<table>
<thead>
<tr>
<th>Perspective</th>
<th>Objective Name</th>
<th>Measure Name</th>
<th>As Of</th>
<th>Actual</th>
<th>FYTD Goal</th>
<th>Actual</th>
<th>FYTD Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)</td>
<td>CPD Licenses issued per month</td>
<td>Dec 20</td>
<td>1,116</td>
<td>360</td>
<td>897</td>
<td>1,190</td>
</tr>
<tr>
<td></td>
<td>Resolve Disputes between Consumers and Businesses</td>
<td>Customer satisfaction from consumers that file complaints against businesses</td>
<td>Dec 20</td>
<td>4.94</td>
<td>4.88</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>Value of Goods Refunds and/or Service Recovered for Consumers</td>
<td>Dec 20</td>
<td>$46,414</td>
<td>$60,000</td>
<td>$26,534</td>
<td>$40,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Provide Streamline to the Planning and Zoning Processes (NE-1, Q-11-1) (RER BP)</td>
<td>Number of Zoning application reviews completed within deadline</td>
<td>Dec 20</td>
<td>21</td>
<td>3</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Increase the Amount of Film and Television Production in Miami-Dade County</td>
<td>Filming Permits issued</td>
<td>Dec 20</td>
<td>105</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Film Industry Jobs created</td>
<td>Dec 20</td>
<td>10,080</td>
<td>10,000</td>
<td>10,000</td>
<td>10,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dollars Spent Locally</td>
<td>Dec 20</td>
<td>99,034,370</td>
<td>100,000,000</td>
<td>99,034,370</td>
<td>100,000,000</td>
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</tr>
<tr>
<td></td>
<td>Responsive Building Permit and Enforcement Services (NE-2, 4-1, 4-2, QQ-2, Q-2) (RER BP)</td>
<td>% of residential plans reviewed within 20 days</td>
<td>Dec 20</td>
<td>100.00%</td>
<td>100.00%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>% of commercial plans reviewed within 24 days</td>
<td>Dec 20</td>
<td>100.00%</td>
<td>100.00%</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Average number of calendar days a commercial permit application is under review</td>
<td>Dec 20</td>
<td>24</td>
<td>23</td>
<td>n/a</td>
<td>n/a</td>
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<tr>
<td></td>
<td>Average number of calendar days a residential permit application is under review</td>
<td>Dec 20</td>
<td>8</td>
<td>12</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
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<tr>
<td></td>
<td>Total Number of Building Permits issued</td>
<td>Dec 20</td>
<td>4,644</td>
<td>4,200</td>
<td>18,608</td>
<td>16,800</td>
<td></td>
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<tr>
<td></td>
<td>Protect and Restore Environmental Resources (Enforcement)</td>
<td>% of complaint-related application documents reviewed within the required timeframe (PRRO)</td>
<td>Dec 20</td>
<td>1%</td>
<td>90%</td>
<td>n/a</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>Number of purchase orders for environmentally endangered lands made to land owners</td>
<td>Dec 20</td>
<td>2</td>
<td>2</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Responsive Zoning Development Services (NE-1, 4-2) (RER BP)</td>
<td>% of days that are &quot;good&quot; or &quot;moderate&quot; air quality</td>
<td>Dec 20</td>
<td>100%</td>
<td>98%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>Zoning application reviews completed within deadlines</td>
<td>Dec 20</td>
<td>87</td>
<td>90</td>
<td>n/a</td>
<td>n/a</td>
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<tr>
<td></td>
<td>Protect and Restore Environmental Resources (Water and Wetlands)</td>
<td>Blue Cypress River surface water quality percent of samples for backcalculated index of sewage flow in compliance with State standard (PRRO)</td>
<td>Dec 20</td>
<td>1%</td>
<td>95%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>St Lucie River surface water quality percent of samples for backcalculated index of sewage flow in compliance with State standard (PRRO)</td>
<td>Dec 20</td>
<td>1%</td>
<td>95%</td>
<td>n/a</td>
<td>n/a</td>
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<tr>
<td></td>
