

Memorandum



Date: July 9, 2026

To: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

Agenda Item No. 2(B)(2)
September 1, 2026

From: Daniella Levine Cava
Mayor

A handwritten signature in blue ink that reads "Daniella Levine Cava".

Subject: Report on Improving Permitting Processes, Centralizing Permitting Efforts, Offering Coordinated Meetings for Development Projects and Coordinating with Municipalities for Seamless Permitting – Directive Nos. 240021, 231698, 200420, 251244, 222042, 250507, and 202094.

Executive Summary

On July 6, 2023, the Board of County Commissioners (Board) adopted Resolution No. R-653-23, sponsored by Commissioner Cabrera, which establishes county policy to create, promote, expand and foster a more efficient, holistic, customer friendly and coordinated permitting process. R-653-23 directed the Mayor or Mayor's designee to establish a centralized, online web-based portal and county facility location to address permitting matters involving multiple county departments, systems and reviews, while also offering customer appointment services across plan review and permit types.

On October 3, 2023, the Board adopted Resolution No. R-890-23, also sponsored by Commissioner Cabrera, which establishes policy to collaborate with municipalities and other government agencies to implement processes where applicants for a permit or land development approval can have a single coordinated meeting with all government agencies for construction or development projects and directed the Mayor or Mayor's designee to analyze the feasibility of establishing a single coordinated meeting to enable collaborative review and rework for all construction and development projects subject to the municipal review process. A similar resolution, R-416-20 was adopted by the Board on May 5, 2020, which was co-prime sponsored by then Commissioners Bovo, Diaz, Sosa and Heyman. Resolution No. R-416-20 directed the Mayor or Mayor's designee to create and conduct a program whereby the County engages in routine coordination and training with municipalities to help municipalities better administer their municipal approval processes in accordance with County regulations. The directives of R-890-23 and R-416-20 complement each other in achieving the goal of a seamless permitting process for municipal customers.

Over the past several years, the Department of Regulatory and Economic Resources (RER) has proactively deployed a number of services and programs that collectively address all the objectives of these Resolutions. A centralized portal has been developed, physical consolidation and collocation has occurred where feasible, and meeting opportunities catering to municipal customers have been expanded, among a host of other programmatic and service improvements. These initiatives have been presented to the Board and relevant committees as part of broader discussion items pertaining to the permitting process (Legistar Numbers 251244, 222042, 250507, and 202094). These presentations have illustrated how technological improvements have been historically coupled with streamlining of processes and expansion of services, including education and outreach for our municipal partners as well as the businesses and residents that we service countywide. This history of these efforts is documented below and represents service offerings that continue to this day, with further planned improvements to come.

Centralized Permitting and Customer Support

Centralization of Land Development and Permitting on the Web

To advance the centralization of information and improve customers' understanding of available services, the RER website features a centralized online site that consolidates access to countywide development services and permitting programs. The portal serves customers with a resource hub that streamlines navigation and enhances the customer experience. Planned enhancements include the integration of online GIS tools that provide land development, government boundary, and environmental information, as well as jurisdictional and municipal

boundary maps, enabling customers to better understand project-specific requirements based on location. The Department's long-term modernization strategy includes evaluating opportunities to further integrate departmental systems through interoperable interfaces and connect related projects using geospatial information and other common project relationships.

Physical Co-location

The physical centralization and co-location of permitting functions has occurred to the maximum extent feasible at the West Miami-Dade Permitting and Inspection Center (MDPIC). Construction permitting functions have been housed there for two decades, housing agencies and operations associated with the approval of building permits, certificates of use, and other ancillary or independent permits such as from Fire Rescue and the Florida Department of Health. More recent additions include staff approving sewer extensions and elevator approvals. However, space constraints do not allow this facility to accommodate additional staff. The suite of land development services that are the precursor to construction permitting such as those relating to Comprehensive Development Master Planning (CDMP), zoning, and platting, and permitting associated with utilities, traffic, right of way, and environmental permitting are located at various County facilities including the Overtown Transit Village, Stephen P. Clark Center and the Water and Sewer Department's LeJeune Office. Physical co-location has historically been desired to improve the customer experience and to create further opportunities for staff collaboration and articulation of interagency online functionality and presence.

