

Building Activity

March 2021



	January 2021	February 2021	March 2021	YTD 2021	YTD 2020
Permits Issued					
New Commercial Buildings	10	5	4	19	10
New Single Family Dwellings	171	203	264	638	414
New Multi-Family Dwellings / Units	2 / 10	4 / 124	6 / 163	12 / 297	7 / 27
Renovation Permits on Existing Buildings	876	961	1,527	3,364	3,017
Total Permits Issued	1,059	1,173	1,801	4,033	3,448
Plan Reviews					
Target: Complete review of building plans within established timeframes 90% of the time	100%	100%	100%	100%	99%
Plan Reviews Completed	1,379	1,414	1,671	4,464	3,717
Building Inspections					
Target: Complete 90% of the building inspections on the day requested	98%	98%	98%	98%	99%
Inspections Completed	9,727	9,632	11,545	30,904	30,594
Permit Center					
Target: Average wait time less than 3 minutes	N/A	N/A	N/A	N/A	N/A
Walk-in Customers to the Permit Center	N/A	N/A	N/A	N/A	N/A
Target: 90% of calls are answered within :30 seconds	88%	85%	84%	86%	96%
Phone Calls to the Call Center	5,741	5,627	6,664	18,032	18,918
Revenue Collected					
Plan & Permit Fees	\$ 1,016,549	\$ 1,395,805	\$ 1,582,721	\$ 3,995,075	\$ 3,125,073
Contractor Licensing Fees	\$ 39,571	\$ 46,094	\$ 51,997	\$ 137,662	\$ 147,076
Total Revenues	\$ 1,056,120	\$ 1,441,899	\$ 1,634,718	\$ 4,132,737	\$ 3,272,149

March 2021



Building Activity

January 2013



	2012												2013											
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December
Permits Issued	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New Commercial Buildings	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New Single Family Dwellings	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New Multi-Family Dwellings / Units	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Renovations/Remodels of Existing Buildings	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Permits Underway	1,046	1,039	1,046	1,111	1,139	1,080	1,077	1,087	1,134	1,146	1,141	1,041	845	1,037	1,035	1,037	1,034	1,111	1,037	1,034	1,035	1,038	887	
Plan Reviews																								
Target Completion review of building plans within 45 days of submission 90% of the time	67%	62%	62%	75%	79%	68%	82%	82%	86%	85%	85%	87%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%
Plan Review Completed	927	791	874	884	871	1,110	1,038	1,030	881	734	945	886	961	1,270	1,144	1,213	1,277	944	1,141	1,110	1,100	940	1,200	
Building Inspections																								
Target: Complete 90% of the building inspections on the day of arrival	98%	98%	100%	100%	100%	100%	100%	97%	98%	95%	100%	100%	100%	97%	98%	98%	100%	100%	100%	100%	100%	100%	98%	98%
Inspections Completed	6,482	6,351	6,362	6,957	6,957	8,103	6,727	8,385	8,164	8,252	8,017	7,100	7,278	9,386	10,015	10,272	11,094	12,309	11,110	11,100	11,100	11,100	11,100	
Permit Center																								
Target: Average wait time less than 30 minutes	2:25	2:25	2:15	2:47	2:48	2:17	2:40	3:07	3:20	2:52	3:00	2:11	2:27	2:12	2:16	2:36	2:41	2:10	2:10	2:10	2:10	2:10	2:10	2:10
Permits Issued to the Permit Center	822	1,121	1,123	1,190	1,190	1,490	1,490	1,290	1,270	890	1,010	886	1,110	1,297	1,128	1,196	1,274	1,094	1,194	1,194	1,094	894	794	
Target: 90% of calls are answered within 30 seconds	98%	77%	80%	79%	79%	80%	79%	79%	80%	79%	80%	79%	79%	80%	79%	80%	80%	80%	80%	80%	80%	80%	80%	
Phone Calls to the Call Center	4,078	6,289	6,128	5,140	5,140	8,000	8,000	7,777	8,000	6,259	6,273	5,109	6,100	8,000	8,000	6,000	8,000	8,100	8,100	8,100	8,100	8,100	8,100	
Revenue Collected																								
Plan & Permit Fees	\$101,340	\$677,730	\$643,010	\$671,900	\$1,111,000	\$1,060,610	\$844,810	\$1,076,810	\$1,038,010	\$743,500	\$742,700	\$1,101,280	\$1,019,270	\$1,112,010	\$1,101,010	\$1,101,000	\$1,101,000	\$1,101,000	\$1,101,000	\$1,101,000	\$1,101,000	\$1,101,000	\$1,101,000	
Construction Licensing Fees	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	\$1,170	\$1,410	
Total Revenue	\$102,750	\$678,900	\$644,420	\$673,070	\$1,112,410	\$1,061,780	\$846,220	\$1,077,980	\$1,039,420	\$744,670	\$743,870	\$1,102,690	\$1,020,680	\$1,113,180	\$1,102,420	\$1,102,170	\$1,102,170	\$1,102,170	\$1,102,170	\$1,102,170	\$1,102,170	\$1,102,170	\$1,102,170	

