

# Memorandum

## Development Customer Services Permit Processing Division

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

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

**Cc:**

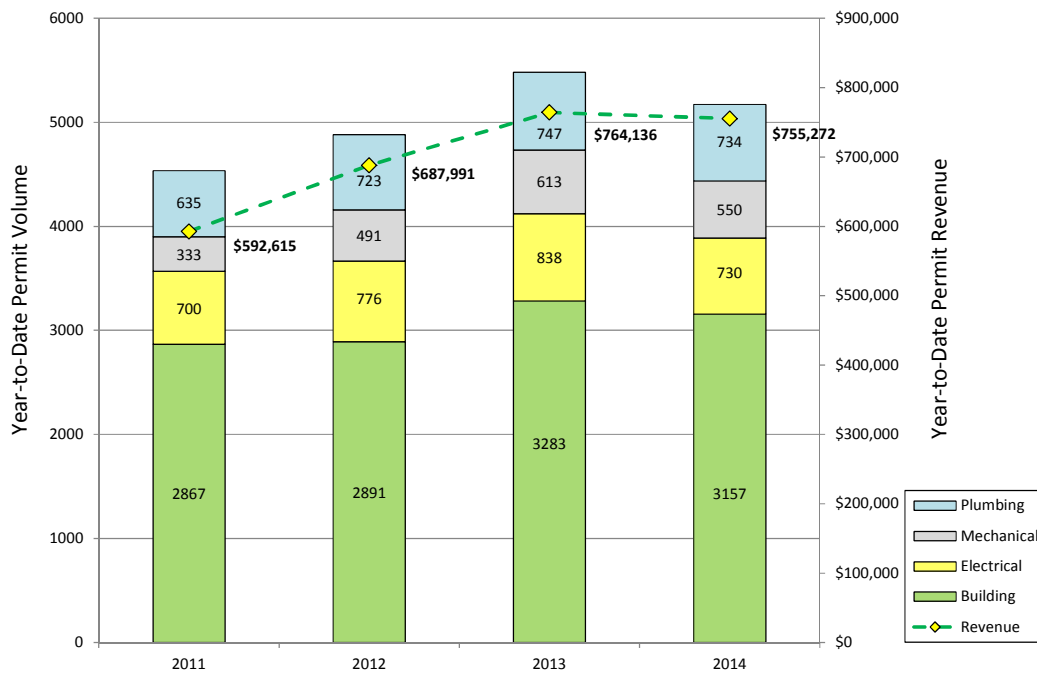
**Subject:** Monthly Report – October 2014

**Date:** 11/14/14

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

- Notable projects for which building or plan review applications were made include a residential kitchen remodeling for the DIY Network and a foundation package for the Oak Park Oasis.
- Notable projects which for which permits were issued include Chicago Cardiology expansion at 7039-7041 North Avenue, a building shell modification package for Pete’s Fresh Market and the Park District’s administration building renovations.
- 64% of the 22 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)**

