



# Monthly Department Report

## BUILDING

**April 2025**

### Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year <b>FISCAL YEAR REPORT FY25</b>	Week 14	Week 15	Week 16	Week 17
Performance Indicator	4/4/2025	4/11/2025	4/18/2025	4/25/2025
<b>Customer Service Activity</b>				
<b>Customers Assisted (DoralQ)</b>	128	150	89	155
Average Lobby Wait Time (Goal <10m)	9	10	9	7
Average Service Time with Customer	16	16	14	16
<b>Design Professional Meetings (311) Requested</b>	4	2	4	6
<b>Online Chat Portal Visitors (Velaro)</b>	4071	4210	4186	3225
Online/Chat Engagements	6	4	4	12
<b>Phone calls (Received)</b>	620	635	502	586
Phone calls answered	407	428	360	399
Call Success Rate (Goal >50% Average)	66%	67%	72%	68%
<b>2.0 Permitting Performance Activity</b>				
2a. Applications Received	182	173	137	204
Permits & Plans Reviews (all depts)	593	569	1070	651
2b. Permits Approved / Issued	104	95	135	137
Construction Value (\$ millions)	3.7	3.3	3.4	3.5
Total Fees Collected	\$58,017	\$53,359	\$68,877	\$77,989
<b>2.0 Inspection Performance</b>				
2c. Inspections Requested (all depts)	325	357	314	392
2d. Inspections Completed (Requested - Cancelled)	314	330	293	372
Inspections Completed Rate (%)	97%	92%	93%	95%
<b>2.0 Private Provider Activity</b>				
2e. Inspections by a Private Provider	1	8	3	5
% of Total Inspections Completed	0%	2%	1%	1%
Plans Reviews by a Private Provider	1	3	2	1
% of Total Plans Reviews Completed	0%	1%	1%	0%
2f. Audits Performed on Inspections by a Private Provider				
<b>2h. Other Permissible Activities not contemplated above</b>	0	0	0	0
<b>2g. Building Department Positions</b>	42	42	43	43
Vacancies	3	3	3	3
Percentage Fully Staffed	93%	93%	93%	93%
<b>Permit Completion / Occupancy Data</b>				
TCO/TCC's Issued	4	3	3	5
CO/CC's Issued	7	2	4	0



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### Major Project Updates

- EnerGov Upgrade
  - Prod environment upgrade of EPL & Tyler Cashiering to 2024.1.2 pushed mid-May to ensure receipt of 2021.1.4 LTS release and compatibility with Munis
  - CSAM Consultant on site for over-the-shoulder reviews and best practices scheduled for 4/29-5/1
  - Working with CSAM for attendance to TylerConnect Conference 2025 in May 11-15: Hani Jardack, Linda Blanco and Kenia Palau attending
  - Pending pricing on Avolve DigEplan product -or- 2025.1 Upgrade of EPL to maintain Bluebeam
- CRS Program Update
  - April agenda for appointees to the “Program for Public Information” committee completed
- Building Milestone Program
  - Ongoing outreach to overdue properties

### Events

- None.
- Building is scheduled to appear at Citizen Academy in May, 2025.

### Administration

- Personnel updates (e.g., new hires, training, staff achievements).
  - New Hires: None this period.
  - Vacancies Advertised: None this period.
  - BCAIB Testing Approvals: Miguel A and Daniel V approved; extension request for Pablo V approved.