

## MEMORANDUM

Agenda Item No. 11(A)(15)

**TO:** Honorable Chairwoman Rebeca Sosa  
and Members, Board of County Commissioners

**DATE:** September 4, 2013

**FROM:** R. A. Cuevas, Jr.  
County Attorney

**SUBJECT:** Resolution directing the Mayor  
to prepare a report within ninety  
(90) days outlining the best  
methodology and implementation  
schedule to streamline and  
enhance the efficiency, customer  
service, and accountability of the  
Miami-Dade County permitting  
and inspection processes  
Resolution No. R-709-13

The accompanying resolution was prepared and placed on the agenda at the request of Prime Sponsor Chairwoman Rebeca Sosa.



R. A. Cuevas, Jr.  
County Attorney

RAC/smm



# MEMORANDUM

(Revised)

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and Members, Board of County Commissioners

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Please note any items checked.

- "3-Day Rule" for committees applicable if raised
- 6 weeks required between first reading and public hearing
- 4 weeks notification to municipal officials required prior to public hearing
- Decreases revenues or increases expenditures without balancing budget
- Budget required
- Statement of fiscal impact required
- Ordinance creating a new board requires detailed County Mayor's report for public hearing
- No committee review
- Applicable legislation requires more than a majority vote (i.e., 2/3's \_\_\_\_, 3/5's \_\_\_\_, unanimous \_\_\_\_ ) to approve
- Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

Approved \_\_\_\_\_ Mayor  
Veto \_\_\_\_\_  
Override \_\_\_\_\_

Agenda Item No. 11(A)(15)  
9-4-13

RESOLUTION NO. R-709-13

RESOLUTION DIRECTING THE MAYOR OR DESIGNEE TO PREPARE A REPORT WITHIN NINETY (90) DAYS OUTLINING THE BEST METHODOLOGY AND IMPLEMENTATION SCHEDULE TO STREAMLINE AND ENHANCE THE EFFICIENCY, CUSTOMER SERVICE, AND ACCOUNTABILITY OF THE MIAMI-DADE COUNTY PERMITTING AND INSPECTION PROCESSES

**WHEREAS**, Miami-Dade County, through its Department of Regulatory and Economic Resources and through its Fire Rescue Department, reviews plans, issues permits, and conducts inspections throughout unincorporated Miami-Dade County; and

**WHEREAS**, the development of new commercial properties and the renovation of current commercial and residential properties in Miami-Dade County can create a significant source of economic development and job creation in our community; and

**WHEREAS**, small businesses in the United States are an integral component of the economy, and represent 99.7 percent of all employer firms; and

**WHEREAS**, investors looking to engage in large development projects, as well as entrepreneurs looking to open mom-and-pop shops, have to navigate the permitting and inspection process in Miami-Dade County; and

**WHEREAS**, it has been reported that County inspectors are giving business and property owners inconsistent information and reasons for the failure of an inspection, resulting in delays, frustration, and confusion; and

**WHEREAS**, inefficient permitting processes, lack of customer service and support, and inconsistencies within the permitting and inspection process can result in structures being constructed without permits, creating a hazard to the public and future problems related to the purchase and sale of those properties with unpermitted improvements; and

**WHEREAS**, inefficient and inconsistent permitting processes deter business growth, development, and investments in our community, negatively impacting our local economy; and

**WHEREAS**, streamlining and enhancing the efficiency, customer service, and accountability of the Miami-Dade County permitting and inspection processes, including but not limited to the Department of Regulatory and Economic Resources and the Fire Rescue Department processes, should stimulate investments in development projects and increase the creations of small businesses in our community and the frequency in which permitted improvements are made to residential properties,

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA**, that this Board:

**Section 1.** Directs the Mayor or designee to prepare a report outlining the best methodology and implementation schedule to streamline and enhance the efficiency, customer service, and accountability of the Miami-Dade County permitting and inspection processes, including but not limited to the Department of Regulatory and Economic Resources and the Fire Rescue Department processes, so as to encourage and foster growth, development, and improvements for businesses and residential properties in Miami-Dade County. The report shall consider, but is not limited to, the following:

- a) When a permit is pulled for a property there should be one inspector per trade who should complete all trade inspections for that property until the permit is closed-out.
- b) Review the manner in which inspectors are currently assigned and make any necessary changes to the assignment process, so that it focuses on making inspectors available and assigning them to complete all trade inspections for a property with an open permit, as outlined above.

