

# COMMUNITY DEVELOPMENT DEPARTMENT MONTHLY REPORT

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APRIL 2020



**VILLAGE OF SCHAUMBURG**

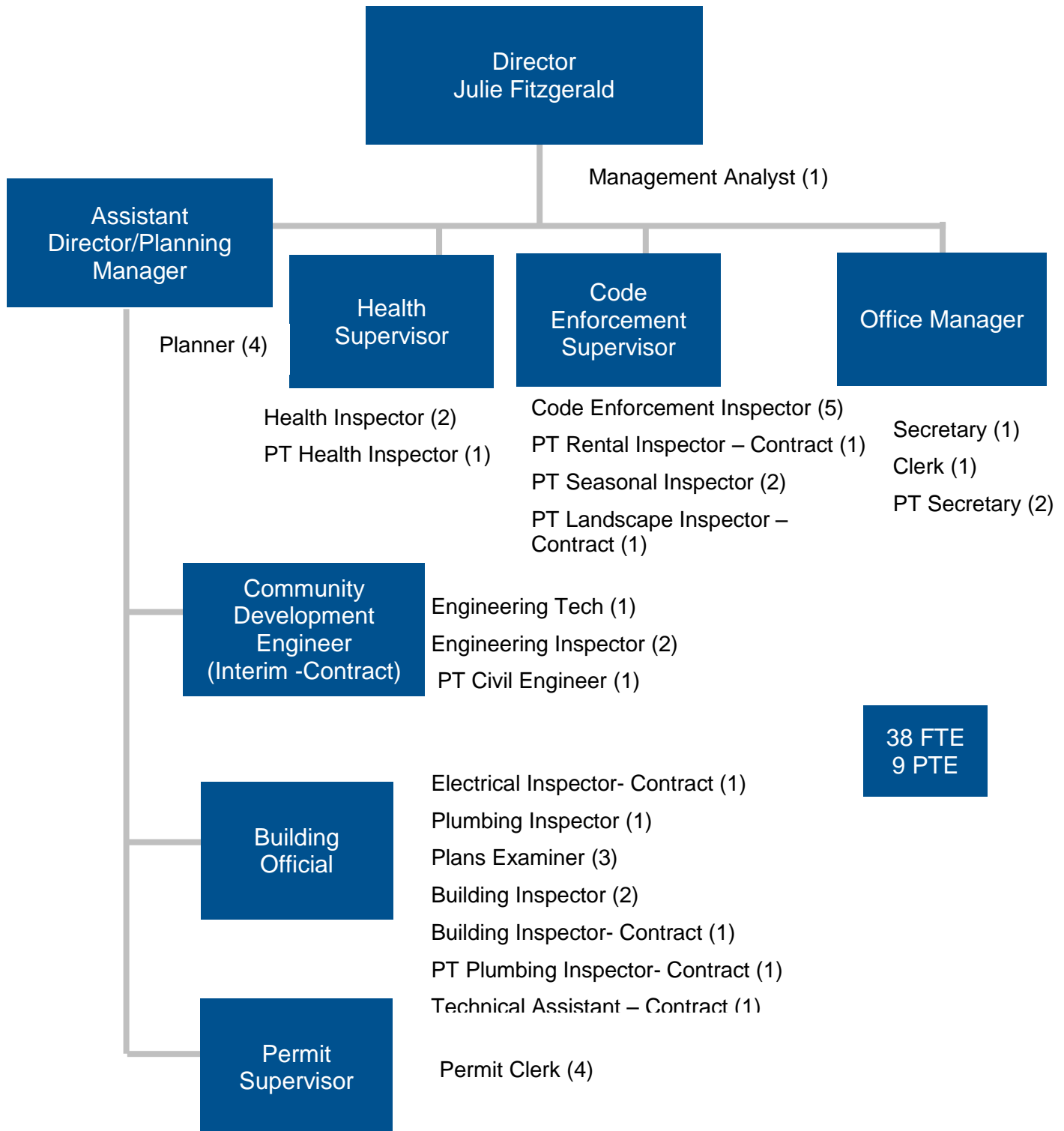
PROGRESS THROUGH THOUGHTFUL PLANNING



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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, administrating 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), Electrical Commission, Environmental Committee, Board of Health, and 1% for the Arts Committee.



