



Monthly Department Report

BUILDING

September 2025

Department Stats/ Key Performance Indicators

Permit Fee Utilization Report Year FISCAL YEAR REPORT FY25	Week 36	Week 37	Week 38	Week 39
Performance Indicator	9/5/2025	9/12/2025	9/19/2025	9/26/2025
Customer Service Activity				
Customers Assisted (DoralQ)	99	154	147	163
Average Lobby Wait Time (Goal <10m)	11	7	8	9
Average Service Time with Customer	13	13	17	11
Design Professional Meetings (311) Requested	5	4	5	4
Online Chat Portal Visitors (Velaro)				
Online/Chat Engagements				
Phone calls (Received)	464	602	505	562
Phone calls answered	323	366	353	354
Call Success Rate (Goal >50% Average)	70%	61%	70%	63%
2.0 Permitting Performance Activity				
2a. Applications Received (SWR: Permit Listing)	119	122	148	160
Permits & Plans Reviews (all depts) (SWR: Permit & Plan Reviews Listing)	446	626	479	402
2b. Permits Approved / Issued (SWR: Permit Issuance Summary)	68	86	101	85
Construction Value (\$ millions)	5.7	7.5	4.1	7.9
Total Fees Collected	\$25,137	\$180,469	\$59,757	\$81,579
2.0 Inspection Performance				
2c. Inspections Requested (all depts) SWR: Inspection Listing	471	525	443	556
2d. Inspections Completed (Requested - Cancelled)	441	497	426	529
Inspections Completed Rate (%)	94%	95%	96%	95%
2.0 Private Provider Activity				
2e. Inspections by a Private Provider (AdvSearch: Private Provider Inspections Complete (B	3	2	3	15
% of Total Inspections Completed	1%	0%	1%	3%
Plans Reviews by a Private Provider (AdvSeach: Private Provider - Plans Reviews)	1	1	0	2
% of Total Plans Reviews Completed	0%	0%	0%	0%
2f. Audits Performed on Inspections by a Private Provider	0	0	0	0
2h. Other Permissible Activities not contemplated above	0	0	0	0
2g. Building Department Positions	43	43	43	43
Vacancies	6	6	6	6
Percentage Fully Staffed	86%	86%	86%	86%
Permit Completion / Occupancy Data				
TCO/TCC's Issued (AdvSearch: TCO Inspections Completed)	1	1	6	7
CO/CC's Issued (AdvSearch: MDC Property Appraiser - CO Issued Report)	6	5	0	2



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Department Updates

- EnerGov Upgrade
 - Working on DigiPlan Proposals and upgrade scope, scheduled for November Council.
- CRS Program Update
 - No updates at this time.
 - Flood Ordinance update scheduled for October Council.
- Building Milestone Program
 - 2024 Compliance in progress

Building Projects

- No major issues.

Administration

- Personnel updates (e.g., new hires, training, staff achievements).
 - New Hires: None for the period.
 - Interviews Completed: Additional Building Inspector interviews completed.
 - Certifications Received: Soil & Erosion Control Inspectors class offered.