

Memorandum

To: Tammie Grossman, Director, Community and Economic Development

From: Steve Witt, Manager, Building & Property Standards

Cc: David Powers, Director of Communications
BPS Division Staff

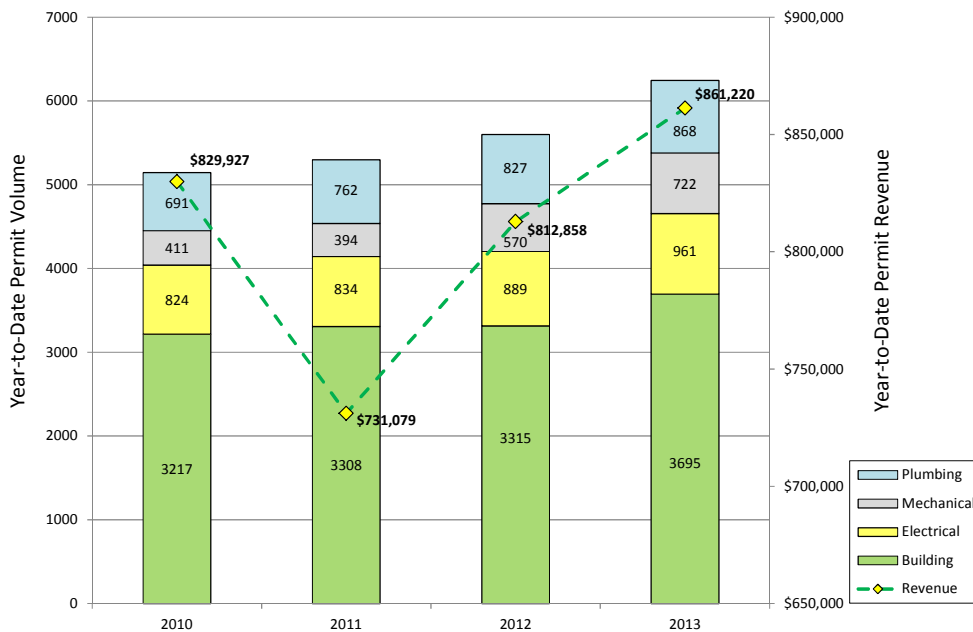
Subject: Monthly Report – December 2013

Date: 01/28/14

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

- Staff responded on site to a basement foundation wall collapse of a single-family home undergoing a basement remodel and worked with the architect and contractor to approve stabilization methods to keep the remainder of the house from collapsing.
- 100% of the 6 respondents to the permit counter survey “agreed” or “strongly agreed” that their overall service experience was excellent.

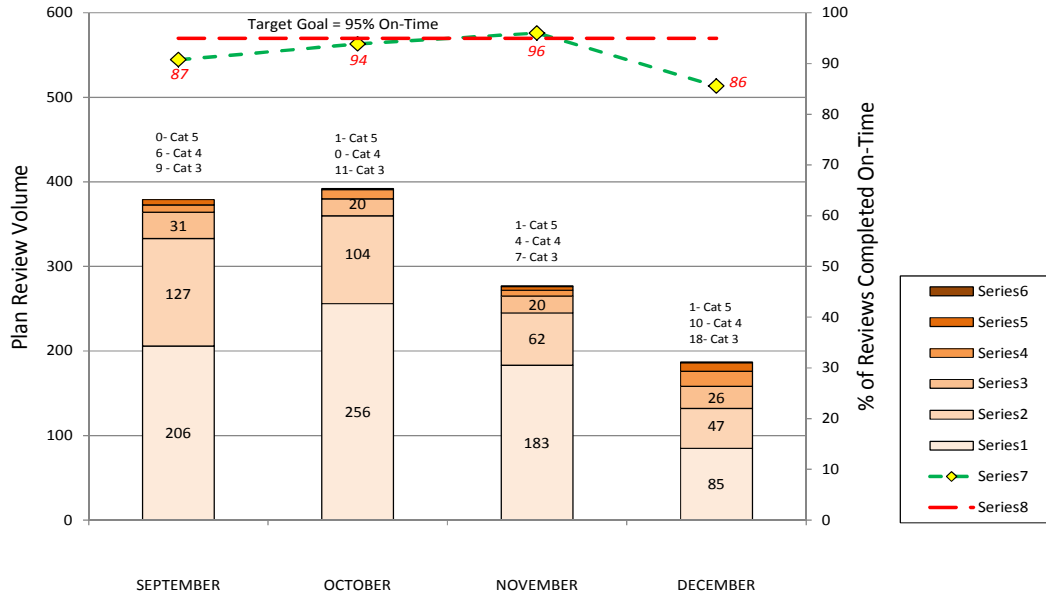
**Year-to-Date Permit Application Volume and Revenue
Through end of December for Each Year
(including Online Permits)**