## KEY ACTIVITIES

**Health Division Assistance** – The Health Division responded to a variety of complaints and concerns regarding business operations and compliance with the State stay at home order. Many businesses contacted the village with questions regarding interpretation of the requirements, questions about what level of operations was permitted, and questions about altering business operations to respond to CDC guidelines. Health inspectors also conducted inspections of all open restaurants to ensure that they had access to adequate cleaning supplies and were able to operate in compliance with village and other health regulations.

**Creation of Restaurant Map** – The Health Division worked with the IT GIS Division and the Economic Development Department to develop a map showing which licensed food establishments remain open. The map is being utilized to promote local restaurants and encourage patronage. It will be used by the health inspectors going forward to track which establishments remain open and help prioritize inspections once more establishments re-open.

**Virtual Public Hearings** – In an effort to continue to provide service and facilitate development review during the COVID-19 situation, planning staff developed procedures for holding public hearings via Zoom. The hearings allow Plan Commission and the Zoning Board of Appeals to consider requests for proposed developments, subdivisions, variations, and special use requests while complying with the State's stay at home order. Staff worked with legal counsel to develop procedures and protocols that allow for public comment and encourage public participation in the planning process.

**First Cannabis Dispensary** – The Zoning Board of Appeals (ZBA) held a public hearing for the first proposed recreational cannabis dispensary in the village. The Village Board adopted regulations for where cannabis uses could be allowed within the village in December 2019. The proposed Sunnyside dispensary complies with all village regulations and was recommended for approval by the ZBA. The proposal will be considered by the Village Board on May 12<sup>th</sup>.

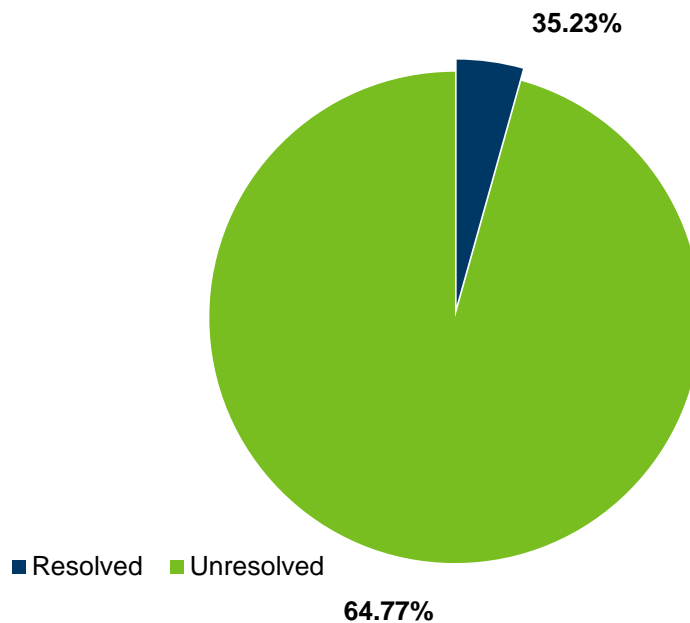


## MONTHLY PERFORMANCE

### Code Enforcement Division

#### Administrative Adjudication Clearance Rate

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	20	6	14	30.00
CDD Code Enforcement	24	2	22	8.33
CDD Engineering	1	0	1	0.00
CDD Health	1	1	0	100.00
CDD Planning	0	0	0	0
Fire	42	22	20	52.38
<b>Total</b>	<b>88</b>	<b>31</b>	<b>57</b>	<b>35.23</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.

## Tickets Issued

Department	Violations	Tickets
CDD Building	0	0
CDD Code Enforcement	0	0
CDD Engineering	2	1
CDD Health	0	0
CDD Planning	0	0
Fire	0	0
<b>Total</b>	<b>2</b>	<b>1</b>

## Inspections

General Program Responsibilities	
CSR	68
Foreclosure Notice Received	1
Special Sweep	0
License Closeouts	9
License Needed	0
Monitoring Vacant Business Location	27
Monitoring Vacant Lots	42
Monitoring Vacant SF Homes	102
Notice Served/Unpaid Renewal	8
Nuisance Locations Cut VOS Contractor	0
Sweep Residential Area	0
Sweeps Commercial Area	0
Sweeps Garbage	0
Sweeps Village Wide	12
Sweep Weekend	1
Tax Stamp Hold Status	12
Vacant Registration Received	4
<b>This Month's Total</b>	<b>286</b>