<td>Water Quality Category of the Wakodahatchee Wetlands</td>
<td>Dec 20</td>
<td>200</td>
<td>200</td>
<td>200</td>
<td>200</td>
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</tr>
<tr>
<td></td>
<td>Protect the Environment (ES)</td>
<td>% of contractor licenses applications reviewed within 10 days</td>
<td>Dec 20</td>
<td>100%</td>
<td>100%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>Reverse Economic Prosperity (ES)</td>
<td>Film Industry Jobs created</td>
<td>Dec 20</td>
<td>10,036</td>
<td>10,000</td>
<td>10,036</td>
<td>10,000</td>
</tr>
<tr>
<td></td>
<td>Improve Neighborhood Code Compliance (NE-2) (RER BP)</td>
<td>Total Liens Recorded</td>
<td>Dec 20</td>
<td>101</td>
<td>22%</td>
<td>97%</td>
<td>113%</td>
</tr>
<tr>
<td></td>
<td>Average Days from June/Flash-Overgrowth Complaint to First Inspection</td>
<td>Dec 20</td>
<td>3</td>
<td>15</td>
<td>n/a</td>
<td>n/a</td>
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<tr>
<td></td>
<td>Average Calendar Days from Zoning Complaint to First Inspection—Chapter 33</td>
<td>Dec 20</td>
<td>2</td>
<td>12</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
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<tr>
<td></td>
<td>% of Voluntary Compliance with Warning Letters issued</td>
<td>Dec 20</td>
<td>1%</td>
<td>85%</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
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<tr>
<td></td>
<td>Average Calendar Days from Other Property Maintenance Complaint to First Inspection—Chapter 33</td>
<td>Dec 20</td>
<td>13</td>
<td>3</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Promote the efficient and best use of land</td>
<td>% of Countywide employment in the urban centers rapid transit zones and along the SMART corridor</td>
<td>Dec 20</td>
<td>46%</td>
<td>47%</td>
<td>46%</td>
<td>47%</td>
</tr>
<tr>
<td></td>
<td>% of Countywide locations in the urban centers rapid transit zones and along the SMART corridor</td>
<td>Dec 20</td>
<td>57%</td>
<td>34%</td>
<td>57%</td>
<td>34%</td>
<td></td>
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<tr>
<td></td>
<td>Development Activity within the SMART corridors Residential (units)</td>
<td>Dec 20</td>
<td>5,116</td>
<td>13,350</td>
<td>5,116</td>
<td>13,350</td>
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<tr>
<td></td>
<td>Development Activity within the SMART corridors Commercial (square footage)</td>
<td>Dec 20</td>
<td>989,071</td>
<td>2,893,000</td>
<td>989,071</td>
<td>2,893,000</td>
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<tr>
<td></td>
<td>Development Activity within the SMART corridors Industrial (square footage)</td>
<td>Dec 20</td>
<td>398,983</td>
<td>71,000</td>
<td>398,983</td>
<td>71,000</td>
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<tr>
<td></td>
<td>Protect and Restore Environmental Resources (Coastal)</td>
<td>Cumulative acres of restored or enhanced coastal habitat</td>
<td>Dec 20</td>
<td>6%</td>
<td>n/a</td>
<td>6%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>Financial</td>
<td>Reserve: Total (RER)</td>
<td>Dec 20</td>
<td>$2,848,620K</td>
<td>$3,137,08K</td>
<td>$2,848,620K</td>
<td>$3,137,08K</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Expenditure: Total (RER)</td>
<td>Dec 20</td>
<td>$3,193,292K</td>
<td>$3,170,30K</td>
<td>$3,193,292K</td>
<td>$3,170,30K</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Positions: Full-time Filled (RER)</td>
<td>Dec 20</td>
<td>328</td>
<td>325</td>
<td>328</td>
<td>325</td>
</tr>
<tr>
<td></td>
<td>Internal</td>
<td>% of employees satisfied with salary training</td>
<td>Dec 20</td>
<td>9%</td>
<td>9%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>% of employees satisfied with OSHA (M/WOPPER) required training</td>
<td>Dec 20</td>
<td>9%</td>
<td>9%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Perspective Name</td>
<td>Objective Name</td>
<td>Measure Name</td>
<td>As Of</td>
<td>Actual</td>
<td>Business Plan Goal</td>
<td>Actual FYTD</td>
<td>FYTD Goal</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------</td>
<td>--------------</td>
