CITY OF DORAL
DEVELOPMENT SERVICES

SEMI-ANNUAL REPORT





October 2025 - March 2026

Phone Number:
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Website:
www.cityofdoral.com

One Voice. One Standard.
Building a Safer, Stronger Doral.



INTRODUCTION

WELCOME MESSAGE

Welcome, and thank you for taking the time to review our Semi-Annual Development Services Report. This past six months have been defined by continued progress, collaboration, and purpose.

Our team has worked diligently to balance efficiency with responsibility—advancing initiatives such as Launch45, enhancing our use of EnerGov Assist, and expanding our OneVoice Doral outreach to better prepare and support our customers. At the same time, we have remained focused on what matters most: protecting the health, safety, and welfare of our community.

With a shared commitment to one voice and one standard, we are shaping a development experience that is more transparent, predictable, and accessible for all. As Doral continues to grow, we remain dedicated to building not just structures, but trust, resilience, and lasting value.

MISSION

We are the Overseers; A knowledgeable team comprised of flexible, customer-oriented, and accessible professionals committed to the protection of the health, safety and welfare of building users through efficient and effective permitting and inspection processes.

VISION

To be a trusted leader in development services, uniting under one voice and one standard to deliver safe, resilient, and customer-centered communities through innovation, transparency, and excellence.





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STRATEGIC FRAMEWORK

PILLAR 1

Operational Excellence

Delivering consistent, high-performance service under sustained demand

PILLAR 2

Customer Experience & Access

Creating a predictable, accessible, and responsive development process

PILLAR 3

Digital Transformation & Systems Optimization

Leveraging tech to improve efficiency, consistency, and transparency

PILLAR 4

Workforce Stabilization & Leadership Development

Building a resilient, high-performing and future-ready team



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KEY INITIATIVES

FY26 Q1 & Q2

UNDER CONSTRUCTION

LAUNCH 45 & ONE VOICE DORAL

Focused on reducing review times for qualifying permits, Launch45 supports faster project starts while maintaining compliance and quality standards. Expanded outreach efforts are helping customers better understand the permitting process, resulting in more complete applications and fewer review cycles

ENERGOV ASSIST & SYSTEM OPTIMIZATION

Ongoing enhancements to our permitting platform by improving workflow efficiency and consistency across departments.

WORKFORCE STABILIZATION & DEVELOPMENT

Strategic hiring, cross-training, and leadership development efforts have strengthened staffing stability and improved service delivery across all divisions.

REGIONAL COLLABORATION & LEADERSHIP

By hosting the South Florida EnerGov User Group and collaborating with peer agencies like Miami Dade County & League of Cities, Doral continues to position itself as a leader in permitting innovation and best practices.



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HIGHLIGHTS

FY26 Q1 & Q2

CUSTOMER SERVICE

Despite increasing demand, customer access metrics remained strong, with reduced wait times and consistent call response performance.

Your time is valuable. Our time to first service goal remains 10 minutes in our Solution Center.

On the phones, we aim to answer your calls timely and maintain a 60-74% answer rate even with over 800 calls per week. Got our voicemail? Leave a message. We WILL call you back. Trying to reach an inspector? Our inspector cell numbers are listed on the web.

PLANS REVIEWS

There is no need for an expedite program when we are consistently turning plans in 10 days or less. Smaller projects are reviewed even faster.

INSPECTIONS

The Department consistently delivers near real-time inspection services with completion rates averaging 99.5% completion by next business day.

We offer inspection services 24/7/365. Inspection requests before 7:00am or after 4:00pm incur a nominal fee. We're available to you.

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Building PERFORMANCE

STAFFING

Year over year staffing stability has significantly improved and that means faster turnaround for you and more consistently delivery. Our Building Team is IAS Accredited and often scores amongst the highest in the region under the Building Code Effectiveness Grading schedule (BCEGS).

ECONOMICS

Construction values are $3.8-20M weekly. This means that development activity remains strong across mixed-use and commercial sectors.
Additionally, private provider usage remains under 1%. You don't need another consultant on your team. You need your city to be an active and engaged partner and that's why we're here!

