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## **DANBURY TOWNSHIP ZONING DEPARTMENT**

### **2014 ANNUAL REPORT (January 1 – December 31)**

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#### **Board of Zoning Appeals**

Carol Robertson  
John William Smith  
Keith Addy  
Loretta Grentzer  
Richard Kracer  
Brad Bauer  
Ron Hart

#### **Township Trustees**

Dianne Rozak  
Charles Scott  
David Hirt

#### **Zoning Commission**

Jodi Kopanski  
Kathy Radabaugh  
Steve Pitzer  
Paul Bauders  
John Paul Dress

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## About the Zoning Department

The purpose of zoning according to the Danbury Township Zoning Resolution is to conserve and protect property and property values; to secure the most appropriate use of land, and to facilitate adequate but economical provisions of public improvements. The Zoning Department provides short and long-range planning services for the Township as well as zoning, permitting and enforcement. The Zoning Department also works in conjunction with businesses seeking to locate or expand in the Township. We work closely with both commercial and residential developers, with business owners and property owners to design projects that will add to the Township's economic, environmental, and social well-being.

## Goals & Accomplishments from 2014

### **Goal: Continue Text Amendments to the Zoning Resolution to address Zoning Commission Goals discussed in 2012 and at the start of 2014.**

While text amendments that were not on the goal list for the year were specifically addressed, the Commission and Township did handle text amendments that required immediate attention. All new language was added for Telecommunication Towers in residential zoning district, which never existed previously. With the addition of this language there should be added protections for residents who could be effected by future towers and appurtenances involving technological advances.

The Commission, as a result of an application made by Lakeside regarding attached garages, was able to clarify and clean up some conflicts that affected accessory buildings in the "L" Lakeside district that impacted properties inside and outside the gates of Lakeside.

Not many of the goals the Commission listed were specifically accomplished, in part because some of the "Immediate Goals" the Zoning Commission established may actually be better served to address once the Land Use Plan update is completed, so that implementation of the Plan is more attainable.

### **Goal: Continue file organization and tracking.**

- Continue to scan and electronically convert public records and case files.

A system is in place amongst staff on scanning and electronically filing all new permits and applications received by the zoning office. All miscellaneous files which included a lot of zoning verification and zoning inspector interpretations have been reconfigured and are now filed by address. A filing drawer has also been established just related to subdivision files and all recorded subdivisions are now in electronic form as opposed to the hanging paper copies.

All Zoning Commission cases since 1975 have been scanned and entered into SmartSearch and re-tagged to be put in address order where addresses were established. These files remain boxed until the Board of Zoning Appeals cases are completed in the same fashion, which when completed, then all the cases will be placed in filing cabinets in address order as opposed to being filed by the applicant's name.

The zoning department is also planning on switching the electronic filing software in 2015 from SmartSearch to ZonePro which will synchronize all cases (i.e. permits, inspections, zoning commission and BZA cases) by address and readily have the property history listed as opposed to searching in multiple locations for the various types of information.

### **Goal: Inventory available and under-utilized commercial and industrial sites and assist in marketing.**

The intent of this goal is to provide, via the Township website, an inventory of available and under-utilized commercial and industrial sites. While this goal has not come to fruition to the level we would like, we did start to tap into it by listing under the Local Commerce section tenant spaces available and listing who to contact regarding those locations. We will continue to offer this service with the hope of expanding the amount of detail provided for each of the listings.

### **Goal: Continue Map Creation. Some maps that we would like to prepare are a(n) Annexation Map, Subdivision Map, Storage Inventory and Sign Inventory. We would also like to try to produce a more detailed street map.**

Through the Ottawa County Auditor and now the County Engineer's websites, subdivision boundaries are available, but the Zoning Department would still like to make a map available for distribution to our residents and the general public. Sign inventory is entered as time allows and the other maps listed above will be produced as well, when time allows. Some additional maps that will be produced as a result of the Land Use Plan update will be a breakdown of available, developable land by zoning district. This will be done all at the same time in layers, which will result in multiple maps once completed.

### **Goals for 2015**

- Form Land Use Plan Committee and begin Plan update so as to be in the adoption phase by 2017.
- Finalize BZA files into electronic format and filing by address.
- Work on needed text amendments based on the goals of the Commission and resolve some unfinished details from 2014 amendments.
- Continue work on prior goals which include making an inventory available of under-utilized commercial and industrial sites and assist in marketing, creating specialized maps and updating the website listing on grant funds available.

## **Exhibit A. Zoning Commission Goals (Est. 2014)**

### **1. Immediate Goals**

- a. Commercial Setbacks – is 70' too much, encourages all parking out in front.
- b. Landscaping & buffering requirements for "C" and "M" zoning districts.
- c. Outdoor Display of Merchandise in Commercial Districts.
- d. Storage areas vs. Private storage of more than 3 recreational vehicles.
- e. Outdoor Storage of Heavy Equipment.

