

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	Business Plan Goal		FYTD Actual	FYTD Goal	Owners																							
▼ 1.0 Customer									1.0 Customer																						
Key Economic Indicators						Osterholt, Jack		Key Economic Indicators																							
▼ Protect and Restore Environmental Resources (GG6-2, NI3-1, NI3-2)(RER BP)						Hefty, Lee (RER)		Protect and Restore Environmental Resources (GG6-2, NI3-1, NI3-2)(RER BP)																							
<table><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th></th><th></th><th></th><th></th><th></th><th>%</th><th>Owners</th></tr><tr><td>Develop a GIS web-based application to integrate and provide access to all the Miami-Dade County groundwater and surface water quality data.</td><td></td><td>n/a</td><td>n/a</td><td></td><td></td><td></td><td></td><td></td><td></td><td>Romito, Donna (RER); Sweeney, Pamela (RER); Mayorga, Wilbur (RER)</td></tr></table>										Initiative Name	Type	As Of	Status						%	Owners	Develop a GIS web-based application to integrate and provide access to all the Miami-Dade County groundwater and surface water quality data.		n/a	n/a							Romito, Donna (RER); Sweeney, Pamela (RER); Mayorga, Wilbur (RER)
Initiative Name	Type	As Of	Status						%	Owners																					
Develop a GIS web-based application to integrate and provide access to all the Miami-Dade County groundwater and surface water quality data.		n/a	n/a							Romito, Donna (RER); Sweeney, Pamela (RER); Mayorga, Wilbur (RER)																					
Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'19 FQ3		67% (12 / 18)	95%		60% (25 / 42)	95%	Sweeney, Pamela (RER)		Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard																					
Number of purchase offers for environmentally endangered lands made to land owners	'19 FQ3		1	n/a		6	n/a	Gil, Janet (RER); Gray, Robin (RER)		Number of purchase offers for environmentally endangered lands made to land owners																					
Percent of "good" to "moderate" air quality days (RFRO)	Jun '19		100%	98%		99%	98%	Palomino, Susana (RER)		Percent of "good" to "moderate" air quality days (RFRO)																					
General Complaint Response: Percent Responded to within 48 hours (RFRO)	Jun '19		92% (60 / 65)	90%		93% (509 / 547)	90%	Lopez, Xiomara (RER); Bieler, Bernardo (RER)		General Complaint Response: Percent Responded to within 48 hours (RFRO)																					
Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'19 FQ3		91% (67 / 74)	95%		93% (213 / 230)	95%	Sweeney, Pamela (RER); Spadafina, Lisa (RER)		Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)																					
Cumulative acres of restored or enhanced coastal habitat	2018 FY		611	n/a		611	n/a	Sweeney, Pamela (RER); Abdelrahman, Omar (RER); Spadafina, Lisa (RER)		Cumulative acres of restored or enhanced coastal habitat																					
Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	2018		5.56	6.20		n/a	n/a	Mayorga, Wilbur (RER)		Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual																					
