

SCORECARD DETAIL-Building Code Compliance

Details - Base View

None Initiatives Processes

Base

1.0 Customer

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Improved community access to information and services - BCCO</u>					
<u>Provide Building Industry/Public Outreach Efforts</u>	FY10 Q3	3	3	9	9
<u>1.3 Use consistent, fair, and effective means to achieve code compliance (BCCO)</u>					
<u>Quality Assurance Audits of Manufacturers and Labs</u>	FY10 Q3	84.01 %	80.00 %	79.00 %	80.00 %
<u>Certificate of Competency (cc) Plant Audits</u>	FY10 Q3	100.00 %	80.00 %	100.00 %	80.00 %
<u>Number of Municipal Visits (BCCO)</u>	FY10 Q3	161	120	516	360
<u>Number of Florida Building Code Workshops hours</u>	FY10 Q3	18	20	73	60
<u>Total number of Florida Building Code seminars developed</u>	FY09	37	16	n/a	n/a
<u>Industry liaison meeting participation</u>	FY09	48	30	n/a	n/a
<u>Staff Opinions for Board appeals</u>	FY10 Q3	100 %	90 %	100 %	90 %
<u>Ensure the performance of quality field inspections and plan reviews.</u>	FY10 Q3	97	90	292	270
<u>Clearly-defined performance expectations and standards (BCCO)</u>					
<u>Timely Invoice Processing (21 days)</u>	FY10 Q3	90 %	80 %	85 %	80 %

2.0 Financial

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Meet Budget Targets (Building Code Compliance)</u>					
<u>Expen: Total (Building Code Compliance)</u>	FY10 Q3	\$1,989 K	\$3,124 K	\$6,401 K	\$9,372 K
<u>Revenue: Total (Building Code Compliance)</u>	FY10 Q3	\$1,578 K	\$1,807 K	\$10,238 K	\$5,421 K
<u>Positions: Full-Time Filled (BCCO)</u>	FY10 Q3	68	(69 - 70)	n/a	(n/a - n/a)
<u>Budget Implementation FY 09-10 (Building Code)</u>					
<u>Percentage of Service Level Adjustments Implemented</u>	FY10 Q3	100	100	n/a	n/a

3.0 Internal



Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
3.1 <u>Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO</u>					
<u>Applications Initially Reviewed in 15 Days</u>	FY10 Q3	97.10 %	100.00 %	97.87 %	100.00 %
<u>Applications Technically Reviewed (30 days)</u>	FY10 Q3	82.89 %	80.00 %	84.51 %	80.00 %
<u>Applications Technically Reviewed (45 days)</u>	FY10 Q3	91.31 %	80.00 %	90.16 %	80.00 %
<u>Timely Review of Licensing Applications (10 Days)</u>	FY10 Q3	92 %	80 %	94 %	80 %
3.3 <u>Timely identification and remediation of nuisances, including unsafe structures - BCCO</u>					
<u>License Compliance by Contractors After Citation</u>	FY10 Q3	28 %	50 %	29 %	50 %
<u>Response to Contractor Complaints</u>	FY10 Q3	100 %	80 %	100 %	80 %
<u>Timely Response to Unlicensed Contractor Activity</u>	FY10 Q3	100 %	80 %	100 %	80 %
3.2 <u>Consistent interpretation and application of enforcement practices - BCCO</u>					
<u>Number of Vehicle Checkpoints</u>	FY10 Q3	3	3	9	9
<u>Timely Processing of Certification Applications</u>	FY10 Q3	100 %	95 %	100 %	95 %

4.0 Learning and Growth



Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
4.1 <u>Safeguard the health, safety and welfare of the community by protecting, amending and updating the enhanced and strengthened HVHZ provisions of the FBC. (BCCO)</u>					
<u>Total number of hours spent on FBC activities.</u>	FY09	2,767	2,700	n/a	n/a
4.2 <u>Well-trained, customer-friendly County government workforce - BCCO</u>					
<u>Florida Building Code Training</u>	FY09	148	130	n/a	n/a
4.3 <u>Green/Sustainable Development Activities</u>					

Scorecard Owners: [Rodriguez, Anna](#) [Goolsby, Michael](#) [Charles, Kathy](#) [Gonzalez, Herminio](#) [Gascon, Jaime](#)

Linked Objects

Hide All

Child Scorecards

	Owners
BCCO - Product Control Division	Gascon, Jaime

Parent Scorecards

	Owners
ACM Scorecard - Munoz, Alex	Bustamante, Ana Munoz, Alex

Objectives

	Owners
(NU2.2.2) Improved community access to information and services - BCCO	Charles, Kathy Gonzalez, Herminio Rodriguez, Anna
(1.3) Use consistent, fair, and effective means to achieve code compliance (BCCO)	Charles, Kathy Gascon, Jaime Gonzalez, Herminio Goolsby, Michael Rodriguez, Anna
(ES1.1.1) Clearly-defined performance expectations and standards (BCCO)	Charles, Kathy Gonzalez, Herminio Rodriguez, Anna
(ES8.2.1.06) Meet Budget Targets (Building Code Compliance)	Gonzalez, Herminio
Budget Implementation FY 09-10 (Building Code)	Charles, Kathy Gonzalez, Herminio Rodriguez, Anna
(ED4.2.1) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO	Charles, Kathy Gascon, Jaime Goolsby, Michael Rodriguez, Anna
(NU4.2.3) Timely identification and remediation of nuisances, including unsafe structures - BCCO	Charles, Kathy Goolsby, Michael Rodriguez, Anna
(NU4.3.2) Consistent interpretation and application of enforcement practices - BCCO	Charles, Kathy Goolsby, Michael Rodriguez, Anna
(4.1) Safeguard the health, safety and welfare of the community by protecting, amending and updating the enhanced and strengthened HVHZ provisions of the FBC. (BCCO)	Gascon, Jaime Goolsby, Michael
(NU2.3.2) Well-trained, customer-friendly County government workforce - BCCO	Charles, Kathy Gascon, Jaime Goolsby, Michael Rodriguez, Anna
(4.3) Green/Sustainable Development Activities	Goolsby, Michael

