

Village of Schaumburg

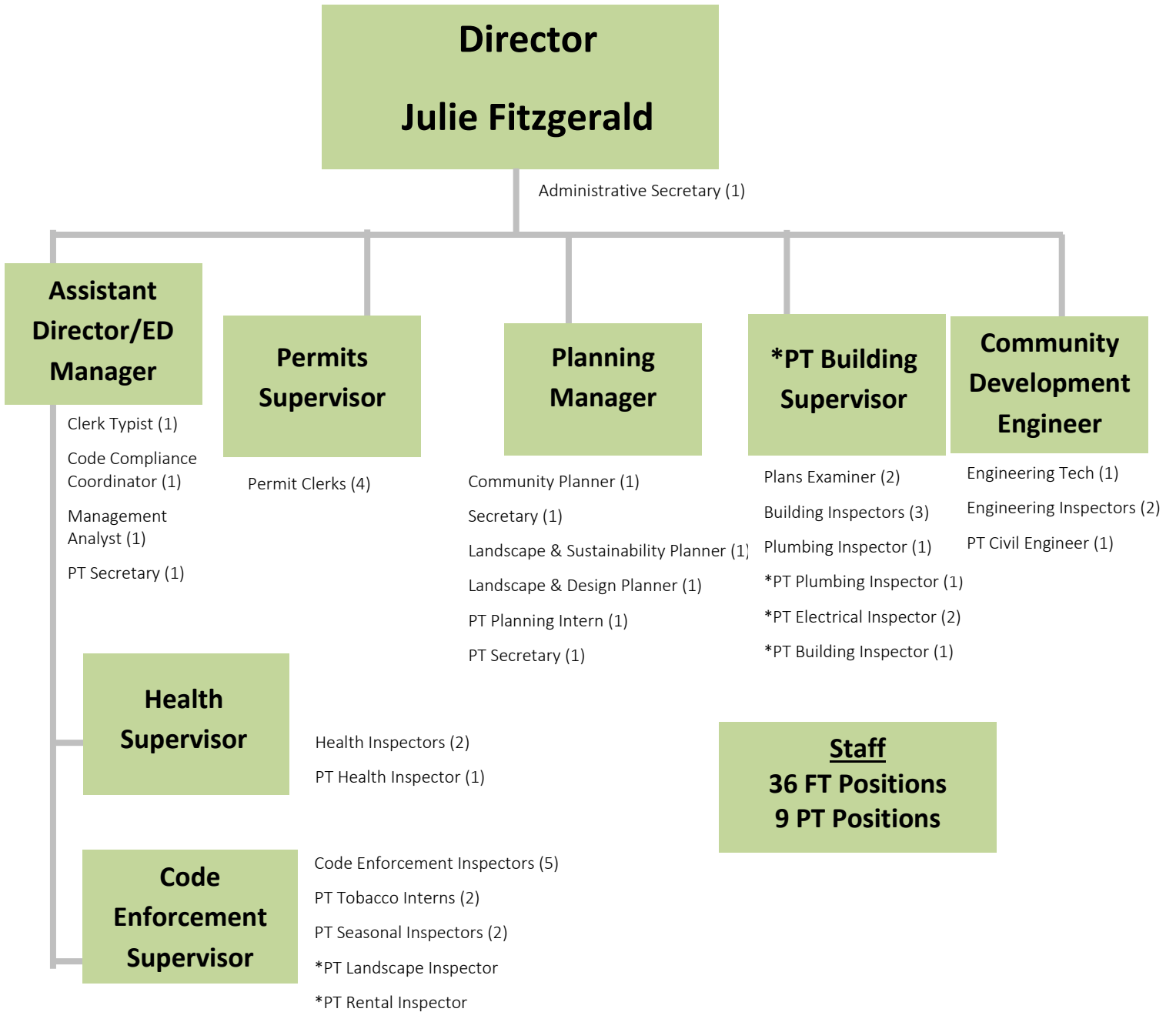
Community
Development
Department
Monthly Report

OCTOBER 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

July 21st storm – The Community Development Department continues to handle a large amount of permits and inspections associated with the July 21st storm. The Department issued nearly 2,500 more building permits in the same 17 weeks in 2017 than in 2016:

Week	Roof Only	Roof & Siding	Siding Only	Weekly Total All Permits
17 Week Total 2017 7/3-10/27/17	2,242	796	365	5,160
Same 17 Week Total 2016	245	12	79	2,517

Murzyn/Anderson Property – A listing agreement with Entre Commercial was entered into to help market the 55 acre Murzyn/Anderson Property at Irving and Rodenburg Roads. The property is currently zoned Agricultural but the Comprehensive Plan calls for industrial uses.

