

Information

Name: REGULATORY and ECONOMIC RESOURCES (RER) Department

Description: n/a

Domain: PERA

Owners: Osterholt, Jack; Erml-Martinez, Christa; Donderiz, Alain (RER); RER

Details

	As Of	Actual	Target	FYTD Actual	FYTD Target
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▼ **1.0 Customer**

▼ **Protect environmental resources (GG6-2)**

Initiative Name	Type	As Of	Status						%	Owners
Improve understanding and responses to threat of saltwater intrusion		2/28/2011	In Progress							Mayorga, Wilbur (RER); Bucknor, Lorna
Enhance and restore wetland, upland and Biscayne Bay habitats		n/a	n/a							Davis, Matthew (RER)
Work with local, state, and federal partners to monitor surface water, air quality, restore wetlands, and improve water quality management infrastructure		n/a	n/a							Voight, Paul (RER); Mayorga, Wilbur (RER); Wong, Patrick (RER); Davis, Matthew (RER)
Monitor wastewater reuse benefits and impacts to end users and assess emerging contaminants of concern		12/31/2010	In Progress							Mayorga, Wilbur (RER); Bucknor, Lorna
Address contamination in private wells by working with the Department of Health and the WASD to assist property owners in connecting to public water supply		n/a	n/a							Mayorga, Wilbur (RER); Bucknor, Lorna

Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'12 FQ4		100% (27 / 27)	95%		100%	95%	(135 / 135)
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Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'12 FQ4		100% (10 / 10)	n/a		98%	n/a	(49 / 50)
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Percent of "good" to "moderate" air quality days (RFRO)	Dec '12		100%	110%		100%	110%	
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▼ Acres of environmentally endangered lands acquired (RFRO)	'13 FQ1		24	20		24	20	
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Initiative Name	Type	As Of	Status						%	Owners
Acquire and Manage Environmentally Endangered Lands		12/31/2011	In Progress							Guerra, Cynthia (RER)

Number of sanitary sewer overflows	Dec '12		16	14		40	42	
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▼ **Restore and enhance the environment (NI3-6)**

Initiative Name	Type	As Of	Status						%	Owners
Optimize benefits to environmental resources and water supply resulting from Comprehensive Everglades Restoration Plan (CERP)		9/30/2012	In Progress							Markley, Susan M. (RER)

Cumulative acres of restored or enhanced coastal habitat	2012 FY		577	n/a		577	n/a	
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Density of contaminated sites countywide (excluding wellfield areas)	2011		6.30	6.20		n/a	n/a	
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Density of contaminated sites in wellfields	2011		1.20	n/a		n/a	n/a	
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▼ **Promote environmental stewardship (GG6-2)**

Initiative Name	Type	As Of	Status						%	Owners
Chair the Resource Conservation Committee		7/31/2011	In Progress							Balfour, Herb (RER)
Assist County departments with environmental project management services, such as collaborating with Parks, Recreation, and Open Spaces Department		n/a	n/a							Mayorga, Wilbur (RER); Voight, Paul (RER)

