

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

Information

Name: REGULATORY and ECONOMIC RESOURCES (RER) Department

Description: Mission: To Enable Sustainable Economic Growth Through Smart Regulatory Strategies and Business Expansion Initiatives

Domain: RER

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

Details

	As Of		Actual	Target		FYTD Actual	FYTD Target																																	
▼ 1.0 Customer																																								
▼ Key Economic Indicators																																								
Unemployment rate (MDC): KPI	2015 FY		6.1%	5.0%		n/a	n/a																																	
Per capita income: KPI	2015 FY		\$23,651	\$29,400		n/a	n/a																																	
▼ Protect and Restore Environmental Resources (GG6-2, NI3-6)(RER BP)																																								
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Automate operating permit renewals		11/17/2015	In Progress						90%	Istambouli, Rashid (RER); Romito, Donna (RER)																														
Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'15 FQ4		67% (8 / 12)	n/a		67% (32 / 48)	n/a																																	
Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'15 FQ4		97% (32 / 33)	95%		97% (96 / 99)	95%																																	
Number of general complaints responded to within 48 hours (DERM)	Dec '15		20	n/a		54	n/a																																	
Percent of "good" to "moderate" air quality days (RFRO)	Dec '15		100%	98%		100%	98%																																	
Cumulative acres of restored or enhanced coastal habitat	2015 FY		595	n/a		595	n/a																																	
Acres of environmentally endangered lands acquired (RFRO)	'16 FQ1		198	n/a		198	n/a																																	
Number of sanitary sewer overflows	Dec '15		51	n/a		74	n/a																																	
Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	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 contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Oct '15		97% (228 / 236)	n/a		97% (228 / 236)	n/a																																	
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO) (DERM)	Dec '15		93% (56 / 60)	90%		93% (124 / 133)	90%																																	

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

Initiative Name	Type	As Of	Status						%	Owners
Building and Neighborhood Enforcement Reorganization		11/10/2015	In Progress						90%	Salas, Juliana (RER)
Customer Service Improvements at the Permitting and Inspection Center		11/10/2015	In Progress						55%	Salas, Juliana (RER); Gascon, Jaime (RER)

Number of Building Permits Issued	Dec '15					3,467		n/a	11,393	n/a
% of Residential Plans reviewed within 20 days (Building)	Dec '15					99.37%		100.00%		99.50% 100.00%
% of Commercial Plans reviewed within 24 days (Building)	Dec '15					99.81%		100.00%		99.87% 100.00%
% of Residential and Commercial Plans reviewed on time (4 and 8 days, respectively) (DERM)	Dec '15					95.6% (2,918.0 / 3,053.0)		n/a		96.1% (9,040.0 / 9,409.0) n/a
Average Processing Time for minor alterations, repairs and additions -Residential Applications-CPP	Dec '15					12		24		11 24
Average Processing Time for minor alterations, repairs and additions -Commerical Applications-CPP	Dec '15					24		41		25 41
% of plans rejected "Initial Review Only" (minor alterations, repairs and additions).	Dec '15					41% (3,407 / 8,269)		25%		41% (9,482 / 23,088) 25%
% of plans rejected "Initial Review Only"(other applications except plan revisions).	Dec '15					55% (718 / 1,307)		50%		46% (1,910 / 4,119) 50%
% of plans rejected "reworks" (minor alterations, repairs and additions)	Dec '15					19% (895 / 4,679)		15%		19% (2,703 / 14,233) 15%
% of plans rejected "reworks" (other applications except plan revisions)	Dec '15					21% (299 / 1,416)		15%		20% (912 / 4,548) 15%
% of Field Inspections Rejected	Dec '15					14.6% (2,068.0 / 14,154.0)		n/a		14.6% (6,492.0 / 44,458.0) n/a

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

Perform review of Contractor License Applications in 10 days (ED4)	'16 FQ1					99%		100%		99% 100%
Florida Building Code Training for Code Officials-hours (NU2-3)	2015 FY					96		70		96 70