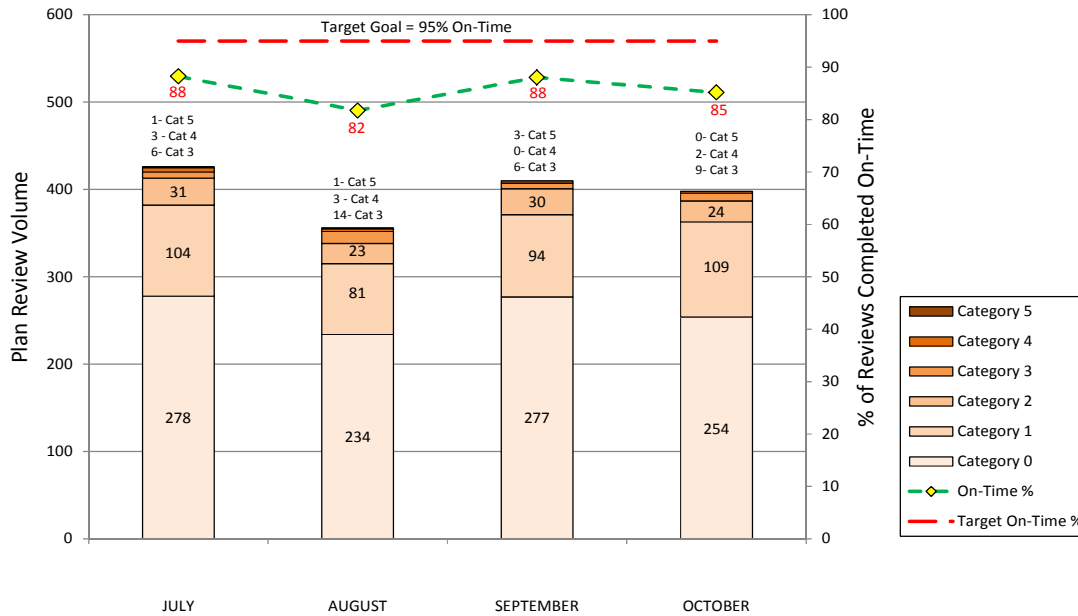


Permit fees generated to date in 2014 were less than during the same period last year by slightly more than 1 percent with about a 6 percent lower permit volume.

## 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.

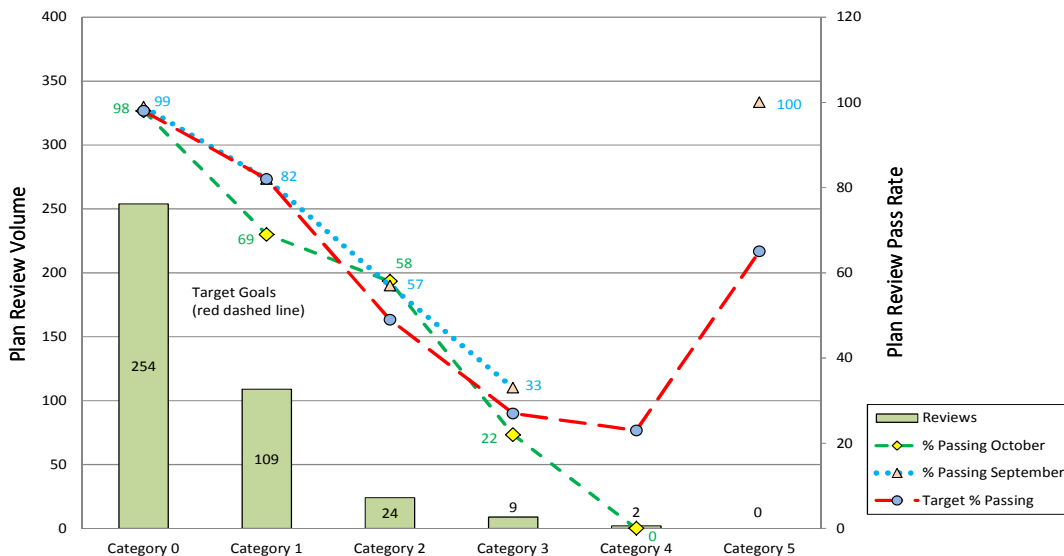
Chart does not include processing of Online Permits, which do not require a review



Over-the-counter permit/plan review application activity remained strong in October; however, a drop in the number of applications that passed the initial plan review, compared to the previous month, decreased the performance rating as more correspondence was required to document the plan deficiencies. At the end of the month there were 37 cases in queue to be reviewed with 17 cases overdue an average of 9 days.

