

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

Details

	As Of		Actual	Target		FYTD Actual	FYTD Target			
1.0 Customer										
Key Economic Indicators										
Unemployment rate (MDC): KPI	2015 FY		6.3%	5.0%		n/a	n/a			
Per capita income: KPI	2014 FY		\$23,651	\$29,400		n/a	n/a			
Protect and Restore Environmental Resources (GG6-2, NI3-6)(RER BP)										
Initiative Name	Type	As Of	Status						%	Owners
Implement a DERM Mobile Inspection System		2/24/2016	Complete						100%	Istambouli, Rashid (RER); Romito, Donna (RER)
Automate operating permit renewals		2/24/2016	Complete						100%	Istambouli, Rashid (RER); Romito, Donna (RER)
Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'16 FQ3					88% (7 / 8)	n/a		75% (24 / 32)	n/a
Number of general complaints responded to within 48 hours (DERM)	Apr '16					43	n/a		214	n/a
Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'16 FQ3					100% (17 / 17)	95%		98% (64 / 65)	95%
Percent of "good" to "moderate" air quality days (RFRO)	Jun '16					100%	98%		99%	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 FQ3					44	n/a		312	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	2015					5.81	6.20		n/a	n/a
Density (# of sites/sq. mi.) of contaminated sites in wellfields	2015					1.09	n/a		n/a	n/a
Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	May '16					94% (194 / 206)	n/a		91% (1,339 / 1,467)	n/a
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO) (DERM)	Jul '16					91% (48 / 53)	90%		91% (412 / 453)	90%
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		2/24/2016	Complete						100%	Salas, Juliana (RER)
Customer Service Improvements at the Permitting and Inspection Center		2/24/2016	In Progress						67.5%	Salas, Juliana (RER); Gascon, Jaime (RER)
Number of Building Permits Issued	Jul '16					3,890	n/a		40,227	n/a
% of Residential Plans reviewed within 20 days (Building)	Jul '16					99.77%	100.00%		99.66%	100.00%
% of Commercial Plans reviewed within 24 days (Building)	Jul '16					99.96%	100.00%		99.94%	100.00%
% of Residential and Commercial Plans reviewed on time (4 and 8 days, respectively) (DERM)	Apr '16					93.2% (3,322.0 / 3,566.0)	n/a		94.5% (21,071.0 / 22,308.0)	n/a
Average Processing Time for minor alterations, repairs and additions -Residential Applications-CPP	Jul '16					15	24		12	24
Average Processing Time for minor alterations, repairs and additions -Commerical Applications-CPP	Jul '16					31	41		23	41
% of plans rejected "Initial Review Only" (minor alterations, repairs and additions).	Jul '16					38% (3,062 / 8,065)	40%		40% (33,311 / 82,852)	40%
% of plans rejected "Initial Review Only"(other applications except plan revisions).	Jul '16					43% (708 / 1,658)	50%		46% (7,389 / 16,212)	50%
% of plans rejected "reworks" (minor alterations, repairs and additions)	Jul '16					18% (913 / 5,006)	15%		19% (9,932 / 52,233)	15%

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% of plans rejected "reworks" (other applications except plan revisions)	Jul '16		20%	15%		21%	15%																																	
			(313 / 1,592)			(3,183 / 15,348)																																		
% of Field Inspections Rejected	Jul '16		14.0%	n/a		14.5%	n/a																																	
			(2,001.0 / 14,254.0)			(21,395.0 / 147,894.0)																																		
Responsive Building Code Administration Services (NI4-1)(RER BP)																																								
Florida Building Code Training for Code Officials-hours (NU2-3)	2015 FY		96	70		96	70																																	
Perform review of Contractor License Applications in 10 days (ED4)	'16 FQ3		100%	100%		99%	100%																																	
Improve Neighborhood Code Compliance (NI4-2)(RER BP)																																								
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Building and Neighborhood Enforcement Reorganization		2/24/2016	Complete						100%	Salas, Juliana (RER)																														
% of Voluntary Compliance with Warning Letters Issued	May '16		65%	55%		61%	55%																																	
			(1,103 / 1,702)			(7,670 / 12,493)																																		
Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Jul '16		3	10		n/a	n/a																																	
Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Jul '16		3	5		n/a	n/a																																	
Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Jul '16		3	5		n/a	n/a																																	
Total number of Notice Of Intent to Lien (NOIL)	Jul '16		386	192		4,643	1,920																																	
Total Liens Recorded	Jul '16		370	225		3,043	2,250																																	
Number of Lien Settlements/Cases Closed	Jul '16		546	200		3,943	2,000																																	
Provide Stewardship to the CDMP and Zoning Application Processes (NI1, NI1-1)																																								
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Reorganize and Implement Process Improvements in the Zoning Applications and Information Units		2/24/2016	In Progress						85%	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	'16 FQ2		13	n/a		24	n/a																																	
Outbound missions organized and/or supported	'16 FQ2		1	n/a		2	n/a																																	
Business matchmaking meetings arranged	'16 FQ2		25	n/a		51	n/a																																	
Business Development and Outreach Efforts	Jun '16		5	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)	Jul '16		98%	95%		98%	95%																																	
CPD Licenses issued per month	Jul '16		1,045	0		12,554	0																																	
Resolve Disputes between Consumers and Businesses																																								
Value of Goods, Refunds and/or Service Recovered for Consumers	Aug '16		\$98,424	\$80,000		\$1,038,377	\$880,000																																	
Customer satisfaction from consumers that file complaints against businesses	Jul '16		5.00	4.80		5.00	4.80																																	
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)	'16 FQ3		\$874K	n/a		\$2,619K	n/a																																	
3.0 Internal																																								
Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)																																								

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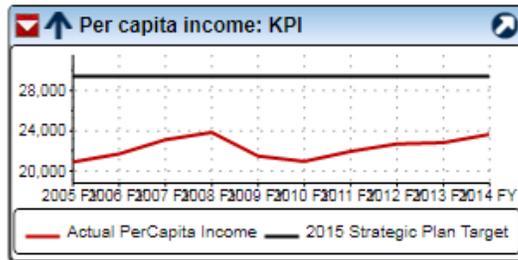
Increase Efficiency and Best Practices (GG4)								
Initiative Name	Type	As Of	Status				%	Owners
Implement Enterprise-wide IT EDMS Solutions		2/24/2016	In Progress				12%	Ermi-Martinez, Christa (RER); Romito, Donna (RER)
Consolidate RER Communications and Agenda Functions into Director's Office		5/5/2015	Complete				100%	Ermi-Martinez, Christa (RER)
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		2/24/2016	In Progress				10%	Ermi-Martinez, Christa (RER); Romito, Donna (RER)
Number of requested payroll vouchers	'16 FQ1						n/a	n/a
Prevent unsafe work practices								
% of employees satisfied with safety training	'16 FQ2			100%	85%		100%	85%
				(27 / 27)			(27 / 27)	
% of employees satisfied with OSHA (HAZWOPER) required training	'16 FQ2			n/a	85%		100%	85%
							(17 / 17)	
Total Workers' Compensation Injuries Per 100 Employees (calendar year)	2015			2.41	n/a		n/a	n/a
Total Reportable Injuries (calendar year)	2015			22	n/a		n/a	n/a
Lost Workdays (calendar year)	2015			107	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 FQ2			18	n/a		18	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)	2015			11,444.7kWh per capita	4,190.0kWh per capita		n/a	n/a
				(29,838,660,157.0 / 2,607,198.0)				