2016 CDBG CAPER – Staff completed the Consolidated Annual Performance and Evaluation Report (CAPER) which is a federally required document that provides each CDBG recipient an opportunity to evaluate its overall progress in carrying out priorities and specific objectives identified in its Five Year Consolidated Plan and annual Action Plan. The CAPER includes a summary of programmatic accomplishments and an assessment of progress toward a community vision. During Program Year 2016 (October 2016 – September 2017), the Village spent \$379,389.36 in CDBG funds on public services, sidewalk gaps, residential rehabilitation, first time homebuyers programs and other activities.

Fall Recycling Event – The Environmental Commission and staff hosted another successful Fall Recycling Event on October 14th at the West Parking Lot near Boomers Stadium. The event offered document destruction, electronics recycling and paint recycling. V

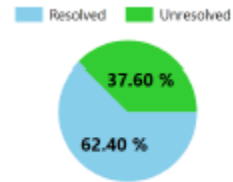
MONTHLY PERFORMANCE

Code Enforcement

Administrative Adjudication

Clearance Rate (10/1/2017 through 10/31/2017)

Department	Incoming	Outgoing	Unresolved	Rate
CDD Building	27	7	20	25.93%
CDD Code Enforcement	67	46	21	68.66%
CDD Health	3	0	3	0.00%
Finance	1	1	0	100.00%
Fire	27	24	3	88.89%
Total	125	78	47	62.40%



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 (10/1/2017 through 10/31/2017)

Department	Violations	Tickets
CDD Building	31	19
CDD Code Enforcement	27	25
CDD Health	5	1
Fire	19	14
Total	82	59

Note- Citations often address multiple violations.

Code Enforcement (cont.)

General Program Responsibilities Code Enforcement	
Initial CSR Investigations	63
Business License Needed	9
Business License Approval	2
Notice Served	2
License Closeouts	28
Vacant Registration Received	7
Foreclosure Notice Received	11
Tax Stamp Hold Status	39
Locations that removed Ash Trees	1
Monitoring Vacant SF Homes weekly	247
Monitoring Vacant PUD Homes	30
Monitoring Vacant Lots	76
Monitoring Vacant Business Location	29
Weekend Sweeps	2
Village Wide Sweeps	14
Residential Area Sweep	50
Commercial Area Sweeps	2
Garbage Sweep	1
Nuisance Locations Cut VOS contractor	1
This Month's Total	614

Inspections Completed Code Enforcement	
Initial Commercial Maintenance	34
Initial Commercial Warning	6
Gas Station Maintenance	0
Dumpster Enclosure	0
Recycling/Sign/New License	1
Initial Landscape Maintenance	28
Tree Removal Permits	34
Initial Residential Maintenance	53
Initial Residential Warning	52
Home Based Business License	3
Ash/Dead Tree Notice	1
Contractor Rental Home	8
Rental License	1
Vending Licenses	0
Tobacco License Unannounced	0
Electrical Permit – Rental	2
This Month's Total	223

Follow Up Inspections	Pass	Fail	Total
Residential	62	43	105
Landscape	21	3	24
Commercial	26	14	40
Business License	0	6	6
SF Home Garbage	0	0	0
Rental	0	8	8
Gas Station	0	0	0
Contractor Rental	3	9	12
This Month's Totals	112	83	195

Health

Commercial Property Inspections	Total
Body Care Inspection	57
Commercial Inspection	6
Day Care Environmental Survey	7
Food Service Complaint	41
Food Service License	18
Food Service Recycling Verify	9
Food Service Routine	426
Health Final Inspection	49
Health/Fire Inspection	25
Health On Site Meeting Inspection	0
Home Occupation Inspection	0
Mobile Vendor Inspection	0
Multi Family Inspection	0
Outdoor Temp Dining Inspection	0
Temporary Event Inspection	138
FY Total Commercial	776

Breakdown of Follow Up Inspections	
Inspection Type	Total
Commercial Comp Follow Up	2
Day Care Survey Follow Up	2
Food Complaint Follow Up	23
Food Service Follow Up 1	58
Food Service Follow Up 2	23
Food Service Follow Up 3	10
Residential Complaint F/Up	43
FY Totals	161

Residential Property Inspections	Total
Residential Complaint	65
FY Total Residential	65