The number of permit applications received in December was about 23 percent lower than that in the previous month. The year-end total; however, came in at about 11.5 percent higher than last year. Online permits accounted for 8.7 percent of the total number of permits issued and 6.7 percent of permit revenue in 2013.

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

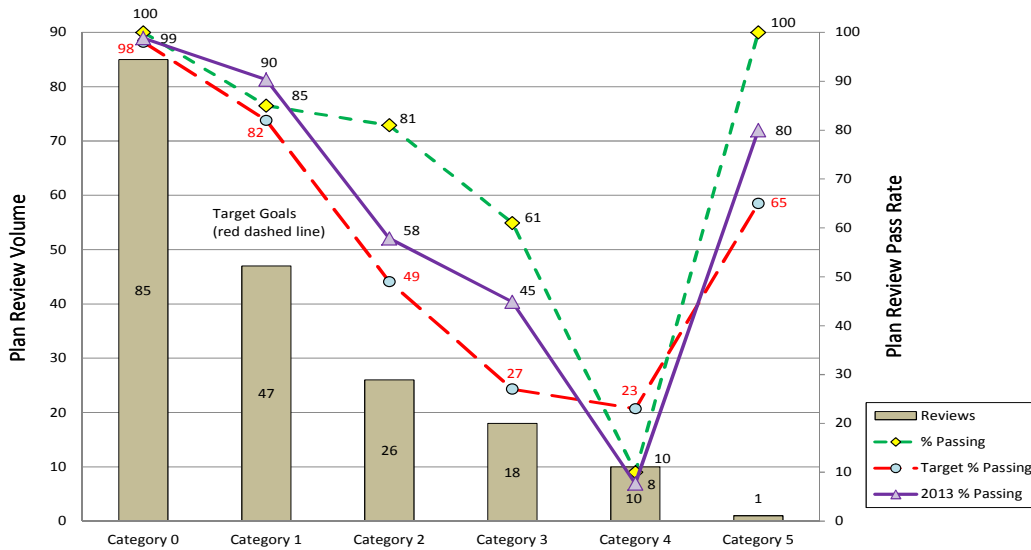
Turn around time is calculated from date of application
to completion of initial review by all Village departments.
Chart does not include processing of Online Permits



Total number of plan review applications dropped about 48 percent from the previous month as the winter construction slow-down continues. The performance rating dropped as the number of more complex reviews, Category 3 and 4, increased substantially, The Holidays and staff year-end vacation time also contributed to the drop. At the end of the month, there were 22 applications in the review queue with 8 cases overdue an average of 5 days. The overall on-time rating for the 4043 plan reviews performed in 2013 was 90 percent, up from 82 percent for 3905 reviews performed in 2012.

