

# Building Activity

December 2020



	October 2020	November 2020	December 2020	YTD 2020	YTD 2019
<b>Permits Issued</b>					
New Commercial Buildings	3	12	<b>3</b>	62	57
New Single Family Dwellings	283	194	<b>227</b>	2,051	1,515
New Multi-Family Dwellings / Units	1 / 5	0	<b>2 / 44</b>	31 / 733	37 / 2,241
Renovation Permits on Existing Buildings	1,323	1,205	<b>856</b>	14,270	15,822
<b>Total Permits Issued</b>	<b>1,610</b>	<b>1,411</b>	<b>1,086</b>	<b>16,412</b>	<b>17,431</b>
<b>Plan Reviews</b>					
Target: Complete review of building plans within established timeframes 90% of the time	100%	99%	<b>99%</b>	99%	99%
Plan Reviews Completed	1,754	1,487	<b>1,447</b>	16,734	15,019
<b>Building Inspections</b>					
Target: Complete 90% of the building inspections on the day requested	98%	98%	<b>99%</b>	99%	100%
Inspections Completed	10,839	9,856	<b>9,586</b>	124,721	118,257
<b>Permit Center</b>					
Target: Average wait time less than 3 minutes	N/A	N/A	<b>N/A</b>	N/A	1:56
Walk-in Customers to the Permit Center	N/A	N/A	<b>N/A</b>	N/A	12,322
Target: 90% of calls are answered within :30 seconds	85%	87%	<b>88%</b>	82%	94%
Phone Calls to the Call Center	7,353	5,488	<b>5,340</b>	79,129	81,499
<b>Revenue Collected</b>					
Plan & Permit Fees	\$ 1,396,090	\$ 1,343,596	<b>\$ 933,737</b>	\$ 13,253,475	\$ 11,572,784
Contractor Licensing Fees	\$ 46,924	\$ 46,558	<b>\$ 36,033</b>	\$ 569,744	\$ 569,983
<b>Total Revenues</b>	<b>\$ 1,443,014</b>	<b>\$ 1,390,154</b>	<b>\$ 969,770</b>	<b>\$ 13,823,219</b>	<b>\$ 12,142,767</b>

Despite the many issues related to COVID-19, workloads and activity levels in Aurora were impressive:

In 2020 compared to 2019,

- \* Single Family home permits were up 26%
- \* Plan Reviews completed were up 11%
- \* Building Inspections were up over 5%
- \* Revenues were up 13.8%

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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 aurora4biz.org • 303.739.7420 • permitcounter@auroragov.org