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<td>--------</td>
<td>--------------------</td>
<td>-------------</td>
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</tr>
<tr>
<td>Internal</td>
<td>Prevent workplace injuries (calendar year)</td>
<td>Total Reported Injuries</td>
<td>2018 32</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
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<tr>
<td>Learning and Growth</td>
<td>Develop and retain excellent employees and leaders</td>
<td>Number of employees trained for performance evaluations</td>
<td>21 Q4</td>
<td>0</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Sustainability</td>
<td>Support Sustainability and Climate Change Adaptation and Mitigation (GSA-6, MT-1)</td>
<td>Number of Activities Implemented to Decrease County-wide Energy Consumption</td>
<td>2022 FY</td>
<td>63</td>
<td>30</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number of Adaptation/Resiliency Activities in Progress or Completed</td>
<td>2022 FY</td>
<td>13</td>
<td>11</td>
<td>11</td>
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</tbody>
</table>

### Initiatives for Objectives

<table>
<thead>
<tr>
<th>Objective Name</th>
<th>Initiative</th>
<th>As Of</th>
<th>Status</th>
<th>Budget</th>
<th>Timing</th>
<th>Quality</th>
<th>Risk</th>
<th>Scope</th>
<th>Owners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)</td>
<td>Provide self-service capabilities such as applying, renewing and making payments for various types of business licenses.</td>
<td>4/30/2022</td>
<td>In Progress</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>Baker, Gregory (RBR), Romito, Donna (RBR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide Stewardship to the Planning and Zoning Processes (N=1-1, G2-1) (RBR SP)</td>
<td>Implement a self-service, online Planning Report Submission website to provide customers with information relating to economic and planning research data.</td>
<td>1/4/2022</td>
<td>Complete</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>Amado, Manuel (RBR), Romito, Donna (RBR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase Efficiency and Best Practices (GSA)</td>
<td>Upgrade existing software used for Stormwater Utility billing and implement a self-service portal for customer to receive electronic bills and make payments online.</td>
<td>4/30/2022</td>
<td>In Progress</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>Romito, Donna (RBR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refresh desktop hardware, software and technology for planning review staff.</td>
<td>2/1/2022</td>
<td>Complete</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>Romito, Donna (RBR)</td>
<td></td>
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</tr>
<tr>
<td>Recognize the Development Services Division in order to increase process and workflow efficiencies to meet division-wide needs and organizational goals.</td>
<td>5/23/2019</td>
<td>Complete</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>Kogun, Nathan (RBR), Romito, Donna (RBR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implement modernization of plans tracking and concurrent plans processing systems.</td>
<td>6/24/2019</td>
<td>Complete</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>Ola, Alame (RBR), Romito, Donna (RBR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Establish and Implement the Planning and Zoning Department's new Land Development system and provide online submission and tracking.</td>
<td>4/30/2022</td>
<td>In Progress</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>Kogun, Nathan (RBR), Romito, Donna (RBR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Protect and Restore Environmental Resources (Water and Wetlands)</td>
<td>Develop a GIS tool-based application to integrate and provide access to all the Miami-Dade County groundwater and surface water quality data.</td>
<td>4/30/2022</td>
<td>In Progress</td>
<td>undefined</td>
<td>undefined</td>
<td>undefined</td>
<td>Menynga, William (RBR), Romito, Donna (RBR), Sewanyi, Pamela (RBR)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>