Inspections Completed	
Commercial Maintenance - Initial	0
Commercial Warnings Issued	0
Garbage Retail Locations Monitored	4
Gas Station Maintenance	0
Home Based Business License	17
Landscape Maintenance - Initial	17
License Approval - Recycling/Sign/New	15
License Entertainment	0
Licenses – Vending Locations	0
Rental Home – Initial Contractor	0
Residential Dead Tree Notice/Removal	0
Residential Garbage Warning Issued	0
Residential Maintenance - Initial	0
Residential Warnings Issued	1
Tree Removal Permit	12
<b>This Month's Total</b>	<b>66</b>

Follow Up Inspections	Pass	Fail	Total
Business License	1	0	1
Commercial Property	9	10	19
Landscape Maintenance	2	0	2
Rental Contractor	0	0	0
Residential Property	10	25	35
<b>This Month's Total</b>	<b>22</b>	<b>35</b>	<b>57</b>



## Health Division

Commercial Property Inspections	
Body Care Inspection	127
Commercial Inspection	28
Day Care Environmental Survey	19
Day Care Complaint	1
Day care License	1
Food Service Complaint	170
Food borne Illness Complaint	13
Food Borne Illness Follow-up	3
Food Service License	51
Food Service License Follow-up	6
Food Service Recycling Verify	51
Food Service Routine/Critical	1002
Health Final Inspection	138
Health/Fire Inspection	86
Health On Site Meeting Inspection	22
Rough Plumbing Inspection	5
Joint Health Inspection	59
Misc. Health Inspection	5
Pool/Spa Complaint	13
Pool/Spa Complaint Follow up	24
Home Occupation Inspection	5
Mobile Vendor Inspection	7
Multi Family Inspection	
Outdoor Temp Dining Inspection	10
Temporary Event Inspection	148
Temporary Event Review	56
In-service Training	5
Village building inspections	7
<b>FY 20 Total</b>	<b>2082</b>

Follow Up Inspections	
Commercial Comp Follow Up	25
Day Care Survey Follow Up	1
Food Complaint Follow Up	106
Food Service Follow Up 1	92
Food Service Follow Up 2	25
Food Service Follow Up 3	24
Residential Complaint Follow Up	168
<b>FY 20 Total</b>	<b>441</b>

Residential Property Inspections	
Complaints	177
Hazardous Home Sites	23
Hazardous Home Site follow Up	104
<b>FY 20 Total</b>	<b>304</b>

## Permit, Building, & Engineering Divisions

Division	March, 2020		FY 2019-20 YTD		March, 2019		FY 2018-19 (Total)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	278	\$ 3,620,892	5,149	\$136,146,006	420	\$ 8,519,461	6,540	\$224,315,965
Engineering	9	\$ 65,497	296	\$ 20,584,248	9	\$ 498,110	401	\$26,362,219
Fire	33	\$ 359,027	353	\$ 7,26,913	38	\$ 397,424	457	\$14,711,865
<b>Total</b>	<b>320</b>	<b>\$ 4,045,416</b>	<b>5,798</b>	<b>\$164,257,167</b>	<b>467</b>	<b>\$9,414,995</b>	<b>7,398</b>	<b>\$265,390,049</b>

