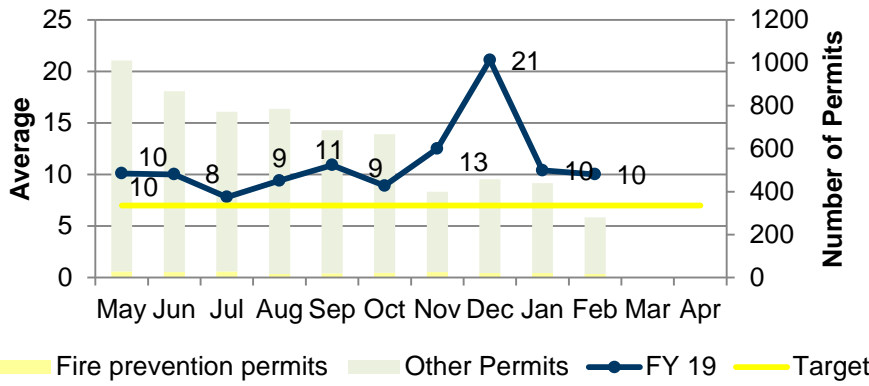
FY 18 Total (Res.): 44%
FY 18 Total (Com.): 62%

**Source: MUNIS*

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.

Complete review of fire prevention permits within 7 business days.

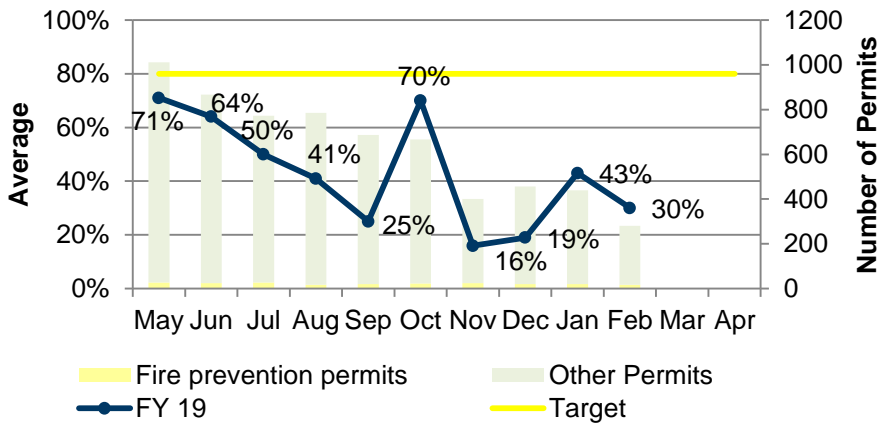


Status: Behind Target

FY 19 YTD: 11.1 Days

**Source: MUNIS*

Complete 80% of fire prevention permits within 7 business days.



Status: Behind Target

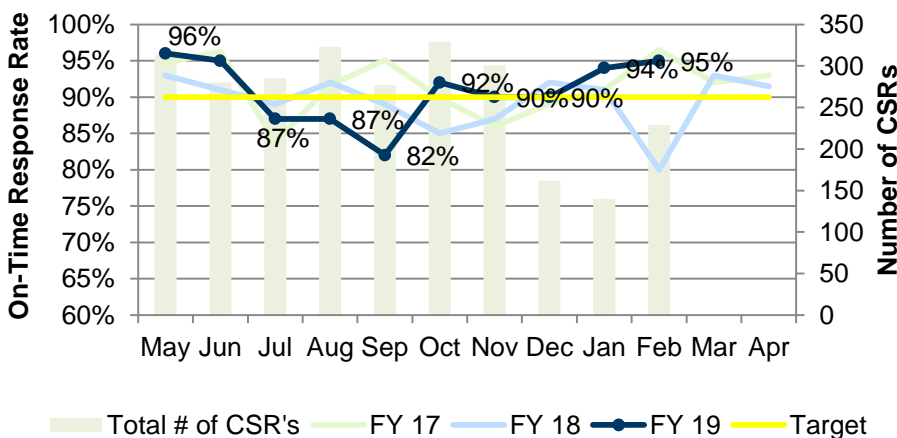
FY 19 YTD: 43%

**Source: MUNIS*

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.

Provide a 90% average on-time response rate for Community Development Customer Service Requests (CSRs).



Status: On Target

FY 19 YTD: 91%

FY 18 Total: 92%

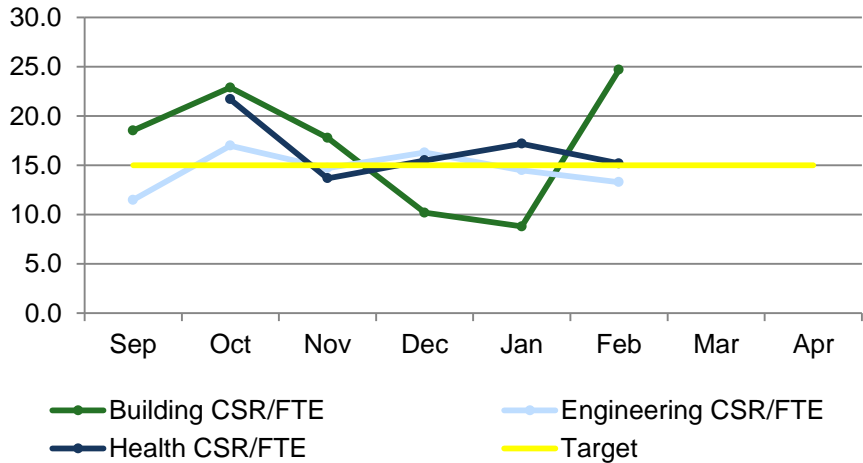
FY 17 Total: 92%

**Source: CSR Portal*

KPI 6: 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



Status: On Target

**FY 19 YTD
(Building): 17
FY 19 YTD
(Engineering): 15
FY 19 YTD
(Health): 17**

**Source: CSR System*