Program Groups

There are no program groups linked at this time.

Initiatives

	Type	As Of	\$					%	Status	Owners
Provide assistance on EECBG building code and permitting process evaluation		06/30/2009						n/a	In Progress	Charles, Kathy Goolsby, Michael Gonzalez, Herminio Rodriguez, Anna
Pursue and Implement EECBG on renewable energy Product Approvals		09/30/2009						100%	Denied	Charles, Kathy Gascon, Jaime Gonzalez, Herminio Rodriguez, Anna
Provide two Contractor licensing Seminars		09/30/2008						50%	In Progress	Goolsby, Michael
Provide remedial information at time of contractor citation		09/30/2007						n/a	In Progress	Goolsby, Michael
Customer Feedback Plan		n/a						n/a	n/a	Charles, Kathy Gonzalez, Herminio Rodriguez, Anna
Employee Motivation		n/a						n/a	n/a	Charles, Kathy Gonzalez, Herminio Rodriguez, Anna
Standardize municipal process and information		09/30/2006						n/a	In Progress	Goolsby, Michael
Assign WASD New Business Supervisor and BCCO Staff to PIC (#19)		03/31/2006						100%	Complete	Marko, Thomas
Attend at least one technical seminar per year per Specialist		n/a						n/a	n/a	Goolsby, Michael
Submit all 2007 Triennial update code modifications (Oct-Dec. 31)		03/31/2007						100%	Complete	Goolsby, Michael
Standardize Fee Collection and Payment Locations (#20)		04/30/2007						n/a	In Progress	Marko, Thomas
Allow Easier Access to Plans Reviewers (#15, Priority)		04/30/2007						n/a	In Progress	Marko, Thomas
Provide BCCO Staff as direct contact for PIC		09/30/2006						100%	Complete	Goolsby, Michael
Staff Notification of the "Sortie"		09/30/2007						n/a	Complete	Goolsby, Michael
Weekend Staffing to Allow Proactive Efforts		07/19/2008						100%	Complete	Goolsby, Michael
Write a Publication Detailing the Dangers of Hiring Unlicensed Contractors		09/30/2007						100%	Complete	Goolsby, Michael

Processes

There are no processes linked at this time.

REFERENCE CENTER

Action Items

[Show Details](#)  

Due Date	Status	Action	Owners
No Action Items to Report			
 Open	 Overdue		

Comments

Author/Date	Comment	Show All
There are no comments at this time.		

External Links



 [Business Plan](#)

Attached Documents



Last Updated Checked Out By

Customer Perspective

Objective Name	Owner(s)
Improved community access to information and services - BCCO	Kathy Charles Herminio Gonzalez Anna Rodriguez

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Establish Fraudulent Contractor Recovery Fund	Kathy Charles Herminio Gonzalez Michael Goolsby Anna Rodriguez	Empower the community by increasing communication and coordination with local, state, and federal entities

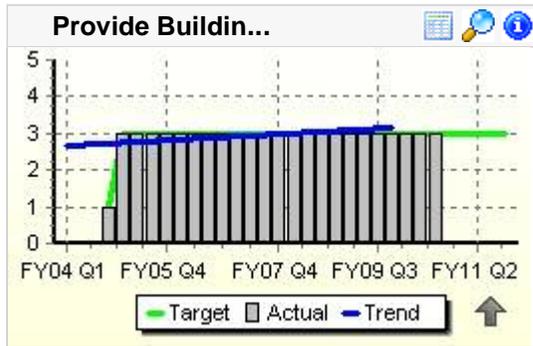
Parent Objectives
(NU2.2) Improved community access to information and services (priority outcome)

Measure	Owner(s)
Provide Building Industry/Public Outreach Efforts	Kathy Charles Anna Rodriguez

Number of quarterly industry newsletters produced per year. The Office produces and distributes the Cornerstone newsletter as an outreach effort each month.

Performance					Initiatives Linked To Measure	Owner(s)
Ind	Actual	Target	Variance	Date	Disseminate information regarding department services and functions	Kathy Charles Herminio Gonzalez
▲	3	3	0	FY10 Q3	Provide BCCO Staff as direct contact for PIC	Michael Goolsby

Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



Objective Name

Owner(s)

(1.3) Use consistent, fair, and effective means to achieve code compliance (BCCO)

Kathy Charles Jaime Gascon Herminio Gonzalez
Michael Goolsby Anna Rodriguez

Consistent interpretation and application of enforcement practices

Initiatives Linked To Objective

Owner(s)

Standardize municipal process and information

Michael Goolsby

One BCCO staff member to become a Leadership in Energy and Environmental Design Accredited Professional (LEED® AP)

Michael Goolsby

GrandParent Objectives

Parent Objectives

Use consistent, fair and effective means to achieve code compliance

Measure

Owner(s)

Quality Assurance Audits of Manufacturers and Labs

Jaime Gascon

Percentage of visits to manufacturers and laboratories with state of Florida approval based on Miami-Dade's NOA/certificate. The percentage goal is based on the manufacturers and certified products divided by four quarters.