to identify potentially contaminated parks and proactively address remediation efforts																													
Update outreach to direct customers to improve compliance with environmental protection requirements and to improve the quality of document submittals		9/30/2010	In Progress	Balfour, Herb (RER)																									
Number of environmental education events (DERM and CBO)	Nov '12		77	n/a		129	n/a																						
Number of environmental education events (DERM only) (RFRO)	Dec '12		6	3		19	9																						
Number of trees distributed through the Adopt-a-Tree Program (RFRO)	Dec '12		0	n/a		1,957	n/a																						
Number of registered "Baynanza" volunteers	'12 FQ4		n/a	n/a		n/a	n/a																						
Provide excellent service (GG1-3)																													
<table border="1"> <thead> <tr> <th>Initiative Name</th> <th>Type</th> <th>As Of</th> <th>Status</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>%</th> <th>Owners</th> </tr> </thead> <tbody> <tr> <td>Develop and implement a unified Environmental Enterprise System in collaboration with the Information Technology Department to improve service delivery</td> <td></td> <td>n/a</td> <td>n/a</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Hefty, Lee; Gonzalez P.E., Jose (RER)</td> </tr> </tbody> </table>								Initiative Name	Type	As Of	Status						%	Owners	Develop and implement a unified Environmental Enterprise System in collaboration with the Information Technology Department to improve service delivery		n/a	n/a							Hefty, Lee; Gonzalez P.E., Jose (RER)
Initiative Name	Type	As Of	Status						%	Owners																			
Develop and implement a unified Environmental Enterprise System in collaboration with the Information Technology Department to improve service delivery		n/a	n/a							Hefty, Lee; Gonzalez P.E., Jose (RER)																			
Customer satisfaction with Environmental Services	Sep '12			95%	60%					n/a	87%																		
Responsive Permit Services (NI1-1)																													
% of Residential Plans reviewed within 20 days	Dec '12			100.00%	100.00%					99.98%	100.00%																		
% of Commercial Plans reviewed within 24 days	Dec '12			99.71%	100.00%					99.72%	100.00%																		
Average processing time (application to permit) for other applications except plan revisions- Residential Applications-Paper Plans	Dec '12			25	24					20	24																		
Average processing time (application to permit) for other applications except plan revisions- Commercial Applications-Paper Plans	Dec '12			54	41					40	41																		
Average Processing Time (application to permit) for minor alterations, repairs and additions - Residential Applications-CPP	Dec '12			4	24					4	24																		
Average Processing Time (application to permit) for minor alterations, repairs and additions - Commercial Applications-CPP	Dec '12			7	41					7	41																		
Field Inspection Rejection Rate (SORTIE)	Dec '12			21.00%	25.00%					20.00%	25.00%																		
Average carryover inspections	Dec '12			0.08	0.50					0.22	0.50																		
				(64.00 / 760.00)						(505.00 / 2,338.00)																			
Responsive Enforcement Services (NI4-2,4-1)																													
Average # of days from Notice of Violation (NOV) compliance due date to inspection performed	Dec '12			107	10					87	10																		
% of Expired Permit cases that were closed prior to ticket issuance.	Dec '12			98.15%	90.00%					98.87%	90.00%																		
Avg # of days from complaint received to initial inspection - DEPT	Dec '12			65	10					47	10																		
Improve Neighborhood Compliance (NI4-2)																													
Total number of Notice Of Intent to Lien (NOIL)	Dec '12			719	192					1,909	576																		
Number of Lien Settlements/Cases Closed	Dec '12			168	200					419	600																		
Total Liens Recorded	Dec '12			427	225					1,507	675																		
% of Voluntary Compliance for Warning Letters Issued	Nov '12			58%	1%					61%	1%																		
				(844 / 1,460)						(1,785 / 2,908)																			
Neighborhood Compliance Rate	Nov '12			75%	1%					77%	1%																		
				(1,097 / 1,460)						(2,391 / 3,124)																			
Improve Code Compliance Responsiveness (NI4-2)																													
Average Days to 1st Inspection Junk/Trash/Overgrowth	Nov '12			18.53	1.00					12.12	1.00																		
				(5,373.00 / 290.00)						(10,680.00 / 881.00)																			
Average Days to 1st Inspection Abandoned Property on the ROW	Nov '12			33.09	1.00					22.55	1.00																		
				(1,754.00 / 53.00)						(3,180.00 / 141.00)																			