Although RER has virtualized its permit services, physical co-location remains critical for cohesion and better servicing of residents and businesses in need of permit related services. Creation of a one-stop shop for all land development and construction permitting services has been a longstanding goal of County leaders and the development community so that industry, small businesses, and residents can obtain all land development approvals without having to travel to multiple sites, consistent with the intent of Resolution No. R-653-23. The preparation for the relocation of all permitting functions to the 9250 West Flagler facility is underway. The building provides an opportunity to plan out a technologically supported and sophisticated in-person experience where business process refinements and technological modernization continue. Existing meeting and concierge services targeted at specific customer groups such as homeowners, small businesses, and large-scale developers are also anticipated to be enhanced by the physical collocation of staff involved permit related services.

Technological Background and Future Development Roadmap

Modernized, streamlined, and accessible systems are fundamental to delivering a customer-friendly permitting operation. Equally critical is fostering transparency and open communication between the County and the 34 municipal permitting jurisdictions. Over the years, RER has consistently addressed these priorities through a variety of measures and continues to do so through the strategic advancement of initiatives and projects aimed at enhancing permitting operations. Central to this effort is the prioritization of technological tools that serve not only the broader community and industry, but also the workforce that drives these operations, ensuring that improvements are felt at every level of the permitting process.

It is equally important to recognize that other County departments play a role in the development approval process, including the Water and Sewer Department (WASD) and the Department of Transportation and Public and Works (DTPW). A key priority of these ongoing improvements is the meaningful integration of other county departments within the permitting workflow, enabling RER to shepherd reviews concurrently in coordination with its other agencies and advance a more unified and efficient development process countywide.

There are numerous projects currently in the pipeline aimed at enhancing or transitioning the permitting process into a more efficient and modernized operation. Attachment A provides an excerpt from a presentation provided via Legistar No. 251244, which offered a broad overview of projects and their intended scope. In addition, other County departments have undertaken their own permitting modernization efforts, launching updated system for permit and reviews that are ancillary to, but supportive of, the broader permitting and development approval process.

Collectively, these initiatives reflect a sustained commitment across the County to advancing a more streamlined and effective permitting framework with an outlook on the ability to interface with each other.

In 2017, RER undertook a significant modernization effort focused on the Zoning Review and Approval process. As part of this initiative, RER implemented the EnerGov system for back-office operations, retiring a legacy system that was no longer supported and posed increasing operational and maintenance risks. This initiative also included the launch of the Citizen Self Service Portal, establishing the foundation for a more efficient and accessible review and permitting environment. The project included the modernization and enhancement of numerous zoning application processes, including Public Hearings, Administrative Site Plan Reviews, DIC Reviews, Zoning Appeals, and other related review and approval functions. A central component of this effort was the release of an online system designed to allow the public to apply for zoning reviews and approvals digitally, while also providing customers with the ability to track the status of their review workflow and submit payments online. Further process improvements were realized through the integration of concurrent reviews by other County agencies within the overall review workflow, reflecting the RER's early commitment to a more coordinated and transparent approval process. In the months after this initial release, RER continued these efforts with the inclusion of CDMP amendment applications and efforts continue with other pre-construction land development approvals such as the full expansion and modernization of the Platting process.

One of the most significant milestones in RER's modernization journey was the 2019 launch of the first phase of its fully custom, internally developed permitting platform. The Electronic Permits and Reviews System, commonly known as GoldKey, was conceived, designed, developed, and continues to be supported by departmental staff, leveraging decades of experience, best practices, and operational knowledge gained through the administration of the Building Permit process. The initiative delivered a comprehensive solution consisting of two integrated components. The first was a robust back-office platform that manages workforce and workload operations while serving as an intelligent workflow engine that standardizes and enforces RER's business processes and industry-recognized best practices. The second was a public-facing online portal designed to address longstanding customer needs and modernize the permitting experience. Through the portal, customers gained the ability to submit and track applications electronically, monitor review timelines, access reviewer comments and deficiencies in real time, submit revisions and corrections online, make payments electronically, and access services 24 hours a day, seven days a week. The implementation of GoldKey marked a transformational advancement in the RER's commitment to operational excellence, digital service delivery, and a more transparent, efficient, and customer-focused permitting process. The system, as well, continues to prioritize interdepartmental collaboration through the automation and inclusion of participating County departments and managing their reviews within an integrated platform and workflow. Streamlining the routing and coordination of reviews across the organization promotes efficiency and transparency, while supporting a more seamless process and reducing burden on applicants.

