

Memorandum

Development Customer Services Permit Processing Division

To: Tammie Grossman, Director, Development Customer Services

From: Steve Witt, Manager, Permit Processing Division

Cc:

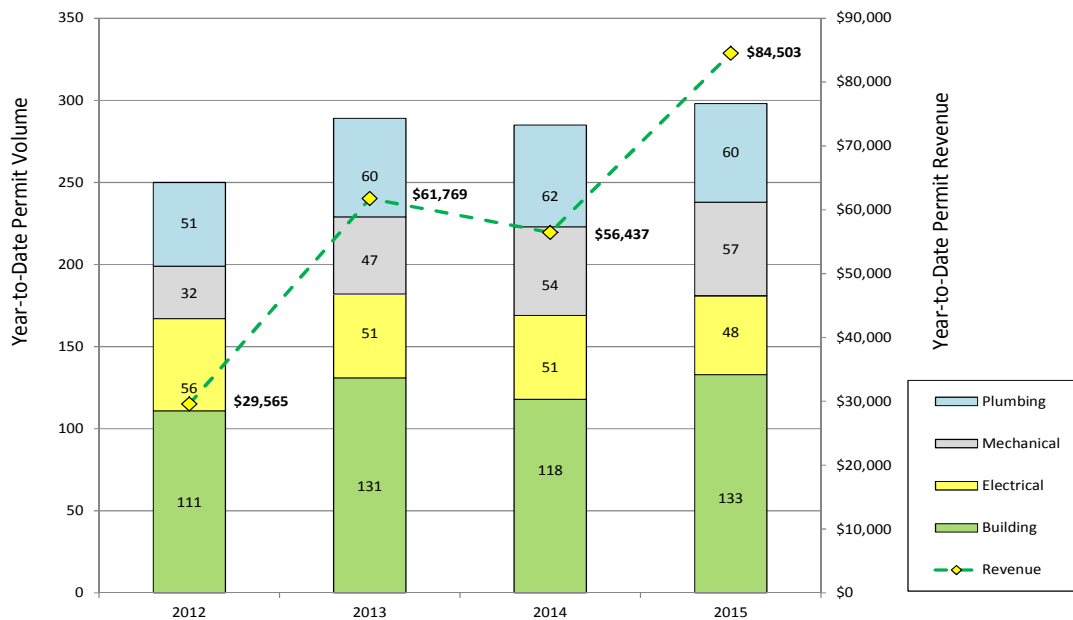
Subject: Monthly Report – January 2015

Date: 03/18/15

The following graphs represent department workload and performance related to construction activities within the Village in the month of January 2015. In addition, noteworthy division activities and accomplishments in the month of January included:

- Notable projects for which building or plan review applications were received include The Barre Code fitness center at 1040 Lake, Carnival Foods interior renovations at 824 S. Oak Park and Austin Gardens Environmental Center at 167 Forest.
- Notable projects which for which permits were issued include Pete’s Fresh Market interior renovations, Park District Oak Park Administrative Center renovations and Orange Theory Fitness at 7119 North Avenue.
- 92% of the 13 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)**