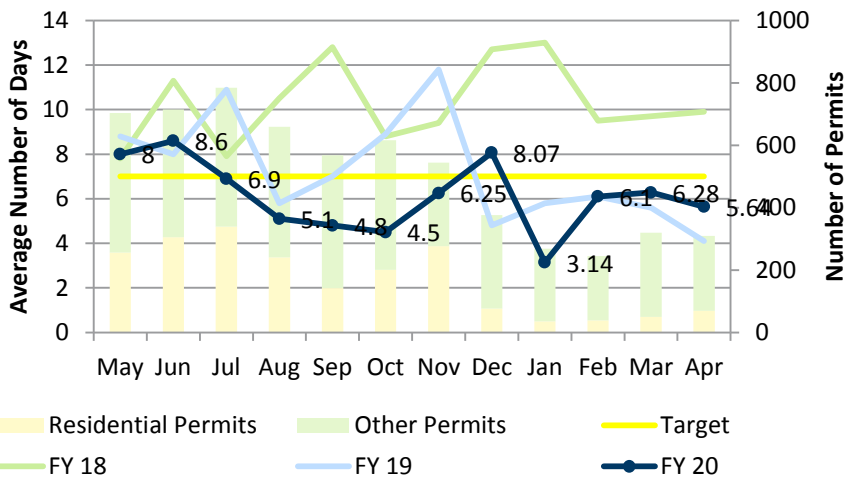


## KEY PERFORMANCE INDICATORS

### 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.

#### Complete review of residential permits within 7 business days.



**Status: On Target**

**FY 20 YTD: 6.5 Days**

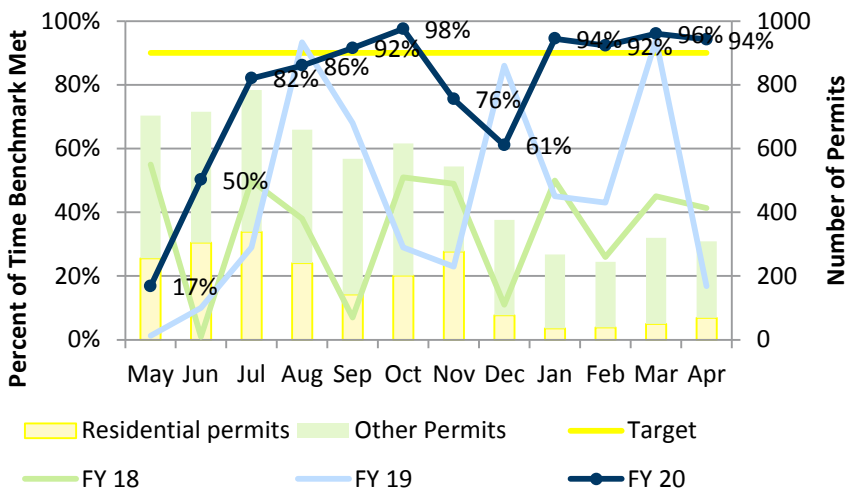
FY 19 Total: 9.4 Days

FY 18 Total: 10.3 Days

FY 17 Total: 8.1 Days

\*Source: MUNIS

#### Complete review of 90% of residential permits within 7 business days.



**Status: On Target**

**FY 20 YTD: 71.2%**

FY 19 Total: 35%

FY 18 Total: 28%

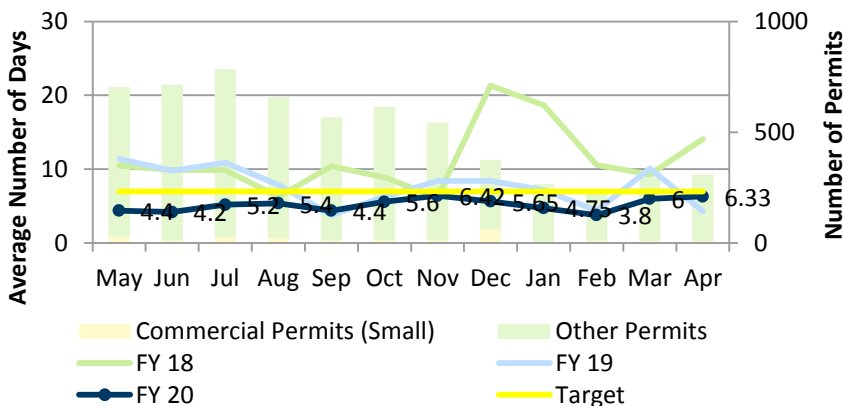
FY 17 Total: 43%

\*Source: MUNIS

## 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.



**Status: On Target**

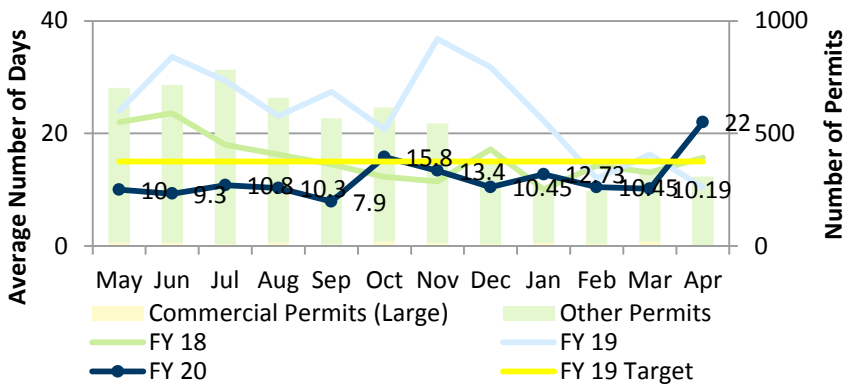