A particularly noteworthy feature of the GoldKey system is a dedicated online permitting portal designed specifically for use by municipalities in their interactions with the County for building permit review types that are required to be performed by the County, even within the context of a municipality's role as the agency having jurisdiction over the issuance of building permits within its boundaries. The portal grants municipal staff direct access to submit applications on behalf of their constituents, and through programmatic smart automation, each submission is automatically routed to the appropriate County review areas for concurrent processing. This functionality affords municipalities full visibility into their submissions, enabling staff to monitor all aspects of the review process, receive critical updates and notifications throughout, and ultimately obtain the finalized, County-approved set of plans for incorporation into their own records. This capability represents a meaningful advancement in the County's effort to foster a transparent, collaborative, and seamless permitting experience between the County and its municipal partners.

The GoldKey system remains an active and evolving platform, continuing to be expanded and enhanced while fully operational and in production use. RER is firmly committed to the modernization of all permit types within its regulatory authority, encompassing a broad range of building permit types as well as environmental permits. This

commitment is advanced through an extensive and carefully managed project roadmap, ensuring that improvements are delivered in a structured and deliberate manner without disruption to ongoing operations. RER's approach reflects a long-term vision of continuous improvement, progressively extending the capabilities of the system to meet the growing and changing needs of the community, industry, and municipal partners it serves.

Customer-Focused Meeting Offerings

RER provides several methods of connecting both unincorporated and municipal customers (whether they be residents, businesses, and/or industry professionals) with staff throughout the permitting processes. R-890-23 directed the Mayor to explore the feasibility of the County facilitating single coordinated meetings with the municipalities and outside agencies to assist applicants in addressing permitting challenges and resolving rework matters. RER's customer service and meeting options described below extend to unincorporated and municipal customers. The type and frequency of meetings are determined by the scope of the development project and the approvals required.

Implementation and Operation of MeetQ System and Portal

In 2020, RER launched the MeetQ appointment system to enhance customer service delivery and improve access to staff through a flexible, self-service scheduling platform. The implementation included both a public-facing portal and an internal management system, enabling customers to schedule convenient appointments held via web conference, telephone, or in-person meeting. MeetQ supports a variety of queue and appointment services across Building Permitting, Enforcement, Environmental Review, and most recently Zoning. RER continues to expand the platform to additional areas, strengthening communication and customer service engagement throughout the varied steps of the development review process. Existing services are regularly evaluated and refined to improve functionality, access, and optimize the user experience. Ultimately this system is intended to support all of RER's services and plan review functions.

Municipal Kiosk Partnership Project

The Municipal Kiosk Partnership Project was launched in late 2025 to better service municipal customers requiring County approvals by providing meeting and appointment services at the municipalities where they are located. Created to better service municipal customers requiring County approvals, the project leverages the online appointment system offered by MeetQ in collaboration with municipal building departments to establish virtual kiosks at municipal locations. The goal of the program is to expand access to online and virtual appointment services for residents, contractors, and small business owners undertaking building projects, bringing County services closer to where customers already interact with their municipal providers. Complementing access to technology, this initiative also includes an education and training component directed at municipal building and development services personnel. Through this effort, municipal staff are equipped with the knowledge and guidance needed to better direct customers to the appropriate county service and reviewer based on the specific scope of their intended project, permit, or approval. This ensures that customers arrive at the right point of contact, reducing delays and improving the overall service experience where multiple jurisdictions are involved. The following municipalities have either implemented kiosks or have begun discussions with RER's Business Architecture Team:

LAUNCHED	IN PROGRESS
Miami Beach	Miami Gardens (pending equipment, training)
Doral	Aventura (pending equipment, training)
Sunny Isles	Key Biscayne (pending construction on-site)
Bal Harbour	Medley (scheduling kick-off)
Hialeah	Cutler Bay (scheduling kick-off)
Bay Harbor	Florida City (scheduling kick-off)

Homestead	
Miami Lakes	
Coral Gables	

Municipal Pre-Application Meetings (Development Services)

