

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:	n/a					

Details						
	As Of	Actual	Business Plan Goal	FYTD Actual	FYTD Goal	Owners
▼ 1.0 Customer						1.0 Customer
Key Economic Indicators	n/a					Key Economic Indicators
▼ Protect and Restore Environmental Resources (GG6-2, NI3-1, NI3-2)(RER BP)	n/a					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		n/a	
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)
Number of purchase offers for environmentally endangered lands made to land owners	'20 FQ1		23	n/a	23	n/a Gil, Janet (RER); Gray, Robin (RER)
Percent of "good" to "moderate" air quality days (RFRO)	Dec '19		13%	98%	n/a	98% Palomino, Susana (RER)
General Complaint Response: Percent Responded to within 48 hours (RFRO)	Dec '19		95% (36 / 38)	90%	85% (126 / 148)	90% Lopez, Xiomara (RER); Bieler, Bernardo (RER)
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)
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)
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 in wellfields	2018		0.96	n/a	n/a	n/a Mayorga, Wilbur (RER)
Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Dec '19		87% (223 / 256)	n/a	86% (601 / 697)	n/a Mayorga, Wilbur (RER); Martinez, Karina (RER)
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO) (DERM)	Dec '19		95% (39 / 41)	n/a	92% (120 / 131)	n/a Bieler, Bernardo (RER); Lopez, Xiomara (RER)
▼ Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)	n/a					Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)
Number of Building Permits Issued	Dec '19		4,610	n/a	15,204	n/a Gascon, Jaime (RER); Bestard, Angelique (RER); Moreno, Chaveli (RER)
% of Residential Plans reviewed within 20 days (Building)	Dec '19		100.00%	100.00%	99.77%	100.00% Gascon, Jaime (RER); Bestard, Angelique (RER)
% of Commercial Plans reviewed within 24 days (Building)	Dec '19		100.00%	100.00%	99.62%	100.00% Gascon, Jaime (RER); Bestard, Angelique (RER)
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 -Commercial Applications- CPP	May '19		25	23	22	23 Gascon, Jaime (RER); Bestard, Angelique (RER)
▼ Responsive Building Code Administration Services (NI4-1)(RER BP)	n/a					Responsive Building Code Administration Services (NI4-1)(RER BP)
Perform review of Contractor License Applications in 10 days (ED4)	'20 FQ1		100%	100%	100%	100% Goolsby, Michael L. (RER)
▼ Improve Neighborhood Code Compliance (NI4-2)(RER BP)	n/a					Improve Neighborhood Code Compliance (NI4-2)(RER BP)
% of Voluntary Compliance with Warning Letters Issued	Dec '19		63% (841 / 1,338)	65%	66% (2,719 / 4,132)	65% Roig, Ricardo (RER)
Total Liens Recorded	Dec '19		378	225	766	675 Lopez, Joe (RER); Flores, Claudia P. (RER)
Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Dec '19		2	3	n/a	n/a Roig, Ricardo (RER)

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Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Dec '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	Dec '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 (N11-1, 4-2) (RER BP)							n/a	Responsive Zoning/Development Services (N11-1, 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 (N11-1; GG1-1) (RER BP)							n/a	Provide Stewardship to the Planning and CDMP Processes (N11-1; GG1-1) (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>Implement a self-service, online Planning Reports Subscription website to provide customers with information relating to economic and planning research data.</td><td>n/a</td><td>n/a</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>n/a</td><td></td></tr></table>									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								n/a	
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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								n/a																					
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							n/a	Increase the Amount of Film and Television Production in Miami-Dade County																							
Filming Permits Issued	'20 FQ1		163	n/a		163	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)							n/a	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)							n/a	Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)																							
<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>Provide self-service capabilities such as applying, renewing and making payments for various types of business licenses.</td><td>n/a</td><td>n/a</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>n/a</td><td></td></tr></table>									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								n/a	
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Provide self-service capabilities such as applying, renewing and making payments for various types of business licenses.	n/a	n/a								n/a																					
CPD Licenses issued per month	Dec '19		992	0		3,204	0 Kaminsky, Diane (RER); Galvez, Yamil	CPD Licenses issued per month																							
▼ Resolve Disputes between Consumers and Businesses							n/a	Resolve Disputes between Consumers and Businesses																							
Value of Goods, Refunds and/or Service Recovered for Consumers	Dec '19		\$53,695	\$80,000		\$172,465	\$240,000 Baker, Gregory (RER)	Value of Goods, Refunds and/or Service Recovered for Consumers																							
Customer satisfaction from consumers that file complaints against businesses	Dec '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)							n/a	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)																							
▼ 3.0 Internal								3.0 Internal																							
Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)							n/a	Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)																							

