

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:** PLANNING & ZONING

**Director:** (name & telephone) Marc C. LaFerrier (305) 375-2840

- 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 Department’s mission, key business objectives, and challenges are located in the Department of Planning and Zoning Business Plan FY 2010 and 2011 (pages 3-7) attached to this survey.*

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

*The Department has a total of 115 employees. Span of control is exercised over key functional areas as reflected in the Department of Planning and Zoning Business Plan FY 2010 and 2011 attached to this survey.*

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

*Yes. We are the primary county agency with overall responsibility for land use policy and regulation pursuant to Chapter 163, Part II of the Florida Statutes and the Home Rule Amendment and Charter of Miami-Dade County (pages 26-27).*

- 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

- 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 processes are located in the Department of Planning and Zoning Business Plan FY 2010 and 2011 (page 10) 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?)

*Key internal controls include third party audits and internal audits, performance measures associated with the Business Plan and Resource Allocation Plan, Departmental and Manager’s Strategic Planning Meetings, training and management utilizing statistical data reports.*

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

*These measures are described in the Department of Planning and Zoning Business Plan FY 2010 and 2011 (page 10) and the FY 2010-2011 Proposed Resource Allocation and Multi Year Capital Plan, attached to this survey.*

9. Which department(s) do you currently communicate with?

*The Department communicates with a number of other county agencies as part of the land use and permitting process. These include Building and Neighborhood Compliance, Public Works Department, Department of Environment Resource Management, Water and Sewer Department, Department of Solid Waste Management, Parks and Recreation Department, Office of Sustainability as well as other Federal, State and Local agencies.*

Does any of these department(s) in Miami-Dade County government have similar functions/responsibilities?

*No. Their functions are primarily complimentary.*

- a. Could they be consolidated into your department?

*No. Duties and responsibilities are different.*

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

*None are requested*

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 continues to be proactive in the implementation of new technologies and in finding new ways to utilize existing technologies in the provision of service to our internal and external customers.*

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](mailto:spalmer@miamidade.gov) or deliver to:

**Miami-Dade County Performance and Efficiency Commission**

**Miami-Dade County Department Director**

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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.*