

Village of Schaumburg

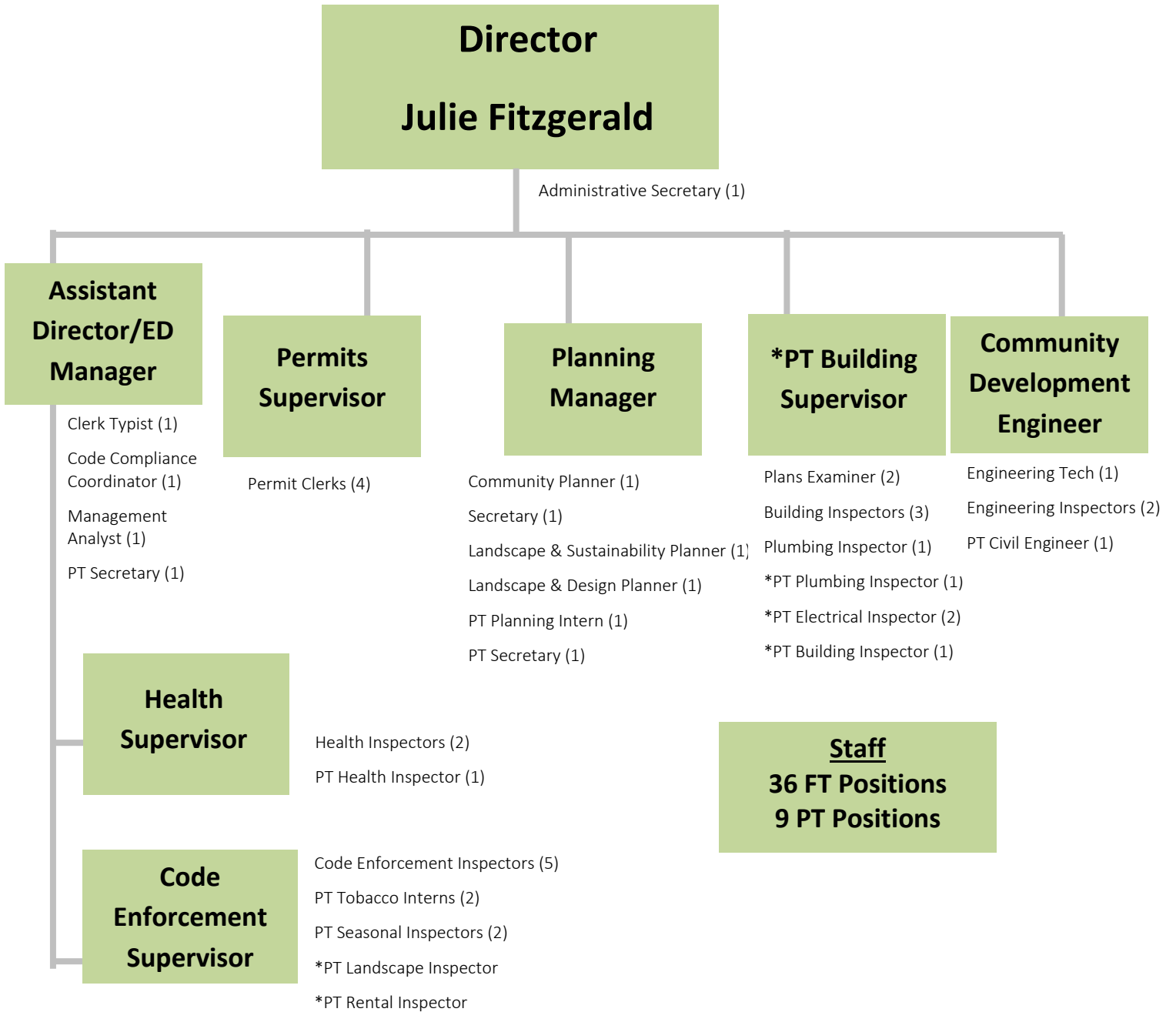
Community
Development
Department
Monthly Report

DECEMBER 2017

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ORGANIZATION CHART



*Indicates Contracted Position

DEPARTMENT OVERVIEW

The Community Development Department is dedicated to ensuring the public safety, health and welfare of the community by serving and assisting the public with various development-related projects, including safe building construction, ongoing compliance with life safety codes, economic development, and land use planning. The department's major functions include economic development, planning and zoning, building and engineering permit issuance, property maintenance enforcement, fire prevention inspections, and health and sanitation inspections.

Oversight and administration of planning and economic development functions for the village are accomplished by reviewing new development and redevelopment proposals, implementing economic development strategies, administering the comprehensive plan, and preparing long range plans. The village also partners with the Schaumburg Business Association to retain and attract new businesses to Schaumburg.

