

Village of Schaumburg

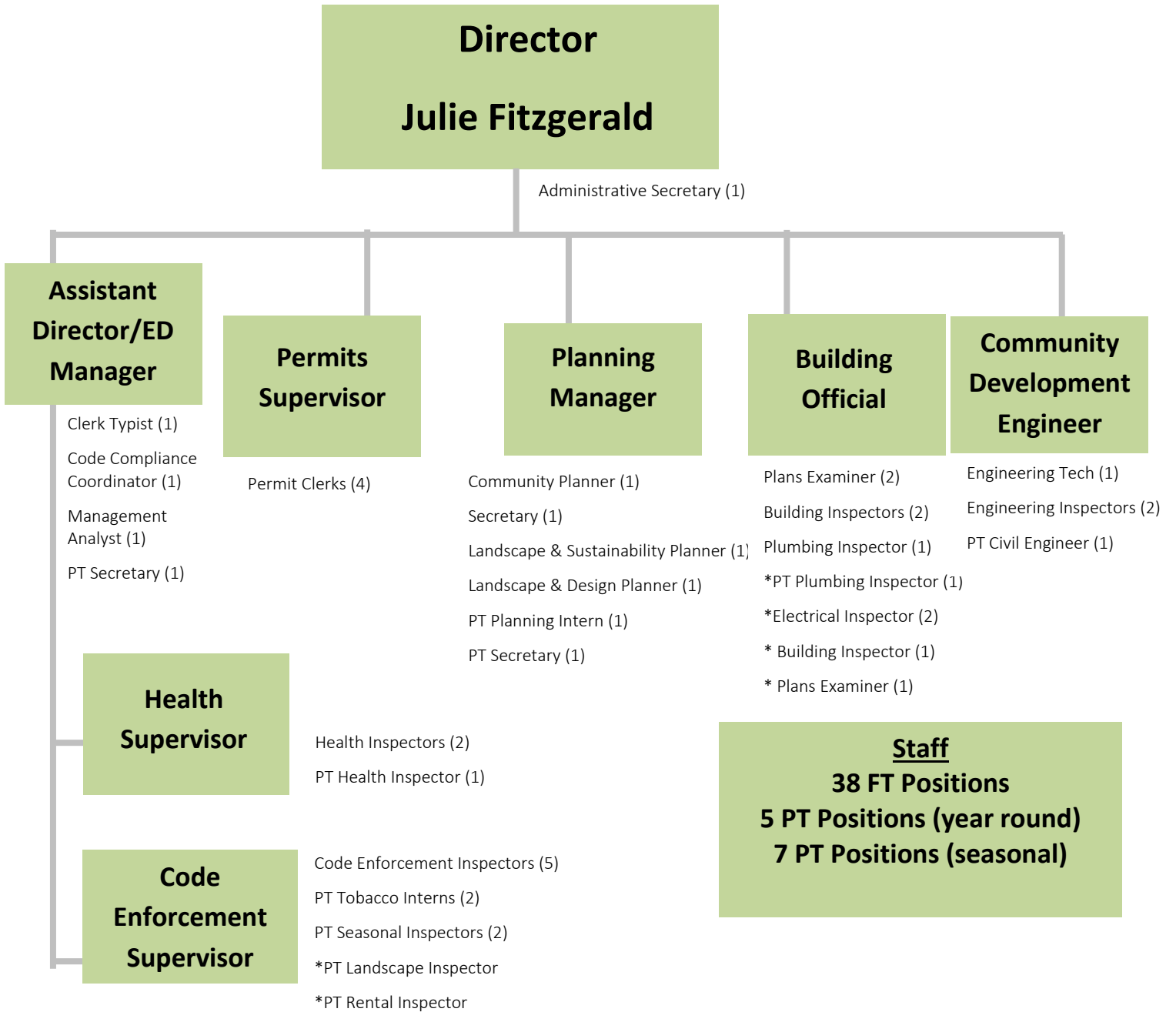
Community  
Development  
Department  
Monthly Report

FEBRUARY 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 Village Board adopted the Master Plan for the former Motorola Solutions campus. This plan establishes the future vision for redevelopment of the site. In March, the Zoning Board of Appeals will review the Zoning Regulations and Design Guidelines, which are regulatory documents that will facilitate development in accordance with the Master Plan.

