CCB Service Levels Summary Report
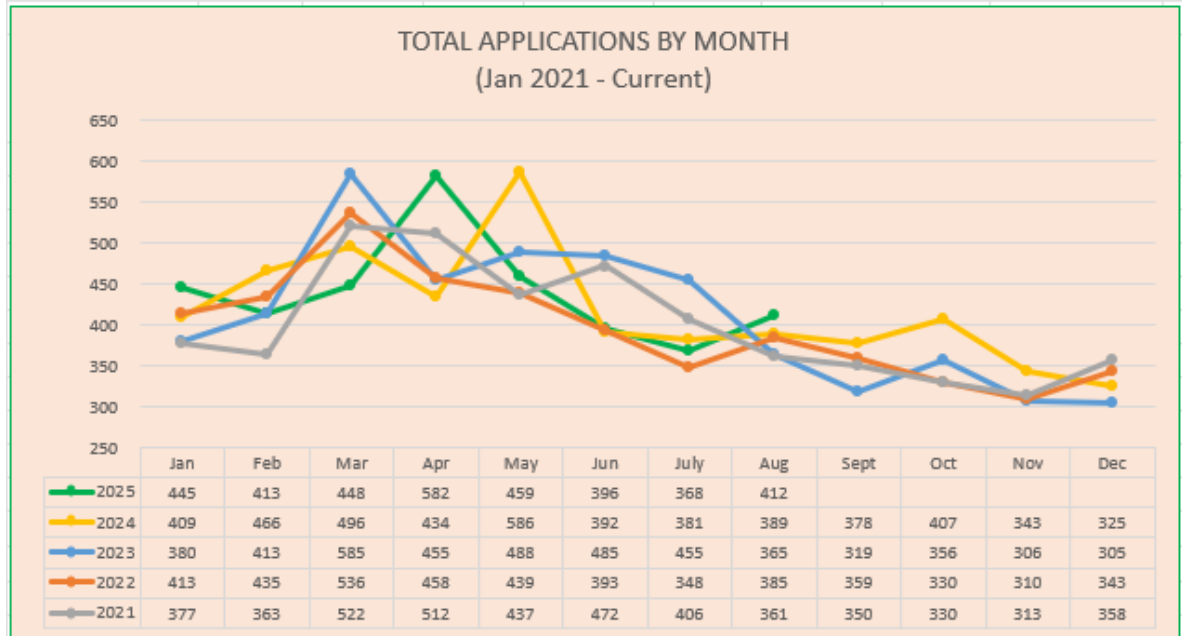
PROGRAM WORKLOAD
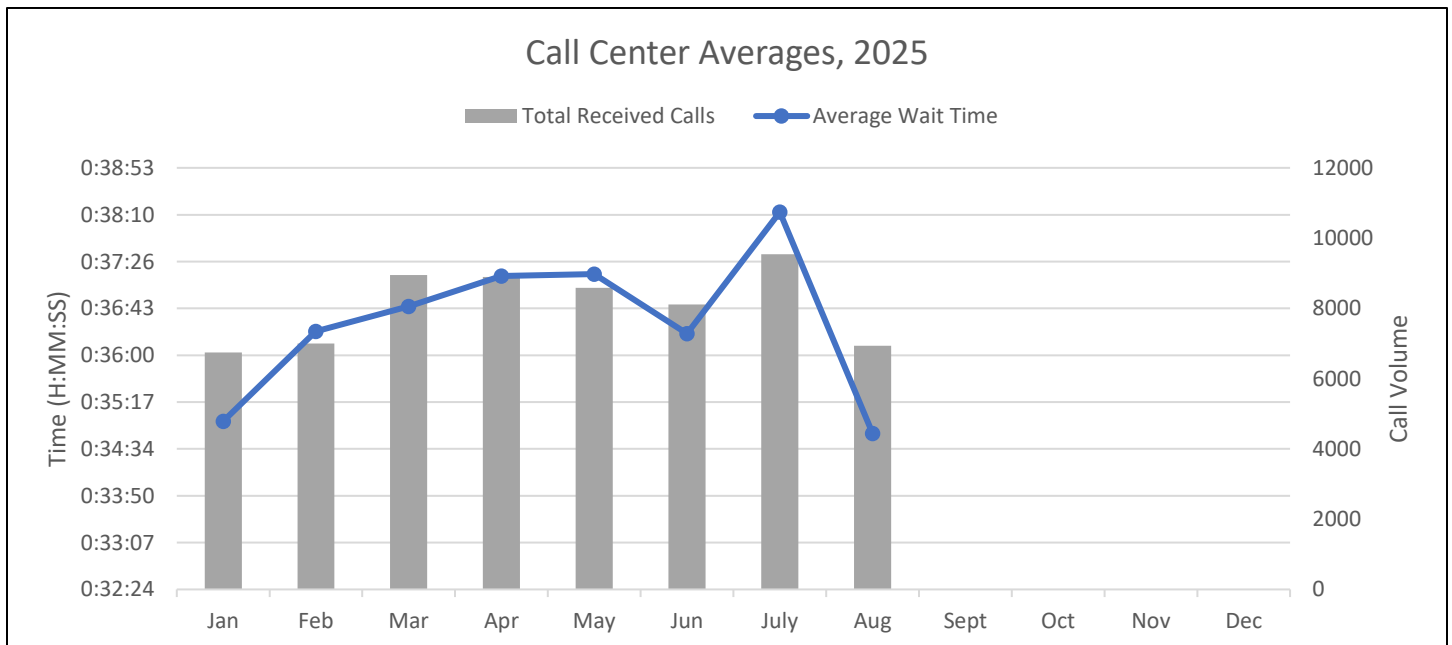
Licensing Department

