

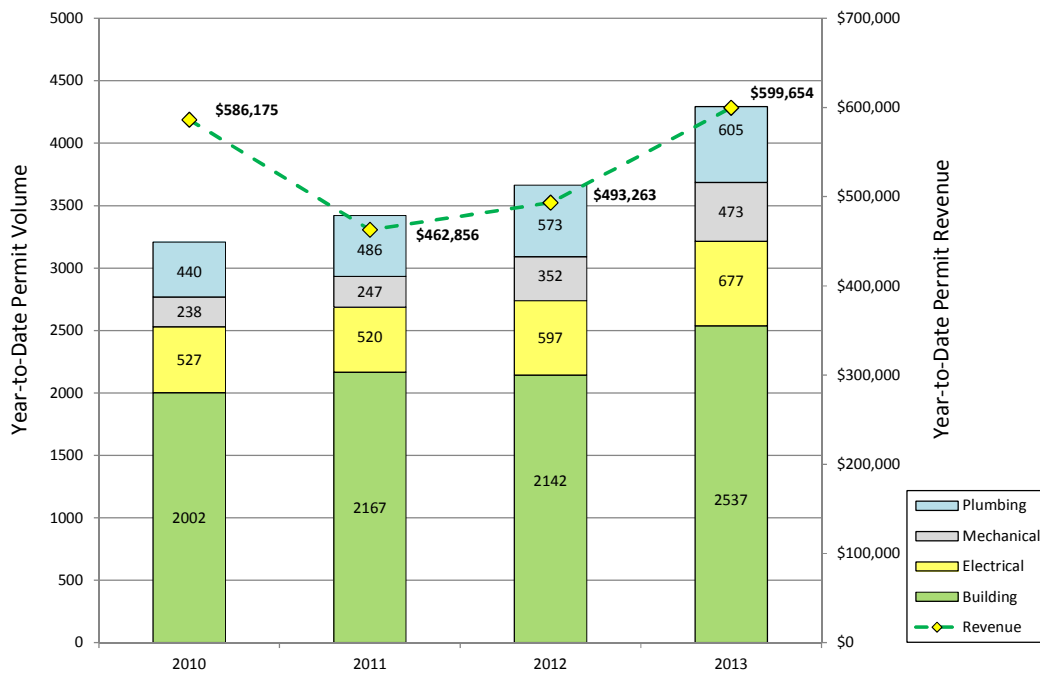
Memorandum

To: Cara Pavlicek, Village Manager
From: Steve Witt, Manager, Building & Property Standards
Cc: David Powers, Director of Communications
 BPS Department Staff
Subject: Monthly Report – August 2013
Date: 09/30/13

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

- Permits were issued on several notable projects including Papaspiro’s Agora at 733 Lake, The Dailey Method Studio at 208 S. Marion, I-Go Solar Canopy on North Boulevard and a new LEED designed single-family home at 642 N. Marion.
- 85% of the 27 respondents to the permit counter survey “agreed” or “strongly agreed” that their overall service experience was excellent

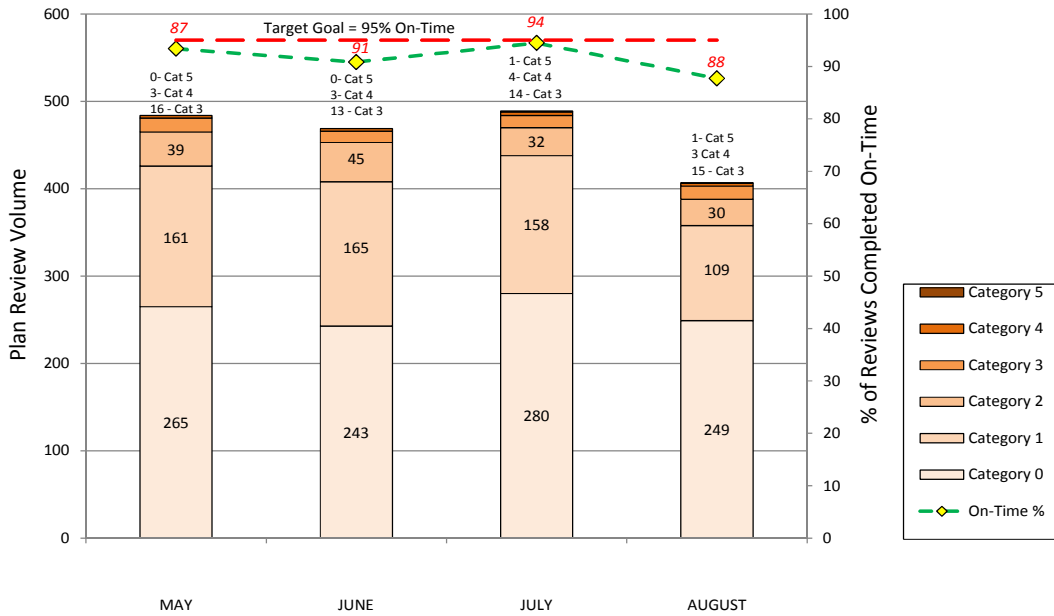
**Year-to-Date Permit Application Volume and Revenue
 Through end of August for Each Year
 (including Online Permits)**



