

# Building Activity

May 2021



	March 2021	April 2021	May 2021	YTD 2021	YTD 2020
<b>Permits Issued</b>					
New Commercial Buildings	4	0	<b>4</b>	23	21
New Single Family Dwellings	264	183	<b>160</b>	981	675
New Multi-Family Dwellings / Units	6 / 163	0 / 0	<b>11 / 182</b>	23 / 479	13 / 347
Renovation Permits on Existing Buildings	1,559	1,383	<b>1,114</b>	5,934	4,859
<b>Total Permits Issued</b>	<b>1,833</b>	<b>1,566</b>	<b>1,289</b>	<b>6,961</b>	<b>5,568</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	1,671	1,348	<b>1,507</b>	7,319	5,929
<b>Building Inspections</b>					
Target: Complete 90% of the building inspections on the day requested	98%	96%	<b>90%</b>	96%	99%
Inspections Completed	11,545	12,233	<b>11,740</b>	54,879	50,894
<b>Permit Center</b>					
Target: Average wait time less than 3 minutes	N/A	N/A	<b>N/A</b>	N/A	N/A
Walk-in Customers to the Permit Center	N/A	N/A	<b>N/A</b>	N/A	N/A
Target: 90% of calls are answered within :30 seconds	84%	83%	<b>85%</b>	85%	95%
Phone Calls to the Call Center	6,664	7,055	<b>7,266</b>	32,353	32,094
<b>Revenue Collected</b>					
Plan & Permit Fees	\$ 1,582,721	\$ 1,191,845	<b>\$ 1,793,123</b>	\$ 6,980,043	\$ 4,924,183
Contractor Licensing Fees	\$ 51,997	\$ 48,544	<b>\$ 45,310</b>	\$ 231,516	\$ 235,826
<b>Total Revenues</b>	<b>\$ 1,634,718</b>	<b>\$ 1,240,389</b>	<b>\$ 1,838,433</b>	<b>\$ 7,211,559</b>	<b>\$ 5,160,009</b>

We have implemented social distancing protocols for both internal staff and the inspectors, as well as, 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](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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