In 2014, RER Development Services established a formal pre-application meeting process to provide coordinated guidance for development projects located in the unincorporated areas of the County. Meetings are structured on a designated day of the week in 30-minute intervals and unite a core group of reviewers representing Zoning, Platting, and Traffic, along with partnering departments including Miami-Dade Fire Rescue, the Water and Sewer Department, and DERM. Depending on the scope, location, and complexity of the proposed development, additional agencies are invited to participate, including Schools, Planning, DTPW, MDAD, PROS, MDPD, ITD, and DSWM. These meetings provide applicants with coordinated, multi-agency feedback early in the development process, helping to identify regulatory requirements, address potential issues proactively, and improve the overall efficiency of subsequent reviews.

In 2018, in response to feedback from the development community, RER expanded this service to include municipal projects. Recognizing the need to help applicants better anticipate project requirements, particularly those involving water and sewer infrastructure, special environmental considerations, or the submission of traffic studies and proposed roadway improvements, RER assumes a coordinating role in facilitating these meetings and extends invitations to municipal staff. This collaboration ensures that all parties develop a shared understanding of requirements that may span jurisdictional boundaries, fostering a more informed and aligned approach to the development process. In 2020, these services were transitioned to a virtual format, further expanding accessibility for applicants and participating agencies alike.

Meetings at the Permitting and Inspection Center (PIC)

In addition to the above, customers have multiple opportunities to meet with staff before, during, and after the building permit and certificate of use processes. These meetings are available in-person or virtually and are coordinated through the Building and Environmental Permitting Division's Concierge and Homeowner's Assistance Team (CHAT), who offer free support services in navigating the permitting and certificate of use processes.

Formal Meeting Types

RER offers four types of formal meetings:

- **Presentation Meetings:** Applicants meet with senior management to discuss potential site plan design and receive regulatory guidance intended to reduce review cycles and expedite project timelines. No plan prerequisites are required, though a design concept or general site layout is expected.
- **Pre-Submittal Meetings:** Applicants meet with staff from various disciplines and agencies prior to permit application. Meetings are tailored to the applicant's needs, and construction plans must be at least 80% complete at the time of the meeting.
- **Rework Meetings:** Applicants meet with plan reviewers to gain clarity on initial review comments and facilitate completion of the review process. RER coordinates these meetings when a project is disapproved by three or more trades and/or agencies. For fewer than three trades, applicants are directed to Design Professional Days.
- **Temporary Certificate of Occupancy (TCO) Meetings:** Applicants meet with section supervisors across building, roofing, mechanical, electrical, plumbing, and fire disciplines to establish a path toward obtaining a TCO, including discussion of pending trade permits and completion holds.

Design Professional Day Appointments

Through the MeetQ appointment system, design professionals may schedule telephone, virtual, or in-person appointments with specific plan reviewers on designated days and times. These appointments provide a more comprehensive understanding of disapproval comments and can save applicants significant time in the overall process.

Program Supervisor List

Customers may meet with building and environmental inspectors, plan review and inspection supervisors, Water and Sewer New Business supervisors, Department of Health supervisors, and Code Compliance staff. This service operates on a first-come, first-serve basis during designated hours and is accessible via walk-in, telephone, or online registration through MeetQ. Customers can address inspection results, plan review disapprovals, code violations, and general permitting inquiries.

Concierge, Small Business and Homeowner Assistance Team (CHAT)

CHAT is a dedicated team of administrative and technical staff providing personalized, step-by-step assistance to homeowners and small business owners navigating the building permit process at no charge, as well as a paid concierge-level service for larger, complex commercial projects with time constraints and more. A single point of contact guides customers through the entire process, from application through re-submittals to final permit approval, inspections, and issuance of Certificates of Occupancy and Certificate of Use, coordinating across all environmental and building permit trades and partner agencies including the Water and Sewer Department, Fire Rescue, and Zoning.

