

# Memorandum



**Date:** July 26, 2013

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

**From:** Carlos A. Gimenez  
Mayor 

**Subject:** Update: Resolutions on Starting a Business in Miami-Dade County

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In April 2012, I provided a Status Report to the Board of County Commissioners (Board) regarding Resolutions on Starting a Business in Miami-Dade County (attached). At that time, the Board had recently adopted several resolutions aimed at facilitating new business within the County, including Resolution No. R-368-11 which called for the creation of a virtual or physical one-stop information center for opening a new business in Miami-Dade County.

Community Information and Outreach (CIAO) has analyzed and re-organized content currently presented on multiple County web pages to better feature the Regulatory and Economic Resources (RER) department business functions in the following areas -- building, business, environment, permits, licenses, planning and zoning. CIAO is currently in the executive review stage of the merger website awaiting feedback and approval from RER division heads. The RER website now highlights all critical business information and pertinent links to the County's business development partners, business incentives and other business opportunities. Some features and characteristics include creating a new permits site that allows for the easy search of nearly 500 permit documents and web pages across Miami-Dade departments; relocating, reviewing and categorizing more than 700 pages of web content; and an easier way to promote the many varieties of programs and services provided by RER. The new website will be launched in August and will continue to be enhanced in the coming months.

There are two main initiatives underway to support doing business in the County in development by the Information Technology Department (ITD). The goal of these tools is to facilitate self-service and improve the timeliness and efficiency of citizens and municipalities interacting with the County.

The Municipal Plans Review pilot project is currently underway to standardize the municipal plans review and permitting process in Miami-Dade County. The goals of the project are to increase productivity by reducing time, cost and travel required to process paper and electronic plans; allow multiple County areas to review plans concurrently; and to increase the efficiency of the plan review and permitting process by leveraging the existing MDC applications/services for use by municipalities. RER is actively pursuing partnerships with the City of Hialeah and the City of Miami Lakes.

The Oracle Policy Automation (OPA) tool is being used to develop online rules that will guide citizens to the right sets of documents, permits and licenses required to open various businesses. The County's IT department has established a platform and architecture that will facilitate the expansion of this tool to all areas of the County, including Human Resources and Social Services. Business rules have been documented for ten types of businesses. Executive review of the OPA based tool, called Business Startup Assistant, is currently underway, with a soft launch targeted for August.

We will continue to apprise the Board of our progress. Please do not hesitate to contact Jack Osterholt, Deputy Mayor/Director, RER, should you require any further information.

## Attachment

c: Robert A. Cuevas, Jr., County Attorney  
Office of the Mayor Senior Staff  
Henry F. Sori, Director, CIAO  
Charles Danger, Building Official, RER  
Christa Erml-Martinez, Assistant Director, Administration, RER  
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