Permits and Building/Engineering Inspections

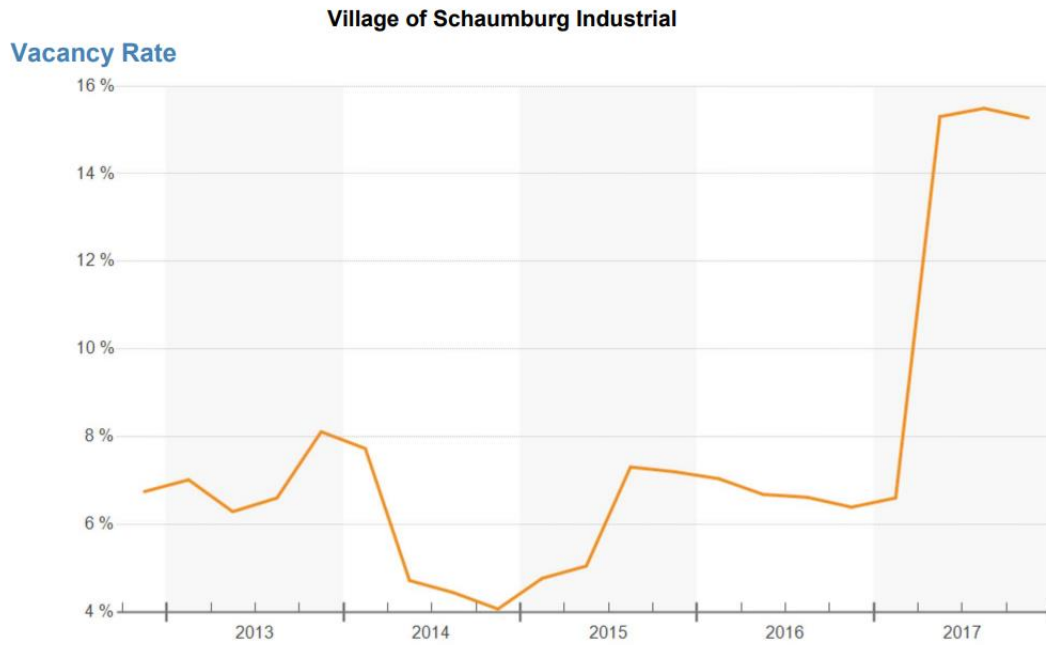
Performance measure shows number of permits issued and estimated value of the construction relative to the previous fiscal year and the same month during the previous year.

Division	10-17		10-16		FY 17-18 (YTD)		FY 16-17 (Total)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	1,417	\$17,152,033	676	\$9,444,439	6,812	\$151,941,333	6,009	\$148,000,794
Engineering	50	\$1,398,742	30	\$1,284,769	313	\$17,704,342	344	\$14,687,041
Fire	60	\$3,828,840	52	\$271,630	296	\$6,098,793	568	\$6,227,367
TOTAL	1,527	\$22,379,615	758	\$11,000,838	7,421	\$175,744,469	6,921	\$168,915,202

