

# 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

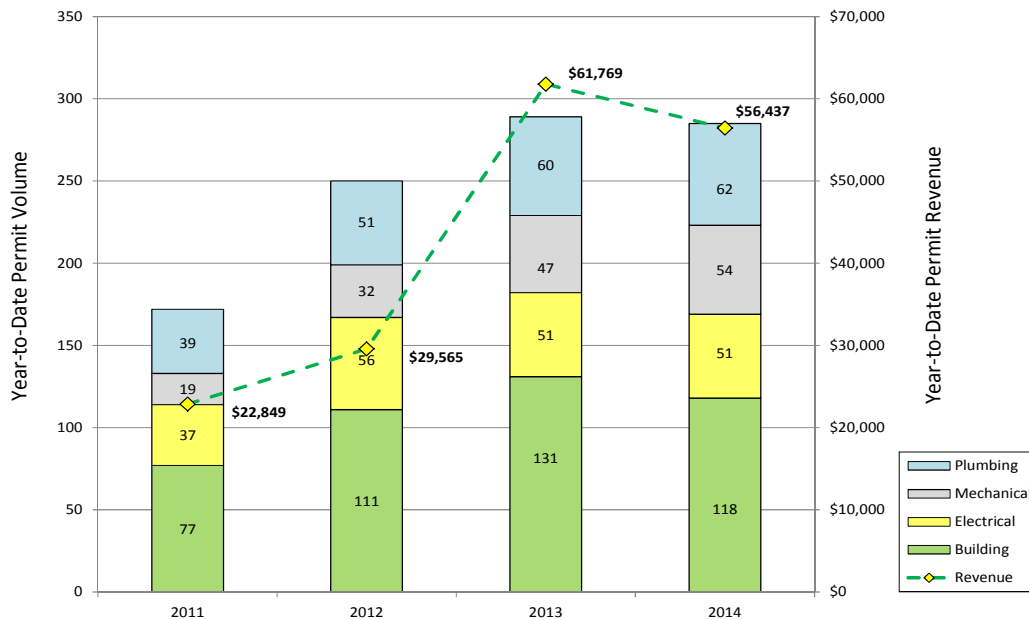
**Subject:** Monthly Report – January 2014

**Date:** 02/13/14

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

- Staff responded to four emergency call-outs for vehicle damage to buildings, three of which had substantial structural damage.
- Chief Building Inspector Steve Touloumis achieved his certification as Master Code Professional, the highest certification offered by the International Code Council. Plans Examiner Ken Bauer and Plumbing Inspector James Dee have previously achieved that certification.
- 100% of the 14 respondents to the permit counter survey “agreed” or “strongly agreed” that their overall service experience was excellent.

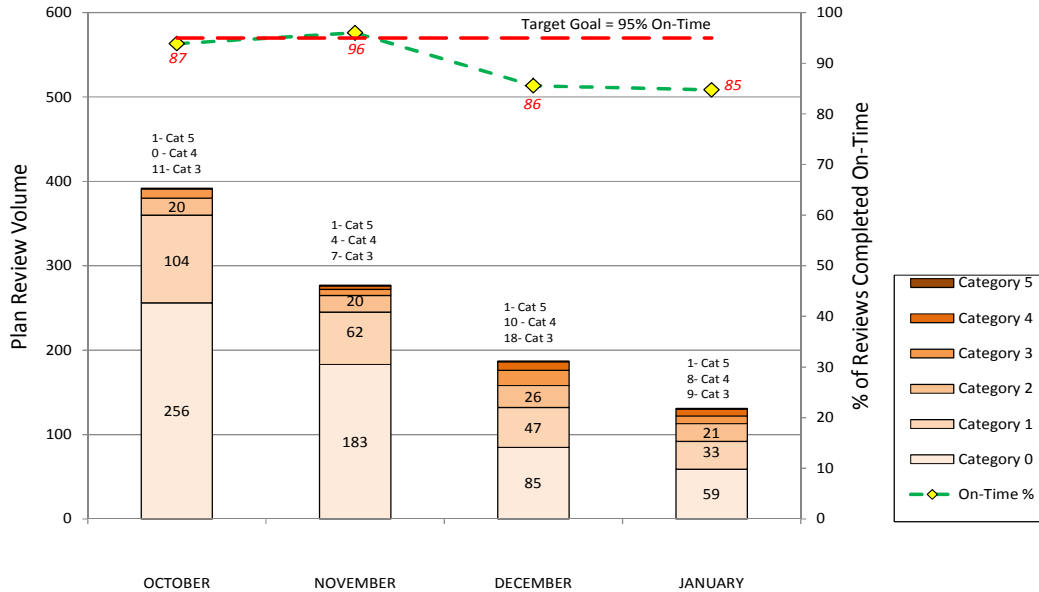
**Year-to-Date Permit Application Volume and Revenue Through end of January for Each Year (including Online Permits)**



