

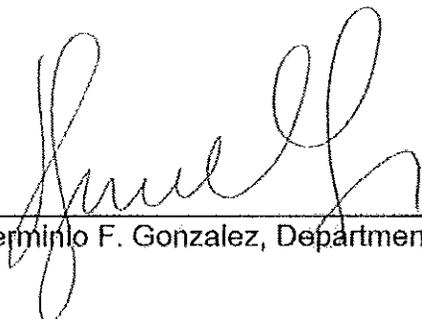


# Building Code Compliance Office Business Plan

**Fiscal Years: 2010 and 2011**  
(10/1/09 through 9/30/11)

Plan Date: November 30

Approved by:

  
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Herminio F. Gonzalez, Department Director

  
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Alex Munoz, Assistant County Manager

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### Attachment 1

#### DEPARTMENTAL PROFILE

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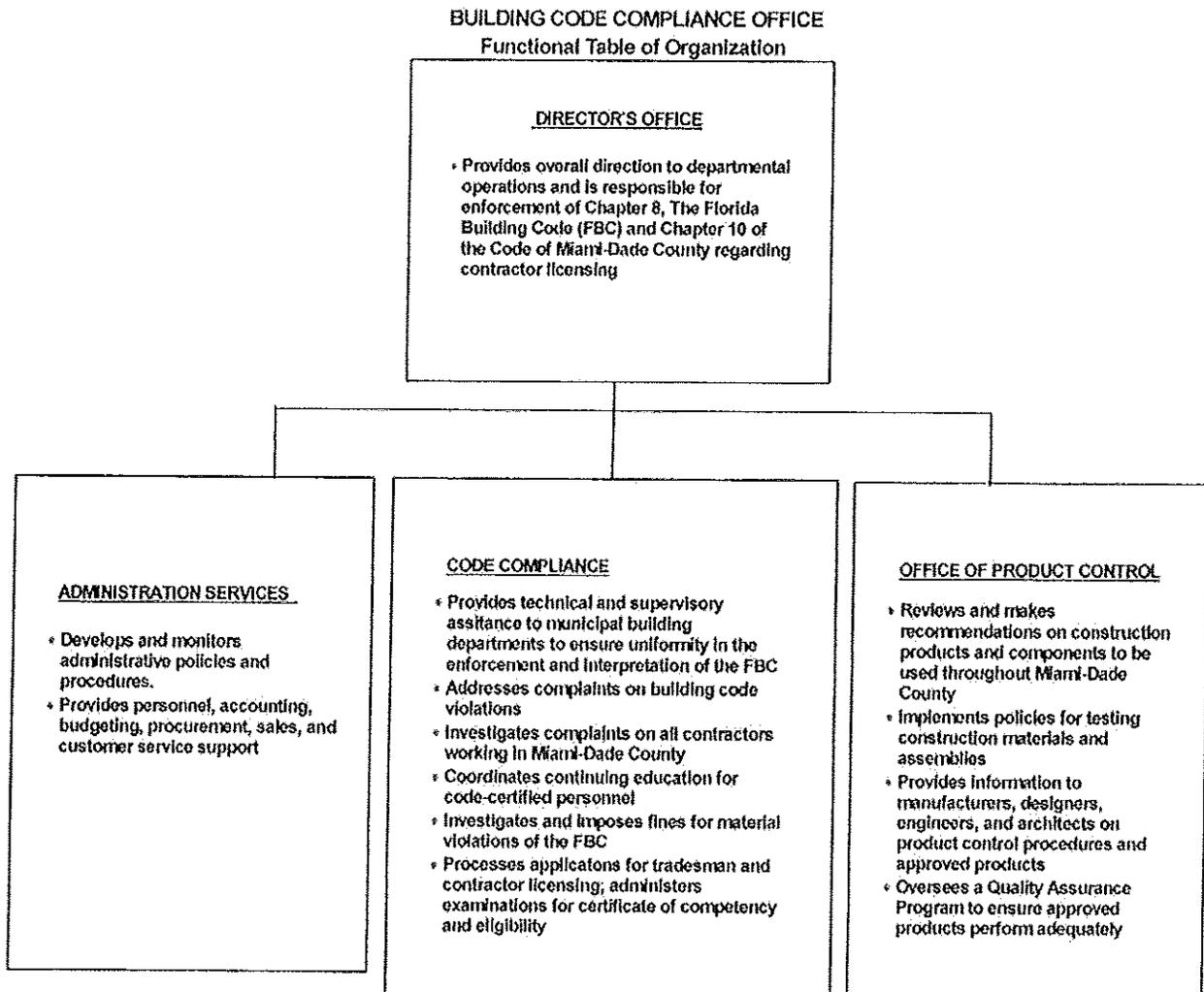
### Attachment 2