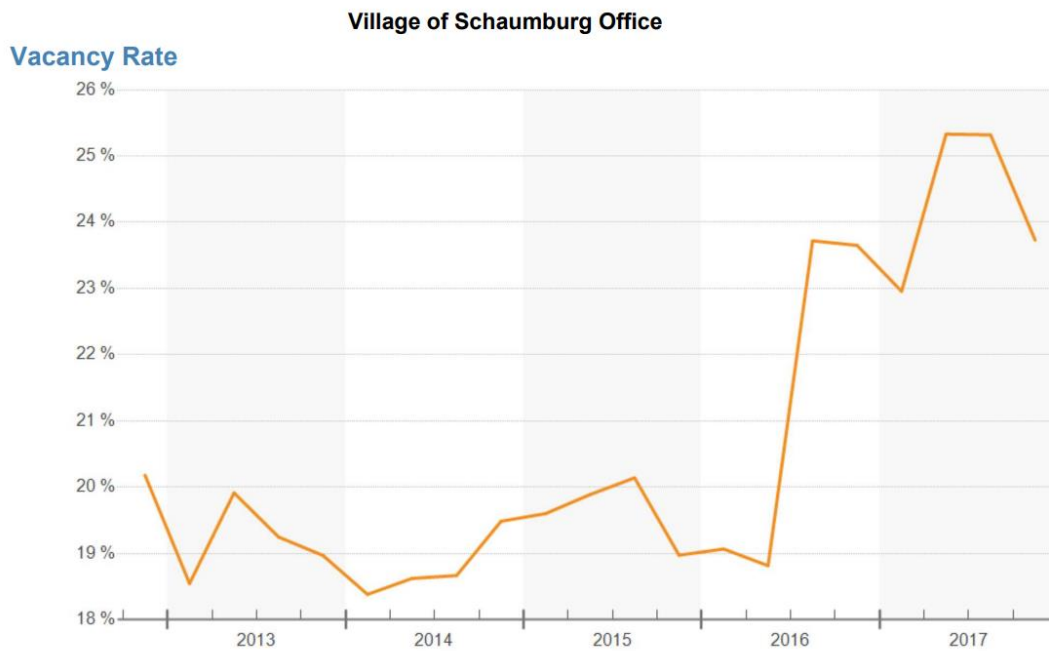
Vacancy Rates

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

Industrial Vacancy Rate



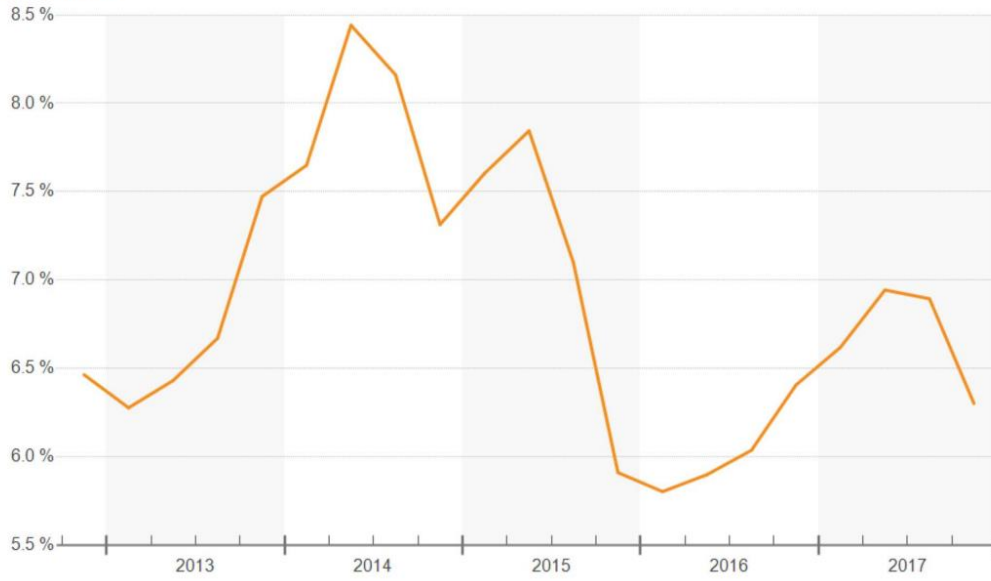
Office Vacancy Rate



Retail Vacancy Rate

Village of Schaumburg Retail

Vacancy Rate

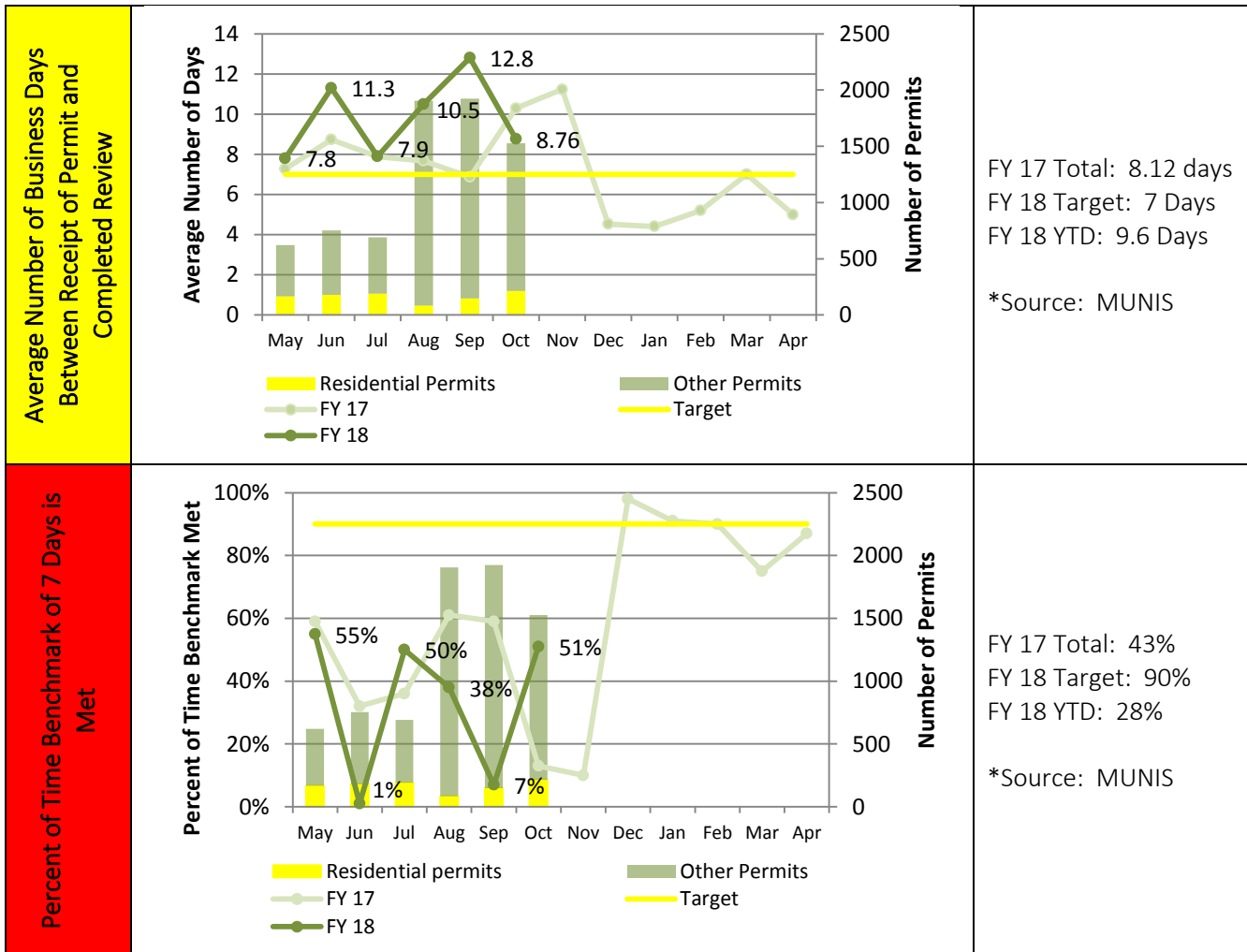


Key Performance Indicators

COMMUNITY DEVELOPMENT KEY PERFORMANCE INDICATORS:

