COMMUNITY DEVELOPMENT DEPARTMENT
Building Division – 1st Quarter 2022 Report

¿PERMITS APPLIED:
2021 OCTOBER-DECEMBER: 417
2022 JANUARY-MARCH: 547

PERMITS ISSUED:
2021 OCTOBER-DECEMBER: 1,635
2022 JANUARY-MARCH: 1,523

PERMIT VALUATION:
2021 OCTOBER-DECEMBER: $119,964,850
2022 JANUARY-MARCH: $105,926,883

REAL PROPERTY:

	4Q-21	1Q-22
BEACON BAY LEASE RENEWALS:	7	4
APPRAISAL CONDUCTED:	1	2
CURRENT PROPERTY LISTINGS:	0	0
LEASE AGREEMENTS COMPLETED:	7	2
PROPERTY PURCHASE & SALE:	0	0
COMMERCIAL MARINA PERMITS:	63	62

RESIDENTIAL BUILDING REPORTS:
2021 OCTOBER-DECEMBER: 138
2022 JANUARY-MARCH: 168

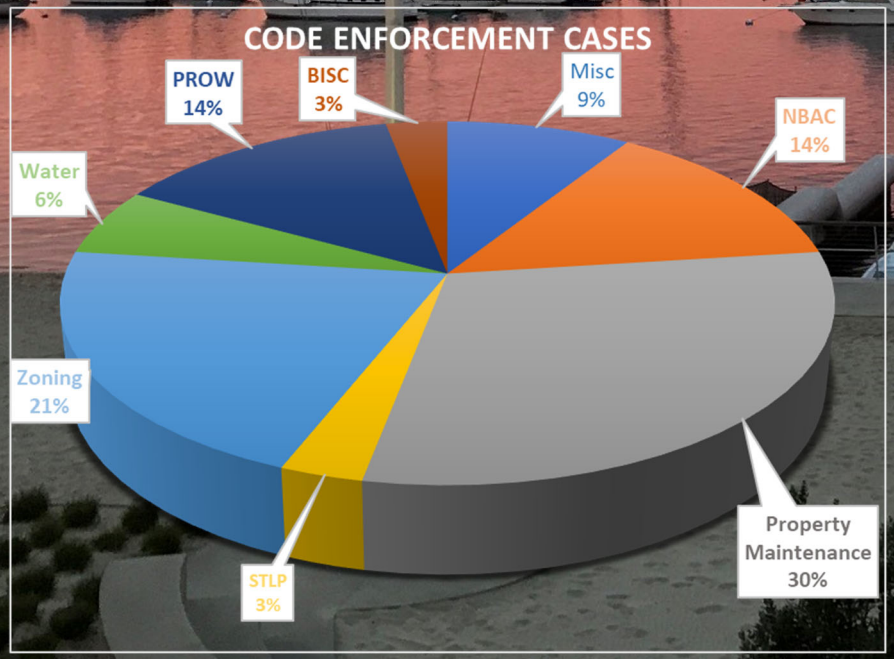
PROJECTS REVIEWED:
2021 OCTOBER-DECEMBER: 710
2022 JANUARY-MARCH: 867

INSPECTIONS:
2021 OCTOBER-DECEMBER: 12,472
2022 JANUARY-MARCH: 13,630

Code Enforcement Division

COMMUNITY DEVELOPMENT DEPARTMENT

2022 1st Quarter Report
January - March



Response Timeline

- 93% of complaints were responded to within 3 days or less
- 78% of all cases were resolved within 30 days or less
- 91% of all opened cases were resolved within 90 days or less
- 2,847 phone calls handled