Performance

Ind	Actual	Target	Variance	Date
▲	84.01 %	80.00 %	4.01 %	FY10 Q3

Initiatives Linked To Measure

Owner(s)

Develop a quality assurance program for certified labs

Kathy Charles
Jaime Gascon
Anna Rodriguez

Implementation of a Mutual recognition Program for certified labs, fabricators and manufactures

Kathy Charles
Jaime Gascon
Anna Rodriguez

Add Product Control Inspector Staff

Kathy Charles
Jaime Gascon
Anna Rodriguez

Eliminate 5 positions in Product Control (BCCO-4)

Herminio Gonzalez



Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Measure	Owner(s)
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Certificate of Competency (cc) Plant Audits

Jaime Gascon

Audit of cc certified plants every 2 years.

Performance				
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Ind	Actual	Target	Variance	Date
▲	100.00 %	80.00 %	20.00 %	FY10 Q3

Initiatives Linked To Measure	Owner(s)
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Eliminate 5 positions in Product Control (BCCO-4)	Herminio Gonzalez
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Child Measures Linked To Measure			
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Ind	Name	Actual	Target	Date
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Measure	Owner(s)
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Number of Municipal Visits (BCCO)

Michael Goolsby

Number of municipal visits provided for guidance and assistance.

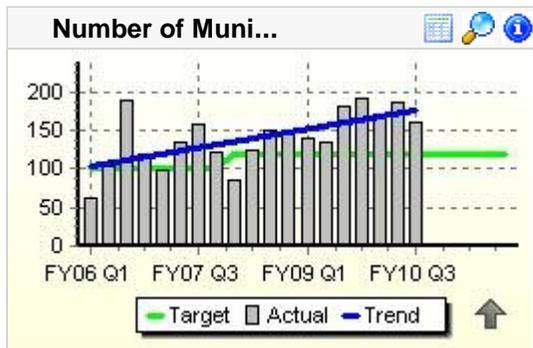
Performance				
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Ind	Actual	Target	Variance	Date
▲	161	120	41	FY10 Q3

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
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Ind	Name	Actual	Target	Date
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Measure **Owner(s)**

Number of Florida Building Code Workshops hours

Michael Goolsby

A problem-solving forum, where the acquisition of specialized building code related knowledge, skills, competencies and hands-on training can be facilitated by the active involvement and participation of the attendees. Workshops are generally impromptu training sessions which address transient but critical issues and are less formal than technical seminars and typically meet a limited need.

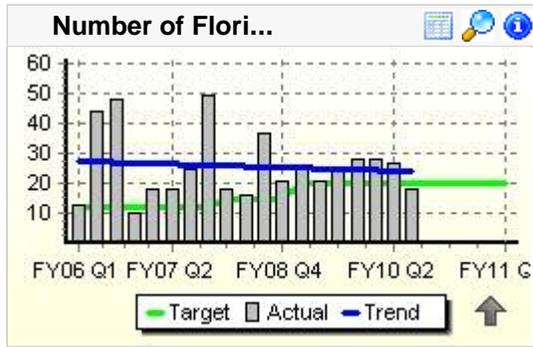
Performance

Ind	Actual	Target	Variance	Date
■	18	20	(2)	FY10 Q3

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Measure **Owner(s)**

Total number of Florida Building Code seminars developed

Michael Goolsby

Create responsive technical training seminars to be used for providing the most up to date continuing education programs for the benefit of government agencies, code certified personnel, trade organizations and the public.

Performance

Ind	Actual	Target	Variance	Date
▲	37	16	21	FY09

Initiatives Linked To Measure **Owner(s)**

Attend at least one technical seminar per year per Specialist Michael Goolsby

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Measure **Owner(s)**

Industry liaison meeting participation

Michael Goolsby

Actively participate in meetings of various trade organizations in order to create an environment of cooperation between public and private interests, construct a conduit for the dissemination of code related information and establish a leadership role in order to ensure the success of essential agendas and initiatives.

Performance

Ind	Actual	Target	Variance	Date
▲	48	30	18	FY09

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Measure **Owner(s)**

Staff Opinions for Board appeals

Michael Goolsby

Percentage of completed staff opinions for the Board of Rules and Appeals completed within seven days of receipt.

