

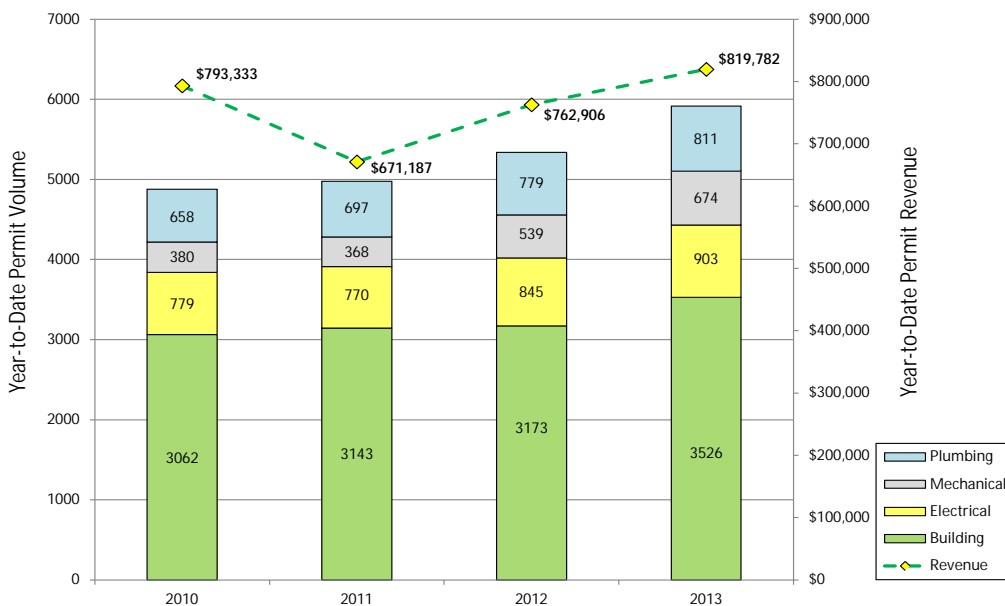
Memorandum

To: Cara Pavlicek, Village Manager
From: Steve Witt, Manager, Building & Property Standards
Cc: David Powers, Director of Communications
 BPS Division Staff
Subject: Monthly Report – November 2013
Date: 12/20/13

The following graphs represent department workload and performance related to construction activities within the Village for the month of November 2013. In addition, noteworthy department activities and accomplishments in the month of November included:

- Final Certificates of Occupancy were issued for the second floor office renovations at 100 S. Oak Park, the Dialysis Clinic at 733 Madison, Interfaith Housing’s project at 422 S. Grove, Rehm Pool Bath House Renovations and the Holley Court Garage Expansion (completion of structural repairs).
- Plan review application was received for the BACCI Pizza takeout restaurant to be located at 421 N. Harlem.
- 91% of the 22 respondents to the permit counter survey “agreed” or “strongly agreed” that their overall service experience was excellent.

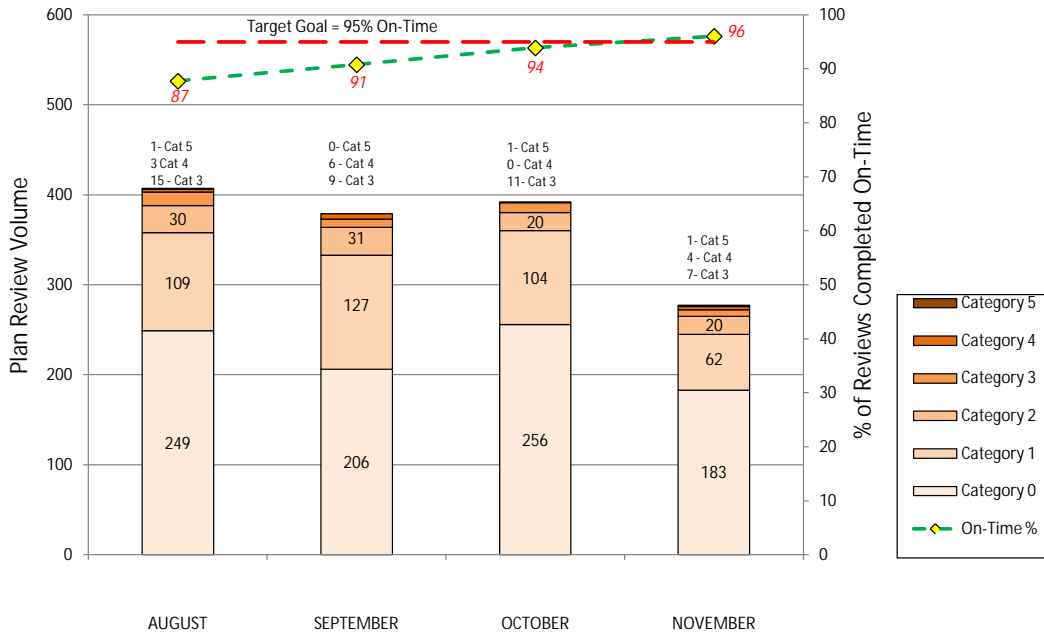
Year-to-Date Permit Application Volume and Revenue Through end of November for Each Year (including Online Permits)