**New Development and Investment** – The Village Board approved construction of a Shake Shack restaurant along Golf Road, on the Woodfield Mall property. The original Shake Shack opened in New York City’s Madison Square Park as a hot dog cart. It is now located in 21 states and 11 countries. The Schaumburg location will be its fifth in Illinois. Two office buildings received approval for capital projects. Two Century Center at 1701 E. Golf Road will expand its parking lot this summer and 999 Plaza Drive will complete a major façade upgrade that will add a new modern aluminum structure to the outside of the building.

**Refuse Container Storage** – The department continues to focus efforts on enforcing compliance with the village’s regulations for storage of refuse and recycling containers. During the month of February, the department received 19 complaints regarding noncompliant container storage. Code Enforcement staff issued 109 initial warnings, and conducted 160 follow-up inspections. Seven citations were issued. Information was included in the Cracker Barrel and e-Newsletter reminding residents of the storage requirements. Staff is creating a brochure to distribute during inspections that provides information on the regulations, options for obtaining smaller containers, and examples of compliant storage.

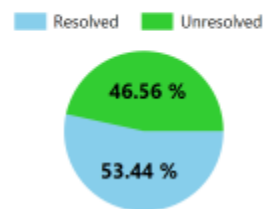
## MONTHLY PERFORMANCE

### Code Enforcement

Administrative Adjudication

### CDD Clearance Rate 2/1/2018 through 2/28/2018

| Department           | Incoming   | Outgoing   | Unresolved | Rate          |
|----------------------|------------|------------|------------|---------------|
| CDD Building         | 16         | 8          | 8          | 50.00%        |
| CDD Code Enforcement | 93         | 42         | 51         | 45.16%        |
| CDD Health           | 7          | 2          | 5          | 28.57%        |
| Fire                 | 73         | 49         | 24         | 67.12%        |
| <b>Total</b>         | <b>189</b> | <b>101</b> | <b>88</b>  | <b>53.44%</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.

**Citations Issued (2/1/2018 through 2/28/2018)**

| <b>Department</b>    | <b>Violations</b> | <b>Tickets</b> |
|----------------------|-------------------|----------------|
| CDD Code Enforcement | 80                | 69             |
| CDD Health           | 5                 | 3              |
| Fire                 | 22                | 22             |
| <b>Total</b>         | <b>107</b>        | <b>94</b>      |

| <b>General Program Responsibilities<br/>Code Enforcement</b> |            |
|--|------------|
| Initial CSR Investigations                                   | 21         |
| Business License Needed                                      | 25         |
| Business License Approval                                    | 11         |
| Notice Served  | 10         |
| License Closeouts  | 3          |
| Vacant Registration Received                                 | 2          |
| Foreclosure Notice Received                                  | 6          |
| Tax Stamp Hold Status  | 3          |
| Locations that removed Ash Trees                             | 0          |
| Monitoring Vacant SF Homes weekly                            | 43         |
| Monitoring Vacant PUD Homes                                  | 31         |
| Monitoring Vacant Lots                                       | 0          |
| Monitoring Vacant Business Location                          | 17         |
| Weekend Sweeps   | 5          |
| Village Wide Sweeps  | 11         |
| Residential Area Sweep                                       | 10         |
| Commercial Area Sweeps                                       | 1          |
| Garbage Sweep  | 47         |
| Nuisance Locations Cut VOS contractor                        | 0          |
| <b>This Month's Total</b>                                    | <b>246</b> |

| <b>Inspections Completed<br/>Code Enforcement</b> |            |
|---|------------|
| Initial Commercial Maintenance                    | 3          |
| Initial Commercial Warning                        | 0          |
| Gas Station Maintenance                           | 2          |
| Dumpster Enclosure                                | 16         |
| Recycling/Sign/New License                        | 12         |
| Initial Landscape Maintenance                     | 0          |
| Tree Removal Permits                              | 4          |
| Initial Residential Maintenance                   | 27         |
| Initial Residential Warning                       | 152        |
| Home Based Business License                       | 5          |
| Ash/Dead Tree Notice                              | 0          |
| Contractor Rental Home                            | 14         |
| Rental License                                    | 2          |
| Vending Licenses                                  | 55         |
| Tobacco License Unannounced                       | 0          |
| Electrical Permit – Rental                        | 6          |
| <b>This Month's Total</b>                         | <b>298</b> |