The department's property maintenance programs include health inspections of all food licensed businesses, day cares, and body care establishments. Fire inspections are performed for a variety of businesses and building types. Other inspection programs include privately owned storm water management facilities and landscaping. Additionally, the department is responsible for inspections and enforcement of general property maintenance codes for commercial and residential properties.

Special projects include providing staff to the Schweikher House Trust and oversight for sustainability planning and implementation.

Important funding sources include Village of Schaumburg General Fund, Olde Schaumburg Centre Tax Increment Finance District, and Community Development Block Grant funds.

Department staff, through the various functions and programs, serves as liaison to several boards, commissions, and committees. These include the Zoning Board of Appeals (ZBA), Plan Commission (PC), Olde Schaumburg Centre Commission (OSCC), Schaumburg Business Development Commission (SBDC), Electrical Commission, Environmental Committee, Board of Health, 1% for the Arts Committee, Septemberfest Committee, and Tax Increment Finance District Joint Review Board (TIFJRB).

KEY ACTIVITIES

Easy Street Agreement – The Village Board approved a Term Sheet that provides funding for rehabilitation of the former East Street Pub located at 17 South Roselle Road. This is the only remaining original commercial structure in the village. The new ownership has gutted the building and is currently seeking a tenant.

Motorwerks – The Village Board approved the redevelopment of the former Kia Dealership on Golf Road. The new 43,000 square foot facility will become the village’s 22nd auto dealership. It will include sales of Jaguar and Land Rover vehicles.

Hyatt Regency – The Village Board approved a redevelopment/expansion plan for the Hyatt Regency property on Golf Road. The plan includes the renovation of a former restaurant space attached to the hotel. This space will reopen as City Works, a 9,217 square foot sit-down restaurant. Also approved as part of the project are three restaurant outlots. The actual restaurants will be named later as part of this phased development.

MONTHLY PERFORMANCE

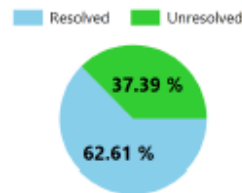
Code Enforcement

Administrative Adjudication

Clearance Rate (12/1/2017 through 12/31/2017)

CDD Clearance Rate 12/1/2017 through 12/31/2017

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	32	24	8	75.00%
CDD Code Enforcement	42	29	13	69.05%
CDD Health	5	3	2	60.00%
Fire	36	16	20	44.44%
Total	115	72	43	62.61%



Adjudication Clearance Rate Sum of Outgoing tickets divided by sum of Incoming tickets times 100.

- Incoming – All new tickets issued plus all tickets heard at an Adjudication Hearing.
- Outgoing - All tickets heard at an Adjudication Hearing with a final determination plus any tickets paid.
- Unresolved – All tickets that have an Adjudication Hearing date in the future. Those that have been continued to a future hearing date or were just issued with a future hearing date.

Citations Issued (12/1/2017 through 12/31/2017)

Department	Violations	Tickets
CDD Building	2	2
CDD Code Enforcement	8	8
Fire	22	20
Total	32	30

Note- Citations often address multiple violations.

Code Enforcement (cont.)

General Program Responsibilities Code Enforcement	
Initial CSR Investigations	28
Business License Needed	0
Business License Approval	7
Notice Served	9
License Closeouts	44
Vacant Registration Received	1
Foreclosure Notice Received	4
Tax Stamp Hold Status	7
Locations that removed Ash Trees	0
Monitoring Vacant SF Homes weekly	172
Monitoring Vacant PUD Homes	19
Monitoring Vacant Lots	1
Monitoring Vacant Business Location	22
Weekend Sweeps	4
Village Wide Sweeps	9
Residential Area Sweep	28
Commercial Area Sweeps	5
Garbage Sweep	2
Nuisance Locations Cut VOS contractor	0
This Month's Total	362

Inspections Completed Code Enforcement	
Initial Commercial Maintenance	28
Initial Commercial Warning	2
Gas Station Maintenance	4
Dumpster Enclosure	30
Recycling/Sign/New License	3
Initial Landscape Maintenance	0
Tree Removal Permits	7
Initial Residential Maintenance	32
Initial Residential Warning	37
Home Based Business License	14
Ash/Dead Tree Notice	0
Contractor Rental Home	9
Rental License	1
Vending Licenses	6
Tobacco License Unannounced	0
Electrical Permit – Rental	8
This Month's Total	181

