





As Of <= 12/31/2020

REGULATORY and ECONOMIC RESOURCES (RER) Department

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

Owner: Gomez, Lourdes (RER)
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	Dec '20	1,116	350		4,997	1,750	
	Resolve Disputes between Consumers and Businesses	Customer satisfaction from consumers that file complaints against businesses	Dec '20	4.96	4.80		n/a	n/a	
		Value of Goods Refunds and/or Service Recovered for Consumers	Dec '20	\$44,414	\$80,000		\$265,534	\$400,000	
	Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)	Number of CDMP application reviews completed within deadline	'21 FQ1	2	3		5	6	
	Increase the Amount of Film and Television Production in Miami-Dade County	Filming Permits Issued	'21 FQ1	105	195		105	195	
		Film Industry Jobs created	2020 FY	10,035	10,000		10,035	10,000	
		Dollars Spent Locally	2020 FY	99,034,539	100,000,000		99,034,539	100,000,000	
	Responsive Building Permit and Enforcement Services (NI1-2, 4-1, 4-2; GG2-2)(RER BP)	% of residential plans reviewed within 20 days	Dec '20	100.00%	100.00%		n/a	n/a	
		% of commercial plans reviewed within 24 days	Dec '20	100.00%	100.00%		n/a	n/a	
		Average number of calendar days a commercial permit application is under review	Dec '20	24	23		n/a	n/a	
		Average number of calendar days a residential permit application is under review	Dec '20	8	12		n/a	n/a	
		Total Number of Building Permits Issued	Dec '20	4,849	4,200		19,606	16,800	
	Protect and Restore Environmental Resources (Enforcement)	Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Dec '20	1%	90%		n/a	n/a	
		% of General Complaint Responded within 48 hours (RFRO)	Dec '20	82%	90%		89%	90%	
	Protect and Restore Environmental Resources (Natural Areas and Green Spaces)	Number of purchase offers for environmentally endangered lands made to land owners	'21 FQ1	2	2		2	2	
	Protect and Restore Environmental Resources (Air Quality)	""% of days that are ""good"" or ""moderate"" air quality""	Dec '20	100%	98%		n/a	n/a	
	Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)	Percentage of Zoning application reviews completed within deadlines	'21 FQ1	87	90		n/a	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)	'21 FQ1	1%	95%		n/a	n/a	
		Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'21 FQ1	1%	95%		n/a	n/a	
		Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	2020 FY	5.88	6.20		5.88	6.20	
		Density (# of sites/sq. mi.) of contaminated sites in wellfields	2020 FY	1.03	1.00		1.03	1.00	
	Increase opportunities for economic and business development	Business and Economic Development Expansion Efforts	Dec '20	4	4		28	16	
	Responsive Building Code Administration Services (NI4-1)(RER BP)	% of contractor license applications reviewed within 10 days	'21 FQ1	100%	100%		n/a	n/a	
	Foster Economic Prosperity (ES3)	Film Industry Jobs created	2020 FY	10,035	10,000		10,035	10,000	
	Improve Neighborhood Code Compliance (NI4-2)(RER BP)	Total Liens Recorded	Dec '20	101	225		670	1,125	
		Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Dec '20	15	3		n/a	n/a	
		Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Dec '20	12	3		n/a	n/a	
		% of Voluntary Compliance with Warning Letters Issued	Dec '20	1%	65%		n/a	n/a	
		Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Dec '20	13	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	2020 FY	46%	47%		46%	47%	
		% of Countywide housing units in the urban centers rapid transit zones and along the SMART corridors	2020 FY	57%	34%		57%	34%	
		Development activity within the SMART corridors: Residential (units)	2020 FY	5,116	13,300		5,116	13,300	
		Development activity within the SMART corridors: Commercial (square footage)	2020 FY	968,071	2,850,000		968,071	2,850,000	
		Development activity within the SMART corridors: Industrial (square footage)	2020 FY	368,583	751,000		368,583	751,000	
	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)	'21 FQ1	\$284,803K	\$93,708K		\$284,803K	\$93,708K	
		Expen: Total (RER)	'21 FQ1	\$38,225K	\$93,709K		\$38,225K	\$93,709K	
		Positions: Full-time Filled (RER)	'20 FQ4	928	1,007		n/a	n/a	
Internal	Prevent unsafe work practices	% of employees satisfied with safety training	'21 FQ1	1%	85%		n/a	n/a	
		% of employees satisfied with OSHA (HAZWOPER) required training	'21 FQ1	1%	85%		n/a	n/a	
		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	

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Internal	Prevent unsafe work practices	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	'21 FY1	0	n/a		0	n/a	
		Number of total recruitments	'21 FY1	73	n/a		73	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)