| <b>Follow Up Inspections</b> | <b>Pass</b> | <b>Fail</b> | <b>Total</b> |
|------------------------------|-------------|-------------|--------------|
| Residential                  | 167         | 63          | 203          |
| Landscape                    | 0           | 1           | 1            |
| Commercial                   | 13          | 16          | 29           |
| Business License             | 0           | 2           | 2            |
| Rental                       | 3           | 4           | 7            |
| Gas Station                  | 0           | 0           | 0            |
| Contractor Rental            | 5           | 10          | 15           |
| <b>This Month's Totals</b>   | <b>188</b>  | <b>96</b>   | <b>257</b>   |

## Health

| Commercial Property Inspections   | Total       |
|-----------------------------------|-------------|
| Body Care Inspection              | 138         |
| Commercial Inspection             | 40          |
| Day Care Environmental Survey     | 18          |
| Food Service Complaint            | 78          |
| Food Service License              | 37          |
| Food Service Recycling Verify     | 18          |
| Food Service Routine              | 768         |
| Health Final Inspection           | 104         |
| Health/Fire Inspection            | 87          |
| Health On Site Meeting Inspection | 3           |
| Home Occupation Inspection        | 1           |
| Mobile Vendor Inspection          | 0           |
| Multi Family Inspection           | 0           |
| Outdoor Temp Dining Inspection    | 0           |
| Temporary Event Inspection        | 150         |
| <b>FY Total Commercial</b>        | <b>1442</b> |

| Breakdown of Follow Up Inspections |            |
|------------------------------------|------------|
| Inspection Type                    | Total      |
| Commercial Comp Follow Up          | 14         |
| Day Care Survey Follow Up          | 3          |
| Food Complaint Follow Up           | 56         |
| Food Service Follow Up 1           | 99         |
| Food Service Follow Up 2           | 32         |
| Food Service Follow Up 3           | 13         |
| Residential Complaint F/Up         | 301        |
| <b>FY Totals</b>                   | <b>518</b> |

| Residential Property Inspections | Total      |
|----------------------------------|------------|
| Residential Complaint            | 208        |
| <b>FY Total Residential</b>      | <b>208</b> |

## Permits and Building/Engineering Inspections

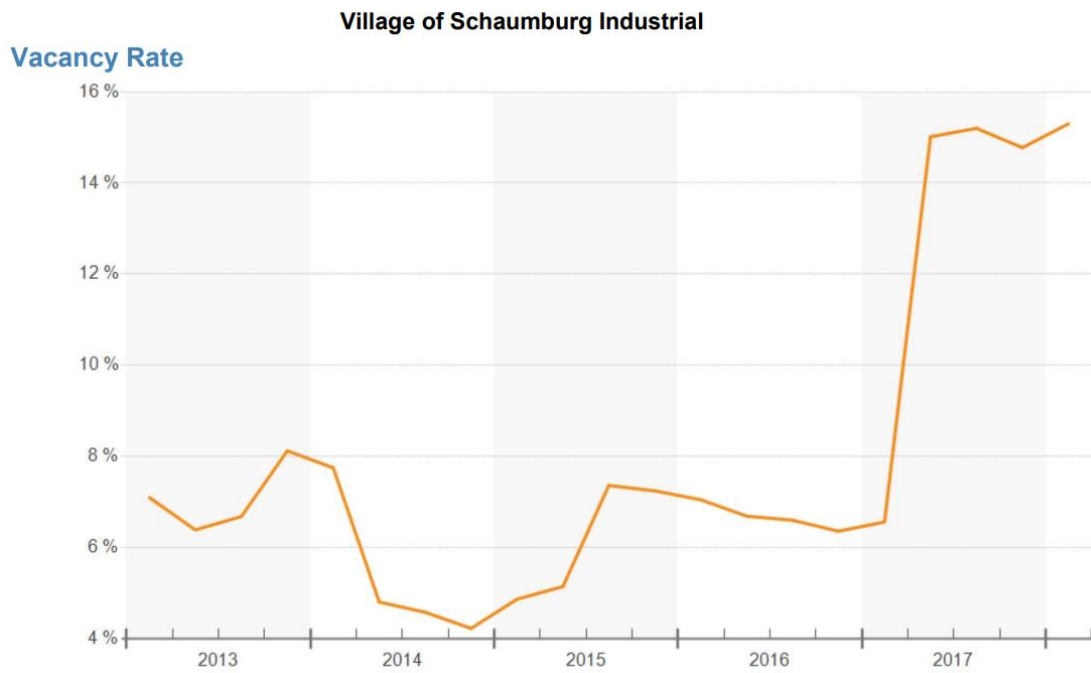
Performance measure shows number of permits issued and estimated value of the construction relative to the previous fiscal year and the same month during the previous year.