The number of permit applications received in January was about 14 percent lower than that in the previous month but only 4 cases less than in January of 2013.

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

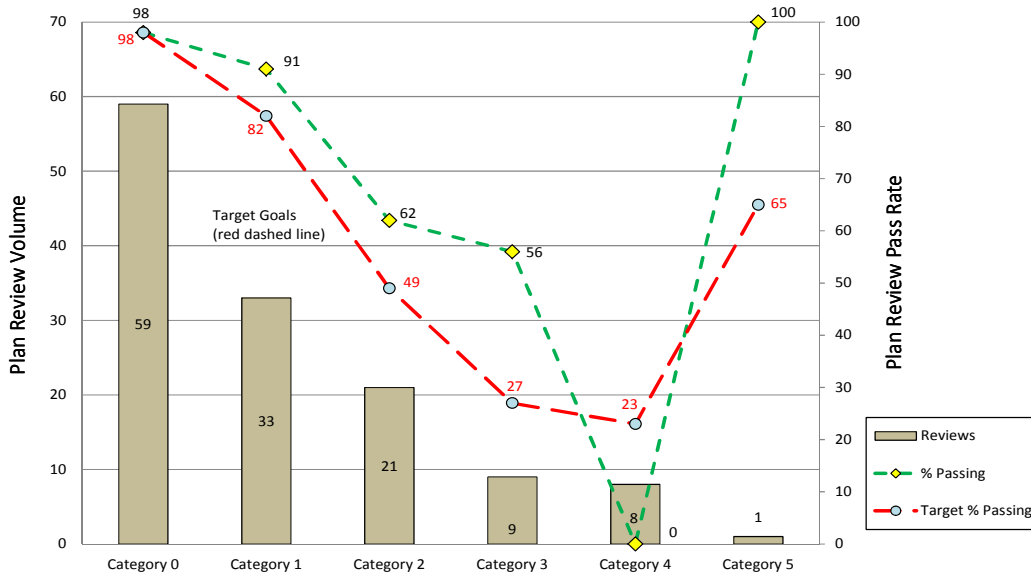
Turn around time is calculated from date of application to completion of initial review by all Village departments.  
Chart does not include processing of Online Permits



Total number of plan review applications dropped about 30 percent from the previous month. As of the end of the month, there were 18 applications in the review queue with 5 cases overdue an average of 5 days.