Notes on current construction projects:

Building Activity

January 2018



	November	December	January	2018	2017
Permits Issued	Year to Date				
New Commercial Buildings	5	9	4	4	9
New Single Family Dwellings	89	140	97	97	90
New Multi-Family Dwellings / Units	0 / 0	0 / 0	8 / 126	8 / 126	0 / 0
Renovation Permits on Existing Buildings	793	736	1,064	1,064	744
Total Permits Issued	887	885	1,173	1,173	843
Plan Reviews					
Target: Complete review of building plans within established timeframes 90% of the time	99%	99%			98%
Plan Reviews Completed	753	805	692	692	742
Building Inspections					
Target: Complete 90% of the building inspections on the day requested	98%	98%			100%
Inspections Completed	10,664	11,028	12,476	12,476	7,274
Permit Center					
Target: Average wait time less than 3 minutes	1:43	2:53	1:50	1:50	2:27
Walk-in Customers to the Permit Center	851	704	930	930	866
Target: 90% of calls are answered within :30 seconds	92%	86%	88%	88%	74%
Phone Calls to the Call Center	5,407	4,946	5,644	5,644	6,199
Revenue Collected					
Plan & Permit Fees	\$ 836,300	\$ 943,430	\$ 720,967	\$ 720,967	\$ 1,019,270
Contractor Licensing Fees	\$ 39,680	\$ 42,027	\$ 42,270	\$ 42,270	\$ 41,920
Total Revenues	\$ 875,980	\$ 985,457	\$ 763,237	\$ 763,237	\$ 1,061,190

Notes on current construction projects:



2015													Year to Date	
	January	February	March	April	May	June	July	August	September	October	November	December	2016	2015
Inspections Completed	8,348	6,945	7,960	7,966	6,398	7,009	7,040	7,902	8,849	8,170	6,540			83,127
Target: Complete 90% of the building inspections on the day requested	76%	69%	72%	66%	56%	68%	60%	63%	83%	91%	98%			73%
Plan Reviews Completed	567	527	767	887	793	733	828	807	798	639	524			7,870
Target: Complete review of building plans within established timeframes 90% of the time	70%	42%	15%	74%	29%	35%	41%	63%	64%	63%	70%			51%
Total Permits Issued	2,115	1,730	2,430	2,668	2,221	2,503	2,393	2,057	2,245	1,844	1,206			23,412
New Construction Permits														
Commercial	3	1	4	4	9	3	8	5	20	3	7			67
Single Family	64	47	74	107	115	116	108	52	98	69	51			901
Multi-Family	0	0	0	0	0	0	0	0	0	0	0			0
Multi-Family Units	0	0	0	0	0	0	0	0	0	0	0			0
Existing Building Permits	2,048	1,682	2,352	2,557	2,097	2,384	2,277	2,000	2,127	1,772	1,148	0	0	22,444
Walk-in Customers to the Permit Center	1,097	934	1,273	1,402	1,400	1,357	1,426	1,443	1,670	1,602				13,604
Target: Average wait time less than 3 Minutes	3:30	3:30	3:00	3:00	3:00	3:00	3:00	3:00	3:08	3:56				3:12
Phone Calls to the Call Center	7,248	6,397	7,819	8,372	7,180	7,847	8,008	7,789	7,653	7,330				75,643
Target: 90% of calls are answered within :30 seconds	68%	82%	72%	77%	78%	85%	82%	72%	79%	87%	88%			79%
Revenue Collected													Year to Date	
	January	February	March	April	May	June	July	August	September	October	November	December	2016	2015
Plan & Permit Fees	\$779,147	\$934,069	\$915,700	\$1,328,959	\$1,018,492	\$1,045,767	\$831,039	\$834,081	\$835,492	\$968,509	\$626,842			\$ 10,118,097
Contractor Licensing Fees	41,050	51,593	54,758	62,304	58,040	58,098	61,975	57,945	52,416	58,532	43,085			\$ 599,796
Total Revenues	\$ 820,197	\$ 985,662	\$ 970,458	\$ 1,391,263	\$ 1,076,532	\$ 1,103,865	\$ 893,014	\$ 892,026	\$ 887,908	\$ 1,027,041	\$ 669,927	\$ -	\$ -	\$ 10,717,893