Partner Agency Meeting Availability

- **Miami-Dade Fire Rescue (MDFR):** Meetings for disapproval comments are held Tuesdays and Thursdays, scheduled through MeetQ. Pre-submittal meeting requests are accepted via email and held virtually or in-person. Fire Rescue also participates in coordinated multi-agency meetings facilitated by RER.
- **Department of Transportation and Public Works (DTPW):** Applicants may request jobsite field meetings through the DTPW Permit application portal. DTPW participates in RER-coordinated meetings to clarify comments on specific applications and as part of the pre-application process, and is also available for independently scheduled meetings upon request.
- **Florida Department of Health (DOH):** Meetings may be requested via email, the MeetQ system, or the on-demand queue. Meetings are available in-person, virtually, or by phone. DOH staff participates in coordinated meetings with RER and other County departments where their approvals are pending.
- **Water and Sewer Department (WASD):** Appointments for concurrent plan reviews and points of connection are available Mondays and Thursdays from 8:00 a.m. to noon at the LeJeune Road office. For new business, building plans, and related reviews, walk-ins are accepted Monday through Friday from 8:00 a.m. to 4:00 p.m. at the LeJeune, West Dade, and Overtown Transit Village offices. Meeting coordination is handled through MeetQ.

Outreach, Education and Coordination with Municipalities

Resolution No. R-416-20 directed the County Mayor to engage in routing coordination and training with municipalities regarding the administration of their approval processes and its relationship to County approvals which may also be required for municipal customers. RER historically engaged municipalities to ensure the County provides any necessary approvals prior to any issuance of municipal approvals, as required by the Code. Resolution No. R-890-23 also directed the County Mayor to continue to engage with municipalities on development approvals. RER has provided, and will continue to provide, assistance, information and training to municipalities regarding obtaining county approvals and does so in the following ways.

- *Municipal Outreach and Meetings*

Staff issuing approvals within municipalities are required by Code to ensure the County has approved applications prior to issuing final approvals. As part of larger efforts with municipalities, RER conducts proactive outreach to municipalities on a quarterly basis to raise awareness on issues municipal customers may encounter once they are directed to the County for the municipal CU process. RER hosts these quarterly meetings to communicate and reinforce comprehension of long-standing County jurisdictional issues associated with changes of use and the issuance of the municipal CUs. In 2021, these Municipal Roundtables launched to collaborate with municipal partners on making the County approval process seamless. These roundtables discuss changes to any new policies and procedures due to legislation, ways to improve the building permitting process and certificate of use process for municipal customers seeking County approvals and services offered by the County to our municipal customer. Additionally, RER has expanded its coordination of presentation, pre-submittal and reworking meeting (as noted above) to collaborate with our municipal partners on large projects within municipal boundaries.

These regular standing meetings are best practices in ensuring municipalities are apprised of County requirements. RER also coordinates monthly and quarterly on-site visits within municipalities to assist municipal stakeholders with navigating the County approval process for building permitting and certificate of uses.

- *Best Practices via Internal Compliance Department*

Unfortunately, rare instances occur where businesses and/or construction receive approval from their municipalities without the proper County approvals. The County's Internal Compliance Department (ICD) assists RER in reviewing municipal permits for compliance with the regulations which require the County to approve new and/or expanded business operations. These ICD reviews identify businesses that may have been approved by a municipality without County approval and serve as a best practice for applying and enforcing internal business practices and certificate of use regulations.

- *FOG workshops*

RER facilitates informational Fat, Oil and Grease (FOG) public workshops which provide details on FOG regulations. The workshops are offered online and/or in-person, providing customers throughout the County with background and history on the program, explanation of the process, best practices for ensuring permitting goes smoothly, opportunities to ask questions, staff contacts, etc. FOG is enforced countywide as part of RER's enforcement of Chapter 24 environmental permitting conditions.

- *Boards and Code Division Supports Municipalities and Unincorporated*

The Boards and Code Division (BCAD) liaise with municipal building officials to provide uniform enforcement of the building code. The BCAD provides both administrative and technical support to the Board of Rules and Appeals (BORA). BORA was created as the construction regulation board entrusted with overseeing the uniform enforcement of the Building Code, individual building departments and maintaining the proper standard of construction throughout Miami-Dade County. The Board has exclusive jurisdiction in both the incorporated and unincorporated areas of Miami-Dade County with respect to its powers, duties, and functions. BORA supports unincorporated and incorporated areas of the County with the following:

- Appeal body for the decisions of all building officials in Miami-Dade County.
- Certifies and regulates all building officials, plans examiners and inspectors.
- Disciplinary Board for State licensed contractors.
- Provides interpretation of the building codes.
- Appeal body for decisions of approval/denial for Miami-Dade County Product Approvals.