Rate of New Applications

Month/Yr	New App Count
Jan-25	445
Feb-25	413
Mar-25	448
Apr-25	582
May-25	459
Jun-25	396
Jul-25 ($400 fee)	368
Aug-25	412
Sep-25	
Oct-25	
Nov-25	
Dec-25	
2025 Total	3,523

TOTAL APPLICATIONS BY MONTH
(Jan 2021 - Current)

	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
2025	445	413	448	582	459	396	368	412				
2024	409	466	496	434	586	392	381	389	378	407	343	325
2023	380	413	585	455	488	485	455	365	319	356	306	305
2022	413	435	536	458	439	393	348	385	359	330	310	343
2021	377	363	522	512	437	472	406	361	350	330	313	358

Call Center

Call Center Averages, 2025
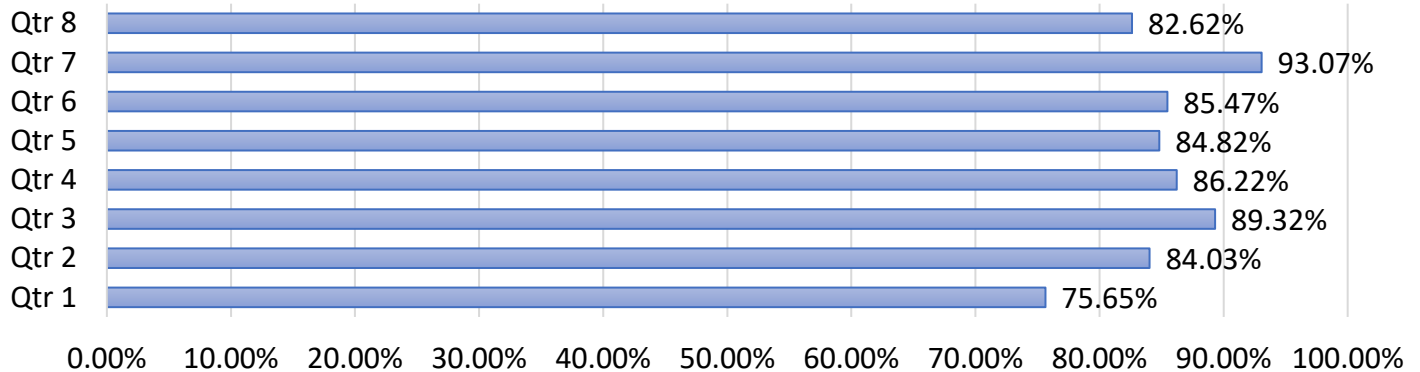
Legend: Total Received Calls, Average Wait Time

The average Wait Time to Answer can vary depending on staff coverage, business days worked, and incorporate the callback feature.

Licensing Survey 2023-2025
Average "Satisfaction" Responses

Qtr 8	82.62%
Qtr 7	93.07%
Qtr 6	85.47%
Qtr 5	84.82%
Qtr 4	86.22%
Qtr 3	89.32%
Qtr 2	84.03%
Qtr 1	75.65%

0.00% 10.00% 20.00% 30.00% 40.00% 50.00% 60.00% 70.00% 80.00% 90.00% 100.00%

Q8 is the most current summary of responses and spans from 4/1 – 6/30/2025.

