

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 | | | | | | | | | | | | | | | |
| ▼ Protect and Restore Environmental Resources (GG6-2, NI3-1, NI3-2)(RER BP) | | | | | | | | | Hefty, Lee (RER) | | | | | | | | | | | | | | | |
| <table><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</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>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) | Protect and Restore Environmental Resources (GG6-2, NI3-1, NI3-2)(RER BP) |
| 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 FQ4 | | 49 | n/a | | 55 | 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) | Sep '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) | Sep '19 |  | 94% (30 / 32) | 90% |  | 94% (653 / 697) | 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) | Sep '19 | | 88% (226 / 257) | n/a | | 91% (2,732 / 2,990) | 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) | Sep '19 | | 94% (46 / 49) | n/a | | 93% (518 / 560) | 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) | | | | | | | | | | | | | | | |
| Number of Building Permits Issued | Sep '19 | | 5,243 | n/a | | 64,924 | n/a | Gascon, Jaime (RER); Bestard, Angelique (RER); Moreno, Chaveli (RER) | Number of Building Permits Issued | | | | | | | | | | | | | | | |
| % of Residential Plans reviewed within 20 days (Building) | Sep '19 |  | 100.00% | 100.00% |  | 99.31% | 100.00% | Gascon, Jaime (RER); Bestard, Angelique (RER) | % of Residential Plans reviewed within 20 days (Building) | | | | | | | | | | | | | | | |
| % of Commercial Plans reviewed within 24 days (Building) | Sep '19 |  | 99.59% | 100.00% |  | 99.77% | 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 -Commercial Applications-CPP | May '19 |  | 25 | 23 |  | 22 | 23 | Gascon, Jaime (RER); Bestard, Angelique (RER) | Average Processing Time for minor alterations, repairs and additions -Commercial Applications-CPP | | | | | | | | | | | | | | | |
| ▼ Responsive Building Code Administration Services (NI4-1)(RER BP) | | | | | | | | | Goolsby, Michael L. (RER) | | | | | | | | | | | | | | | |
| Perform review of Contractor License Applications in 10 days (ED4) | '19 FQ4 |  | 100% | 100% |  | 100% | 100% | Goolsby, Michael L. (RER) | Perform review of Contractor License Applications in 10 days (ED4) | | | | | | | | | | | | | | | |

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|---|--|---------|--|-------|--|---------------|--|-----------|--|--|--|-------------------|--|------------|--|--|---|---|--|--|--|--|--|--|--|--|
| ▼ Improve Neighborhood Code Compliance (NI4-2)(RER BP) | | | | | | | | | | Moreno, Chaveli (RER); Roig, Ricardo (RER); Boza, Monica M. (RER); Bestard, Angelique (RER) | | | | | | | | | | Improve Neighborhood Code Compliance (NI4-2)(RER BP) | | | | | | | | | |
| % | | | Voluntary Compliance with Warning Letters Issued | | Sep '19 | | | | 65% | | 65% | | | | 64% | | 63% | | Roig, Ricardo (RER) | | % | | Voluntary Compliance with Warning Letters Issued | | | | | | |
| | | | | | | | | | (815 / 1,253) | | | | | | (11,221 / 17,586) | | | | | | | | | | | | | | |
| Total Liens Recorded | | | | | Sep '19 | | | | 296 | | 225 | | | | 2,332 | | 2,700 | | Lopez, Joe (RER); Flores, Claudia P. (RER) | | Total Liens Recorded | | | | | | | | |
| Average Days from Junk/Trash/Overgrowth Complaint to First Inspection | | | | | Sep '19 | | | | 3 | | 3 | | | | n/a | | n/a | | Roig, Ricardo (RER) | | Average Days from Junk/Trash/Overgrowth Complaint to First Inspection | | | | | | | | |
| Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19 | | | | | Sep '19 | | | | 3 | | 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 | | | | | Sep '19 | | | | 3 | | 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 FQ4 | | | | 7 | | 3 | | | | 22 | | 12 | | 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 FQ4 | | | | 113 | | n/a | | | | 626 | | 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 FQ4 | | | | 5 | | n/a | | | | 32 | | 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 FQ4 | | | | 0 | | 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 FQ4 | | | | 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 | | | | | Sep '19 | | | | 5 | | n/a | | | | 88 | | 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 | | | | | Sep '19 | | | | 919 | | 0 | | | | 13,624 | | 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 | | | | | Sep '19 | | | | \$116,775 | | \$80,000 | | | | \$1,523,808 | | \$960,000 | | Baker, Gregory (RER) | | Value of Goods, Refunds and/or Service Recovered for Consumers | | | | | | | | |
| Customer satisfaction from consumers that file complaints against businesses | | | | | Sep '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 FQ4 | | | | \$71,587K | | \$81,233K | | | | \$174,785K | | \$324,930K | | Osterholt, Jack | | Expen: Total (RER) | | | | | | | | |
| Revenue: Total (RER) | | | | | '19 FQ4 | | | | \$67,294K | | \$81,233K | | | | \$367,568K | | \$324,930K | | Osterholt, Jack | | Revenue: Total (RER) | | | | | | | | |
| Positions: Full-time Filled (RER) | | | | | '19 FQ4 | | | | 931 | | n/a | | | | 3,697 | | n/a | | Osterholt, Jack | | Positions: Full-time Filled (RER) | | | | | | | | |