Scorecard	Description	Owners
REGULATORY and ECONOMIC RESOURCES (RER) Department	Mission: To Enable Sustainable Economic Growth Through Smart Regulatory Strategies and Business Expansion Initiatives	Osterholt, Jack

1.0 Customer

Objective	Description	Owners
Key Economic Indicators		Osterholt, Jack

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Unemployment rate (MDC): KPI	2015 FY	6.3%	5.0%	1.3%	Miami-Dade County
Per capita income: KPI	2014 FY	\$23,651	\$29,400	\$-5,749	Miami-Dade County



Objective	Description	Owners
Protect and Restore Environmental Resources (GG6-2, NI3-8)(RER BP)		Hefty, Lee (RER)

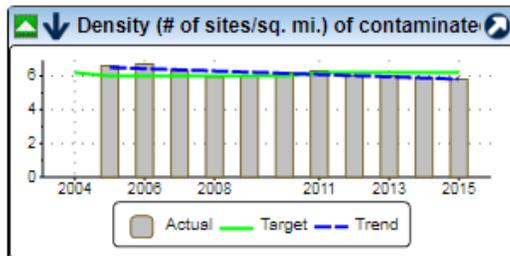
Grandparent Objectives	Description	Owners
GG6 Green government		Miami-Dade County
NI3 Protected and restored environmental resources		Miami-Dade County

Parent Objectives	Description	Owners
GG6-2 Lead community sustainability efforts		Miami-Dade County
NI3-1 Maintain air quality		Miami-Dade County
NI3-2 Maintain surface water quality		Miami-Dade County

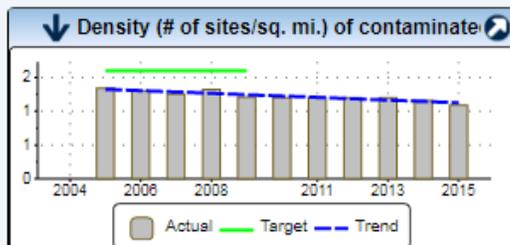
Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of	Progress	%	Status	Owners
Implement a DERM Mobile Inspection System	11/3/2014	12/7/2015		2/24/2016	▲▲▲▲	100%	Complete	Istambouli, Rashid (RER); Romito, Donna (RER)
Automate operating permit renewals	10/1/2015	2/1/2016		2/24/2016	▲▲▲▲	100%	Complete	Istambouli, Rashid (RER); Romito, Donna (RER)

Measures Linked to Objective	Period	Actual	Target	Variance	Owners																																																
Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'16 FQ3	88% (7 / 8)	n/a	n/a	Monty, Jamie																																																
Number of general complaints responded to within 48 hours (DERM)	Apr '16	43	n/a	n/a	Beregovoy, Serge																																																
Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'16 FQ3	100% (17 / 17)	95%	5%	Monty, Jamie; Spadafina, Lisa (RER)																																																
Percent of "good" to "moderate" air quality days (RFRO)	Jun '16	100%	98%	2%	Irizarry, Sussette (RER); Muthiah P.E., Mallika (RER)																																																
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Cumulative acres of restored or enhanced coastal habitat	2015 FY		595	n/a	n/a	Monty, Jamie (RER); Abdelrahman, Omar (RER); Spadafina, Lisa (RER)
Acres of environmentally endangered lands acquired (RFRO)	'16 FQ3		44	n/a	n/a	Gil, Janet (RER); Hefty, Lee
Child Measures		Period	Actual	Target	Variance	Owners
Number of purchase offers made to land owners		'16 FQ3	4	n/a	n/a	Gil, Janet (RER)
Number of sanitary sewer overflows		Dec '15	51	n/a	n/a	Areas, Rosa (RER); Neumann, Richard, P.E. (RER)
Child Measures		Period	Actual	Target	Variance	Owners
Number of overflows caused by infrastructure failure	☒	Dec '15	50	9	41	Aguirre, Oscar (RER); Areas, Rosa (RER); Neumann, Richard, P.E. (RER)
Number of overflows caused by accident		Dec '15	1	n/a	n/a	Aguirre, Oscar (RER); Areas, Rosa (RER); Neumann, Richard, P.E. (RER)
Percent of Pumping Stations (PS) running times reports received on time		Dec '15	100% (17 / 17)	n/a	n/a	Aguirre, Oscar (RER); Areas, Rosa (RER)
Percent of Wastewater Treatment Plants Operations reports (DWO) reviewed on-time (RFRO)	☒	Oct '15	75% (3 / 4)	100%	-25%	Aguirre, Oscar (RER); Pacheco, Galo (RER)
Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	▲	2015	5.81	6.20	0.39	Mayorga, Wilbur (RER)

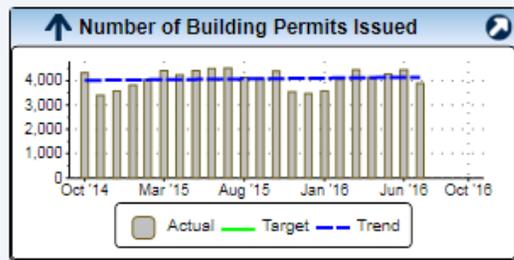


Density (# of sites/sq. mi.) of contaminated sites in wellfields	2015		1.09	n/a	n/a	Mayorga, Wilbur (RER)
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Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)		May '16	94%	n/a	n/a	Mayorga, Wilbur (RER)		
			(194 / 206)					
Child Measures	Period	Actual	Target	Variance	Owners			
Number of rehabilitation documents reviewed	May '16	194	n/a	n/a	Mayorga, Wilbur (RER)			
Number of rehabilitation documents to be reviewed	May '16	206	n/a	n/a	Mayorga, Wilbur (RER)			
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO) (DERM)		Jul '16	91%	90%	1%	Lopez, Xiomara (RER)		
			(48 / 53)					
Child Measures	Period	Actual	Target	Variance	Owners			
Number of sanitary nuisances responses	Apr '16	48	n/a	n/a	Markeset, Karl (RER)			
Number of sanitary nuisances responded to within 24-hours	Apr '16	39	n/a	n/a	Markeset, Karl (RER)			
Objective	Description	Owners						
Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)		Salas, Juliana (RER); Boza, Monica M. (RER); Moreno, Chaveli (RER)						
Grandparent Objectives	Description	Owners						
NI1 Responsible growth and a sustainable built environment		Miami-Dade County						
NI4 Safe, healthy and attractive neighborhoods and communities		Miami-Dade County						
Parent Objectives	Description	Owners						
NI1-1 Promote mixed-use, multi-modal, well designed, and sustainable communities		Miami-Dade County						
NI4-1 Ensure buildings are safer		Miami-Dade County						
NI4-2 Promote livable and beautiful neighborhoods		Miami-Dade County						
Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of	    	%	Status	Owners
Building and Neighborhood Enforcement Reorganization	1/1/2015	6/30/2016		2/24/2016	    	100%	Complete	Salas, Juliana (RER)
Customer Service Improvements at the Permitting and Inspection Center	10/1/2014	9/30/2016		2/24/2016	    	67.5 %	In Progress	Salas, Juliana (RER); Gascon, Jaime (RER)

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Number of Building Permits Issued	Jul '16	3,890	n/a	n/a	Gascon, Jaime (RER); Bestard, Angelique (RER); Moreno, Chaveli (RER)