Follow Up Inspections	Pass	Fail	Total
Residential	57	35	92
Landscape	14	3	17
Commercial	17	22	39
Business License	7	0	7
Rental	1	1	2
Gas Station	0	0	0
Contractor Rental	8	14	22
This Month's Totals	104	75	179

Health

Commercial Property Inspections	Total
Body Care Inspection	113
Commercial Inspection	32
Day Care Environmental Survey	11
Food Service Complaint	58
Food Service License	26
Food Service Recycling Verify	11
Food Service Routine	548
Health Final Inspection	84
Health/Fire Inspection	41
Health On Site Meeting Inspection	1
Home Occupation Inspection	1
Mobile Vendor Inspection	0
Multi Family Inspection	0
Outdoor Temp Dining Inspection	0
Temporary Event Inspection	150
FY Total Commercial	1076

Breakdown of Follow Up Inspections	
Inspection Type	Total
Commercial Comp Follow Up	14
Day Care Survey Follow Up	3
Food Complaint Follow Up	46
Food Service Follow Up 1	73
Food Service Follow Up 2	26
Food Service Follow Up 3	13
Residential Complaint F/Up	285
FY Totals	460

Residential Property Inspections	Total
Residential Complaint	195
FY Total Residential	195

Permits and Building/Engineering Inspections

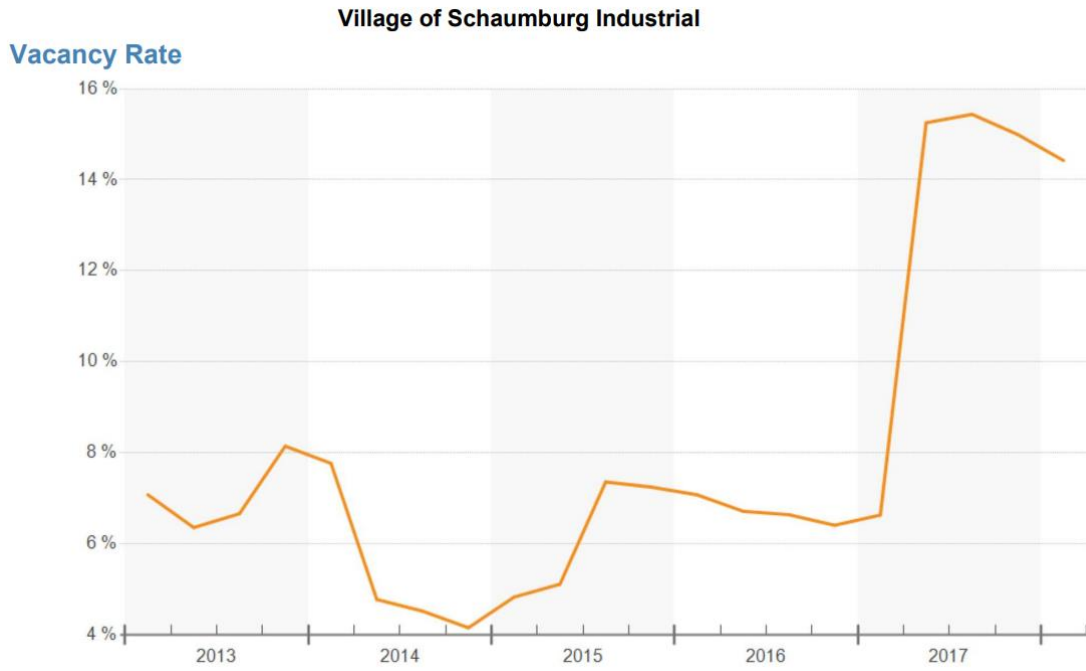
Performance measure shows number of permits issued and estimated value of the construction relative to the previous fiscal year and the same month during the previous year.

Division	12-17		12-16		FY 17-18 (YTD)		FY 16-17 (Total)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	371	\$17,252,651	287	\$22,023,851	7,939	\$184,179,949	6,009	\$148,000,794
Engineering	4	\$ 13,050	6	\$1,783,986	335	\$18,146,780	344	\$14,687,041
Fire	38	\$190,385	31	\$441,219	370	\$6,554,402	568	\$6,227,367
TOTAL	413	\$17,456,086	324	\$24,249,056	8,644	\$208,881,131	6,921	\$168,915,202