### **2. Short Term Goals**

- a. Comprehensive Plan (Due for update in 2017)
  1. More thorough, visionary/ corridor plan for 269 & 163.
  2. Professionally prepared, with community outreach effort.

### **3. Not Short Term, but not Long-Term (2015, 2016, into 2017)**

- a. Rezone existing MHP Parks to the MHP District?
  1. Nonconforming uses would be permitted uses.
  2. Add language for ancillary uses (offices, pools, maintenance buildings)
- b. PUD Language to incorporate commercial & industrial development
  1. Rezone property?
  2. Con...extra steps in development approval – Pro...more say in development
- c. R-C District – separate into 2 districts or add more conditional uses?

### **4. Longer Term Goals**

- a. Bike Paths/ Trail Plan

### **Carry-over from Zoning Commission Discussions:**

#### **Not Short Term, but not Long Term (2014, 2015, into 2016) *no particular order***

- 20% Nonconforming addition restrictions. Restricts conforming uses in nonconforming structures.
- Nonconforming Section – need to address intentional demolition
- "M" zoning district setback requirements, especially if adjoining residential property.
- Building heights in "M" districts
- Should porches (open air – not enclosed) be included in the lot coverage calculations?
- Lot coverage's in general – are percentages too high and should it include decks, driveways, etc.?
- Accessory Building Ratios based on lot size?
- Small vs. Large Contractor Warehousing

## Litigation

### **Danbury Township Board of Trustees vs. Terry M. Overmyer:**

**Decision: Affirmed**

In May 2012 the Township filed a Complaint with the Ottawa County Common Pleas Court vs. Terry M. Overmyer (Case# 12CV257H) for the construction of a deck without a permit and after the BZA refused a variance request for the deck expansion. Depositions were held at the end of October 2012. As of September 30, 2013 all briefs and a motion for summary judgment were filed and the case was just awaiting the Judge's Decision. On June 14, 2014, Judge Winters filed a Decision and Judgment Entry denying the request for Summary Judgment. In result, a Case Management Conference between the Court and Attorneys was held in July 2014 and trial was scheduled for December 15, 2014. At the conclusion of the bench trial held December 15, 2014, Judge Winters ruled in the Township's favor and ordered that Mr. Overmyer remove the deck addition by June 1, 2015.

### **Patricia & Thomas Neurohr vs. Danbury Township Board of Zoning Appeals:**

**Decision: Reversed**

Litigation was filed against the Township as a result of a violation letters sent for illegal rentals, three which property owners subsequently appealed to the Board of Zoning Appeals. The Board upheld the Zoning Inspector's Decision to issue the violation letters. Two of the appellants then filed appeals with the Ottawa County Common Pleas Court on October 3, 2012 being assigned Case# 12CV403F for Patricia & Thomas Neurohr and the second case was voluntarily dismissed by the appellant. As of March 18, 2013, the Neurohr case had all briefs filed and the case was just awaiting the Judge's Decision. On June 10, 2014 Judge Winters filed a Decision and Judgment Entry reversing the Board of Zoning Appeals decision. According to Township Legal Counsel, the decision was that the BZA erred in upholding the citation to the Neurohr's concerning transient rental of their house. He suspected the decision was impacted due to the length of time this was being done before the citation was issued even though this wasn't mentioned in the decision. Unfortunately, the issue of whether this is an impermissible commercial use of property in a residential district was not addressed in the decision either.

### **Bays Edge vs. Danbury Township Board of Zoning Appeals:**

**Decision: Waiting**

In November 2012, Willow Bend Resort filed a Conditional Use application with the Board of Zoning Appeals to allow for a recreational camp expansion to the east of their current location. Part of the request also asked for a side yard setback reduction from the eastern property line adjoining Bays Edge. After being continued, the BZA in January 2013 voted to approve the Recreational Camp designation to the property and a 30' side yard setback variance (45' required). In February, Bay's Edge filed an Appeal of the Board's decision with the Ottawa County Court of Common Pleas (Case# 13CV057F). During the filing proceedings, Bays Edge requested and was granted a Motion of Stay, preventing Willow Bend from conducting any work of the property as well as preventing the Township issuing any permits for the project. Ultimately, due to the briefs and complaint filed by Bays Edge, the Township requested a modification to the Motion of Stay because they were only contesting the side yard setback, not the use of the property. The Judge agreed and ultimately on October 18, 2013 a partial permit (#13-208) was issued to allow Willow Bend for 23 of the proposed 47 camp sites. As of September 17, 2013, we thought all briefs had been filed regarding the matter were just awaiting the Judge's Decision as is related to the Board's decision on the side yard setback variance. However, on August 13, 2014 Willow Bend submitted a request for leave to file a brief in lieu of Oral Arguments, which was granted September 18, 2014 and the brief was subsequently filed September 24, 2014. A Reply Brief was in turn submitted on behalf of Bay's Edge. We are now just awaiting the decision.

