

Building Activity

August 2020



	June 2020	July 2020	August 2020	YTD 2020	YTD 2019
Permits Issued					
New Commercial Buildings	12	2	7	42	43
New Single Family Dwellings	170	160	161	1,166	893
New Multi-Family Dwellings / Units	4 / 232	1 / 5	9 / 50	27 / 634	16 / 1536
Renovation Permits on Existing Buildings	1,271	1,395	1,559	9,389	10,394
Total Permits Issued	1,457	1,558	1,736	10,624	11,346
Plan Reviews					
Target: Complete review of building plans within established timeframes 90% of the time	99%	99%	100%	99%	99%
Plan Reviews Completed	1,357	1,345	1,753	10,384	9,836
Building Inspections					
Target: Complete 90% of the building inspections on the day requested	100%	99%	100%	99%	100%
Inspections Completed	10,567	10,704	11,072	83,245	74,724
Permit Center					
Target: Average wait time less than 3 minutes	N/A	N/A	N/A	1:33	2:01
Walk-in Customers to the Permit Center	N/A	N/A	N/A	2,088	8,372
Target: 90% of calls are answered within :30 seconds	94%	94%	93%	95%	94%
Phone Calls to the Call Center	7,076	7,506	7,268	53,944	54,703
Revenue Collected					
Plan & Permit Fees	\$ 1,640,331	\$ 988,348	\$ 1,327,498	\$ 8,880,360	\$ 7,262,335
Contractor Licensing Fees	\$ 53,159	\$ 56,185	\$ 44,460	\$ 389,630	\$ 392,420
Total Revenues	\$ 1,693,490	\$ 1,044,533	\$ 1,371,958	\$ 9,269,990	\$ 7,654,755

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. The Permit Counter was 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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