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

Average Days to 1st Inspection Minimum Housing	Nov '12		77.87 (5,126.00 / 66.00)	1.00		60.67 (6,067.00 / 100.00)	n/a
Average Calendar Days from Zoning Complaint to 1st Inspection - Chapter 33	Nov '12		3	5		4	5
Average Calendar Days from 1st Zoning Inspection to Compliance with Warning Letter - Chapter 33	Nov '12		40	25		35	25
Average Calendar Days from 1st Zoning Inspection to Compliance with Civil Violation Notice - Chapter 33	Nov '12		42	100		39	100
Average Calendar Days from Exterior Property Maintenance Complaint to 1st Inspection - Chapter 19	Nov '12		5	5		5	5
Average Calendar days from Property Inspection to Compliance with Warning Letter - Chapter 19	Nov '12		32	35		29	35
Average Calendar Days from 1st Property Inspection to Compliance with Civil Violation Notice - Chapter 19	Nov '12		37	100		35	100
▼ Responsive Product Control Services (NI4-1)							
Perform initial review of Product Control Applications in 15 days (ED4)	'13 FQ1		60.26%	100.00%		60.26%	100.00%
Perform technical review of Product Control Applications in 30 days (ED4)	'13 FQ1		78.90%	100.00%		78.90%	100.00%
Conduct annual quality assurance audits of manufacturers and testing labs (NU4-3)	'13 FQ1		109.50%	100.00%		109.50%	100.00%
Conduct biennial audits of manufacturing plants (with Certificate of Competency) (NU4-3)	'13 FQ1		107.50%	100.00%		107.50%	100.00%
▼ Responsive Board and Certification Services (NI4-1)							
Render staff opinions for BORA appeals within 7 days of complete submittal (ED4)	'13 FQ1		100%	100%		100%	100%
Perform review of Contractor License Applications in 10 days (ED4)	'13 FQ1		90%	100%		90%	100%
Perform review of code official Certification Applications in 10 days (ED4)	'13 FQ1		100%	100%		100%	100%
Total number of hours spent on FBC development activities (NU4-3)	2012 FY		880	1,250		880	1,250
Florida Building Code Training for Code Officials-hours (NU2-3)	2012 FY		66	70		66	70
Number of Florida Building Code Non-CEU Workshop hours (NU4-3)	'13 FQ1		17	20		17	20
Industry liaison meeting participation (NU2-2)	2012 FY		24	30		24	30
▼ Strengthening Relationships with the Community (DP&Z) (GG1-4, GG6-2)							
Number of Planning Advisory Board (PAB) Meetings	'12 FQ4		1	1		5	4
Number of Agricultural Board Meetings	'12 FQ4		3	3		12	12
Number of Historic Preservation Board Meetings	'12 FQ4		2	3		7	12
Number of Charette Meetings	'12 FH2		11	1		19	2
Number of other outreach meetings	2011		20	3		n/a	n/a
▼ Provide Stewardship to the CDMP and Zoning Application Processes (NI1, NI1-1)							
Median # of Processing Days for Zoning Hearing Applications	'12 FQ1		170	180		170	180
Timely Updates to the CDMP	'11 FH1		100.0%	100.0%		100.0%	100.0%
Total number of deferred hearings due to Department error on advertisements	Nov '11		0	0		n/a	n/a
▼ Maintain historic resources by protecting and monitoring historic and archaeological sites and districts. (DP&Z) (NI4-2, RC3-2)							
Percentage of Administrative Certificates of Appropriateness (COAs) or Certificates to Dig (CTD) reviewed and forwarded to the Building Department within 7 working days.	'12 FQ4		100%	100%		400%	400%

