



Monthly Department Report

BUILDING



February 2025

Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year FISCAL YEAR REPORT FY25	Week 6	Week 7	Week 8	Week 9
Performance Indicator	2/7/2025	2/14/2025	2/21/2025	2/28/2025
Customer Service Activity				
Customers Assisted (DoralQ)	173	143	122	150
Average Lobby Wait Time (Goal <10m)	6	7	8	7
Average Service Time with Customer	15	19	13	15
Design Professional Meetings (311) Requested	4	2	4	5
Online Chat Portal Visitors (Velaro)	4471	4428	4009	4227
Online/Chat Engagements	5	7	7	2
Phone calls (Received)	516	553	486	625
Phone calls answered	362	403	338	462
Call Success Rate (Goal >50% Average)	70%	73%	70%	74%
Permitting Performance Activity				
Applications Received	139	137	116	164
Permits & Plans Reviews (all depts)	648	601	475	572
Permits Approved / Issued	61	75	62	83
Construction Value (\$ millions)	\$ 6.20	\$ 9.20	\$ 7.30	5.3
Total Fees Collected	\$85,242	\$538,072	\$131,630	\$99,755
Inspection Performance				
Inspections Requested (all depts)	379	393	296	421
Inspections Completed (Requested - Cancelled)	359	379	282	395
Inspections Completed Rate (%)	95%	96%	95%	94%
Permit Completion / Occupancy Data				
TCO/TCC's Issued	3	8	2	4
CO/CC's Issued* (Anomaly Week 5 was fixing files that had not received CO)	2	5	1	1
Private Provider Activity				
Inspections by a Private Provider	4	6	1	2
Plans Reviews by a Private Provider	3	0	0	1
Audits Performed on Inspections by a Private Provider				
Other Permissible Activities not contemplated above	0	0	0	0
Building Department Positions	42	42	42	42
Vacancies	6	6	6	4
Percentage Fully Staffed	86%	86%	86%	90%



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Major Project Updates

- EnerGov Upgrade
 - Prod environment upgrade of EPL & Tyler Cashiering to 2024.1.2 scheduled for April 12
 - Munis upgrade scheduled May 9-10
 - 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
 - Pending pricing on Avolve DigEplan product -or- 2025.1 Upgrade of EPL to maintain Bluebeam
 - **Important:** No further updates to PROD permitted until other projects are completed, including Munis ERP Upgrade to SaaS environment
- CRS Program Update
 - Kick-off has taken place with program manager
 - Meeting with City Clerk to discuss Program for Public Information Committee
 - Resolution to update Council will be brought in April
- Building Milestone Program
 - Ongoing outreach to overdue properties

Events

- Building Department participated in Doral Business Fair & Vendor Expo.

Administration

- Personnel updates (e.g., new hires, training, staff achievements).
 - New Hires: Linda Blanco, Building Official; Miguel Amarar, Building Inspector
 - Vacancies Advertised: Structural Plans Examin
 - BCAIB Testing Approvals: