

2017 CCC PERFORMANCE INDICATORS

ACTION TYPE	RESIDENTIAL/MULTI-FAMILY	COMMERCIAL/INDUSTRIAL/PUBLIC AUTHORITY	TOTAL
INSPECTION NOTICES MAILED	1408	426	1834
ADD'L INSPECTIONS W/NO NOTICE (DUE TO NEEDED METER EXCHANGE BY UTILITY STAFF)	254	N/A	254
INSP. RESCHEDULE 1 NOTICES MAILED	603	N/A	603
INSP. RESCHEDULE SHUTOFF NOTICES MAILED	235	N/A	235
INSP. RESCHEDULE 24 HOUR NOTICE HAND DELIVERED TO PROPERTY	37	N/A	37
INSP. RESCHEDULE / SERVICE DISCONNECTED	3	N/A	3
NON COMPLIANT 1 NOTICES MAILED	243	216	459
NON COMPLIANT 2 NOTICES MAILED	102	142	244
NON COMPLIANT SHUT OFF NOTICES MAILED	55	56	111
NON COMPLIANT 24 HOUR NOTICE HAND DELIVERED TO PROPERTY	34	7	41
NON COMPLIANT/SERVICE DISCONNECTED	0	4	4
SERVICES STILL DISCONNECTED AT YEAR END	1	1	2
COMPLIANCE EXTENSION AGREEMENTS ISSUED	11	4	15
NUMBER OF DAYS TO COMPLETE INITIAL INSPECTIONS AND RE-INSPECTIONS IN YEAR	167	66	233
TOTAL COMPLETED INITIAL INSPECTIONS	1664	437	2101
TOTAL COMPLIANT AT YEAR-END	1644	432	2076
TOTAL NON-COMPLIANT AT YEAR-END	20	5	25

TOTAL LETTERS MAILED (ALL TYPES)

3486

TOTAL 24 HOUR NOTICES DROPPED

78