

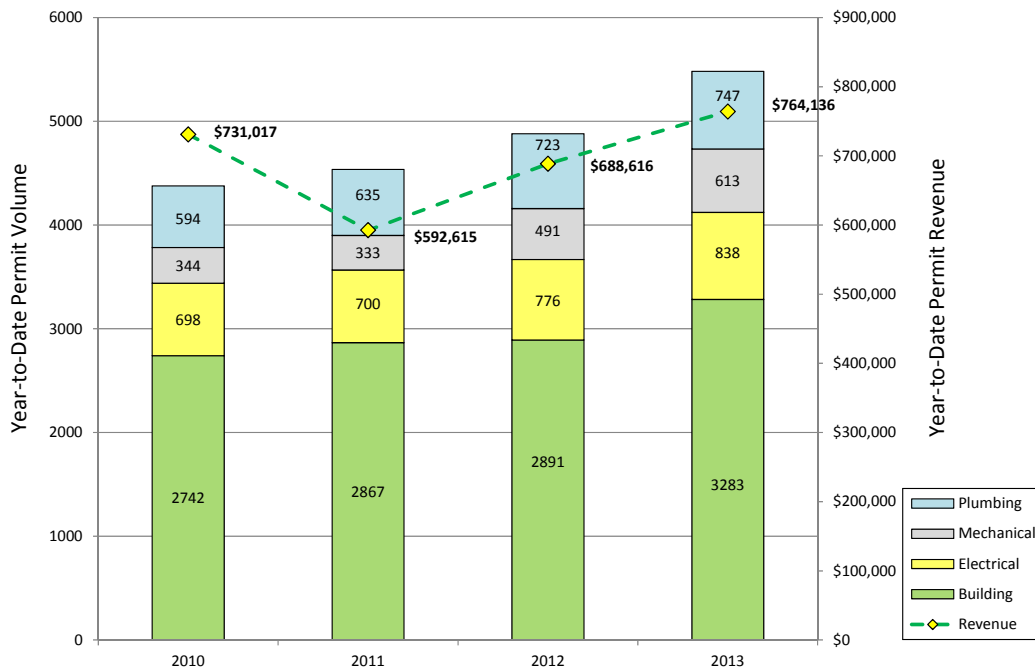
Memorandum

To: Cara Pavlicek, Village Manager
From: Steve Witt, Manager, Building & Property Standards
Cc: David Powers, Director of Communications
 BPS Department Staff
Subject: Monthly Report – October 2013
Date: 11/07/13

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

- Final inspections for the renovation of 12 apartment units at 111 Garfield were performed. The building is targeted for first occupancy in early November.
- Final inspections of the structural repairs of the Holley Court Garage Expansion were performed.
- 84% of the 19 respondents to the permit counter survey “agreed” or “strongly agreed” that their overall service experience was excellent.

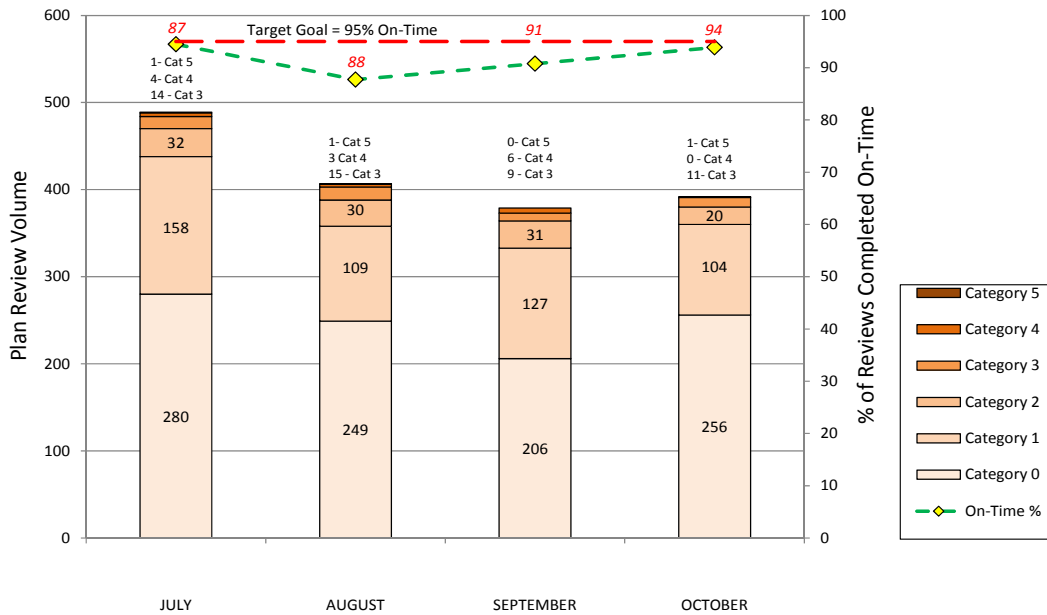
Year-to-Date Permit Application Volume and Revenue Through end of October for Each Year (including Online Permits)



