

Building Activity

July 2020



	May 2020	June 2020	July 2020	YTD 2020	YTD 2019
Permits Issued					
New Commercial Buildings	8	12	2	35	40
New Single Family Dwellings	126	170	160	1,005	745
New Multi-Family Dwellings / Units	0 / 0	4 / 232	1 / 5	18 / 584	16 / 1536
Renovation Permits on Existing Buildings	1,016	1,271	1,395	7,761	8,387
Total Permits Issued	1,150	1,457	1,558	8,819	9,188
Plan Reviews					
Target: Complete review of building plans within established timeframes 90% of the time	100%	99%	99%	99%	99%
Plan Reviews Completed	1,153	1,357	1,345	8,631	8,458
Building Inspections					
Target: Complete 90% of the building inspections on the day requested	100%	100%	99%	99%	100%
Inspections Completed	10,188	10,567	10,704	72,168	64,070
Permit Center					
Target: Average wait time less than 3 minutes	N/A	N/A	N/A	1:36	1:58
Walk-in Customers to the Permit Center	N/A	N/A	N/A	2,088	7,272
Target: 90% of calls are answered within :30 seconds	94%	94%	94%	95%	96%
Phone Calls to the Call Center	7,112	7,076	7,506	46,676	46,954
Revenue Collected					
Plan & Permit Fees	\$ 760,219	\$ 1,668,648	\$ 984,361	\$ 7,577,192	\$ 6,204,638
Contractor Licensing Fees	\$ 48,114	\$ 53,159	\$ 56,185	\$ 345,170	\$ 338,308
Total Revenues	\$ 808,333	\$ 1,721,807	\$ 1,040,546	\$ 7,922,362	\$ 6,542,946

Building Code enforcement was deemed essential and critical during the Stay-at-Home order and we continue to provide permitting, plan review, and building code inspections services for our customers.

We have implemented social distancing protocols for both internal staff and the inspectors, as well as, the *Permit Counter w as closed to walk-in customers on March 17, 2020 .

All of our services are available to all customers online @ https://www.auroragov.org/business_services/building For customers who have questions or may not have access to the internet they can call 303-739-7420, all calls are answered by Building Staff with hold times typically less than 30 seconds.

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