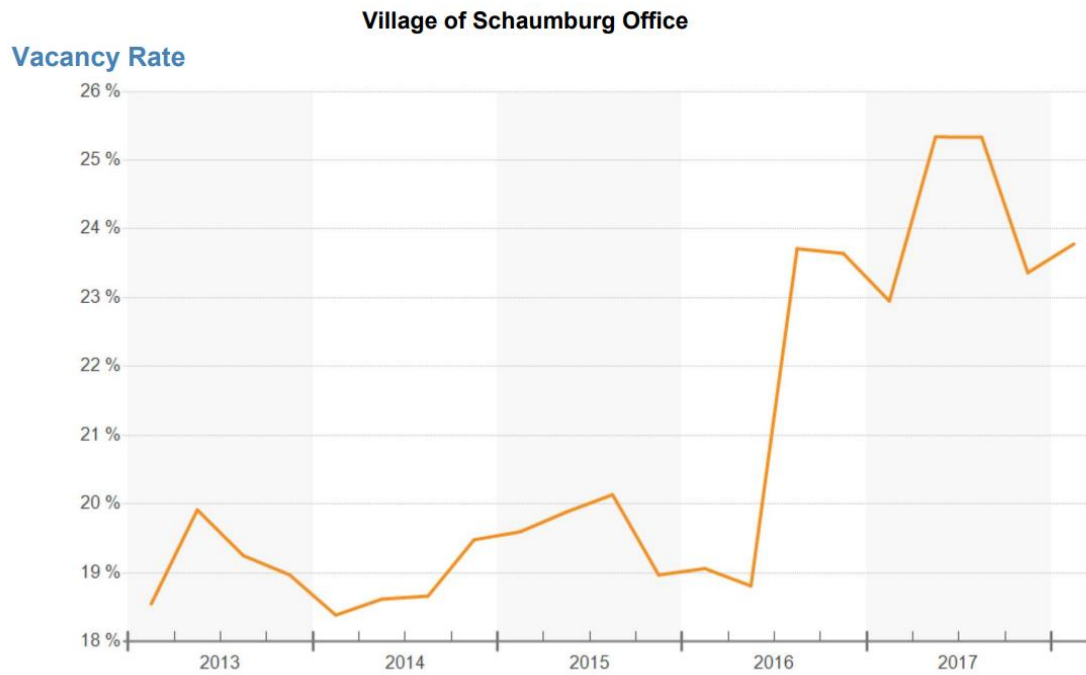
Vacancy Rates

Performance measure shows the vacancy rates for the various sectors relative to previous years.

