

Village of Schaumburg

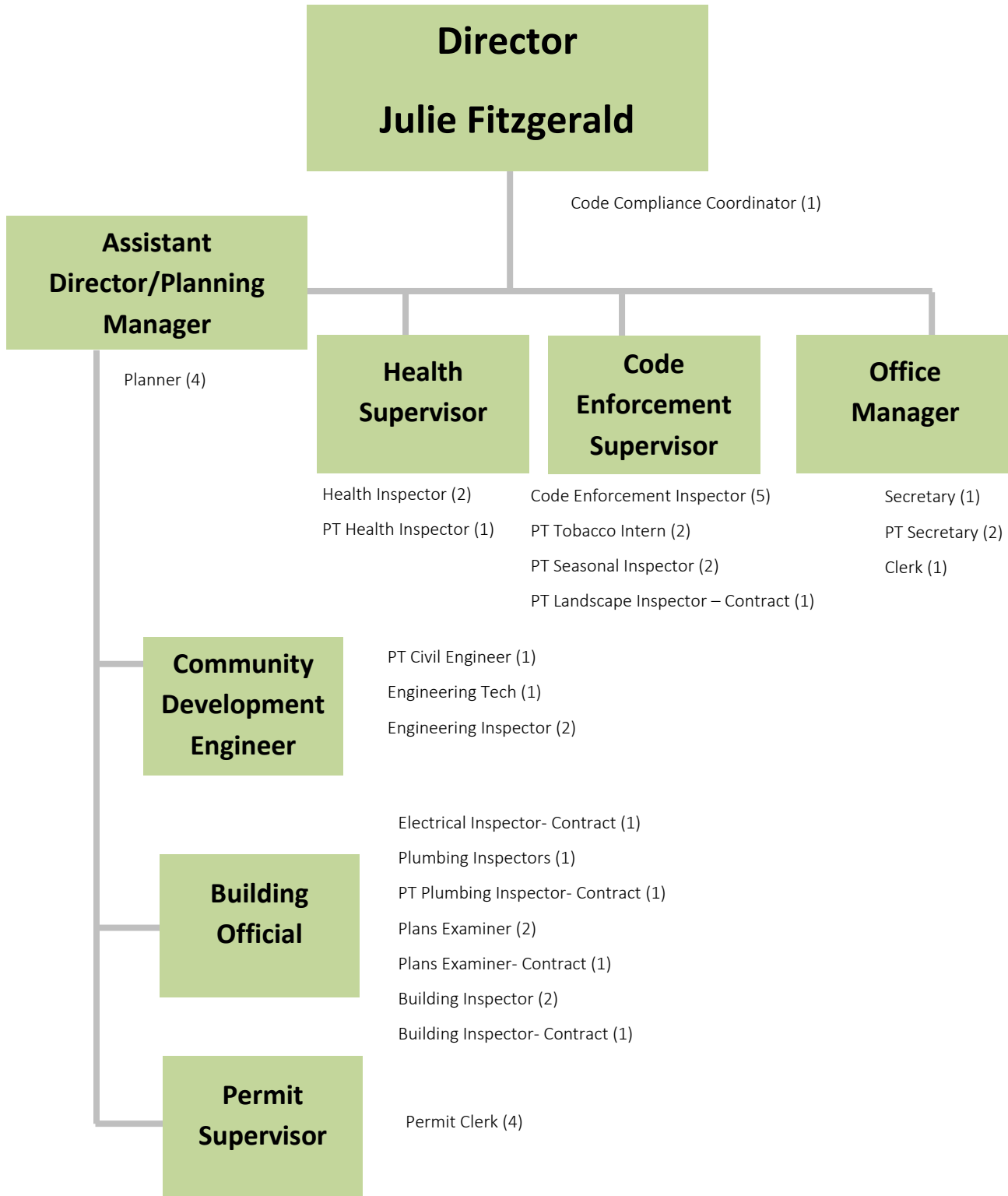
Community
Development
Department
Monthly Report

JUNE 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, 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), Olde Schaumburg Centre Commission (OSCC), Electrical Commission, Environmental Committee, Board of Health, 1% for the Arts Committee, and Septemberfest Committee.

KEY ACTIVITIES

Farmers Market – The village Farmers Market opened on June 1st. The market includes 34 vendors and operates from June through October in Schaumburg's Town Square. All vendors grow or make their own goods. Entertainment is provided several times throughout the summer to enhance the already lively environment.

