

ASSISTANT VILLAGE ADMINISTRATOR/PERFORMANCE & INFORMATION SERVICES REPORTS

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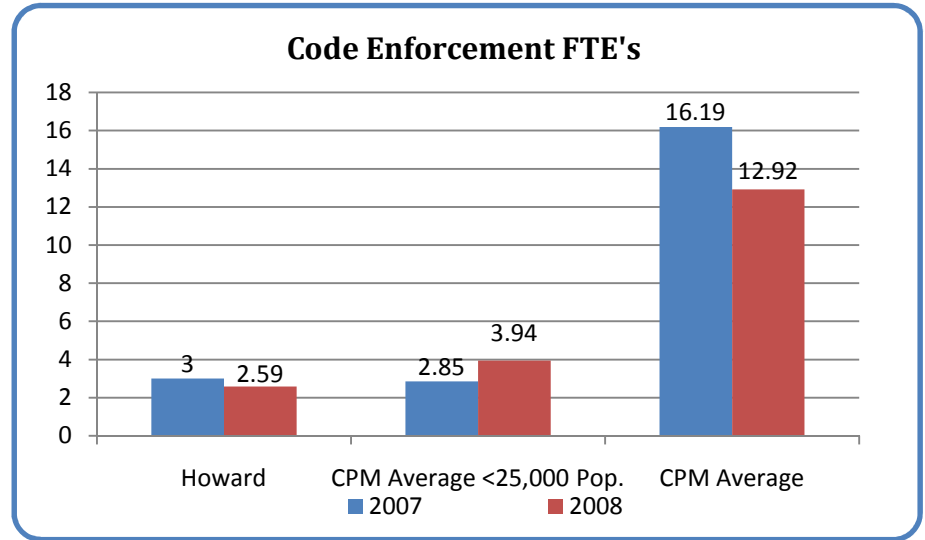
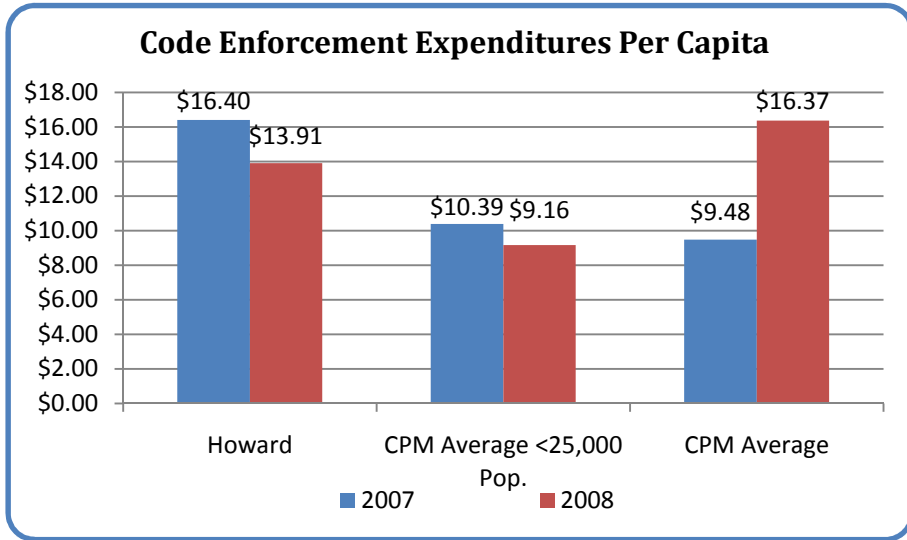
Report Regarding FY 2008 Code Enforcement Performance Measurement Data

As part of Howard’s “VillageTrack” initiative, I will be providing performance measurement reports for the service areas for which we collect data. I will provide one or two reports per meeting for the next four months in preparation for budget discussions. I will also be reviewing the data with the respective executive directors to assess data and establish benchmarks for the upcoming fiscal year. Below you will find performance measurement dashboards along with brief narratives for the Code Enforcement service areas.

Expenditures Per Capita & FTE’s

The graph below/left depicts total expenditures for code enforcement activities (bldg. inspections, nuisance inspections, site plan reviews, etc.). As you can see the cost per capita for code enforcement has decreased by \$2.49 from FY 2007. This can be largely attributed to a reduction in the number of Code Enforcement FTE’s as depicted in the FTE graph below/right. It is likely that the cost per capita for Code Enforcement services will decline again in FY 2009 as the Village has eliminated the part-time code enforcement officer position.

