



# Monthly Department Report

## BUILDING



### December 2024

#### Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year	Week 49	Week 50	Week 51	Week 52
Performance Indicator	12/6/2024	12/13/2024	12/20/2024	12/27/2024
<b>Customer Service Activity</b>				
<b>Customers Assisted (DoralQ)</b>	175	119	131	58
Average Lobby Wait Time (Goal <10m)	9	8	8	8
Average Service Time with Customer	16	18	13	10
<b>Design Professional Meetings (311) Requested</b>	5	2	2	0
<b>Online Chat Portal Visitors (Velaro)</b>	73	83	2068	2712
Online/Chat Engagements	0	0	3	5
<b>Phone calls (Received)</b>	739	664	690	277
Phone calls answered	456	456	477	180
Call Success Rate (Goal >50%)	62%	69%	69%	65%
<b>Permitting Performance Activity</b>				
Applications Received	114	140	165	90
Permits & Plans Reviews (all depts)	547	561	463	431
Permits Approved / Issued	92	66	124	44
Construction Value (\$ millions)	2.6	40.869	3	8.3
Total Fees Collected (All depts/unaudited)	\$89,427	\$531,177	\$74,425	\$162,663
<b>Inspection Performance</b>				
Inspections Requested (all depts)	450	372	510	226
Inspections Completed (Requested - Cancelled)	416	338	445	195
Inspections Completed Rate (%)	92%	91%	87%	86%
<b>Permit Completion / Occupancy Data</b>				
TCO/TCC's Issued	11	2	8	2
CO/CC's Issued* (Anomaly Week 5 was fixing files that had not received CO)	2	1	2	0
<b>Private Provider Activity</b>				
Inspections by a Private Provider	10	8	3	3
Plans Reviews by a Private Provider	1	2	2	0
Audits Performed on Inspections by a Private Provider	1	1	1	1
<b>Other Permissible Activities not contemplated above</b>	0	0	0	0
<b>Building Department Positions</b>				
Vacancies	4	4	4	4
Percentage Fully Staffed	90%	90%	90%	90%



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### Major Project Updates

- IAS Accreditation
  - Department received formal notification, certificate and credentials as the first accredited department in Miami Dade County.
- 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

- Department held a Team Building Activity on December 13<sup>th</sup> at Doral Glades park.

### Administration

- Personnel updates (e.g., new hires, training, staff achievements).
  - New Hire: None at this time.
  - Vacancies Advertised: Assistant Director and Chief Building Inspector/Deputy Building Official tendered their resignations effective the start of the new year. Due to current job descriptions and previous waivers, the department will be revisiting titles, roles and responsibilities. Permitting & Development Services Manager vacancy was reposted and Chief Building Official/Floodplain Administrator vacancy was posted.
  - BCAIB Testing Approvals: None at this time.
- CRS Program Update
  - WSP Agreement has been fully executed and pending kick-off date.