

**CITY OF CORAL GABLES, FLORIDA
2023-2024 BUDGET**

DEVELOPMENT SERVICES

FISCAL YEAR 2023 MAJOR ACCOMPLISHMENTS

- ✓ Successful integration of Energov, our new permitting software, allows for fully digital plan submittals, easier inspection requests, access to online systems, and payments for citizens.
- ✓ Successful integration of Bluebeam, our new digital plan review software, allows fully digital plan reviews.
- ✓ Implemented 311 online system to allow for Code Enforcement complaints to be input and tracked online.
- ✓ Implemented a new call-center type telephone system to measure call volume and ensure accountability for staff members, tracking phone calls received, missed, answered, and call lengths.
- ✓ Development and expansion of an online GIS-compatible Code Hub for our Zoning Ordinance, Gridics, a comprehensive zoning code and map platform.
- ✓ The Department has processed over 11,000 permits.
- ✓ The Department has completed over 30,000 inspections.
- ✓ Average review times for basic permits (paint, roofing, doors, windows, driveways) has gone down from 17 days to 3 days.
- ✓ Average wait times have gone down from 27 minutes to 3 minutes.