Density (# of sites/sq. mi.) of contaminated sites in wellfields	2018		0.96	n/a		n/a	n/a	Mayorga, Wilbur (RER)		Density (# of sites/sq. mi.) of contaminated sites in wellfields																					
Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Jun '19		92% (230 / 251)	n/a		92% (2,036 / 2,221)	n/a	Mayorga, Wilbur (RER); Martinez, Karina (RER)		Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)																					
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO) (DERM)	Jun '19		96% (47 / 49)	n/a		93% (385 / 416)	n/a	Bieler, Bernardo (RER); Lopez, Xiomara (RER)		Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO) (DERM)																					
▼ Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)						Boza, Monica M. (RER); Moreno, Chaveli (RER) ; Gascon, Jaime (RER)		Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)																							
Number of Building Permits Issued	Jun '19		5,388	n/a		48,221	n/a	Gascon, Jaime (RER); Bestard, Angelique (RER); Moreno, Chaveli (RER)		Number of Building Permits Issued																					
% of Residential Plans reviewed within 20 days (Building)	Jun '19		99.93%	100.00%		99.23%	100.00%	Gascon, Jaime (RER); Bestard, Angelique (RER)		% of Residential Plans reviewed within 20 days (Building)																					
% of Commercial Plans reviewed within 24 days (Building)	Jun '19		99.70%	100.00%		99.78%	100.00%	Gascon, Jaime (RER); Bestard, Angelique (RER)		% of Commercial Plans reviewed within 24 days (Building)																					
Average Processing Time for minor alterations, repairs and additions -Residential Applications-CPP	May '19		10	12		10	12	Bestard, Angelique (RER); Gascon, Jaime (RER)		Average Processing Time for minor alterations, repairs and additions -Residential Applications-CPP																					
Average Processing Time for minor alterations, repairs and additions -Commercal Applications-CPP	May '19		25	23		22	23	Gascon, Jaime (RER); Bestard, Angelique (RER)		Average Processing Time for minor alterations, repairs and additions -Commercal Applications-CPP																					
▼ Responsive Building Code Administration Services (NI4-1)(RER BP)						Goolsby, Michael L. (RER)		Responsive Building Code Administration Services (NI4-1)(RER BP)																							
Perform review of Contractor License Applications in 10 days (ED4)	'19 FQ3		100%	100%		100%	100%	Goolsby, Michael L. (RER)		Perform review of Contractor License Applications in 10 days (ED4)																					
▼ Improve Neighborhood Code Compliance (NI4-2)(RER BP)						Moreno, Chaveli (RER); Roig, Ricardo (RER); Bestard, Angelique (RER)		Improve Neighborhood Code Compliance (NI4-2)(RER BP)																							
% of Voluntary Compliance with Warning Letters Issued	Jun '19		60% (814 / 1,349)	65%		63% (7,825 / 12,337)	62%	Roig, Ricardo (RER)		% of Voluntary Compliance with Warning Letters Issued																					
Total Liens Recorded	Jun '19		274	225		1,691	2,025	Lopez, Joe (RER); Flores, Claudia P. (RER)		Total Liens Recorded																					
Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Jun '19		2	3		n/a	n/a	Roig, Ricardo (RER)		Average Days from Junk/Trash/Overgrowth Complaint to First Inspection																					