From SWB:

	Jan	Feb	Mar	Apr	May	Jun
42080 Licenses-Contractors	30,263	39,413	52,309	43,848	50,155	47,214
42400 Permits-Building	691,015	672,967	888,209	821,016	1,122,024	1,888,749
42420 Permits-Electrical	0	900	200	300	100	0
42450 ICFS Permits-Interdepartment	9,571	3,769	69,506	4,577	9,466	2,969
42495 Permits-Right of Way	0	0	0	0	0	0
42630 Permits-Fence	0	0	588	0	0	0
45070 Sales-Plans	0	0	0	15	0	0
45300 Fees-Application	0	94	0	0	0	0
45340 Fees-Contrs License Exam	7,878	10,859	13,142	14,910	13,619	13,427
45400 Fees-Snow Removal	1,357	0	0	0	0	11,900
49988 Cash Over/Short	0	0	0	0	0	0
Total Revenues	740,084	728,002	1,023,954	884,666	1,195,364	1,964,259
Permits	701,943	677,730	958,503	825,908	1,131,590	1,903,618
Contractors	38,141	50,272	65,451	58,758	63,774	60,641

(RVXPBYSU))

Jul	Aug	Sep	Oct	Nov	Dec	
40,673	43,444	39,630	40,039	33,415		0
844,100	626,749	1,020,701	753,369	742,582		0
100	100	0	0	0		0
-75	43,563	13,317	29	32		0
447	0	0	0	0		0
0	0	0	0	155		0
0	0	0	0	0		0
0	0	0	0	0		0
12,097	12,092	10,478	9,526	9,621		0
300	0	85	0	0		0
0	0	0	0	0		0
897,642	725,948	1,084,211	802,963	785,805		0
844,872	670,412	1,034,103	753,398	742,769		0
52,770	55,536	50,108	49,565	43,036		0

	Jan	Feb	Mar	Apr	
42080 Licenses-Contractors	30,064	39,470	40,210	47,010	
42400 Permits-Building	761,070	874,631	911,448	1,269,706	
42420 Permits-Electrical	0	500	0	0	
42450 ICFS Permits-Interdepartmental	18,077	58,775	2,786	59,258	
42630 Permits-Fence	0	119	0	-119	
45080 Sales-Advertising	0	0	0	0	
45090 Sales-Photocopying (Public)	0	0	0	0	
45340 Fees-Contrs License Exam	10,986	12,123	14,548	15,294	
45400 Fees-Snow Removal	0	0	0	116	
49100 Insurance Recoveries	0	0	1,267	0	
49988 Cash Over/Short	0	0	-1	-2	
49990 Other Revenues	0	44	200	0	
Total Revenues	820,197	985,662	970,458	1,391,263	
Permits	\$ 779,147	\$ 934,069	\$ 915,700	\$ 1,328,959	
Contractors	41,050	51,593	54,758	62,304	

onesolution: RVXPBYSU

Cash

Org: 49040

May	Jun	Jul	Aug	Sep	Oct
42,935	45,137	47,987	45,542	41,506	46,596
1,002,846	1,030,043	818,574	820,850	831,759	965,682
200	0	0	0	0	0
15,446	15,709	9,317	12,221	3,733	2,527
0	0	0	76	0	0
0	0	0	0	0	0
0	15	5	0	0	0
15,105	12,961	13,988	12,403	10,910	11,936
0	0	0	900	0	300
0	0	3,143	0	0	0
0	0	0	0	0	0
0	0	0	34	0	0
1,076,532	1,103,865	893,014	892,026	887,908	1,027,041
\$ 1,018,492	\$ 1,045,767	\$ 831,039	\$ 834,081	\$ 835,492	\$ 968,509
58,040	58,098	61,975	57,945	52,416	58,532

Nov	Dec
33,480	26,539
622,500	674,714
100	400
2,048	18,183
0	0
2,006	0
22	0
9,605	9,046
0	0
166	0
0	0
0	0
669,927	728,882
\$ 626,842	\$ 693,297
43,085	35,585

