

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
▼ 1.0 Customer							
▼ Protect environmental resources (GG6-2)							
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% (135 / 135)	95%
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% (49 / 50)	n/a
Percent of "good" to "moderate" air quality days (RFRO)	May '13		100%	110%		99%	110%
Acres of environmentally endangered lands acquired (RFRO)	'13 FQ3		10	27		34	73
Number of sanitary sewer overflows	May '13		20	14		110	112
▼ Restore and enhance the environment (NI3-6)							
Cumulative acres of restored or enhanced coastal habitat	2012 FY		577	n/a		577	n/a
Density of contaminated sites countywide (excluding wellfield areas)	2012		6.00	6.20		n/a	n/a
Density of contaminated sites in wellfields	2012		1.20	n/a		n/a	n/a
▼ Promote environmental stewardship (GG6-2)							
Number of environmental education events (DERM and CBO)	May '13		103	n/a		661	n/a
Number of environmental education events (DERM only) (RFRO)	May '13		5	3		40	24
Number of trees distributed through the Adopt-a-Tree Program (RFRO)	May '13		2,520	n/a		5,297	n/a
Number of registered "Baynanza" volunteers	'13 FQ3		6,555	6,300		6,555	6,300
▼ Provide excellent service (GG1-3)							
Customer satisfaction with Environmental Services	Sep '12		95% (38 / 40)	69%		n/a	87%
▼ Responsive Permit Services (NI1-1)							
% of Residential Plans reviewed within 20 days	Apr '13		100.00%	100.00%		99.98%	100.00%
% of Commercial Plans reviewed within 24 days	Apr '13		99.72%	100.00%		99.78%	100.00%
Average processing time (application to permit) for other applications except plan revisions- Residential Applications-Paper Plans	Apr '13		34	24		20	24
Average processing time (application to permit) for other applications except plan revisions- Commercial Applications-Paper Plans	Apr '13		88	41		41	41
Average Processing Time (application to permit) for minor alterations, repairs and additions - Residential Applications-CPP	Apr '13		4	24		4	24
Average Processing Time (application to permit) for minor alterations, repairs and additions - Commercial Applications-CPP	Apr '13		6	41		6	41
Field Inspection Rejection Rate (SORTIE)	Apr '13		17.00%	25.00%		19.29%	25.00%
Average carryover inspections	Apr '13		0.05 (44.00 / 945.00)	0.50		0.10 (591.00 / 5,803.00)	0.50

▼ Responsive Enforcement Services (NI4-2,4-1)								
Average # of days from Notice of Violation (NOV) compliance due date to inspection performed	Apr '13	▼	169	10	▼	111	10	
% of Expired Permit cases that were closed prior to ticket issuance.	Apr '13	▲	96.92%	90.00%	▲	97.08%	90.00%	
Avg # of days from complaint received to initial inspection - DEPT	Apr '13	▼	48	10	▼	63	10	
▼ Improve Neighborhood Compliance (NI4-2)								
Total number of Notice Of Intent to Lien (NOIL)	Jun '13	▲	475	192	▲	5,233	1,728	
Number of Lien Settlements/Cases Closed	Jun '13	▲	279	200	▲	1,696	1,800	
Total Liens Recorded	Jun '13	▲	408	225	▲	4,302	2,025	
% of Voluntary Compliance for Warning Letters Issued	Mar '13	▲	48%	1%	▲	57%	1%	
			(855 / 1,773)			(5,394 / 9,539)		
Neighborhood Compliance Rate	Mar '13	▲	66%	1%		n/a	1%	
			(1,177 / 1,773)					
▼ Improve Code Compliance Responsiveness (NI4-2)								
Average Days to 1st Inspection Junk/Trash/Overgrowth	Mar '13	▼	14.27	1.00	▼	14.29	1.00	
			(4,537.00 / 318.00)			(28,820.00 / 2,017.00)		
Average Days to 1st Inspection Abandoned Property on the ROW	Mar '13	▼	16.88	1.00	▼	19.81	1.00	
			(1,519.00 / 90.00)			(8,596.00 / 434.00)		
Average Days to 1st Inspection Minimum Housing	Apr '13	▼	37.79	1.00		56.62	n/a	
			(3,779.00 / 100.00)			(29,440.00 / 520.00)		
Average Calendar Days from Zoning Complaint to 1st Inspection - Chapter 33	Mar '13	▲	4	5	▼	10	5	
Average Calendar Days from 1st Zoning Inspection to Compliance with Warning Letter - Chapter 33	Mar '13	▼	34	25	▼	41	25	
Average Calendar Days from 1st Zoning Inspection to Compliance with Civil Violation Notice - Chapter 33	Mar '13	▲	34	100	▲	42	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 FQ3	▼	42.60%	100.00%	▼	62.62%	100.00%	
Perform technical review of Product Control Applications in 30 days (ED4)	'13 FQ3	▼	74.30%	100.00%	▼	74.17%	100.00%	
Conduct annual quality assurance audits of manufacturers and testing labs (NU4-3)	'13 FQ3	▲	126.14%	100.00%	▲	112.63%	100.00%	
Conduct biennial audits of manufacturing plants (with Certificate of Competency) (NU4-3)	'13 FQ3	▼	72.50%	100.00%	▲	124.08%	100.00%	