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Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19		Jun '19		2	3	n/a	n/a	Roig, Ricardo (RER)	Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19			
Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33		Jun '19		2	3	n/a	n/a	Roig, Ricardo (RER)	Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33			
▼ Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)								Kogon, Nathan (RER); Newsome, Amina N. (RER)	Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)			
Percentage of Zoning application reviews completed within deadlines		'19 FQ3		94	90		95	90 Kogon, Nathan (RER); Newsome, Amina N. (RER)	Percentage of Zoning application reviews completed within deadlines			
▼ Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)								Kogon, Nathan (RER); Bell, Jerry (RER)	Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)			
Initiative Name		Type	As Of	Status						%	Owners	
Implement a self-service, online Planning Reports Subscription website to provide customers with information relating to economic and planning research data.			n/a	n/a							Romito, Donna (RER); Armada, Manuel (RER)	
Percentage of CDMP application reviews completed within deadline		'19 FQ3		4	3		15	9	Bell, Jerry (RER); Davis, Rosa (RER); Rowe, Garrett (RER)			Percentage of CDMP application reviews completed within deadline
▼ Increase the Amount of Film and Television Production in Miami-Dade County								Lighterman, Sandy K. (RER)	Increase the Amount of Film and Television Production in Miami-Dade County			
Filming Permits Issued		'19 FQ3		135	n/a		513	n/a	Lisenby , Jeanie L. (RER); Lighterman, Sandy K. (RER)			Filming Permits Issued
Film Industry Jobs created		2019 FY		11,034	n/a		11,034	n/a	Lighterman, Sandy K. (RER); Lisenby, Jeanie L. (RER)			Film Industry Jobs created
▼ Increase opportunities for international trade (ITC)								Gonzalez, Manuel J. (RER)	Increase opportunities for international trade (ITC)			
Inbound missions supported		'19 FQ3		6	n/a		27	n/a	Peters, Adam (RER); Dreyfus-Ulvert, Maria (RER); Gonzalez, Manuel J. (RER); Alufohai, Desmond U. (RER)			Inbound missions supported
Outbound missions organized and/or supported		'19 FQ3		1	n/a		5	n/a	Peters, Adam (RER); Dreyfus-Ulvert, Maria (RER); Alufohai, Desmond U. (RER); Gonzalez, Manuel J. (RER)			Outbound missions organized and/or supported
Business matchmaking meetings arranged		'19 FQ3		0	n/a		41	n/a	Alufohai, Desmond U. (RER); Peters, Adam (RER); Gonzalez, Manuel J. (RER); Dreyfus-Ulvert, Maria (RER)			Business matchmaking meetings arranged
Business Development and Outreach Efforts		Jun '19		5	n/a		68	n/a	Alufohai, Desmond U. (RER); Gonzalez, Manuel J. (RER); Dreyfus-Ulvert, Maria (RER); Peters, Adam (RER)			Business Development and Outreach Efforts
▼ Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)								Baker, Gregory (RER)	Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)			
Initiative Name		Type	As Of	Status						%	Owners	
Provide self-service capabilities such as applying, renewing and making payments for various types of business licenses.			n/a	n/a							Baker, Gregory (RER); Romito, Donna (RER)	
CPD Licenses issued per month		Jun '19		1,116	0		10,570	0	Kaminsky, Diane (RER); Galvez, Yamil			CPD Licenses issued per month
▼ Resolve Disputes between Consumers and Businesses								Baker, Gregory (RER)	Resolve Disputes between Consumers and Businesses			
Value of Goods, Refunds and/or Service Recovered for Consumers		Jun '19		\$82,879	\$80,000		\$1,180,623	\$720,000	Baker, Gregory (RER)			Value of Goods, Refunds and/or Service Recovered for Consumers
Customer satisfaction from consumers that file complaints against businesses		Jun '19		5.00	4.80		5.00	4.80	Kaminsky, Diane (RER); Galvez, Yamil			Customer satisfaction from consumers that file complaints against businesses
▼ 2.0 Financial										2.0 Financial		
▼ Meet Budget Targets (RER)								Osterholt, Jack	Meet Budget Targets (RER)			
Expen: Total (RER)		'19 FQ3		\$32,030K	\$81,232K		\$103,198K	\$243,697K	Osterholt, Jack			Expen: Total (RER)
Revenue: Total (RER)		'19 FQ3		\$45,562K	\$81,232K		\$300,274K	\$243,697K	Osterholt, Jack			Revenue: Total (RER)
Positions: Full-time Filled (RER)		'19 FQ3		922	n/a		2,766	n/a	Osterholt, Jack			Positions: Full-time Filled (RER)