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▼ Increase Efficiency and Best Practices (GG4)										n/a		Increase Efficiency and Best Practices (GG4)																																																																			
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Implement modernization of plans tracking and concurrent plans processing systems.		n/a	n/a						n/a																																																																						
▼ Prevent unsafe work practices										n/a		Prevent unsafe work practices																																																																			
% of employees satisfied with safety training		'20 FQ1		100% (30 / 30)	85%		100% (30 / 30)	85%	Donderiz, Alain (RER); Lamont-Bailey, Lora		% of employees satisfied with safety training																																																																				
% of employees satisfied with OSHA (HAZWOPER) required training		'20 FQ1		100% (21 / 21)	85%		100% (21 / 21)	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										n/a		Develop and retain excellent employees and leaders																																																																			
Number of employees trained for performance evaluations		'20 FQ1		0	n/a		0	n/a	Sanchez-Gheri, Angel (RER); Lara, Rhina (RER)		Number of employees trained for performance evaluations																																																																				
Number of total recruitments		'20 FQ1		55	n/a		55	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)										n/a		Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2, NI1-2)																																																																			
Number of Adaptation/Resiliency Activities in Progress or Completed		2019 FY		12	11		12	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		2019 FY		49	40		49	40	Hefty, Nichole (RER); Gomez, Patricia (RER)		Number of Activities Implemented to Decrease County-wide Energy Consumption																																																																				

Linked Objects

▼ Child Scorecards		
Name	Owners	
Agriculture	n/a	
Environmental Resources Management (DERM)	n/a	
Planning and Zoning	n/a	
Construction, Permitting, and Building Code Services	n/a	
Building Code Compliance	n/a	
Budget Book Performance Measures for Resourcing for Results Online (RFRO)	n/a	
GreenPrint	n/a	
▼ Parent Scorecards		
Name	Owners	
Economic Development Strategic Area Scorecard	n/a	
Regulatory and Economic Resources (RER) (former)	n/a	
▼ ActiveViews		
▼ Initiatives		

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Objectives		
	Name	Owners
	Key Economic Indicators	n/a
	Protect and Restore Environmental Resources (GG6-2, NI3-1, NI3-2)(RER BP)	n/a
	Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)	n/a
	Responsive Building Code Administration Services (NI4-1)(RER BP)	n/a
	Improve Neighborhood Code Compliance (NI4-2) (RER BP)	n/a
	Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)	n/a
	Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)	n/a
	Increase the Amount of Film and Television Production in Miami-Dade County	n/a
	Increase opportunities for international trade (ITC)	n/a
	Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)	n/a
	Resolve Disputes between Consumers and Businesses	n/a
	Meet Budget Targets (RER)	n/a
	Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)	n/a
	Increase Efficiency and Best Practices (GG4)	n/a
	Prevent unsafe work practices	n/a
	Develop and retain excellent employees and leaders	n/a
	Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2, NI1-2)	n/a
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		

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	Jan '20	99.86%	100.00%	-0.14%	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	'20 FQ1	100% (21 / 21)	85%	15%	Donderiz, Alain (RER); Lamont-Bailey, Lora	RER	

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	% of employees satisfied with safety training	This measure assesses the overall safety-related training course review and satisfaction of participants, capturing responses of (3) Good, (4) Very Good, and (5) Excellent.	Goal - Default	Base	'20 FQ1	100% (30 / 30)	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	Jan '20	100.00%	100.00%	0.00%	Gascon, Jaime (RER); Bestard, Angelique (RER)	BNCC
	% of Voluntary Compliance with Warning Letters Issued		Goal - Default	Base	Jan '20	65% (663 / 1,019)	65%	0%	Roig, Ricardo (RER)	RER
	Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19		Goal - Default	Base	Jan '20	2	3	1	Roig, Ricardo (RER)	RER
	Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33		Goal - Default	Base	Jan '20	2	3	1	Roig, Ricardo (RER)	RER
	Average Days from Junk/Trash/Overgrowth Complaint to First Inspection		Goal - Default	Base	Jan '20	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	Jan '20	1,021	0	1,021	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	Jan '20	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 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	Dec '19	95% (36 / 38)	90%	5%	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

