

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

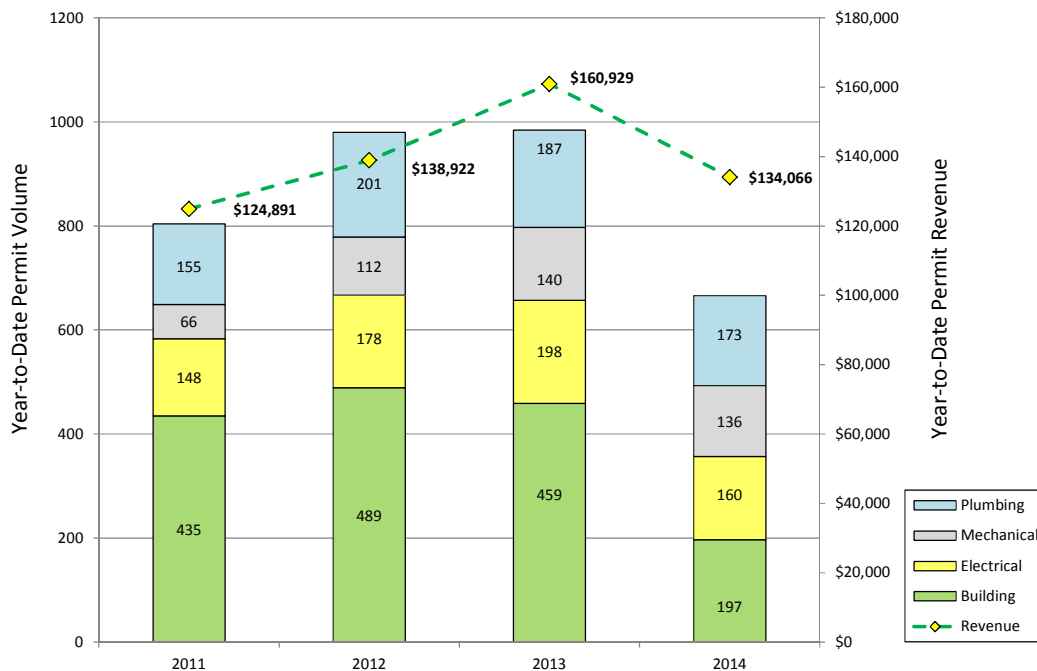
Subject: Monthly Report – March 2014

Date: 05/15/14

The following graphs represent department workload and performance related to construction activities within the Village for the month of March 2014. In addition, noteworthy department activities and accomplishments in the month of March included:

- Permits were issued for Red Mango Yogurt Shop and Fresko Yogurt and Juice Bar
- 90% of the 21 respondents to the permit counter survey “agreed” or “strongly agreed” that their overall service experience was excellent.

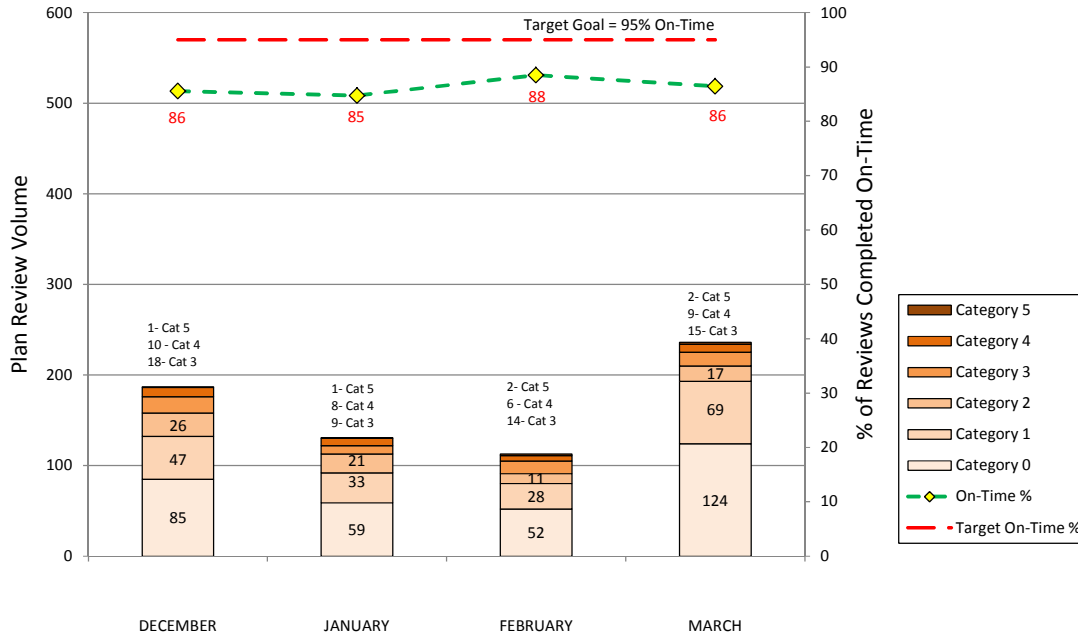
Year-to-Date Permit Application Volume and Revenue
Through end of March for Each Year
(including Online Permits)