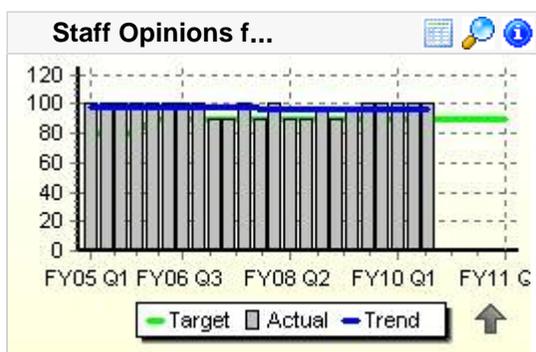
Performance

Ind	Actual	Target	Variance	Date
▲	100 %	90 %	10 %	FY10 Q3

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Measure	Owner(s)
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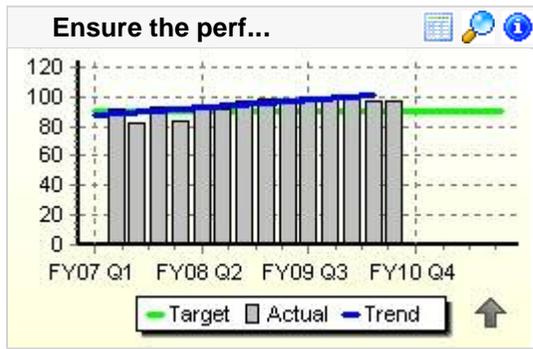
Ensure the performance of quality field inspections and plan reviews.

Michael Goolsby

Provide technical and supervisory assistance to the more than 500 certified personnel in both incorporated and unincorporated areas of the county. Accompanying field inspectors on their daily routes in order to observe evaluate and assess the inspector's knowledge of all applicable codes and their ability to perform quality inspections. Accompany plans examiners in order to observe, evaluate and assess their knowledge in the application of the building code and their ability to provide quality plan review.

Performance				
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Ind	Actual	Target	Variance	Date
▲	97	90	7	FY10 Q3



Initiatives Linked To Measure	Owner(s)
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- | | |
|--|-----------------|
| Second BCCO staff member to become a LEED Accredited Professional | Michael Goolsby |
| One BCCO staff member to become a Leadership in Energy and Environmental Design Accredited Professional (LEED® AP) | Michael Goolsby |

Child Measures Linked To Measure				
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Ind	Name	Actual	Target	Date
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Objective Name**Owner(s)**

Clearly-defined performance expectations and standards (BCCO)

Kathy Charles Herminio Gonzalez Anna Rodriguez

Develop clearly-defined customer service performance standards and expectations

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Timely Invoice Processing (21 days)

Kathy Charles Herminio Gonzalez Anna Rodriguez

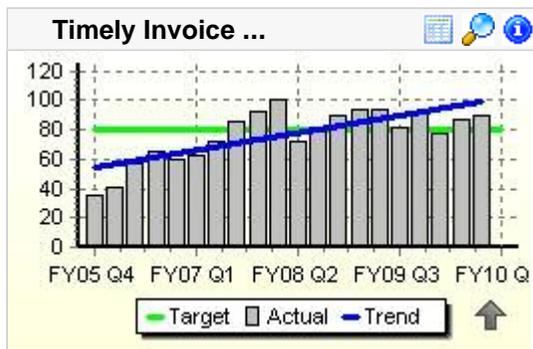
The percentage of invoices processed within 21 days

Performance

Ind	Actual	Target	Variance	Date
	90 %	80 %	10 %	FY10 Q3

Initiatives Linked To Measure**Owner(s)**

Develop Invoice Tracking System	Kathy Charles Anna Rodriguez
Conduct Recruitment of Accounting	Kathy Charles Anna Rodriguez

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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Financial Perspective

Objective Name	Owner(s)
Meet Budget Targets (Building Code Compliance)	Herminio Gonzalez

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

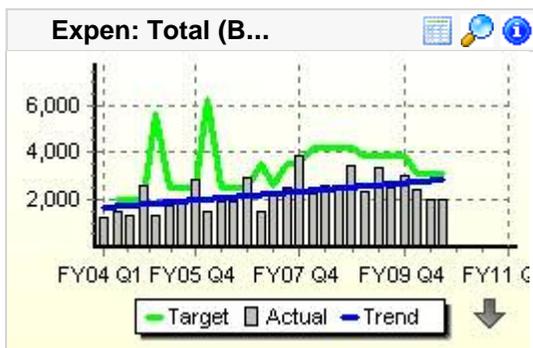
(ES8.2.1) Meet Budget Targets

Measure	Owner(s)
Expen: Total (Building Code Compliance)	Kathy Charles Herminio Gonzalez

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance

Ind	Actual	Target	Variance	Date
▲	\$1,989 K	\$3,124 K	\$1,135 K	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Expen: Personnel (BCCO)	\$1,471	\$1,486	FY10 Q3
▲	Expen: Other Operating (BCCO)	\$511	\$747	FY10 Q3
▲	Expen: Capital (BCCO)	\$7	\$13	FY10 Q3
▲	Expen: Non-Operating (BCCO)	\$0 K	\$878 K	FY10 Q3

Measure

Owner(s)

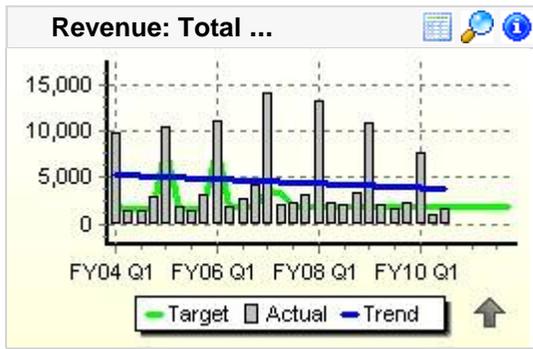
Revenue: Total (Building Code Compliance)