#### BUSINESS PLAN REPORT

## EXECUTIVE SUMMARY

The Building Code Compliance Office (BCCO) provides uniformity and consistency in the interpretation and enforcement of the Florida Building Code (FBC), Chapters 8 and 10 of the Code of Miami-Dade County regarding contractor licensing, the interpretation and enforcement of all other applicable codes and regulations to all municipal officials. The Department also delivers services related to investigation, product evaluation, training and education, and certification of code enforcement personnel (Building officials, plans examiners, and inspectors for Miami-Dade County and all other municipalities).

The Building Code Compliance Office is comprised of seventy employees, who are dedicated to effective building code administration and to providing the necessary oversight in the construction industry. The Office maintains good working relationships with our customers and seeks to provide the highest levels of service within our functional areas.



**Major Anticipated Accomplishments/Milestones for FY 09-10**

- Conduct record management review and reorganization of Board files and documents to allow for efficient processing of information requests and staff research and prepare for electronic filing.
- Continue to participate in the Florida Building Commission meetings to ensure that the provisions of the High Velocity Hurricane Zone are upheld at both the Program Oversight Committees and the Technical Advisory Committees.
- Utilize survey data to tailor efficient and effective educational, advisory and regulatory programs.
- Explore scanning and filing of archived licensing hard files in order to establish a secure electronic method of maintaining and accessing contractor license information.
- Provide greater oversight of Notice of Acceptance compliance through enhancements of enforcement in the field.
- Establish an internal/external process and procedure to have all Notice of Acceptance (NOA) file documents electronically stored and link scanned archive NOA records to file tracking system.
- Continue to participate as a validation entity of products submitted to the optional State Product Approval system.

**Major Anticipated Accomplishments/Milestones for FY 10-11**

- Provide developmental training for staff in cross-functional areas of the department.
- Continue to implement customer service initiatives in keeping with customer service feedback results to improve customer service procedures.
- Continue to participate in the Florida Building Commission meetings to ensure that the provisions of the High Velocity Hurricane Zone are upheld at both the Program Oversight Committees and the Technical Advisory Committees.
- Continue to maintain and strengthen relationships with the 35 municipalities by conducting proactive contractor enforcement activities and training.
- Enhance code certified personnel's ability through additional training to understand and assess innovative green/sustainable building components, systems and assemblies for compliance with applicable building codes
- Establish a single electronic submittal and payment process for the issuance of NOAs
- Establish an audit process for reviewing continuing education requirements, new surcharge fees as well other business processes.

The Building Code Compliance Office will continue to provide guidance and uniform enforcement of the FBC and Chapter 8 and Chapter 10 of the Code of Miami-Dade County by providing the required level of quality service. The Office anticipates addressing business service needs through the implementation of the business plan. The Executive Summary outlines above some of the milestones and accomplishments that will be part of the department's focus. The business environment, which affects the functional areas of the Office, is expected to continue to provide challenges for effective code administration and contractor regulation. Particularly, the down turns in the economy and slowed construction activity will be monitored and may continue to affect revenue streams. Therefore, a weakened financial position may hinder the department in meeting some of our established goals.

Departmental Business Plan and Outlook  
Department Name: Building Code Compliance Office  
Fiscal Years: 2009-10 & 2010-11

## DEPARTMENT PURPOSE/MISSION

### Mission

*Safeguard the community through the uniform administration, regulation and oversight of the building construction process.*

### Purpose

The Building Code Compliance Office (BCCO) provides uniformity and consistency in the interpretation and enforcement of the Florida Building Code (FBC), Chapters 8 and 10 of the Code of Miami-Dade County regarding contractor licensing, the interpretation and enforcement of all other applicable codes and regulations to all municipal officials. The Department also delivers services related to investigation, product evaluation, training and education, and certification of code enforcement personnel (building officials, plans examiners, and inspectors for Miami-Dade County and all other municipalities).

