

Miami-Dade County Performance and Efficiency Commission

Miami-Dade County Department Director

2010 Self-Assessment Questionnaire

Purpose: As a management team member of Miami-Dade County government, it is your responsibility to design, adhere to and monitor the significant operating and financial controls of your organization. This self-assessment questionnaire has been designed to obtain input from you to assist the Performance and Efficiency Commission (“PEC”) to understand the key controls of your organization. Your input is important and appreciated.

Department : Building and Neighborhood Compliance (BNC)

Director: (name & telephone) Charles Danger, 786-315-2332

- 1. Please describe the key business objectives of your area (i.e. What is the mission of your area?), and what do you find most challenging as the director of this department?**

The key business objectives and challenges are located in the Building and Neighborhood Compliance Business Plan FY 2010 and 2011 (pages 3-7) and is attached to this survey.

Additionally, in FY 2009-10, the former Building Department merged with the Office of Neighborhood Compliance and in FY 2010-11, the department assumed the functions formerly performed by the Building Code Compliance Office. It has been a challenging task to make these transitions work smoothly within the current economic environment (less proprietary revenue and general fund revenue).

- 2. How many employees are in your department? Describe the span of control in your department and how effective it is?**

The total number of employees and table of organization are located in the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, pages 200-201) and is attached to this survey.

- 3. Do you consider the responsibilities of your department to be “core” responsibilities of government to the public?**

Yes, the function of this department is to protect people, property and the quality of life.

- 4. Are the Policies and Procedures in your department documented?** (Select One) Yes No
Comments:

- 5. Are the Policies and Procedures in your department up-to-date?** (Select One) Yes No
Comments:

As explained in answer (1) above, the department is in transition due to the two mergers. Therefore, policies and procedures are under review.

Miami-Dade County Performance and Efficiency Commission

Miami-Dade County Department Director

2010 Self-Assessment Questionnaire

6. Please describe the *key business processes* that occur in your department (i.e. What are the activities which are completed in your department?)

The department's key business process are located in the Business Plan FY 2010 and FY 2011 (page 8) and the FY 2010-11 Proposed Resource Allocation Plan and Multi-Year Capital Plan pages (200-207). Both are attached to this survey.

7. Please describe the *key internal controls* that you believe exist in your department (i.e. How do you control the major activities, output, etc., in your department?)

To control and gage performance, the department relies on internal and external audits, quality control programs, and other programs that track the time frame of activities, and the productivity of individual employees, units and divisions. Further the department's compliance with the business plan is tracked through the score card by way of key performance measures and goals established for the department by the County Manager.

8. Please describe the *key performance measures* you obtain and utilize to monitor the effectiveness/efficiency of your business processes.

The Department's Key Measures are described in the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, pages 202-207) and is attached to this survey.

9. Which department(s) do you currently communicate with? Does any of these department(s) in Miami-Dade County government have similar functions/responsibilities?

BNC communicates with all departments as part of its regulatory responsibilities. It also communicates with all departments that are involved in the issuance of construction permits (Planning and Zoning, Department of Environmental Resources Management, Public Works, Water and Sewer Department, Fire Rescue, Office of Sustainability, ADA Office).

- a. Could they be consolidated into your department?

The regulatory functions of every department are different and require different expertise.

- b. Are there any areas that you would like the PEC to specifically review (i.e. areas of immediate control concern or inefficient process)?

BNC is in the process of restructuring. As part of this process, the new acquired functions and some of the previous functions are being reviewed and assessed. Until this process is finished we cannot identify areas where assistance may be needed.

Miami-Dade County Performance and Efficiency Commission

Miami-Dade County Department Director

2010 Self-Assessment Questionnaire

10. If you had the appropriate technology to improve efficiency, would you utilize it and how would it impact the County’s operations today?

The department aims at being progressive when implementing technology to deliver and improve business essential services, increase employee productivity and measure performance. The department has received in the past awards and recognitions for the technological improvements implemented and will continue to take advantage of technology to improve efficiency within the current budgetary constraints.

Overall, how would you rate the following in your department?	<u>Poor</u>		<u>Average</u>	<u>Excellent</u>	
The effectiveness of your internal controls	1	2	3	<input type="text" value="4"/>	5
The quality of your output	1	2	3	<input type="text" value="4"/>	5
The efficiency of your business processes	1	2	3	<input type="text" value="4"/>	5

If there is any additional information you feel the PEC should have prior to our review, (such as organizational charts, policies, etc.), please attach to this questionnaire.

Please return this questionnaire and any attachments in pdf format and saved as your “department name” by Wednesday, October 13, 2010 to spalmer@miamidade.gov or deliver to:

Office of the Commission Auditor
Attn: S. Donna Palmer
SPCC Government Center
111 NW First St., Ste. 1030
Miami, FL 33128

Thank you for your time.