### **Thomas & Christine Steinbrick vs. Danbury Township BZA: Decision: Affirmed/Appealed to 6<sup>th</sup> District**

Litigation was filed against the Township as a result of a violation letters sent for the operation of A+ Steiny's Taxi Service which property owners subsequently appealed to the Board of Zoning Appeals. The Board upheld the Zoning Inspector's Decision to issue the violation letters in January 2013. In February, Steinbrick's filed an Appeal of the Board's decision with the Ottawa County Court of Common Pleas (Case# 13CV060F). As of November 4, 2013 all briefs had been filed, but Steinbrick's requested oral arguments which were scheduled to take place December 23, 2013, but were rescheduled for February 13, 2014. Following the oral arguments, Judge Winters requested a transcript of the video tapes from the BZA meeting held in 1995 when the Storage Units were under consideration to see what the conditions were placed on that project. Supplemental exhibits were also filed with the Court by the Township, which the Court accepted and the transcripts were filed in June 2014. At that point the case was just awaiting the Judge's Decision. On September 2, 2014, Judge Winters filed a Decision and Judgment Entry, affirming the Board of Zoning Appeals decision. On September 30, 2014 Steinbrick's filed their notice to appeal the decision to the 6<sup>th</sup> District Court of Appeals. Mediation for the case was set to take place December 4, 2014, but cancelled at their request. Steinbrick's complaint brief was filed with the Appeal's Court on December 9, 2014 and the Township's response brief was submitted December 29, 2014.

**Board and Commission Activities**

These boards are made up of citizen volunteers appointed by the Board of Trustees, to review and make determinations or recommendations on planning and zoning matters assigned to them. The Board of Zoning Appeals is a quasi-judicial body that hears requests for variances to the strict application of the Zoning Resolution. The BZA also hears requests for Area and Use Variances, Appeals of the Zoning Inspector’s Decisions, Conditional Uses, and Nonconforming Uses. The Zoning Commission provides formal recommendations to the Board of Trustees on amendments to the Zoning Resolution text and the zoning map. These citizen volunteers provide a valuable service to the Township by sharing their expertise and perspective. Activity for this year was as follows:

The **Board of Zoning Appeals** took action on 20 cases (20% increase from 2013), granted 4 extensions and made 1 Administrative Approval for a Minor Modification in 2014, as follows:

Case# 2014-001	270 Erie Beach	Ross & Barbara Gray	Area Variance	Denied
Case# 2014-002	10060 Tarhe Court	Ron Felkonis	Area Variance	Granted
Case# 2014-003	170 Laser Lane	Dean Gholson	Area Variance	Granted
Case# 2014-016	178 Arman Drive	Shane Halblaub	Conditional Use	Granted
Case# 2014-023	518 Erie Beach	Tom Dearth	Area Variance	Granted w/ Cond.
Case# 2014-024	142 Laurel	Ron & Amy Sarrazine	Area Variance	Granted
Case# 2014-025	483 Idlewild	Garry Layman	Area Variance	Granted
Case# 2014-026	8286 E. Harbor Road	Barbara Gillum	Area Variance	Granted
Case# 2014-044	626 Lakefront	Tom Ramsdell	Area Variance	Granted
Case# 2014-051	8980/8990 Hartshorn	Dick Minto	Use Variance	Granted w/ Cond.
Case# 2014-063	1955 Lightner Road	Mike’s Bayfront	Conditional Use	Granted w/ Cond.
Case# 2014-086	9163 E. Bayshore	Richard Dziak	Use Variance Mod.	Granted w/ Cond.
Case# 2014-090	462 Cedar	Doug Bohl	Area Variance	Granted
Case# 2014-132	6039 E. Harbor Rd. #1	James Merlitti	Area Variance	Granted
Case# 2014-133	5416 Port Clinton Eastern	Kirit Patel	Area Variance	Granted
Case# 2014-155	7552 E. Bayshore	Jack Leimbach	Area Variance	Granted w/ Cond.
Case# 2014-156	5506 E. Bayshore	Leonard Benyak	Conditional Use	Granted w/ Cond.
Case# 2014-174	6020 E. Harbor Road	DC Northwest	Area Variance	Granted
Case# 2014-197	203 E. Second	Richard Kelmer	Area Variance	Granted
Case# 2014-199	170 Plum	Dale Bissonette	Area Variance	Granted w/ Cond.
Case# 2013-009	999 N. Buck Road	Dan Haseley	1 yr. Extension	Granted
Case# 2013-010	8635 E. Harbor Road	Michael Brooks	1 yr. Extension	Granted
Case# 2013-042	Harbor Bay Estates	Harbor Bay Estates	1 yr. Extension	Granted
Case# 2013-064	302 Cedar	Laurie Beam	1 yr. Extension	Granted
ADM-2014-189	5359 E. Bayshore	Bay’s Edge	Minor Modification	Granted

In August, Keith Addy resigned from his Alternate position. Dianne Blubaugh was appointed in his place in September 2014 fulfilling the unexpired term until 12/13/2017. Loretta Grentzer was also reappointed as a regular member for a term to end 12/31/2019.

