

# Memorandum

## Development Customer Services Permit Processing Division

**To:** Tammie Grossman, Director, Development Customer Services

**From:** Steve Witt, Manager, Permit Processing Division

**Cc:** David Powers, Director of Communications  
Division Staff

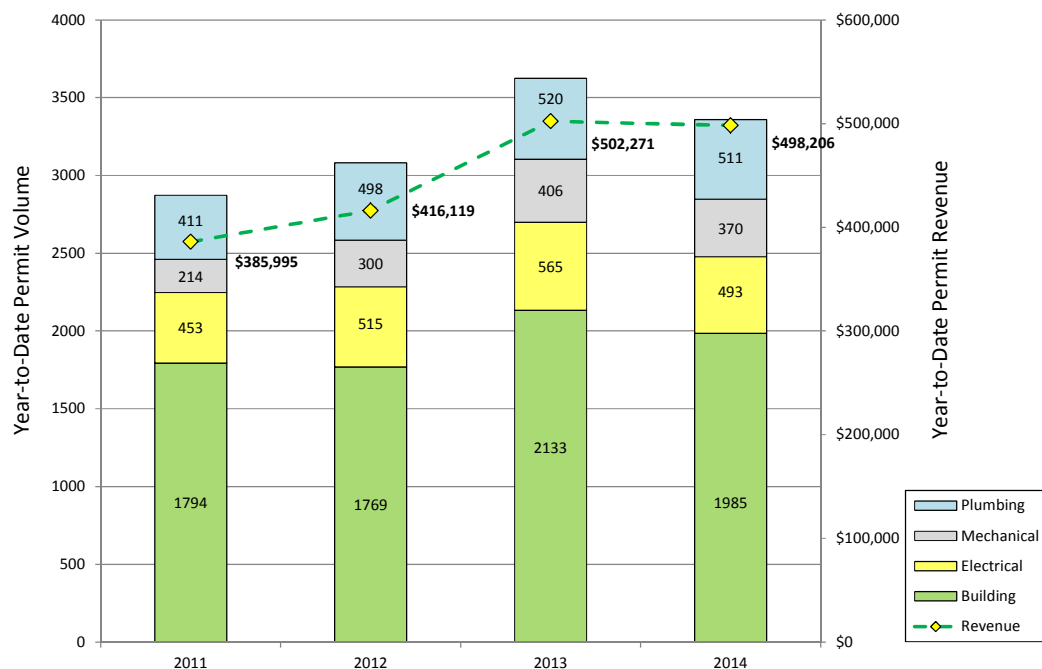
**Subject:** Monthly Report

**Date:** 08/29/14

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

- Notable projects which were submitted for review include Carroll, Fox and Longfellow Park renovations, Pete's Fresh Market and a build-out for Pizza Hut at 7101 North Avenue.
- 95% of the 40 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 July for Each Year  
(including Online Permits)**