Kathy Charles Herminio Gonzalez Anna Rodriguez

Total revenue in \$13,758 (from FAMIS) including carryover

Performance

Ind	Actual	Target	Variance	Date
▼	\$1,578 K	\$1,807 K	\$(229) K	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▼	Revenue: Carryover (BCCO)	\$0 K	\$1,375 K	FY10 Q3
▼	Revenue: Proprietary (BCCO)	\$1,578 K	\$1,749 K	FY10 Q3
▲	Revenue: General Fund (BCCO)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: Federal (BCCO)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: Interagency/Intradepartmental (BCCO)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: State (BCCO)	\$0 K	\$0 K	FY10 Q3

Measure

Owner(s)

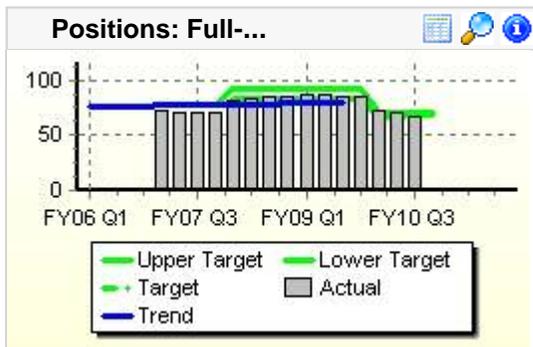
Positions: Full-Time Filled (BCCO)

Herminio Gonzalez Anna Rodriguez

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

Performance

Ind	Actual	Target	Variance	Date
▼	68	70	(2)	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Objective Name	Owner(s)
Budget Implementation FY 09-10 (Building Code)	Kathy Charles Herminio Gonzalez Anna Rodriguez Building Code Compliance

Initiatives Linked To Objective	Owner(s)
Eliminate 5 positions in BCCO Administration (BCCO-1)	Herminio Gonzalez
Eliminate 5 positions in Code Compliance (BCCO-2)	Herminio Gonzalez
Eliminate 8 positions in Contractor Licensing & Enforcement and CTQB (BCCO-3)	Herminio Gonzalez
Eliminate 5 positions in Product Control (BCCO-4)	Herminio Gonzalez

GrandParent Objectives

Parent Objectives

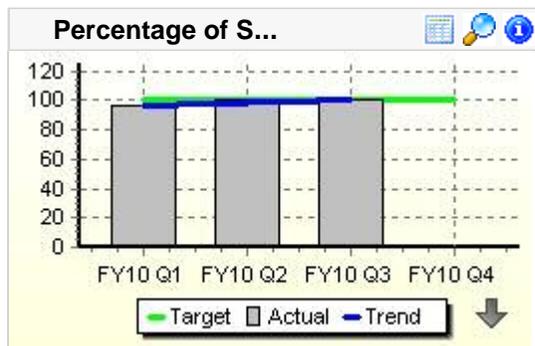
Measure	Owner(s)
Percentage of Service Level Adjustments Implemented	Kathy Charles Herminio Gonzalez Anna Rodriguez

As a part of the FY 2009-2010 Adopted Budget, the Building Code Compliance Office must reduce from 93 positions to 70 positions as service service level adjustments.

Performance				
Ind	Actual	Target	Variance	Date
▲	100	100	0	FY10 Q3

Initiatives Linked To Measure

Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



Internal Perspective

Objective Name	Owner(s)
(3.1) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO Response to technical inquiries within 24 hours.	Kathy Charles Jaime Gascon Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective	Owner(s)
Customer Feedback Plan	Kathy Charles Herminio Gonzalez Anna Rodriguez

GrandParent Objectives
Create a more business-friendly environment in Miami-Dade County

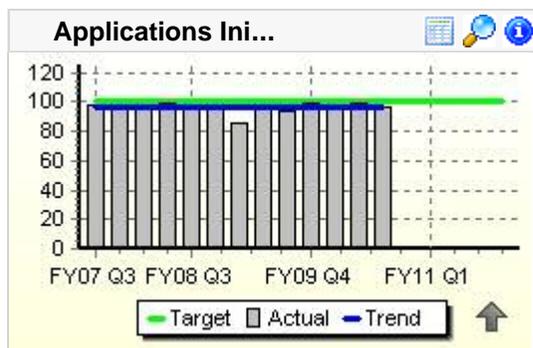
Parent Objectives
(ED4.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)

Measure	Owner(s)
Applications Initially Reviewed in 15 Days Measure of days from receipt of NOA application to date assigned for technical review.	Jaime Gascon

Performance				
Ind	Actual	Target	Variance	Date
■	97.10 %	100.00 %	(2.90) %	FY10 Q3

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



Measure **Owner(s)**

Applications Technically Reviewed (30 days)

Jaime Gascon

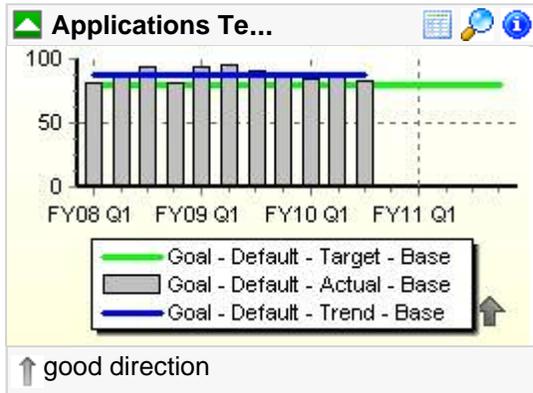
NOA Applications Technically Reviewed in 30 Days. This measure serves to monitor the performance of the technical reviewers from date of file being assigned to date of completion or issuance of a request letter.

