

# Memorandum

## Development Customer Services Permit Processing Division

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

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

**Cc:**

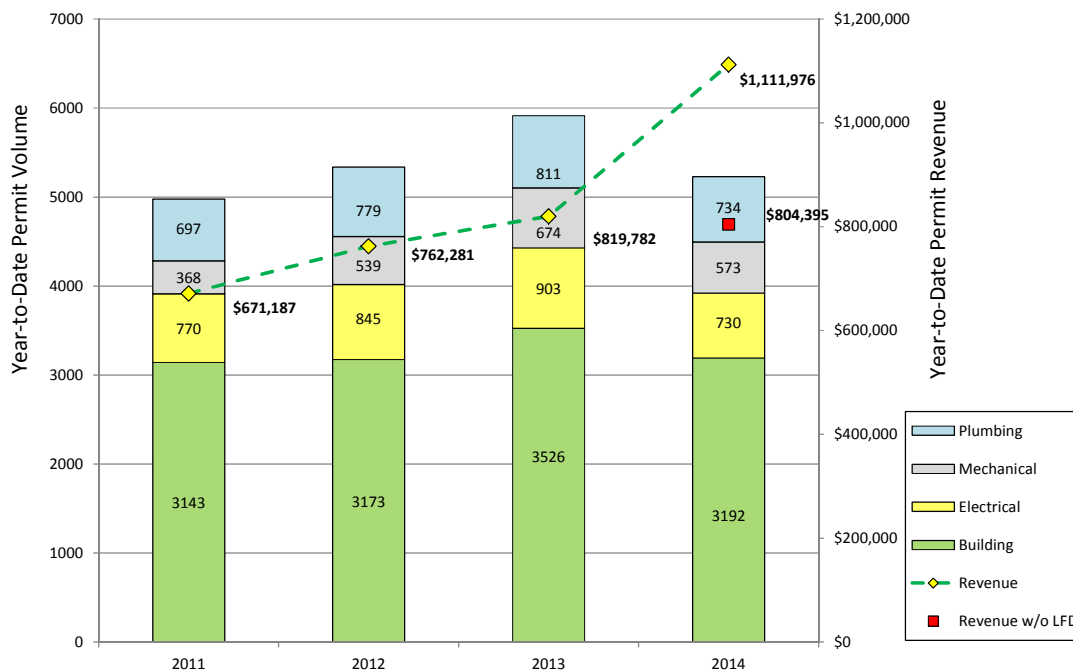
**Subject:** Monthly Report – November 2014

**Date:** 12/12/14

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

- Notable projects for which building or plan review applications were received include the interior renovation for Pete’s Fresh Market at 259 Lake and the first floor retail expansion at 1010 Lake.
- Notable projects which for which permits were issued include the Lake & Forest Development and Felony Franks at 6427 North Avenue.
- 86% 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 November for Each Year  
(including Online Permits)**

