

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 : Consumer Services Department

Director: (name & telephone) Cathy Grimes Peel - 305-375-5952

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 Consumer Services Department (CSD) Business Plan FY 2010 and 2011 (pages 3-13) and are attached to this survey. The CSD enhances the quality of life for residents, visitors, and businesses through consumer education, business regulation and licensing, and the mediation and resolution of consumer complaints.

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 Capitol Plan (Volume 2, pages 117-125) and are attached to this survey.

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

Yes, CSD is the County's consumer protection arm. CSD regulates and licenses specific businesses, enforces consumer protection laws, resolves disputes between businesses and consumers, and provides education to various industries and consumers. Responsibilities that fall under the department are identified in the County's Home Rule Charter. The department's responsibilities impact quality of life for residents, visitors and businesses.

4. **Are the Policies and Procedures in your department documented? (Select One)** Yes No
Comments: None

5. **Are the Policies and Procedures in your department up-to-date? (Select One)** Yes No
Comments: None

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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 Consumer Services Department Business Plan FY 2010 and 2011 (page 9) and in the FY 2010-2011 Proposed Resource Allocation and Multi-year Capital Capitol Plan (Volume 2, page 117) and 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?)**

Key internal controls include third party audits and internal audits, use of the County's financial management and procurement systems (FAMIS and ADPICS), GPS tracking of vehicles that are used for field enforcement, a departmental database that provides a uniform and integrated system to manages processes and information, internal reporting mechanisms, supervisory oversight, training, department and division business reviews, performance measures associated with the Business Plan and the Resource Allocation Plan, and Strategic Area Meetings.

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 FY 2010-2011 Proposed Resource Allocation and Multi-year Capital Capitol Plan (Volume 2, pages 117-125).

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

The department communicates with Human Resources, Procurement, Finance, and the Office of Strategic Business Management, the County Attorney, and the County Executive Office. The department also communicates with the Aviation Department, the Seaport Department and Miami-Dade Transit regarding private for-hire transportation matters. The department communicates with Water and Sewer, Parks, Sustainability, and Public Works with regard to extension educational programming. None of these departments have similar functions.

- a. **Could they be consolidated into your department?**

No.

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

No.

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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 has pursued various technological projects to improve efficiency. The enterprise database eliminated twelve legacy systems and integrated licensing, enforcement, mediation, collections, and legal actions into one database, thereby enhancing internal communication, access to information, and providing “real time” information. The department has installed GPS units in all field vehicles to reduce fuel consumption and increase productivity. If the department had access to additional technology, such as imaging to reduce paper and files, we would utilize it to streamline processes.

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	4	<input type="text" value="5"/>
The quality of your output	1	2	3	4	<input type="text" value="5"/>
The efficiency of your business processes	1	2	3	4	<input type="text" value="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.