| Division     | February 2018 |                     | February 2017 |                    | FY 17-18 (YTD) |                      | FY 16-17 (Total) |                      |
|--------------|---------------|---------------------|---------------|--------------------|----------------|----------------------|------------------|----------------------|
|              | Issued        | Valuation           | Issued        | Valuation          | Issued         | Valuation            | Issued           | Valuation            |
| Building     | 282           | \$18,154,693        | 271           | \$9,372,659        | 8,502          | \$208,358,203        | 6,009            | \$190,203,510        |
| Engineering  | 3             | \$ 4,083,600        | 3             | \$24,891           | 341            | \$22,246,630         | 344              | \$18,163,030         |
| Fire         | 31            | \$127,984           | 16            | \$191,122          | 459            | \$7,200,465          | 568              | \$7,072,481          |
| <b>TOTAL</b> | <b>316</b>    | <b>\$22,366,277</b> | <b>290</b>    | <b>\$9,588,672</b> | <b>9,302</b>   | <b>\$237,805,298</b> | <b>6,921</b>     | <b>\$215,439,021</b> |

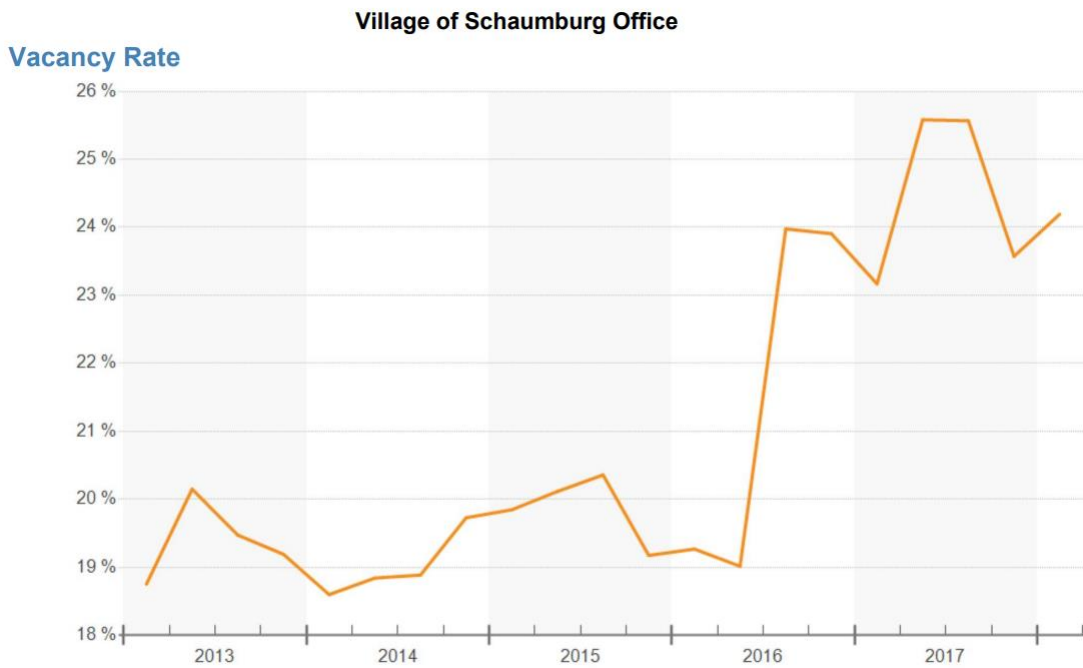
## Vacancy Rates

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

### Industrial Vacancy Rate

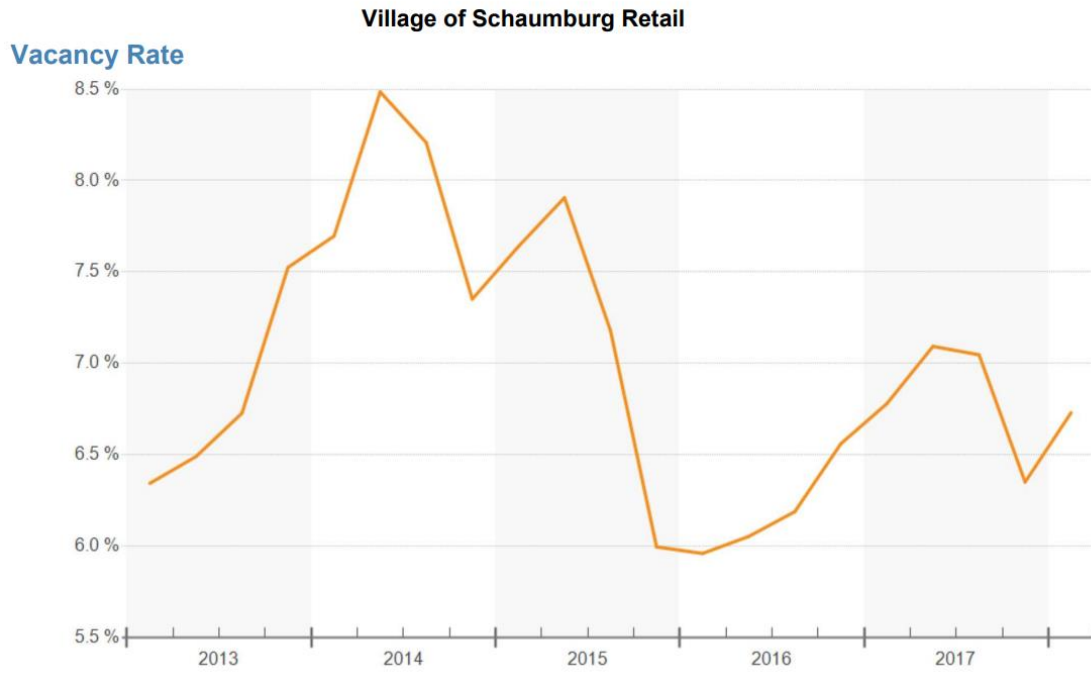


### Office Vacancy Rate





# Retail Vacancy Rate

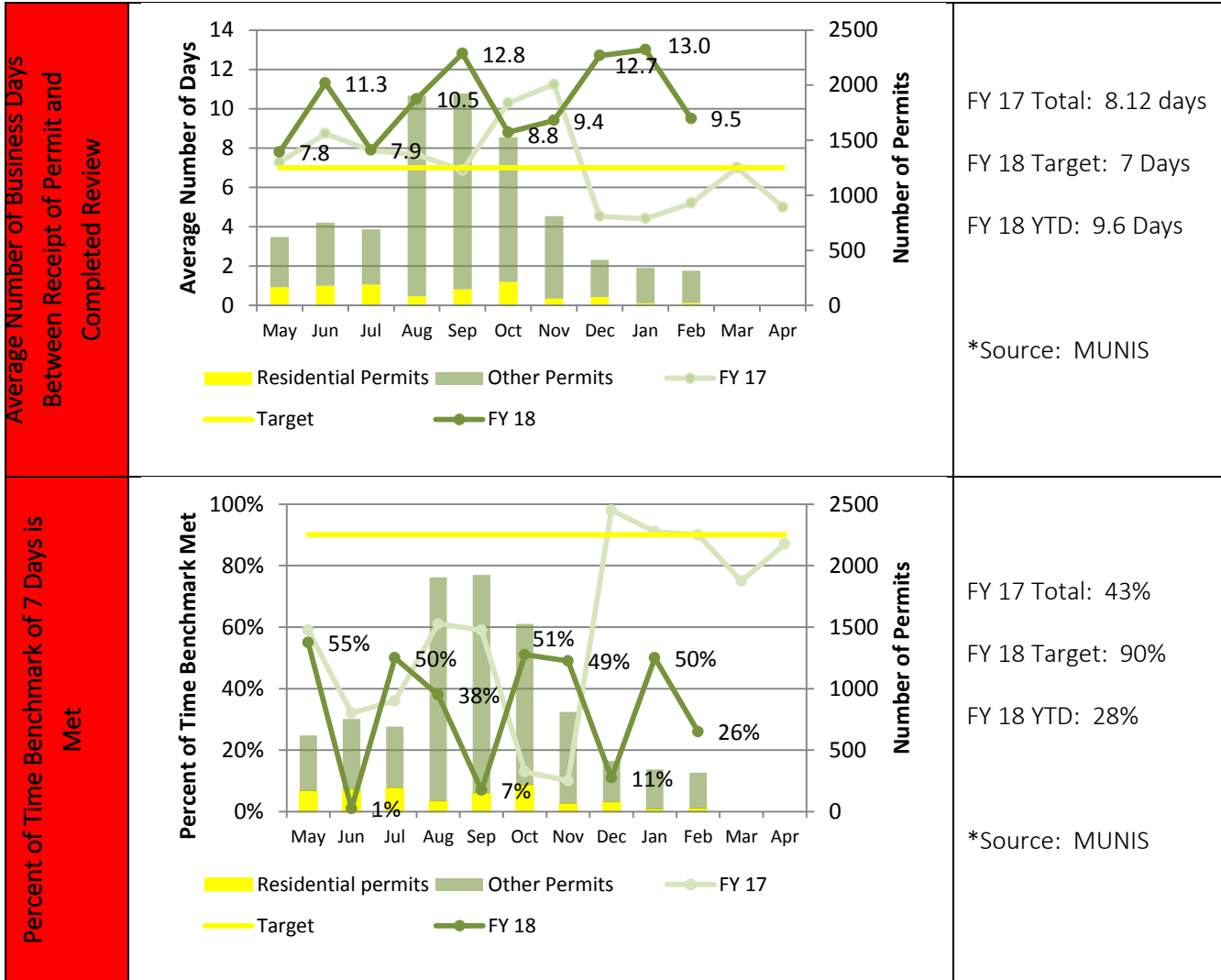


## Key Performance Indicators

### COMMUNITY DEVELOPMENT KEY PERFORMANCE INDICATORS:

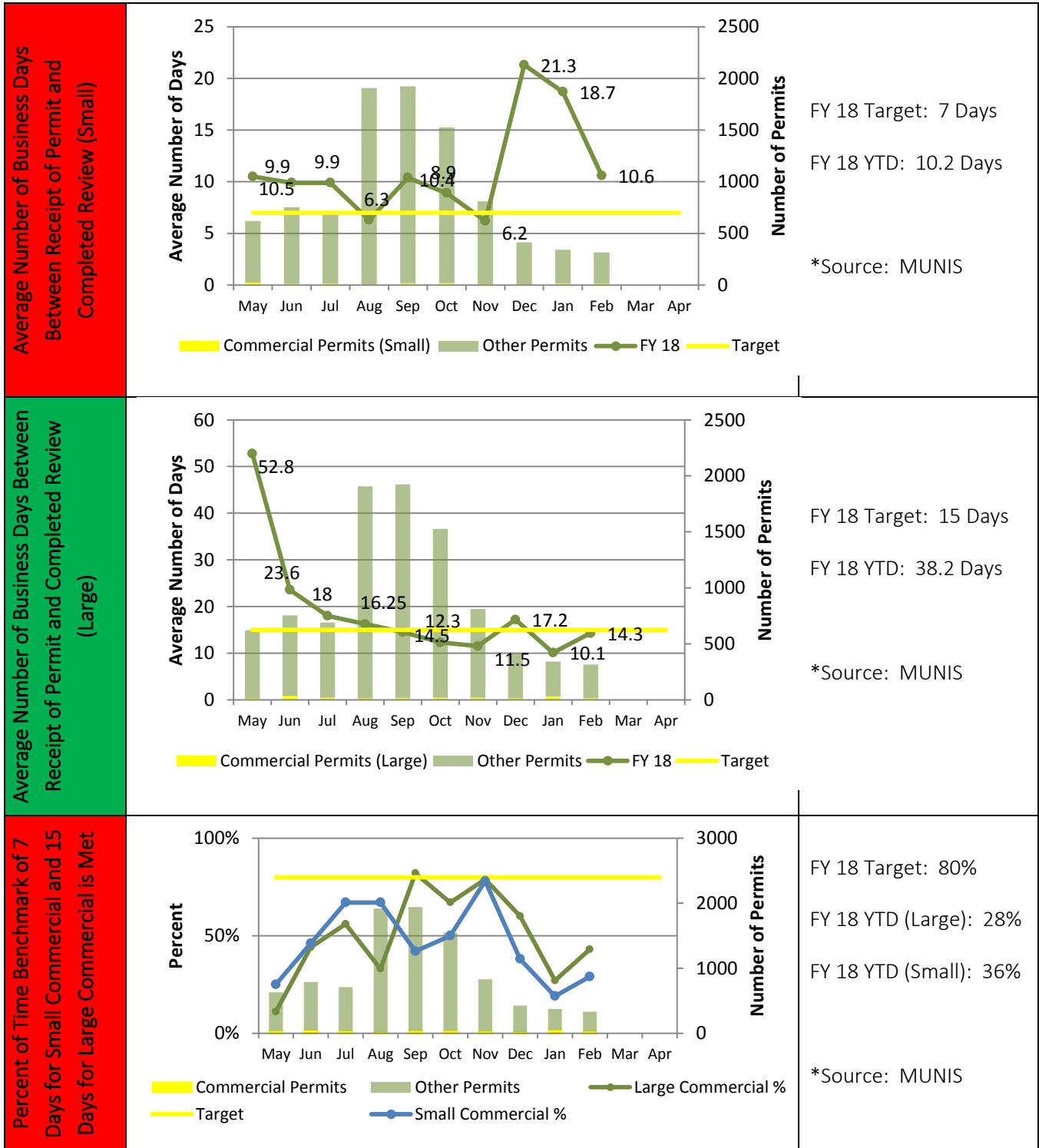
#### KPI 1: Residential Permit Turnaround Time

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.



