BUILDING DEPARTMENT MONTHLY REPORT

Date: April 10, 2024

To: Honorable Mayor and Councilmembers

From: Jane Decker, Building Director

Subject: Building Department Monthly Report for **March 2024**

MAJOR ACTIVITIES

ADMINISTRATION

- Director & Building Official attended monthly Building officials' and Board of Rules & Appeals meeting.
- IAS Accreditation activities are ongoing including documentation, policy-writing, etc.
- Director attended Miami Construction Forum and AIA Executive Board Meeting as a panelist for Q&A with industry representatives

ENERGOV / TECHNOLOGY UPDATE

- Ongoing AWS Migration to PROD environment issues from 1/3/24 implementation; consideration of TEST upgrade to 2023.1 to resolve latency issues in Review Coordinator
- Ongoing discussions with product rep and support team about resolutions
- Laserfiche Directory separation project in process (pending Council Approval)
- National Bluebeam outage activities have activated emergency backup procedures for plan review in limited instances, no service disruption for customers at this time.
- Teleconference with Cape Coral for info-sharing and common practices.

HUMAN RESOURCES ACTIVITIES

- New Hires: Permit Clerk onboarding in process with HR.
- Vacancies advertised: None at this time.
- Transfers/Promotions: None at this time.
- Departures: None at this time.

MAJOR PROJECTS & MEETINGS

- Public Affairs Educational Video Series highlighting the Building Department (strategic plan objective) recordings completed and in process with Public Affairs.

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Table illustrates performance for month of March.

Permit Fee Utilization Report Year	Week 9	Week 10	Week 11	Week 12
Performance Indicator	3/1/2024	3/8/2024	3/15/2024	3/22/2024
Customer Service Activity				
Customers Assisted (DoralQ)	156	156	126	133
Average Lobby Wait Time (Goal <10m)	9	8	7	8
Average Service Time with Customer	15	14	12	18
Design Professional Meetings (311) Requested	5	4	5	6
Online Chat Portal Visitors (Velaro)	2938	2933	3132	3070
Online/Chat Engagements	21	17	14	12
Phone calls (Received)	672	556	538	534
Phone calls answered	428	373	344	367
Call Success Rate (Goal >50%)	64%	67%	64%	69%
Permitting Performance Activity				
Applications Received	139	130	141	183
Permits & Plans Reviews (all depts)	465	512	544	542
Permits Approved / Issued	102	96	67	98
Construction Value ($ millions)	7.1	5.4	1.7	6.5
Total Fees Collected (All depts/unaudited)	$236,624	$78,200	$38,235	$43,881
Inspection Performance				
Inspections Requested (all depts)	544	477	435	434
Inspections Completed (Requested - Cancelled)	510	455	421	411
Inspections Completed Rate (%)	94%	95%	97%	95%
Permit Completion / Occupancy Data				
TCO/TCC's Issued	6	10	2	5
CO/CC's Issued* (Anomaly Week 5 was fixing files that had not received CO)	4	4	3	7
Private Provider Activity				
Inspections by a Private Provider	3	6	2	6
Plans Reviews by a Private Provider	1	3	3	3
Audits Performed on Inspections by a Private Provider	1	1	1	1
Other Permissible Activities not contemplated above	0	0	0	0
Building Department Positions	43	43	43	43
Vacancies	2	2	2	2
Percentage Fully Staffed	95%	95%	95%	95%