

# Building Activity

November 2021



	September 2021	October 2021	November 2021	YTD 2021	YTD 2020
<b>Permits Issued</b>					
New Commercial Buildings	3	10	<b>12</b>	66	59
New Single Family Dwellings	118	118	<b>153</b>	1,874	1,829
New Multi-Family Dwellings / Units	4 / 881	5 / 225	<b>7 / 427</b>	46 / 2,138	29 / 689
Renovation Permits on Existing Buildings	1,498	1,408	<b>1,206</b>	15,025	13,052
<b>Total Permits Issued</b>	<b>1,623</b>	<b>1,541</b>	<b>1,378</b>	<b>17,011</b>	<b>14,969</b>
<b>Plan Reviews</b>					
Target: Complete review of building plans within established timeframes 90% of the time	99%	99%	<b>99%</b>	99%	99%
Plan Reviews Completed	1,634	1,624	<b>1,437</b>	17,048	15,287
<b>Building Inspections</b>					
Target: Complete 90% of the building inspections on the day requested	96%	98%	<b>94%</b>	96%	99%
Inspections Completed	11,758	11,301	<b>11,652</b>	126,357	115,122
<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	91%	91%	<b>87%</b>	87%	93%
Phone Calls to the Call Center	7,056	9,357	<b>6,478</b>	79,029	73,789
<b>Revenue Collected</b>					
Plan & Permit Fees	\$ 1,368,221	\$ 1,600,854	<b>\$ 1,793,142</b>	\$ 15,577,884	\$ 12,319,738
Contractor Licensing Fees	\$ 47,162	\$ 48,927	<b>\$ 45,908</b>	\$ 559,087	\$ 533,711
<b>Total Revenues</b>	<b>\$ 1,415,383</b>	<b>\$ 1,649,781</b>	<b>\$ 1,839,050</b>	<b>\$ 16,136,971</b>	<b>\$ 12,853,449</b>

Workloads continue to exceed 2020 levels for Inspections, Permits, Plan Reviews and Phone calls.

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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