

# Building Activity

November 2020



	September 2020	October 2020	November 2020	YTD 2020	YTD 2019
<b>Permits Issued</b>					
New Commercial Buildings	2	3	<b>12</b>	59	55
New Single Family Dwellings	181	283	<b>194</b>	1,824	1,351
New Multi-Family Dwellings / Units	1 / 5	1 / 5	<b>0</b>	29 / 689	35 / 2,218
Renovation Permits on Existing Buildings	1,360	1,323	<b>1,205</b>	13,389	15,007
<b>Total Permits Issued</b>	<b>1,544</b>	<b>1,610</b>	<b>1,411</b>	<b>15,301</b>	<b>16,448</b>
<b>Plan Reviews</b>					
Target: Complete review of building plans within established timeframes 90% of the time	100%	100%	<b>99%</b>	99%	99%
Plan Reviews Completed	1,662	1,754	<b>1,487</b>	15,287	13,857
<b>Building Inspections</b>					
Target: Complete 90% of the building inspections on the day requested	99%	98%	<b>98%</b>	99%	100%
Inspections Completed	11,181	10,839	<b>9,856</b>	115,134	107,601
<b>Permit Center</b>					
Target: Average wait time less than 3 minutes	N/A	N/A	<b>N/A</b>	1:33	1:58
Walk-in Customers to the Permit Center	N/A	N/A	<b>N/A</b>	2,088	11,546
<b>Call Center</b>					
Target: 90% of calls are answered within :30 seconds	90%	85%	<b>90%</b>	93%	94%
Phone Calls to the Call Center	7,004	7,353	<b>6,325</b>	74,626	75,341
<b>Revenue Collected</b>					
Plan & Permit Fees	\$ 699,692	\$ 1,396,090	<b>\$ 1,343,596</b>	\$ 12,319,738	\$ 10,603,021
Contractor Licensing Fees	\$ 50,599	\$ 46,924	<b>\$ 46,558</b>	\$ 533,711	\$ 533,509
<b>Total Revenues</b>	<b>\$ 750,291</b>	<b>\$ 1,443,014</b>	<b>\$ 1,390,154</b>	<b>\$ 12,853,449</b>	<b>\$ 11,136,530</b>

All of our services are available to all customers online @ [https://www.auroragov.org/business\\_services/building](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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