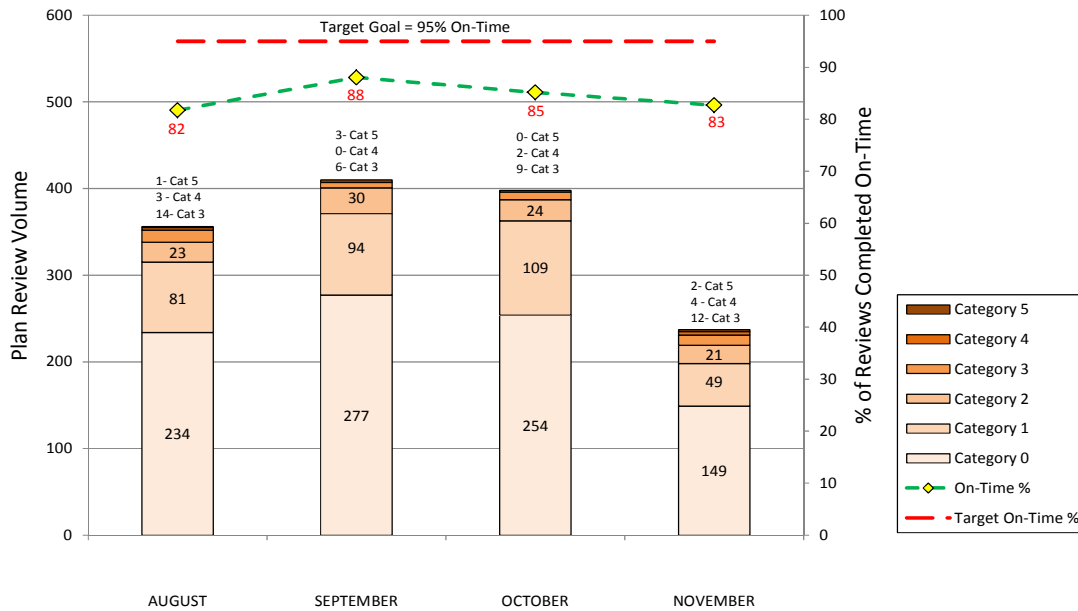


Permit fee revenue spiked due to the issuance of permits for the Lake & Forest Development (“LFD”). Revenue generated to date in 2014 without the LFD considered were less than during the same period last year by slightly less than 2 percent with about an 11.5 percent lower permit volume.

## 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.

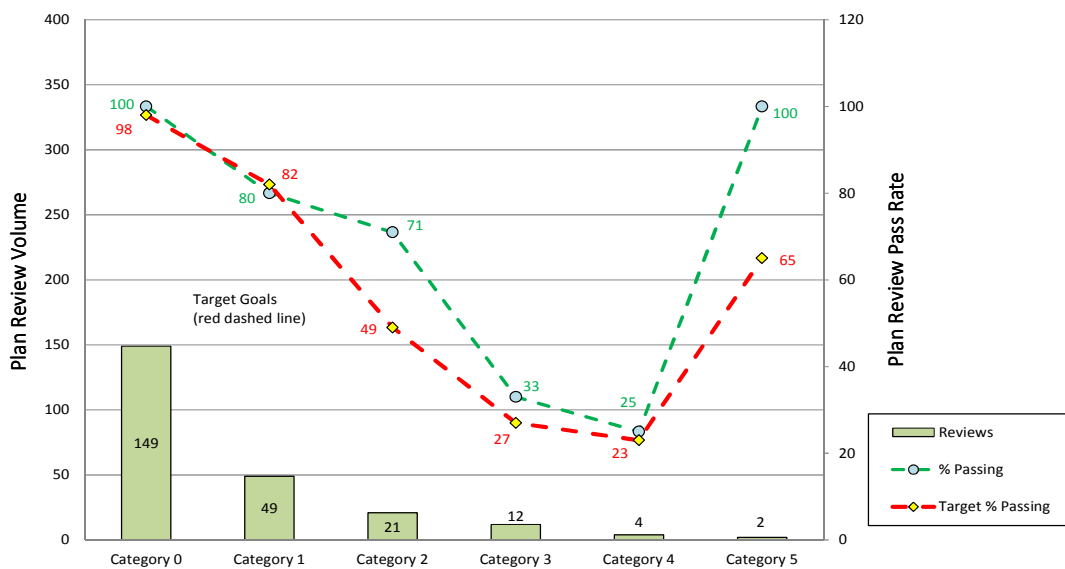
Chart does not include processing of Online Permits, which do not require a review



The annual seasonal construction slow-down arrived in November evidenced by over-the-counter permit activity dropping by about 50 percent. Commercial and residential addition/remodel activity; however, remained strong. At the end of the month there were 40 cases in queue to be reviewed with 28 cases overdue an average of 15 days. The drop in performance is attributed to open positions within the division as well as a lengthy review required for final drawing revisions for the LFD.