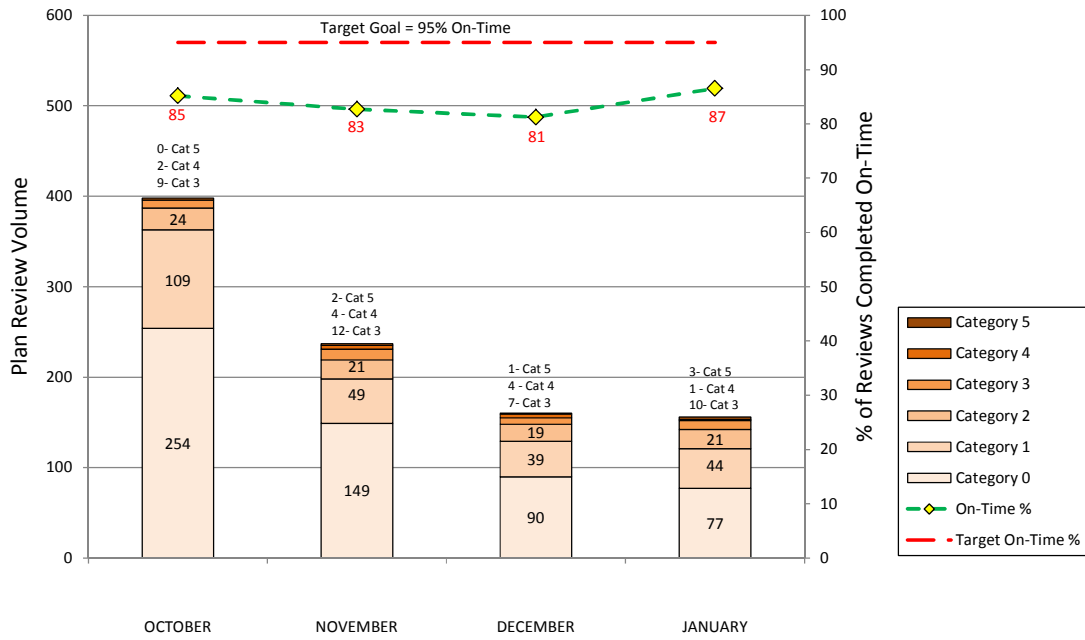


The number of plan review and permit applications was about 5 percent higher than the previous year. Revenue generated in January 2015 was substantially higher than in previous years due in part to the large renovation project at Pete’s Fresh Market.

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.

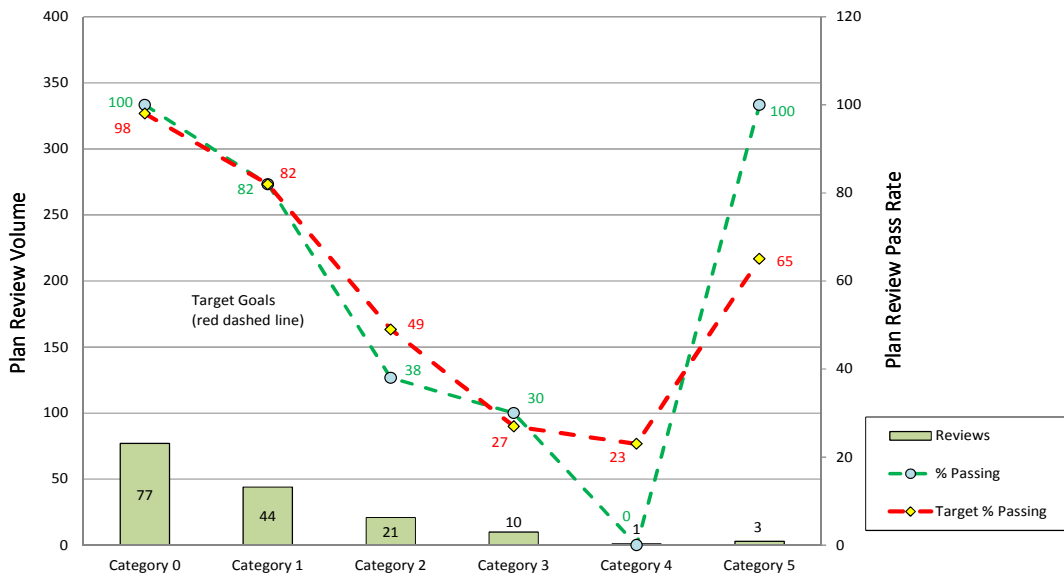
Chart does not include processing of Online Permits, which do not require a review



Volume of applications for plan reviews and permits remained basically the same as the previous month. At the end of the month there were 21 cases in queue to be reviewed with 5 cases overdue an average of 33 days.

