

Information

**Name:** REGULATORY and ECONOMIC RESOURCES (RER) Department - Mission: To Enable Sustainable Economic Growth Through Smart Regulatory Strategies and Business Expansion Efforts

**Description:** n/a

**Domain:** RER

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

Details

	As Of	Actual	Target	FYTD Actual	FYTD Target
<b>1.0 Customer</b>					
<b>A Stable and Diversified Economic Base</b>					
Unemployment rate (MDC): KPI	2010 FY	12.0%	n/a	n/a	n/a
Per capita income: KPI	2010 FY	20,970	n/a	n/a	n/a
Film Production dollars spent (000)	'12 FQ4	\$83,725	\$10,000	\$199,766	\$80,000
<b>Protect and Restore Environmental Resources (GG6-2, NI3-6)(RER BP)</b>					
<b>Initiative Name</b>	<b>Type</b>	<b>As Of</b>	<b>Status</b>	<b>%</b>	<b>Owners</b>
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		5/5/2015	In Progress	0%	Gamito, Oscar (ITD); Erml-Martinez, Christa (RER)
Create organizational structure and plan to provide coordinated outreach and communications functions, including efforts to enable compliance by customers		5/5/2015	In Progress	0%	Kim, Inson
Optimize benefits to environmental resources and water supply resulting from Comprehensive Everglades Restoration Plan (CERP)		9/30/2012	In Progress		Grossenbacher, Craig (RER)
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); Spadafina, Lisa (RER)
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
Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'14 FQ4	100% (26 / 26)	95%	100% (159 / 159)	95%
Cumulative acres of restored or enhanced coastal habitat	2014 FY	587	n/a	587	n/a
Percent of "good" to "moderate" air quality days (RFRO)	May '15	100%	98%	100%	98%
Acres of environmentally endangered lands acquired (RFRO)	'15 FQ2	21	n/a	71	n/a
Number of sanitary sewer overflows	May '13	20	14	110	112
Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas)	2014	5.90	6.20	n/a	n/a
Density (# of sites/sq. mi.) of contaminated sites in wellfields	2014	1.16	n/a	n/a	n/a
Percent of sampling events completed on-time	'14 FQ4	100%	n/a	n/a	n/a
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO) (DERM)	Dec '14	91% (42 / 46)	n/a	94% (130 / 139)	n/a
Number of general complaints responded to within 48 hours (DERM)	Dec '14	90	n/a	206	n/a
Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Jun '15	94% (220 / 234)	n/a	95% (1,465 / 1,539)	n/a

▼ **Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)**

Initiative Name	Type	As Of	Status						%	Owners
Expand Municipal Plan Review Project		5/5/2015	In Progress						17%	Salas, Juliana (RER)
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		5/5/2015	In Progress						0%	Gamito, Oscar (ITD); Ermi-Martinez, Christa (RER)
Create organizational structure and plan to provide coordinated outreach and communications functions, including efforts to enable compliance by customers		5/5/2015	In Progress						0%	Kim, Inson

% of Residential Plans reviewed within 20 days	Jun '15		99.62%	100.00%		99.48%	100.00%
% of Commercial Plans reviewed within 24 days	Jun '15		99.92%	100.00%		99.94%	100.00%
Average Processing Time (application to permit) for minor alterations, repairs and additions - Residential Applications-CPP	Jun '15		11	24		7	24
Average Processing Time (application to permit) for minor alterations, repairs and additions - Commercial Applications-CPP	Jun '15		37	41		15	41
DERM Percent of building plans reviewed within 4 to 8-days (residential and commercial respectively)(RFRO)	Feb '15		75.2% (2,188.0 / 2,909.0)	n/a		79.2% (10,849.0 / 13,694.0)	n/a
Avg # of days from complaint received to initial inspection - Building Permit	May '15		23	10		60	10
Average # of days for Unsafe Structures Cases (Residential) processing time with no injunction (Includes All Properties)	May '15		988 (9,880 / 10)	350		710 (90,220 / 127)	350
Average # of days for Unsafe Structures Cases (Commercial) processing time with no injunction (Including All Properties)	May '15		622 (12,440 / 20)	350		897 (214,370 / 239)	350
Percentage of plans rejected "Initial Review Only" (minor alterations, repairs and additions).	Jun '15		41% (3,545 / 8,710)	25%		40% (26,106 / 65,834)	25%
Percentage of plans rejected "Initial Review Only"(other applications except plan revisions).	Jun '15		49% (1,346 / 2,725)	50%		47% (8,610 / 18,272)	50%
Percentage of plans rejected "reworks" (minor alterations, repairs and additions)	Jun '15		17% (852 / 4,927)	15%		17% (7,098 / 40,582)	15%
Percentage of plans rejected "reworks" (other applications except plan revisions)	Jun '15		20% (359 / 1,834)	15%		19% (2,372 / 12,655)	15%

▼ **Responsive Building Code Administration Services (NI4-1)(RER BP)**

Perform review of Contractor License Applications in 10 days (ED4)	'15 FQ3		100%	100%		99%	100%
Florida Building Code Training for Code Officials-hours (NU2-3)	2014 FY		96	70		96	70

