

**CITY OF CORAL GABLES, FLORIDA
2024-2025 BUDGET**

DEVELOPMENT SERVICES

FISCAL YEAR 2024 MAJOR ACCOMPLISHMENTS

- ✓ Refining integration of Energov, our permitting software, allowing for more efficient fully digital plan submittals, easier inspection requests, access to online systems, and payments for citizens.
- ✓ Refining integration of Bluebeam, our digital plan review software, allowing fully digital plan reviews.
- ✓ Refining the 311 online system to allow for Code Enforcement complaints to be input and tracked online.
- ✓ Refining 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.
- ✓ Developing the City's Comprehensive Plan Map Series to be interactive and GIS-compatible, intergraded with the current online Zoning Code
- ✓ Expanding the public notification of proposed development projects and specific Zoning-related items via email to the growing amount of subscribed residents
- ✓ Developing and updating a central online location of information, materials, drawings, design guidelines, and other resources for Coral Gables Mediterranean architecture and design
- ✓ Improving the access and availability to proposed development plans and e-comment for public hearings and workshops
- ✓ Refining modernization of the City's Board of Architect's review processes from paper to digital processes, with the goal of ultimately allowing significant cost savings to applicants and saving time by allowing the Board's findings to be posted online immediately.
- ✓ Working towards modernization of the City's Certificate of Use processes to allow for online processing and payments.
- ✓ Working towards transferring remaining Eden processes into Energov, reducing the need for use of the previously used Eden software.
- ✓ Working towards improvement of the processing of impact fees, allowing for more transparent division of funds and automating the accounting of impact fees.