











**REGULATORY and ECONOMIC RESOURCES (RER) Department**

Mission: To Enable Sustainable Economic Growth Through Smart Regulatory Strategies and Business Expansion Initiatives

**Owner:** Osterholt, Jack  
**Department:** RER

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal	Actual FYTD	FYTD Goal	
Customer	Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP) 	Percentage of CDMP application reviews completed within deadline	'20 FQ2	1	n/a	6	3	
	Increase the Amount of Film and Television Production in Miami-Dade County	Filming Permits Issued	'20 FQ3	19	n/a	393	n/a	
		Film Industry Jobs created	2019 FY	11,034	n/a	11,034	n/a	
	Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)	% of Residential Plans reviewed within 20 days (Building)	Apr '20	94.12%	n/a	99.06%	100.00%	
		% of Commercial Plans reviewed within 24 days (Building)	Apr '20	96.69%	n/a	99.20%	100.00%	
		Average number of calendar days a commercial permit application is under review	May '20	39	n/a	30	23	
		Average number of calendar days a residential permit application is under review	May '20	7	n/a	9	12	
		Total Number of Building Permits Issued	May '20	4,108	n/a	36,371	n/a	
	Protect and Restore Environmental Resources (Natural Areas and Green Spaces)	Number of purchase offers for environmentally endangered lands made to land owners	'20 FQ2	11	n/a	34	n/a	
	Protect and Restore Environmental Resources (Air Quality)	Percent of "good" to "moderate" air quality days (RFRO)	Jun '20	100%	n/a	99%	98%	
	Protect and Restore Environmental Resources (Water and Well-fields) 	Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'20 FQ2	98%	n/a	93%	95%	
		Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'20 FQ2	75%	n/a	71%	95%	
		Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	2019	5.81	n/a	n/a	n/a	


		Density (# of sites/sq. mi.) of contaminated sites in wellfields	2019	.91	n/a		n/a	n/a	
	<b>Increase opportunities for economic and business development</b>	Business and Economic Development Expansion Efforts	May '20	3	n/a		27	n/a	
	<b>Foster Economic Prosperity (ES3)</b>	Film Industry Jobs created	2019 FY	11,034	n/a		11,034	n/a	
	<b>Improve Neighborhood Code Compliance (NI4-2)(RER BP)</b>	Total Liens Recorded	Jun '20	242	225		2,034	2,025	
		Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Apr '20	4	n/a		n/a	n/a	
		Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Apr '20	3	n/a		n/a	n/a	
		% of Voluntary Compliance with Warning Letters Issued	Apr '20	4%	n/a		59%	65%	
		Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Apr '20	3	n/a		n/a	n/a	
	<b>Promote the efficient and best use of land</b>	% of Countywide employment in the urban centers, rapid transit zones and along the SMART corridors		n/a	n/a		n/a	n/a	
		% of Countywide housing units in the urban centers, rapid transit zones and along the SMART corridors		n/a	n/a		n/a	n/a	
		Development activity within the SMART corridors: Residential (units)		n/a	n/a		n/a	n/a	
		Development activity within the SMART corridors: Commercial (square footage)		n/a	n/a		n/a	n/a	
		Development activity within the SMART corridors: Industrial (square footage)		n/a	n/a		n/a	n/a	
	<b>Protect and Restore Environmental Resources (Coastal)</b>	Cumulative acres of restored or enhanced coastal habitat	2019 FY	616	n/a		616	n/a	
<b>Financial</b>	<b>Meet Budget Targets (RER)</b>	Revenue: Total (RER)	'20 FQ2	\$53,338K	\$91,240K		\$301,595K	\$182,480K	
		Expen: Total (RER)	'20 FQ2	\$32,170K	\$91,240K		\$71,043K	\$182,480K	
		Positions: Full-time Filled (RER)	'20 FQ2	933	1,007		1,877	1,007	
<b>Internal</b>	<b>Prevent unsafe work practices</b>	% of employees satisfied with safety training	'20 FQ2	100%	n/a		100%	85%	

		% of employees satisfied with OSHA (HAZWOPER) required training	'20 FQ2	n/a	n/a		100%	85%	
		Total Workers' Compensation Injuries Per 100 Employees (calendar year)	2018	3.34	n/a		n/a	n/a	
		Lost Workdays (calendar year)	2017	164	n/a		n/a	n/a	
		Total Reportable Injuries (calendar year)	2018	32	n/a		n/a	n/a	
Learning and Growth	Develop and retain excellent employees and leaders	Number of employees trained for performance evaluations	'20 FQ2	23	n/a		23	n/a	
		Number of total recruitments	'20 FQ2	63	n/a		118	n/a	
Sustainability	Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2, NI1-2)	Number of Activities Implemented to Decrease County-wide Energy Consumption	2019 FY	49	40		49	40	
		Number of Adaptation/Resiliency Activities in Progress or Completed	2019 FY	12	11		12	11	

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### Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)	Provide self-service capabilities such as applying, renewing and making payments for various types of business licenses.	4/30/2020	In Progress			undefined	undefined		Baker, Gregory (RER); Romito, Donna (RER)
Provide Stewardship to the Planning and CDMF Processes (NI1-1; GG1-1) (RER BP)	Implement a self-service, online Planning Reports Subscription website to provide customers with information relating to economic and planning research data.	1/14/2020	Complete			undefined	undefined	undefined	Armada, Manuel (RER); Romito, Donna (RER)
Increase Efficiency and Best Practices (GG4)	Upgrade existing software used for Stormwater Utility billing and implement a self-service portal for customer to receive electronic bills and make payments online.	4/30/2020	In Progress			undefined	undefined	undefined	Romito, Donna (RER)
	Refresh desktop hardware, software and technology for plan review staff.	2/10/2020	Complete			undefined	undefined	undefined	Romito, Donna (RER)
	Reorganize the Development Services Division in order to increase process and workload efficiencies to meet division-wide needs and organizational gaps.	9/23/2019	Complete			undefined	undefined	undefined	Kogon, Nathan (RER); Romito, Donna (RER)
	Implement modernization of plans tracking and concurrent plans processing systems.	6/24/2019	Complete			undefined	undefined	undefined	Oliva, Arianne (RER); Romito, Donna (RER)

	Establish and implement the Platting and Paving & Drainage processes into the existing Land Development system and provide online submittal and tracking.	4/30/2020	In Progress			undefined	undefined	undefined	Kogon, Nathan (RER); Romito, Donna (RER)
Protect and Restore Environmental Resources (Water and Well-fields)	Develop a GIS web-based application to integrate and provide access to all the Miami-Dade County groundwater and surface water quality data.	4/30/2020	In Progress			undefined	undefined	undefined	Mayorga, Wilbur (RER); Romito, Donna (RER); Sweeney, Pamela (RER)