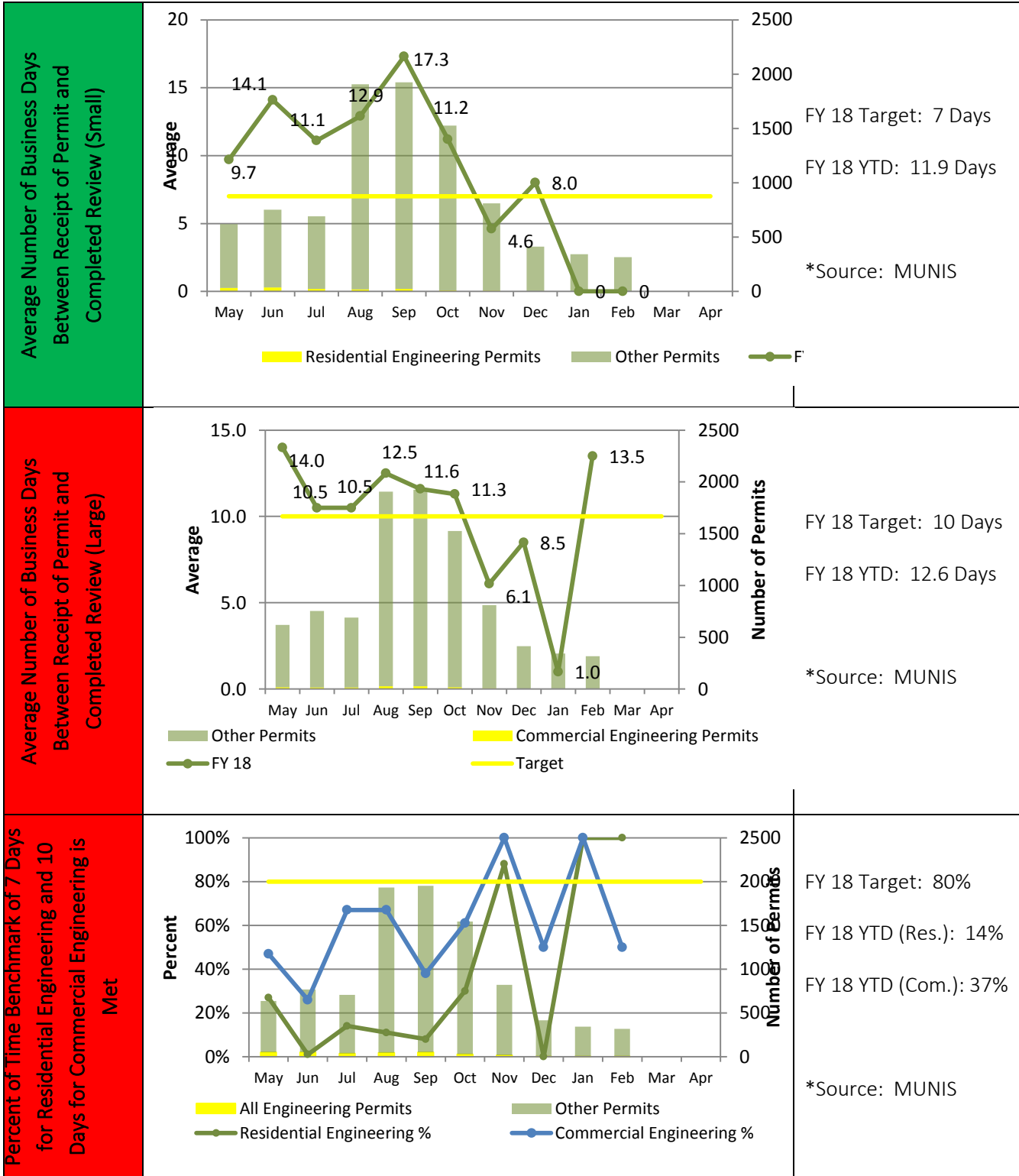
## KPI 2: Commercial Permit Turnaround Time

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.



