

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	Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)	CPD Licenses issued per month	Aug '20	1,126	350		9,182	3,850	
		Customer satisfaction from consumers that file complaints against businesses	Aug '20	4.72	4.80		4.91	4.80	
	Resolve Disputes between Consumers and Businesses	Value of Goods, Refunds and/or Service Recovered for Consumers	Aug '20	\$54,294	\$40,000		\$587,999	\$720,000	
		Number of CDMP application reviews completed within deadline	'20 FQ3	4	n/a		10	3	
	Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)	Filing Permits Issued	'20 FQ3	19	n/a		393	n/a	
		Film Industry Jobs created	2019 FY	11,034	n/a		11,034	n/a	
	Increase the Amount of Film and Television Production in Miami-Dade County	% of Residential Plans reviewed within 20 days (Building)	Aug '20	100.00%	100.00%		99.40%	100.00%	
		% of Commercial Plans reviewed within 24 days (Building)	Aug '20	100.00%	100.00%		99.49%	100.00%	
		Average number of calendar days a commercial permit application is under review	Aug '20	46	23		34	23	
		Average number of calendar days a residential permit application is under review	Aug '20	6	12		8	12	
		Total Number of Building Permits Issued	Jul '20	5,862	n/a		47,684	n/a	
	Responsive Building Permit and Enforcement Services (NI1-2, 4-1, 4-2; GG2-2) (RER BP)	Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Aug '20	93%	90%		88%	90%	
		% of Sanitary Nuisance Complaint Responded within 24 hours (RFRO) (DERM)	Aug '20	100%	92%		95%	92%	
		% of General Complaint Responded within 48 hours (RFRO)	Aug '20	97%	90%		91%	90%	
	Protect and Restore Environmental Resources (Enforcement)	Number of purchase offers for environmentally endangered lands made to land owners	'20 FQ3	2	n/a		36	n/a	

Protect and Restore Environmental Resources (Air Quality)	Percent of "good" to "moderate" air quality days (RFRO)	Aug '20	100%	98%		99%	98%	
Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)	Percentage of Zoning application reviews completed within deadlines	'20 FQ3	96	n/a		91	n/a	
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%	95%		93%	95%	
	Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'20 FQ2	75%	95%		71%	95%	
	Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	2019	5.81	6.20		n/a	n/a	
	Density (# of sites/sq. mi.) of contaminated sites in wellfields	2019	0.91	n/a		n/a	n/a	
Increase opportunities for economic and business development	Business and Economic Development Expansion Efforts	Jul '20	5	n/a		36	n/a	
Responsive Building Code Administration Services (NI4-1)(RER BP)	Perform review of Contractor License Applications in 10 days (ED4)	'20 FQ3	100%	100%		100%	100%	
Foster Economic Prosperity (ES3)	Film Industry Jobs created	2019 FY	11,034	n/a		11,034	n/a	
Improve Neighborhood Code Compliance (NI4-2) (RER BP)	Total Liens Recorded	Aug '20	193	225		2,401	2,475	
	Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Apr '20	4	3		n/a	n/a	
	Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Apr '20	3	3		n/a	n/a	
	% of Voluntary Compliance with Warning Letters Issued	Aug '20	62%	65%		60%	65%	
	Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Apr '20	3	3		n/a	n/a	
Promote the efficient and best use of land	% 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	
	Protect and Restore Environmental Resources (Coastal)	Cumulative acres of restored or enhanced coastal habitat	2019 FY	616	n/a		616	n/a	
Financial	Meet Budget Targets (RER)	Revenue: Total (RER)	'20 FQ3	\$40,448K	\$91,239K		\$342,043K	\$273,719K	
		Expen: Total (RER)	'20 FQ3	\$37,430K	\$91,239K		\$108,473K	\$273,719K	
		Positions: Full-time Filled (RER)	'20 FQ3	926	1,007		2,803	2,014	
Internal	Prevent unsafe work practices	% of employees satisfied with safety training	'20 FQ2	100%	85%		100%	85%	
		% of employees satisfied with OSHA (HAZWOPER) required training	'20 FQ2	n/a	85%		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 FQ4	0	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 (GG4-4, NI1-1)	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 CDMIP 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)