Performance

Ind	Actual	Target	Variance	Date
▲	82.89 %	80.00 %	2.89 %	FY10 Q3

Initiatives Linked To Measure **Owner(s)**

Product submittals and revisions turn-around time	Kathy Charles Jaime Gascon Herminio Gonzalez
Eliminate 5 positions in Product Control (BCCO-4)	Herminio Gonzalez



Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Measure **Owner(s)**

Applications Technically Reviewed (45 days)

Jaime Gascon

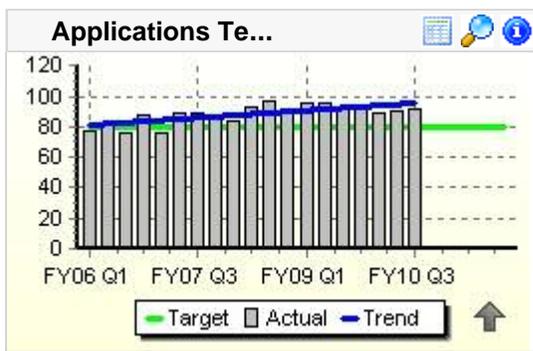
Percentage of applications with technical review completions within 45 days.

Performance

Ind	Actual	Target	Variance	Date
▲	91.31 %	80.00 %	11.31 %	FY10 Q3

Initiatives Linked To Measure **Owner(s)**

Product Control system enhancements	Kathy Charles Jaime Gascon Anna Rodriguez
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Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
	Applications Technically Reviewed (60 days)	n/a	95 %	FY07 Q4

Measure**Owner(s)**

Timely Review of Licensing Applications (10 Days)

Michael Goolsby

The percentage of licensing applications reviewed within 10 business days prior to submittal to the CTQB. This measure is linked to the BCCO "Sortie" as it directly relates to the creation of legitimately licensed contractors.

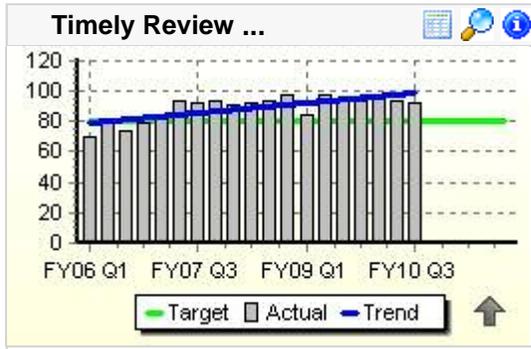
Performance

Ind	Actual	Target	Variance	Date
▲	92 %	80 %	12 %	FY10 Q3

Initiatives Linked To Measure**Owner(s)**

Establish additional security measures to ensure contractor licensing system process

Kathy Charles
Herminio Gonzalez

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
▲	Timely Review of Licensing Applications (45 Days)	100 %	80 %	FY05 Q4

Objective Name	Owner(s)
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(3.3) Timely identification and remediation of nuisances, including unsafe structures - BCCO

Kathy Charles Michael Goolsby
Anna Rodriguez

Initiatives Linked To Objective	Owner(s)
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Staff Notification of the "Sortie"	Michael Goolsby
Weekend Staffing to Allow Proactive Efforts	Michael Goolsby
Write a Publication Detailing the Dangers of Hiring Unlicensed Contractors	Michael Goolsby

GrandParent Objectives

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.2) Timely identification and remediation of nuisances, including unsafe structures (priority outcome)

Measure	Owner(s)
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License Compliance by Contractors After Citation

Michael Goolsby

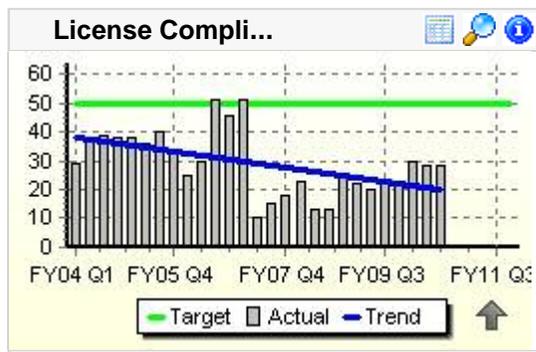
Percentage of unlicensed contractors who take necessary steps to apply for licensure after receiving a citation. This measure is linked to the BCCO Sortie as it is representative of unlicensed contractors who have been deemed eligible and have voluntarily initiated the process to become legitimately licensed.