**FY 20 YTD: 5.2 Days**

FY 19 Total: 8.0 Days

FY 18 Total: 11.2 Days

\*Source: MUNIS

### Complete review of large commercial permits within 15 business days.



**Status: On Target**

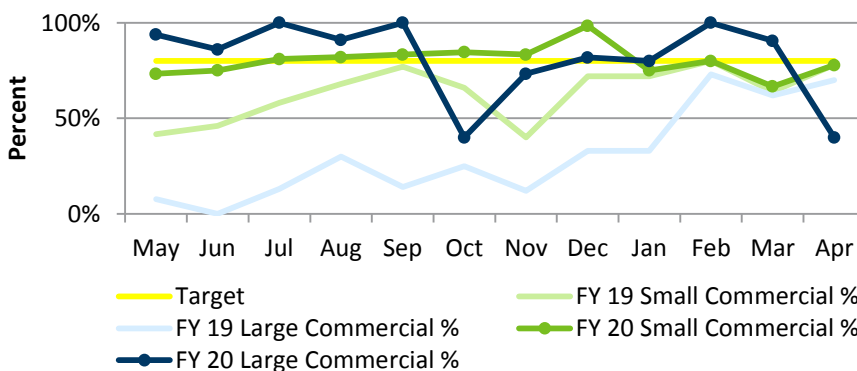
**FY 20 YTD: 11.7 Days**

FY 19 Total: 28.5 Days

FY 18 Total: 14.8 Days

\*Source: MUNIS

### Complete review of 80% of commercial permits within target.



**Status: On Target**

**FY 20 YTD (Large): 81%**

**FY 20 YTD (Small): 84%**

FY 19 Total (Large): 18%

FY 19 Total (Small): 61%

FY 18 Total (Large): 51%

FY 18 Total (Small): 43%

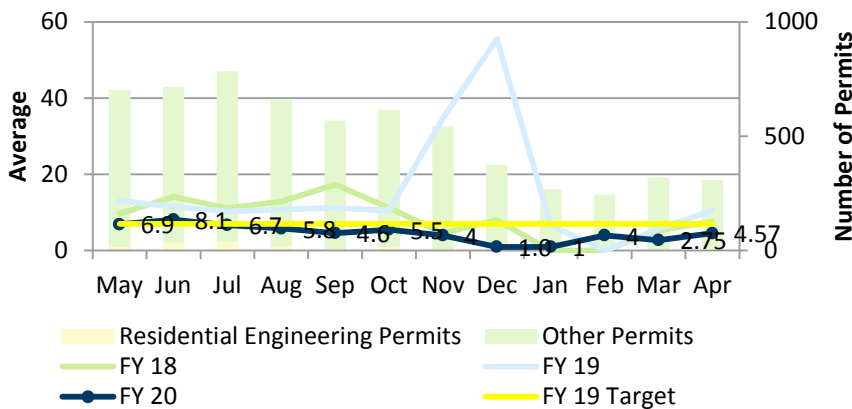
\*Source: MUNIS