As part of the Neighborhood and Unincorporated Area Municipal Services strategic area, BCCO is the regulatory link between the municipal building departments and the manufacturing and construction industries, providing oversight for the maximization of safety benefits in the built environment. BCCO is the conduit for the dissemination of Code information to the construction industry, municipal building and fire departments, and the general public. Additionally, the Department provides guidance in the resolution of citizen complaints. The Department reviews materials and all products used for the protection of the building envelope and ensures that the highest standards within the manufacturing industry are maintained through a comprehensive quality assurance program. BCCO also administers the local contractor trade licensing process, promotes adherence to contractor regulations, and investigates unlicensed contractor activity. BCCO works throughout the year to provide educational programs and workshops for code-certified personnel, contractors, and design professionals.

The Department coordinates its activities with various community stakeholders including code-certified personnel, product manufacturers, Miami-Dade County contractors, and consumers. Work performed by BCCO includes oversight and technical support of the following boards: *Board of Rules and Appeals, Construction Trades Qualifying Boards, and Unsafe Structures Board*. The Department Director is appointed by the Florida Governor to the Florida Building Commission and participates in decision-making processes directed at maintaining and updating the Florida Building Code.

Additional departmental information can be found in the Departmental Profile (Attachment 1).

## STRATEGIC ALIGNMENT

I. The Department's efforts align with the following Miami-Dade County Strategic Plan Goals:

1. Use fair and effective means to achieve code compliance (NU4)

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2. Create a more business friendly environment in Miami-Dade County (ED4)
3. Enable County departments and their service partners to deliver quality customer service (ES1)
4. Ensure the financial viability of the County through sound financial management practices (ES8)
5. Empower the community by increasing communication and coordination with local, state and federal entities (NU2)

**II. Department-related Strategic Plan Outcomes, Departmental Objectives, and Programs & Initiatives:**

- 1.1. Consistent interpretation and application of enforcement practices (NU4-3)
  - 1.1.a. Conduct field observations
    - o Continue to participate in the Florida Building Commission meetings to ensure that the provisions of the High Velocity Hurricane Zone are upheld at both the Program Oversight Committees and the Technical Advisory Committees. (Ongoing)
    - o Utilize survey data to tailor efficient and effective educational, advisory and regulatory programs.(Start in FY 09-10)
    - o Develop and enhance the capability for municipalities to access current licensing information maintained by the Office. (Ongoing)
  - 1.1.b. Participate in industry liaison meetings
  - 1.1.c. Develop Florida Building Code seminars
  - 1.1.d. Provide Florida Building Code workshop hours
  - 1.1.e. Conduct municipality visits
  - 1.1.f. Conduct quality assurance audits of manufacturers and labs
  - 1.1.g. Produce staff opinions for Board appeals
  - 1.1.h. Process certification applications timely
  - 1.1.i. Conduct contractor vehicle checkpoints
    - o Liaison with municipal police departments establishing a mechanism to expand ongoing proactive efforts to curtail and eliminate unlicensed contractor activity. (Ongoing)
- 1.2. Timely identification and remediation of nuisances, including unsafe structures (NU 4-2)
  - 1.2.a. Seek license compliance by contractors after receipt of citation
    - o Provide at minimum four Contractor Licensing Seminars during the year to target audience of potential contractor license applicants and recently cited contractors.(Ongoing)
  - 1.2.b. Respond to contractor complaints in timely manner

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- 1.2.c. Respond to unlicensed contractor complaints in timely manner
  
- 2.1. Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (ED4-2)
  - 2.1.a. Conduct timely technical reviews of product application
    - o Continue to participate as a validation entity of products submitted to the optional State Product Approval system. (Start in FY-09-10)
    - o Establish a single electronic submittal and payment process for the issuance of NOAs. (Start in FY 09-10)
    - o Establish an internal/external process and procedure to have all Notice of Acceptance (NOA) file documents electronically stored and link scanned archive NOA records to file tracking system.
    - o Provide greater oversight of Notice of Acceptance compliance through enhancements of enforcement in the field.
  - 2.2.b. Conduct timely technical reviews of product application
  - 2.2.c. Conduct timely reviews of contractor licensing applications
    - o Initialize scanning procedures necessary for filing archived licensing hard files in order to establish a secure electronic method of maintaining and accessing contractor license information. (Start FY 10-11)
  - 2.2.d. Process code personnel certification applications timely
  