Industrial Vacancy Rate



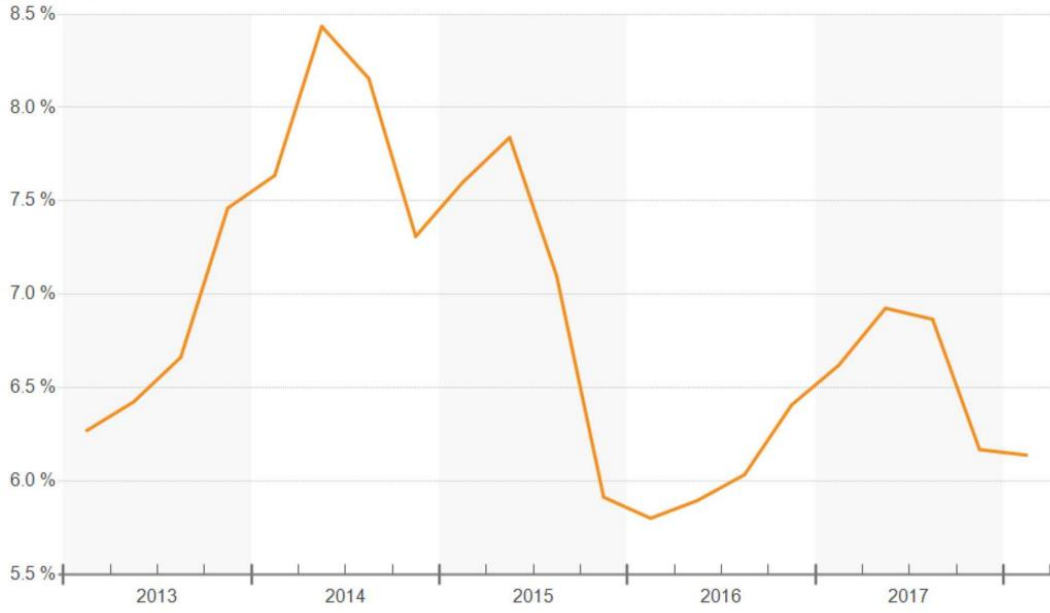
Office Vacancy Rate



Retail Vacancy Rate

Village of Schaumburg Retail

Vacancy Rate

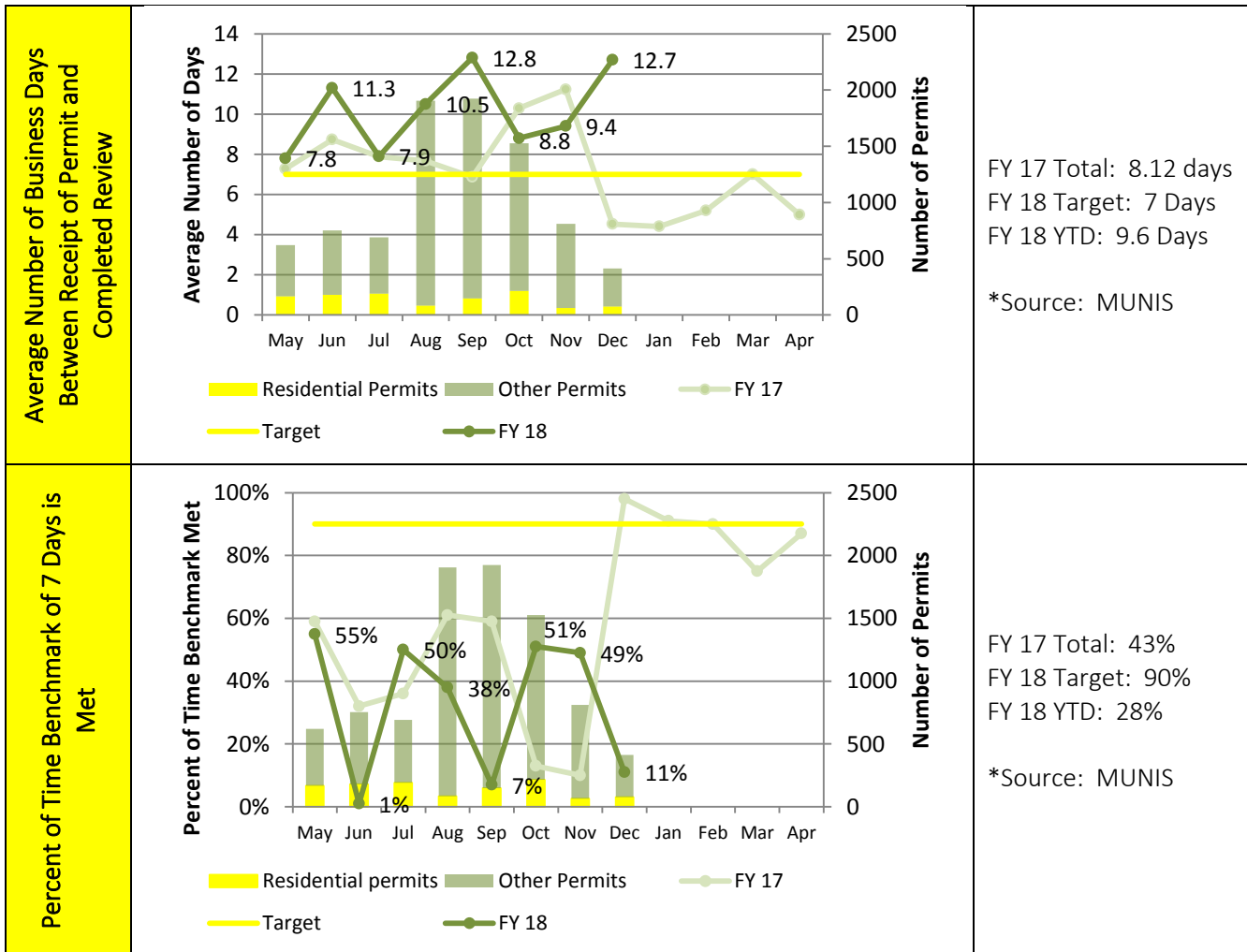


Key Performance Indicators

COMMUNITY DEVELOPMENT KEY PERFORMANCE INDICATORS:

