



Monthly Department Report

BUILDING



January 2025

Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year FISCAL YEAR REPORT FY25	Week 1	Week 2	Week 3	Week 4	Week 5
Performance Indicator	1/3/2025	1/10/2025	1/17/2025	1/24/2025	1/31/2025
Customer Service Activity					
Customers Assisted (DoralQ)	39	145	146	103	163
Average Lobby Wait Time (Goal <10m)	10	6	9	8	8
Average Service Time with Customer	8	12	14	11	13
Design Professional Meetings (311) Requested	1	8	4	3	5
Online Chat Portal Visitors (Velaro)	3026	4514	4606	3767	4942
Online/Chat Engagements	7	7	14	6	5
Phone calls (Received)	275	568	546	480	742
Phone calls answered	196	391	376	326	491
Call Success Rate (Goal >50% Average)	71%	69%	69%	68%	66%
Permitting Performance Activity					
Applications Received	160	122	213	112	155
Permits & Plans Reviews (all depts)	477	649	403	303	386
Permits Approved / Issued	46	82	71	72	101
Construction Value (\$ millions)	\$ 1.90	\$ 2.40	\$ 1.80	\$ 7.80	\$ 18.10
Total Fees Collected	\$39,287	\$58,838	\$59,045	\$64,803	\$309,871
Inspection Performance					
Inspections Requested (all depts)	259	484	428	352	453
Inspections Completed (Requested - Cancelled)	243	448	395	333	439
Inspections Completed Rate (%)	94%	93%	92%	95%	97%
Permit Completion / Occupancy Data					
TCO/TCC's Issued	9	5	7	7	5
CO/CC's Issued* (Anomaly Week 5 was fixing files that had not received CO)	0	2	4	2	3
Private Provider Activity					
Inspections by a Private Provider	0	2	4	5	7
Plans Reviews by a Private Provider	1	1	2	3	2
Audits Performed on Inspections by a Private Provider	1	1	1	1	1
Other Permissible Activities not contemplated above	0	0	0	0	0
Building Department Positions	42	42	42	42	42
Vacancies	6	6	6	6	6
Percentage Fully Staffed	86%	86%	86%	86%	86%



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Major Project Updates

- EnerGov Upgrade
 - Test environment upgrade to 2024.1 on November 27 yield some intermittent system issues following the Thanksgiving break.
 - **Important:** No further updates to PROD permitted until other projects are completed, including Munis ERP Upgrade to SaaS environment
 - Tyler MOU signed for brief no-charge engagement with TylerTech to perform a 3-day over-the-shoulder assessment of system users along with three passes to TylerConnect 2025.

Events

- None.

Administration

- Personnel updates (e.g., new hires, training, staff achievements).
 - New Hires: Expected February 2024.
 - Vacancies Advertised: Struc
 - BCAIB Testing Approvals: None at this time.
- CRS Program Update
 - WSP Agreement has been fully executed and pending kick-off date.