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3.0 Internal							3.0 Internal																																																																							
Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)							Hefty, Lee (RER); Hefty, Nichole (RER); Troner, Susannah (RER); Klopp, Lisa (RER); Gomez, Patricia (RER)			Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)																																																																				
Increase Efficiency and Best Practices (GG4)							Osterholt, Jack; Fernandez, Jose M. (RER)			Increase Efficiency and Best Practices (GG4)																																																																				
<table><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th></th><th></th><th></th><th></th><th></th><th>%</th><th>Owners</th></tr><tr><td>Upgrade existing software used for Stormwater Utility billing and implement a self-service portal for customer to receive electronic bills and make payments online.</td><td></td><td>n/a</td><td>n/a</td><td></td><td></td><td></td><td></td><td></td><td></td><td>Romito, Donna (RER)</td></tr><tr><td>Reorganize the Development Services Division in order to increase process and workload efficiencies to meet division-wide needs and organizational gaps.</td><td></td><td>n/a</td><td>n/a</td><td></td><td></td><td></td><td></td><td></td><td></td><td>Kogon, Nathan (RER); Romito, Donna (RER)</td></tr><tr><td>Refresh desktop hardware, software and technology for plan review staff.</td><td></td><td>n/a</td><td>n/a</td><td></td><td></td><td></td><td></td><td></td><td></td><td>Romito, Donna (RER)</td></tr><tr><td>Establish and implement the Platting and Paving & Drainage processes into the existing Land Development system and provide online submittal and tracking.</td><td></td><td>n/a</td><td>n/a</td><td></td><td></td><td></td><td></td><td></td><td></td><td>Romito, Donna (RER); Kogon, Nathan (RER)</td></tr><tr><td>Implement modernization of plans tracking and concurrent plans processing systems.</td><td></td><td>n/a</td><td>n/a</td><td></td><td></td><td></td><td></td><td></td><td></td><td>Oliva, Arianne (RER); Romito, Donna (RER)</td></tr></table>							Initiative Name	Type	As Of	Status						%	Owners	Upgrade existing software used for Stormwater Utility billing and implement a self-service portal for customer to receive electronic bills and make payments online.		n/a	n/a							Romito, Donna (RER)	Reorganize the Development Services Division in order to increase process and workload efficiencies to meet division-wide needs and organizational gaps.		n/a	n/a							Kogon, Nathan (RER); Romito, Donna (RER)	Refresh desktop hardware, software and technology for plan review staff.		n/a	n/a							Romito, Donna (RER)	Establish and implement the Platting and Paving & Drainage processes into the existing Land Development system and provide online submittal and tracking.		n/a	n/a							Romito, Donna (RER); Kogon, Nathan (RER)	Implement modernization of plans tracking and concurrent plans processing systems.		n/a	n/a							Oliva, Arianne (RER); Romito, Donna (RER)						
Initiative Name	Type	As Of	Status						%	Owners																																																																				
Upgrade existing software used for Stormwater Utility billing and implement a self-service portal for customer to receive electronic bills and make payments online.		n/a	n/a							Romito, Donna (RER)																																																																				
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Implement modernization of plans tracking and concurrent plans processing systems.		n/a	n/a							Oliva, Arianne (RER); Romito, Donna (RER)																																																																				
Prevent unsafe work practices							Donderiz, Alain (RER); Fernandez, Jose M. (RER)			Prevent unsafe work practices																																																																				
% of employees satisfied with safety training		'19 FQ3		100% (12 / 12)	85%		100% (48 / 48)	85%	Donderiz, Alain (RER); Lamont-Bailey, Lora		% of employees satisfied with safety training																																																																			
% of employees satisfied with OSHA (HAZWOPER) required training		'19 FQ3		n/a	85%		100% (28 / 28)	85%	Donderiz, Alain (RER); Lamont-Bailey, Lora		% of employees satisfied with OSHA (HAZWOPER) required training																																																																			
Total Workers' Compensation Injuries Per 100 Employees (calendar year)		2018		3.34	n/a		n/a	n/a	Donderiz, Alain (RER)		Total Workers' Compensation Injuries Per 100 Employees (calendar year)																																																																			
Total Reportable Injuries (calendar year)		2018		32	n/a		n/a	n/a	Donderiz, Alain (RER)		Total Reportable Injuries (calendar year)																																																																			
Lost Workdays (calendar year)		2017		164	n/a		n/a	n/a	Donderiz, Alain (RER)		Lost Workdays (calendar year)																																																																			
4.0 Learning and Growth										4.0 Learning and Growth																																																																				
Develop and retain excellent employees and leaders							Donderiz, Alain (RER); Fernandez, Jose M. (RER)			Develop and retain excellent employees and leaders																																																																				
Number of employees trained for performance evaluations		'19 FQ3		5	n/a		85	n/a	Sanchez-Ghershi, Angel (RER); Lara, Rhina (RER)		Number of employees trained for performance evaluations																																																																			
Number of total recruitments		'19 FQ3		49	n/a		119	n/a	Garcia, Iliana (RER);		Number of total recruitments																																																																			
5.0 Sustainability										5.0 Sustainability																																																																				
Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2, NI1-2)							Istambouli, Rashid (RER)			Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2, NI1-2)																																																																				
Number of Adaptation/Resiliency Activities in Progress or Completed		2018 FY		20	11		20	11	Hefty, Nichole (RER); Gomez, Patricia (RER)		Number of Adaptation/Resiliency Activities in Progress or Completed																																																																			
Number of Activities Implemented to Decrease County-wide Energy Consumption		2018 FY		40	39		40	39	Hefty, Nichole (RER); Gomez, Patricia (RER)		Number of Activities Implemented to Decrease County-wide Energy Consumption																																																																			

