



# Monthly Department Report

## BUILDING



**May 2024**

### Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year	Week 18	Week 19	Week 20	Week 21	Week 22
Performance Indicator	5/3/2024	5/10/2024	5/17/2024	5/24/2024	5/31/2024
<b>Customer Service Activity</b>					
<b>Customers Assisted (DoralQ)</b>	124	107	143	138	102
Average Lobby Wait Time (Goal <10m)	8	9	8	7	7
Average Service Time with Customer	14	13	15	11	14
<b>Design Professional Meetings (311) Requested</b>	9	5	4	6	4
<b>Online Chat Portal Visitors (Velaro)</b>	3250	3266	3364	3322	2873
Online/Chat Engagements	16	13	18	20	14
<b>Phone calls (Received)</b>	571	583	600	598	428
Phone calls answered	362	386	428	433	300
Call Success Rate (Goal >50%)	63%	66%	71%	72%	70%
<b>Permitting Performance Activity</b>					
Applications Received	164	202	137	155	119
Permits & Plans Reviews (all depts)	459	464	584	492	498
Permits Approved / Issued	104	64	90	74	59
Construction Value (\$ millions)	3.3	2.5	6.4	5.1	9.2
Total Fees Collected (All depts/unaudited)	\$76,267	\$109,438	\$73,074	\$81,597	\$144,199
<b>Inspection Performance</b>					
Inspections Requested (all depts)	505	439	462	459	410
Inspections Completed (Requested - Cancelled)	485	421	445	442	382
Inspections Completed Rate (%)	96%	96%	96%	96%	93%
<b>Permit Completion / Occupancy Data</b>					
TCO/TCC's Issued	5	7	6	3	7
CO/CC's Issued* (Anomaly Week 5 was fixing files that had not received CO)	6	1	7	5	0
<b>Private Provider Activity</b>					
Inspections by a Private Provider	3	0	2	1	1
Plans Reviews by a Private Provider	3	2	1	0	0
Audits Performed on Inspections by a Private Provider	1	1	1	1	1

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### Major Project Updates

- IAS Accreditation – Ongoing
  - Staff are gathering documents and refining procedures to align with accreditation goals and requirements.
  - Expected completion is before the end of the fiscal year. 44% Complete.
- EnerGov Upgrade – Ongoing
  - Production update to EPL 2023.1 completed May 11, 2024. Test and Train environments have previously been updated and tested, however ongoing tickets/resolution with vendor continue into Week 4 of upgrade. IT System analyst is working tickets.

### Events

- May was the International Code Council's "Building Safety Month". This year's theme is "Mission: Possible" and the department worked closely with Public Affairs to produce several informational campaigns about the importance of Building Safety.

### Administration

- Personnel updates (e.g., new hires, training, staff achievements).
  - New Hire: None at this time.
  - Vacancies Advertised: Permitting & Development Services Manager.
  - BCAIB Testing Approvals:
- Process improvements or streamlining initiatives
  - Updated Permit Submittal Guide and Fee Schedule pages

### Other

- None.



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**June 2024**

### Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year	Week 23	Week 24	Week 25	Week 26
Performance Indicator	6/7/2024	6/14/2024	6/21/2024	6/28/2024
<b>Customer Service Activity</b>				
<b>Customers Assisted (DoralQ)</b>	140	139	114	176
Average Lobby Wait Time (Goal <10m)	7	8	7	8
Average Service Time with Customer	13	13	10	15
<b>Design Professional Meetings (311) Requested</b>	4	2	2	2
<b>Online Chat Portal Visitors (Velaro)</b>	3554	3439	3639	3962
Online/Chat Engagements	10	13	27	26
<b>Phone calls (Received)</b>	647	604	628	699
Phone calls answered	424	444	458	490
Call Success Rate (Goal >50%)	66%	74%	73%	70%
<b>Permitting Performance Activity</b>				
Applications Received	141	125	106	128
Permits & Plans Reviews (all depts)	486	496	419	591
Permits Approved / Issued	110	112	71	103
Construction Value (\$ millions)	32.3	9.9	5.1	18.2
Total Fees Collected (All depts/unaudited)	\$447,254	\$169,626	\$77,562	\$252,742
<b>Inspection Performance</b>				
Inspections Requested (all depts)	467	514	456	539
Inspections Completed (Requested - Cancelled)	436	491	441	517
Inspections Completed Rate (%)	93%	96%	97%	96%
<b>Permit Completion / Occupancy Data</b>				
TCO/TCC's Issued	2	5	4	5
CO/CC's Issued* (Anomaly Week 5 was fixing files that had not received CO)	3	2	1	4
<b>Private Provider Activity</b>				
Inspections by a Private Provider	0	3	1	1
Plans Reviews by a Private Provider				
Audits Performed on Inspections by a Private Provider	1	1	1	1

(Continued)



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### Major Project Updates

- IAS Accreditation – Ongoing
  - Staff are gathering documents and refining procedures to align with accreditation goals and requirements.
  - Expected completion is before the end of the fiscal year. 60% Complete.
- EnerGov Upgrade – Ongoing
  - Production update to EPL 2023.1 completed May 11, 2024. Test and Train environments have previously been updated and tested, however ongoing tickets/resolution with vendor continue. June 17, the city was made aware that a system reboot included a packaged update to the external-facing Citizen Self-Service (CSS) portal. Vendor analyst took responsibility however city continues to triage, pushing out messaging, answering chat inquiries and getting customers re-connected to their accounts. IT System analyst is working tickets.
- Doral & SFBOA Partnership – “Demo Day & Tech Expo”
  - Department is working with the South Florida Building Officials and consultant Plante Moran to host a demonstration day for software vendors to vet current market products for permitting databased and land planning software. Details will be forthcoming. South Florida members of SFBOA and adjacent jurisdictions will be invited guests.

### Events

- Development Services departments participated in county-led training of new CrisisTrack software, a damage assessment tool to facilitate the gathering of important data post-storm or event. Training will continue in July.

### Administration

- Personnel updates (e.g., new hires, training, staff achievements).
  - New Hire: None at this time.
  - Vacancies Advertised: Permitting & Development Services Manager
  - BCAIB Testing Approvals: None at this time.

(Continued)



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- Process improvements or streamlining initiatives
  - Ongoing work with JRD & Associates on departments Permit Fee Utilization Report (required no less than every 4 years) and a proposed fee schedule update (pending for August Council)

## Other

- None.