The number of permit applications received in November was about 33 percent lower than that in the previous month. The year-to-date total; however, is about 11 percent higher than last year at this time. Online permits YTD account for 8.35 percent of the total number of permits issued and 6 percent of permit revenue.

Monthly Plan Review Volume by Category and % Completed On-Time Across All Case Types

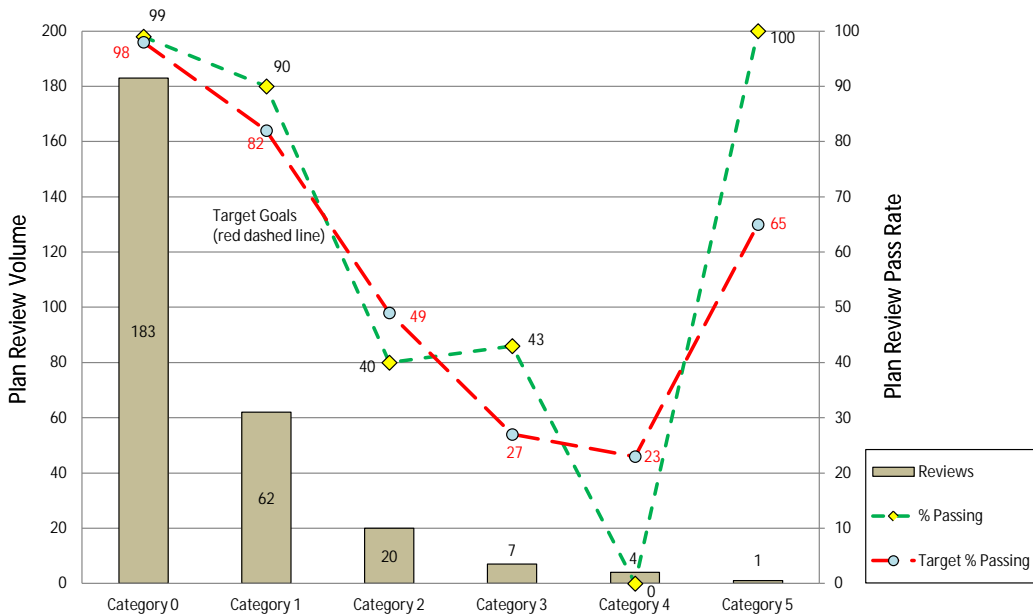
Turn around time is calculated from date of application to completion of initial review by all Village departments.
Chart does not include processing of Online Permits



Total number of plan review applications dropped about 29 percent from the previous month as the cold weather set in. As of the end of the month, there were 31 applications in the review queue with 16 cases overdue an average of 4 days.

