# Permit Processing Services 2018

| PROGRAM | ACTIVITY | January | February | March | April | May | June | July | August | September | October | November | December | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Administrative Metric | Permits Applied | 235 | 243 | 363 | | | | | | | | | | 841 |
| | Contractor Registrations | 49 | 51 | 117 | | | | | | | | | | 217 |
| Portal Usage | % Applications initiated online | 43% | 47% | 48% | | | | | | | | | | 46% |
| | | | | | | | | | | | | | | |
| Plan Review Response Average Days by Category: | | | | | | | | | | | | | | Average Days / Total Permits By Catergory |
| Simple/minor remodeling, etc. | Category 1 (1-5 day) | 4.1 | 1.2 | 1.3 | | | | | | | | | | 2.2 |
| | Permits Issued | 143 | 149 | 219 | | | | | | | | | | 511 |
| Larger residential remodeling, etc. | Category 2 (6-10 day) | 2.4 | 0.3 | 1.4 | | | | | | | | | | 1.366666667 |
| | Permits Issued | 43 | 78 | 61 | | | | | | | | | | 182 |
| Multi-fam./commercial remodeling, etc. | Category 3 (11-15 day) | 2.5 | 0.5 | 1.6 | | | | | | | | | | 1.533333333 |
| | Permits Issued | 2 | 2 | 3 | | | | | | | | | | 7 |
| Large projects/New structures, etc. | Category 4 (16-20 day) | | | | | | | | | | | | | |
| | Permits Issued | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| Inspections | | 700 | 619 | 671 | | | | | | | | | | 1990 |
| | | | | | | | | | | | | | | |
| Permit Fees Collected | | $ 102,759 | $ 72,795 | $ 250,445 | | | | | | | | | | $ 426,000 |
| | | | | | | | | | | | | | | |
| New & Altered Commercial SQF | | 7,664 | 34,518 | 32,831 | | | | | | | | | | 75,013 |
| Project Valuation | | $ 1,905,969 | $ 17,929,083 | $ 11,549,711 | | | | | | | | | | $ 31,384,763 |
| Phone Usage ** | | | | | | | | | | | | | | |
| Incoming Calls Received | | 836 | 715 | 1085 | | | | | | | | | | 2636 |
| Average "ring" time (mm:ss) | | 0:00:18 | 0:00:17 | 0:00:21 | | | | | | | | | | 0:00:19 |
| Average "hold" time (mm:ss) | | 0:02:02 | 0:02:03 | 0:02:08 | | | | | | | | | | 0:02:04 |

** Please note all calls for inspections are accomodated within 24-48 hours. Inspector schedules are actively managed and additional ispectors are requested as needed to maintain inspection availability.