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

| 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><thead><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th></th><th>%</th><th>Owners</th></tr></thead><tbody><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>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>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>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>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>Oliva, Arianne (RER); Romito, Donna (RER)</td></tr></tbody></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) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prevent unsafe work practices | | | | | | | | | | Donderiz, Alain (RER); Fernandez, Jose M. (RER) | | Prevent unsafe work practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % of employees satisfied with safety training | | | | | | | | | | 85% | | % of employees satisfied with safety training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % of employees satisfied with OSHA (HAZWOPER) required training | | | | | | | | | | 85% | | % of employees satisfied with OSHA (HAZWOPER) required training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Workers' Compensation Injuries Per 100 Employees (calendar year) | | | | | | | | | | n/a | | Total Workers' Compensation Injuries Per 100 Employees (calendar year) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Reportable Injuries (calendar year) | | | | | | | | | | n/a | | Total Reportable Injuries (calendar year) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lost Workdays (calendar year) | | | | | | | | | | n/a | | 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 | | | | | | | | | | n/a | | Number of employees trained for performance evaluations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of total recruitments | | | | | | | | | | n/a | | 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 | | | | | | | | | | 11 | | Number of Adaptation/Resiliency Activities in Progress or Completed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of Activities Implemented to Decrease County-wide Energy Consumption | | | | | | | | | | 39 | | 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) | |

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

▼ Parent Scorecards

| Name | Owners |
|--|-------------------|
| Economic Development Strategic Area Scorecard | Miami-Dade County |
| Regulatory and Economic Resources (RER) (former) | Osterholt, Jack |

▼ ActiveViews

▼ Initiatives

▼ 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 CDMF 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

▼ Stoplight Charts

▼ Tasks

Commentary

Action Items

| Due Date ▲ | Status ▲ | Action | Owners |
|------------|----------|--------|--------|
|------------|----------|--------|--------|

Comments

| Date ▼ | Author | Comment |
|--------|--------|---------|
|--------|--------|---------|

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

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

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 include other review areas such as Zoning, DERM, Public Works, WASH 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 |
| | | % of employees satisfied with safety training | 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, WASH 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 -Commercial Applications-CPP | The average time a commercial plan is spent under County review. Includes RER trades, DERM, Zoning, Fire, Public Works, and WASH. 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 WASH. 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 |

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

| | | | | | | | | | | |
|---|---|--|----------------|------|---------|------------------|-----------|-----------|--|------|
|  | Expen: Total (RER) | | Goal - Default | Base | '19 FQ4 | \$71,587K | \$81,233K | \$-9,646K | 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 NOTE: The lost workday data in the 2018 Employee... | Goal - Default | Base | 2017 | 164 | n/a | n/a | Donderiz, Alain (RER) | RER |
|  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 |