Enforcement Department

*Investigation and Dispute Resolution Files Opened*

Job Site Checks Performed

Month/Yr	Total
Jan-25	790
Feb-25	678
Mar-25	818
Apr-25	847
May-25	747
Jun-25	788
Jul-25	898
Aug-25	793
Sep-25	
Oct-25	
Nov-25	
Dec-25	
Total	**6,359**

Field Investigation Reports Submitted

Month/Yr	Total
Jan-25	66
Feb-25	51
Mar-25	72
Apr-25	68
May-25	78
Jun-25	87
Jul-25	59
Aug-25	68
Sep-25	
Oct-25	
Nov-25	
Dec-25	
Total	**549**

2025 Field Investigations

Legend: ■ Job Site Checks ■ Reports Submitted
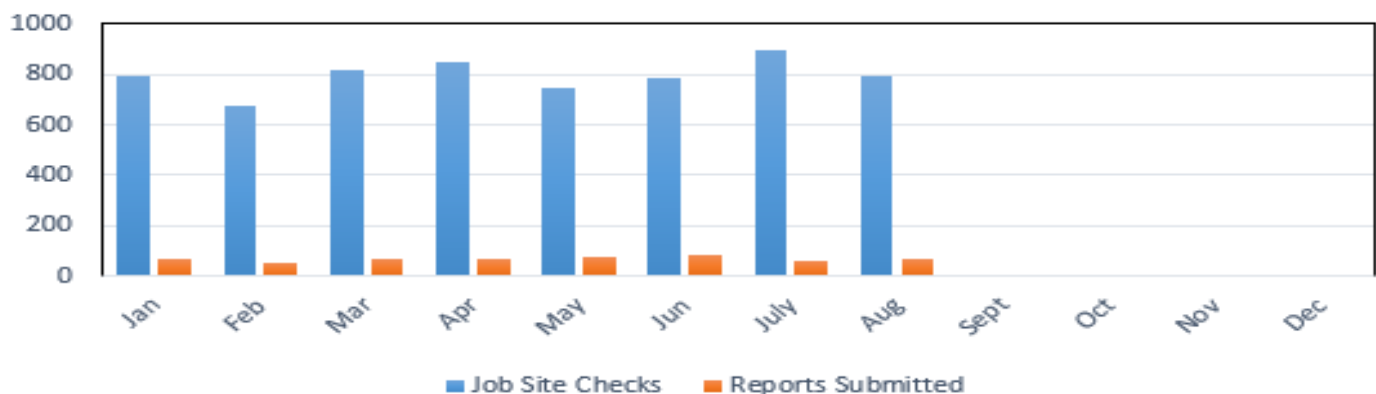
This area of work is highly driven by the market conditions. Monthly/Yearly stats are used to track this sections productivity and ensure adequate coverage in higher volume areas.
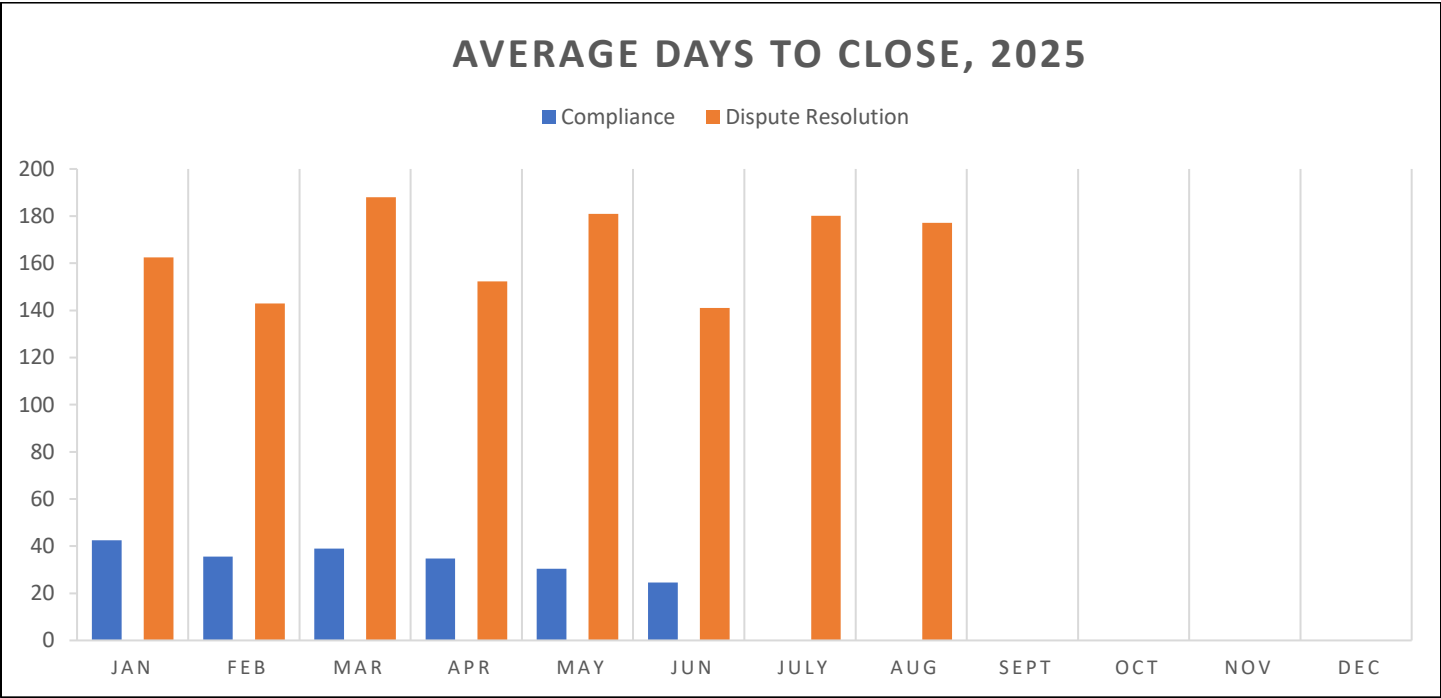
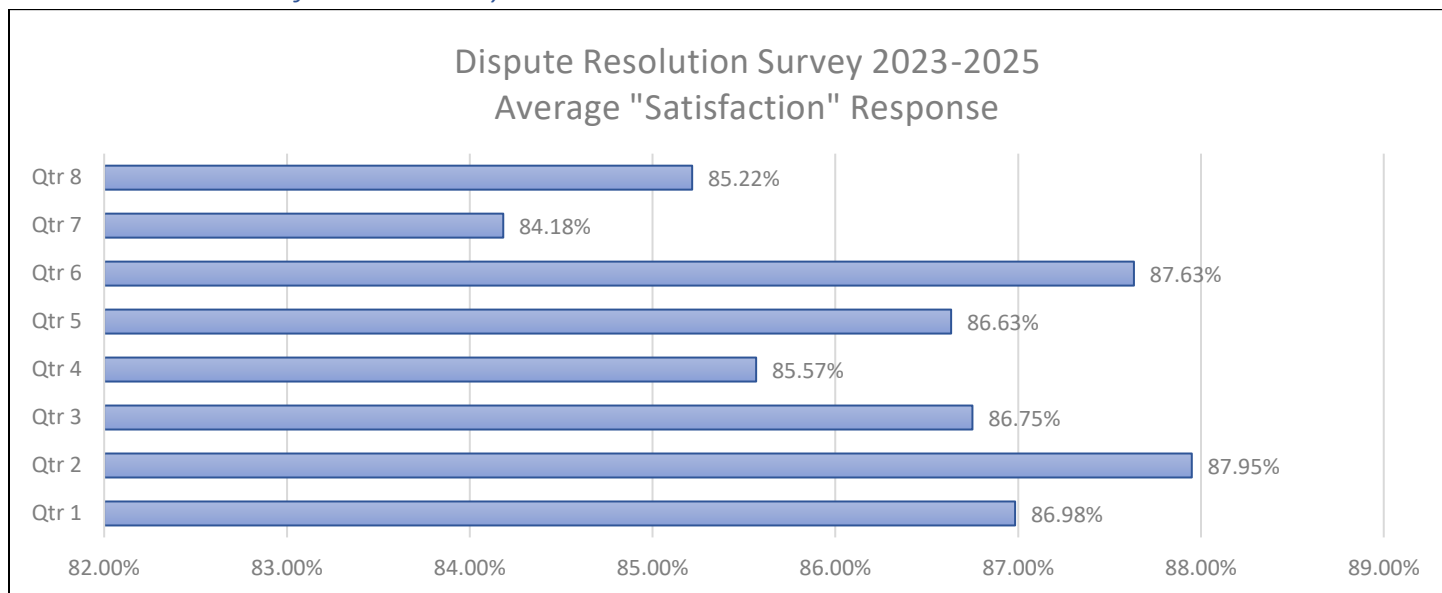## Average Days to Close Compliance and Dispute Resolution Files

Compliance (Target Days to Close is 40)