COLLABORATION

The City hosted the South Florida EnerGov Users Group meeting in Fall 2025 and continues to serve as a regional leader in permitting innovation and collaboration. Sharing Best Practices with our colleagues across municipalities ensures we talk the same talk no matter where you go or what kind of project you are pursuing.

RESILIENCY

Doral endeavors to focus actively not just on the hard skills and licensing initiatives but also on soft skills development like "emotional intelligence" and "conflict resolution". By investing in our team, this builds trust amongst each other and provides a more resilient work environment. We hope you feel it when you visit.



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Building AT-A-GLANCE

Year to Date

Permit Fee Utilization Report Year FISCAL YEAR REPORT FY26	
Performance Indicator	**Annual Summary**
Customer Service Activity	**Sum**
Customers Assisted (DoralQ)	2814
Average Lobby Wait Time (Goal <10m)	8
Average Service Time with Customer	14
Design Professional Meetings (311) Requested	180
Online Chat Portal Visitors (Velaro)	0
Online/Chat Engagements	0
Phone calls (Received)	15480
Phone calls answered	10282
Call Success Rate (Goal >50% Average)	66%
2.0 Permitting Performance Activity	
2a. Applications Received (SWR: Permit Listing)	3571
Permits & Plans Reviews (all depts) (SWR: Permit & Plan Reviews Listing)	14205
2b. Permits Approved / Issued (SWR: Permit Issuance Summary)	2373
Construction Value ($ millions)	$ 262.91
Total Fees Collected (Includes Extensions, Renewals, etc.)	$ 3,589,791.73
2.0 Inspection Performance (Next Business Day)	
2c. Inspections Requested (all depts) SWR: Inspection Listing	10978
2d. Inspections Completed (Requested - Not Completed by Next Business Day)	10926
Inspections Completed Rate (%)	99.5%
2.0 Private Provider Activity	
2e. Inspections by a Private Provider (AdvSearch: Private Provider Inspections Complete (By Type))	81
% of Total Inspections Completed	1%
Plans Reviews by a Private Provider (AdvSeach: Private Provider - Plans Reviews)	57
% of Total Plans Reviews Completed	1%
2f. Audits Performed on Inspections by a Private Provider	0
2h. Other Permissible Activities not contemplated above	Average
2g. Building Department Positions	
Vacancies	**5**
Percentage Fully Staffed	86%
Permit Completion / Occupancy Data	
TCO/TCC's Issued (AdvSearch: TCO Inspections Completed)	109
CO/CC's Issued (AdvSearch: MDC Property Appraiser - CO Issued Report)	69

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Planning & Zoning PERFORMANCE

STAFFING

After an extended period of staffing shortages, the Planning and Zoning Department has successfully rebuilt its team, strengthening overall capacity and operations.

New hires include:

- Alexander J. Magrisso, Esq., Director
- Rosa Morera, Administrative Assistant / Budget Coordinator

The Department also recognized internal growth through the following promotions:

- Javier E. Pueyo, Senior Planner
- Guillermo De Nacimiento, Assistant Director

These additions and advancements position the Department to better support development activity and advance key initiatives. More in Q3!

BY THE NUMBERS

- 1,353 Permits Reviewed
- 446 Inspections Conducted
- 41 Site Plans Reviewed
- 37 Items presented to Council
- 64 Zoning Determinations/ Verifications
- 150 Addresses Created



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Planning & Zoning AT-A-GLANCE

	OCT	NOV	DEC	JAN	FEB	MAR
Customers Assisted (In person)	223	178	200	196	180	200
Pre-application Meetings	5	7	7	6	7	4
Permits Reviewed	216	230	236	248	196	227
Site Plan Reviews	6	4	7	7	8	9
Inspections Performed	58	65	60	70	100	93
Items Presented to City Council	7	5	9	6	3	7
Zoning Ver / Det Reviewed	12	5	7	11	13	16
Address Creation	25	22	15	35	8	45
Open Projects	28	29	34	34	35	30



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Business Licensing AT-A-GLANCE

STAFFING

FY26 Budget provided for a Licensing Outreach Coordinator to further develop the section's succession plan and ensure stable business license processing during peak times and to bridge gaps between divisions by having a powerhouse team member liaising with other departments.