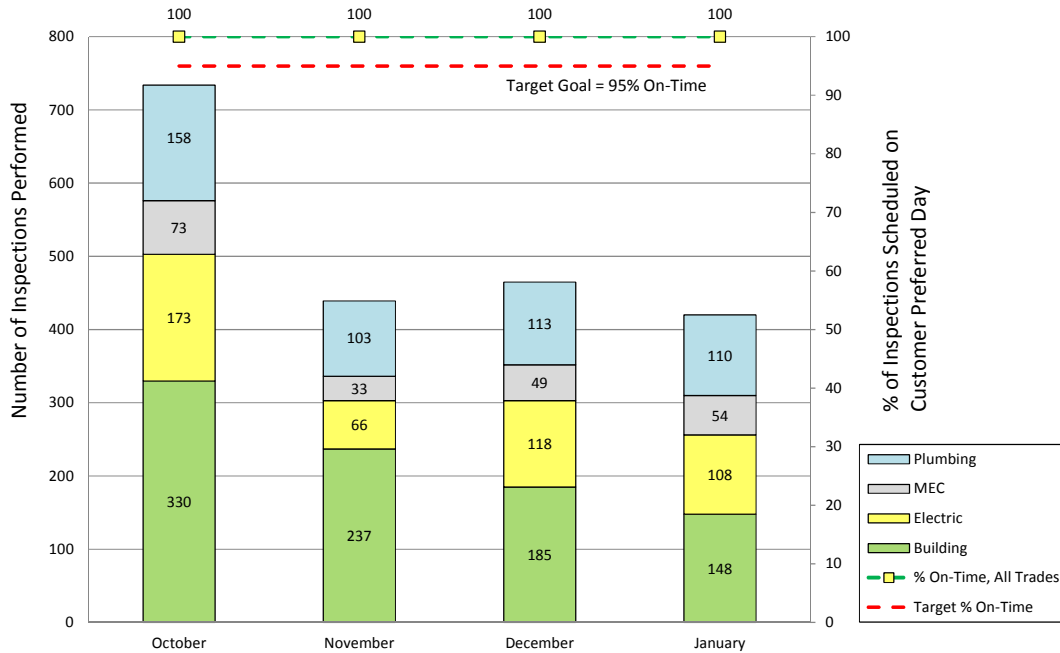
Plan Review Volume and Initial Review Pass Rate by Permit Category January 2015

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



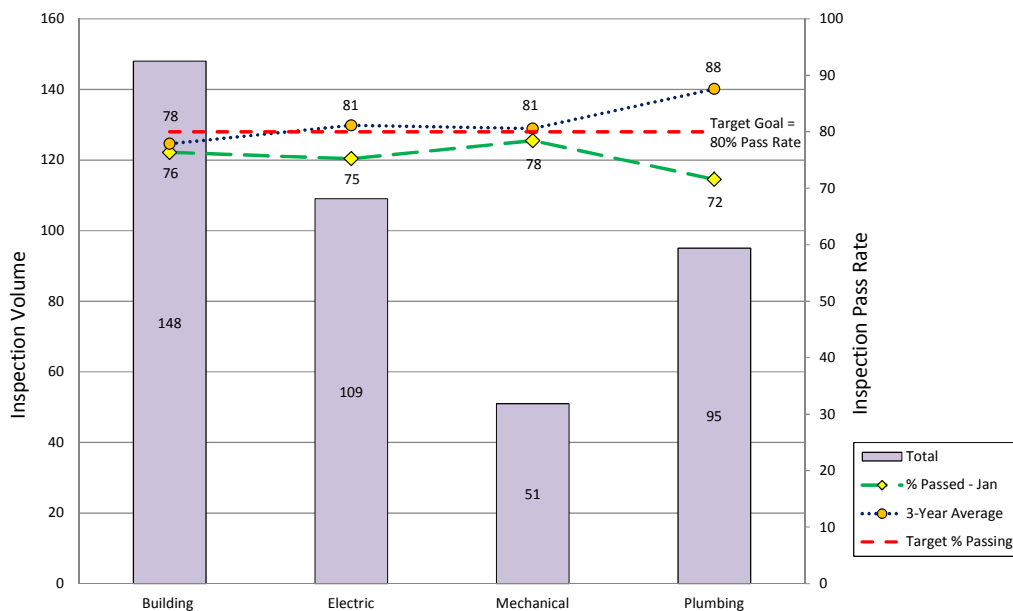
With the exception of the one Category 4 plan review, the initial plan review pass rates did well in January.

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



Requests for construction inspections dropped by about 10 percent over the previous month; likely due to the extreme cold weather spells in January.

Inspection Volume and Pass Rate January 2015



The overall pass rate for plumbing inspections dropped in the month of January. There is a notable drop in the pass rate for plumbing inspections as a third-party inspection service provider was used in the second half of the month to cover the open Plumbing Inspector position. The third-party inspector does not “Pass with notes” as many inspections as the in-house inspector did.

