

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	558	445	415	5,873
	Contractor Registrations	49	51	117	79	82	84	69	91	71	99	72	40	904
Portal Usage	% Applications initiated online	43%	47%	48%	46%	43%	48%	50%	53%	53%	53%	64%	36%	49%
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	0.37	0.31	0.23	0.9275
	Permits Issued	143	149	219	310	383	332	333	391	324	355	264	23	3226
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	0.54	0.02	2	1.319166667
	Permits Issued	43	78	61	66	99	103	108	122	52	82	106	3	923
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	1	4	2.088181818
	Permits Issued	2	2	3	4	3	3	3	7	2	1	3	1	34
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	1305	847	602	10432
Permit Fees Collected		\$ 102,759	\$ 72,795	\$ 250,445	\$ 200,565	\$ 123,550	\$ 192,564	\$ 156,754	\$ 184,501	\$ 120,792	\$ 153,402	\$ 108,030	\$ 50,625	\$ 1,716,783
New & Altered Commercial SQF		7,664	34,518	32,831	141,543	0	560	3,003	2,066	900	220,512	2,950	0	446,547
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	\$ 8,521,194	\$ 5,447,902	\$ 1,618,846	\$ 139,727,974
Phone Usage **														
Incoming Calls Received		836	715	1085	1227	1307	1418	1357	1453	1116	1523	1137	929	14103
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	0:00:23	0:00:27	0:00:28	0:00:23
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	0:02:31	0:02:34	0:02:33	0:02:24

** 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.