COLLABORATION

Ongoing partnership with multiple internal and external departments like Planning & Zoning, Code Compliance, Building, county, state and federal organizations.

YEAR TO DATE

$242,961.90 accumulated for new & renewed Business Tax Receipts

7,451 Active Businesses

RESILIENCY

Staffing knowledge:
Cross-trained employees so multiple people can handle key tasks. This reduces dependency on any single expert.

Risk management & compliance controls:
Internal checks (reviews, approvals, reconciliations) that prevent mistakes and ensure compliance.



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Code Compliance PERFORMANCE

CONSISTENCY

Code Compliance continues to make a meaningful impact on the community by enhancing the overall quality of life for City residents through proactive and consistent enforcement efforts.

INITIATIVE

The Department plays a key role in supporting other departments, helping maintain and improve departmental performance metrics through coordinated enforcement and compliance initiatives.

ENGAGEMENT

In addition to enforcement, Code Compliance remains committed to community engagement and education, including:

- Coordinating the 8-week Mayor's Citizens Academy
- Attending HOA and community meetings
- Providing guidance to residents and businesses to encourage voluntary compliance

RESPONSIVENESS

Through a balanced approach of enforcement, collaboration, and outreach, the Department continues to strengthen neighborhoods, support City operations, and remain accessible and responsive to the community.



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Code Compliance AT-A-GLANCE

STAFFING

The department strengthened leadership and field capacity over the past six months:

- New Code Compliance Director promoted
- New Assistant Director promoted
- Two Code Compliance Officers hired
- New Code Compliance Technician hired
- These additions improved responsiveness and supported consistent service citywide.

COLLABORATION

- 372 businesses addressed with expired BTRs and Certificates of Use
- 45 properties addressed through 30-year recertification efforts
- Ongoing partnership with Police to address recurring noise violations and support quality of life.

RESILIENCY

The department remained steady, responsive, and proactive:

• Maintained uninterrupted operations during leadership transitions

• Continued prioritizing unpermitted work, business compliance, and noise violations

• Strengthened coordination across departments on complex cases

• Balanced enforcement with education and compliance assistance

These efforts reflect an ongoing commitment to stability, service, and community well-being.

ECONOMICS

$161,880 IN JUDGMENTS & FINES
$115,910.91 WWP
$128,400 856 LIEN SEARCHES
$10,800 FROM 54 DEFAULT PROPERTY REGISTRATIONS







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LOOKING AHEAD

WHAT'S COMING IN Q3, Q4 AND FY27

Exceptional Service remains a core value of all Development Services Departments. We remain committed to operational excellence and concierge-level service. Coming Soon:

- AI Resident Assistant
- Code Compliance Accreditation
- Gridics Zoning Management Information System
- Expanding Customer Service Surveys & Feedback Loops
- Let's Build Doral Together: Your Step-by-Step Development Services Guide

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MEET THE TEAM

LET'S BUILD DORAL TOGETHER!



Jane Decker
Development Services Administrator
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Code Compliance Director
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Linda Blanco
Building Director / Building Official
Floodplain Administrator
(786) 982-5695



Kenia Palau
Chief Business Licensing Officer
(305) 593-6630 ext 3009



Alex Magrisso
Planning & Zoning Director
(305) 593-6725 ext 3000

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IMPORTANT NUMBERS & WEB PAGES

- (305) 593-6725 MAIN SWITCHBOARD
- (305) 593-6700 BUILDING DEPARTMENT
- (305) 593-6780 CODE COMPLIANCE
- (305) 593-6630 PLANNING & ZONING

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WWW.CITYOFDORAL.COM

BUILDING DEPARTMENT
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CODE COMPLIANCE DEPARTMENT
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MY NOTES