Name	Description
PW/Building Division/Building Plans Review	Complete review of building plans within established timeframes 90% of the time
PW/Building Division/Permit Center Wait Time	Walk-in customers average wait time less than 3 Minutes. (Average wait mins / Number of Customers per month)
PW/Building Division/Permit Center Calls	90% of calls are answered within the established standard of 30 seconds or less.
PW/Building Division/Building Inspections	Complete 90% of the building inspections on the day requested
PW/Engineering Services - Civil Plans Review	Complete review of civil plans within established time frames 95% of the time.
PW/Engineering Services - Construction - Facilities	Complete 90% of construction, remodel and repair projects within contract time and budget
PW/Engineering Services - Transportation Projects Delivery	Complete 90% of DRCOG TIP projects within contract time and budget
PW/Engineering Services - Transportation Projects Delivery	Complete 90% of non-DRCOG TIP projects within contract time and budget
PW/Facilities Operations - Custodial Services	Custodial contract services meet or exceed minimum performance requirements in 90% of all facility inspections.
PW/Facilities Operations - Maintenance	Complete 80% of scheduled preventative maintenance services on all equipment within the designated period
PW/Facilities Operations - Quality Measure	Overall customer satisfaction of 95% on surveys sent for completed work orders
PW/Public Improvements/Inspections	Perform 95% or more of inspections within 24 hours of request
PW/Public Improvements/COs Inspections	Complete 95% of Certificate of Occupancy inspections within the established time frame.
PW/Public improvements/Material Testing Submittal Review	Complete review of development testing for extension agreements and right of way improvements within 2 business days of receiving testing results 95% of the time.
PW/Public Improvements/Material Testing Lab QA	Complete 95% of specified city requirement for materials testing on all assigned capital improvement projects.
PW/Real Property Services	Process, review and/or record plats, site plans, and deed with an accuracy rate of 95% or higher
PW/Street Capital Projects	Investigate 90% of requests for concrete repairs and street rehabilitation within three days and respond to caller within four days.
PW/Street Operations	Respond to and repair 90% of pothole requests within 24 hours.
PW/Traffic Operations - Signals	Respond to reported traffic signal malfunctions within 30 minutes during regular business hours and within 60 minutes outside of business hours 95% of the time.
PW/Traffic Operations - Signs	Respond to reported missing traffic signs within 30 minutes during regular business hours and within 60 minutes outside of business hours 90% of the time.

*April 2016

In mid-month we asked staff to begin working overtime again. Also, one contingent person left plans review and this reduced productivity. Working to refill this position. One new FTE started in May. Working on filling the second FTE position.

*May 2016

The Plans Review Section is still down one FTE and one Contingent. The FTE position will have an employee start June 27th. The Contingent position is still being recruited. No acceptable candidates, yet.

*June 2016

The Plans Review Section has filled its budgeted FTE positions. It is still down one contingent and the applications are not promising.

*July 2016

Staffing is still one contingent position down and two of the staff were on extended vacations during the month of July. Other staff worked overtime to attempt to keep review times acceptable.

*August 2016

Staff is still one contingent position down.

*September 2016

It appears the approval review time frame (3rd reviews) is what triggered the low metric.

Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
83%	83%	94%	95%		
2:40 / 1,240 customers	3:07 / 1,286 customers	3:20 / 1,269 customers	2:52 / 1,269 customers		
76% / 7,140 calls	75% / 8,839 calls	79% / 7,777 calls	80% / 9,036 calls		
100%	97%	99%	95%		
*81%	*92%	*84%			
82%	100%	100%			
50%	65%				
70%	80%				
86%	86%	91%			
78%	88%	79%			
93%	92%	94%			
83%	80%	84%			
97%	98%	98%			
61%	43%	71%			
86%	86%	93%			
100%	100%	100%			
96%	100%	100%			
96%	100%	100%			
75%	95%	100%			
95%	75%	92%			

Name
PW/Building Division/Building Plans Review
PW/Building Division/Permit Center
PW/Building Division/Building Inspections
PW/Engineering Services - Construction
PW/Engineering Services - Civil Plans Review
PW/Facilities Operations - Custodial Services
PW/Facilities Operations - Maintenance
PW/Facilities Operations - Quality Measure
PW/Public Improvements - Inspections
PW/Public Improvements - Certificate of Occupancy
PW/Public Improvements - Materials Testing Laboratory - Testing and Materials Submittal Review
PW/Public Improvements - Materials Testing Laboratory - Quality Assurance Materials Testing
PW/Real Property Services
PW/Street Capital Projects
PW/Street Operations
PW/Traffic Operations - Signals
PW/Traffic Operations - Signs

NOTE:

APRIL 2015

***Staff working hard to improve review times.
However, still down one contingent position. Hope to
recruit and fill this contingent position in another
month or two.

