



# CITY OF DORAL

## Office of the City Manager

### Letter to Council

LTC No.: 038-2024

To: The Honorable Mayor and Members of the City Council

From: Rey Valdes  
City Manager

Date: November 19, 2024

Subject: **Building Department IAS Accreditation Achievement**

This Letter to Council (LTC) serves to provide recognition of the Building Department's recent accreditation with the International Accreditation Service (IAS).

Our city's Building Department has achieved a remarkable milestone, becoming the first jurisdiction in Miami-Dade County to receive prestigious accreditation from the International Accreditation Service (IAS). This achievement places our community among an elite group of twenty-nine accredited building departments across North America.

"This accreditation represents more than just a certificate on the wall," says our Building Department Director. "It's a testament to our team's dedication to excellence and our commitment to serving our diverse community. We've transformed our operations to meet international standards while keeping our local community's unique needs at the forefront of everything we do. With almost \$1 billion in construction value processed last year alone, this accreditation validates our commitment to maintaining the highest standards of safety and service."

#### **I What This Means for Our Community**

Think of accreditation as a seal of excellence – similar to how top universities and hospitals earn recognition for meeting the highest standards in their fields. This certification confirms that our Building Department follows best practices and maintains the highest standards for public safety and service.

The accreditation process involved a rigorous, independent evaluation of our department's operations, ensuring we meet or exceed nationally recognized standards. This wasn't just about checking boxes – it required demonstrating real competence and commitment to excellence in every aspect of their work.

## **2 The Journey to Accreditation**

Achieving IAS accreditation was an intensive process that took dedication and hard work from every member of the department. The journey included:

- A comprehensive review of all departmental policies and procedures
- Implementation of new quality management systems
- Enhanced staff training and professional development programs
- Development of improved tracking methods for permit processing times
- Creation of new public feedback systems
- Rigorous documentation of all departmental processes
- Multiple rounds of independent evaluations and assessments

## **3 Performance That Exceeds Expectations**

The recent assessment revealed impressive performance metrics:

- More than 75% of initial plan reviews completed within 10 business days
- 100% of inspections completed within 2 business days of request
- Zero life-safety errors in plan reviews and inspections
- Exceptional customer satisfaction ratings for staff professionalism
- Processing of nearly 5,000 permits annually
- Over 24,700 construction inspections performed last year

## **4 What Our Stakeholders Are Saying**

Independent interviews with contractors, architects, and engineers during the accreditation process revealed consistent praise for the department:

- "They treat you like a customer"
- "They are incredibly responsive"
- "They help their customers be successful"
- "They are the most thorough building department I work with"
- "From the front counter to management, everyone is incredibly responsive"

## **5 Looking to the Future**

This accreditation isn't just a one-time achievement – it's a commitment to continuous improvement. Our Building Department will continue to use this program as a tool to set and achieve new goals for public safety, customer service, and operational efficiency.

"Looking ahead," Decker adds, "this accreditation gives us a framework to keep improving. We're implementing new technologies, enhancing our online services, and developing better ways to serve our community. Whether you're a homeowner planning a renovation, a contractor managing multiple projects, or a business owner looking to expand, our accredited status means you can count on us to provide professional, efficient, and reliable service."

### **A Model for Excellence**

Being the first jurisdiction in Miami-Dade County to achieve this accreditation positions the city as a leader in building safety and public service. It demonstrates the department's commitment to:

- Maintaining the highest standards of public safety
- Providing excellent customer service
- Supporting our community's growth and development
- Protecting property values through consistent code enforcement
- Fostering professional development among our staff

We're proud to be leading the way in Miami-Dade County and to join the select group of building departments across North America that have earned this distinction, reflecting our dedication to serving our diverse community with excellence and protecting the safety and interests of all our residents.

Join me in commending Director Decker and her team for this accomplishment, which demonstrates our commitment to excellence across all strategic priorities. This achievement reinforces our city's position as a leader in professional municipal services and supports our vision for high-quality development in our community.