\* \* \*

The **Zoning Commission** heard 5 cases in 2014 (60% increase from 2013), as follows:

Case# 2014-022:	Text Amendments to Article 3 and Article 5 regarding attached garages and breezeways in Lakeside, Lakeside Chautauqua, Applicant.	Approval w/ Modification – ZC Approval – Trustees Resolution No. 07-2014 Effective – 07.11.2014
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Case# 2014-037: Map Amendment from "A" Agricultural to "R-C" Recreational Commercial for 11.18 acres located at 1955 Lightner Road. Mike's Bayfront Camping, Inc. Owner/Applicant, Milton Pommeranz, BEC Associates, Agent.

Approval – ZC  
Approval – Trustees  
Resolution No. 08-2014  
Effective – 07.11.2014

Case# 2014-046: Text Amendments to create new Section 5.5.4.B.iv regarding Permanent On-Premises signage for Agriculturally Exempted Property and to delete Section 5.5.7.D.ii to eliminate a conflict in the nonconforming sign language regarding the percentage of a damaged sign. Danbury Township, Applicant.

Approval – ZC  
Approval w/ Modification – Trustees  
Resolution No. 09-2014  
Effective – 07.11.2014

Case# 2014-087: Map Amendment from "A" Agricultural to "C-2" General Commercial for 1.35 acres located at 9045 E. Harbor Road/ S.R.163. Sherry Pendleton/Owner, George Boston and Sandy Hoffman/ Applicant & Agent.

Approval – ZC  
Approval – Trustees  
Resolution No. 13-2014  
Effective – 09.13.2014

Case# 2014-177: Text Amendment to Article 2, Article 3 and Article 4 to add language regulating Telecommunication Towers in Residential Zoning Districts in accordance with ORC 519.211. Danbury Township, Applicant.

Approval w/ Modification – ZC  
Approval – Trustees  
Resolution No. 24-2014  
Effective – 01.10.2015

In July, Jim Jacobs was unappointed as Alternate from the Zoning Commission due to lack of participation with the Commission. In November, Tim Sypherd resigned as an Alternate from the Zoning Commission. Mr. John Paul Dress was reappointed for a 5 year term to end 12/31/2019.

### Permits

Attached is a 3 and 5-year Comparison Report of the permits. The 2014 year brought a 7% drop in the total number of permits processed from 2013 (16 fewer permits). On average, we issue 200 permits a year, which we did stay above, at 215. Despite the slight decrease in permits processed, we had the most new single-family home permits issued since 2008. More than half of the 28 new homes built (56%) were on vacant lots, the others were tear-down/rebuilds. Commercial construction activity compared to last year, remained the same with 8 new commercial buildings.

Revenues from the permits this year were 36% higher than 2013 and are the highest they've been since 2006. Most of this is in-part because we are recouping our postage and legal notice fees on Board of Zoning Appeals and Zoning Commission cases.

Permits over the years have traditionally spiked between March and June and then again in the month of August and October. This year however, as well as last year, we stayed above average from April to July and then again had an increase in September and October. Unfortunately, November this year was the lowest in permit activity since 1995. Holding steady again were additions, porches, decks, accessory structures, and pool permits issued, however, this year compared to last there was a 50% decrease in the number of fence permits issued.

## Office Activity

A primary activity of the Zoning staff is responding to inquiries from residents, developers, appraisers, contractors, etc. Inspections are performed to verify or identify violations as well as to verify that projects are completed in compliance with approved plans. In addition, the department staff greets visitors seeking information regarding other township services and directs them to the appropriate official or department.