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

Percentage of Special Certificates of Appropriateness (COAs) reviewed and forwarded to the Historic Preservation Board within 21 working days.	'12 FQ4		100%	100%		400%	400%																						
▼ Demonstrate that the Department is engaged in assuring that citizens are protected when purchasing foreclosed homes (GG1-2, NI4-2)																													
Number of Certificates of Use issued for foreclosed residential properties	Oct '11		228	351		226	351																						
▼ Increase and retain the number of businesses participating in the County's small business programs																													
Total certified small and disadvantaged businesses	'13 FQ1		1,631	n/a		1,631	n/a																						
▼ Increase contract awards to small business enterprises																													
Total value of awards to all small business enterprises	'13 FQ1		62,310,144	n/a		62,310,144	n/a																						
▼ Secure Regulated Businesses satisfaction and trust (CPD)																													
Customer satisfaction of Licensing & Inspection activities	Dec '12		5.00	4.50		4.99	4.50																						
For-hire Vehicle Inspection Station average wait-time	Dec '12		19mins.	18mins.		13mins.	18mins.																						
▼ Resolve disputes between consumers and businesses																													
Value of Goods, Refunds and/or Service Recovered for Consumers	Dec '12		\$168,666	\$80,000		\$305,248	\$240,000																						
▼ For-hire services that meet the public needs																													
For-hire Training attendees	Dec '12		268	250		876	750																						
▼ Empower Consumers to Make Informed Decisions (Extension)																													
Extension Clientele Consultations	Oct '12		4,692	3,000		4,692	3,000																						
▼ Support Sustainable Agricultural Industry																													
Customer Satisfaction of Agricultural Industry Training Programs (Average)	Dec '12		4.75	4.80		4.73	4.80																						
▼ Empower Youth with Skills in Leadership, Communication, and Citizenship																													
Number of 4-H Programs Conducted by Extension Staff	Dec '12		12	10		53	30																						
▼ Increase the amount of film and television production in Miami-Dade County																													
Film Production dollars spent (000)	'12 FQ4		\$83,725	\$10,000		\$199,766	\$80,000																						
▼ Create business prospects for local businesses																													
Number of pre-screened business to business meetings organized	'12 FH2		155	150		155	200																						
▼ Conduct Economic Development Analysis and Recommend Policy																													
TJIF and QTI Incentive Applications reviewed, processed, and submitted to BCC	'12 FQ4		2	0		8	2																						
▼ 2.0 Financial																													
▼ Meet Budget Targets (RER)																													
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Initiative Name	Type	As Of	Status						%	Owners																			
Elevate legislative efforts and constituency engagement to maintain delegated program funding and environmental protection		12/31/2010	In Progress							Voight, Paul (RER)																			
Expen: Total (RER)	'12 FQ4		\$80,957K	n/a		\$121,284K	n/a																						
Revenue: Total (RER)	'12 FQ4		\$53,378K	n/a		\$117,622K	n/a																						
Positions: Full-time Filled (RER)	'12 FQ4		957	n/a		n/a	n/a																						

3.0 Internal

Facilitate compliance (GG1-1)

Initiative Name	Type	As Of	Status						%	Owners
Work with the County Attorney's Office to resolve enforcement cases faster through process improvements and performance metrics		2/8/2012	In Progress							Gordon, Donna (RER); Service, Gary (PERA)
Work with partners to proactively address sanitary sewer infrastructure restrictions to development		n/a	n/a							Hernandez, Carlos, P.E. (RER); Vega, Johnny (RER)
Systematically integrate internal processes such as multiple databases into a single platform, one electronic inspection form, and complaints intake with the County's 311 service to yield greater efficiencies internally and externally		n/a	n/a							Istambouli, Rashid (RER)
Review existing ordinances and modify Chapter 24 Environmental Protection Code to identify opportunities for streamlining permit review and approval processes and to provide more efficient service, while protecting environmental resources		12/31/2011	In Progress							Service, Gary (PERA); Gonzalez P.E., Jose (RER); Gordon, Donna (RER)

Percent of Enforcement Records Inquiries completed on time	Dec '12		98%	n/a		97%	n/a		
			(65 / 66)			(155 / 160)			
Percent of voided UCVNs	Dec '12		0%	n/a		3%	n/a		
			(0 / 10)			(1 / 34)			
Number of open enforcement cases managed by enforcement staff	Dec '12		1,014	n/a		1,023	n/a		

Monitor environmental resources and perform inspections (NI3-6)

Initiative Name	Type	As Of	Status						%	Owners
Develop a method to evaluate the success of the Natural Forest Communities and Tree programs on the preservation and enhancement of the County tree canopy		n/a	n/a							Grossenbacher, Craig (RER); Davis, Matthew (RER)

Percent of sampling events completed on-time	'12 FQ4		97%			95%			98%	n/a
Complete 90% of enforcement sample analysis within 15 days	Dec '12		93%			90%			95%	90%
			(161 / 173)						(589 / 619)	
Complete 90% of project samples within 20 days	Dec '12		95%			90%			97%	90%
			(1,491 / 1,566)						(3,953 / 4,055)	
Percent of delegated programs meeting operating agreements	Dec '12		88%			n/a			92%	n/a
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO)	Dec '12		100%			n/a			97%	n/a
			(38 / 38)						(91 / 94)	
Number of general complaints responded to within 48 hours	Dec '12		76			n/a			238	n/a
All non-delegated program inspections completed on-time (RFRO)	Dec '12		16%			18%			11%	13%
			(1,431 / 9,048)						(2,919 / 27,144)	