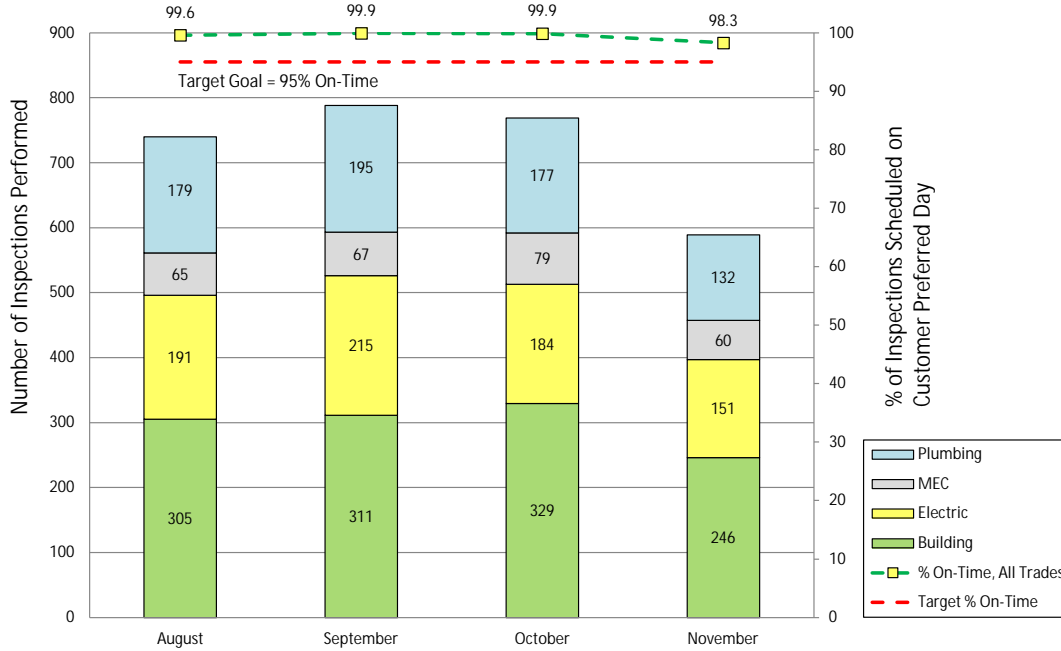
Plan Review Volume and Initial Review Pass Rate by Permit Category November 2013

Chart does not include processing of Online Permits



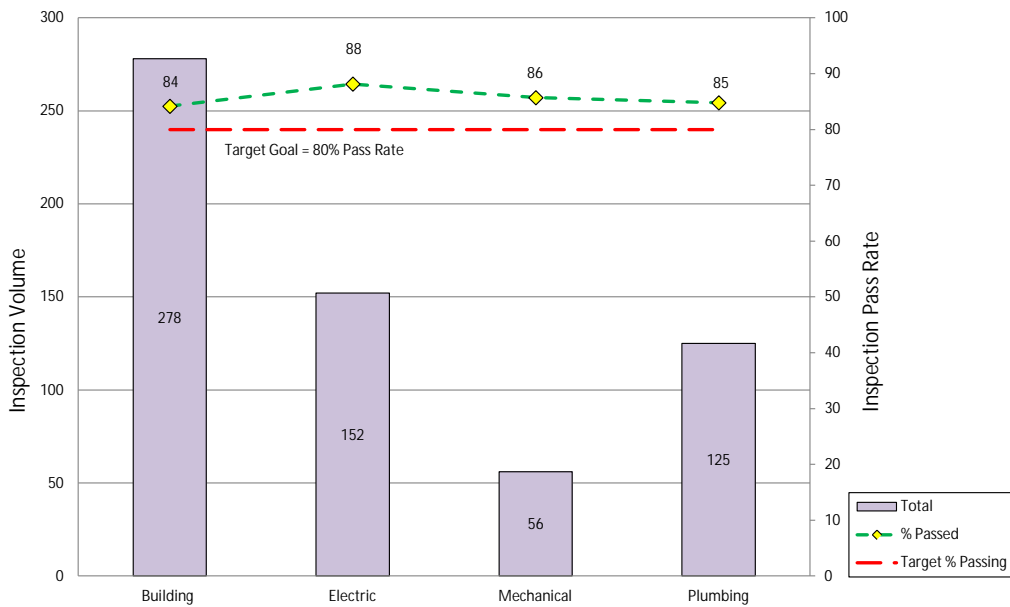
With the exception of the Category 4 reviews, each Category performed well for initial review pass rate.

Monthly Scheduled Inspection Volume and % of All Inspections Scheduled on Customer Preferred Day



Construction activity slowed down in November with the onset of cold weather, evidenced by a 23 percent drop in requests for construction inspections.

Inspection Volume and Pass Rate November 2013



The pass rates for inspections performed met target goals for all trades for the month of November.