During 2014 the Department responded to 5,347 calls, e-mails and in-person inquiries and went on 990 site visits. This averages to 356 calls or emails per month, 70 office visits per month and 83 inspections per month. Here is the breakdown:

### Calls/ Emails/ Letters

• Permit and application questions	228
• Zoning classification requests	36
• BZA	232
• Zoning Commission	104
• Legal	81
• Other zoning related	1,574
• Non-zoning related	1,727
• Complaints/ Violations	63
• Complaint/ Violations Follow-up	207
• Public Records Requests	5
• Business Coordinator	12
• Zoning Verification Letter	<u>6</u>
	<b>4,275</b>

### Office Visits

• Permit and application questions	210
• Zoning related	203
• Non-zoning related	264
• Complaints/ Violations	21
• Complaint/ Violations Follow-up, site visits	43
• BZA	62
• Zoning Commission	32
• Business Coordinator	3
• Public Records	<u>2</u>
	<b>840</b>

### Site Visits

• Zoning violations	128
• Violation Letters Sent	104
• Zoning Commission cases	6
• BZA cases	21
• Zoning inspections	<b>947 (+Violation Follow-ups; 43)</b>
• Business Coordinator	3

The zoning department received 84 complaints in 2014, however, additional violations were found (128 total) and 104 letters were sent out. This was in part due to the enforcement of the new sign regulations and there was a spike in tall grass complaints in the months of June & July. Most were corrected voluntarily by the property owners, 2 signs required legal action in Municipal Court, 4 properties were declared a nuisances for tall grass, but ultimately only 1 property was assessed and abated twice.

## **Other Office Updates:**

### **Office Moves:**

The zoning offices moved twice in 2014 while the Township Hall was being remodeled. The first move was to the Police Station in January while the Zoning and Administrative offices were being reconstructed. The Department returned to the Hall in July.

Along with the office shuffling came changes to staffing. The Zoning Department went to one full-time Assistant who also assists other departments, as opposed to having two, part-time employees. It was a difficult decision to make and we sincerely appreciate Deb Burley-Biro's dedication and 8 years of service with the Township Zoning Department and welcome Cheryl Harmsen to the new position.

### **Continuing Education:**

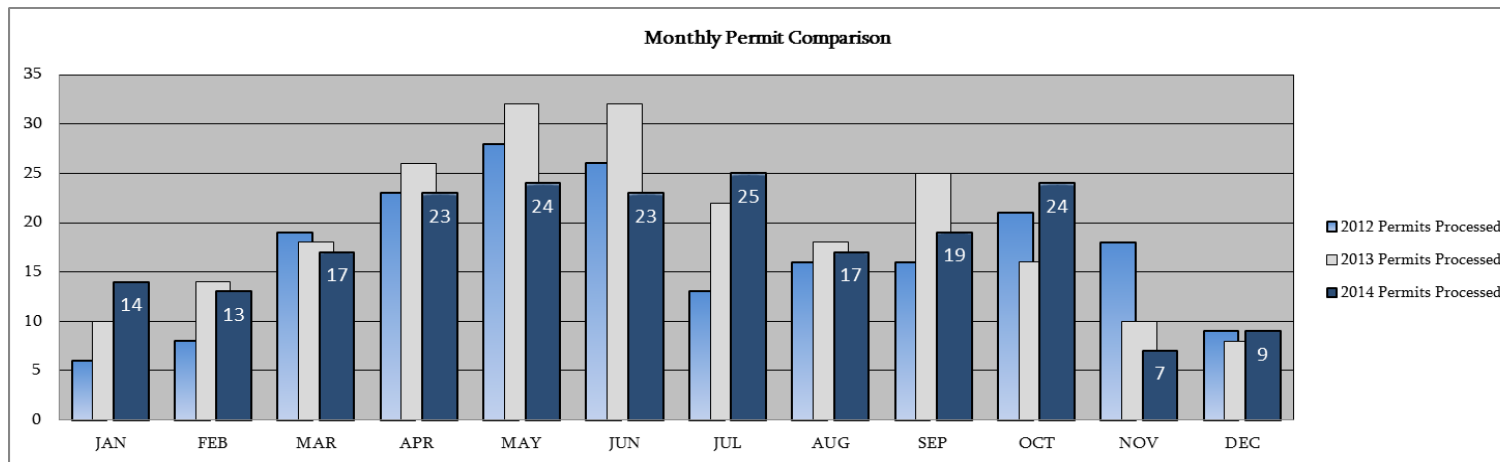
Staff attended the Ohio Township Association Conference in Columbus at the beginning of the year as well as the Safety Congress Conference in March. In April, the Zoning Administrator traveled to Atlanta for the National Planning Association conference and was able to attain 25.5 of her required 32 CEU credits for AICP certification. The Zoning Administrator also participated, completed and graduated in May following 9 months with Leadership Ottawa County. Staff also attended in August the Ohio Township Association's Leadership Academy Federal Session to complete the requirements for this program. In September the BZA and ZC Chairs along with staff attended a very informative session about signage and zoning.