The number of permits issued in July was about 6 percent less than that in the previous month. Nonetheless, the year-to-date total is about 18 percent higher than last year at this time.

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

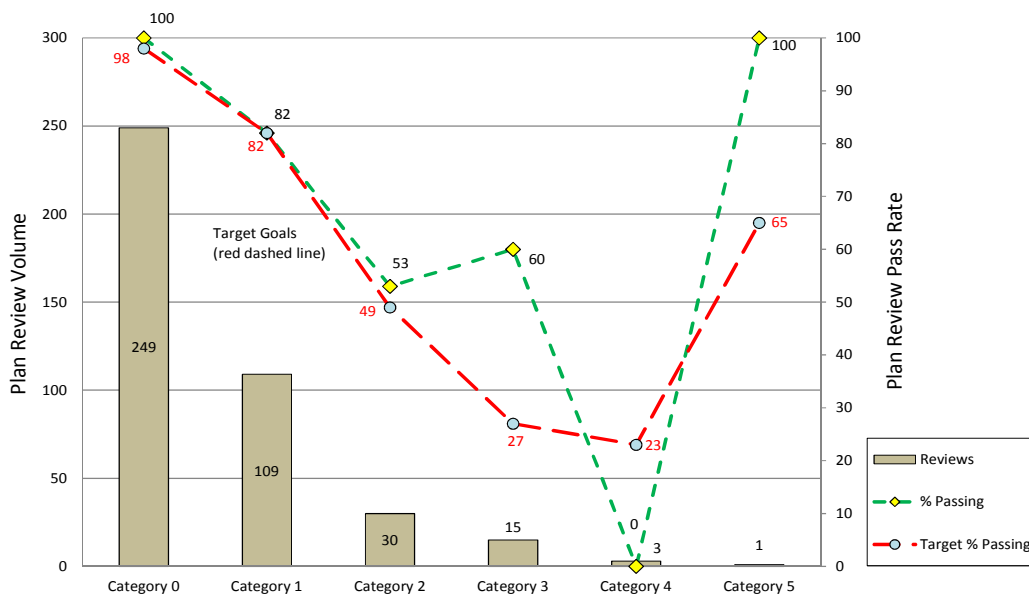
Turn around time is calculated from date of application to completion of initial review by all Village departments.
Chart does not include processing of Online Permits



Total number of plan reviews application dropped about 17% from the previous month. Performance dropped as the plan reviewers assisted at the permit counter to service walk-in customers while some of the permit counter staff were on vacation. As of the end of the month, there were 51 applications in the review queue with 8 cases overdue an average of 5 days each.