Memorandum

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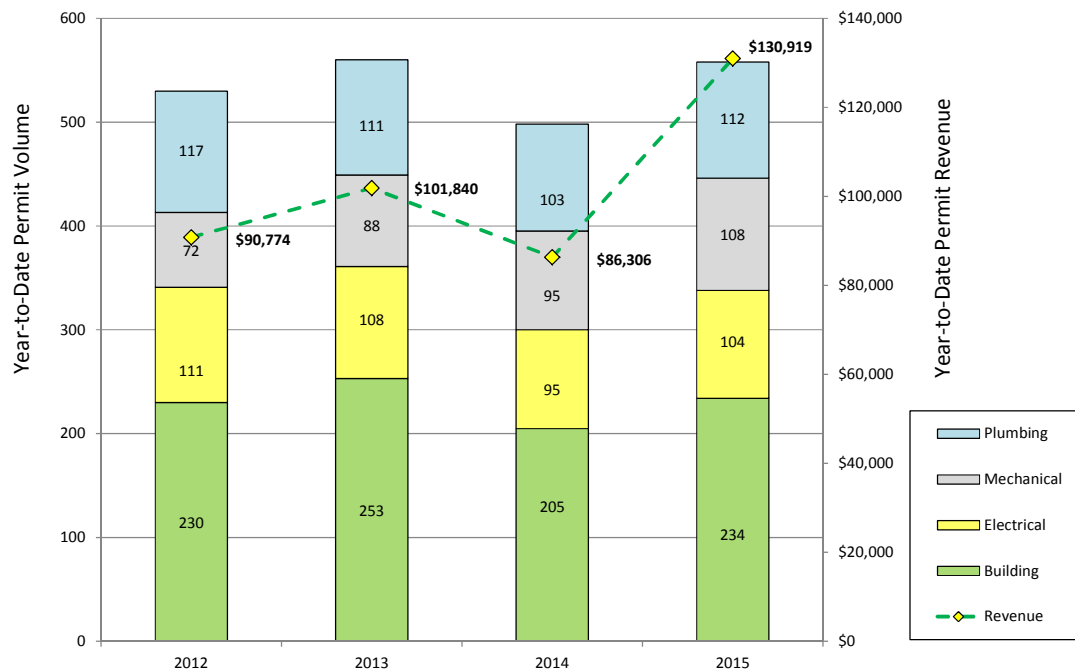
Subject: Monthly Report – February 2015

Date: 03/18/15

The following graphs represent department workload and performance related to construction activities within the Village in the month of February 2015. In addition, noteworthy division activities and accomplishments in the month of February included:

- Notable projects for which building or plan review applications were received include Noble Kinsman Brewing Company at 6806 Roosevelt, Pink Nail Salon at 123 N. Marion, The Beer Shop at 1026 North Boulevard and Fleet Feet Sports at 102 N. Marion.
- Notable projects which for which permits were issued include Hamburger Mary's at 155 S. Oak Park, The Beer Shop at 1026 North Boulevard and The Barre Code fitness center at 1040 Lake.
- 100% of the 9 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 February for Each Year
(including Online Permits)**