Development Approvals – The village granted zoning approval for Terminal 5, a night club to be located next to Bacowka Restaurant in the Schaumburg Towncenter shopping center at Roselle and Wise Roads. Terminal 5 will share a kitchen with Bacowka, but be a distinctively different use offering music and dancing during evening hours. The village also approved Sweatland Bakery to be located in Market Square shopping center at Schaumburg and Plum Gove Roads.

Woodfield Dining Pavilion – The Health Division held a "Tools of the Trade" in-service training for the dining pavilion on June 26th. The training was attended by twenty employees representing six restaurants and focused on food safety importance of test strips, thermometers, soap, paper towel, gloves, cleaners & disinfectants. The new FDA Model Food Code was also discussed. Attendees were welcome to help themselves to educational stickers i.e. hand washing, dish washing and temperature stickers. This is the first of a series of in-service training sessions planned for the upcoming year with food establishments throughout the village.

MONTHLY PERFORMANCE

Code Enforcement

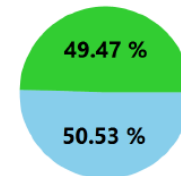
Administrative Adjudication

CDD Clearance Rate

6/1/2018 through 6/30/2018

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	2	1	1	50.00%
CDD Code Enforcement	52	29	23	55.77%
CDD Health	3	2	1	66.67%
Finance	1	1	0	100.00%
Fire	37	15	22	40.54%
Total	95	48	47	50.53%

Resolved Unresolved



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 (6/1/2018 through 6/30/2018)

Department	Violations	Tickets
CDD Code Enforcement	16	16
CDD Health	1	1
Fire	26	24
Total	43	41

General Program Responsibilities Code Enforcement	
Customer Service Requests - Initial	189
Foreclosure Notice Received	6
License Approval	30
License Closeouts	7
License Needed	2
Monitoring Vacant Business Location	29
Monitoring Vacant Lots	10
Monitoring Vacant PUD Homes	26
Monitoring Vacant SF Homes weekly	234
Notice Served	12
Nuisance Locations Cut VOS Contractor	11
Sweep Residential Area	42
Sweeps Commercial Area	3
Sweeps Garbage	41
Sweeps Village Wide	17
Sweeps Weekend	4
Tax Stamp Hold Status	5
Vacant Registration Received	5
This Month's Total	673

Inspections Completed Code Enforcement	
Commercial Maintenance - Initial	20
Commercial Warnings Issued	2
Gas Station Maintenance	2
Garbage Retail Locations Monitored	2
License - Recycling/Sign/New	5
Landscape Maintenance - Initial	17
Tree Removal Permits	23
Residential Maintenance - Initial	48
Residential Warnings Issued	52
Home Based Business License	2
Dead Tree Notice	3
Contractor Rental Home - Initial	18
License - Rental	0
Licenses - Vending	1
License Tobacco - Unannounced	0
This Month's Total	195

Follow Up Inspections	Pass	Fail	Total
Business License	5	1	6
Commercial Property	25	26	51
Landscape Maintenance	4	8	12
Rental Contractor	2	7	9
Residential Property	32	79	111
This Month's Totals	68	121	189

Health

Commercial Property Inspections	Total
Body Care Inspection	19
Commercial Inspection	1
Day Care Environmental Survey	0
Day Care Complaint	1
Food Service Complaint	18
Food Service License	22
Food Service Recycling Verify	0
Food Service Routine	129
Health Final Inspection	34
Health/Fire Inspection	7
Health On Site Meeting Inspection	1
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	251

Breakdown of Follow Up Inspections	
Inspection Type	Total
Commercial Comp Follow Up	0
Day Care Survey Follow Up	0
Food Complaint Follow Up	8
Food Service Follow Up 1	24
Food Service Follow Up 2	6
Food Service Follow Up 3	1
Residential Complaint F/Up	16
FY Totals	47

Residential Property Inspections	Total
Residential Complaint	23
FY Total Residential	23

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	June 2018		June 2017		FY 18-19 (YTD)		FY 17-18 (Total)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	766	\$31,115,173	664	\$50,726,050	1,672	\$47,464,199	9,510	\$229,227,456
Engineering	59	\$1,388,840	59	\$2,739,869	105	\$3,240,122	373	\$23,039,054
Fire	42	\$10,201,827	30	\$130,959	101	\$10,667,798	546	\$7,967,332
TOTAL	867	\$42,705,840	753	\$53,596,878	1,878	\$61,372,119	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.

