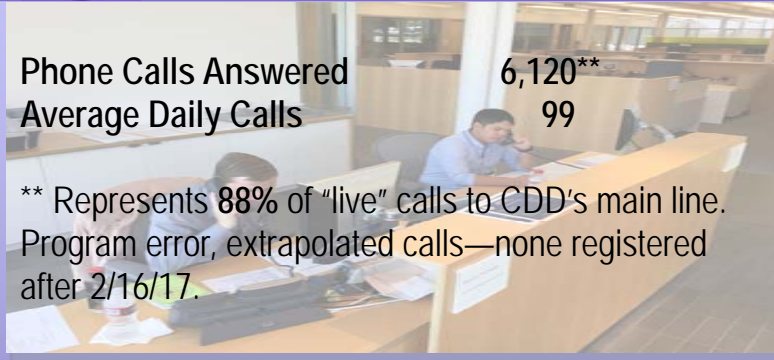




Customer Service

Phone Calls Answered 6,120**
Average Daily Calls 99

** Represents 88% of "live" calls to CDD's main line. Program error, extrapolated calls—none registered after 2/16/17.



Documents Processed

Plan Size Scans: 12,021 pgs*
Letter Size Scans: 35,816 pgs**

Contracts Processed: 5
Public Records Act Requests 42

Planning Application Setup 71
(average setup turnaround: 2 Day)

Proof Reading 445 pgs (average 12 pgs per hr)

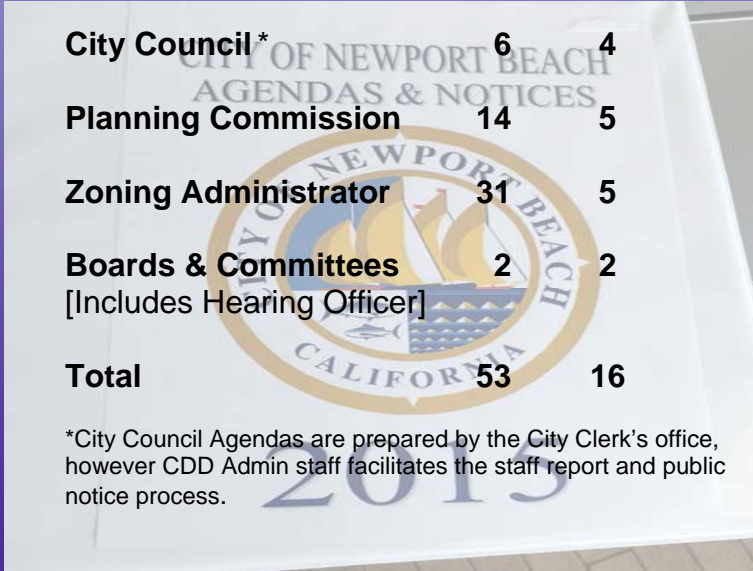
* 1,286 of this total were plans received from the County for Newport Coast
** 7,037 of this total was scanned in-house



Public Notices / Agendas

City Council*	6	4
Planning Commission	14	5
Zoning Administrator	31	5
Boards & Committees [Includes Hearing Officer]	2	2
Total	53	16

*City Council Agendas are prepared by the City Clerk's office, however CDD Admin staff facilitates the staff report and public notice process.



Top 10 Web-Page Views

1. Building Division Page	6,933
2. Bldg Permit Inspection Req.	6,120
3. Community Dev Dept.	4,551
4. Permit History by Address	3,290
5. Plan Check Status	3,442
6. Operational Hours	3,006
7. Planning Division	2,638
8. Permit Search by Address	2,275
9. Forms and Handouts	1,565
10. Residential Building Records	1,461