Despite the reduction in cost per capita, the Village of Howard’s cost per capita for code enforcement services is still \$4.75 higher than the Center for Performance Measurement (CPM) average for communities with populations between 10,000 and 25,000. For benchmarking purposes, the most similar community to Howard in the CPM consortium is **Raymore, Missouri** (Population 16,544 and 17.52 square miles in size). Raymore’s cost per capita for code enforcement services is \$15.75. Village staff will strive to maintain its code enforcement expenditures per capita and move closer to the CPM average for communities with populations between 10,000 and 25,000.



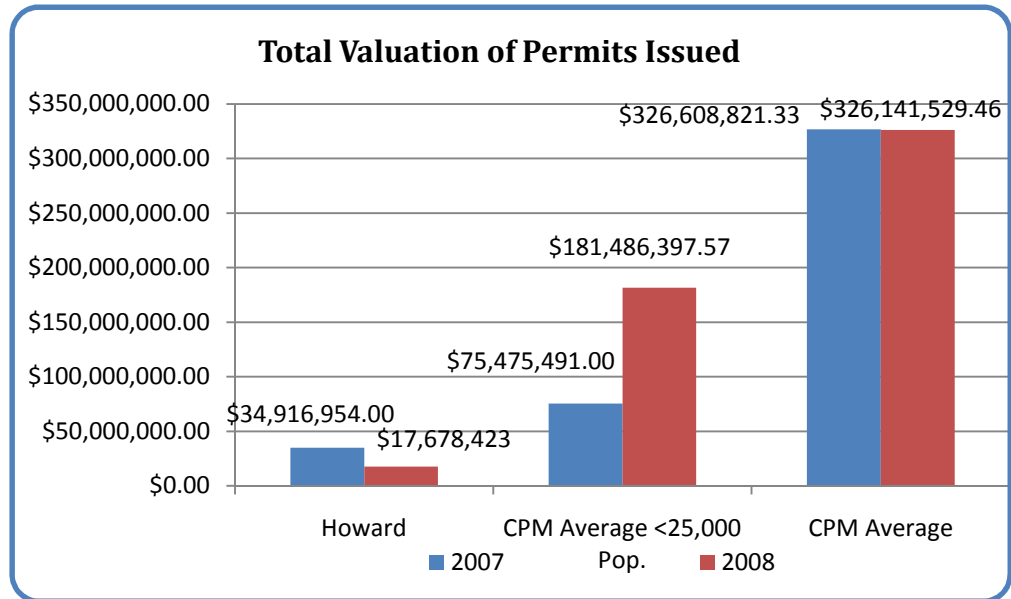
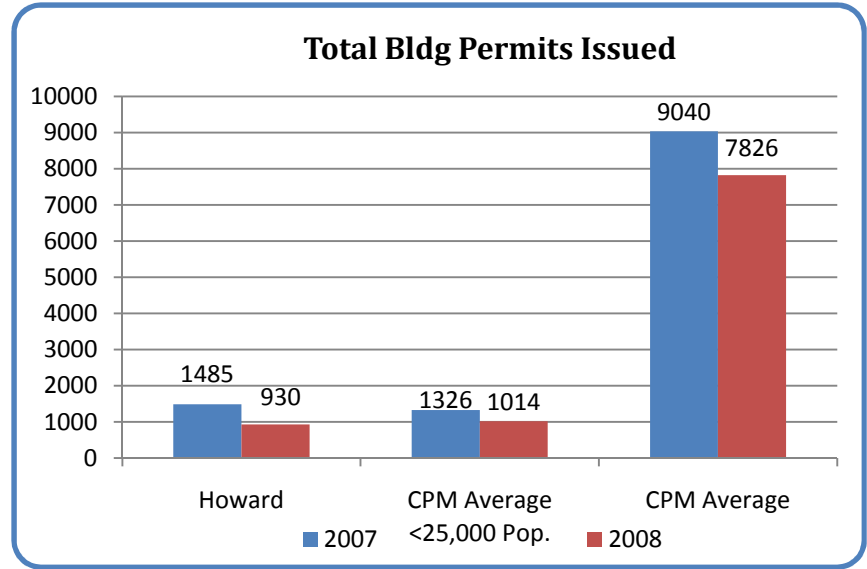
Building Permits & Valuation

In FY 2008, the Village of Howard issued 930 building (residential, commercial, plumbing, electrical, HVAC, other) permits, down from 1,485 in FY 2007. Of the 930 permits issued, 159 were residential permits and 54 were commercial permits. The reduction in building permits is likely attributable to current economic conditions and may continue until the economy rebounds. Through the end of May 2009 the Village of Howard has issued 270 total permits. At this pace the Village is projected to issue a total of 648 permits in FY 2009.