### 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.



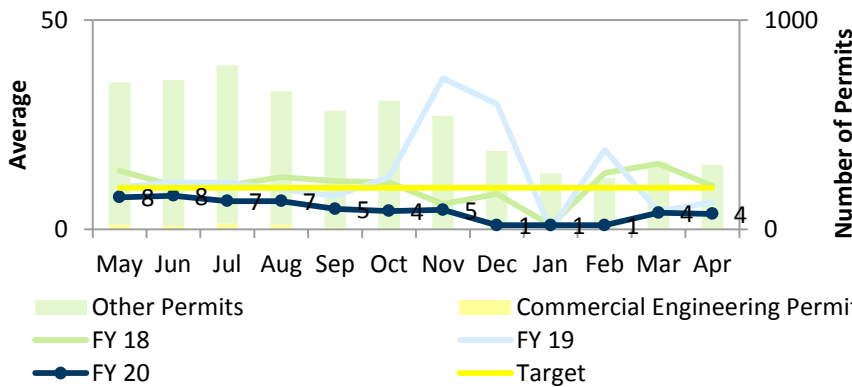
**Status: On Target**

**FY 20 YTD: 6.2 Days**

FY 19 Total: 12.4 Days  
FY 18 Total: 8.5 Days

\*Source: MUNIS

#### Complete review of commercial engineering permits within 10 business days.



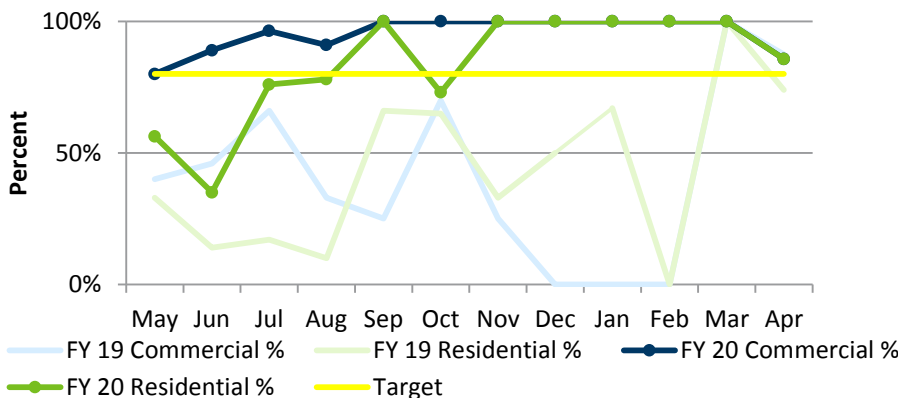
**Status: Exceeds Target**

**FY 20 YTD: 6.3 Days**

FY 19 Total: 12.0 Days  
FY 18 Total: 10.5 Days

\*Source: MUNIS

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



**Status: On Target**

**FY 20 YTD (Res.): 69%**  
**FY 20 YTD (Com.): 92%**

FY 19 Total (Res.): 37%  
FY 19 Total (Com.): 44%  
FY 18 Total (Res.): 44%  
FY 18 Total (Com.): 62%