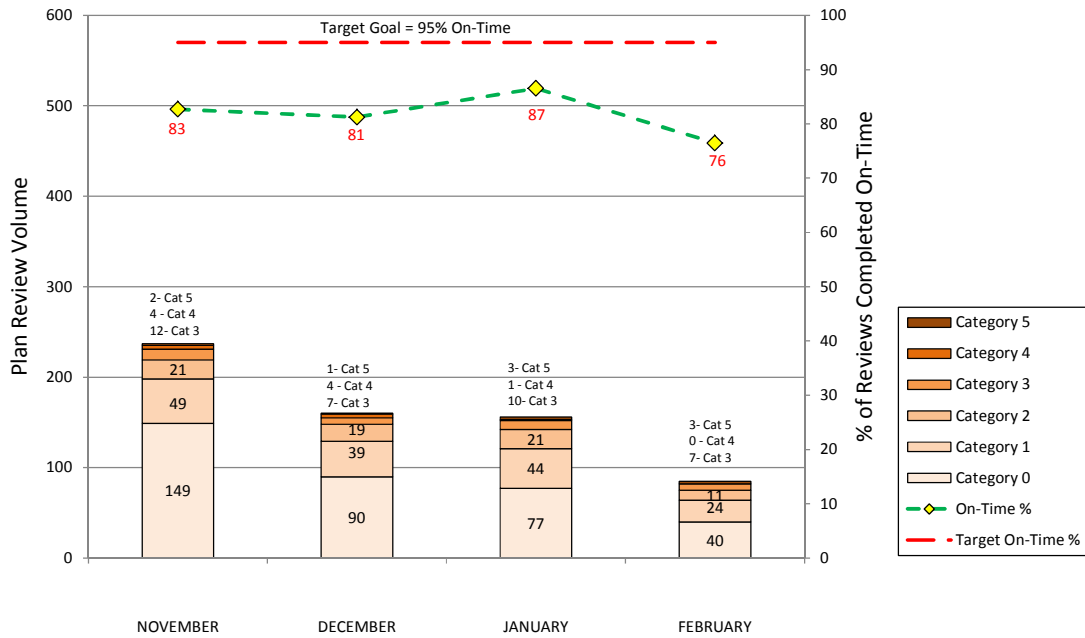


The volume of plan reviews and permit applications rose about 12 percent over last year at this time; however, the volume dropped by about 13 percent compared to the previous one-month period.

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.

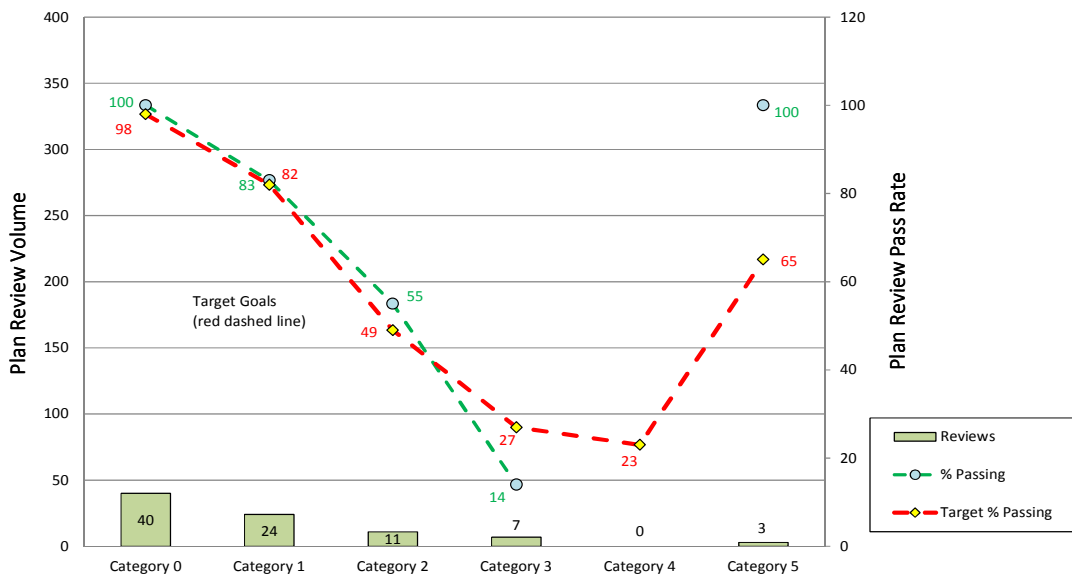
Chart does not include processing of Online Permits, which do not require a review



At the end of the month there were 56 cases in queue to be reviewed with 33 cases overdue an average of 13 days. The drop in performance is attributed to the number of second reviews required on drawing revisions submitted in response to initial plan review comments.

