

Building Activity

September 2020



	July 2020	August 2020	September 2020	YTD 2020	YTD 2019
Permits Issued					
New Commercial Buildings	2	7	2	44	46
New Single Family Dwellings	160	161	181	1,347	1,044
New Multi-Family Dwellings / Units	1 / 5	9 / 95	1 / 5	28 / 684	27 / 1757
Renovation Permits on Existing Buildings	1,395	1,589	1,360	10,781	12,133
Total Permits Issued	1,558	1,766	1,544	12,200	13,250
Plan Reviews					
Target: Complete review of building plans within established timeframes 90% of the time	99%	100%	100%	100%	99%
Plan Reviews Completed	1,345	1,753	1,662	12,046	11,191
Building Inspections					
Target: Complete 90% of the building inspections on the day requested	99%	100%	99%	99%	100%
Inspections Completed	10,704	11,072	11,181	94,429	85,722
Permit Center					
Target: Average wait time less than 3 minutes	N/A	N/A	N/A	1:33	2:00
Walk-in Customers to the Permit Center	N/A	N/A	N/A	2,088	9,501
Target: 90% of calls are answered within :30 seconds	94%	93%	90%	94%	94%
Phone Calls to the Call Center	7,506	7,268	7,004	60,948	61,895
Revenue Collected					
Plan & Permit Fees	\$ 988,348	\$ 1,327,498	\$ 699,692	\$ 9,580,052	\$ 8,394,089
Contractor Licensing Fees	\$ 56,185	\$ 44,460	\$ 50,599	\$ 440,229	\$ 444,727
Total Revenues	\$ 1,044,533	\$ 1,371,958	\$ 750,291	\$ 10,020,281	\$ 8,838,816

NOTE: Actual revenue collection in September was \$1,272,978, which was offset by \$522,687 for planned annual refunds with the conversion of Temporary Certificates of Occupancy (TCO) to Certificate of Occupancy (CO) for residential dwellings.

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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