- 3.1 Clearly defined performance expectations and standards (ES1-1)
  - 3.1.a. Process payment of vendor invoices timely
  
- 4.1 Planned necessary resources to meet current and future operating and capital needs (ES8-2)
  - 4.1.a. Meet Budget targets
  
- 5.1 Improve community access to information and services (NU2-2)
  - 5.1.a. Provide building industry outreach efforts and produce materials that disseminate information to the public
    - o Publish and disseminate additional collateral materials that provide information on building code and construction industry requirements.(Ongoing)
    - o Conduct record management review and reorganization of Board files and documents to allow for efficient processing of information requests and staff research. (Starts in FY 09-10)
  
- 5.2 Well-trained, customer-friendly County government workforce (NU2-3)
  - 5.2.a. Provide Florida Building Code training hours to code-certified personnel

- Explore the development of electronic library or database comprised of extensive Code references and research material required for building code administration process. (Ongoing)
  - Continue to participate in the state legislative process to prevent the weakening of the building code.
- 5.2.b. Conduct training programs that provide additional tools to enhance employee motivation. Provide specialized developmental training for staff in specific functional areas.
- Implement Customer Service Feedback Plan (Ongoing)

## PERFORMANCE MEASURES AND TARGETS

For ease of reference, specific information regarding departmental objectives and performance measures including the targets for FY 2009-10 and FY 2010-11 can be found in Attachment 2 – Business Plan Report.

## CRITICAL SUCCESS FACTORS

In order to address many of our business plan objectives, certain critical factors will help to shape priorities and demands for various business units.

1. **Ensuring that the enhanced provisions of the code applicable in Miami-Dade County are not weakened or eliminated by industry advocates and lobbyists dedicated to reducing building costs, often at the expense of life safety. *The building code is in a constant state of change requiring active participation in the modification process by BCCO staff.***
2. **Developing and create responsive educational programs, conducting workshops and seminars to meet an ever-growing need to provide current code related information. *As the building code continues to change and adapt, the Office's tutorial responsibilities must grow, in order to provide instructive opportunities for stakeholders. Customers include, code certified personnel, architects, engineers, manufacturers and industry groups.***
3. **Continue to meet our obligation to monitor and evaluate field inspector procedures and provide technical and supervisory support to building departments. *The challenge of meeting the Office's growing obligations is complicated by the increase number of municipalities, building departments and the swelling numbers of inspectors, plans examiners and building officials who must be provided comprehensive and coordinated support. It is important that the Office maintains a proactive approach to ensure that preparations to meet these increasing demands are planned and implemented.***
4. **Explore and identify methods to achieve "buy in" from regulated stakeholders instead of reactive code enforcement. The ability to act proactively often results in greater awareness of the code regulations and higher levels of compliance. *Some of***

*the objectives outlined are not solely under the department's control, but are subject to external factors. Since the Office serves primarily a regulatory function, there is a significant emphasis on compliance. Voluntary compliance is a goal that has been incorporated into our functions.*

### **INTERNAL SUPPORT REQUIREMENTS**

1. Procuring of equipment and contract services (Applies across department)
2. Partnership with County and municipal police on enforcement of contractor provisions (Supports initiative on conducting vehicle checkpoints twice per quarter.)
3. Maintaining service level agreements on scanning of document and managing achieved materials (Applies across department)

### **SUSTAINABILITY**

1. Attain personal green pledge commitment from staff and increase staff awareness on green. Initiative to development staff educational and outreach campaign. (Applies across department)
2. Review and implement new building code changes or construction provisions that promote "green buildings". Initiative to support County grant award to facilitate the review of current provision and provide information on best green practices that exist.
3. Provided comprehensive training courses to code personnel on sustainable building code provisions and systems.

### **3 to 5 YEAR OUTLOOK**

The Building Code Compliance Office will continue to provide guidance and uniform enforcement of the Florida Building Code and Chapter 8 and Chapter 10 by providing the required level of high quality service. However, the statewide building code modification process is of particular concern and presents very unique challenges to maintaining the enhanced protection afforded by the High Velocity Hurricane Zone provision of the current Building Code. The vulnerability of these code provisions during the consecutive modification cycles will require continued commitment of the Building Code Compliance Office to preserve the health, safety and welfare of the residents afforded by the maintenance of a strong building code.

