



Development Services Improvement Update



**CITY COMMISSION
FEBRUARY 10, 2026**



LEADERSHIP AND WORKFORCE

- **Newly Created & Filled Positions**
 - Assistant Director of Building Administration (Lissette López)
 - Assistant Director of Information Systems (Jean Dolmuz)
 - Senior Administrative Analyst (Maddie Nguyen)
 - Development Services Ambassador (Sandor Ríos)
 - QC Analyst (Minett Bernal)
 - Permit Counter Staff (2)
 - Reviewers and Inspectors (9)
- **Unfilled Positions**
 - Director of Development Services
 - Deputy Building Official
 - Structural Engineer
 - Reviewers and Inspectors(3)
- **Fleet Enhancements**
 - eight additional vehicles, thirteen replacements.

PROCESS AND POLICY STANDARDIZATION

- **Established “Implementing Technologies Task Force”**
- **Continuous improvements of processes are ongoing**
 - Creation of SOPs for clerks and checklists for plan reviewers
 - Exploring Artificial Intelligence to augment customer service
- **Improving Interdepartmental Protocols**
 - Processes improved for:
 - Fire, Simplified Permits (New Process)
 - Art In Public Places Automatic Review > \$1M
 - Submittal of Capital Improvement Projects
 - Plan Review Process Uniformity
 - Embedded interdepartmental personnel into Development Services (Landscaping, Public Works, Historic)

SYSTEMS AND DATA

- **System Process Improvements**

- Friendly Names and Descriptions added to the customer portal to ensure accurate application submittals
- Automated extension of Master and Sub Permits on Approved Inspections
- Automatic finalization of Permit Revisions
- Removing manual calculation of fees by adding automation
- Senior level review of high value projects

SECURITY OF PERMIT CONTACTS

Up until recently, any of the contacts on the permit could bypass notification to the owner, contractor, or City by changing the defined contacts themselves at any time after application, circumventing our notification processes.

In efforts to protect the integrity of the notification process, the following measures were also put in place:

1. Contact roles have now been clearly defined with definitions to minimize confusion between staff and applicants
 - New guidance has been provided that allows for permit roles to be easily and correctly identified by applicants, such as Owner, Owner/Builder, Owner's Representative, Contractor, Expediter, Project Manager.
2. To prevent unauthorized changes to permit contacts, **staff must make any requested changes after permit application.**

CONCLUSION

We have begun to implement many of the changes recommended by our **Consultant, J.R.D. & Associates**, as well as additional security measures.

Development Services remains committed to providing the best possible services to the residents of Coral Gables and is continuing to look for ways to improve our processes as we move forward.

THANK YOU