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

Initiative Name	Type	As Of	Status						%	Owners
Building and Neighborhood Enforcement Reorganization		11/10/2015	In Progress						90%	Salas, Juliana (RER)

% of Voluntary Compliance with Warning Letters Issued	Dec '15		59%	55%		61%	55%	(914 / 1,545)	(2,746 / 4,491)
Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Dec '15		3	10		n/a	n/a		
Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Dec '15		3	5		n/a	n/a		
Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Dec '15		2	5		n/a	n/a		
Total number of Notice Of Intent to Lien (NOIL)	Dec '15		410	192		1,390	576		
Total Liens Recorded	Dec '15		329	225		919	675		
Number of Lien Settlements/Cases Closed	Dec '15		345	200		1,110	600		

▼ Provide Stewardship to the CDMP and Zoning Application Processes (NI1, NI1-1)

Initiative Name	Type	As Of	Status						%	Owners
Implement Land Mangement System		11/10/2015	In Progress						70%	Romito, Donna (RER)
Reorganize and Implement Process Improvements in the Zoning Applications and Information Units		11/10/2015	In Progress						60%	Newsome, Amina N. (RER)

▼ Increase the Amount of Film and Television Production in Miami-Dade County

Filming Permits Issued	'16 FQ1		212	n/a		212	n/a		
Film Industry Jobs created	2015 FY		16,816	n/a		16,816	n/a		

▼ Increase opportunities for international trade (ITC)

Inbound missions supported	'15 FQ4		2	n/a		18	n/a		
Outbound missions organized and/or supported	'15 FQ4		n/a	n/a		2	n/a		
Business matchmaking meetings arranged	'15 FQ4		n/a	n/a		179	n/a		
Business Development and Outreach Efforts	n/a		n/a	n/a		n/a	n/a		

▼ Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)

Issue renewal licenses within 14 calendar days of complete application (Consumer Protection)	Dec '15		98%	95%		98%	95%		
CPD Licenses issued per month	Dec '15		1,256	0		3,780	0		

▼ Resolve Disputes between Consumers and Businesses

Value of Goods, Refunds and/or Service Recovered for Consumers	Dec '15		\$70,982	\$80,000		\$257,148	\$240,000		
Customer satisfaction from consumers that file complaints against businesses	Dec '15		5.00	4.80		5.00	4.80		

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2.0 Financial																																																						
Meet Budget Targets (RER)																																																						
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 FQ4		869	938		n/a n/a																																																
(910 - 938)																																																						
3.0 Internal																																																						
Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)																																																						
Increase Efficiency and Best Practices (GG4)																																																						
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Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		11/17/2015	In Progress							7%	Ermi-Martinez, Christa (RER); Romito, Donna (RER)																																											
Number of requested payroll vouchers	'16 FQ1			n/a							n/a n/a																																											
Prevent unsafe work practices																																																						
% of employees satisfied with safety training	'16 FQ1			n/a						85%	n/a n/a																																											
% of employees satisfied with OSHA (HAZWOPER) required training	'16 FQ1			100%						85%	100% 85%																																											
			(17 / 17)							(17 / 17)																																												
Total Workers' Compensation Injuries Per 100 Employees (calendar year)	2014			2.66						n/a	n/a n/a																																											
Total Reportable Injuries (calendar year)	2014			24						n/a	n/a n/a																																											
Lost Workdays (calendar year)	2014			9						n/a	n/a n/a																																											
4.0 Learning and Growth																																																						
Develop and retain excellent employees and leaders																																																						
Number of employees trained for performance evaluations	'16 FQ1			0						n/a	0 n/a																																											
Number of total recruitments	'16 FQ1			127						n/a	127 n/a																																											
5.0 Sustainability																																																						
Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2)																																																						
Number of County buildings certified Green: KPI	2015 FY			10						n/a	10 n/a																																											
Community energy use (GreenPrint)	2014			11,183.3kWh per capita						4,403.0kWh per capita	n/a n/a																																											
			(28,923,134,896.0 / 2,586,290.0)																																																			