

Building Activity

October 2017



	August	September	October	2017	2016
Permits Issued				Year to Date	
New Commercial Buildings	4	5	1	53	45
New Single Family Dwellings	124	147	129	1,432	1,108
New Multi-Family Dwellings / Units	7 / 65	2 / 6	0 / 0	18 / 341	13 / 835
Renovation Permits on Existing Buildings	969	919	898	9,897	10,673
Total Permits Issued	1,104	1,073	1,028	11,400	11,839
Plan Reviews					
Target: Complete review of building plans within established timeframes 90% of the time	96%	100%	99%	98%	82%
Plan Reviews Completed	871	886	867	8,796	9,571
Building Inspections					
Target: Complete 90% of the building inspections on the day requested	100%	100%	100%	100%	99%
Inspections Completed	12,522	11,335	12,313	108,577	73,332
Permit Center					
Target: Average wait time less than 3 minutes	2:16	2:05	2:28	2:32	2:55
Walk-in Customers to the Permit Center	1,245	1,045	1,065	11,221	12,885
Target: 90% of calls are answered within :30 seconds	88%	92%	83%	84%	79%
Phone Calls to the Call Center	6,866	6,236	7,275	71,530	71,721
Revenue Collected					
Plan & Permit Fees	\$ 762,694	\$ 857,261	\$ 685,732	\$ 9,136,844	\$ 9,502,077
Contractor Licensing Fees	\$ 41,665	\$ 40,280	\$ 46,160	\$ 465,360	\$ 545,016
Total Revenues	\$ 804,359	\$ 897,541	\$ 731,892	\$ 9,602,204	\$ 10,047,093

Notes on current construction projects:

* We had another very busy October and again performed over 12,000 inspections. The Gaylord project remains on schedule and the main contributor to our inspection activity with 2,553 inspections in October. Year to date Gaylord has had 21,590 inspections.

* New single family permits are up 29% over the same period in 2016.

* The Permit Center has launched a new website that is simpler to use and has added a new feature called "live chat" which allows the city to quickly answer customer's questions without the need to call.