Complete environmental reviews (GG4-1)

Percent of tree permit applications reviewed within required turnaround times	Sep '12		78%			n/a			79%	n/a
			(49 / 63)						(643 / 818)	
DERM Percent of building plans reviewed within 4 to 8-days (residential and commercial respectively)(RFRO)	Nov '12		96.0%			n/a			95.6%	n/a
			(2,254.0 / 2,349.0)						(4,893.0 / 5,117.0)	
Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Dec '12		93%			90%			98%	90%
			(126 / 135)						(389 / 406)	
Percent of initial responses completed on time for Resource Protection Permit Reviews (Class I-VI) (RFRO)	Nov '12		98%			n/a			98%	n/a

Timely Identification and Remediation of Nuisances Unsafe Structures (NI4-1)

Average # of days for Unsafe Structures Cases (Residential) processing time with no injunction	Dec '12		523			350			356	350
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Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

(Residential) processing time with no injunction (Includes All Properties)			(4,707 / 9)			(11,751 / 33)
Average # of days for Unsafe Structures Cases (Commercial) processing time with no injunction (Including All Properties)	Dec '12		1,106 (19,908 / 18)	350		939 (47,909 / 51)
Consistent Interpretation and Application of Building Code Practices (GG2-2)						
Percentage of plans rejected "Initial Review Only" (minor alterations, repairs and additions).	Nov '12		38% (2,354 / 5,969)	25%		38% (4,761 / 12,619)
Percentage of plans rejected "Initial Review Only" (other applications except plan revisions).	Nov '12		45% (497 / 1,096)	50%		44% (1,031 / 2,331)
Number of Building Code Workshops	Jan '13		0	0		0
Percentage of plans rejected "Initial Review Only" (Revisions)	Nov '12		17% (384 / 2,285)	15%		18% (776 / 4,850)
Percentage of plans rejected "reworks" (minor alterations, repairs and additions)	Nov '12		15% (542 / 3,532)	15%		18% (1,201 / 7,528)
Percentage of plans rejected "reworks" (other applications except plan revisions)	Nov '12		15% (134 / 894)	15%		14% (287 / 2,101)
Percentage of plans rejected "reworks" (revisions)	Nov '12		13% (72 / 573)	10%		10% (117 / 1,229)
Ensure a level playing field and consistency among regulated businesses (CPD)						
Average For-hire Vehicle and Chauffeur field contacts per officer per day	Dec '12		29	30		29
CPD Licenses issued per month	Dec '12		1,185	1,100		3,649

4.0 Learning and Growth

Increase efficiency and best practices (GG4)

Initiative Name	Type	As Of	Status							%	Owners
Continue the Quality Review Team of experts to review core department processes for improvements and best practice sharing		12/31/2010	In Progress							95%	Gonzalez P.E., Jose (RER); Hefty, Lee; Donderiz, Alain (RER)
Administer and annually refine an Environmental Management benchmarking area with the Florida Benchmarking Consortium (developed in FY08-09)		12/31/2010	In Progress								Caporale, Chris (RER); Donderiz, Alain (RER)
Develop electronic timesheet reporting (FY11-12)		8/3/2012	On Hold							95%	Gamito, Oscar (ITD); Garcia del Rio, Ernesto; Almuina, Manny (RER)
Formulate a team to leverage efficiencies resulting from departmental merger		n/a	n/a								Hefty, Lee; Gonzalez P.E., Jose (RER); Donderiz, Alain (RER)

Number of records available electronically	Dec '12		1,738,248	n/a		1,738,248	n/a
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Promote professional and rewarding careers (GG2-2)

Initiative Name	Type	As Of	Status							%	Owners
Revamp the best practice professional series (enhancing the Brown Bag Lunch program) to increase cross training		2/16/2012	In Progress								Melendez, Marcia; Donderiz, Alain (RER)
Reevaluate the mentoring program to develop and coach employees and contribute to internships and succession planning		2/16/2012	In Progress							95%	Melendez, Marcia; Donderiz, Alain (RER)
Continue emphasis on core values in daily operations		6/30/2010	In Progress								Donderiz, Alain (RER); Environmental Resources Management