- c) Each inspector should have a supervisor who should actively oversee the permitting and inspection processes. If a property or business owner is given inconsistent information or direction at any time during the permitting and inspection processes, the assigned supervisor should be notified and should be in charge of resolving the inconsistency.
- d) Implementation of a system in which each inspector should create a written report of what is told to a business or property owner during each inspection. The supervisor assigned to that inspector should review and sign-off on the report. If there are any inconsistencies between any reports created throughout the inspection process for an open permit, the supervisor should be notified and should be in charge of resolving the inconsistency.
- e) Whenever an inspector goes to complete an inspection, said inspector should inform the business or property owner of the name of his/her supervisor, the supervisor's contact information, and that the business or property owner can contact the supervisor if he/she is not satisfied with the inspector's service.
- f) All supervisors and inspectors, including but not limited to those from the Department of Regulatory and Economic Resources and the Fire Rescue Department, should complete customer service training.
- g) Create a physical one-stop information and processing center for pulling permits and calling for inspections in Miami-Dade County, including, but is not limited to, the permitting and inspection processes of the Department of Regulatory and Economic Resources and the Fire Rescue Department.

- h) Review the manner in which inspectors are trained, including but not limited to the Department of Regulatory and Economic Resources and the Fire Rescue Department inspectors, and increase or enhance the training of these inspectors so as to reconcile any inconsistencies between inspections in Miami-Dade County.
- i) Any other changes that would streamline and enhance the efficiency, customer service, and accountability of the Miami-Dade County permitting and inspection processes, particularly, but not limited to the Department of Regulatory and Economic Resources and the Fire Rescue Department processes.

**Section 2.** The report shall be presented to this Board within ninety (90) days of the effective date of this resolution.

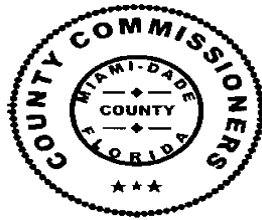
The Prime Sponsor of the foregoing resolution is Chairwoman Rebeca Sosa. It was offered by Commissioner **Dennis C. Moss**, who moved its adoption. The motion was seconded by Commissioner **Sally A. Heyman** and upon being put to a vote, the vote was as follows:

	Rebeca Sosa, Chairwoman	<b>aye</b>
	Lynda Bell, Vice Chair	<b>aye</b>
Bruno A. Barreiro	<b>aye</b>	Esteban L. Bovo, Jr. <b>aye</b>
Jose "Pepe" Diaz	<b>absent</b>	Audrey M. Edmonson <b>absent</b>
Sally A. Heyman	<b>aye</b>	Barbara J. Jordan <b>aye</b>
Jean Monestime	<b>aye</b>	Dennis C. Moss <b>aye</b>
Sen. Javier D. Souto	<b>absent</b>	Xavier L. Suarez <b>absent</b>
Juan C. Zapata	<b>aye</b>	

The Chairperson thereupon declared the resolution duly passed and adopted this 4<sup>th</sup> day of September, 2013. This resolution shall become effective ten (10) days after the date of its adoption unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this Board.

MIAMI-DADE COUNTY, FLORIDA  
BY ITS BOARD OF  
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK



By: **Christopher Agrippa**  
Deputy Clerk

Approved by County Attorney as  
to form and legal sufficiency.

APA

Annery Pulgar Alfonso