The BCAD provides both administrative and technical support to the Construction Trades Qualifying Board (CTQB). The CTQB promotes the health, safety, and welfare of the community by helping to ensure the competency level of local contractors. The Board screens applicants for competence in construction trade categories and reviews applications for contractor licenses. The CTQB meets monthly as two separate Divisions. Division A serves the citizens of Miami-Dade County by addressing issues involving the licensing categories of Building and Building Specialties. Division B reviews matter in the categories of Electrical, Mechanical and Plumbing. The CTQB conducts both probable cause panels and disciplinary hearings involving Miami-Dade County licensed contractors. In many instances these cases involve violations associated with permitted work, where violations have been issued by a building department.

The BCAD provides both administrative and technical support to the Unsafe Structures Board (USSB). The USSB was created to exercise in Miami-Dade County and within municipalities and has jurisdiction in both the incorporated and unincorporated areas with respect to its powers, duties and functions. The activities of the USSB are supported by hearing fees paid by the building department pressing the demolition or repair action. The USSB hears appeals of decisions of the Miami-Dade County Building Officials who have declared buildings and structures to be unsafe and a danger to the health and safety of the citizens. City of Miami is the only municipality that operates their own USSB.

- *Building Officials Monthly Meetings*

The BCAD host monthly meetings, inviting all Building Officials throughout Miami-Dade County to discuss codes, laws, rules and new products that affect their municipal building permitting operations. This also works towards bringing uniformity to the enforcement and application of these requirements among the various municipalities. Building Officials discuss cases among their peers and Code Coordination staff, trends in the construction industry and legislative activities.

Affordable and Workforce Permitting Acceleration

R-653-23 requires a plan on how the affordable and workforce housing permitting process would be accelerated. All reviews for affordable and workforce housing development projects are subject to an expedited 5-day review time as required by several Board resolutions. The expedite is provided free of charge to both County and municipal customers. The County continues to update its processes, including identifying ways to better assist developers of affordable and workforce meetings.

All Affordable and Workforce Expedited Plan Review projects for residential are reviewed concurrently using our Concurrent Plans Processing System (CPP) when submitted electronically. This plan review service is designed to expedite the issuance of a building permit for applicants seeking to build individual single-family homes, duplex, or townhouses. Applicants may avail themselves of the Building Division's Pre-Submittal Meeting option (described above) to meet with staff of various disciplines and agencies to discuss code requirements and site conditions prior to submission of a building permit. Applicants will be informed of the Cookie Cutter Program designed to further expedite the plan review and permit process by registering the construction of a model of one home that is being built on a repetitive basis, thus the developer can use the approved model whenever it is ready for construction and only requiring site review from Zoning, Public Works, Environmental Plan Review and Water and Sewer and Department of Health, if applicable. The Building Division also offers the expedited plan review service for affordable commercial plan reviews to expedite the issuance of a permit for large multifamily apartment buildings. These programs consist of specialized services prior to, during and post plan review and permit issuance.

Once plans are submitted, they are flagged for the "Affordable Housing Expedite" and initial plan review comments are completed within five business days of the submittal unless otherwise agreed upon with the applicant. An optional submittal meeting with the plan reviewers and design professionals may be scheduled at the applicants' request and availability. All customers, including those developing affordable and workforce, can available

themselves of rework meetings, preconstruction meetings and/or pre-submittal and submittal meetings. All rework review comments are also completed within five business days.

Closing and Goals for the Next Decade

RER staff will continue to seek ways to improve how it guides customers through the land development and construction permitting process regardless of their municipal jurisdiction. A host of efforts are underway to realize the establishment of a virtual and physical one-stop permit shop as directed by Resolution No. R-653-23 and predecessor directives. The RER website featuring a centralized location that consolidates accessibility and information regarding countywide development related services and permitting programs provides customers with a single point of entry to better understand and navigate the development process. The integration of technology and mapping tools that help customers identify how a project's location influences applicable reviews, permitting requirements, and regulatory agencies is a key component of improving the customer experience and facilitates informed project planning. The future development of the 9250 West Flagler facility will then physically centralize the County's land development and permitting services so that they are finally fully collocated for customer ease. In the meantime, meeting coordination continues to be facilitated by RER staff whether virtually or in person, making plan review approvals more attainable and efficient than ever before. Coordination with municipalities continues to occur at and across all levels of the organization which eases customers' experiences and leads to improvements and refinements of processes along the way.

