

**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	Sep '20	848	350		10,030	4,200	
	Resolve Disputes between Consumers and Businesses	Customer satisfaction from consumers that file complaints against businesses	Sep '20	4.96	4.80		4.92	4.80	
		Value of Goods Refunds and/or Service Recovered for Consumers	Sep '20	\$59,141	\$40,000		\$647,140	\$760,000	
	Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)	Number of CDMP application reviews completed within deadline	'20 FQ4	5	n/a		15	3	
	Increase the Amount of Film and Television Production in Miami-Dade County	Filming Permits Issued	'20 FQ4	59	n/a		452	n/a	
		Film Industry Jobs created	2020 FY	10,035	n/a		10,035	n/a	
		Dollars Spent Locally	2020 FY	99,034,539	n/a		99,034,539	n/a	
	Responsive Building Permit and Enforcement Services (NI1-2, 4-1, 4-2; GG2-2)(RER BP)	% of residential plans reviewed within 20 days	Sep '20	100.00%	100.00%		99.45%	100.00%	
		% of commercial plans reviewed within 24 days	Sep '20	100.00%	100.00%		99.53%	100.00%	
		Average number of calendar days a commercial permit application is under review	Sep '20	41	23		35	23	
		Average number of calendar days a residential permit application is under review	Sep '20	6	12		8	12	
		Total Number of Building Permits Issued	'20 FH2	29,030	n/a		58,528	n/a	
			'20 FQ4	16,706	n/a		58,528	n/a	
			2020 FY	58,528	n/a		58,528	n/a	
			Q3 '20	16,706	n/a		58,528	n/a	
	Sep '20		5,457	n/a		58,528	n/a		
	Protect and Restore Environmental Resources (Enforcement)	Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Sep '20	91%	90%		88%	90%	
			'20 FH2	100%	92%		96%	92%	
			'20 FQ4	99%	92%		96%	92%	
			2020 FY	96%	92%		96%	92%	
			Q3 '20	99%	92%		96%	92%	
		% of General Complaint Responded within 48 hours (RFRO)	Sep '20	100%	92%		96%	92%	
			'20 FH2	96%	90%		92%	90%	
			'20 FQ4	99%	90%		92%	90%	
			2020 FY	92%	90%		92%	90%	
			Q3 '20	99%	90%		92%	90%	
	Protect and Restore Environmental Resources (Natural Areas and Green Spaces)	Number of purchase offers for environmentally endangered lands made to land owners	'20 FQ4	1	n/a		37	n/a	
			Sep '20	100%	98%		100%	98%	
	Protect and Restore Environmental Resources (Air Quality)	Percentage of Zoning application reviews completed within deadlines	'20 FQ4	91	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%	
			'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	Sep '20	8	n/a		51	n/a		
Responsive Building Code Administration Services (NI4-1)(RER BP)	% of contractor license applications reviewed within 10 days	'20 FQ4	100%	100%		100%	100%		
Foster Economic Prosperity (ES3)	Film Industry Jobs created	2020 FY	10,035	n/a		10,035	n/a		
Improve Neighborhood Code Compliance (NI4-2)(RER BP)	Total Liens Recorded	Sep '20	87	225		2,488	2,700		
	Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Sep '20	48	3		n/a	n/a		
	Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Sep '20	39	3		n/a	n/a		
	% of Voluntary Compliance with Warning Letters Issued	Sep '20	67%	65%		60%	65%		
	Average Calendar Days from Exterior Property Maintenance	Sep	56	3		n/a	n/a		

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Customer	Improve Neighborhood Code Compliance (NI4-2)(RER BP)	Complaint to First Inspection-Chapter 19	'20						
	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 FH2	\$103,742K	\$182,475K	▼	\$405,337K	\$364,955K	▲
			'20 FQ4	\$63,294K	\$91,236K	▼	\$405,337K	\$364,955K	▲
			2020 FY	\$405,337K	\$364,955K	▲	\$405,337K	\$364,955K	▲
		Expen: Total (RER)	'20 FH2	\$105,134K	\$182,475K	▲	\$176,177K	\$364,955K	▲
			'20 FQ4	\$67,704K	\$91,236K	▲	\$176,177K	\$364,955K	▲
			2020 FY	\$176,177K	\$364,955K	▲	\$176,177K	\$364,955K	▲
Internal	Prevent unsafe work practices	% of employees satisfied with safety training	'20 FQ4	100%	85%	▲	100%	85%	▲
			'20 FQ4	100%	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 FQ4	60	n/a		237	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	2020 FY	63	39	▲	63	39	▲
		Number of Adaptation/Resiliency Activities in Progress or Completed	2020 FY	13	11	▲	13	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 CDMP 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)