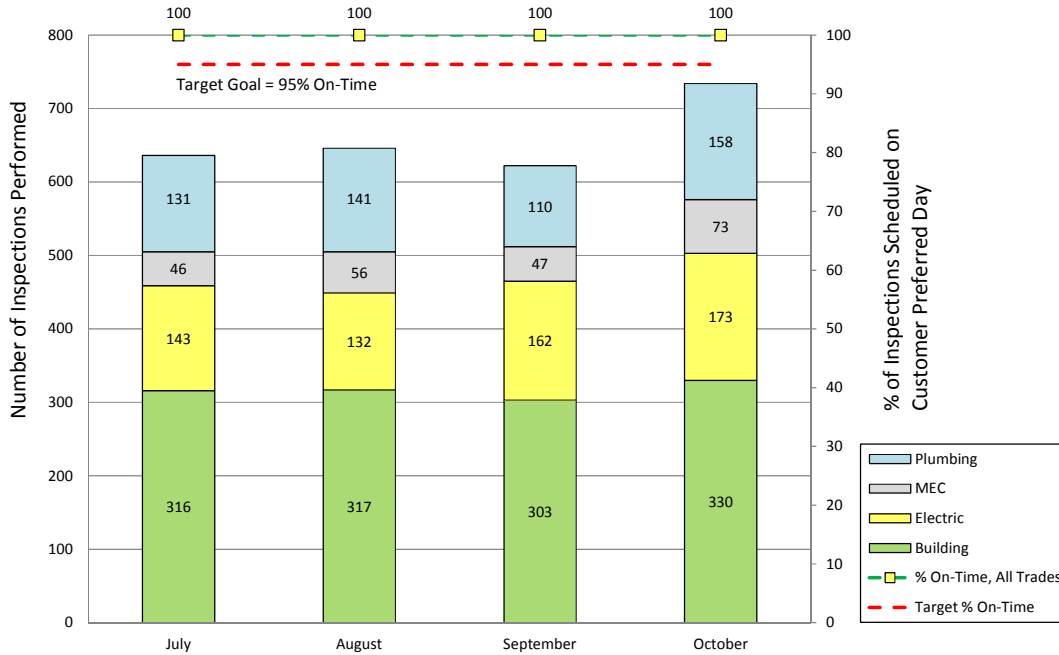
## Plan Review Volume and Initial Review Pass Rate by Permit Category October 2014

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



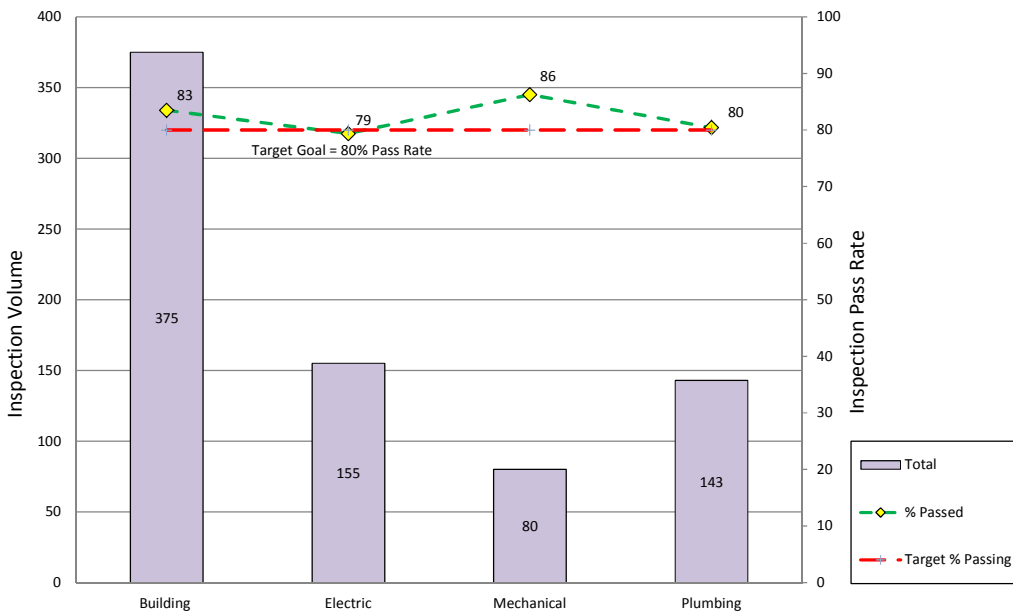
Initial plan review pass rates for Categories 1, 3 and 4 fell below target goals in the month of October.

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



Requests for construction inspections increased by 18 percent over the previous month. Customers continued to be scheduled on the requested day through the use of third-party inspection services to support the in-house inspection staff.

### Inspection Volume and Pass Rate October 2014



The overall pass rate for inspections exceeded target goals for the month of October.