



Monthly Department Report

BUILDING



April 2026

Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year FISCAL YEAR REPORT FY26	Week 27	Week 28	Week 29	Week 30
Performance Indicator	4/3/2026	4/10/2026	4/17/2026	4/24/2026
Customer Service Activity				
Customers Assisted (DoralQ)	85	116	108	118
Average Lobby Wait Time (Goal <10m)	7	9	5	7
Average Service Time with Customer	12	13	15	12
Design Professional Meetings (311) Requested	9	3	7	6
Online Chat Portal Visitors (Tyler - Coming in 2026!)				
Online/Chat Engagements				
Phone calls (Received)	820	576	732	686
Phone calls answered	549	402	393	395
Call Success Rate (Goal >60% Average)	67%	70%	54%	58%
2.0 Permitting Performance Activity				
2a. Applications Received (SWR: Permit Listing)	120	176	166	145
Permits & Plans Reviews (all depts) (SWR: Permit & Plan Reviews Listing)	643	764	602	575
2b. Permits Approved / Issued (SWR: Permit Issuance Summary)	99	113	168	97
Construction Value (\$ millions)	\$ 6.16	\$ 4.88	\$ 7.84	\$ 2.11
Total Fees Collected (Includes Extensions, Renewals, etc.)	\$ 116,513.67	\$ 144,650.62	\$ 172,485.91	\$ 55,440.84
2.0 Inspection Performance (Next Business Day)				
2c. Inspections Requested (all depts) SWR: Inspection Listing	322	433	585	471
2d. Inspections Completed (Requested - Not Completed by Next Business Day)	320	412	513	458
Inspections Completed Rate (%)	99%	95%	88%	97%
2.0 Private Provider Activity				
2e. Inspections by a Private Provider (AdvSearch: Private Provider Inspections Complete (By Type))	3	3	5	2
% of Total Inspections Completed	1%	1%	1%	0%
Plans Reviews by a Private Provider (AdvSearch: Private Provider - Plans Reviews)	2	2	0	3
% of Total Plans Reviews Completed	0%	0%	0%	1%
2f. Audits Performed on Inspections by a Private Provider	0	0	0	0
2h. Other Permissible Activities not contemplated above				
2g. Building Department Positions				
Vacancies	5	5	5	5
Percentage Fully Staffed	88%	88%	88%	88%
Permit Completion / Occupancy Data				
TCO/TCC's Issued (AdvSearch: TCO Inspections Completed)	6	8	2	6
CO/CC's Issued (AdvSearch: MDC Property Appraiser - CO Issued Report)	5	1	3	5



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Building Department Updates

- EnerGov
 - Internal Stakeholders Meetings ongoing
- CRS Program Update
 - No updates at this time.

Building Projects

- PGA Cadillac Championship Event issued 4/28
- Tropical Smoothie
- Casper House Building Recertification Repairs
- ZOM Site Work

BD Administration

- Personnel updates (e.g., new hires, training, staff achievements)
 - Posted: Structural Plans Examiner, Building Plans Examiner, Permitting Manager Reposted
 - Internal Posting(s): N/A
 - New Hires: Please welcome Eileen Paz, Solution Center Receptionist
 - Interviews Completed: N/AS
 - Vacancies: N/A
 - BCAIB: Iscander Garcia approved to sit for BU/Building Code Administrator.

Development Services Administration Updates

- DSA/BD attended Strategic Planning Meeting
- DSA hosted Special Events Permitting Workshop with IT & Rvrwrk
- DSA hosted Outdoor Dining Workshops with PZ & BD
- DSA attended eMerge Americas Conference