Beyond the regulatory influences, the Office anticipates addressing business service needs successfully through the implementation of the business plan. The Executive Summary outlined some of the milestones and accomplishments that will be part of the department's

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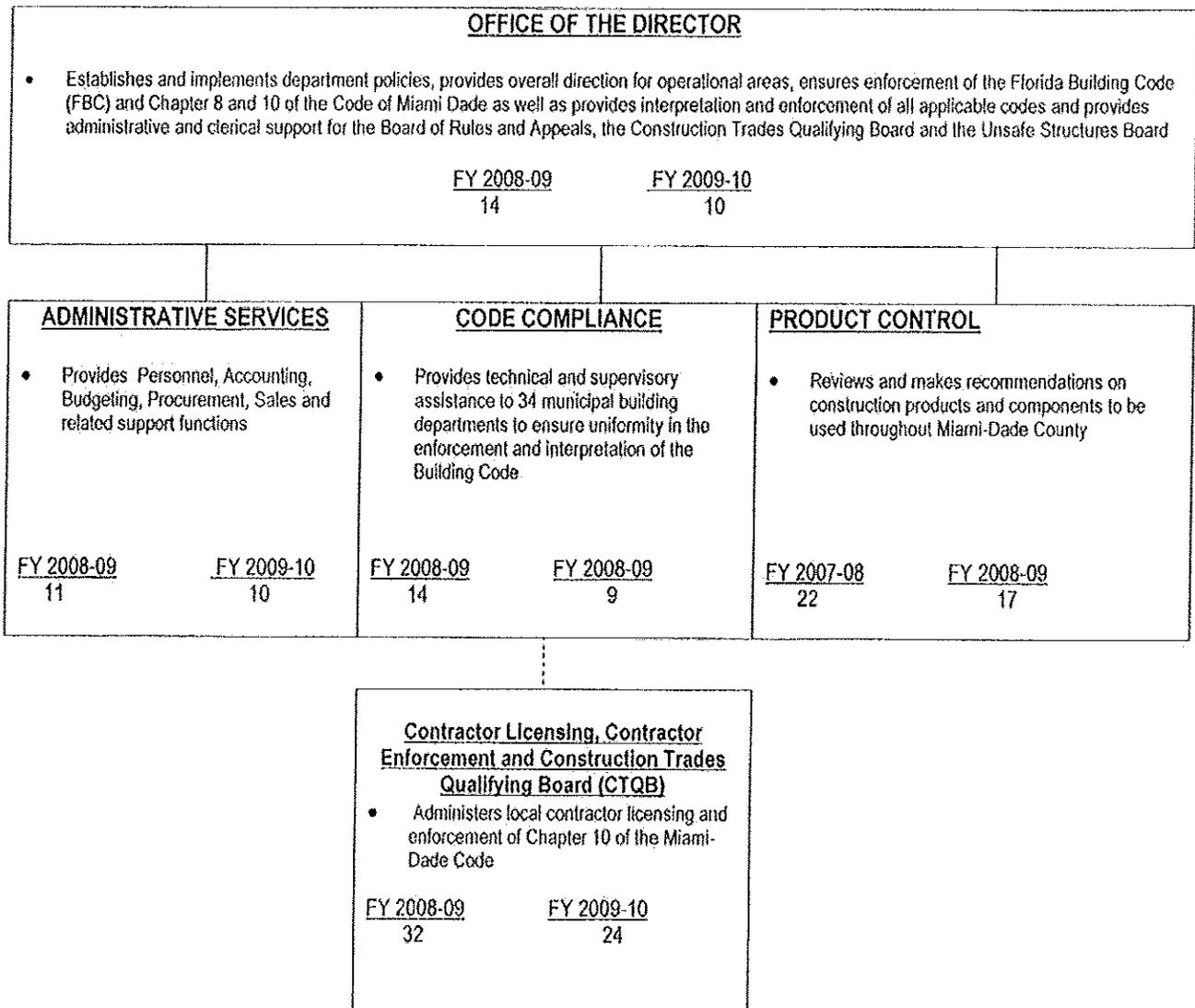
focus. The business environment, which affects the functional areas of the Office, is expected to continue to provide opportunities for effective code administration. However, the down turns in the economy and slowed construction activity will be monitored and would affect revenue streams. Therefore a weakened financial position could hinder the department in meeting our established goals.