Performance

Ind	Actual	Target	Variance	Date
■	28 %	50 %	(22) %	FY10 Q3

Initiatives Linked To Measure	Owner(s)
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Provide remedial information at time of contractor citation	Michael Goolsby
Provide two Contractor licensing Seminars	Michael Goolsby
Staff Notification of the "Sortie"	Michael Goolsby
Weekend Staffing to Allow Proactive Efforts	Michael Goolsby
Write a Publication Detailing the Dangers of Hiring Unlicensed Contractors	Michael Goolsby



Child Measures Linked To Measure				
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Ind	Name	Actual	Target	Date
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Measure

Owner(s)

Response to Contractor Complaints

Michael Goolsby

Percent of complaints to BCCO processed within 48 hrs

Performance

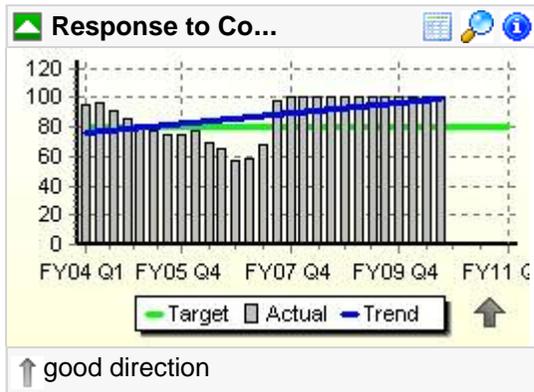
Ind	Actual	Target	Variance	Date
▲	100 %	80 %	20 %	FY10 Q3

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Measure

Owner(s)

Timely Response to Unlicensed Contractor Activity

Michael Goolsby Kathy Charles

Percentage of unlicensed contractor activity responded to within 24 hours

Performance

Ind	Actual	Target	Variance	Date
▲	100 %	80 %	20 %	FY10 Q3

Initiatives Linked To Measure

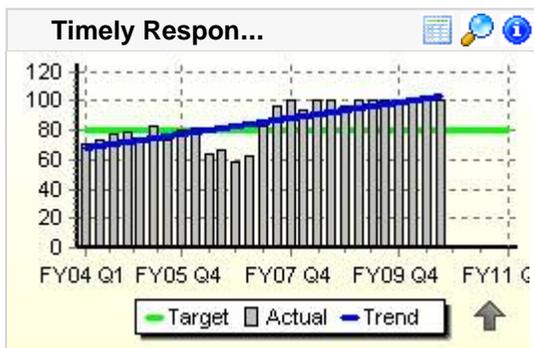
Owner(s)

Implement pilot program using laptops for Contractor Investigators in the field

Kathy Charles
Michael Goolsby
Anna Rodriguez

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Objective Name**Owner(s)**

(3.2) Consistent interpretation and application of enforcement practices - BCCO

Kathy Charles Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives**

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.3) Consistent interpretation and application of enforcement practices

Measure**Owner(s)**

Number of Vehicle Checkpoints

Michael Goolsby

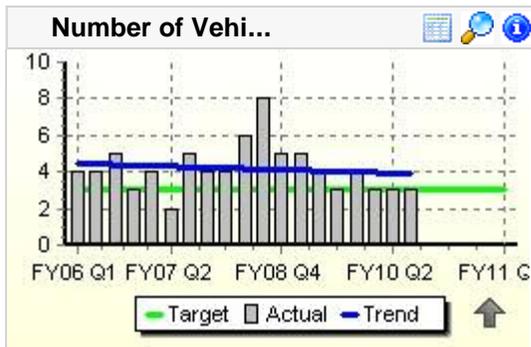
Conduct unlicensed contractor activity vehicle checkpoints

Performance**Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
▲	3	3	0	FY10 Q3

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Measure

Owner(s)

Timely Processing of Certification Applications

Michael Goolsby

Percentage of inspector certification applications processed within 7 days for BORA.

Performance

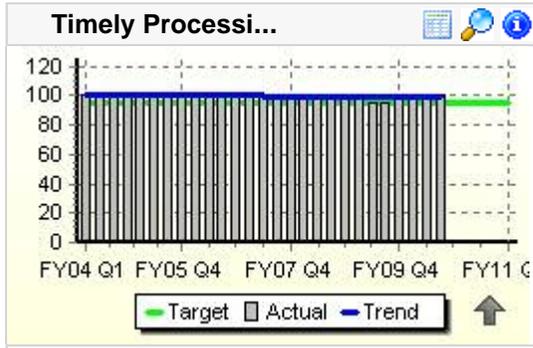
Ind	Actual	Target	Variance	Date
▲	100 %	95 %	5 %	FY10 Q3

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Learning and Growth Perspective

Objective Name	Owner(s)
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(4.1) Safeguard the health, safety and welfare of the community by protecting, amending and updating the enhanced and strengthened HVHZ provisions of the FBC. (BCCO)	Jaime Gascon Michael Goolsby
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Implement a proactive program of active participation in monitoring, updating and maintaining the Florida Building Code and the product approval and control systems and other codification processes.

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measure	Owner(s)
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Total number of hours spent on FBC activities.	Jaime Gascon Michael Goolsby
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A cumulative representation of the continuing efforts employed by BCCO staff to participate in the Florida Building Commission processes and meet the challenges presented by ensuring that the most progressive and responsive building code, possible, is maintained for the benefit of the community.

