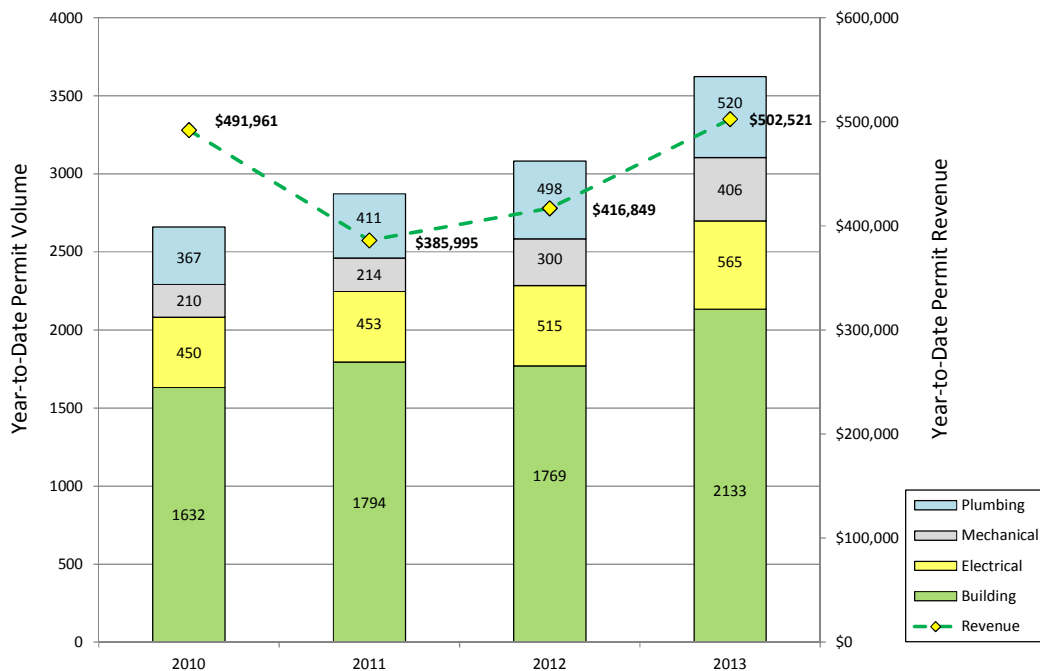# Memorandum

To: Cara Pavlicek, Village Manager

From: Steve Witt, Manager, Building & Property Standards

Cc: David Powers, Director of Communications
BPS Department Staff

Subject: **Monthly Report – July 2013**

Date: 09/12/13

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

- Plan review application was received for the new Lou Malnati's restaurant at 1038 Lake Street
- 80% of the 30 respondents to the permit counter survey "agreed" or "strongly agreed" that their overall service experience was excellent
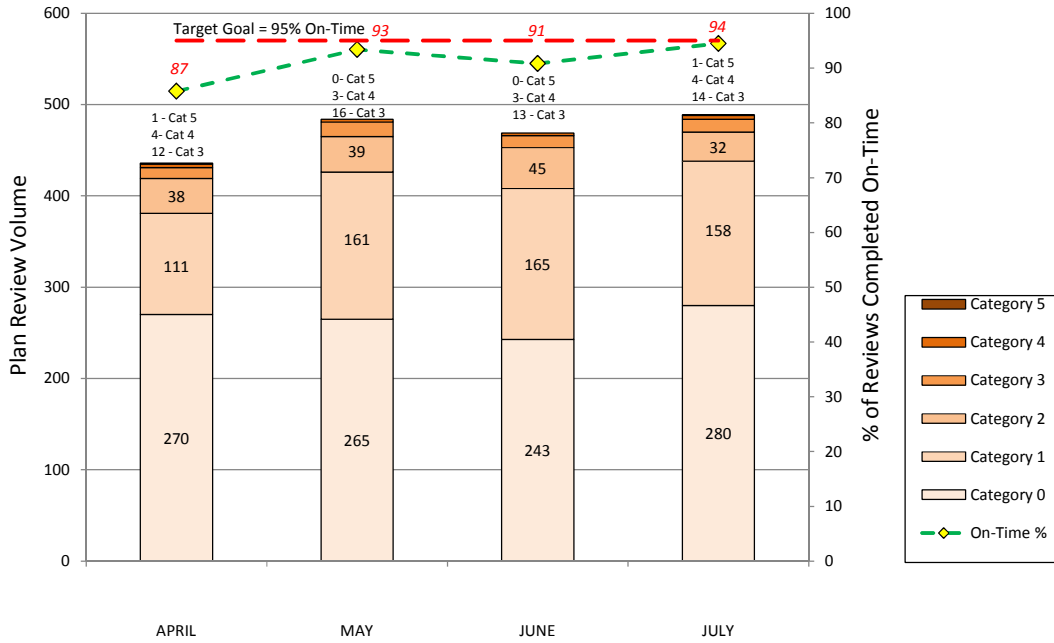
**Year-to-Date Permit Application Volume and Revenue
Through end of July for Each Year**
(including Online Permits)