*Attachment 1*  
**DEPARTMENTAL PROFILE**

**Department Description**

The Building Code Compliance Office (BCCO) provides uniformity and consistency in the interpretation and enforcement of the Florida Building Code (FBC), Chapters 8 and 10 of the Code of Miami-Dade County regarding contractor licensing, the interpretation and enforcement of all other applicable codes and regulations to all municipal officials. The Department also delivers services related to investigation, product evaluation, training and education, and certification of code enforcement personnel (building officials, plans examiners, and inspectors for Miami-Dade County and all other municipalities).

**Table of Organization**



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**Department Name: Building Code Compliance Office**  
**Fiscal Years: 2009-10 & 2010-11**

**Financial Summary**

(dollars in thousands)	Actual FY 07-08	Budget FY 08-09	Proposed FY 09-10
<b>Revenue Summary</b>			
Board Fees and Book Sales	201	230	162
Carryover	10,937	7,297	5,500
Code Compliance Fees	3,069	2,500	2,100
Code Fines / Lien Collections	164	151	149
Contractor's Licensing and Enforcement Fees	2,173	1,891	1,885
Fees and Charges	571	415	400
Interest Earnings	301	398	99
Product Control Certification Fees	3,226	2,500	2,200
<b>Total Revenues</b>	<b>20,642</b>	<b>15,380</b>	<b>12,495</b>
<b>Operating Expenditures Summary</b>			
Salary	5,816	6,407	4595
Fringe Benefits	1,624	1,817	1350
Other Operating	3,226	6,073	2987
Capital	101	213	52
<b>Total Operating Expenditures</b>	<b>10,767</b>	<b>13,510</b>	<b>8984</b>
<b>Non-Operating Expenditures Summary</b>			
Reserve	0	1,870	3511
<b>Total Non-Operating Expenditures</b>	<b>0</b>	<b>1,870</b>	<b>3511</b>

(dollars in thousands)	Total Funding		Total Positions	
Expenditure By Program	Budget FY 08-09	Adopted FY 09-10	Budget FY 08-09	Adopted FY 09-10
<b>Strategic Area: Neighborhood and Unincorporated Area Municipal Services</b>				
Administrative Services	3,398	2541	25	20
Code Compliance	2,783	1690	14	9
Contractor Licensing, Enforcement and Construction Trades Qualifying Board (CTQB)	4,272	2679	32	24
Product Control	3,057	2074	22	17
<b>Total Operating Expenditures</b>	<b>13,510</b>	<b>8984</b>	<b>93</b>	<b>70</b>

**Capital Budget Summary**

Not Applicable.

**Current Business Environment**

**Customers**

The Building Code Compliance Office customers include: *manufacturers of construction products, Building Officials and other code certified personnel, construction contractors and industry* as well as the specific segments of the general public (i.e. residents appearing before advisory boards, residents with contractor complaints etc.).

**Regulatory Considerations**

- Florida Building Code Commission changes to the Florida Building Code, which can impact construction regulation in Miami-Dade County
- State changes to the product approval process will impact how construction products are approved for use in Miami-Dade County
- State legislative changes regarding enforcement provisions related to state licensed contractors and expired permits.

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Geographical Service Area

The Building Code Compliance Office operates throughout the municipal and unincorporated areas of Miami-Dade County. Therefore, the incorporation and annexation process does not negatively impact the department. Additionally, the Product Control Office was designated a statewide certification, validation and evaluation entity, and has the potential to broaden the client base. The Office is currently expanding its review services for products to be used in the Non High Velocity Hurricane Zone (NHVHZ).

Economic Impact Factors

- The construction market and overall economy continues to weaken and as a result the code compliance surcharge fee and other related department revenues are stagnant. The depart will have to monitor revenue trends in Fiscal Year 09-10 to determine if service level reductions are warranted.

Competitive Threats

- Other product evaluation entities can be authorized by the State to provide product reviews and services.
- State licensing (Department of Business and Professional Regulation) offers contractor licenses that are accepted throughout Florida.