## 2014 Monthly Permit Activity Danbury Township Zoning Permits

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
New Dwelling	3	2	5	4		1	2	3	1	4	2		27
Condominium Building							1						1
Addition/Porch/Deck	3	2	3	7	6	5	7	1	7	2		2	45
Accessory Bldg./Dock/Pool			2	5	7	8	7	3	5	5	1	1	44
Fence			2	2	1	2	1	3	2	2	3	1	19
Commercial Building	2				2	1		1	1	1			8
Commercial Addition									1			1	2
Sign		2	1	1	2	3	1	1		1		1	13
Change of Use						1	1						2
Permit Rejected/Voided	2	1	1		1	2	2	1		2		1	13
Zoning Amendment		1	1	1	1					1	1		6
Appeal													0
Conditional Use		1		1				1		1			4
Cond. Use Phase Approval													0
Variance	3	4	1	1	2		2	1	1	2			17
Special Exception													0
Other Misc. (i.e. Remodel/ Foundation)	1		1	1	2		1	2	1	3		2	14
<b>2013 Permits Processed</b>	<b>14</b>	<b>13</b>	<b>17</b>	<b>23</b>	<b>24</b>	<b>23</b>	<b>25</b>	<b>17</b>	<b>19</b>	<b>24</b>	<b>7</b>	<b>9</b>	<b>215</b>

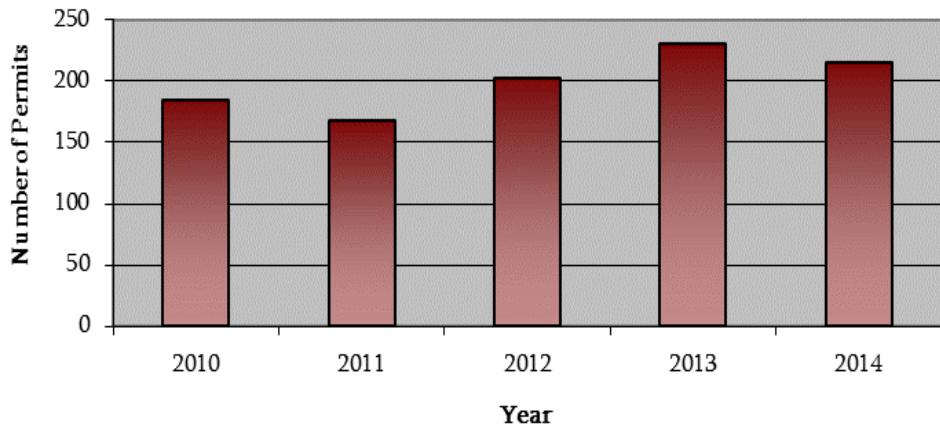
Zoning Books Sold								1					
Fees Collected	\$1,942.16	\$1,464.48	\$1,344.64	\$1,437.24	\$2,393.54	\$1,044.91	\$1,728.67	\$1,614.84	\$1,661.75	\$1,492.99	\$586.95	\$395.02	<b>\$17,107.19</b>



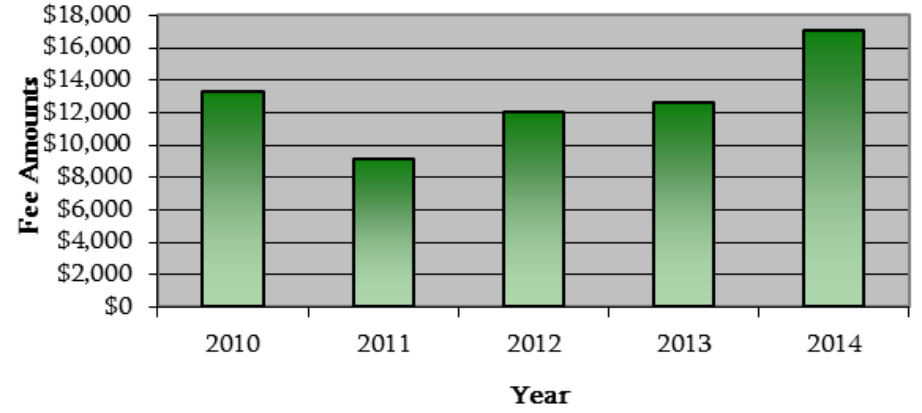
## 5 Year Permit Comparison Report Danbury Township Zoning

	2010	2011	2012	2013	2014	TOTALS
New Dwelling	20	21	17	22	27	107
Condominium Building				1	1	2
Addition/Porch/Deck	56	48	57	43	45	249
Accessory Bldg./Dock/Pool	30	34	46	33	44	187
Fence	23	18	23	38	19	121
Commercial Building	9	3	2	8	8	30
Commercial Addition	2		2	4	2	10
Sign	6	6	10	13	13	48
Change of Use	1	3	4	6	2	16
Permit Rejected/Voiced	15	13	13	10	13	64
Zoning Amendment	4	2	3	2	6	17
Appeal			4			4
Conditional Use	2	2	2	7	4	17
Cond. Use Phase Approval						0
Variance	16	13	12	9	17	67
Special Exception				1		1
Other Misc.		5	8	34	14	61
<b>Permits Processed</b>	<b>184</b>	<b>168</b>	<b>203</b>	<b>231</b>	<b>215</b>	<b>1,001</b>
<b>Zoning Books Sold</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>
<b>Fees Collected</b>	<b>\$13,310.76</b>	<b>\$9,090.50</b>	<b>\$12,014.84</b>	<b>\$12,616.05</b>	<b>\$17,107.19</b>	<b>\$64,139.34</b>