The number of permits issued in July was about 10 percent higher than that in the previous month. The year-to-date total is about 17 percent higher than last year at this time.

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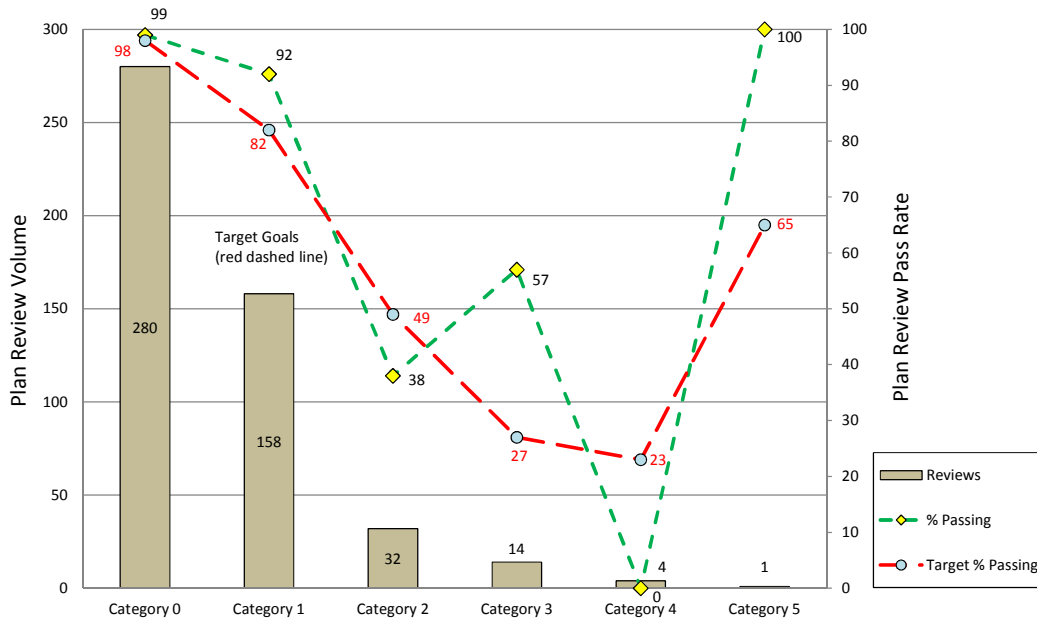## % Completed On-Time Across All Case Types