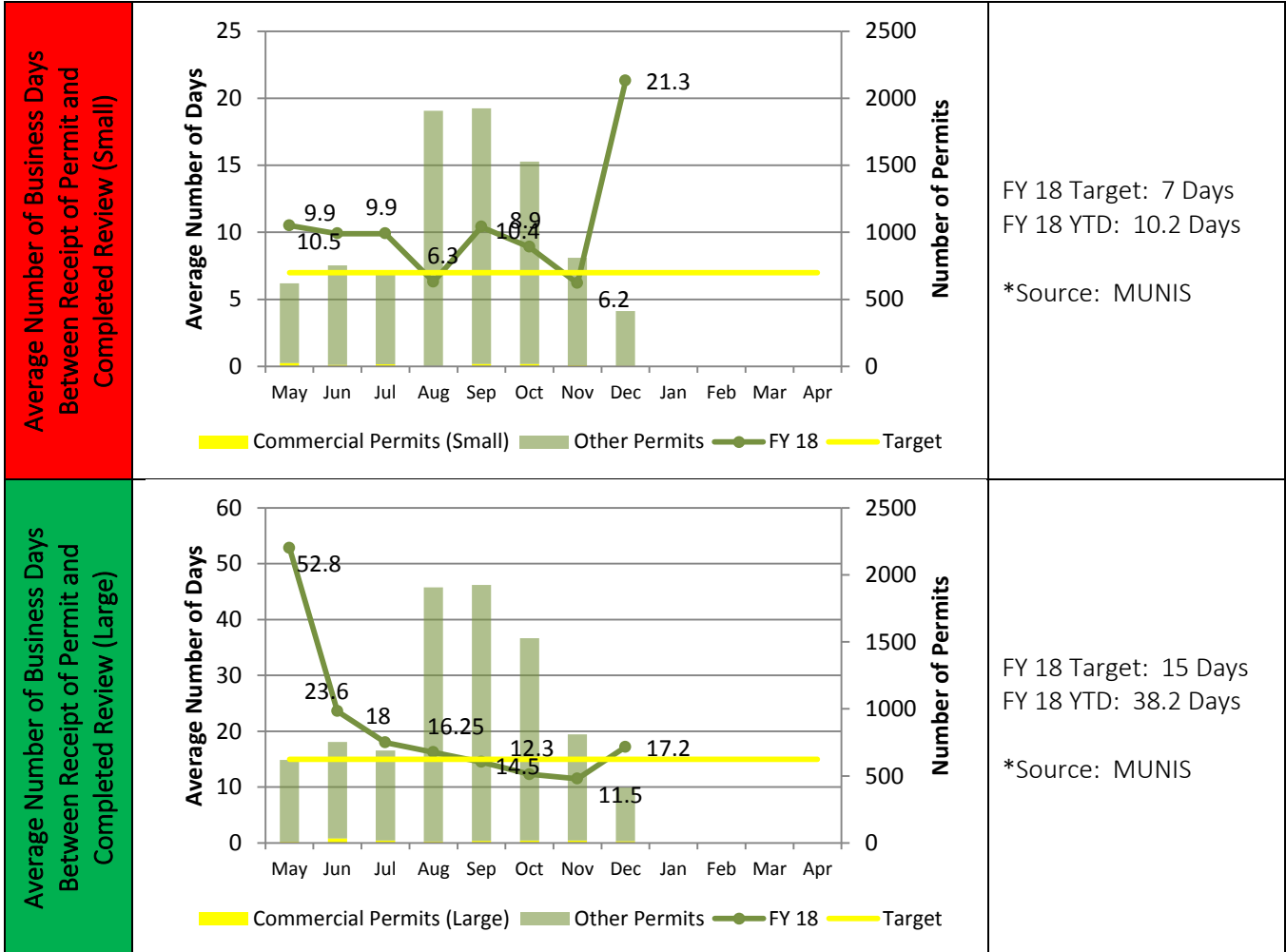
KPI 1: Residential Permit Turnaround Time

Timely review of residential building permits is crucial to ensuring building activity in the village occurs in an effective and efficient manner. This KPI measures the average number of business days between receipt of the residential building permit application by staff and completed review. The department is also measuring the percentage of time that the set benchmark is met. When residential permits are received, they are time stamped and scanned into the village’s permit management system (MUNIS), which makes ongoing measurement and reporting on this KPI possible.



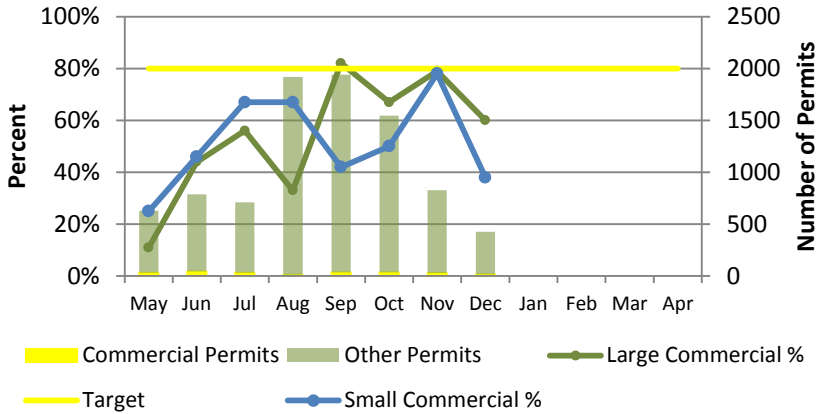
KPI 2: Commercial Permit Turnaround Time

Timely review of commercial building permits is crucial to ensuring building activity in the village occurs in an effective and efficient manner. This KPI measures the average number of business days between receipt of the commercial building permit application by staff and completed review. The department is also measuring the percentage of time that the set benchmark is met. When commercial permits are received, they are time stamped and scanned into the village’s permit management system (MUNIS), which makes ongoing measurement and reporting on this KPI possible. The plan review team has established criteria for distinguishing between ‘small’ and ‘large’ scale projects.