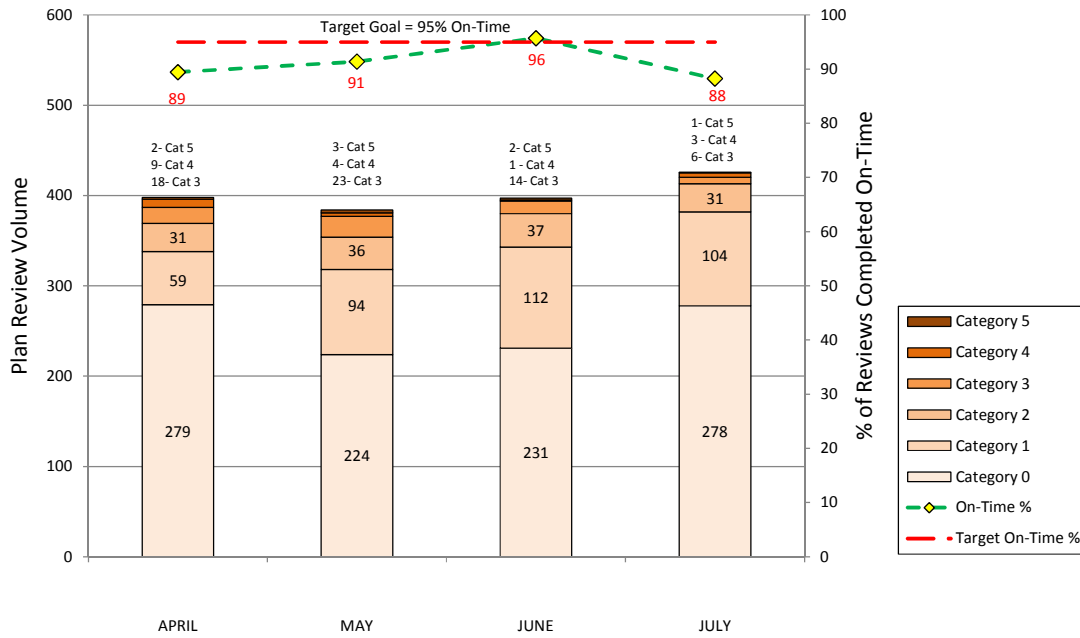


Permit fee generated was within 1 percent of the same time period for last year on about an 8 percent less permit volume.

## 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.

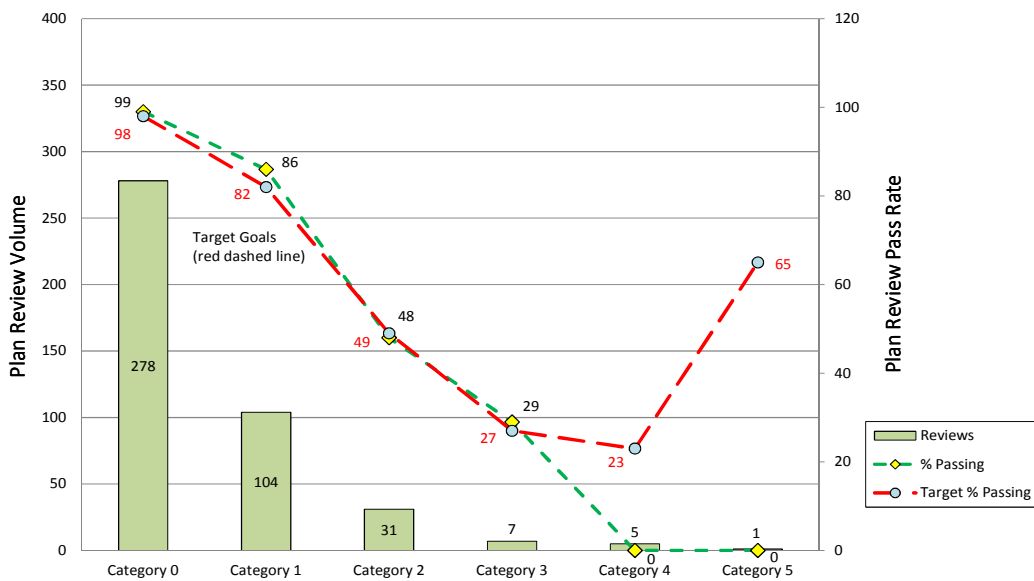
Chart does not include processing of Online Permits, which do not require a review



The number of over-the-counter permit applications rose from the previous month with a drop in the number of Category 3 reviews (mostly larger single-family additions and renovations). Performance level dropped with the resignation of one of the two third-party plan reviewers.