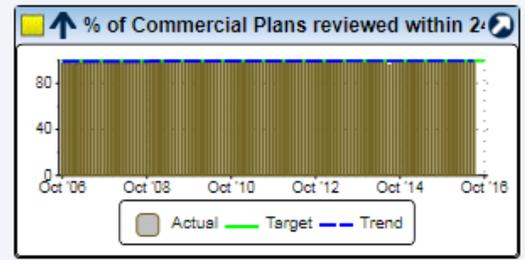
Child Measures	Period	Actual	Target	Variance	Owners
Building Permits	Jul '16	1,291	n/a	n/a	Moreno, Chaveli (RER); Bestard, Angelique (RER); Gascon, Jaime (RER)
Electrical Permits	Jul '16	975	n/a	n/a	Bestard, Angelique (RER); Moreno, Chaveli (RER); Gascon, Jaime (RER)
LPGX Permits	Jul '16	20	n/a	n/a	Bestard, Angelique (RER); Gascon, Jaime (RER); Moreno, Chaveli (RER)
Mechanical Permits	Jul '16	416	n/a	n/a	Moreno, Chaveli (RER); Bestard, Angelique (RER); Gascon, Jaime (RER)
Plumbing Permits	Jul '16	547	n/a	n/a	Gascon, Jaime (RER); Bestard, Angelique (RER); Moreno, Chaveli (RER)
Roofing Permits	Jul '16	596	n/a	n/a	Gascon, Jaime (RER); Bestard, Angelique (RER); Moreno, Chaveli (RER)
Sign Permits	Jul '16	45	n/a	n/a	Moreno, Chaveli (RER); Bestard, Angelique (RER); Gascon, Jaime (RER)

% of Residential Plans reviewed within 20 days (Building)	Jul '16	99.77%	100.00%	-0.23%	Bestard, Angelique (RER)
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Child Measures	Period	Actual	Target	Variance	Owners
% of BUILDING Residential Plans reviewed within 2 days	Jul '16	99.29%	100.00%	-0.71%	Gomez, Flavio (RER); Bestard, Angelique (RER)
% of ELECTRICAL Residential Plans reviewed within 2 days	Jul '16	100.00%	100.00%	0.00%	Bestard, Angelique (RER); Bazerman, Stuart (RER)
% of MECHANICAL Residential Plans reviewed within 3 days	Jul '16	99.64%	100.00%	-0.36%	Bestard, Angelique (RER); Martinez, Camilo (RER)
% of PLUMBING Residential Plans reviewed within 2 days	Jul '16	100.00%	100.00%	0.00%	Bestard, Angelique (RER); Martinez, Camilo (RER)

* % of STRUCTURAL Residential Plans reviewed within 4 days	■	Jul '16	94.98%	100.00%	-5.02%	Gomez, Flavio (RER); Bestard, Angelique (RER)
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% of Commercial Plans reviewed within 24 days (Building)	■	Jul '16	99.96%	100.00%	-0.04%	Bestard, Angelique (RER)
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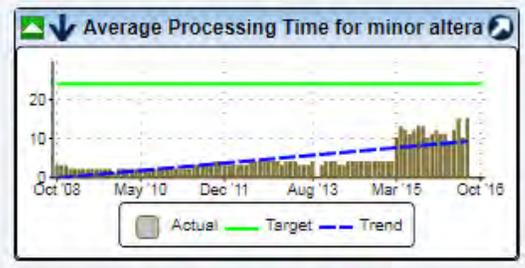


Child Measures		Period	Actual	Target	Variance	Owners
% of BUILDING Commercial Plans reviewed within 3 days	■	Jul '16	99.01%	100.00%	-0.99%	Gomez, Flavio (RER); Bestard, Angelique (RER)
% of ELECTRICAL Commercial Plans reviewed within 2 days	■	Jul '16	97.50%	100.00%	-2.50%	Bazerman, Stuart (RER); Bestard, Angelique (RER)
% of MECHANICAL Commercial Plans reviewed within 4 days	▲	Jul '16	100.00%	100.00%	0.00%	Martinez, Camilo (RER); Bestard, Angelique (RER)
% of PLUMBING Commercial Plans reviewed within 2 days	■	Jul '16	99.62%	100.00%	-0.38%	Martinez, Camilo (RER); Bestard, Angelique (RER)
% of STRUCTURAL Commercial Plans reviewed within 6 days	■	Jul '16	98.72%	100.00%	-1.28%	Gomez, Flavio (RER); Bestard, Angelique (RER)

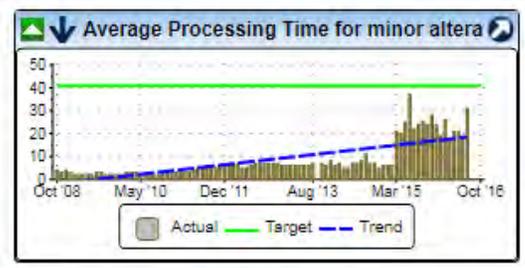
% of Residential and Commercial Plans reviewed on time (4 and 8 days, respectively) (DERM)		Apr '16	93.2% (3,322.0 / 3,566.0)	n/a	n/a	Guerrero, Cristian (RER); Lezcano, Frank (RER)
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Child Measures		Period	Actual	Target	Variance	Owners
Number of building plans reviewed on time (PRaDA)		Apr '16	3,322	n/a	n/a	Hernandez, Carlos P.E. (RER); Lezcano, Frank (RER); Guerrero, Cristian (RER)
Number of building plans reviewed (PRaDA)		Jul '16	3,479	n/a	n/a	Hernandez, Carlos P.E. (RER); Lezcano, Frank (RER); Guerrero, Cristian (RER)

Average Processing Time for minor alterations, repairs and additions - Residential Applications-CPP Jul '16 15 24 9 Bestard, Angelique (RER)



Average Processing Time for minor alterations, repairs and additions - Commercial Applications-CPP Jul '16 31 41 10 Bestard, Angelique (RER)

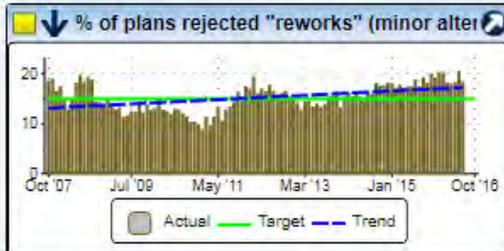


% of plans rejected "Initial Review Only" (minor alterations, repairs and additions) Jul '16 38% 40% 2% Bestard, Angelique (RER)
(3,062 / 8,066)

Child Measures	Period	Actual	Target	Variance	Owners
Percentage of Zoning plans rejected (minor alteration, repairs & additions)	Jul '16	47 (512 / 1,082)	30	-17	Byers, Jim; Bestard, Angelique (RER)
Percentage of Public Works Concurrency rejection of plans (minor alterations, repairs & additions)	Jul '16	7 (9 / 126)	25	18	Byers, Jim; Bestard, Angelique (RER)
Percentage of Gas Plans Rejected (minor alterations, repairs & additions)	Jul '16	46 (11 / 24)	30	-16	Martinez, Camilo (RER); Bestard, Angelique (RER)
Percentage of Sign plans rejected (minor alterations, repairs & additions)	Jul '16	46 (26 / 56)	30	-16	Byers, Jim; Bestard, Angelique (RER)
Percentage of Shop Drawings rejected (minor alterations, repairs & additions)	Jul '16	19 (33 / 171)	25	6	Bestard, Angelique (RER); Gomez, Flavio (RER)
Percentage of Public Works rejected (minor alterations, repairs & additions)	Jul '16	22 (97 / 436)	25	3	Bestard, Angelique (RER); Byers, Jim