The total number of permits issued is fairly consistent with the CPM average for communities with populations between 10,000 and 25,000. Our benchmark community, Raymore, MO issued a total of 578 permits in FY 2008.

The Village's valuation of permits issued has dropped by more than 50% from FY 2007 to FY 2008, while the CPM Average for similar sized communities has increased by more than 50%. This statistic is somewhat misleading because several communities with similar sized populations had permit valuations in excess of \$100,000,000. In this case a more appropriate measure would be the CPM median which is \$51,379,523. Either way, it is apparent that building activity in the Village has slowed significantly as a result of a bad economy. The permit valuation for Raymore, MO was \$44,313,050 in FY 2008.

The number of permits issued and valuation of permits issued is largely out of the control of the Village of Howard. In the coming fiscal years the Village will strive to maintain and/or increase the total number of permits issued and total valuation. The Village has taken several progressive steps to encourage economic growth during the past few months. The Village Board recently approved a \$50,000 low-interest loan to small businesses in an effort to encourage redevelopment and building renovations. Ideally, this initiative will encourage growth and help increase both the number of permits issued and the value of issued building permits.

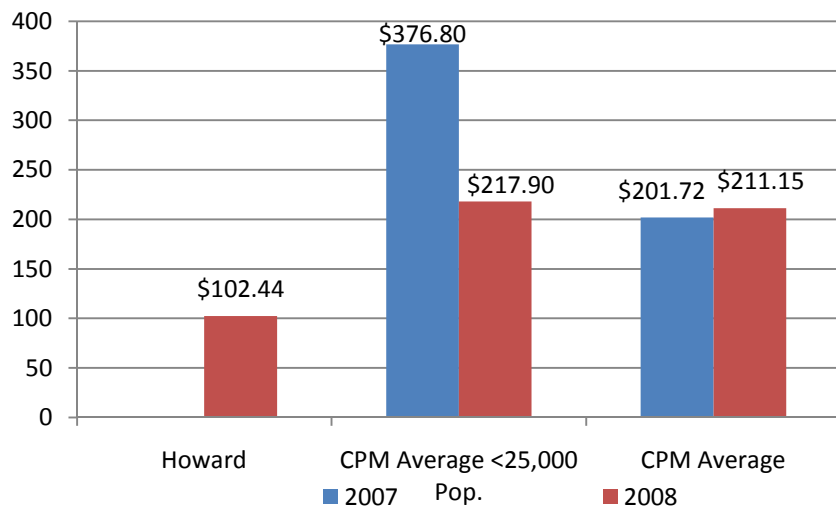


Building Permit Issuance Efficiency Measures

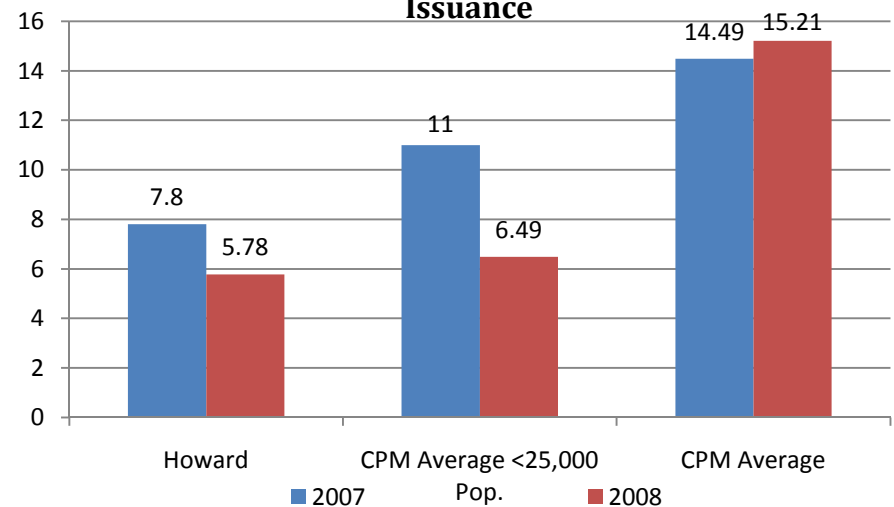
Despite the reduction in number of permits issued and valuation of permits, the Village of Howard's code enforcement department continues to review and issue permits in an extremely efficient and cost-effective manner. The average number of days it takes our code enforcement staff to review and issue permits from the date of receipt is less than one week. Our department reviews and issues permits nearly one day faster than other communities of similar size. Raymore, MO issues permits within three days of receipt, but they also have twice as many code enforcement FTE's.

