



# Monthly Department Report

## BUILDING



**March 2025**

### Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year <b>FISCAL YEAR REPORT FY25</b>	Week 10	Week 11	Week 12	Week 13
Performance Indicator	3/7/2025	3/14/2025	3/21/2025	3/28/2025
<b>Customer Service Activity</b>				
<b>Customers Assisted (DoralQ)</b>	142	132	185	164
Average Lobby Wait Time (Goal <10m)	8	8	8	6
Average Service Time with Customer	13	17	16	16
<b>Design Professional Meetings (311) Requested</b>	5	4	12	6
<b>Online Chat Portal Visitors (Velaro)</b>	4330	4397	4305	3841
Online/Chat Engagements	7	5	5	3
<b>Phone calls (Received)</b>	585	634	626	580
Phone calls answered	417	424	399	400
Call Success Rate (Goal >50% Average)	71%	67%	64%	69%
<b>Permitting Performance Activity</b>				
Applications Received	153	119	141	169
Permits & Plans Reviews (all depts)	600	606	377	562
Permits Approved / Issued	71	100	65	108
Construction Value (\$ millions)	2.9	4.6	2.8	11.5
Total Fees Collected	\$51,542	\$169,461	\$73,491	\$245,756
<b>Inspection Performance</b>				
Inspections Requested (all depts)	431	380	282	343
Inspections Completed (Requested - Cancelled)	403	358	276	321
Inspections Completed Rate (%)	94%	94%	98%	94%
<b>Permit Completion / Occupancy Data</b>				
TCO/TCC's Issued	11	4	6	4
CO/CC's Issued	3	5	1	2
<b>Private Provider Activity</b>				
Inspections by a Private Provider	8	2	4	1
Plans Reviews by a Private Provider	1	1	0	1
Audits Performed on Inspections by a Private Provider				
<b>Other Permissible Activities not contemplated above</b>	0	0	0	0
<b>Building Department Positions</b>				
Vacancies	4	4	3	3
Percentage Fully Staffed	90%	90%	93%	93%



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### Major Project Updates

- EnerGov Upgrade
  - Prod environment upgrade of EPL & Tyler Cashiering to 2024.1.2 pushed mid-May to ensure receipt of 2021.1.4 LTS release and compatibility with Munis
  - 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 11-15: Hani Jardack, Linda Blanco and Kenia Palau attending
  - Pending pricing on Avolve DigEplan product -or- 2025.1 Upgrade of EPL to maintain Bluebeam
- CRS Program Update
  - Resolution on April agenda for appointees to the “Program for Public Information” committee
- Building Milestone Program
  - Ongoing outreach to overdue properties

### Events

- None.
- Building is scheduled to appear at Citizen Academy in May, 2025.

### Administration

- Personnel updates (e.g., new hires, training, staff achievements).
  - New Hires: Daniel Vuelta, Chief Building Inspector
  - Vacancies Advertised: Structural Plans Examiner
  - BCAIB Testing Approvals: Pending Miguel A; extension request for Pablo V