<p>Complete review of residential permits within 7 business days.</p>	<p>Average Number of Days</p> <table border="1"> <thead> <tr> <th>Month</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> </tr> </thead> <tbody> <tr><td>May</td><td>7.5</td><td>13.5</td><td>13.5</td></tr> <tr><td>Jun</td><td>8.5</td><td>11.5</td><td>13.5</td></tr> <tr><td>Jul</td><td>7.5</td><td>8.5</td><td>13.5</td></tr> <tr><td>Aug</td><td>7.5</td><td>10.5</td><td>13.5</td></tr> <tr><td>Sep</td><td>7.0</td><td>12.5</td><td>13.5</td></tr> <tr><td>Oct</td><td>10.5</td><td>9.5</td><td>13.5</td></tr> <tr><td>Nov</td><td>11.5</td><td>9.5</td><td>13.5</td></tr> <tr><td>Dec</td><td>4.5</td><td>12.5</td><td>13.5</td></tr> <tr><td>Jan</td><td>4.5</td><td>13.0</td><td>13.5</td></tr> <tr><td>Feb</td><td>5.5</td><td>9.5</td><td>13.5</td></tr> <tr><td>Mar</td><td>7.0</td><td>9.5</td><td>13.5</td></tr> <tr><td>Apr</td><td>5.0</td><td>10.0</td><td>13.5</td></tr> </tbody> </table> <p>Number of Permits</p> <table border="1"> <thead> <tr> <th>Month</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> </tr> </thead> <tbody> <tr><td>May</td><td>500</td><td>1000</td><td>1000</td></tr> <tr><td>Jun</td><td>500</td><td>800</td><td>800</td></tr> <tr><td>Jul</td><td>500</td><td>600</td><td>600</td></tr> <tr><td>Aug</td><td>500</td><td>700</td><td>700</td></tr> <tr><td>Sep</td><td>500</td><td>800</td><td>800</td></tr> <tr><td>Oct</td><td>600</td><td>600</td><td>600</td></tr> <tr><td>Nov</td><td>700</td><td>600</td><td>600</td></tr> <tr><td>Dec</td><td>400</td><td>800</td><td>800</td></tr> <tr><td>Jan</td><td>400</td><td>800</td><td>800</td></tr> <tr><td>Feb</td><td>500</td><td>600</td><td>600</td></tr> <tr><td>Mar</td><td>600</td><td>600</td><td>600</td></tr> <tr><td>Apr</td><td>500</td><td>600</td><td>600</td></tr> </tbody> </table> <p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 13.5 Days</p> <p>FY 18 Total: 10.3 Days FY 17 Total: 8.1 Days</p> <p><i>*Source: MUNIS</i></p>	Month	FY 17	FY 18	FY 19	May	7.5	13.5	13.5	Jun	8.5	11.5	13.5	Jul	7.5	8.5	13.5	Aug	7.5	10.5	13.5	Sep	7.0	12.5	13.5	Oct	10.5	9.5	13.5	Nov	11.5	9.5	13.5	Dec	4.5	12.5	13.5	Jan	4.5	13.0	13.5	Feb	5.5	9.5	13.5	Mar	7.0	9.5	13.5	Apr	5.0	10.0	13.5	Month	FY 17	FY 18	FY 19	May	500	1000	1000	Jun	500	800	800	Jul	500	600	600	Aug	500	700	700	Sep	500	800	800	Oct	600	600	600	Nov	700	600	600	Dec	400	800	800	Jan	400	800	800	Feb	500	600	600	Mar	600	600	600	Apr	500	600	600
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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>Complete review of small commercial permits within 7 business days.</p>	<p>Average Number of Days</p> <p>Number of Permits</p> <p>Commercial Permits (Small) Other Permits</p> <p>FY 18 FY 19</p> <p>Target</p>	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 10.4 Days</p> <p>FY 18 Total: 11.2 Days</p> <p><i>*Source: MUNIS</i></p>
<p>Complete review of large commercial permits within 15 business days.</p>	<p>Average Number of Days</p> <p>Number of Permits</p> <p>Commercial Permits (Large) Other Permits</p> <p>FY 18 FY 19</p> <p>Target</p>	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 28.8 Days</p> <p>FY 18 Total: 14.8 Days</p> <p><i>*Source: MUNIS</i></p>
<p>Complete review of 80% of commercial permits within target.</p>	<p>Percent</p> <p>Target</p> <p>FY 18 Large Commercial % FY 18 Small Commercial %</p> <p>FY 19 Large Commercial % FY 19 Small Commercial %</p>	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD (Large): 3.9%</p> <p>FY 19 YTD (Small): 44.5%</p> <p>FY 18 Total (Large): 51%</p> <p>FY 18 Total (Small): 43%</p> <p><i>*Source: MUNIS</i></p>