*Large commercial plan review data recording error for May. Data includes time waiting for revised plans after first review and time waiting for accompanying documents to be provided. All data for subsequent months will only include average number of business days between permit drop-off and first initial contact.

Percent of Time Benchmark of 7 Days for Small Commercial and 15 Days for Large Commercial is Met

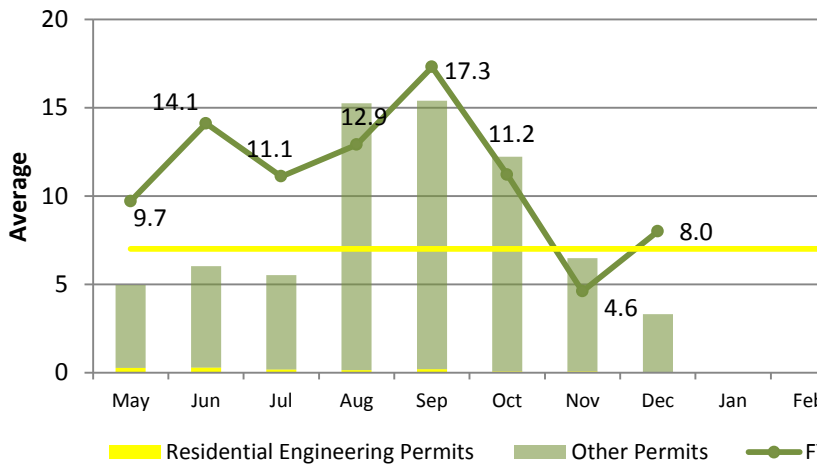


FY 18 Target: 80%
 FY 18 YTD (Large): 28%
 FY 18 YTD (Small): 36%
 *Source: MUNIS

KPI 3: Engineering Permit Turnaround Time

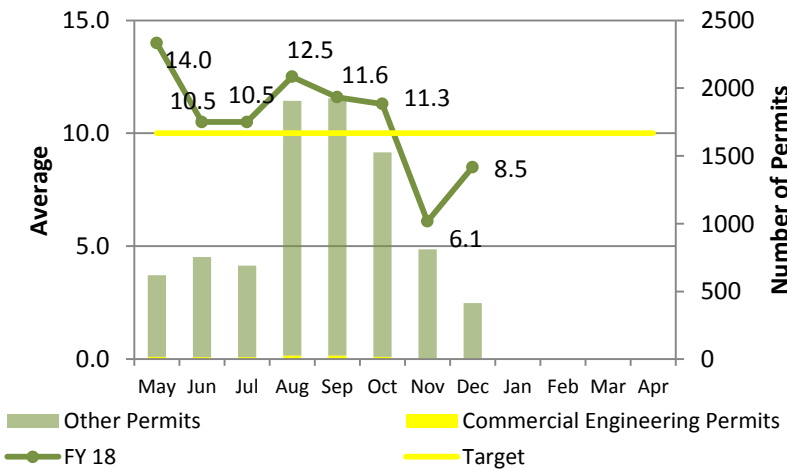
Timely review of residential and commercial engineering permits is crucial to ensuring building activity in the village occurs in an effective and efficient manner. This KPI measures the average number of business days between receipt of the engineering permit application by staff and completed review. The department is also measuring the percentage of time that the set benchmark is met. When engineering permits are received, they are time stamped and scanned into the village's permit management system (MUNIS), which makes ongoing measurement and reporting on this KPI possible.