With the break in cold weather, the number of permit applications increased 75 percent from the previous month but the YTD number is still substantially lower than last year this time. Permit revenue was down about 17 percent compared to this time last year.

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

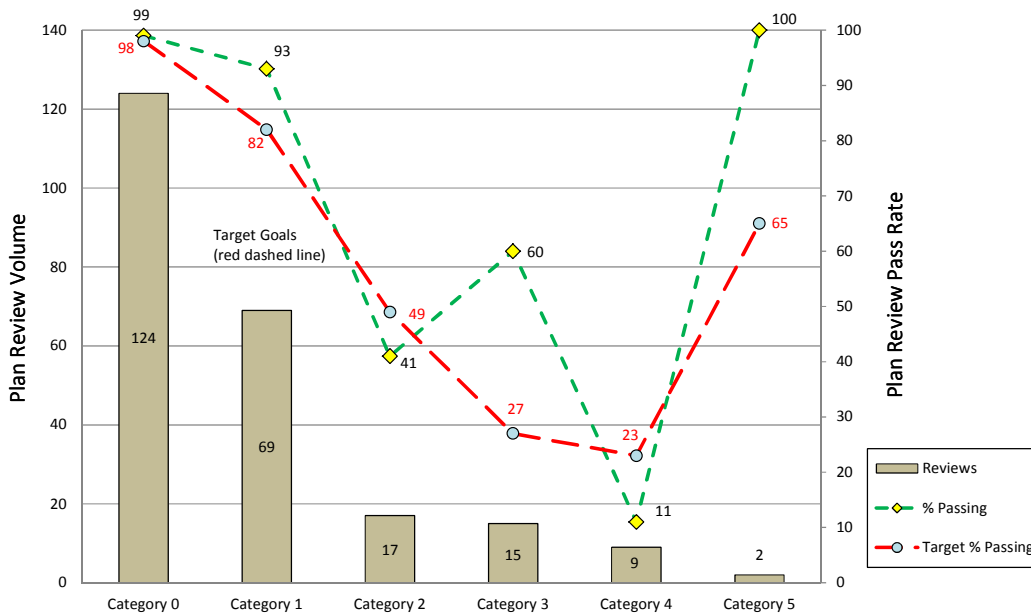
Turn around time is calculated from date of application
to completion of initial review by all Village departments.
Chart does not include processing of Online Permits



Total number of plan review applications doubled from the previous month primarily due to lower complexity projects. As of the end of the month, there were 37 applications in the plan review queue with 8 cases overdue an average of 6 days.