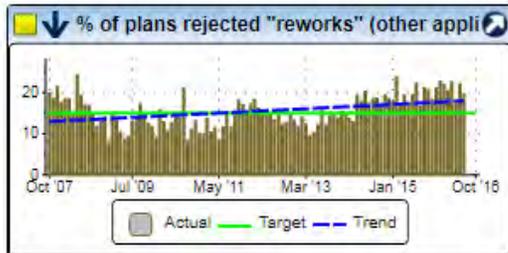
* Percentage of DERM plans rejected (minor alterations, repair & additions)	🔴	Jul '16	47 (704 / 1,508)	30	-17	Bestard, Angelique (RER); Guerrero, Cristian (RER)
Percentage of Building plans rejected (minor alterations, repairs & additions)	🔴	Jul '16	40% (530 / 1,329)	25%	-15%	Gomez, Flavio (RER); Bestard, Angelique (RER)
Percentage of Electrical plans rejected (minor alterations, repairs & additions)	🟢	Jul '16	18% (111 / 634)	25%	7%	Bazerman, Stuart (RER); Bestard, Angelique (RER)
Percentage of Mechanical plans rejected (minor alterations, repairs & additions).	🟢	Jul '16	20% (90 / 443)	25%	5%	Martinez, Camilo (RER); Bestard, Angelique (RER)
Percentage of Plumbing plans rejected (minor alterations, repairs & additions).	🟡	Jul '16	30% (174 / 571)	25%	-5%	Bestard, Angelique (RER); Martinez, Camilo (RER)
Percentage of Structural plans rejected (minor alterations, repairs & additions).	🔴	Jul '16	45% (765 / 1,685)	25%	-20%	Gomez, Flavio (RER); Bestard, Angelique (RER)
% of plans rejected "Initial Review Only"(other applications except plan revisions).	🟢	Jul '16	43% (708 / 1,658)	50%	7%	Bestard, Angelique (RER)
Child Measures		Period	Actual	Target	Variance	Owners
Percentage of Gas plans rejected(all other applications, no revisions)	🔴	Jul '16	180 (9 / 5)	50	-130	Martinez, Camilo (RER); Bestard, Angelique (RER)
Percentage of Sign plans rejected (all other applications)	🟡	Jul '16	55 (26 / 47)	50	-5	n/a
Percentage of Public Works plans rejected	🔴	Jul '16	66 (96 / 145)	50	-16	Byers, Jim; Bestard, Angelique (RER)
Percentage of Public Work Concurrency rejected (Other applications excludes revisions)	🟢	Jul '16	19 (20 / 107)	50	31	Bestard, Angelique (RER); Byers, Jim
Percentage of Shop Drawing rejected (All other applications except revision)	🟢	Jul '16	17 (26 / 156)	50	33	Gomez, Flavio (RER); Bestard, Angelique (RER)
Percentage of DERM plans rejected (other applications except plan revisions)	🔴	Jul '16	70 (121 / 172)	50	-20	Salas, Juliana (RER); Guerrero, Cristian (RER); Bestard, Angelique (RER)
Percentage of Zoning Plans Rejected (All other applications except revisions)	🟢	Jul '16	41 (93 / 225)	50	9	Bestard, Angelique (RER); Byers, Jim
Percentage of Building plans rejected (all other applications except plan revisions).	🟡	Jul '16	55% (78 / 141)	50%	-5%	Gomez, Flavio (RER); Bestard, Angelique (RER)
Percentage of Electrical plans rejected (all other applications except plan revisions)	🟢	Jul '16	12% (19 / 154)	50%	38%	Bazerman, Stuart (RER); Bestard, Angelique (RER)
Percentage of Mechanical plans rejected (all other applications except plan revisions).	🟢	Jul '16	20% (21 / 104)	50%	30%	Bestard, Angelique (RER); Martinez, Camilo (RER)
Percentage of Plumbing plans rejected (all other applications except plan revisions).	🟢	Jul '16	33% (41 / 126)	50%	17%	Martinez, Camilo (RER); Bestard, Angelique (RER)
Percentage of Structural plans rejected (all other applications except plan revisions).	🟡	Jul '16	60% (162 / 272)	50%	-10%	Bestard, Angelique (RER)

% of plans rejected "reworks" (minor alterations, repairs and additions) Jul '18 18% 15% -3% Bestard, Angelique (RER)
 (913 / 5,006)



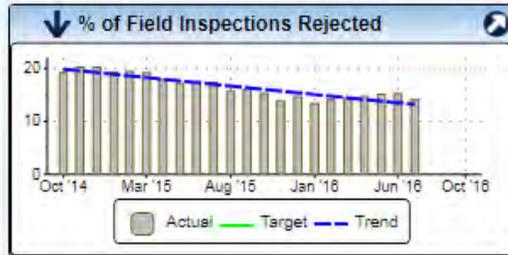
Child Measures		Period	Actual	Target	Variance	Owners
Percentage of building plans rejected "reworks" (minor alterations, repairs and additions)	▲	Jul '18	10% (125 / 1,302)	15%	5%	Gomez, Flavio (RER); Bestard, Angelique (RER)
Percentage of electrical plans rejected "reworks" (minor alterations, repairs and additions)	▲	Jul '18	8% (44 / 534)	15%	7%	Bazeman, Stuart (RER); Bestard, Angelique (RER)
Percentage of mechanical plans rejected "reworks" (minor alterations, repairs and additions)	▲	Jul '18	11% (31 / 289)	15%	4%	Bestard, Angelique (RER); Martinez, Camilo (RER)
Percentage of plumbing plans rejected "reworks" (minor alterations, repairs and additions)	▲	Jul '18	9% (53 / 572)	15%	6%	Bestard, Angelique (RER); Martinez, Camilo (RER)
Percentage of structural plans rejected "reworks" (minor alterations, repairs and additions)	▲	Jul '18	14% (83 / 595)	15%	1%	Gomez, Flavio (RER); Bestard, Angelique (RER)
Percentage of Gas Plans Rejected "Rework" (minor alterations, repairs & additions)	▲	Jul '18	14 (3 / 22)	15	1	n/a
Percentage of DERM Plans rejected "rework" (minor alterations, repairs & additions)	▼	Jul '18	35 (309 / 875)	15	-20	Guerrero, Cristian (RER); Bestard, Angelique (RER)
Percentage of Public Works Plans rejected "Rework" (minor alterations, repairs & additions)	▼	Jul '18	38 (57 / 150)	15	-23	n/a
Percentage of Public Works Concurrency plans rejected "Rework" (minor alterations, repairs & additions)	▲	Jul '18	11 (3 / 28)	15	4	n/a
Percentage of Signs Plans Rejected "Rework" (minor alterations, repairs & addition)	▼	Jul '18	26 (11 / 42)	15	-11	n/a
Percentage of Zoning Plans Rejected "Rework" (minor alterations, repairs & additions)	▼	Jul '18	35 (193 / 550)	15	-20	n/a
Percentage of Shop Drawings rejected "Rework" (minor alterations, repair & additions)	▲	Jul '18	2 (1 / 47)	15	13	n/a

% of plans rejected "reworks" (other applications except plan revisions) Jul '16 20% 15% -5% Bestard, Angelique (RER)
(313 / 1,592)