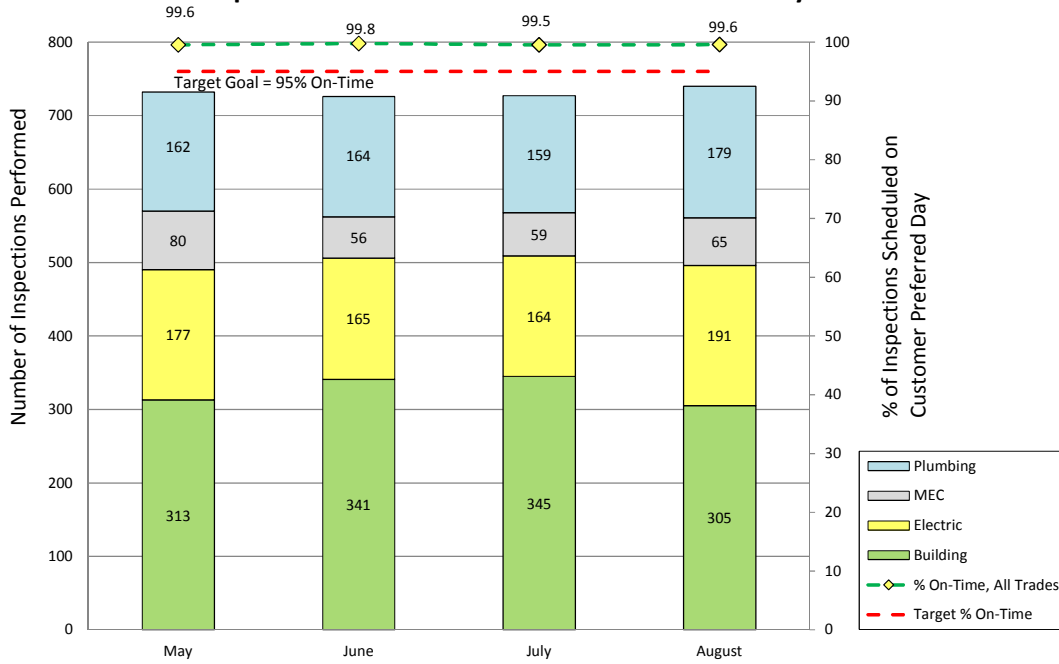
Plan Review Volume and Initial Review Pass Rate by Permit Category August 2013

Chart does not include processing of Online Permits



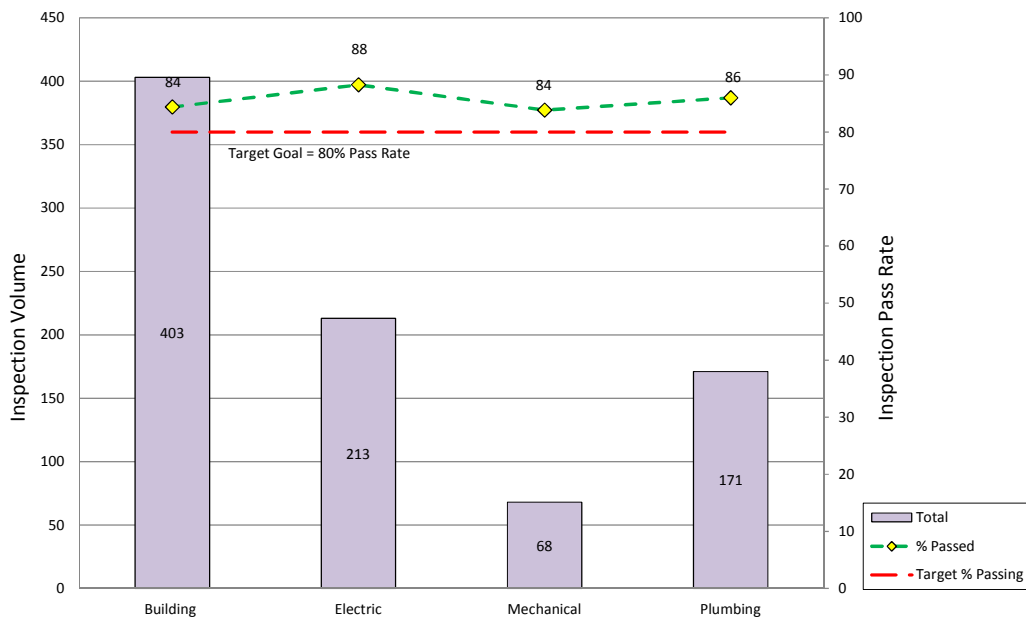
With the exception of the three Category 4 reviews, each Category met target goals for initial review pass rate.

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



Construction activity remained strong in August as the number of inspection requests and response times remained basically the same as the previous month.

Inspection Volume and Pass Rate August 2013



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