



Development Services Update



**CITY COMMISSION
MAY 5TH, 2026**



EXECUTIVE SUMMARY



- Significant service improvements driven by JRD study and customer-service focus.
- Faster processing major reduction in intake times and streamlined workflows.
- New Inspection tracker, online registration, automated extensions, AI-supported routing.
- Clearer applications and rules reducing errors and mis-submittals.
- Improved contact management, date clarity, and narrative expectations.
- Enhancements underway for resubmittals, invoicing, and final plan sets.
- Updated policies support safety, transparency, and secure file handling.

CUSTOMER SERVICE IMPROVEMENTS

- Implemented the **Inspection Queue Tracker**, giving customers real-time visibility into their place in line for inspections.
- Currently **Implementing AI Voice Agent** to handle simple questions and routing of calls. Launching May 6, 2026.
 - Voice messages will be phased out.
- Reduced time from application submittal to first look by staff:
 - From 4.16 days in September 2025 to **1.49 days** March 2026
 - **179% Improvement** September 2025 – March 2026
- Implemented online **Contractor Registration and Update process**, over **700 processed since 3/16/2026**.

CUSTOMER SERVICE IMPROVEMENTS

- Added friendlier names, descriptions, and definitions to the permit applications. Added additional instruction at the time of application.
- Process optimization to remove unneeded manual steps (failed submittal task) from 100+ Permit Types. Providing customers faster access to corrections and resubmittal.
- Implemented fully automated process for permit extension.
- Staffing Reorganization and Cross-training to allow for more efficient distribution of permits.

CUSTOMER SERVICE IMPROVEMENTS

- Invoice emails now include a link directly to payment screen
- Created system rule that prevents incorrect applications based on property type.
 - *Example: Condominium owners cannot submit application for residential permit.*
- In Development:
 - *Single point of contact email that will use AI to route messages to the appropriate staff member.*
 - *Pilot AI Assistant for Final QC Review of Permits*

CONTACT MANAGEMENT

- Applicants have ability to add all contacts at application submittal
 - *Only listed contacts may request changes, inspections, or submit documents.*
- All permits, their status, reviews, and inspections are publicly available on our portal without having to be a contact
- Post-submission:
 - *Contact edits restricted to staff only to maintain application integrity.*
- Any listed contact can communicate with permit counter (not just homeowner)
- Sub-permits:
 - *Sub-permits are preconfigured by permit type. Plan reviewers only add them for uncommon situations.*

RESUBMITTALS

- Request to submit individual sheets
 - *The system can't efficiently handle individual sheets for large projects, which may slow performance and impact user experience.*
 - *Previously attempted, however large projects with hundreds of sheets had a negative effect on system performance. Leading to more errors, delays, and frustration.*
- Currently evaluating a new plan review system that may soon support easier, per-sheet rework submittals.

DATES & TIMING

- Confusion on Date Types
 - Application Date:
 - *Visible to the public without logging in*
 - *Reflects true application submission date, system generated*
 - Received Date:
 - *When staff gains access to plans*
 - Due Dates:
 - *Current review due dates in the system are under review to provide better customer expectations and be more in line with peer municipalities on the same system.*

NARRATIVES

- Narrative responses are:
 - *Industry standard*
 - *Required for all corrections and updates*
- Narrative responses may be created by anyone, but any design rework must be explained by a **Design Professional i.e., Architect of Record or Engineer of Record.**

INVOICING & PERMIT ISSUANCE

- Invoicing on Approval:
 - *Handled in the order received, with improvements underway to speed up and automate invoicing.*
- Final Site Set:
 - *Process improvements are underway to make a final set that includes only the latest approved plans.*

ADDITIONAL POLICIES

- **Temp Fence and Plumbing Cap for Demos**
 - *These permits are standalone permits prior to issuance of a master building permit. This process is in place to ensure adherence to requirements and safety.*
 - *Temp Fence Permits will be linked automatically after Master Permit Issuance.*
- **File deletion not allowed**
 - *For security and transparency, file deletion is not permitted. This ensures a complete and accountable record of all submissions.*



The Development Services Department is constantly striving to make improvements to our system and processes to better provide service to the community.

We welcome and appreciate your feedback. Please feel free to share your thoughts with us at developmentservices@coralgables.com.

THANK YOU