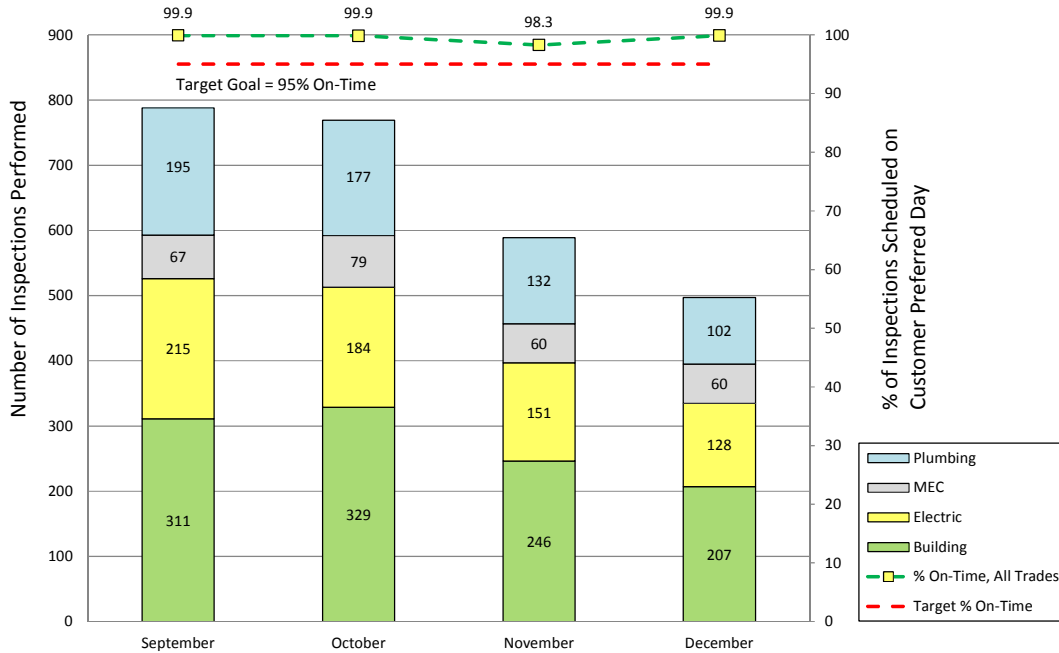
Plan Review Volume and Initial Review Pass Rate by Permit Category December 2013

Chart does not include processing of Online Permits



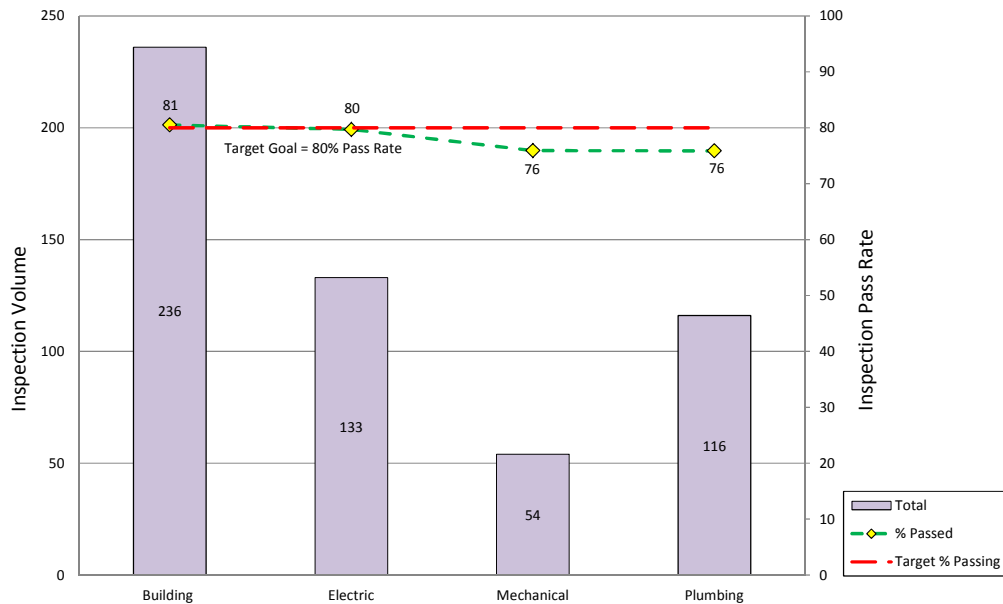
With the exception of the most complex reviews, Category 4, each Category performed above target goals for initial review pass rate in 2013.

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



Construction activity continued its winter slow down in December compounded by the Christmas Holiday being celebrated mid work week. In 2013, staff was able to accommodate scheduling inspections on the day the customer requested better than 99 percent of the time.

Inspection Volume and Pass Rate December 2013



The overall pass rate for the 7541 construction inspections performed in 2013 was 82 percent compared to 80 percent for the 6336 inspections performed in 2012.