Responsive Board and Certification Services (NI4-1)									
Render staff opinions for BORA appeals within 7 days of complete submittal (ED4)	'13 FQ3		100%	100%		100%	100%		
Perform review of Contractor License Applications in 10 days (ED4)	'13 FQ3		95%	100%		93%	100%		
Perform review of code official Certification Applications in 10 days (ED4)	'13 FQ3		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 FQ3		18	20		53	60		
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%		
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		226	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 FQ2		1,639	n/a		1,635	n/a		
Increase contract awards to small business enterprises									
Total value of awards to all small business enterprises	'13 FQ3		303,355,391	n/a		392,942,210	n/a		
Secure Regulated Businesses satisfaction and trust (CPD)									
Customer satisfaction of Licensing & Inspection activities	Jun '13		4.90	4.50		4.97	4.50		
Issue renewal licenses within 14 calendar days of complete application	Jun '13		98%	95%		98%	95%		

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

Ensure an Expedient Registration Process by conducting Tow truck & MVR inspections within 10 business days of Licensing section referral	Jun '13		98%	95%		93%	95%
Resolve disputes between consumers and businesses							
Value of Goods, Refunds and/or Service Recovered for Consumers	Jun '13		\$151,033	\$80,000		\$833,925	\$720,000
Number of complaints referred to field enforcement personnel	Jun '13		33	n/a		343	n/a
Water Meter inspected per month	May '13		50	38		363	304
Customer satisfaction from consumers that file complaints against businesses	Jun '13		5.00	4.80		4.94	4.80
Average days to close Consumer Complaints	Jun '13		39days	30days		33days	30days
Consumer Complaints Received CPD	Jun '13		223	275		2,440	2,475
Mediation calls answered within 60 seconds	Jun '13		92%	90%		91%	90%
For-hire services that meet the public needs							
For-hire Training attendees	Jun '13		331	250		2,776	2,250
Wait-Time for entrance into new Limousine Driver training	Jun '13		10days	13days		11days	13days
Wait-Time for entrance into new Taxicab Driver training	Jun '13		67days	90days		80days	90days
Number of STS Chauffeur Applicants per month	Jun '13		90	25		493	237
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)	Jun '13		4.80	4.80		4.74	4.80
Empower Youth with Skills in Leadership, Communication, and Citizenship							
Number of 4-H Programs Conducted by Extension Staff	Jun '13		3	6		88	62
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 QT1 Incentive Applications reviewed, processed, and submitted to BCC	'12 FQ4		2	0		8	2
2.0 Financial							
Meet Budget Targets (RER)							
Expen: Total (RER)	'13 FQ2		\$24,816K	\$37,550K		\$46,473K	\$75,101K
Revenue: Total (RER)	'13 FQ2		\$25,767K	\$37,550K		\$102,489K	\$75,101K
Positions: Full-time Filled (RER)	'13 FQ2		939	979		n/a	n/a
			(930 - 979)				
3.0 Internal							
Facilitate compliance (GG1-1)							
Percent of Enforcement Records Inquiries completed on time	May '13		98%	n/a		97%	n/a
			(82 / 85)			(497 / 514)	
Percent of voided UCVNs	May '13		10%	n/a		6%	n/a
			(2 / 21)			(7 / 116)	
Number of open enforcement cases managed by enforcement staff	May '13		1,033	n/a		1,062	n/a

