

# 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	539	723	648	600	566	538				4,455
	Contractor Registrations	49	51	117	79	82	84	69	91	71				693
Portal Usage	% Applications initiated online	43%	47%	48%	46%	43%	48%	50%	53%	53%				48%
Plan Review Response Average Days by Category:														Average Days / Total Permits By Category
Simple/minor remodeling, etc.	Category 1 (1-5 day)	4.1	1.2	1.3	1	0.64	0.29	0.34	0.78	0.57				1.135555556
	Permits Issued	143	149	219	310	383	332	333	391	324				2584
Larger residential remodeling, etc.	Category 2 (6-10 day)	2.4	0.3	1.4	2.5	1	0.67	1.69	1.89	1.42				1.474444444
	Permits Issued	43	78	61	66	99	103	108	122	52				732
Multi-fam./commercial remodeling, etc.	Category 3 (11-15 day)	2.5	0.5	1.6	4.5	2	0	3	2.57	0.3				1.885555556
	Permits Issued	2	2	3	4	3	3	3	7	2				29
Large projects/New structures, etc.	Category 4 (16-20 day)						0							0
	Permits Issued						1							1
Inspections		700	619	671	678	861	1244	1023	965	917				7678
Permit Fees Collected		\$ 102,759	\$ 72,795	\$ 250,445	\$ 200,565	\$ 123,550	\$ 192,564	\$ 156,754	\$ 184,501	\$ 120,792				\$ 1,404,726
New & Altered Commercial SQF		7,664	34,518	32,831	141,543	0	560	3,003	2,066	900				223,085
Project Valuation		\$ 1,905,969	\$ 17,929,083	\$ 11,549,711	\$ 8,902,135	\$ 27,541,341	\$ 24,595,572	\$ 5,989,716	\$ 11,325,493	\$ 14,401,012				\$ 124,140,032
Phone Usage **														
Incoming Calls Received		836	715	1085	1227	1307	1418	1357	1453	1116				10514
Average "ring" time (mm:ss)		0:00:18	0:00:17	0:00:21	0:00:21	0:00:21	0:00:22	0:00:23	0:00:25	0:00:26				0:00:22
Average "hold" time (mm:ss)		0:02:02	0:02:03	0:02:08	0:02:11	0:02:15	0:02:34	0:02:37	0:02:43	0:02:34				0:02:21

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