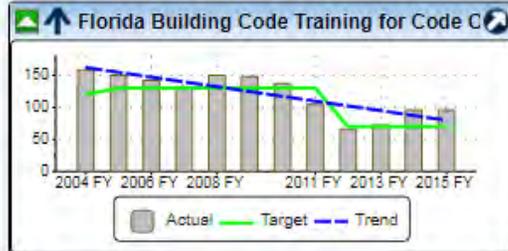
Child Measures		Period	Actual	Target	Variance	Owners
Percentage of building plans rejected "reworks" (all other applications)	▲	Jul '16	12% (26 / 209)	15%	3%	Gomez, Flavio (RER); Bestard, Angelique (RER)
Percentage of electrical plans rejected "reworks" (all other applications)	▲	Jul '16	5% (14 / 280)	15%	10%	Bestard, Angelique (RER); Bazerman, Stuart (RER)
Percentage of mechanical plans rejected "reworks" (all other applications)	▲	Jul '16	4% (5 / 131)	15%	11%	Bestard, Angelique (RER); Martinez, Camilo (RER)
Percentage of plumbing plans rejected "reworks" (all other applications)	▲	Jul '16	12% (34 / 281)	15%	3%	Bestard, Angelique (RER)
Percentage of structural plans rejected "reworks" (all other applications)	▲	Jul '16	11% (20 / 188)	15%	4%	Gomez, Flavio (RER); Bestard, Angelique (RER)
Percentage of Public Work Concurrency plans rejected "rework" (all other applications except plan revisions)	▼	Jul '16	29 (8 / 28)	15	-14	n/a
Percentage of Zoning Plans Rejected "Rework" (all other applications, except plans revisions)	▼	Jul '16	36 (53 / 146)	15	-21	Bestard, Angelique (RER); Byers, Jim
Percentage of DERM Plans rejected "Rework" (all other applications except revisions)	▼	Jul '16	50 (82 / 165)	15	-35	n/a
Percentage of Signs plans rejected "Rework" (all other applications except plans revisions)	▼	Jul '16	49 (20 / 41)	15	-34	n/a
Percentage of Shop Drawing rejected "Rework" (all other applications except plans revisions)	▲	Jul '16	4 (1 / 27)	15	11	n/a
Percentage of Public Works plans rejected "rework" (all other applications except plans revisions)	▼	Jul '16	52 (49 / 95)	15	-37	Bestard, Angelique (RER); Byers, Jim
Percentage of Gas Plans Rejected "Rework" (all other applications except plan revisions)	▼	Jul '16	100 (1 / 1)	15	-85	n/a

% of Field Inspections Rejected Jul '16 14.0% n/a n/a Bestard, Angelique (RER)
 (2,001.0 / 14,254.0)

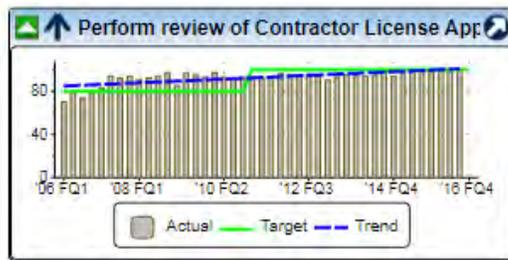


Objective	Description	Owners
Responsive Building Code Administration Services (NI4-1)(RER BP)		Goolsby, Michael L. (RER)

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Florida Building Code Training for Code Officials-hours (NU2-3)	2015 FY	96	70	26	Goolsby, Michael L. (RER)

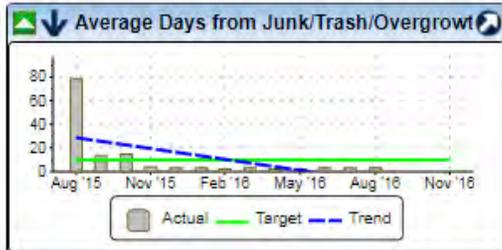


Perform review of Contractor License Applications in 10 days (ED4)	'16 FQ3	100%	100%	0%	Goolsby, Michael L. (RER)
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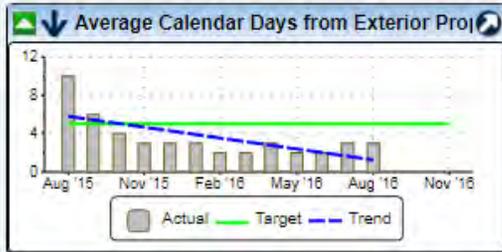


Objective	Description						Owners	
Improve Neighborhood Code Compliance (N4-2)(RER BP)							Moreno, Chaveli (RER); Roig, Ricardo (RER); Boza, Monica M. (RER); Bestard, Angelique (RER)	
Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of		%	Status	Owners
Building and Neighborhood Enforcement Reorganization	1/1/2015	6/30/2016		2/24/2016	▲ ▲ ▲ ▲ ▲	100%	Complete	Salas, Juliana (RER)
Measures Linked to Objective	Period	Actual	Target	Variance	Owners			
% of Voluntary Compliance with Warning Letters Issued	May '16	65% (1,103 / 1,702)	55%	10%	Roig, Ricardo (RER)			
Child Measures	Period	Actual	Target	Variance	Owners			
% of Voluntary Compliance with Warning Letters Issued-Central 2	May '16	75 (237 / 314)	55	20	Rojas, Maritza; Ortega, Maritza (RER)			
% of Voluntary Compliance with Warning Letters Issued-South 2	May '16	74 (191 / 259)	55	19	Hudson, Cassandra; Rivera, Ed (RER)			
% of Voluntary Compliance with Warning Letters Issued-North 1	May '16	59 (189 / 286)	55	4	Darrough, Andrea; Peña, Jorge (RER)			
% of Voluntary Compliance with Warning Letters Issued-South 1	May '16	60 (134 / 223)	55	5	Rivera, Ed (RER); Vazquez, Maritza			
% of Voluntary Compliance with Warning Letters Issued-Central 1	May '16	66 (182 / 245)	55	11	Ortega, Maritza (RER); Aaron, Brenda			
% of Voluntary Compliance with Warning Letters Issued-North 2	May '16	58 (210 / 360)	55	3	Martinez, Jose; Peña, Jorge (RER)			

Average Days from Junk/Trash/Overgrowth Complaint to First Inspection Aug '16 3 10 7 Roig, Ricardo (RER)

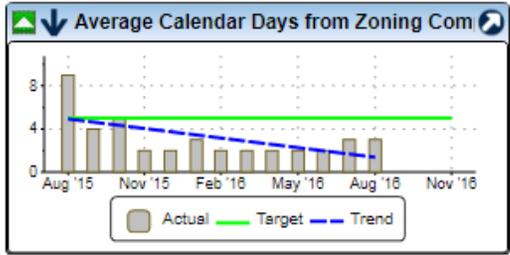


Child Measures	Period	Actual	Target	Variance	Owners
Average Days to First Inspection for Junk/Trash/Overgrowth Complaints-Central 2	Aug '16	3	10	7	Rojas, Maritza; Ortega, Maritza (RER)
Average Days to First Inspection for Junk/Trash/Overgrowth Complaints-South 2	Aug '16	4	10	6	Hudson, Cassandra; Rivera, Ed (RER)
Average Days to First Inspection for Junk/Trash/Overgrowth Complaints-North 2	Aug '16	3	10	7	Martinez, Jose; Peña, Jorge (RER)
Average Days to First Inspection for Junk/Trash/Overgrowth Complaints-South 1	Aug '16	3	10	7	Vazquez, Maritza; Rivera, Ed (RER)
Average Days to First Inspection for Junk/Trash/Overgrowth Complaints-Central 1	Aug '16	3	10	7	Ortega, Maritza (RER); Aaron, Brenda
Average Days to First Inspection for Junk/Trash/Overgrowth Complaints-North 1	Aug '16	3	10	7	Darrough, Andrea; Peña, Jorge (RER)
Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Aug '16	3	5	2	Roig, Ricardo (RER)