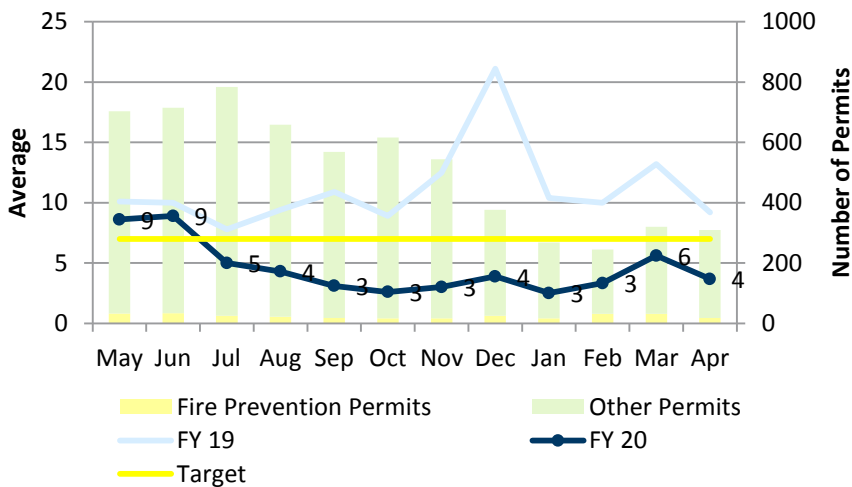
\*Source: MUNIS



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

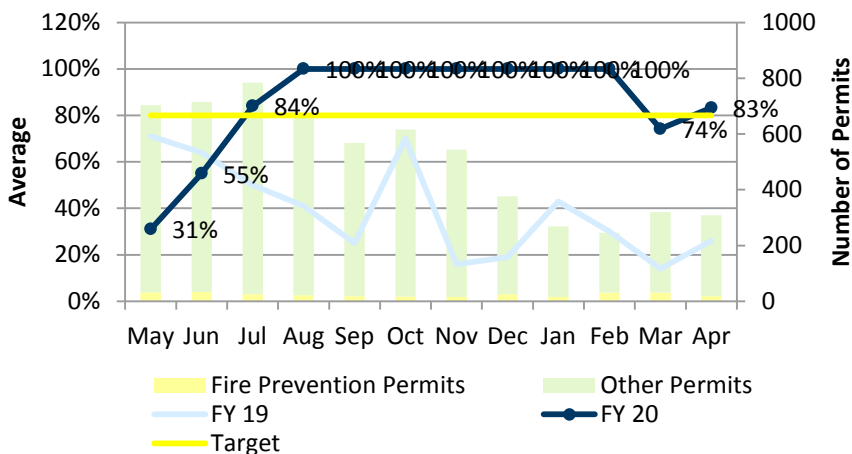
Timely review of fire suppression system permits is essential for ensuring that all fire prevention efforts in the village are completed in a correct and efficient manner. This KPI measures the average number of business days between receipt of the fire prevention permit application by staff and completed 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: On Target**  
**FY 20 YTD: 5.0 Days**  
 FY 19 Total: 11.0 Days  
 \*Source: MUNIS

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



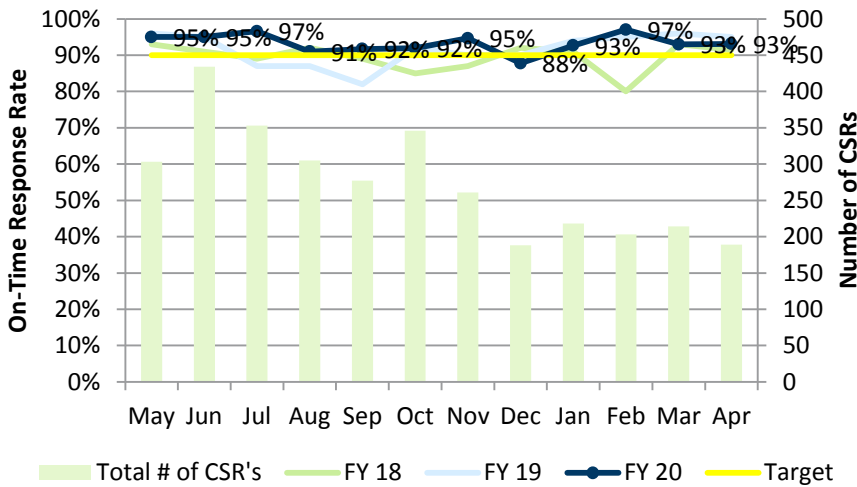
**Status: On Target**  
**FY 20 YTD: 82%**  
 FY 19 YTD: 44%  
 \*Source: MUNIS

### 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 20 YTD: 93%**

FY 19 Total: 91%

FY 18 Total: 92%

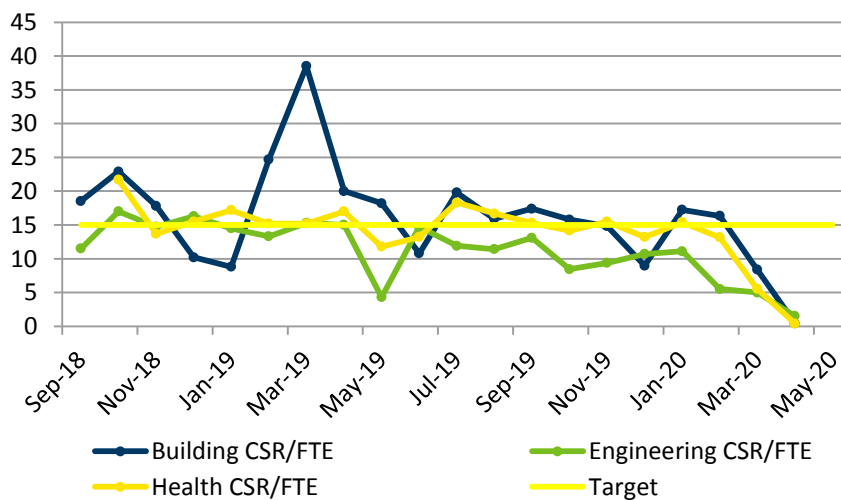
FY 17 Total: 92%

*\*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 20 (Building) : 14**

**FY 20 (Eng.) : 9**

**FY 20 (Health): 13**

FY 19 (Building): 17

FY 19 (Eng.): 15

FY 19 (Health): 17

*\*Source: CSR System*

**\*This KPI is on hold during the COVID-19 pandemic.**