Average Number of Business Days Between Receipt of Permit and Completed Review (Small)

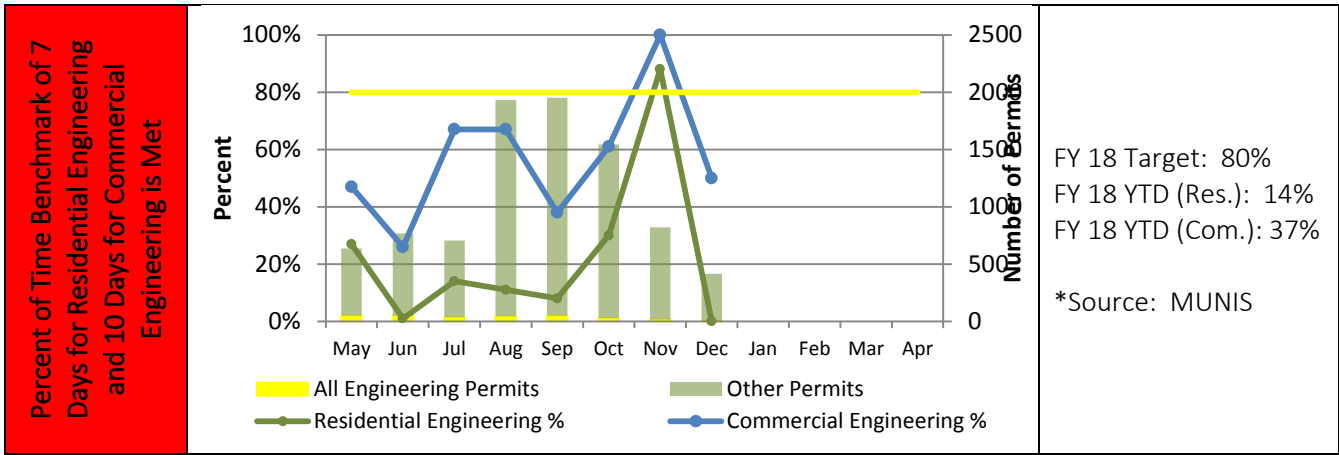


FY 18 Target: 7 Days
 FY 18 YTD: 11.9 Days
 *Source: MUNIS

Average Number of Business Days Between Receipt of Permit and Completed Review (Large)

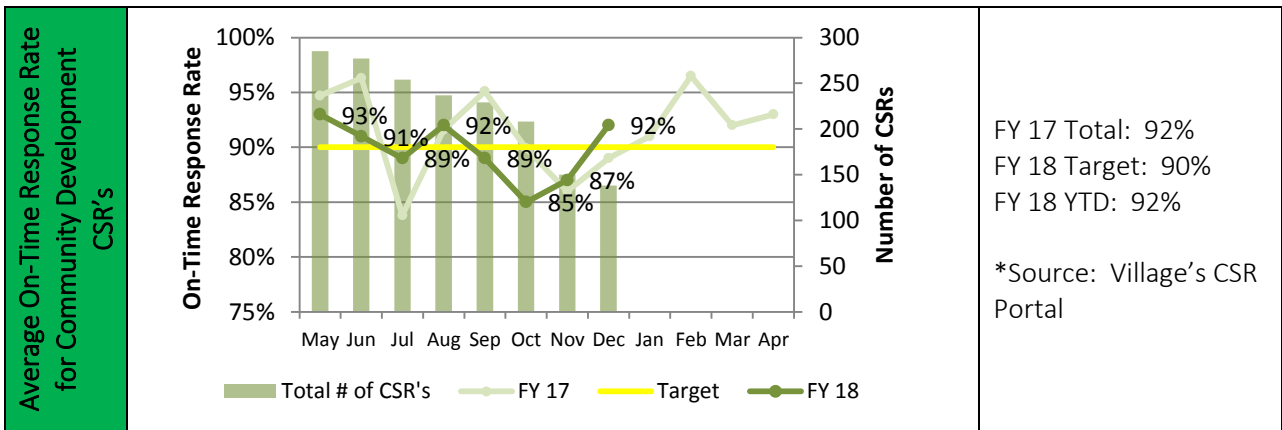


FY 18 Target: 10 Days
 FY 18 YTD: 12.6 Days
 *Source: MUNIS



KPI 4: Customer Service Request (CSR) Response Rates

This KPI measures the percentage of CSR's that are on-time and is meant to improve municipal services to external stakeholders by ensuring CSR's are efficiently responded to. By monitoring the percentage of CSR's that are passed due, the department can ensure all external requests are completed, or responded to, within the timeframe set forth by the village. The village's Customer Service Request tool is designed to track the percentage of Community Development CSR's that are responded to on-time, allowing on-going measurement.



KPI 5: Detention Pond Inspections

To gauge the safety and effectiveness of the village's stormwater detention pond inventory, this KPI measures the compliance rate for the passing of routine inspections of the village's detention ponds. When detention pond inspections are conducted, they are assigned a pass or fail rating based on safety checklist. The results are then recorded in the MUNIS Application Entry program, which makes the ongoing measurement and reporting on this KPI possible.