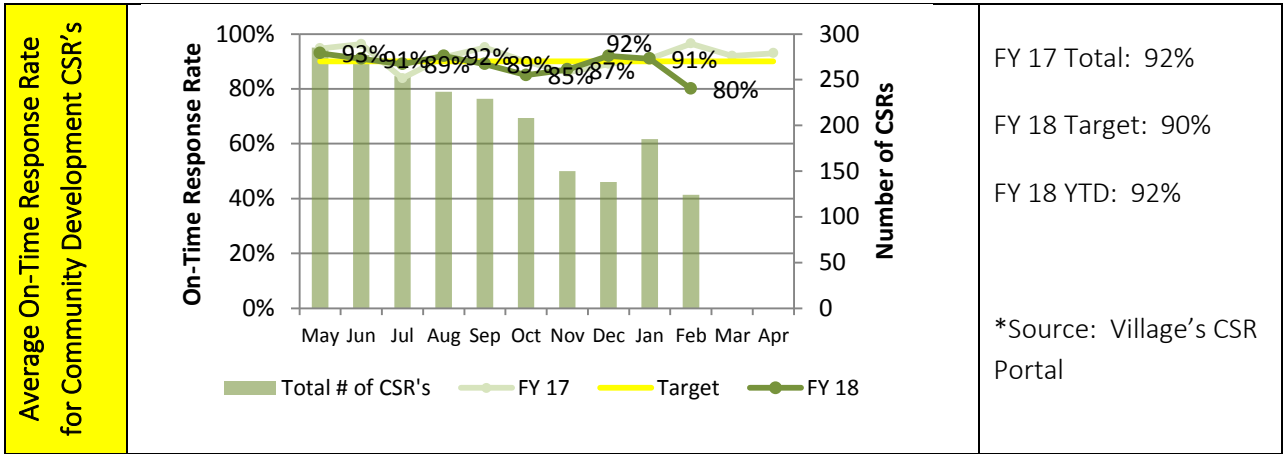
### KPI 3: Engineering Permit Turnaround Time

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.