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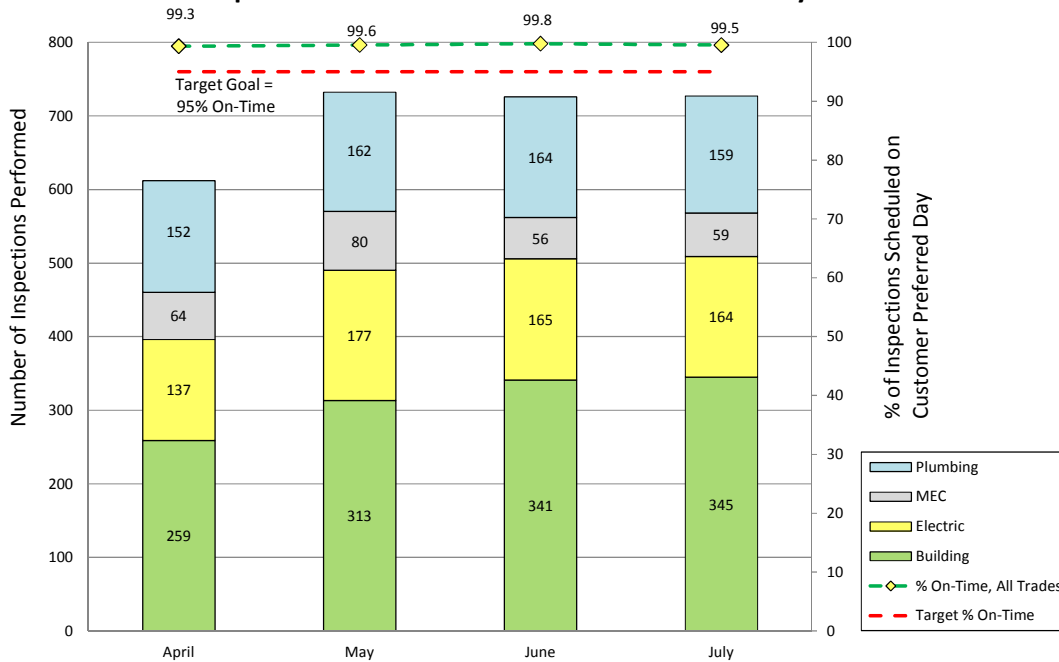Chart does not include processing of Online Permits**

Total number of plan reviews performed increased by 4 percent in July over the previous month. As of the end of the month, there were 26 applications in the review queue with 7 cases overdue an average of 7 days, mainly Category 2 reviews. An additional case came out of a 2 month hold for historic review and was added to the building review list.

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

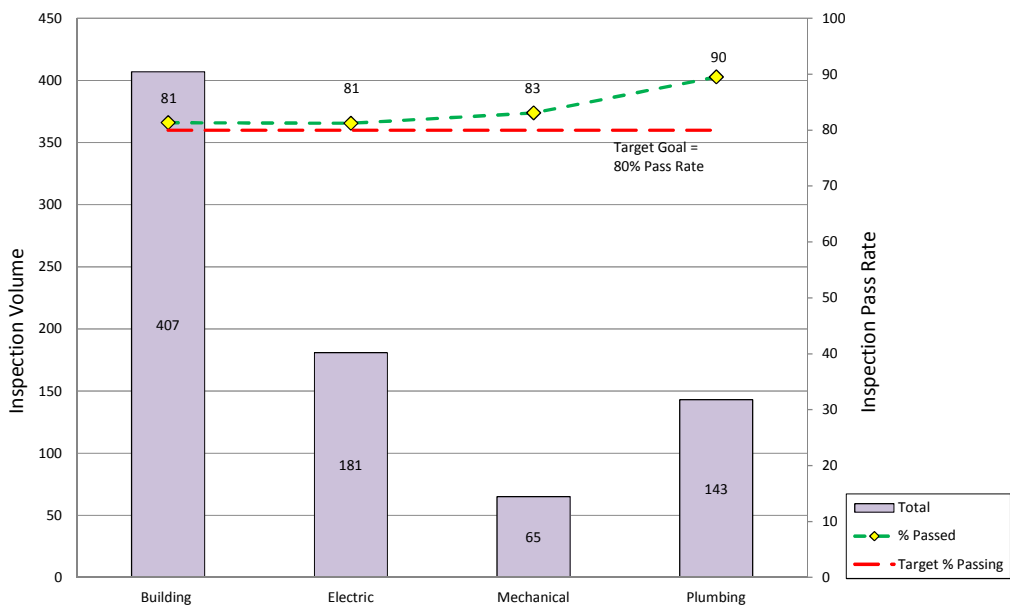**Chart does not include processing of Online Permits**

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

Construction inspection requests and response times remained basically the same as the previous month.

Inspection Volume and Pass Rate
July 2013

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