In addition to the expedient manner in which our code enforcement department issues permit, the department also has one of the lowest costs per building permit issued at \$102.44. This is well below the CPM average for communities of similar size, which is \$217.90. The primary reason for the lower cost per permit issued is the number of FTE's in the code enforcement department. This number will likely decline in FY 2009 as the Village has eliminated a part-time code enforcement officer position. The cost per building permit issued for Raymore, MO is \$74.61. I am somewhat skeptical of this number as Raymore, MO has twice the number of FTE's, yet they only list the salaries and expenses for building permits as \$43,125. They may be tracking the number of hours spent on building permits per employee and using that figure to represent costs. This is something the code enforcement department should consider tracking in FY 2009 to give a more accurate representation of cost per building permit issued.

Avg Cost Per Bldg Permit Issued



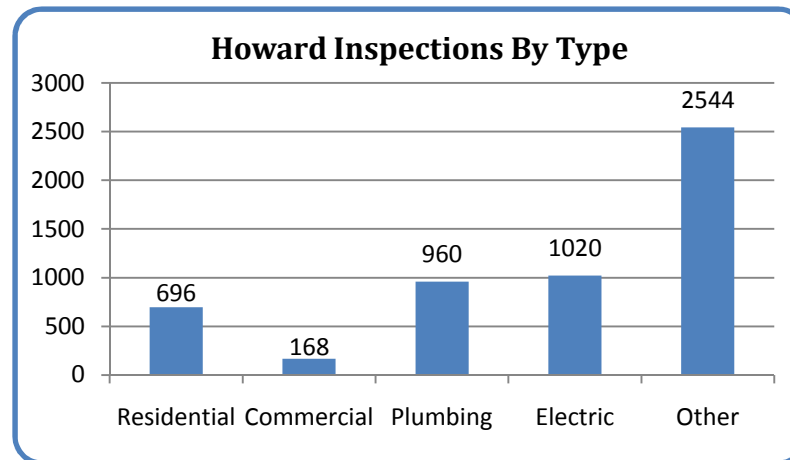
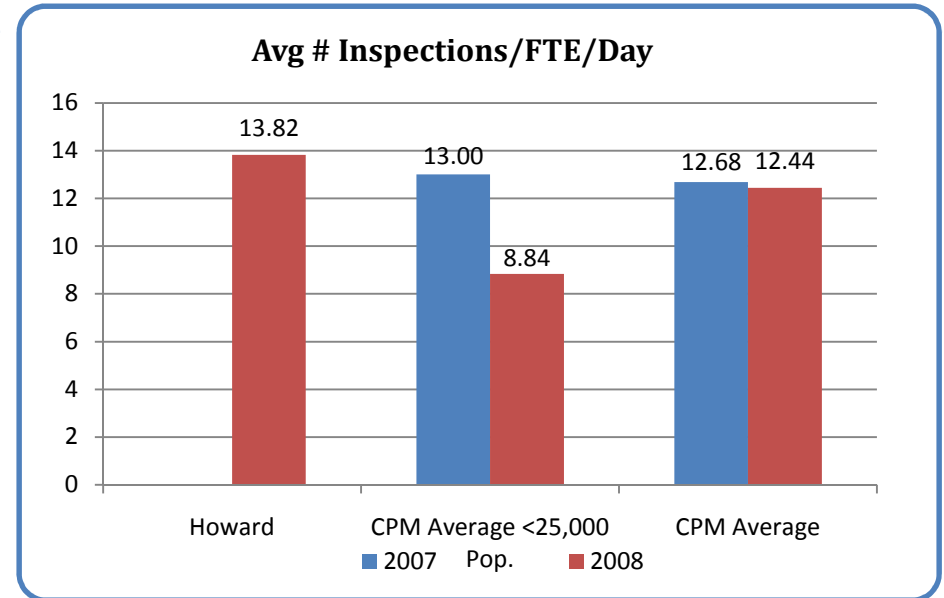
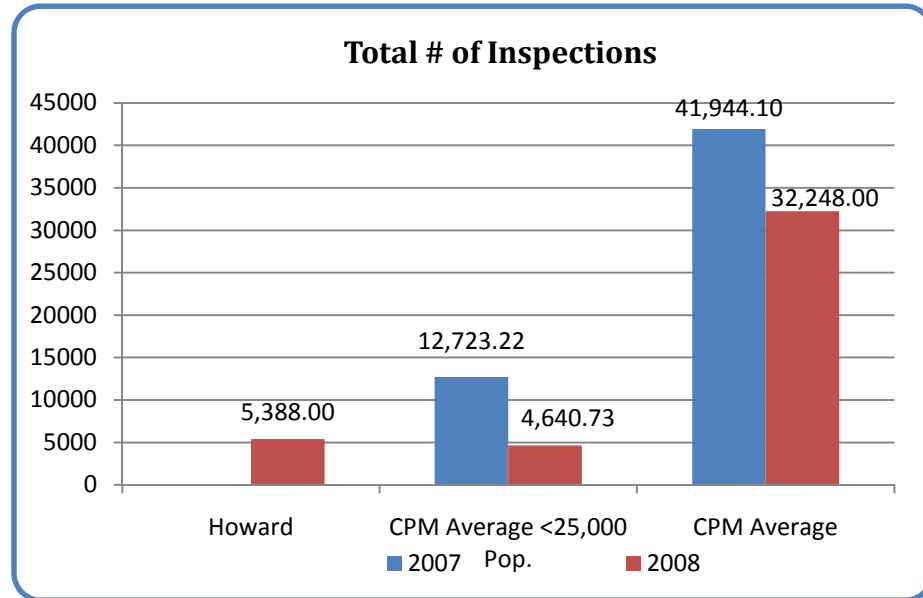
Avg # Days from Bldg Permit Application to Issuance