Linked Objects

▼ Child Scorecards			
	Name		Owners
	Agriculture		LaPradd, Charles (RER)
	Environmental Resources Management (DERM)		Hefty, Lee (RER)
	Planning and Zoning		n/a
	Construction, Permitting, and Building Code Services		Boza, Monica M. (RER); Moreno, Chaveli (RER)
	Building Code Compliance		Goolsby, Michael L. (RER); Charles, Kathy; Gascon, Jaime (RER)
	Budget Book Performance Measures for Resourcing for Results Online (RFRO)		Almuina, Manny (RER); Codner, Eugene (RER); Fernandez, Jose M. (RER)
	GreenPrint		Hefty, Nichole (RER); Gomez, Patricia (RER)
▼ Parent Scorecards			
	Name		Owners
	Economic Development Strategic Area Scorecard		Miami-Dade County
	Regulatory and Economic Resources (RER) (former)		Osterholt, Jack
▼ ActiveViews			
▼ Initiatives			

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

▼ Objectives

	Name	Owners
	Key Economic Indicators	Osterholt, Jack
	Protect and Restore Environmental Resources (GG6-2, NI3-1, NI3-2)(RER BP)	Hefty, Lee (RER)
	Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2, GG2-2)(RER BP)	Boza, Monica M. (RER); Moreno, Chaveli (RER); Gascon, Jaime (RER)
	Responsive Building Code Administration Services (NI4-1)(RER BP)	Goolsby, Michael L. (RER)
	Improve Neighborhood Code Compliance (NI4-2) (RER BP)	Moreno, Chaveli (RER); Roig, Ricardo (RER); Boza, Monica M. (RER); Bestard, Angelique (RER)
	Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)	Kogon, Nathan (RER); Newsome, Amina N. (RER)
	Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)	Kogon, Nathan (RER); Bell, Jerry (RER)
	Increase the Amount of Film and Television Production in Miami-Dade County	Lighterman, Sandy K. (RER)
	Increase opportunities for international trade (ITC)	Gonzalez, Manuel J. (RER)
	Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)	Baker, Gregory (RER)
	Resolve Disputes between Consumers and Businesses	Baker, Gregory (RER)
	Meet Budget Targets (RER)	Osterholt, Jack
	Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)	Hefty, Lee (RER); Hefty, Nichole (RER); Troner, Susannah (RER); Klopp, Lisa (RER); Gomez, Patricia (RER)
	Increase Efficiency and Best Practices (GG4)	Osterholt, Jack; Fernandez, Jose M. (RER)
	Prevent unsafe work practices	Donderiz, Alain (RER); Fernandez, Jose M. (RER)
	Develop and retain excellent employees and leaders	Donderiz, Alain (RER); Fernandez, Jose M. (RER)
	Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2, NI1-2)	Istambouli, Rashid (RER)

▼ Program Groups

▼ Spotlight Charts

▼ Tasks

Commentary

Action Items

	Due Date ▲	Status ▲	Action	Owners
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Comments

Date ▼	Author	Comment
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Attachments & Links

▼ External Links

	Name	Created By
	Personal Income in Miami-Dade	Donderiz, Alain (RER)
	Miami-Dade County Facts	Donderiz, Alain (RER)
	Economic Indicators for Miami-Dade County, October 2013	Donderiz, Alain (RER)
	Employment Trends, by Sector, 2007-2013, Miami-Dade County	Donderiz, Alain (RER)
	Poverty in Miami-Dade County, October 2013	Donderiz, Alain (RER)