Employee Opinion Survey Satisfaction Score	2010 FY		80%	77%		n/a	n/a
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Initiative Name	Type	As Of	Status							%	Owners
Employee Feedback Team		n/a	n/a								Hefty, Lee

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

Employee turnover rate (annualized)	Dec '12		1.9%	n/a		1.9%	n/a
Internal recruitment rate	Dec '12		1.9%	n/a	▼	0.9%	2.4%
			(6.0 / 315.0)			(4.0 / 470.0)	
Training hours per FTE (RFRO)	Dec '12	▲	3.9hrs	1.5hrs	▲	6.4hrs	4.5hrs
			(1,229.8 / 315.0)			(2,012.8 / 313.3)	
Percent of performance evaluations completed on-time	Dec '12	■	50.0%	65.0%	■	47.6%	65.0%
			(6.0 / 12.0)			(20.0 / 42.0)	

▼ **Attract, develop, and retain an effective, diverse and dedicated team of employees (GG2-2)**

Employee Development Training	May '11		1	n/a		1	n/a
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▼ **5.0 Sustainability**

▼ **Increase sustainability of internal operations (GG6-1)**

GSA diesel fuel dispensed (DERM)	Dec '11		0.00gal.	n/a		0.00gal.	n/a
GSA Unleaded Fuel Dispensed (DERM)	Dec '11		2,171.20gal.	n/a		7,675.60gal.	n/a
Number of records available electronically	Dec '12		1,738,246	n/a		1,738,246	n/a
Participation with the countywide employee Green Pledge	'10 FH1	▲	84%	75%	▲	84%	75%
			(373 / 445)			(373 / 445)	
Electricity Consumption (DERM)	Dec '11		2,146kwh	n/a		5,286kwh	n/a
Reduce Fuel Consumption by 3%	Oct '12	▼	3.334gal	1.000gal	▼	3.334gal	1.000gal
			(513.500 / 154.000)			(513.500 / 154.000)	
Reduce Paper Consumption by 5%	Sep '12	▲	0.007	0.149	▲	0.049	0.149
Reduce Toner Cartridge Consumption by 5%	Sep '12	▲	0.033	0.057	▼	0.069	0.057

▼ **Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2)**

Initiative Name	Type	As Of	Status	▲	🔔	✓	!	🔄	%	Owners
Provide technical assistance to the Office of Sustainability and other County departments in developing strategies and applying for grants to reduce greenhouse gas emissions		2/10/2012	In Progress							Wong, Patrick (RER); Hefty, Nichole (RER); Blanco-Pape, Marina (PWWM)
Reevaluate the countywide air monitoring network for adequacy in consideration of the extensive development to the west and south of the county, and increased traffic congestion		n/a	n/a							Wong, Patrick (RER)
GreenPrint Climate Action Plan Greenhouse Gas Reduction Goal		n/a	n/a							Hefty, Nichole (RER)
Provide project coordination and technical assistance to the Office of Sustainability for the proactive implementation by all County departments of GreenPrint, a community-wide sustainability plan, and the Climate Action Plan contained therein.		12/31/2010	In Progress	▲						Wong, Patrick (RER); Hefty, Lee
SE Florida Regional Climate Change Compact		n/a	n/a							Hefty, Nichole (RER); Griner, Debbie
Collaborate with NOAA on Regional Climate Change Indicators and Adaptation Planning		n/a	n/a							Hefty, Nichole (RER)

Cool Counties GHG Reduction Goal	2005		33,500,000tons	n/a		n/a	n/a
County GHG emissions inventory	2005		983,000tons	n/a		n/a	n/a

▼ **Promote Smart Growth and Sustainability Practices (DP&Z) (NI1-1, GG6-2)**

Initiative Name	Type	As Of	Status	▲	🔔	✓	!	🔄	%	Owners
Zoning Code Update and Enhancement		1/24/2013	In Progress							Silva, Eric; Lodi, Gianni

Number of Final Plan Reports Completed	'11 FH1		0	n/a		0	n/a
Number of Implementing Ordinances	'11 FH1		0	n/a		0	n/a
Number of Re-Zonings Completed	'11 FH1		0	n/a		0	n/a