



Monthly Department Report

BUILDING



October 2025

Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year FISCAL YEAR REPORT FY25	Week 40	Week 41	Week 42	Week 43	Week 44
Performance Indicator	10/3/2025	10/10/2025	10/17/2025	10/24/2025	10/31/2025
Customer Service Activity					
Customers Assisted (DoralQ)	62	131	108	110	133
Average Lobby Wait Time (Goal <10m)	8	9	11	7	10
Average Service Time with Customer	15	24	12	12	15
Design Professional Meetings (311) Requested	5	8	9	4	5
Online Chat Portal Visitors (Velaro)					
Online/Chat Engagements					
Phone calls (Received)	519	485	494	571	668
Phone calls answered	343	347	352	421	450
Call Success Rate (Goal >50% Average)	66%	72%	71%	74%	67%
2.0 Permitting Performance Activity					
2a. Applications Received (SWR: Permit Listing)	127	153	167	161	149
Permits & Plans Reviews (all depts) (SWR: Permit & Plan Reviews Listing)	594	558	475	519	816
2b. Permits Approved / Issued (SWR: Permit Issuance Summary)	74	76	72	123	77
Construction Value (\$ millions)	2.8	6.2	7.79	5.8	20.8
Total Fees Collected	\$63,668	\$140,029	\$62,441	\$79,982	\$212,883
2.0 Inspection Performance					
2c. Inspections Requested (all depts) SWR: Inspection Listing	473	384	444	389	438
2d. Inspections Completed (Requested - Cancelled)	453	362	434	378	418
Inspections Completed Rate (%)	96%	94%	98%	97%	95%
2.0 Private Provider Activity					
2e. Inspections by a Private Provider (AdvSearch: Private Provider Inspections Complete (By Type))	7	0	3	4	2
% of Total Inspections Completed	2%	0%	1%	1%	0%
Plans Reviews by a Private Provider (AdvSearch: Private Provider - Plans Reviews)	1	4	2	5	0
% of Total Plans Reviews Completed	0%	1%	0%	1%	0%
2f. Audits Performed on Inspections by a Private Provider	0	0	0	0	0
2h. Other Permissible Activities not contemplated above					
2g. Building Department Positions					
Vacancies	6	6	6	6	6
Percentage Fully Staffed	85%	85%	85%	85%	85%
Permit Completion / Occupancy Data					
TCO/TCC's Issued (AdvSearch: TCO Inspections Completed)	1	1	8	7	4
CO/CC's Issued (AdvSearch: MDC Property Appraiser - CO Issued Report)	6	3	3	1	3



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Building Department Updates

- EnerGov Upgrade
 - Working on DigEplan item for November Council.
- CRS Program Update
 - No updates at this time.
 - Flood Ordinance update passed on first reading at October Council; scheduled for second reading at November Council Meeting.
- Building Milestone Program
 - 2024 Compliance in progress
 - Assistant Director working with Code Compliance on properties that have not complied with the 2022 Update.
- Building hosted Westwood Christian School student, Zachary Bernaldo, for “Career Research Day” – many thanks to all of the departments that participated in sharing a little bit about their public service career paths.
- Team met with IT for CRD Demo and Maintenance

Building Projects

- Fed Reserve new building is nearing completion. Interior projects at main building underway.
- Codina Projects: Sevilla, North & South Retail and Parking underway.
- Bridgepoint build-outs and Marketplace projects underway.

BD Administration

- Personnel updates (e.g., new hires, training, staff achievements).
 - Posted: System Analyst (BD)
 - Future Internal Posting(s): Records Clerk
 - New Hires: None for the period.
 - Interviews Completed: A third round of Building/Roofing Inspector interviews completed. Department is expecting to fill Building Inspector and Chief Roofing Inspector.
 - Promotions: Jane Decker promoted to Development Services Administrator.



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Development Services Administration Updates

- DSA held kickoff meetings with Code Compliance and Planning/Zoning/Licensing to discuss needs, initiatives and moving forward.
- DSA attend cross-department meetings w/ CM Office for: Lake infill project (southeast Doral); Centro Doral Legalization effort
- DSA participated in PZ Gridics Application project planning meeting.