▼ Attachments

Measures


As Of: <M/d/yyyy> 15 Sum. Lvl.: Base Comparator: Default

		Name	Description	Comparator Name	Sum. Lvl.	Period	Actual	Target	Variance	Owners	Domain
	▲	% of Commercial Plans reviewed within 24 days (Building)	Captures the percentage of commercial plans reviewed by building trades. Includes initial review only, does not includes other review areas such as Zoning, DERM,Public Works, WASD or Fire. Only includes applications that require a plans review and are track under Plans Tracking System.	Goal - Default	Base	Dec '19	100.00%	100.00%	0.00%	Gascon, Jaime (RER); Bestard, Angelique (RER)	BNCC
	▲	% of employees satisfied with OSHA (HAZWOPER) required training	This measure assesses the overall training course rating and satisfaction of participants, capturing responses of (3) Good, (4) Very Good, and (5) Excellent	Goal - Default	Base	'19 FQ4	99% (225 / 228)	85%	14%	Donderiz, Alain (RER); Lamont-Bailey, Lora	RER

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	% of employees satisfied with safety training	Excellent. This measure assesses the overall safety-related training course rating and satisfaction of participants, capturing responses of (3) Good, (4) Very Good, and (5) Excellent.	Goal - Default	Base	'19 FQ4	100% (20 / 20)	85%	15%	Donderiz, Alain (RER); Lamont-Bailey, Lora	RER
	% of Residential Plans reviewed within 20 days (Building)	Captures the percentage of residential plans reviewed by building trades. Includes initial review only, does not include other review areas such as Zoning, DERM, Public Works, WASD or Fire. Only includes applications that require a plans review and are track under Plans Tracking System.	Goal - Default	Base	Dec '19	100.00%	100.00%	0.00%	Gascon, Jaime (RER); Bestard, Angelique (RER)	BNCC
	% of Voluntary Compliance with Warning Letters Issued		Goal - Default	Base	Dec '19	63% (841 / 1,338)	65%	-2%	Roig, Ricardo (RER)	RER
	Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19		Goal - Default	Base	Dec '19	2	3	1	Roig, Ricardo (RER)	RER
	Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33		Goal - Default	Base	Dec '19	2	3	1	Roig, Ricardo (RER)	RER
	Average Days from Junk/Trash/Overgrowth Complaint to First Inspection		Goal - Default	Base	Dec '19	2	3	1	Roig, Ricardo (RER)	RER
VR	Average Processing Time for minor alterations, repairs and additions -Commerical Applications-CPP	The average time a commercial plan is spent under County review. Includes RER trades, DERM, Zoning, Fire, Public Works, and WASD. Track plans only submitted via the Concurrent Plan Processing (CPP).	Goal - Default	Base	May '19	25	23	-2	Gascon, Jaime (RER); Bestard, Angelique (RER)	BNCC
	Average Processing Time for minor alterations, repairs and additions -Residential Applications-CPP	The average time a residential plan is spent under County review. Includes RER trades, DERM, Zoning, Fire, Public Works, and WASD. Track plans only submitted via the Concurrent Plan Processing (CPP).	Goal - Default	Base	May '19	10	12	2	Bestard, Angelique (RER); Gascon, Jaime (RER)	BNCC
VR	Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	As part of a comprehensive long-term surface water quality monitoring program, samples from approximately 90 locations in Biscayne Bay are collected each month and tested for coliform bacteria, an indicator of sewage pollution. Standards have been established for various bacterial indicators to...	Goal - Default	Base	'19 FQ3	91% (67 / 74)	95%	-4%	Sweeney, Pamela (RER); Spadafina, Lisa (RER)	DERM
	Business Development and Outreach Efforts	Contacts and/or activities that lead to the increase of potential trade-related business and/or promotions. Contacts and/or activities that benefit the County.	Goal - Default	Base	Sep '19	5	n/a	n/a	Alufohai, Desmond U. (RER); Gonzalez, Manuel J. (RER); Dreyfus-Ulvert, Maria (RER); Peters, Adam (RER)	RER