The number of permit applications received in October was about 20 percent higher than that in the previous month. The year-to-date total is about 12 percent higher than last year at this time. Online permits YTD account for 7.85 percent of the total number of permits issued.

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

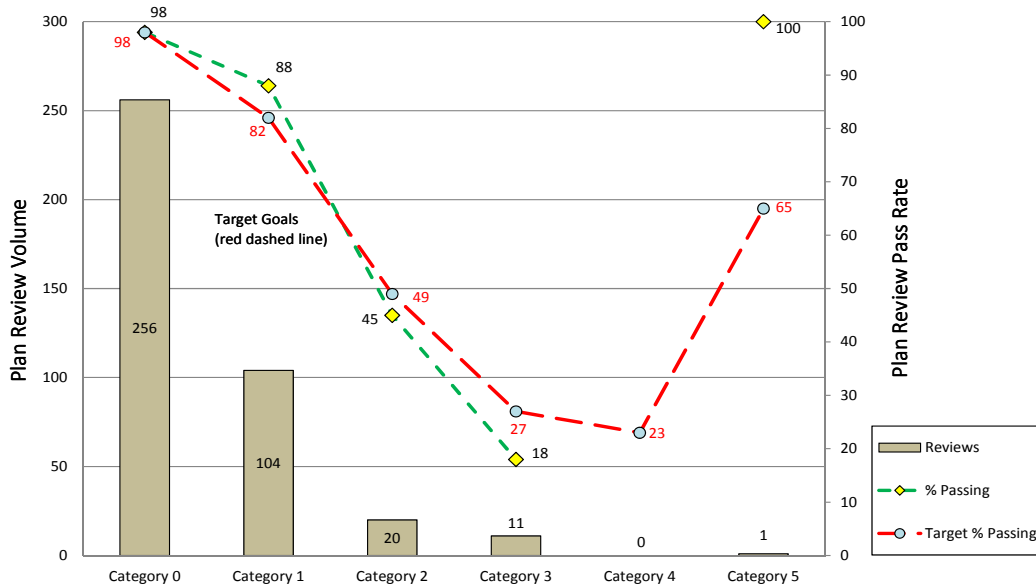
Turn around time is calculated from date of application to completion of initial review by all Village departments.
Chart does not include processing of Online Permits



Total number of plan review applications rose about 5% from the previous month. The performance rating rose as the reviews were not as complex as the previous month. As of the end of the month, there were 25 applications in the review queue with 1 case overdue 1 day, under historic review.