Code Enforcement Activity

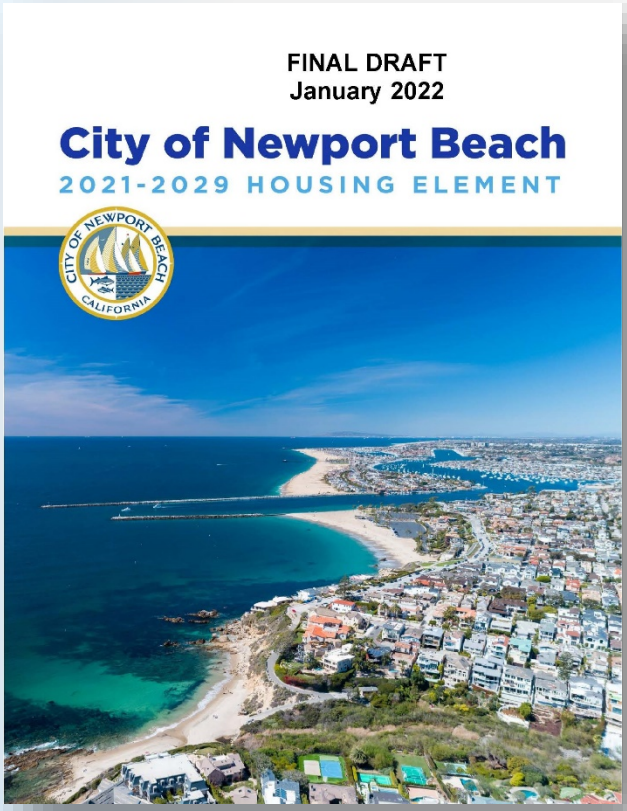
	2021	2022
• New Cases	1016	866
• Inspections	1162	1067
• Stop work	42	49
• Notices	500	413
• Citations	299	303
• Cases referred to City Attorney	1	1

PLANNING DIVISION

2022 1st Quarter

Work Load Indicators

Total Phone Calls Received: 1,015 - Calls Returned within 24-hours
75% of Plan Checks Reviewed and Completed On-the-Spot



On February 8, 2022, the Newport Beach City Council adopted an update to its Housing Element for the 2021-2028 planning cycle in response to the 6th Cycle Regional Housing Needs Assessment (RHNA) allocation of 4,845 new housing units for Newport Beach. On February 11, 2022, the City submitted the adopted update to the State Department of Housing and Community Development (HCD) for a mandatory 60-day review.

DISCRETIONARY ACTIONS				
DECISION BODY	January	February	March	TOTAL
Staff Level Actions	2	1	1	4
Zoning Administrator	8	6	8	22
Planning Commission	0	2	2	4
City Council	4	2	4	10
Total	14	11	15	40

Systems & Administration Division

1st Quarter Report for January—March 2022

Customer Service

Phone Calls Answered	6,300**
Average Daily Calls	97

** Represents 85% of calls answered in-person.

Documents Processed

Plan Size Scans:	11,150 pgs
Letter Size Scans:	16,300 pgs
Contracts Processed:	9
Public Records Act Requests	125
Online Plan Request:	211
Planning Application Setup	59
Proof Reading	712 pgs (average 17 pgs per hr)

Permit Center Launches Text-Based Queuing

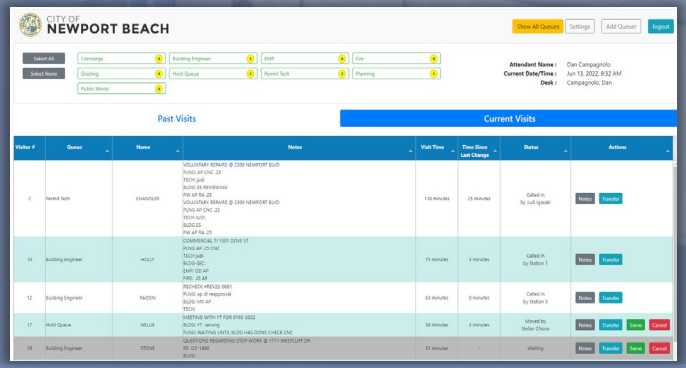
Customers visiting the Permit Center can now choose to receive text message notifications via mobile device, guiding them throughout the visit. Customers will be notified as they are checked in, called for service at the counter, or transferred to a different department staff member. A final text message will notify that service has been completed, including a link to our customer satisfaction survey

Today 9:00 am

You're in the Permit Tech Queue. We'll text you when you're at the front of the line.

We're ready to serve you! Please see Station 1

Thank you for visiting the City of Newport Beach Permit Center!



Public Notices / Agendas

City Council	10	6
Planning Commission	4	2
Zoning Administrator	22	6
Boards & Committees [Includes Hearing Officer]	0	0
Total	36	14

Top 10 Web-Page Views

1. Plan Check Status
2. Building Division
3. Building Inspection Request
4. Community Development
5. Permit Search by Address
6. Planning Division
7. iPermit
8. Operational Hours
9. Forms and submittal Requirements
10. Planning Commission