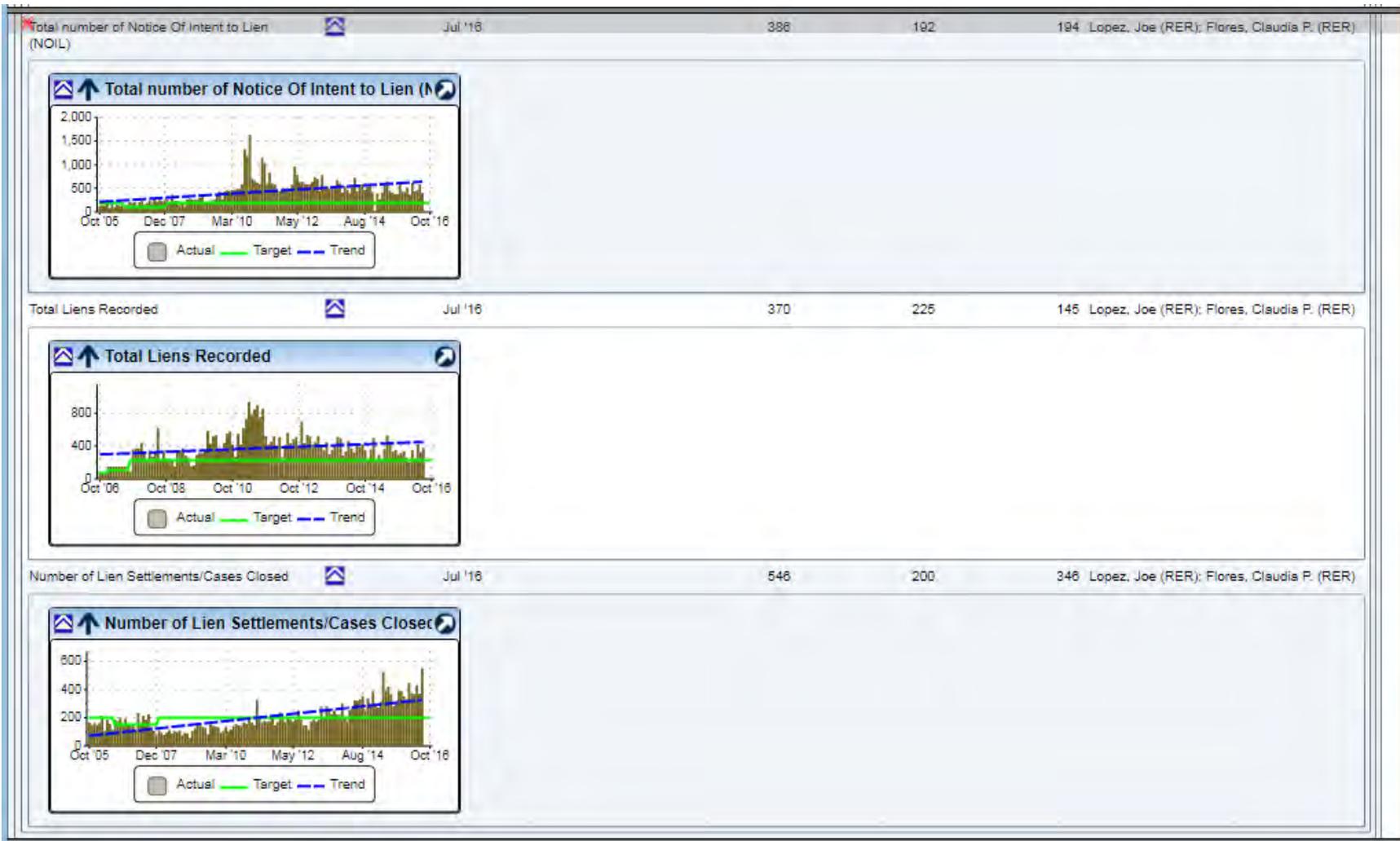


Child Measures	Period	Actual	Target	Variance	Owners
Average Calendar Days from Exterior Property Maintenance to First Inspection-Central 2	Aug '16	2	5	3	Ortega, Maritza (RER); Rojas, Maritza
Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-North 2	Aug '16	3	5	2	Peña, Jorge (RER); Martinez, Jose

✖ Average Calendar Days from Exterior Property Maintenance to First Inspection-North 1	▲	Aug '16	4	5	1 Peña, Jorge (RER); Darrough, Andrea
Average Calendar Days from Exterior Property Maintenance to First Inspection-Central 1	▲	Aug '16	3	5	2 Aaron, Brenda; Aaron, Brenda; Ortega, Maritza (RER); Ortega, Maritza (RER)
Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-South 2	▲	Aug '16	5	5	0 Hudson, Cassandra; Rivera, Ed (RER)
Average Calendar Days from Exterior Property Maintenance to First Inspection-South 1	▲	Aug '16	4	5	1 Vazquez, Maritza; Rivera, Ed (RER)
Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	▲	Aug '16	3	5	2 Roig, Ricardo (RER)



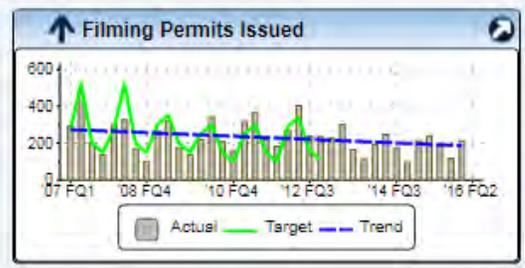
Child Measures		Period	Actual	Target	Variance	Owners
Average Calendar Days from Zoning Complaint to First Inspection-Central 1	▲	Aug '16	3	5	2	Ortega, Maritza (RER); Aaron, Brenda
Average Calendar Days from Zoning Complaint to First Inspection-Central 2	▲	Aug '16	2	5	3	Ortega, Maritza (RER); Rojas, Maritza
Average Calendar Days from Zoning Complaint to First Inspection-South 1	▲	Aug '16	3	5	2	Vazquez, Maritza; Rivera, Ed (RER)
Average Calendar Days from Zoning Complaint to First Inspection-North 2	▲	Aug '16	3	5	2	Martinez, Jose; Peña, Jorge (RER)
Average Calendar Days from Zoning Complaint to First Inspection-South 2	▲	Aug '16	4	5	1	Hudson, Cassandra; Rivera, Ed (RER)
Average Calendar Days from Zoning Complaint to First Inspection-North 1	▲	Aug '16	3	5	2	Peña, Jorge (RER); Darrough, Andrea



Objective	Description		Owners					
Provide Stewardship to the CDMP and Zoning Application Processes (N11, N11-1)			Silva, Eric; Woerner, Mark (RER)					
Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of		%	Status	Owners
Implement Land Mangement System	7/1/2014	3/31/2015		2/24/2016	▲▲	75%	In Progress	Romito, Donna (RER)
Reorganize and Implement Process Improvements in the Zoning Applications and Information Units	3/3/2014	9/30/2016		2/24/2016	▲▲▲	85%	In Progress	Newsome, Amina N. (RER)

Objective	Description	Owners
Increase the Amount of Film and Television Production in Miami-Dade County		Lighterman, Sandy K. (RER)
Grandparent Objectives	Description	Owners
ED1 A stable and diversified economic base that maximizes inclusion of higher paying jobs in sustainable growth industries		Miami-Dade County
Parent Objectives	Description	Owners
ED1-2 Attract industries that have high wage jobs and high growth potential		Miami-Dade County

