**CPD PERFORMANCE REPORT**

**JUNE 2020**

- **Overall Customer Satisfaction:** 39%
- **Average Counter Wait Time (minutes):** 0
- **On-Time Review Factor:** 83%

*Counter activity closed due to COVID-19 impacting data collection efforts

- **% Commercial Reviews Completed On-Time:** 77%
- **% Residential Reviews Completed On-Time:** 87%
- **YTD Inspections Completed:** 110K

**2020 vs 2019**

- **Permits Issued:** -11%
- **Valuation Permitted:** -44%
- **Revenue Collected:** -31%
- **Valuation Opened:** +22%

**ePermits**

- **Electronic Plans Submitted:** 97%
- **% of Quicks Issued:** 89%
- **% of Inspections Scheduled:** 66%
CPD Performance Report
June 2020

39% overall customer satisfaction*
0 minutes average counter wait time*
83% on-time review factor
77% commercial reviews completed on-time
87% residential reviews completed on-time
110k YTD Building Inspections Completed

2020 versus 2019:
-11% permits issued
-44% valuation permitted
-31% revenue collected
+22% valuation opened

E-permits:
97% electronic plans submitted
89% of quick permits issued
66% of inspections scheduled online

*Counter activity was closed due to COVID-19 impacting data collection