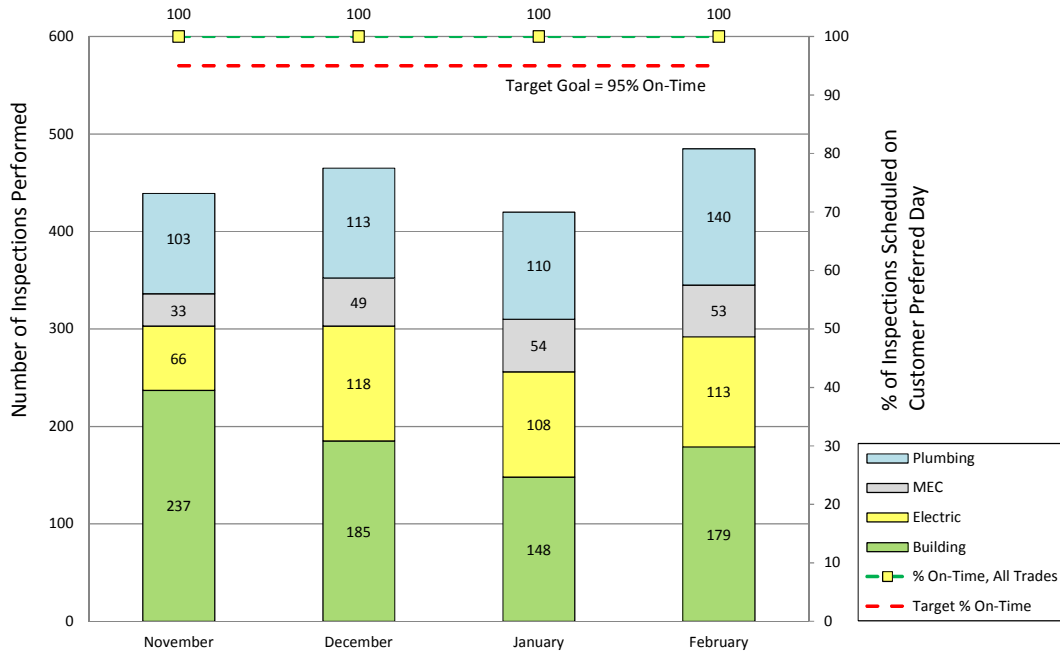
Plan Review Volume and Initial Review Pass Rate by Permit Category February 2015

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



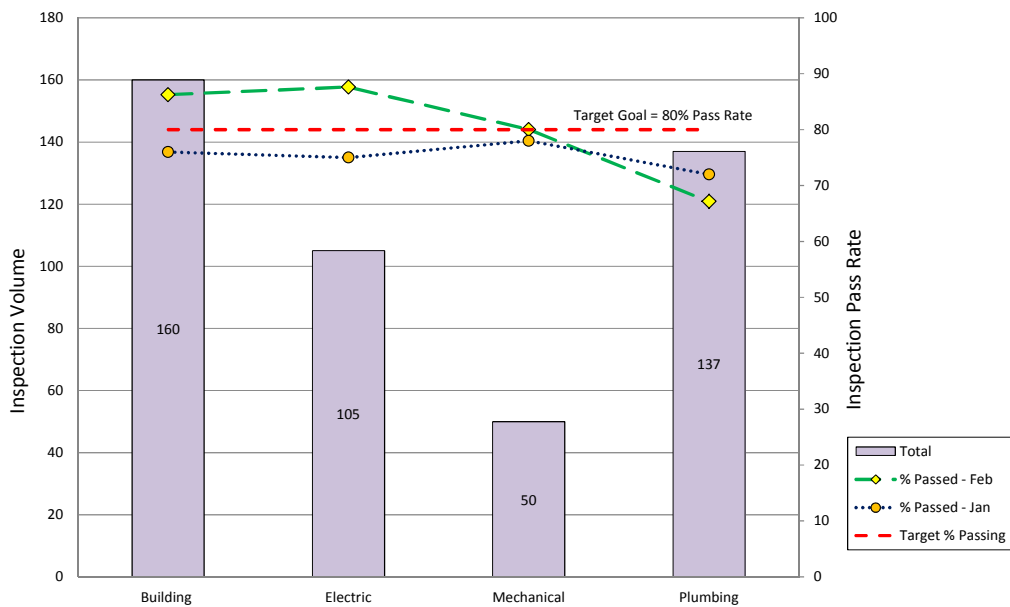
With the exception of the Category 3 plan reviews, the initial plan review pass rates did well in January.

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



Requests for construction inspections rose about 15 percent over the previous month. The Division continued to rely on the third-party inspection service provider to cover all plumbing inspections.

Inspection Volume and Pass Rate February 2015



The overall pass rate for inspections improved in the month of February with the exception of the plumbing inspections handled by the third-party inspection service.