	Business matchmaking meetings arranged	This measure tracks the pre-arranged appointments with Miami-Dade County businesses and their foreign counterparts.	Goal - Default	Base	'19 FQ4	0	n/a	n/a	Alufohai, Desmond U. (RER); Peters, Adam (RER); Gonzalez, Manuel J. (RER); Dreyfus-Ulvert, Maria (RER)	RER
	CPD Licenses issued per month		Goal - Default	Base	Dec '19	992	0	992	Kaminsky, Diane (RER); Galvez, Yamil	Consumer Services
	Cumulative acres of restored or enhanced coastal habitat	Following recommendations of the 1981 Biscayne Management Plan, the Biscayne Bay Restoration and Enhancement Program was established within DERM, to improve and restore coastal habitats in Miami-Dade County. Since 1985, DERM has been conducting coastal habitat restoration and enhancement...	Goal - Default	Base	2018 FY	611	n/a	n/a	Sweeney, Pamela (RER); Abdelrahman, Omar (RER); Spadafina, Lisa (RER)	DERM
	Customer satisfaction from consumers that file complaints against businesses		Goal - Default	Base	Dec '19	5.00	4.80	0.20	Kaminsky, Diane (RER); Galvez, Yamil	Consumer Services
	Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	The contaminated site density represents the number of contaminated sites per unit area (square mile). A comparison of this ratio for areas inside Wellfield Protection Areas (WPA), between wellfields and versus other areas of the county enables the Department to evaluate the effect of land use restrictions and...	Goal - Default	Base	2018	5.56	6.20	0.64	Mayorga, Wilbur (RER)	DERM
	Density (# of sites/sq. mi.) of contaminated sites in wellfields	The contaminated site density represents the number of contaminated sites per unit area (square mile). A comparison of this ratio for areas inside Wellfield Protection Areas (WPA), between wellfields and versus other areas of the county enables the Department to evaluate the effect of land use restrictions and...	Goal - Default	Base	2018	0.96	n/a	n/a	Mayorga, Wilbur (RER)	DERM
	Expen: Total (RER)		Goal - Default	Base	'19 FQ3	\$32,030K	\$81,232K	\$-49,202K	Osterholt, Jack	RER
	Film Industry Jobs created		Goal - Default	Base	2019 FY	11,034	n/a	n/a	Lighterman, Sandy K. (RER); Lisenby, Jeanie L. (RER)	RER
	Filming Permits Issued	Filming permits issued by the Office of Film & Entertainment	Goal - Default	Base	'20 FQ1	163	n/a	n/a	Lisenby, Jeanie L. (RER); Lighterman, Sandy K. (RER)	Film
	General Complaint Response: Percent Responded to within 48 hours (RFRO)		Goal - Default	Base	Nov '19	80% (37 / 46)	90%	-10%	Lopez, Xiomara (RER); Bieler, Bernardo (RER)	DERM
	Inbound missions supported	Host foreign official delegations that visit Miami-Dade County.	Goal - Default	Base	'19 FQ4	5	n/a	n/a	Peters, Adam (RER); Dreyfus-Ulvert, Maria (RER); Gonzalez, Manuel J. (RER); Alufohai, Desmond U. (RER)	RER
	Lost Workdays (calendar year)	These are days that employees were unable to work due to a job related injury or illness. Note: data provided via Risk Management's Office of Safety, Employee Injury and Illness Annual Report	Goal - Default	Base	2017	164	n/a	n/a	Donderiz, Alain (RER)	RER
	NOTE: The lost workday data in the 2018 Employee...									

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

 VR	Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	As part of a comprehensive long-term surface water quality monitoring program, water samples from approximately 7 locations in the Miami River are collected each month and tested for coliform bacteria, an indicator of sewage pollution. Standards have been established for various bacterial indicators to...	Goal - Default	Base	'19 FQ3	67% (12 / 18)	95%	-28%	Sweeney, Pamela (RER)	DERM
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