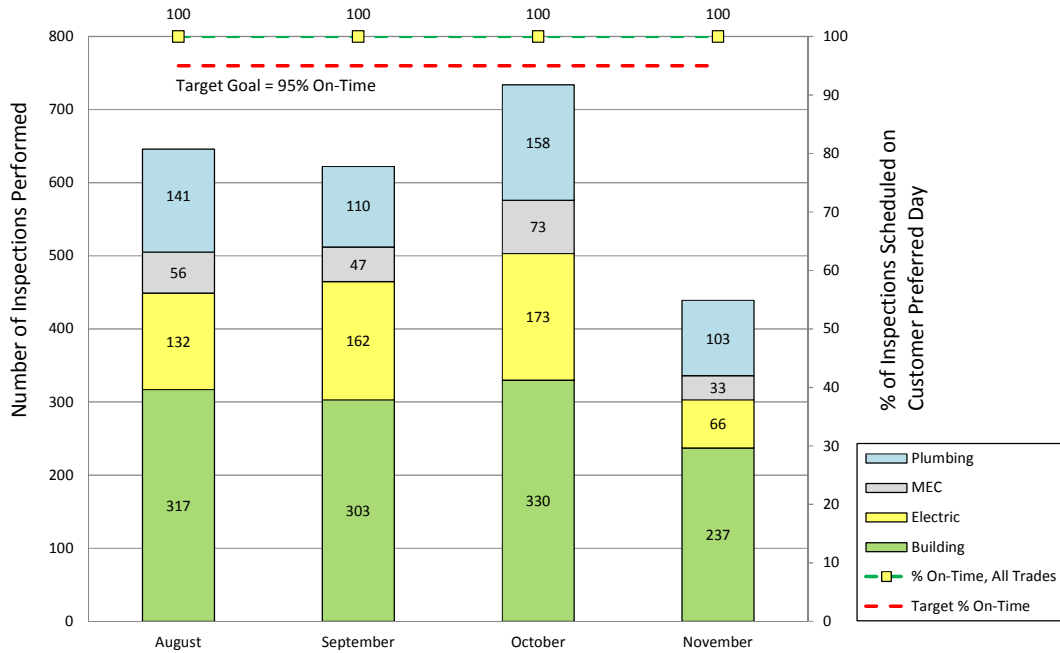
## Plan Review Volume and Initial Review Pass Rate by Permit Category November 2014

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



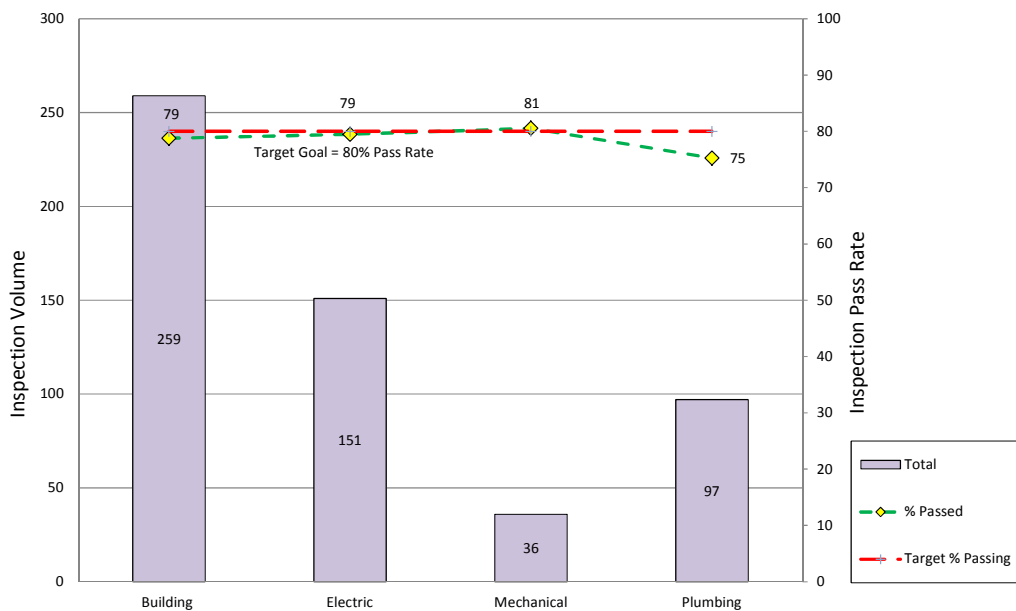
Plan review pass rates met or exceeded target goals for all Categories in November.

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



Requests for construction inspections dropped by 40 percent over the previous month as the annual seasonal construction slow-down arrived.

### Inspection Volume and Pass Rate November 2014



The overall pass rate for inspections performed well in the month of November.