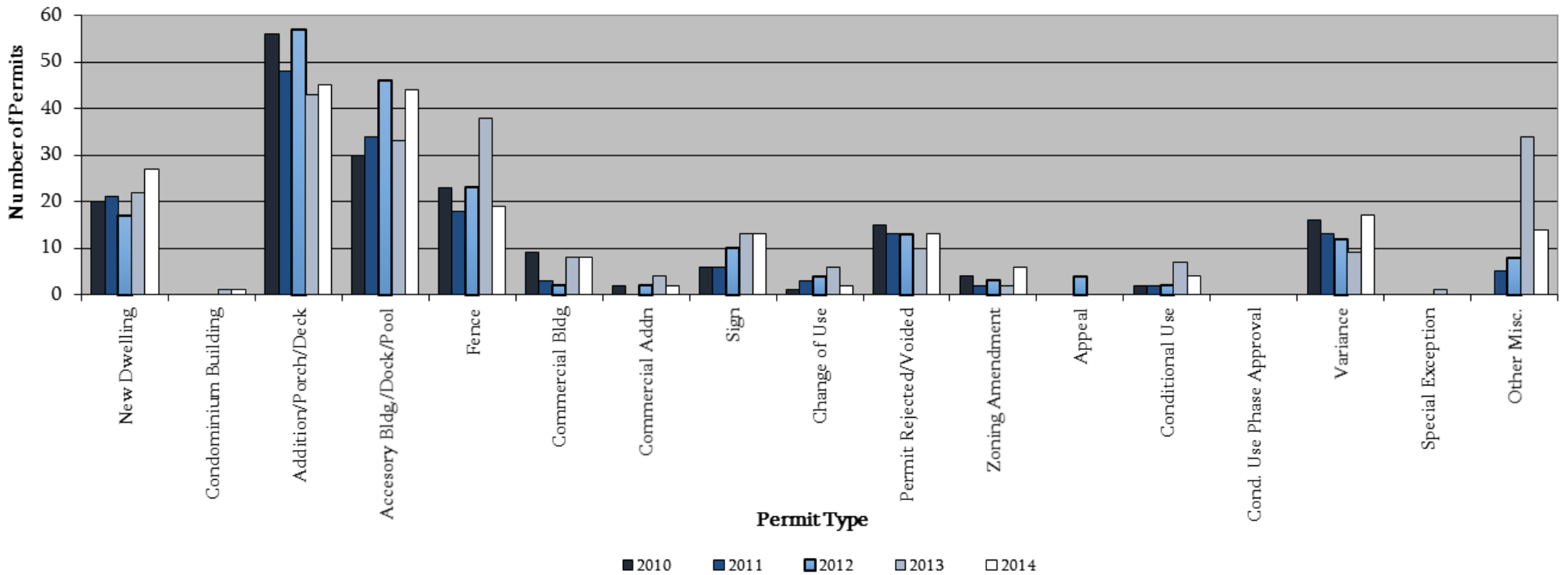
**5 year Zoning Permit Comparison**



**5 year Zoning Fee Comparison**



**5 yr. Permit Type Comparison**



## 2014 Office Activity Report Danbury Township Zoning

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTALS
<b>Calls &amp; Emails</b>													
Permit & Application Questions	2	15	17	28	30	29	33	36	15	7	7	9	228
Zoning Classifications	2	8	4	1	6	1	2	4	2	1	2	3	36
BZA Inquiries	13	19	17	22	15	14	14	20	17	29	50	2	232
ZC Inquiries	1	12	17	13	7	9	9	9	4	5	8	10	104
Legal	0	6	3	2	3	6	9	0	8	25	13	6	81
Other Zoning Related	87	114	158	101	148	169	152	119	121	135	145	125	1574
Non-Zoning Related	108	102	155	213	230	217	145	109	148	110	91	99	1727
Complaints	0	0	1	9	17	11	7	3	7	2	2	4	63
Complaint Follow-up	0	0	0	7	20	33	35	32	32	13	13	22	207
Public Records Requests	1	1	0	0	0	0	1	2	0	0	0	0	5
Business Coordinator	0	0	5	0	0	0	0	1	0	0	6	0	12
Zoning Verification Letter	0	1	1	0	0	0	0	3	1	0	0	0	6
	<b>214</b>	<b>278</b>	<b>378</b>	<b>396</b>	<b>476</b>	<b>489</b>	<b>407</b>	<b>338</b>	<b>355</b>	<b>327</b>	<b>337</b>	<b>280</b>	<b>4,275</b>