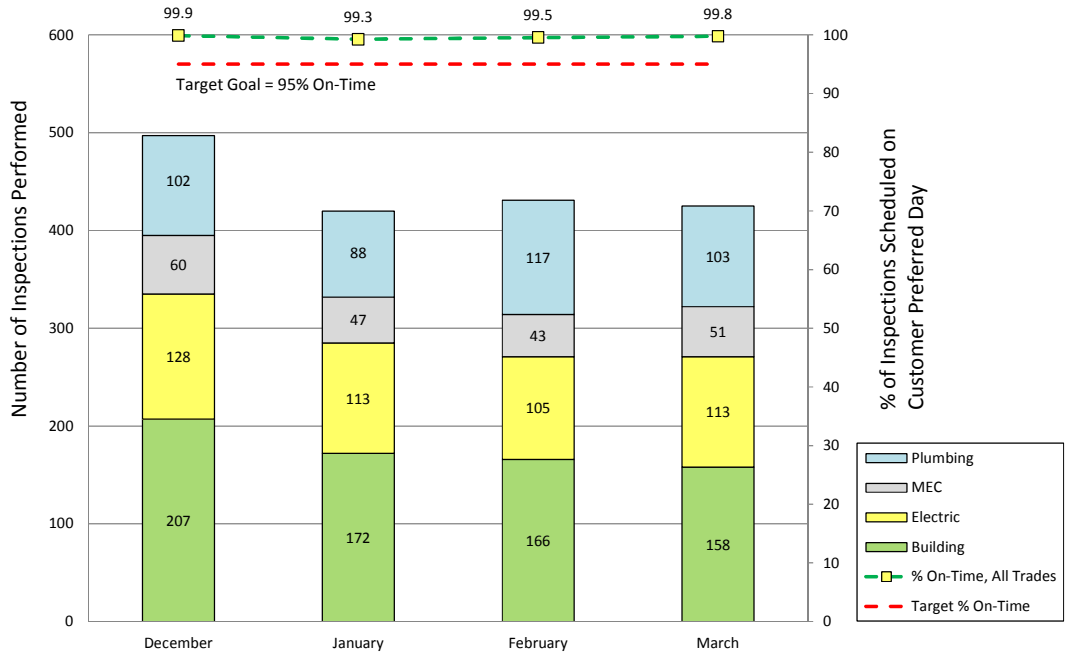
Plan Review Volume and Initial Review Pass Rate by Permit Category March 2014

Chart does not include processing of Online Permits



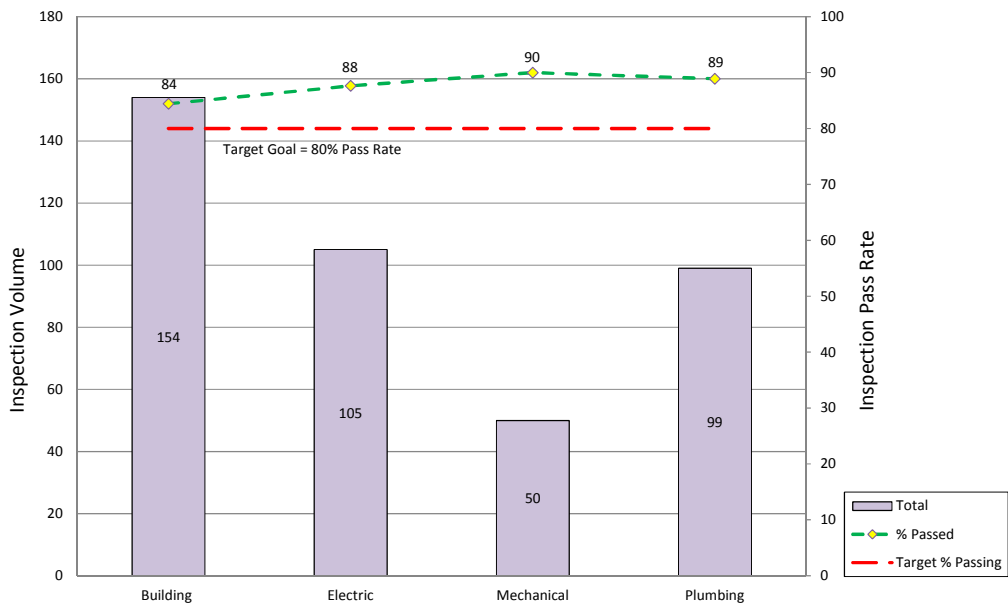
Initial plan review pass rates performed fairly well versus target goals in March.

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



Customers continued to be scheduled on the requested day as construction activity remained about the same as the previous month.

Inspection Volume and Pass Rate March 2014



The overall pass rate for inspections exceeded the target pass rate in March.