Building Inspections

In FY 2008, the code enforcement department conducted 5,388 inspections (building, HVAC, electrical, plumbing, etc.). We did not track this number in FY 2007, but based on the CPM averages, it is likely that this number is a decrease from FY 2007. The Howard code enforcement department is conducting, on average, approximately 700 more inspections than the average number of inspections for communities of similar size. Similar to building permits, the reduction nationwide in the number of inspections is likely due to a bad economy. In FY 2008, Raymore, MO conducted 4,470 total inspections.

From an inspection efficiency standpoint, Howard is above average. The average number of inspections per FTE per day for Howard's code enforcement department is 13.82. This supersedes both the CPM average for communities under 25,000 in population (8.84) and the national average for CPM communities (12.24). Again, this is largely due to the lower number of FTE's in the code enforcement department.



Nuisance Violations

In FY 2008, the average number of days between a nuisance reported in the Village of Howard and voluntary compliance was 18.5 days. The CPM average for this measure for communities with populations under 25,000 was 12.34 days. Raymore, Missouri's time between nuisance complaint received and voluntary compliance was 7 days. Again, Raymore, MO has 4 code enforcement FTE's whereas Howard only has 2.5. Another potential reason why it took our staff longer to rectify nuisance complaints may be due to existing Village ordinances. A majority of the nuisance complaints the Village receives are for overgrown vegetation. By ordinance, the code enforcement department has to give the property owner written notice and allow the property owner five days to cut the vegetation.

One service area not tracked by the Center for Performance Measurement is response time to nuisance complaints. As part of the Village's Service Excellence platform, we have established a service level agreement stating that we will respond (verbally or in writing) to nuisance complaints within two business days. The code enforcement's average response time to nuisance complaints in FY 2008 was 1.91 days. In future years the code enforcement department will strive to reduce the number of days from nuisance complaint to voluntary compliance and maintain or reduce response times to nuisance complaints.