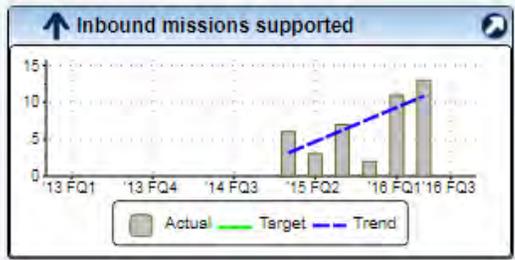
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Filming Permits Issued	'16 FQ1	212	n/a	n/a	Lisenby, Jeanie L. (RER); Lighterman, Sandy K. (RER)



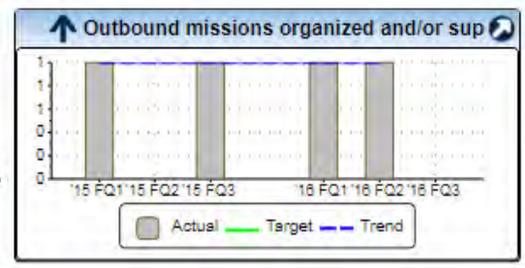


Objective	Description	Owners
Increase opportunities for international trade (ITC)		Donderiz, Alain (RER)
Grandparent Objectives	Description	Owners
ED3 Expanded international trade and commerce		Miami-Dade County
Parent Objectives	Description	Owners
ED3-1 Attract and increase foreign direct investments and international trade from targeted countries		Miami-Dade County

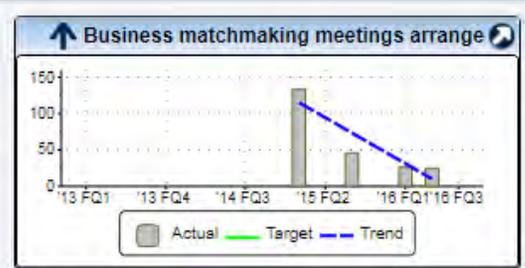
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Inbound missions supported	'16 FQ2	13	n/a	n/a	Gonzalez, Manuel J. (RER); Alufonai, Desmond (RER)



Outbound missions organized and/or supported	'16 FQ2	1	n/a	n/a	Alufohai, Desmond (RER); Gonzalez, Manuel J. (RER)
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Business matchmaking meetings arranged	'16 FQ2	25	n/a	n/a	Alufohai, Desmond (RER); Gonzalez, Manuel J. (RER)
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Business Development and Outreach Efforts	Jun '16	5	n/a	n/a	Alufohai, Desmond (RER); Gonzalez, Manuel J. (RER)
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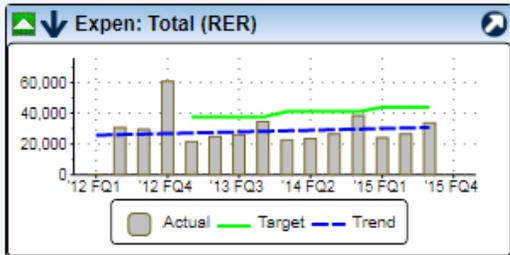
Objective	Description	Owners			
Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)		Baker, Gregory (RER)			
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Issue renewal licenses within 14 calendar days of complete application (Consumer Protection)	Aug '16	98%	95%	3%	Kaminsky, Diane (RER); Galvez, Yamil
CPD Licenses issued per month	Aug '16	1,144	0	1,144	Kaminsky, Diane (RER); Galvez, Yamil
Child Measures	Period	Actual	Target	Variance	Owners
MVR licenses issued	Aug '16	1,007	n/a	n/a	Kaminsky, Diane (RER); Galvez, Yamil
Towing licenses issued	Aug '16	52	n/a	n/a	Kaminsky, Diane (RER); Galvez, Yamil
Locksmith licenses issued	Aug '16	18	n/a	n/a	Londoño, Karwin (PA); Kaminsky, Diane (RER); Galvez, Yamil
Moving licenses issued	Aug '16	8	n/a	n/a	Kaminsky, Diane (RER); Galvez, Yamil
Water Re-metering licenses issued	Aug '16	2	n/a	n/a	Kaminsky, Diane (RER); Galvez, Yamil
DP registrations issued	Aug '16	28	n/a	n/a	Kaminsky, Diane (RER); Galvez, Yamil

Objective	Description	Owners			
Resolve Disputes between Consumers and Businesses		Baker, Gregory (RER)			
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Value of Goods, Refunds and/or Service Recovered for Consumers	Aug '16	\$98,424	\$80,000	\$18,424	Baker, Gregory (RER)
Customer satisfaction from consumers that file complaints against businesses	Aug '16	5.00	4.80	0.20	Kaminsky, Diane (RER); Galvez, Yamil

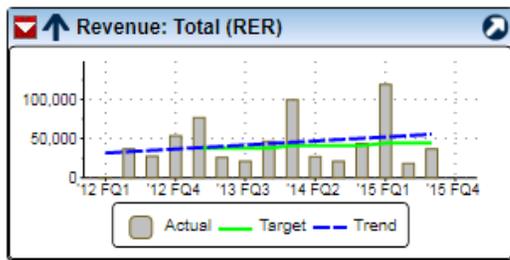
2.0 Financial

Objective	Description	Owners
Meet Budget Targets (RER)		Osterholt, Jack

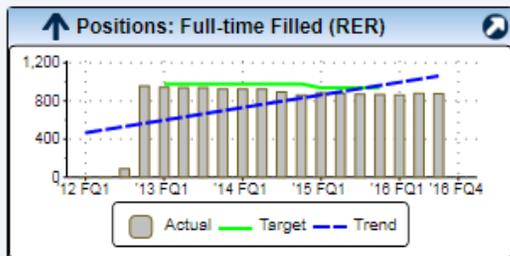
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Expen: Total (RER)	'15 FQ3	\$33,632K	\$43,998K	\$-10,366K	Osterholt, Jack



Child Measures	Period	Actual	Target	Variance	Owners
Expenditure: Personnel Costs (RER)	'16 FQ3	\$20,818K	n/a	n/a	Osterholt, Jack
Expenditure: Court Costs (RER)	'16 FQ3	\$2K	n/a	n/a	Osterholt, Jack
Expenditure: Contractual Services (RER)	'16 FQ3	\$927K	n/a	n/a	Osterholt, Jack
Expenditure: Other Operating (RER)	'16 FQ3	\$6,072K	n/a	n/a	Osterholt, Jack
Expenditure: Charges for County Services (RER)	'16 FQ3	\$3,055K	n/a	n/a	Osterholt, Jack
Expenditure: Grants to Outside Organizations (RER)	'16 FQ3	\$0K	n/a	n/a	Osterholt, Jack
Expenditure: Capital (RER)	'16 FQ3	\$-20K	n/a	n/a	Osterholt, Jack
Expenditure: Transfers Out (RER)	'16 FQ3	\$0K	n/a	n/a	Osterholt, Jack
Expenditure: Distribution of Funds in Trust (RER)	'16 FQ3	\$0K	n/a	n/a	Osterholt, Jack
Expenditure: Debt Service (RER)	'16 FQ3	\$3,626K	n/a	n/a	Osterholt, Jack
Expenditure: Depreciation, Amortization, Depletion (RER)	'16 FQ3	\$0K	n/a	n/a	Osterholt, Jack
Expenditure: Reserves (RER)	'16 FQ3	\$0K	n/a	n/a	Osterholt, Jack
Expenditure: Intradepartmental Transfers (RER)	'16 FQ3	\$0K	n/a	n/a	Osterholt, Jack