JUNE 2015

***Staff vacations and down two positions have hindered the plans review process.

JULY 2015

***We are still down a position and are actively recruiting. Some staff have been put on overtime to try improve this metric.

SEPT 2015

***The volume of work was a litter higher than the previous months and some staff were at a conference that affected review times. Will look at whether overtime will be needed for the remainder of October to make sure the on time reviews improve.

OCT 2015

***This is a slight improvement from the previous month and is due to volunteer overtime by a couple of staff. We are still down one contingent position and have been approved to hire two more FTEs. The FTEs will hopefully be on board by January 4.

NOV 2015

***This is again a slight improvement and is partly due to volunteer overtime and a slight decrease in the number of plans reviewed. We will have the second contingent position filled beginning 12/14/15. There are two FTE positions currently being advertised (Project Engineer and Design Engineer) with an anticipated start date of 1/11/16, if there are qualified applicants for the positions.

Description	Frequency	Jan-15	Feb-15
Complete review of building plans within established timeframes 95% of the time.	Monthly	70%	42%
90% of calls are answered within the established standard of 30 seconds or less.	Monthly	68%	82%
Complete 95% of the building inspections on the day requested.	Monthly	76%	69%
Complete 90% of construction projects within contract time and budget.	Monthly	82%	82%
Complete review of civil plans within established time frames 93% of the time.	Monthly	***88%	90%
Custodial contract services meet or exceed minimum performance requirements in 90% of all facility inspections.	Monthly	91%	92%
Complete 80% of scheduled preventative maintenance services on all equipment within the designated period.	Monthly	58%	77%
Overall customer satisfaction of 95% on surveys sent for completed work orders.	Monthly	95%	95%
Perform 95% or more of inspections within 24 hours of request.	Monthly	100%	100%
Perform 95% or more of certificate of occupancy inspections within 24 hours of request.	Monthly	N/A	N/A
Complete review of development testing for extension agreements and right of way improvements within 2 business days of receiving testing results 95% of the time.	Monthly	N/A	N/A
Complete 95% of required materials testing per city specified requirement for materials placed on all assigned capital improvement projects.	Monthly	N/A	N/A
Process, review and/or record plats, site plans, and deed with an accuracy rate of 95% or higher.	Monthly	100%	100%
Investigate 90% of requests for concrete repairs and street rehabilitation within three days and respond to caller within four days.	Monthly	60%	50%
Respond to and repair 90% of pothole requests within 24 hours.	Monthly	96%	87%
Respond to reported traffic signal malfunctions within 30 minutes during regular business hours and within 60 minutes outside of business hours 95% of the time.	Monthly	100%	92%
Respond to reported missing traffic signs within 30 minutes during regular business hours and within 60 minutes outside of business hours 90% of the time.	Monthly	100%	85%

Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
15%	74%	29%	35%	41%	63%	64%	63%
72%	77%	77%	85%	81%	82%	79%	87%
72%	66%	56%	68%	60%	63%	83%	91%
82%	82%	82%	82%	82%	82%	82%	82%
***64%	***79%	80%	73%	***80%	88%	***65%	***73%
87%	90%	88%	91%	94%	88%	90%	89%
67%	86%	62%	72%	81%	80%	88%	81%
96%	95%	96%	94%	95%	97%	98%	98%
100%	97%	98%	99%	99%	100%	85%	80%
99%	95%	94%	97%	97%	97%	89%	94%
76%	61%	50%	35%	76%	54%	54%	42%
44%	58%	69%	88%	78%	63%	56%	68%
100%	100%	100%	100%	100%	100%	100%	100%
89%	82%	100%	89%	85%	75%	100%	100%
88%	86%	93%	88%	95%	96%	93%	86%
100%	100%	100%	100%	100%	87%	100%	100%
94%	100%	100%	100%	94%	92%	100%	100%

Nov-15	Dec-15	Yearly Average
70%	50%	51%
88%	94%	81%
98%	97%	75%
82%	82%	
***77%		
89%		
76%		
95%		
77%	84%	
94%	98%	
48%	73%	
88%	88%	
100%	100%	
89%		
95%		
87%		
100%		