

As Of <= 06/30/2021

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 FQ3	6	2		8	6	
	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"	Jun '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 FQ3	98%	95%		96%	95%	
		Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'21 FQ3	71%	95%		78%	95%	
		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	
		Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Jun '21	91%	90%		87%	90%	
	Protect and Restore Environmental Resources (Enforcement)	% of General Complaint Responded within 48 hours (RFRO)	Jun '21	84%	90%		88%	90%	
		% of residential plans reviewed within 20 days	Jun '21	100.00%	100.00%		100.00%	100.00%	
		% of commercial plans reviewed within 24 days	Jun '21	100.00%	100.00%		99.98%	100.00%	
	Responsive Building Permit and Enforcement Services (NI1-2, 4-1, 4-2; GG2-2)(RER BP)	Average number of calendar days a commercial permit application is under review	Jun '21	21	21		21	21	

		Average number of calendar days a residential permit application is under review	Jun '21	12	9		10	9	
		Total Number of Building Permits Issued	Jun '21	5,891	4,200		58,946	46,200	
	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	
	Responsive Building Code Administration Services (NI4-1) (RER BP)	% of contractor license applications reviewed within 10 days	'21 FQ3	100%	100%		100%	100%	
	Improve Neighborhood Code Compliance (NI4-2) (RER BP)	Total Liens Recorded	Jun '21	103	225		1,606	2,475	
		Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Jun '21	3	3		n/a	n/a	
		Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	May '21	3	3		n/a	n/a	
		% of Voluntary Compliance with Warning Letters Issued	Jun '21	66%	65%		59%	65%	
		Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	May '21	12	3		n/a	n/a	
	Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)	Percentage of Zoning application reviews completed within deadlines	'21 FQ3	82	90		87	90	
	Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)	Number of CDMP application reviews completed within deadline	'21 FQ3	4	3		9	9	
	Increase the Amount	Filming Permits Issued	'21	152	195		450	780	

	of Film and Television Production in Miami-Dade County		FQ3						
		Film Industry Jobs created	2020 FY	9,942	10,000		9,942	10,000	
		Dollars Spent Locally	2020 FY	100,904,239	100,000,000		100,904,239	100,000,000	
	Increase opportunities for economic and business development	Business and Economic Development Expansion Efforts	Jun '21	18	4		178	48	
	Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)	CPD Licenses issued per month	Jun '21	650	350		11,777	4,200	
	Resolve Disputes between Consumers and Businesses	Customer satisfaction from consumers that file complaints against businesses	Jun '21	4.96	4.80		4.92	4.80	
		Value of Goods Refunds and/or Service Recovered for Consumers	Jun '21	\$49,526	\$62,500		\$1,011,623	\$750,000	
Financial	Meet Budget Targets (RER)	Revenue: Total (RER)	'21 FQ3	\$50,583K	\$93,708K		\$370,989K	\$281,124K	
		Expen: Total (RER)	'21 FQ3	\$32,793K	\$93,708K		\$109,416K	\$281,126K	
		Positions: Full-time Filled (RER)	'21 FQ3	943	1,026		943	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 FQ3	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	'21 FQ3	0	n/a		19	n/a	
		Number of total recruitments	'21 FQ3	83	n/a		236	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)