Child Measures	Period	Actual	Target	Variance	Owners
Revenue: Carryover (RER)	'16 FQ3	\$0K	n/a	n/a	Osterholt, Jack
Revenue: Proprietary (RER)	'16 FQ3	\$30,930K	n/a	n/a	Osterholt, Jack
Revenue: General Fund (RER)	'16 FQ3	\$0K	n/a	n/a	Osterholt, Jack
Revenue: Federal (RER)	'16 FQ3	\$235K	n/a	n/a	Osterholt, Jack
Revenue: State (RER)	'16 FQ3	\$1,196K	n/a	n/a	Osterholt, Jack
Revenue: Interagency/Intradepartmental (RER)	'16 FQ3	\$85K	n/a	n/a	Osterholt, Jack
Positions: Full-time Filled (RER)	'16 FQ3	\$874K	n/a	n/a	Osterholt, Jack



3.0 Internal

Objective	Description	Owners
Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)	The purpose of this objective is to monitor and ensure the protection of environmental resources which is reflected in the Business Plan and Scorecard. The objective and measures have been added to review the sustainability of internal operations using measures tracked by ISD. The department maintains a sustainability policy for office and field personnel which includes efficient use of vehicles, and water, and electricity.	Hefty, Lee (RER); Hefty, Nichole (RER); Troner, Susannah (RER); Klopp, Lisa (RER); Gomez, Patricia (RER)
Increase Efficiency and Best Practices (GG4)	Continue to review current business processes to identify program improvements within the new departmental structure in order to achieve the department's strategic potential.	Osterholt, Jack; Erml-Martinez, Christa (RER)

Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of		%	Status	Owners
Implement Enterprise-wide IT EDMS Solutions	12/18/2013	9/1/2015		2/24/2016	▲ ▼	12%	In Progress	Ermi-Martinez, Christa (RER); Romito, Donna (RER)
Consolidate RER Communications and Agenda Functions into Director's Office	12/18/2013	3/31/2015		5/5/2015	▲ ▲	100%	Complete	Ermi-Martinez, Christa (RER)
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes	12/18/2013	9/30/2020		2/24/2016	▲ ▼	10%	In Progress	Ermi-Martinez, Christa (RER); Romito, Donna (RER)

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Number of requested payroll vouchers	'16 FQ1	n/a	n/a	n/a	Lars, Rhina (RER); Lau, Kelly (RER)

Number of requested payroll vouchers

Period	Actual	Target	Trend
'16 FQ1	2	2	2
'16 FQ2	1	1	1

Objective	Description	Owners
Prevent unsafe work practices	Preventing unsafe work practices involves performing site visits with employees and observing current inspection practices. The DERM Safety & Training Office and the Supervisors work together with the employee to identify techniques and the use of appropriate equipment to prevent injury. This objective also involves evaluating the types of injuries sustained on the job and identifying methods to prevent future injuries.	Melendez, Marcia; Donderiz, Alain (RER)

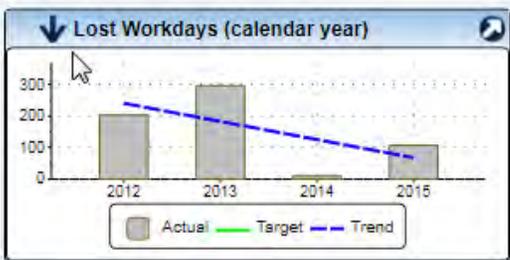
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
% of employees satisfied with safety training	'16 FQ2	100% (27 / 27)	85%	15%	Donderiz, Alain (RER); Lamont-Bailey, Lora

% of employees satisfied with safety train

Period	Actual	Target	Trend
'08 FQ1	60	85	60
'09 FQ4	80	85	75
'11 FQ3	85	85	80
'13 FQ2	90	85	85
'15 FQ1	95	85	90
'16 FQ3	100	85	95

Child Measures	Period	Actual	Target	Variance	Owners																												
% of employees satisfied with OSHA (HAZWOPER) required training	'16 FQ2	n/a	85%	n/a	Donderiz, Alain (RER); Lamont-Bailey, Lora																												
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Period	Actual (%)	Target (%)	Trend (%)																														
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'15 FQ1	~90	85	~75																														
'16 FQ3	~90	85	~100																														
Total Workers' Compensation Injuries Per 100 Employees (calendar year)	2015	2.41	n/a	n/a	Donderiz, Alain (RER)																												
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Year	Actual	Target	Trend																														
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2014	~3.0	~3.0	~3.0																														
2015	2.41	~2.8	~2.8																														
Total Reportable Injuries (calendar year)	2015	22	n/a	n/a	Donderiz, Alain (RER)																												
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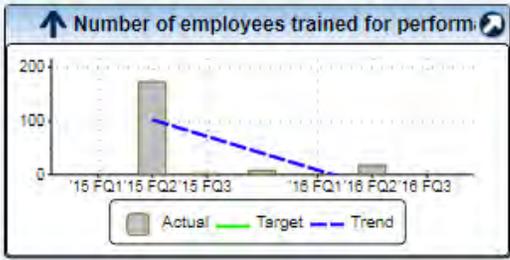
Lost Workdays (calendar year) 2015 107 n/a n/a Dondenz, Alain (RER)



4.0 Learning and Growth

Objective	Description	Owners
Develop and retain excellent employees and leaders		Dondenz, Alain (RER); Emi-Martinez, Chnsta (RER)

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Number of employees trained for performance evaluations	'16 FQ2	18	n/a	n/a	Marlow, Myra (RER); Wheeler, Cyran (RER)



Number of total recruitments	'16 FQ1	127	n/a	n/a	Garcia, Iliana; Lau, Kelly (RER)
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5.0 Sustainability

Objective	Description					Owners
Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2)	It has now been established with sound scientific evidence that Climate Change is indeed occurring on a global level. As a coastal community at sea level, it is therefore crucial that Miami-Dade County begin planning now for those future impacts, to help anticipate what these impacts may be and begin taking steps now to prevent or mitigate them. Since Environmental Services has staff with much expertise and experience in climate change related issues and technologies, it plays an important role in this critical and strategic planning and mitigation effort. Environmental Services has many air quality programs dedicated to reducing pollutants (unrelated to greenhouse gas emissions) located in the Air Quality Scorecard Dashboard.					Gonzalez P.E., Jose (RER)
Measures Linked to Objective		Period	Actual	Target	Variance	Owners
Number of County buildings certified Green: KPI	▼	2015 FY	10	26	-16	Gomez, Patricia (RER)
Child Measures		Period	Actual	Target	Variance	Owners
Number of LEED certified facilities managed by ISD	▲	'16 FH2	3	3	0	Silva, Juan C. (ISD); Jardine, Etta A. (ISD); Shah, Smita (ISD)
Number of Gold certified LEED buildings construction managed by ISD	▲	2015 FY	1	1	0	Silva, Juan C. (ISD); Jardine, Etta A. (ISD); Shah, Smita (Elections)
Number of Silver certified LEED buildings construction managed by ISD	▲	2015 FY	3	3	0	Silva, Juan C. (ISD); Jardine, Etta A. (ISD); Shah, Smita (Elections)
Number of Platinum certified LEED buildings managed by ISD		Mar '16	n/a	n/a	n/a	Jardine, Etta A. (ISD); Shah, Smita (Elections); Silva, Juan C. (ISD)
Community energy use (GreenPrint)	▼	2015	11,444.7kWh per capita 30,157.0 / 2,607,198.0)	4,190.0kWh per capita	7,254.7kWh per capita	Gomez, Patricia (RER)