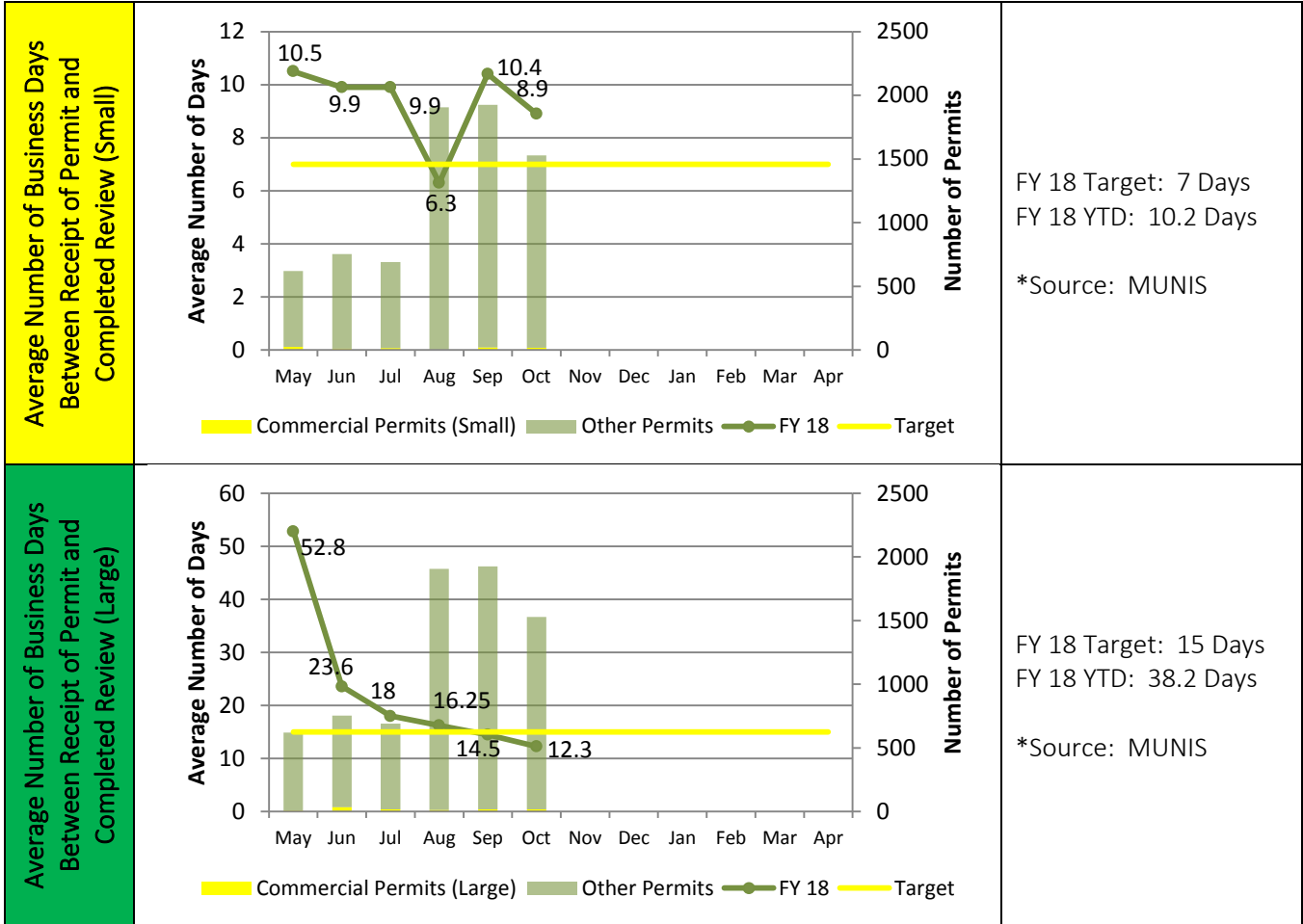
KPI 1: Residential Permit Turnaround Time

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.



