



Monthly Department Report

BUILDING



May 2025

Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year FISCAL YEAR REPORT FY25	Week 19	Week 20	Week 21	Week 22
Performance Indicator	5/9/2025	5/16/2025	5/23/2025	5/30/2025
Customer Service Activity				
Customers Assisted (DoralQ)	119	104	143	123
Average Lobby Wait Time (Goal <10m)	6	10	10	8
Average Service Time with Customer	16	17	18	15
Design Professional Meetings (311) Requested	5	3	6	8
Online Chat Portal Visitors (Velaro)	4359	4459	5772	4787
Online/Chat Engagements	17	35	22	18
Phone calls (Received)	622	602	720	438
Phone calls answered	409	458	480	321
Call Success Rate (Goal >50% Average)	66%	76%	67%	73%
2.0 Permitting Performance Activity				
2a. Applications Received	141	68	196	140
Permits & Plans Reviews (all depts)	571	598	470	411
2b. Permits Approved / Issued	125	50	147	92
Construction Value (\$ millions)	12.1	3.67	6.3	2.1
Total Fees Collected	\$294,819	\$50,516	\$130,304	\$49,168
2.0 Inspection Performance				
2c. Inspections Requested (all depts)	384	324	382	330
2d. Inspections Completed (Requested - Cancelled)	361	309	353	306
Inspections Completed Rate (%)	94%	95%	92%	93%
2.0 Private Provider Activity				
2e. Inspections by a Private Provider	11	1	3	0
% of Total Inspections Completed	3%	0%	1%	0%
Plans Reviews by a Private Provider	0	0	2	3
% of Total Plans Reviews Completed	0%	0%	1%	1%
2f. Audits Performed on Inspections by a Private Provider				
2h. Other Permissible Activities not contemplated above	0	0	0	0
2g. Building Department Positions	43	43	43	43
Vacancies	3	3	3	3
Percentage Fully Staffed	93%	93%	93%	93%
Permit Completion / Occupancy Data				
TCO/TCC's Issued	3	3	4	3
CO/CC's Issued	2	2	5	1



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Major Project Updates

- EnerGov Upgrade
 - Prod environment upgrade of EPL & Tyler Cashiering to 2024.1.2 completed to ensure receipt of 2021.1.4 LTS release and compatibility with Munis
 - Staff attended TylerConnect Conference 2025 on May 11-15: Hani Jardack, Linda Blanco and Kenia Palau
 - 2025.1 Upgrade of EPL required before end of year to transition from Bluebeam to DigEplan software
- CRS Program Update
 - PPI committee met April 30th. Meeting involved the consulting team, city employees, and volunteers planning CRS (Community Rating System) program implementation, with consultant David outlining the four activity series and identifying target areas for public outreach. Key decisions included selecting five locations for brochure distribution, launching a FEMA social media campaign, and adding water quality as a new outreach topic to be developed by WSP.
- Building Milestone Program
 - Ongoing outreach to overdue properties
- Doral Central Park
 - CO Issued for Phase 2/3 on 5/27

Events

- Building appeared at Citizen Academy with sister department, Planning & Zoning.
- Building participated in the Hurricane Fair.



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Administration

- Personnel updates (e.g., new hires, training, staff achievements).
 - New Hires: Virginia Goizueta, Diana Mendoza
 - Vacancies Advertised: Plumbing Inspector, Building Inspector