Monthly Department Report
BUILDING

July 2024

Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year	Week 27	Week 28	Week 29	Week 30
Performance Indicator	7/5/2024	7/12/2024	7/19/2024	7/26/2024
Customer Service Activity				
Customers Assisted (DoralQ)	73	131	110	120
Average Lobby Wait Time (Goal <10m)	9	8	7	6
Average Service Time with Customer	12	17	9	12
Design Professional Meetings (311) Requested	2	4	5	4
Online Chat Portal Visitors (Velaro)	3337	4370	3237	3128
Online/Chat Engagements	15	17	18	19
Phone calls (Received)	403	566	616	707
Phone calls answered	300	419	453	527
Call Success Rate (Goal >50%)	74%	74%	74%	75%
Permitting Performance Activity				
Applications Received	97	127	140	122
Permits & Plans Reviews (all depts)	461	579	649	538
Permits Approved / Issued	68	108	77	102
Construction Value ($ millions)	4.876	5.016	5.034	4.715
Total Fees Collected (All depts/unaudited)	$124,706	$109,486	$76,204	$92,453
Inspection Performance				
Inspections Requested (all depts)	323	472	391	473
Inspections Completed (Requested - Cancelled)	311	450	364	452
Inspections Completed Rate (%)	96%	95%	93%	96%
Permit Completion / Occupancy Data				
TCO/TCC's Issued	1	7	5	8
CO/CC's Issued* (Anomaly Week 5 was fixing files that had not received CO)	0	2	2	2
Private Provider Activity				
Inspections by a Private Provider	1	4	2	3
Plans Reviews by a Private Provider	2	1	0	0
Audits Performed on Inspections by a Private Provider	1	1	1	1
Other Permissible Activities not contemplated above	0	0	0	0
Building Department Positions	42	42	42	42
Vacancies	2	2	2	2
Percentage Fully Staffed	95%	95%	95%	95%

(Continued)

Major Project Updates

- IAS Accreditation – Submitted

    - Submission to accreditation board was made July 25.

    - Board performs a cursory review and then schedules an on-site visit.

- EnerGov Upgrade – Ongoing

    - Production update to EPL 2023.1 completed May 11, 2024. Ongoing issues with vendor, intermittent outages, need for next upgrade, etc.

    - On-site rep meeting scheduled for August 6, 2024.

- Doral & SFBOA Partnership – "Demo Day & Tech Expo"

    - Department is working with the South Florida Building Officials and consultant Plante Moran to host a demonstration day for software vendors to vet current market products for permitting databased and land planning software. Date is scheduled for October 22, 2024. Vendors to be showcased will be announced on or after September 6th.

Events

- Administrative training took place for HR/Finance for county-led training of new CrisisTrack software, a damage assessment tool to facilitate the gathering of important data post-storm or event.

Administration

- Personnel updates (e.g., new hires, training, staff achievements).
    - New Hire: None at this time.
    - Vacancies Advertised: None at this time.
    - BCAIB Testing Approvals: None at this time.

- Process improvements or streamlining initiatives
    - Council Item pending for August with Permit Fee Utilization Report Update and Fee Schedule Streamlining.