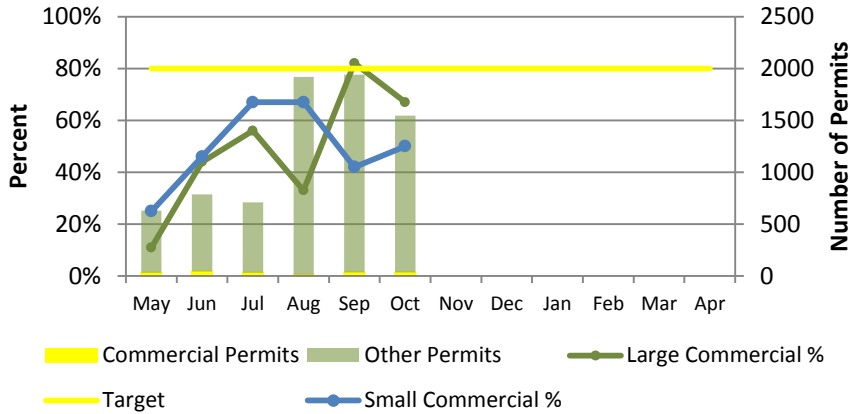
KPI 2: Commercial Permit Turnaround Time

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

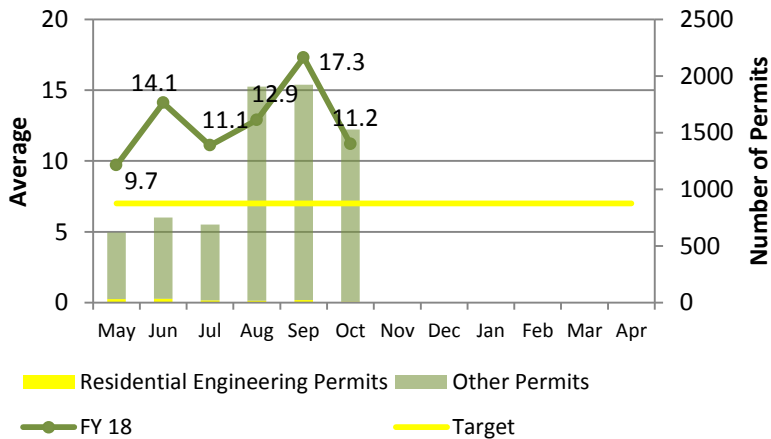


FY 18 Target: 80%
 FY 18 YTD (Large): 28%
 FY 18 YTD (Small): 36%
 *Source: MUNIS

KPI 3: Engineering Permit Turnaround Time

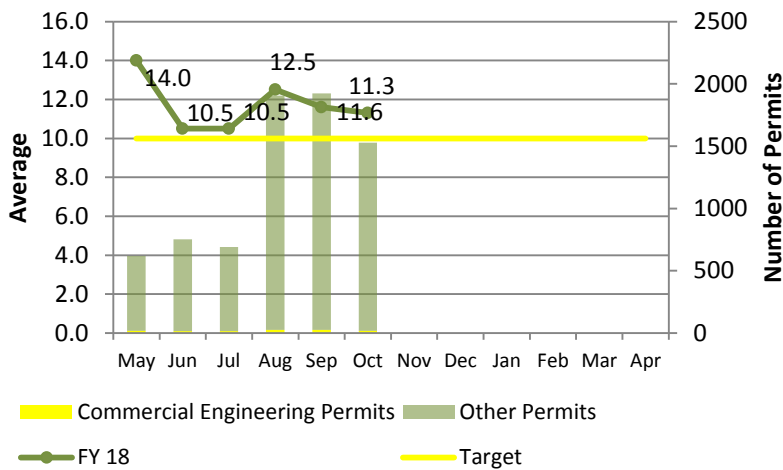
Timely review of residential and commercial engineering permits is crucial to ensuring building activity in the village occurs in an effective and efficient manner. This KPI measures the average number of business days between receipt of the engineering permit application by staff and completed review. 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)