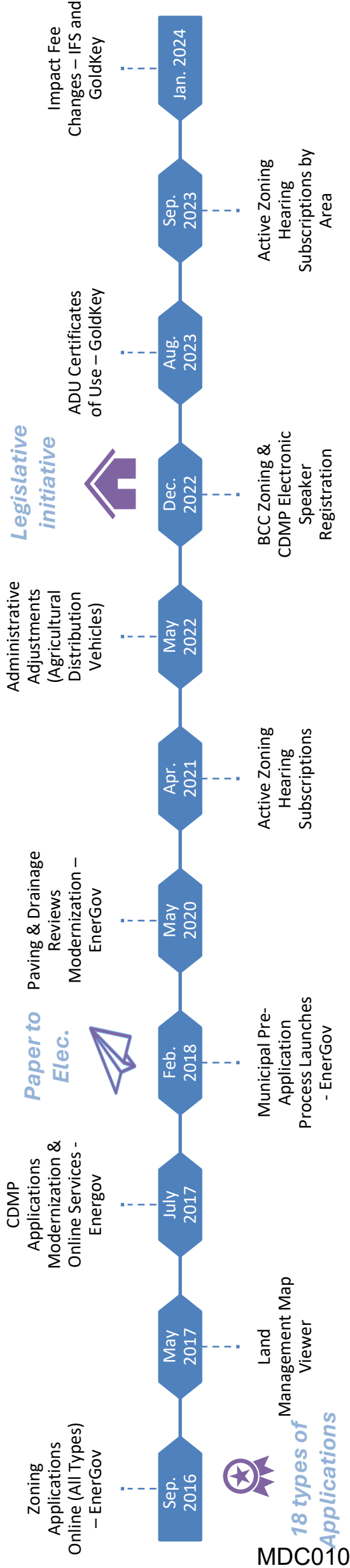
In accordance with Ordinance No. 14-65, this report will be placed on the next available Board meeting agenda, without committee review. If you have any questions or require additional information, please contact Lourdes M. Gomez, Director, Department of Regulatory and Economic Resources, at Lourdes.Gomez@miamidade.gov or at 786-229-1008.

Attachment

c: Geri Bonzon-Keenan, County Attorney
 Jess McCarty, First Assistant County Attorney
 Office of the Mayor Senior Staff
 Lourdes M. Gomez, Director, Department of Regulatory and Economic Resources
 Christina Cicilia, Director, Office of Policy and Budgetary Affairs
 Yinka Majekodunmi, Commission Auditor
 Basia Pruna, Director, Clerk of the Board
 Eugene Love, Agenda Coordinator