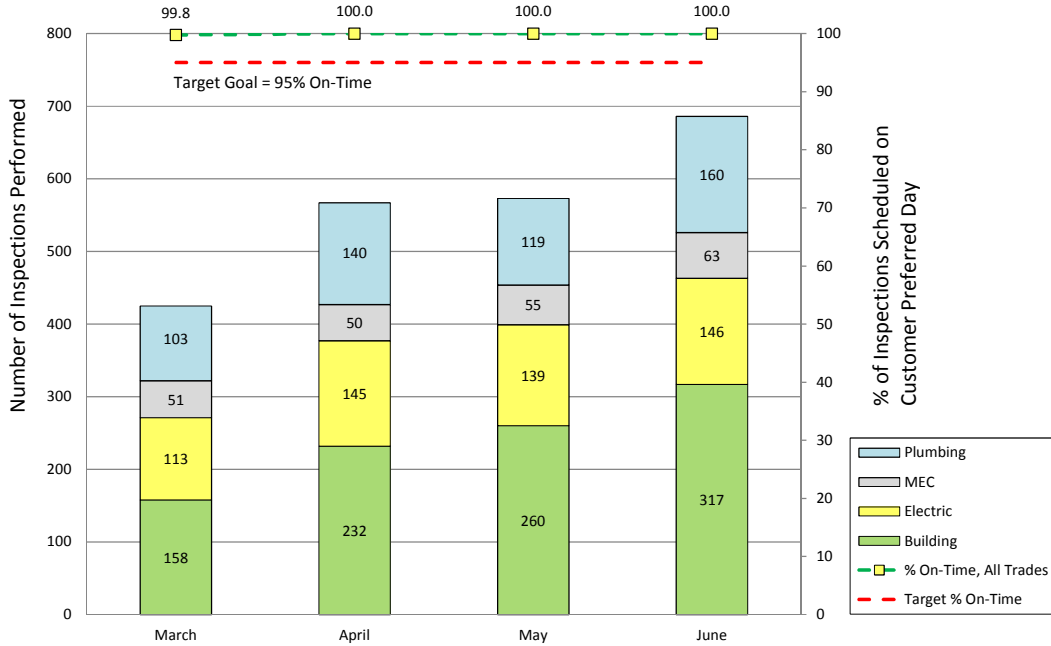
## Plan Review Volume and Initial Review Pass Rate by Permit Category July 2014

Chart does not include processing of Online Permits, which do not require a review



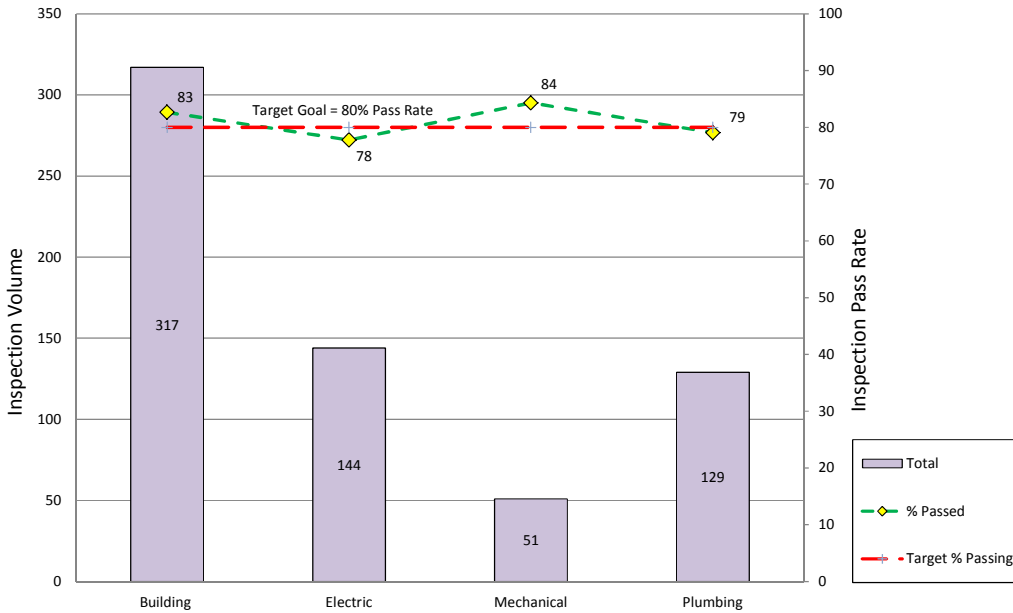
Initial plan review pass rates were on target for Categories 0 through 3. The more complex projects (Category 4 and 5) did not pass initial reviews.

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



Requests for construction inspections increased by about 20 percent from the previous month. Customers continued to be scheduled on the requested day through the use of third-party inspection services to support the inspection staff.

### Inspection Volume and Pass Rate July 2014



The overall pass rate for inspections averaged around the target goal of 80% passing for the month of July.