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

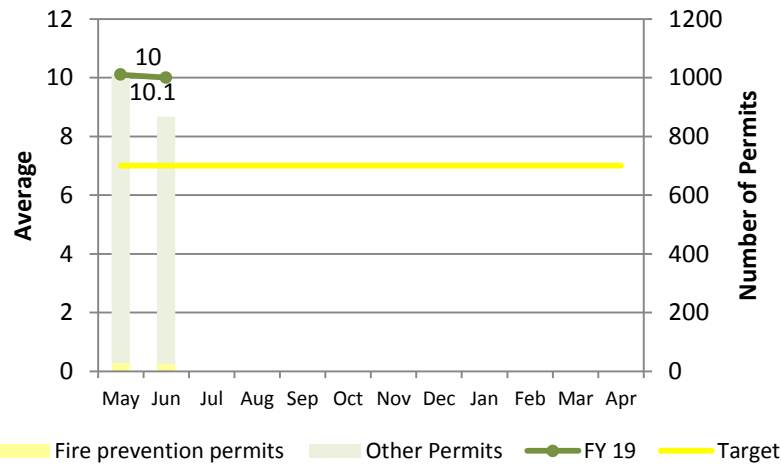
the engineering permit application by staff and completed review. The department is also measuring the percentage of time that the set benchmark is met. When engineering permits are received, they are time stamped and scanned into the village’s permit management system (MUNIS), which makes ongoing measurement and reporting on this KPI possible.

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Complete review of residential engineering permits within 7 business days.</p>	<p>Average</p> <p>Number of Permits</p> <p>Other Permits Residential Engineering Permits</p> <p>FY 18 FY 19</p> <p>Target</p>	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 12.3 Days</p> <p>FY 18 Total: 8.5 Days</p> <p><i>*Source: MUNIS</i></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Complete review of commercial engineering permits within 10 business days.</p>	<p>Average</p> <p>Number of Permits</p> <p>Other Permits Commercial Engineering Permits</p> <p>FY 18 FY 19</p> <p>Target</p>	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD: 11.0 Days</p> <p>FY 18 Total: 10.5 Days</p> <p><i>*Source: MUNIS</i></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">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 18 Residential Engineering %</p> <p>FY 19 Commercial Engineering % FY 19 Residential Engineering %</p> <p>Target</p>	<p>Run the Business: Simplify Customer Procedures</p> <p>FY 19 YTD (Res.): 9%</p> <p>FY 19 YTD (Com.): 44%</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.

Complete review of fire prevention permits within 7 business days.



Run the Business:
Simplify Customer Procedures

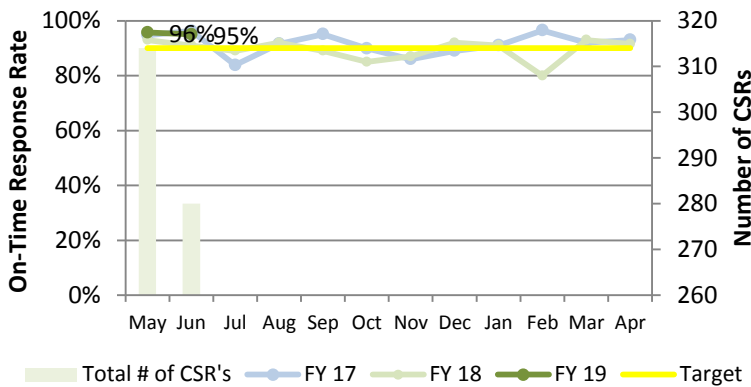
FY 19 YTD: 10.1 Days

*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 CSR's.



Run the Business:
Embrace Customer Service

FY 19 YTD: 95.4%

FY 18 Total: 92%

FY 17 Total: 92%

*Source: Village's CSR Portal

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.