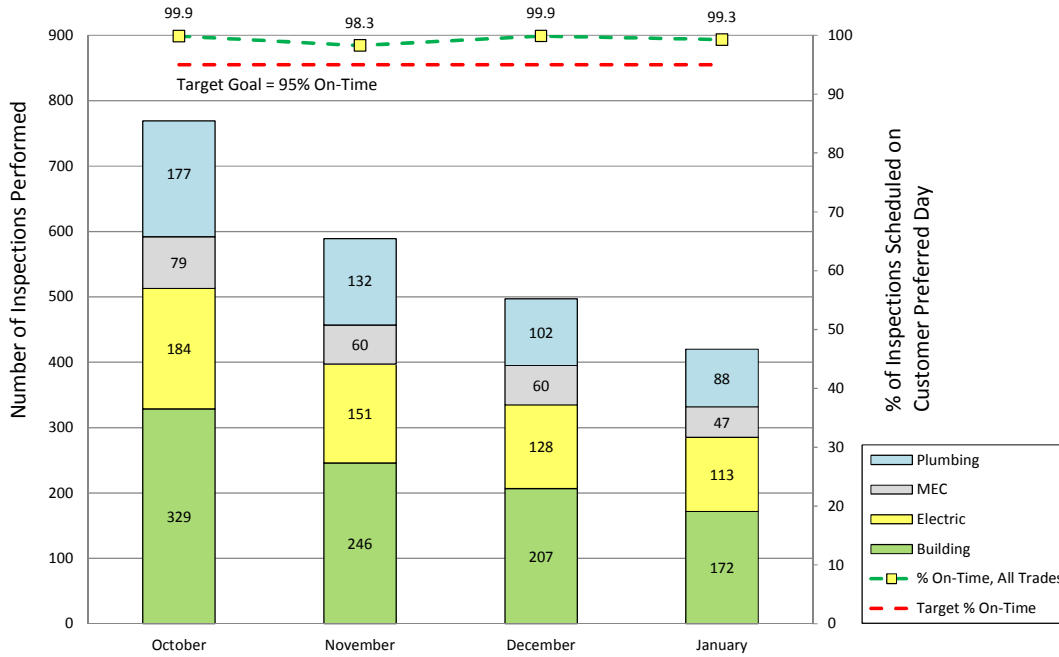
## Plan Review Volume and Initial Review Pass Rate by Permit Category January 2014

Chart does not include processing of Online Permits



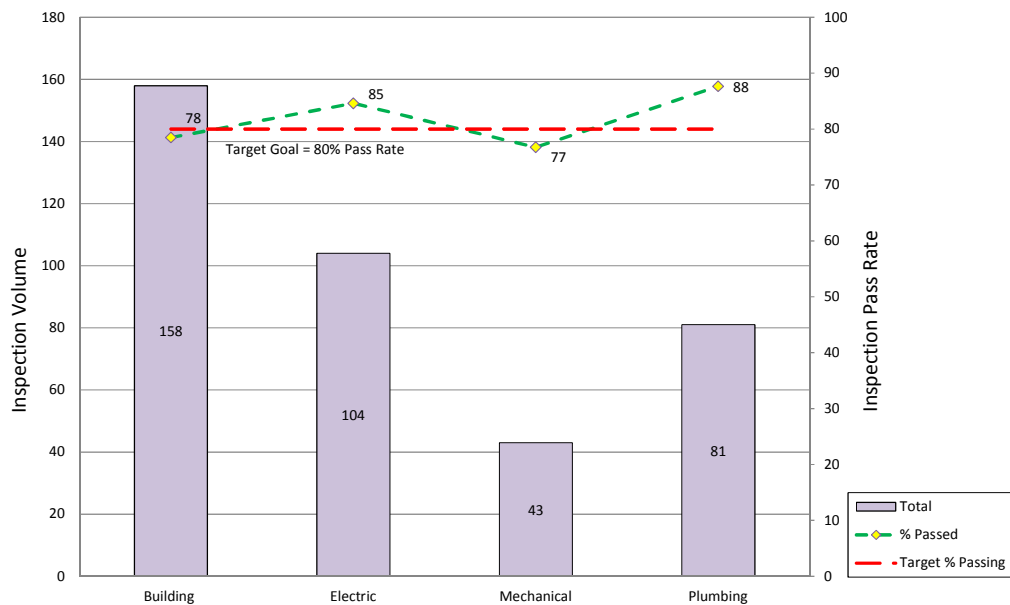
With the exception of the most complex reviews, Category 4, each Category performed well above target goals for initial review pass rate.

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



Construction activity continued its winter slow down in January compounded by the sub-zero temperatures and above average snow falls.

### Inspection Volume and Pass Rate January 2014



The overall pass rate for inspections continued to hover around the target pass rate.