2024 Average	37.90
Jan-25	42.43
Feb-25	35.55
Mar-25	38.90
Apr-25	34.76
May-25	30.45
Jun-25	24.6
Jul-25	
Aug-25	
Sep-25	
Oct-25	
Nov-25	
Dec-25	
2025 Average	34.02

Dispute Resolution (Target Days to Close is 155)

2024 Average	167.14
Jan-25	162.51
Feb-25	142.94
Mar-25	188.01
Apr-25	152.28
May-25	180.94
Jun-25	141.03
Jul-25	180.19
Aug-25	177.16
Sep-25	
Oct-25	
Nov-25	
Dec-25	
2025 Average	166.50

AVERAGE DAYS TO CLOSE, 2025

■ Compliance   ■ Dispute Resolution

Dispute Resolution Survey 2023-2025
Average "Satisfaction" Response

Quarter	Value
Qtr 8	85.22%
Qtr 7	84.18%
Qtr 6	87.63%
Qtr 5	86.63%
Qtr 4	85.57%
Qtr 3	86.75%
Qtr 2	87.95%
Qtr 1	86.98%

Q8 is the most current summary of responses and spans from 4/1 – 6/30/2025.

Collections

Payments Received in 2025 to Date

■ DOR   ■ CCB Efforts

DOR: $172,088.19
CCB Efforts: $514,105.28
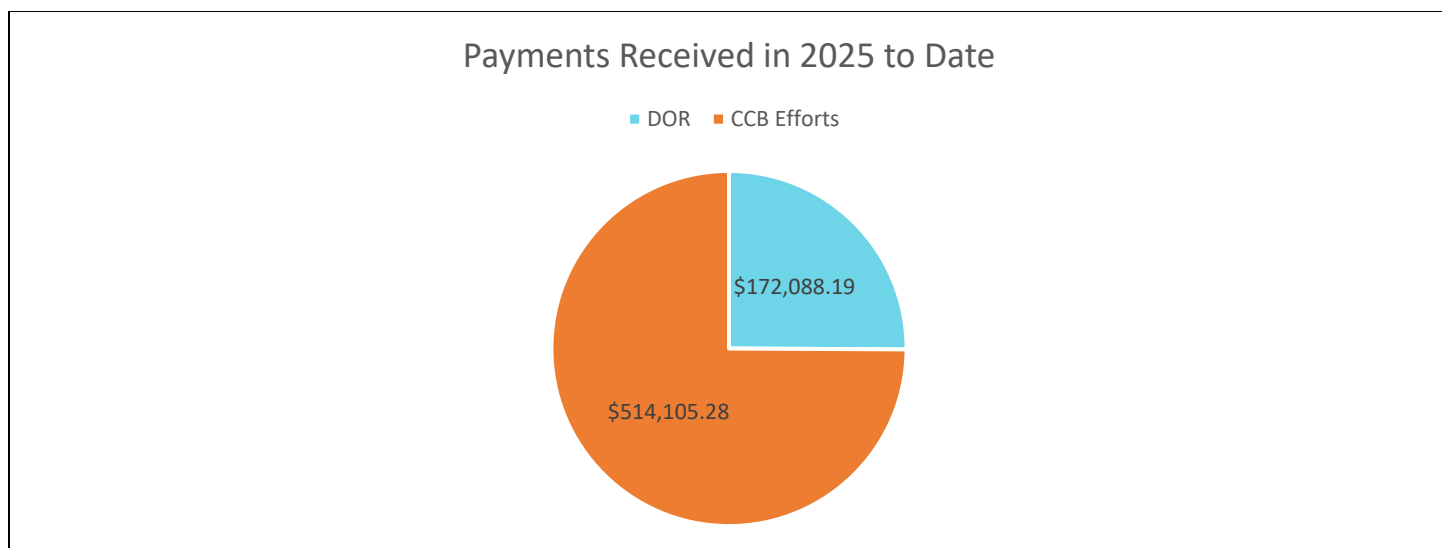
CCB Collection Rate 2025

Legend: Owed (yellow) · Paid (blue) · Collection Rate (green line)

Month	Collection Rate
Jan	16.13%
Feb	10.67%
Mar	14.60%
Apr	13.23%
May	14.09%
Jun	9.26%
July	11.94%
Aug	13.84%
Sept	0.00%
Oct	0.00%
Nov	0.00%
Dec	0.00%

Left axis: $- to $300,000.00 · Right axis: 0.00% to 18.00%

CCB Website Analytics

Overall score — DCI **73.6** /100 -2.2

Overall score — QA **54.6** /100 -5.0

Accessibility score — Accessibility **88.7** /100 -1.6

Overall score — SEO **77.3** /100 +0.1