



Monthly Department Report

BUILDING



August 2025

Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year FISCAL YEAR REPORT FY25	Week 31	Week 32	Week 33	Week 34	Week 35
Performance Indicator	8/1/2025	8/8/2025	8/15/2025	8/22/2025	8/29/2025
Customer Service Activity					
Customers Assisted (DoralQ)	134	149	113	159	120
Average Lobby Wait Time (Goal <10m)	9	9	7	9	9
Average Service Time with Customer	17	11	12	19	14
Design Professional Meetings (311) Requested	5	3	6	9	2
Online Chat Portal Visitors (Velaro)					
Online/Chat Engagements					
Phone calls (Received)	479	529	601	559	466
Phone calls answered	345	419	410	391	332
Call Success Rate (Goal >50% Average)	72%	79%	68%	70%	71%
2.0 Permitting Performance Activity					
2a. Applications Received (SWR: Permit Listing)	140	129	136	155	122
Permits & Plans Reviews (all depts) (SWR: Permit & Plan Reviews Listing)	576	531	503	400	661
2b. Permits Approved / Issued (SWR: Permit Issuance Summary)	52	90	81	153	108
Construction Value (\$ millions)	4.5	10.7	3.89	9.378	15.7
Total Fees Collected	\$60,059	\$63,466	\$103,548	\$199,138	\$161,706
2.0 Inspection Performance					
2c. Inspections Requested (all depts) SWR: Inspection Listing	439	479	443	586	518
2d. Inspections Completed (Requested - Cancelled)	419	445	414	546	504
Inspections Completed Rate (%)	95%	93%	93%	93%	97%
2.0 Private Provider Activity					
2e. Inspections by a Private Provider (AdvSearch: Private Provider Inspections Complete (B	6	3	0	3	1
% of Total Inspections Completed	1%	1%	0%	1%	0%
Plans Reviews by a Private Provider (AdvSeach: Private Provider - Plans Reviews)	2	8	2	0	3
% of Total Plans Reviews Completed	0%	2%	0%	0%	1%
2f. Audits Performed on Inspections by a Private Provider	0	0	0	0	0
2h. Other Permissible Activities not contemplated above	0	0	0	0	0
2g. Building Department Positions	43	43	43	43	43
Vacancies	6	6	6	6	6
Percentage Fully Staffed	86%	86%	86%	86%	86%
Permit Completion / Occupancy Data					
TCO/TCC's Issued (AdvSearch: TCO Inspections Completed)	4	2	2	8	6
CO/CC's Issued (AdvSearch: MDC Property Appraiser - CO Issued Report)	3	1	2	1	1



Monthly Department Report

BUILDING



Department Updates

- EnerGov Upgrade
 - EPL Quarterly Meeting completed 8/25
- CRS Program Update
 - No updates at this time.
- Building Milestone Program
 - 2025-2027 Letters have been mailed and more 2024 and prior buildings are coming into compliance. Special thanks to the MDCPS Summer Interns for their enthusiasm and help over the summer!

Building Projects

- Doral Central Park
 - Final CO Issued

Administration

- Personnel updates (e.g., new hires, training, staff achievements).
 - New Hires: None for the period.
 - Interviews Completed: Additional Building Inspector interviews completed.
 - Certifications Received: None this period.
- Ongoing Forms & Document Update
 - Continued updates for “Document Control Policy” including easier to read and date handling of most forms in the department