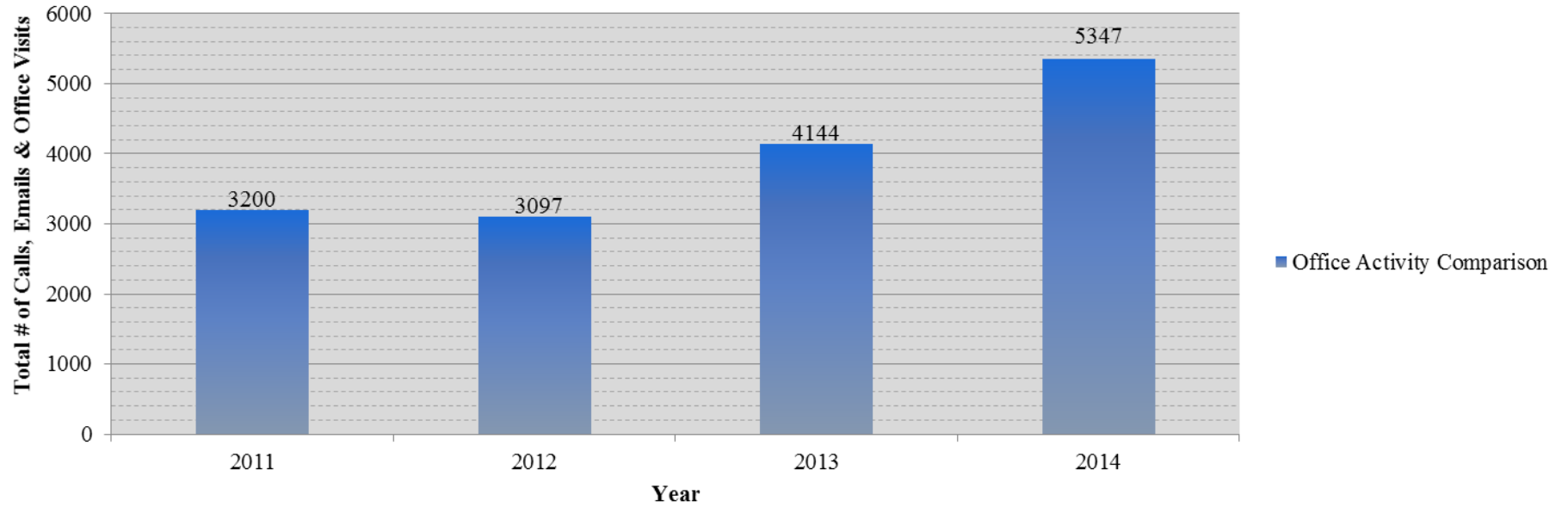
<b>Office Visits</b>													
Permit & Application Questions	6	10	21	19	21	29	29	21	22	18	6	8	210
Zoning Related	14	11	9	12	27	31	18	11	28	19	16	7	203
Non-Zoning Related	8	7	16	19	27	44	26	17	29	35	27	9	264
Complaints	1	0	0	2	4	6	2	2	3	1	0	0	21
Complaint Follow-up	0	0	0	1	5	7	11	1	10	1	0	7	43
BZA Inquiries	4	4	5	7	6	2	4	9	4	11	5	1	62
ZC Inquiries	1	1	4	0	4	2	6	4	4	2	3	1	32
Business Coordinator	0	1	2	0	0	0	0	0	0	0	0	0	3
Public Records Requests	0	0	0	0	1	0	0	0	0	0	1	0	2
	<b>34</b>	<b>34</b>	<b>57</b>	<b>60</b>	<b>95</b>	<b>121</b>	<b>96</b>	<b>65</b>	<b>100</b>	<b>87</b>	<b>58</b>	<b>33</b>	<b>840</b>

<b>Site Visits</b>													
			0										
Zoning Violations	1	0	0	6	30	22	16	23	22	2	2	4	128
Violation Letters Sent	1	1	0	6	30	22	16	8	11	1	2	6	104
ZC Cases	0	1	1	1	1	0	0	0	0	1	1	0	6
BZA Cases	3	5	1	2	2	0	2	2	1	3	0	0	21
Zoning Inspections	44	23	29	102	109	81	126	82	85	107	110	49	947
Business Coordinator	0	0	2	0	0	0	1	0	0	0	0	0	3
	<b>49</b>	<b>30</b>	<b>33</b>	<b>117</b>	<b>172</b>	<b>125</b>	<b>161</b>	<b>115</b>	<b>119</b>	<b>114</b>	<b>115</b>	<b>59</b>	<b>1,209</b>

297    342    468    573    743    735    664    518    574    528    510    372

**TOTAL: 5,347**

## Total Office Activity Comparison



## Office Activity Summary

