

Permit Fee Utilization Report Year FISCAL YEAR REPORT FY25	FY2025
Performance Indicator	Annual Summary
Customer Service Activity	Sum
Customers Assisted (DoralQ)	6763
Average Lobby Wait Time (Goal <10m)	8
Average Service Time with Customer	14
Design Professional Meetings (311) Requested	245
Online Chat Portal Visitors (Velaro)	122846
Online/Chat Engagements	336
Phone calls (Received)	28840
Phone calls answered	20104
Call Success Rate (Goal >50% Average)	70%
2.0 Permitting Performance Activity	
2a. Applications Received (SWR: Permit Listing)	7292
Permits & Plans Reviews (all depts) (SWR: Permit & Plan Reviews Listing)	27961
2b. Permits Approved / Issued (SWR: Permit Issuance Summary)	4674
Construction Value (\$ millions)	\$ 617.65
Total Fees Collected	\$9,668,109
2.0 Inspection Performance	
2c. Inspections Requested (all depts) SWR: Inspection Listing	20619
2d. Inspections Completed (Requested - Cancelled)	19363
Inspections Completed Rate (%)	94%
2.0 Private Provider Activity	
2e. Inspections by a Private Provider (AdvSearch: Private Provider Inspections Complete (By T	219
% of Total Inspections Completed	1%
Plans Reviews by a Private Provider (AdvSeach: Private Provider - Plans Reviews)	89
% of Total Plans Reviews Completed	0%
2f. Audits Performed on Inspections by a Private Provider	0
2h. Other Permissible Activities not contemplated above	Average
2g. Building Department Positions	42
Vacancies	5
Percentage Fully Staffed	89%
Permit Completion / Occupancy Data	
TCO/TCC's Issued (AdvSearch: TCO Inspections Completed)	246
CO/CC's Issued (AdvSearch: MDC Property Appraiser - CO Issued Report)	139
Budgeting Statistics	
1.0 Expenditures	
Direct Expenditures [Personnel Services Costs incl salary and benefits]	\$ 4,399,865
Indirect Expenditures to enforce FBC [Operating Expenses & CIP]	\$ 2,269,929
Total Expenditures	\$ 6,669,794
3.0 Revenue	\$ -
3a. Revenue from Base Permit Fees (FY25 ACFR)	\$ 5,597,208
3b. Revenue from Fines	\$ 43,680
3d. Previous Balance Carryforward	\$ 4,880,829.00
3e. Balances Refunded by Local Government	\$ -
3c. 3f. Other Sources Revenue or Interest	\$ 41,396.00
Estimated Surplus Fund Balance	\$ 3,893,319.00