▼ **Improve Neighborhood Code Compliance (NI4-2)(RER BP)**

Initiative Name	Type	As Of	Status						%	Owners
Create organizational structure and plan to provide coordinated outreach and communications functions, including efforts to enable compliance by customers		5/5/2015	In Progress						0%	Kim, Inson
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		5/5/2015	In Progress						0%	Gamito, Oscar (ITD); Ermi-Martinez, Christa (RER)

% of Voluntary Compliance for Warning Letters Issued	May '15		21% (775 / 3,685)	1%		34% (10,099 / 29,687)	1%
Average Days to 1st Inspection Junk/Trash/Overgrowth	May '15		16.06 (4,640.00 / 289.00)	1.00		22.60 (58,243.00 / 2,577.00)	1.00
Average Calendar Days from Zoning Complaint to 1st Inspection - Chapter 33	May '15		4	5		9	5
Average Calendar Days from Exterior Property Maintenance Complaint to 1st Inspection - Chapter 19	May '15		5	5		10	5

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department - Mission: To Enable Sustainable Economic Growth Through

Total number of Notice Of Intent to Lien (NOIL)	Jun '15		434	192	n/a	1,536
Total Liens Recorded	Jun '15		524	225		2,025
Number of Lien Settlements/Cases Closed	Jun '15		414	200		1,800
<b>Provide Stewardship to the CDMP and Zoning Application Processes (NI1, NI1-1)</b>						
<b>Initiative Name</b>	<b>Type</b>	<b>As Of</b>	<b>Status</b>			<b>Owners</b>
Reduce Cycle Time for Zoning Hearing Process		n/a	n/a			Silva, Eric
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		5/5/2015	In Progress			0% Gamito, Oscar (ITD); Erml-Martinez, Christa (RER)
<b>Conduct Economic Development Analysis and Recommend Policy</b>						
TJIF and QTI Incentive Applications reviewed, processed, and submitted to BCC	'12 FQ4		2	0		8 2
<b>Increase the Amount of Film and Television Production in Miami-Dade County</b>						
<b>Initiative Name</b>	<b>Type</b>	<b>As Of</b>	<b>Status</b>			<b>Owners</b>
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		5/5/2015	In Progress			0% Gamito, Oscar (ITD); Erml-Martinez, Christa (RER)
Filming Permits Issued	'12 FQ4		234	110		1,145 900
<b>Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)</b>						
<b>Initiative Name</b>	<b>Type</b>	<b>As Of</b>	<b>Status</b>			<b>Owners</b>
Create organizational structure and plan to provide coordinated outreach and communications functions, including efforts to enable compliance by customers		5/5/2015	In Progress			0% Kim, Inson
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		5/5/2015	In Progress			0% Gamito, Oscar (ITD); Erml-Martinez, Christa (RER)
Issue renewal licenses within 14 calendar days of complete application (Consumer Protection)	May '15		98%	95%		98% 95%
CPD Licenses issued per month	May '15		971	n/a		8,975 n/a
<b>Resolve Disputes between Consumers and Businesses</b>						
Consumer Complaints Received CPD	Dec '13		285	0		813 n/a
Value of Goods, Refunds and/or Service Recovered for Consumers	Dec '13		\$71,314	\$80,000		\$431,990 \$240,000
Customer satisfaction from consumers that file complaints against businesses	May '15		5.00	4.80		5.00 4.80
Average days to close Consumer Complaints	Dec '13		30days	30days		30days 30days
<b>2.0 Financial</b>						
<b>Meet Budget Targets (RER)</b>						
Expen: Total (RER)	'15 FQ3		\$33,632K	\$43,998K		\$84,182K \$131,993K
Revenue: Total (RER)	'15 FQ3		\$36,482K	\$43,998K		\$173,820K \$131,993K
Positions: Full-time Filled (RER)	'15 FQ3		873	938		n/a n/a
				(910 - 938)		
<b>3.0 Internal</b>						
<b>Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)</b>						
<b>Initiative Name</b>	<b>Type</b>	<b>As Of</b>	<b>Status</b>			<b>Owners</b>
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		5/5/2015	In Progress			0% Gamito, Oscar (ITD); Erml-Martinez, Christa (RER)
% of participation in County-Wide "Power IT Down" initiative	Jun '15		48.68%	45.00%		48.64% 46.67%

▼ Increase Efficiency and Best Practices (GG4)

Initiative Name	Type	As Of	Status						%	Owners
Implement Enterprise-wide IT EDMS Solutions		n/a	n/a							Gamito, Oscar (ITD); Erml-Martinez, Christa (RER)
Continue to Refine the Table of Organization to Best Meet the Department's Mission and to Improve the Customer's Experience		5/5/2015	Complete						100%	Erml-Martinez, Christa (RER)
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		5/5/2015	In Progress						0%	Gamito, Oscar (ITD); Erml-Martinez, Christa (RER)

4.0 Learning and Growth

▼ 5.0 Sustainability

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

Initiative Name	Type	As Of	Status						%	Owners
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							Muthiah P.E., Mallika (RER)
Provide project coordination and technical assistance 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							Hefty, Lee; Hefty, Nichole (RER); Troner, Susannah (RER); Klopp, Lisa (RER); Gomez, Patricia (RER)
SE Florida Regional Climate Change Compact		n/a	n/a							Hefty, Nichole (RER); Troner, Susannah (RER); Klopp, Lisa (RER); Gomez, Patricia (RER)