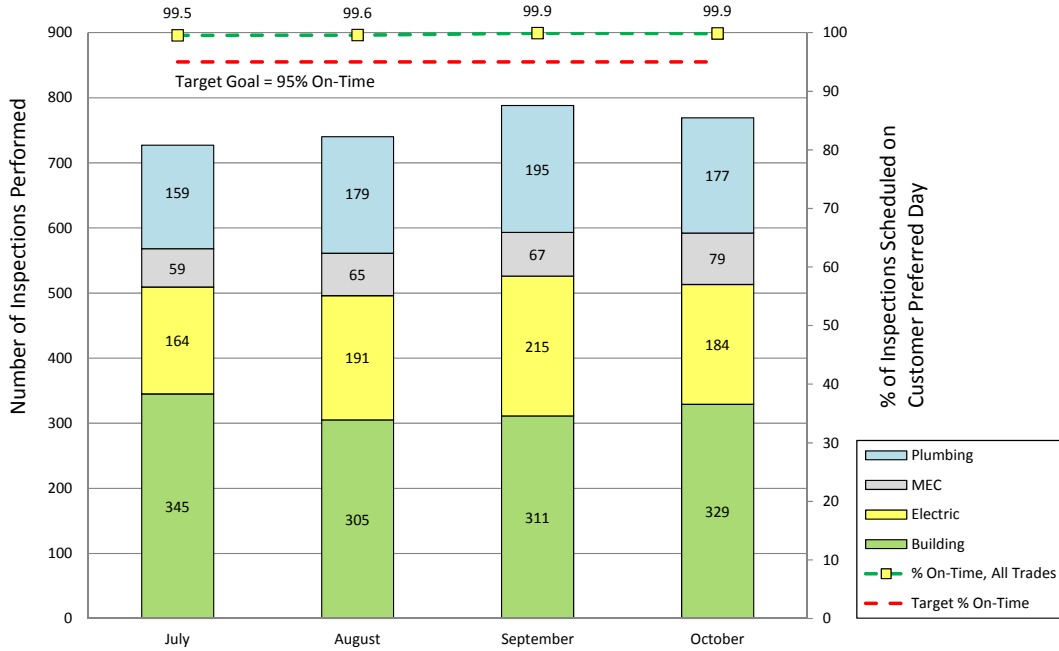
Plan Review Volume and Initial Review Pass Rate by Permit Category October 2013

Chart does not include processing of Online Permits



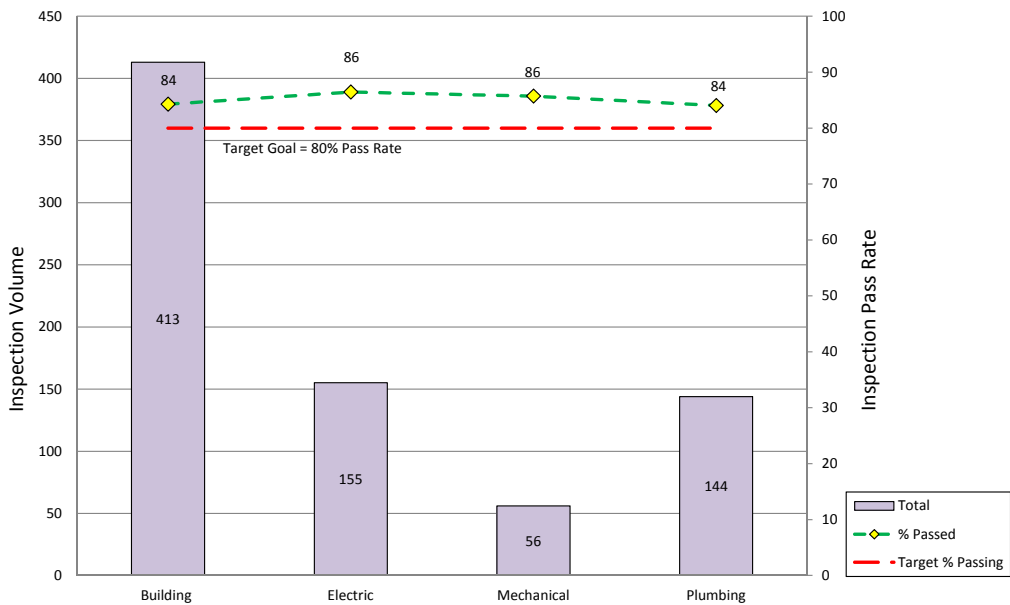
With the exception of the Category 3 reviews, each Category performed well for initial review pass rate.

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



Construction activity remained strong in October as the number of scheduled inspections dropped by less than 3 percent.

Inspection Volume and Pass Rate October 2013



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