Performance

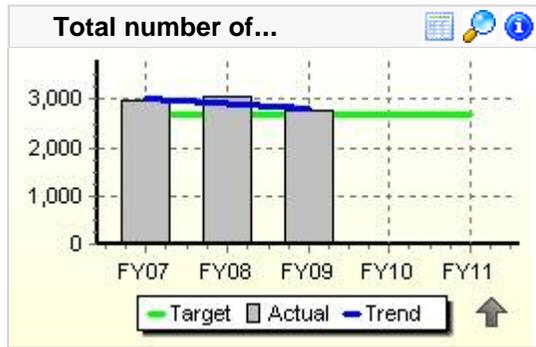
Ind	Actual	Target	Variance	Date
	2,767	2,700	67	FY09

Initiatives Linked To Measure	Owner(s)
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Submit all 2007 Triennial update code modifications (Oct-Dec. 31)	Michael Goolsby
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Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Objective Name

Owner(s)

(4.2) Well-trained, customer-friendly County government workforce - BCCO

Kathy Charles Jaime Gascon Michael Goolsby
Anna Rodriguez

Initiatives Linked To Objective

Owner(s)

Employee Motivation

Kathy Charles
Herminio Gonzalez
Anna Rodriguez

Charge Memo to Building Code Compliance Office

Kathy Charles
Jaime Gascon
Herminio Gonzalez
Michael Goolsby
Anna Rodriguez

GrandParent Objectives

Empower the community by increasing communication and coordination with local, state, and federal entities

Parent Objectives

(NU2.3) Well-trained, customer-friendly County government workforce (priority outcome)

Measure

Owner(s)

Florida Building Code Training

Michael Goolsby

Number of credit hours of training per year

Performance

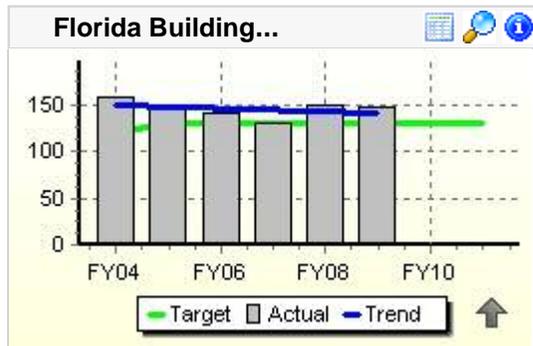
Ind	Actual	Target	Variance	Date
	148	130	18	FY09

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Objective Name**Owner(s)**

(4.3) Green/Sustainable Development Activities

Michael Goolsby

Enhance Code Officials' ability to understand and assess innovative green/sustainable building components, systems and assemblies for compliance with applicable building codes while maintaining the health, safety and welfare of the community.

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives**

Creation of BORA Solar Thermal and Solar Electric Sub-Committee

Michael Goolsby

Parent Objectives

Convene Joint Broward/Miami-Dade County BORA Subcommittee on Rainwater Harvesting Guidelines

Michael Goolsby

One BCCO staff member to become a Leadership in Energy and Environmental Design Accredited Professional (LEED® AP)

Michael Goolsby

Second BCCO staff member to become a LEED Accredited Professional

Michael Goolsby

Conduct Greenroof Seminar

Michael Goolsby

Publish "Greenroofs Get a Red Light?"

Michael Goolsby

Basic Green/Sustainable Building Training for BCCO Technical Staff

Michael Goolsby

Create Green Building page for the BCCO web site

Michael Goolsby

Pursue and Implement EECEBG on renewable energy Product Approvals

Kathy Charles
Jaime Gascon
Herminio Gonzalez
Anna Rodriguez

Provide assistance on EECEBG building code and permitting process evaluation

Kathy Charles
Herminio Gonzalez
Michael Goolsby
Anna Rodriguez

Initiatives Linked To Scorecard

	Type	As Of	\$					%	Status	Owners
Provide assistance on EECBG building code and permitting process evaluation		06/30/2009						n/a	In Progress	Charles, Kathy Goolsby, Michael Gonzalez, Herminio Rodriguez, Anna
Pursue and Implement EECBG on renewable energy Product Approvals		09/30/2009						100%	Denied	Charles, Kathy Gascon, Jaime Gonzalez, Herminio Rodriguez, Anna
Provide two Contractor licensing Seminars		09/30/2008						50%	In Progress	Goolsby, Michael
Provide remedial information at time of contractor citation		09/30/2007						n/a	In Progress	Goolsby, Michael
Customer Feedback Plan		n/a						n/a	n/a	Charles, Kathy Gonzalez, Herminio Rodriguez, Anna
Employee Motivation		n/a						n/a	n/a	Charles, Kathy Gonzalez, Herminio Rodriguez, Anna
Standardize municipal process and information		09/30/2006						n/a	In Progress	Goolsby, Michael
Assign WASD New Business Supervisor and BCCO Staff to PIC (#19)		03/31/2006						100%	Complete	Marko, Thomas
Attend at least one technical seminar per year per Specialist		n/a						n/a	n/a	Goolsby, Michael
Submit all 2007 Triennial update code modifications (Oct-Dec. 31)		03/31/2007						100%	Complete	Goolsby, Michael
Standardize Fee Collection and Payment Locations (#20)		04/30/2007						n/a	In Progress	Marko, Thomas
Allow Easier Access to Plans Reviewers (#15, Priority)		04/30/2007						n/a	In Progress	Marko, Thomas
Provide BCCO Staff as direct contact for PIC		09/30/2006						100%	Complete	Goolsby, Michael
Staff Notification of the "Sortie"		09/30/2007						n/a	Complete	Goolsby, Michael
Weekend Staffing to Allow Proactive Efforts		07/19/2008						100%	Complete	Goolsby, Michael
Write a Publication Detailing the Dangers of Hiring Unlicensed Contractors		09/30/2007						100%	Complete	Goolsby, Michael

Open Action Items For Scorecard

Due Date	Action	Status	Owner(s)
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