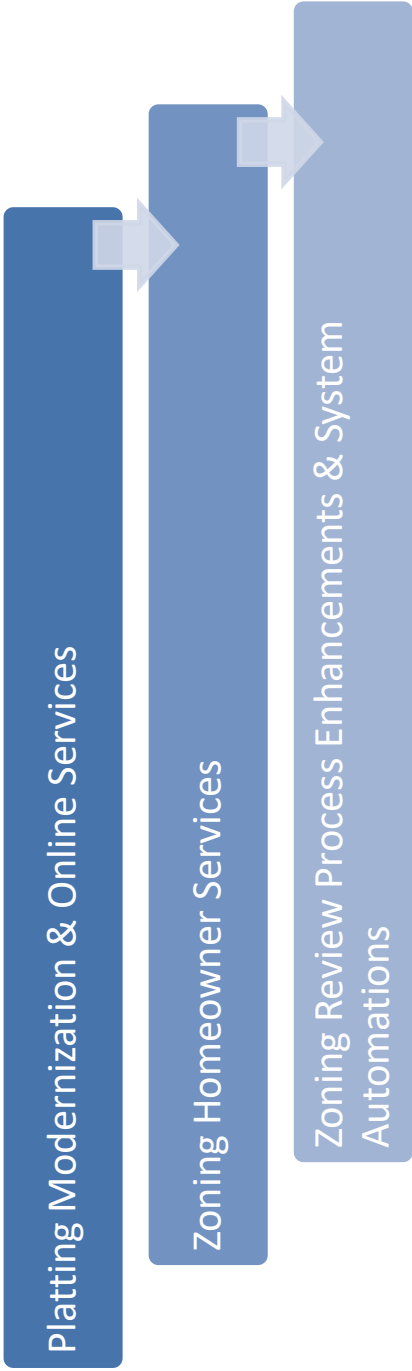
Attachment A

Service Enhancements – Planning & Development Services



MDC010

Coming Soon (part of accelerated 2-Year Plan)...



Value and Impact

- ★ Online Access & Transparency
- ★ Modernized and Improved Process
- ★ Paper-based to Electronic
- ★ Pre-Application & Pre-Submittal Input
- ★ Concurrent Reviews Early-on

Service Enhancements - Building

Live in 3 days!



Building Permitting & Reviews System (GoldKey) Launches

Building Permit Virtual Inspections

CHAT Appointments – MeetQ



Unincorporated Business Certificates of Use Modernization – GoldKey

Pivot to Electronic-only Submissions Online – GoldKey

Roofing Reviews Modernization – GoldKey
On-Demand Trade Virtual Inspections Pilot – MeetQ

MeetQ System Launches



What are the benefits?

- ★ New Online Services
- ★ Modernized and Improved Process
- ★ Back-office Streamlining
- ★ Enhanced Data
- ★ Real-time Tracking 24/7
- ★ Paper to Electronic
- ★ Self-service Submissions
- ★ Inter-agency Collaboration

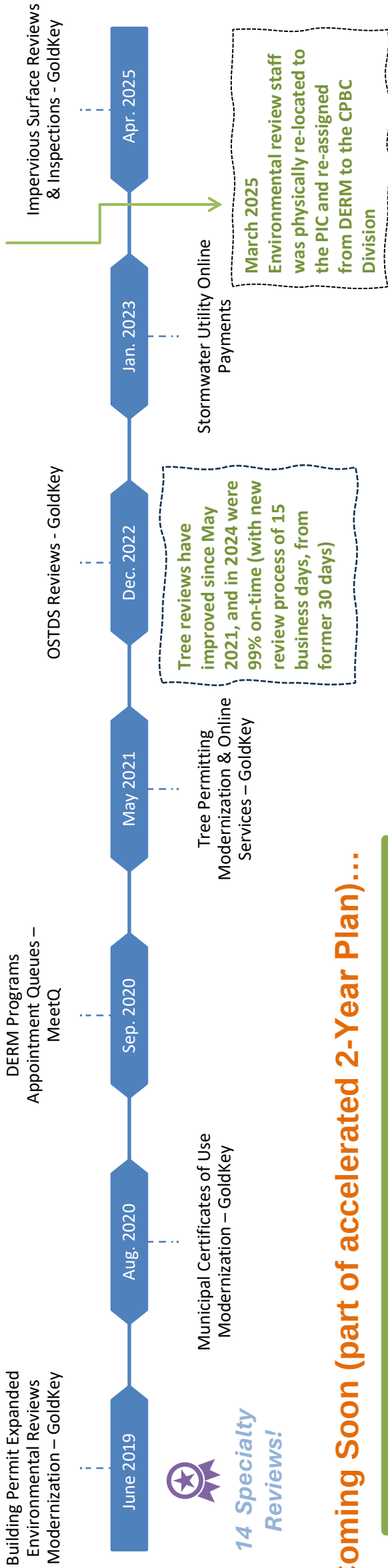
Coming Soon (part of accelerated 2-Year Plan)...

Continue to modernize or retire Legacy Systems

Focus on completing full-path GoldKey implementations for Building trades still in Mainframe

Increase inter-agency interfacing (WASD, FIRE, DTPW)

Service Enhancements – Environmental Permitting



14 Specialty Reviews!

Coming Soon (part of accelerated 2-Year Plan)...



Why it matters?

- ★ Online Access & Transparency
- ★ Modernized and Improved Process
- ★ Quickened Timeframes
- ★ Paper to Electronic
- ★ Departmental Best Practices
- ★ Integrated Efficiencies