


























As Of &lt;= 03/31/2021

**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	Protect and Restore Environmental Resources (Natural Areas and Green Spaces)	Number of purchase offers for environmentally endangered lands made to land owners	'21 FQ2	0	2		2	4	
	Protect and Restore Environmental Resources (Coastal)	Cumulative acres of restored or enhanced coastal habitat	2020 FY	617	600		617	600	
	Protect and Restore Environmental Resources (Air Quality)	"% of days that are ""good"" or ""moderate"" air quality"	Mar '21	100%	98%		100%	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)	'21 FQ2	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 FQ2	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	
	Protect and Restore Environmental Resources (Enforcement)	Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Mar '21	87%	90%		87%	90%	
		% of General Complaint Responded within 48 hours (RFRO)	Mar '21	91%	90%		90%	90%	
	Responsive Building Permit and Enforcement Services (NI1-2, 4-1, 4-2; GG2-2)(RER BP)	% of residential plans reviewed within 20 days	Mar '21	100.00%	100.00%		100.00%	100.00%	
		% of commercial plans reviewed within 24 days	Mar '21	99.91%	100.00%		99.98%	100.00%	
		Average number of calendar days a commercial permit application is under review	Mar '21	18	21		21	21	
		Average number of	Mar	10	9		9	9	

		calendar days a residential permit application is under review	'21						
		Total Number of Building Permits Issued	Mar '21	6,039	4,200		42,153	33,600	
	<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	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	
	<b>Responsive Building Code Administration Services (NI4-1)(RER BP)</b>	% of contractor license applications reviewed within 10 days	'21 FQ2	100%	100%		n/a	n/a	
	<b>Improve Neighborhood Code Compliance (NI4-2) (RER BP)</b>	Total Liens Recorded	Mar '21	272	225		1,192	1,800	
		Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Mar '21	3	3		n/a	n/a	
		Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Mar '21	3	3		n/a	n/a	
		% of Voluntary Compliance with Warning Letters Issued	Feb '21	1%	65%		n/a	n/a	
		Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Mar '21	4	3		n/a	n/a	
	<b>Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)</b>	Percentage of Zoning application reviews completed within deadlines	'21 FQ2	91	90		n/a	n/a	
	<b>Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)</b>	Number of CDMP application reviews completed within deadline	'21 FQ2	3	3		5	6	
	<b>Increase the Amount of Film and Television</b>	Filming Permits Issued	'21 FQ2	152	195		391	585	

	Production in Miami-Dade County	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	
	Increase opportunities for economic and business development	Business and Economic Development Expansion Efforts	Jan '21	9	4		28	16	
		Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)	CPD Licenses issued per month	Mar '21	1,384	350		8,716	2,800
	Resolve Disputes between Consumers and Businesses	Customer satisfaction from consumers that file complaints against businesses	Mar '21	5.00	4.80		4.88	4.80	
		Value of Goods Refunds and/or Service Recovered for Consumers	Mar '21	\$103,741	\$62,500		\$656,227	\$500,000	
Financial	Meet Budget Targets (RER)	Revenue: Total (RER)	'21 FQ2	\$35,603K	\$93,708K		\$320,406K	\$187,416K	
		Expen: Total (RER)	'21 FQ2	\$38,398K	\$93,709K		\$76,623K	\$187,418K	
		Positions: Full-time Filled (RER)	'21 FQ2	939	1,026		939	1,026	
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	
		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 FQ2	13	n/a		19	n/a	
		Number of total recruitments	'21 FQ2	80	n/a		153	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	

[Edit Scorecard](#)**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 CDMR 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)