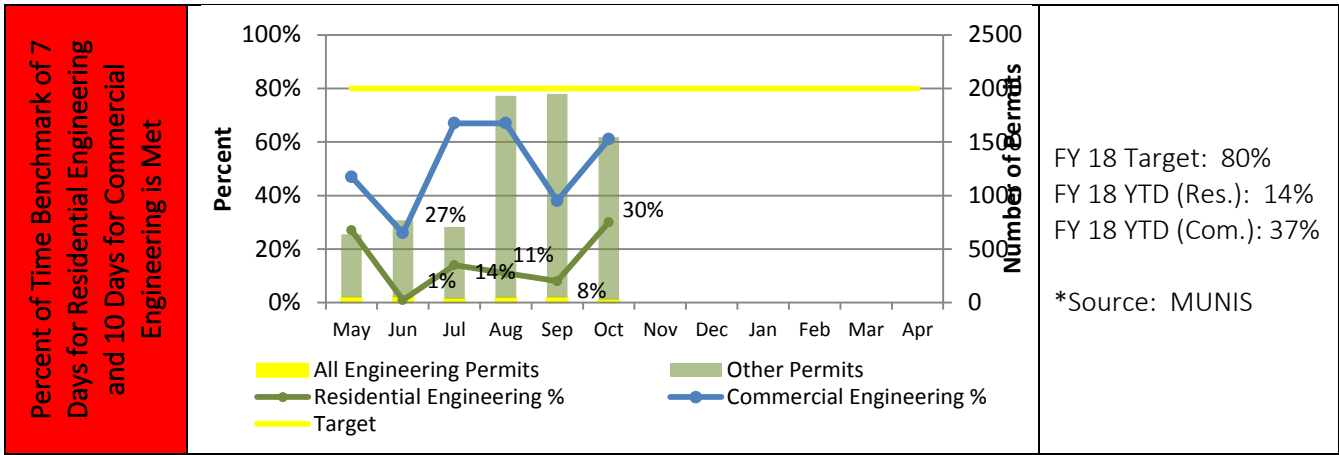


FY 18 Target: 7 Days
 FY 18 YTD: 11.9 Days
 *Source: MUNIS

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

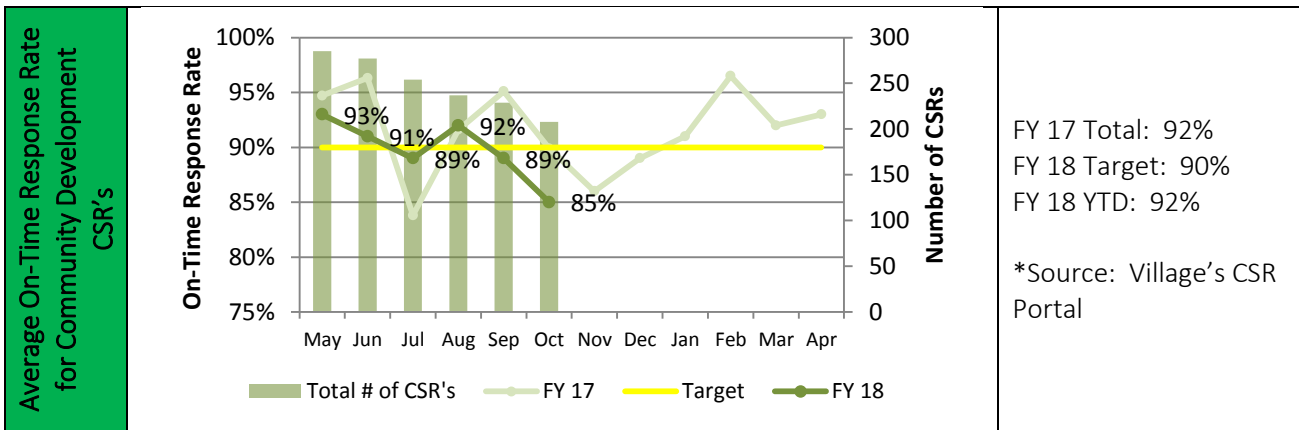


FY 18 Target: 10 Days
 FY 18 YTD: 12.6 Days
 *Source: MUNIS



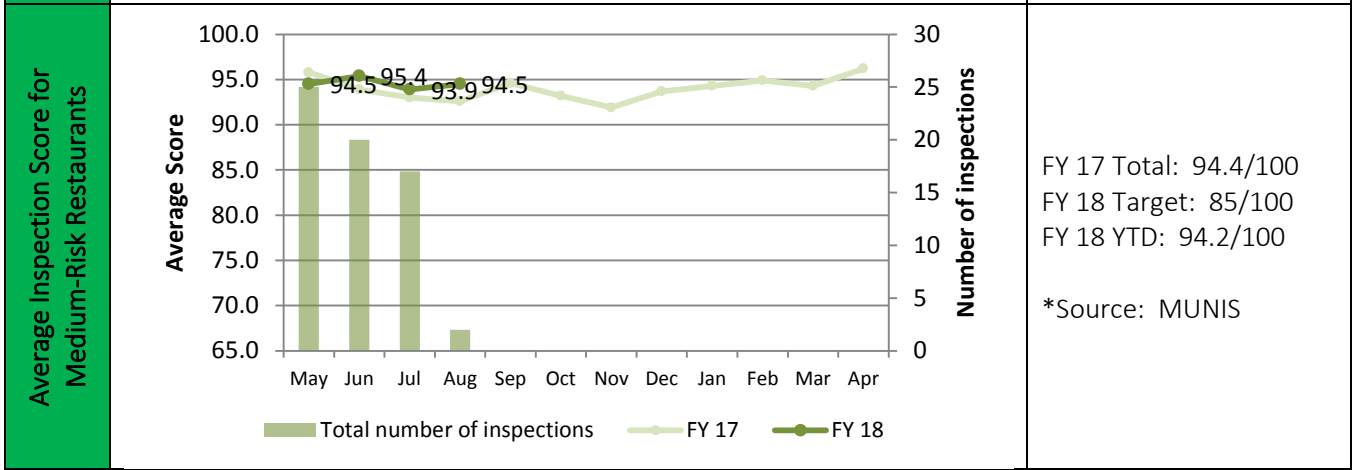
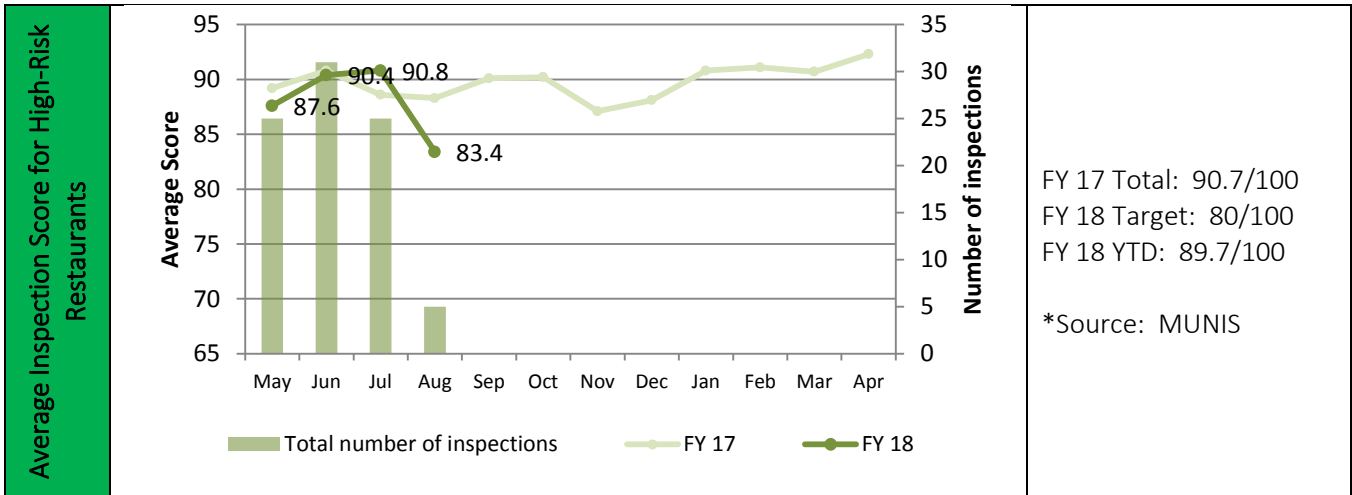
KPI 4: Customer Service Request (CSR) Response Rates

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.



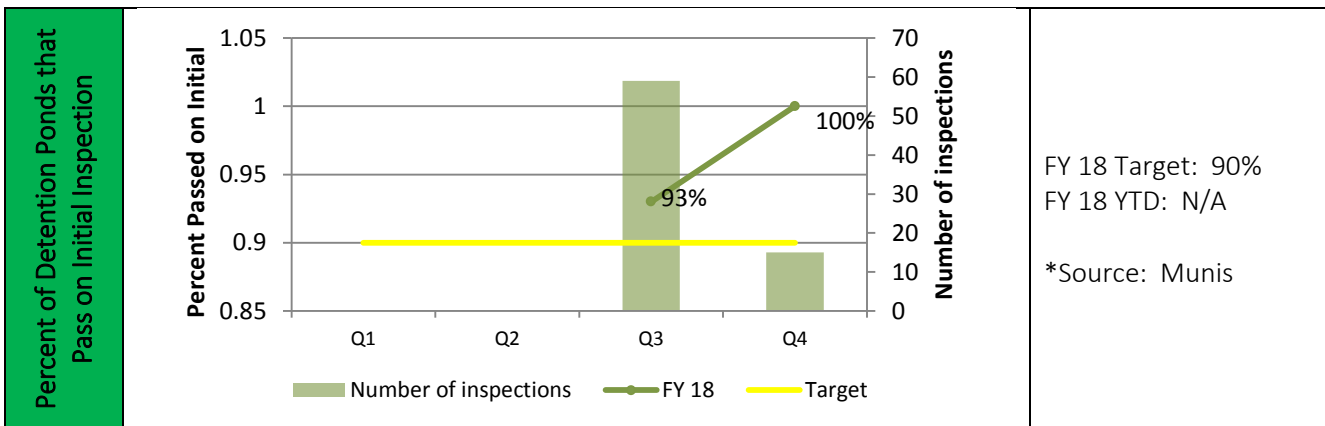
KPI 5: Health Inspection Scores

This KPI is the average score of health inspections completed on high-risk and medium-risk restaurants. This measure will help the Health Services Division gauge the status of the sanitation of food establishments to ensure a safe and healthy eating environment for residents and visitors of the community. Each establishment has an electronic file where inspections and scores are recorded.



KPI 6: 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.



*No inspections have yet been completed for Fiscal Year 2017/18