▼ Monitor environmental resources and perform inspections (NI3-6)							
Percent of sampling events completed on-time	'12 FQ4		97%	95%		98%	n/a
Complete 90% of enforcement sample analysis within 15 days	Jun '13		97%	n/a		97%	n/a
			(145 / 149)			(1,755 / 1,809)	
Complete 90% of project samples within 15 days	Jun '13		98%	n/a		97%	n/a
			(1,209 / 1,265)			(10,520 / 10,875)	
Percent of delegated programs meeting operating agreements	Apr '13		102%	n/a		98%	n/a
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO)	Apr '13		98%	n/a		98%	n/a
			(22 / 23)			(231 / 240)	
Number of general complaints responded to within 48 hours	Apr '13		57	n/a		553	n/a
All non-delegated program inspections completed on-time (RFRO)	May '13		50%	54%		25%	29%
			(4,559 / 9,048)			(18,403 / 72,384)	
▼ Complete environmental reviews (GG4-1)							
Percent of tree permit applications reviewed within required turnaround times	Jun '13		100%	n/a		78%	n/a
			(67 / 67)			(460 / 593)	
DERM Percent of building plans reviewed within 4 to 8-days (residential and commercial respectively)(RFRO)	Jun '13		97.3%	n/a		97.0%	n/a
			(2,485.0 / 2,554.0)			(22,791.0 / 23,501.0)	
Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Jun '13		97%	n/a		98%	n/a
			(167 / 172)			(1,252 / 1,299)	
Percent of initial responses completed on time for Resource Protection Permit Reviews (Class I-VI) (RFRO)	Jan '13		98%	n/a		99%	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 (Includes All Properties)	Apr '13		605	350		482	350
			(13,915 / 23)			(46,746 / 97)	
Average # of days for Unsafe Structures Cases (Commercial) processing time with no injunction (Including All Properties)	Apr '13		565	350		718	350
			(17,515 / 31)			(91,143 / 127)	
▼ Consistent Interpretation and Application of Building Code Practices (GG2-2)							
Percentage of plans rejected "Initial Review Only" (minor alterations, repairs and additions).	Apr '13		38%	25%		37%	25%
			(2,466 / 6,896)			(16,059 / 43,409)	
Percentage of plans rejected "Initial Review Only"(other applications except plan revisions).	Apr '13		38%	50%		40%	50%
			(714 / 1,991)			(3,687 / 9,315)	
Number of Building Code Workshops	May '13		2	0		3	0
Percentage of plans rejected "Initial Review Only" (Revisions)	Apr '13		13%	15%		14%	15%
			(309 / 2,363)			(2,402 / 16,981)	
Percentage of plans rejected "reworks" (minor alterations, repairs and additions)	Apr '13		14%	15%		15%	15%
			(617 / 4,274)			(3,956 / 26,959)	
Percentage of plans rejected "reworks" (other applications except plan revisions)	Apr '13		10%	15%		12%	15%
			(124 / 1,294)			(932 / 7,459)	
Percentage of plans rejected "reworks" (revisions)	Apr '13		7%	10%		9%	10%
			(50 / 680)			(386 / 4,518)	
▼ Ensure a level playing field and consistency among regulated businesses (CPD)							
Percentage of MVR businesses receiving their annual inspection	Jun '13		9	8		98	72
CPD Licenses issued per month	Jun '13		1,260	1,100		11,142	9,900
▼ 4.0 Learning and Growth							
▼ Increase efficiency and best practices (GG4)							
Number of records available electronically	May '13		1,819,428	n/a		1,819,428	n/a

▼ Promote professional and rewarding careers (GG2-2)							
Employee Opinion Survey Satisfaction Score	2010 FY		80%	77%		n/a	n/a
Employee turnover rate (annualized)	May '13		5.6%	n/a		5.6%	n/a
Percent of performance evaluations completed on-time	May '13		31.8% (7.0 / 22.0)	65.0%		46.8% (59.0 / 126.0)	65.0%
Internal recruitment rate	May '13		3.4% (11.0 / 321.0)	n/a		0.9% (4.0 / 470.0)	2.4%
Training hours per FTE (RFRO)	May '13		4.1hrs (1,315.0 / 321.0)	3.0hrs		29.0hrs (9,180.3 / 316.5)	18.0hrs
▼ 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
▼ 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	May '13		1,819,428	n/a		1,819,428	n/a
Participation with the countywide employee Green Pledge	'10 FH1		84% (373 / 445)	75%		84% (373 / 445)	75%
Electricity Consumption (DERM)	Dec '11		2,146Kwh	n/a		5,286Kwh	n/a
Reduce Fuel Consumption by 3%	Feb '13		3.046gal (405.100 / 133.000)	1.000gal		2.961gal (2,093.100 / 707.000)	1.000gal
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)							
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) (N11-1, GG6-2)							
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

