

As Of <= 03/31/2022

**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	<b>Protect and Restore Environmental Resources (Natural Areas and Green Spaces)</b>	Number of purchase offers for environmentally endangered lands made to land owners	'22 FQ2		0	2	1	4	
	<b>Protect and Restore Environmental Resources (Coastal)</b>	Cumulative acres of restored or enhanced coastal habitat	2020 FY		617	600	617	600	
	<b>Protect and Restore Environmental Resources (Air Quality)</b>	"% of days that are ""good"" or ""moderate"" air quality"	Mar '22		94%	98%	98%	98%	
	<b>Protect and Restore Environmental Resources (Water and Well-fields)</b>	Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'22 FQ1		94%	95%	94%	95%	
		Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'22 FQ1		75%	95%	75%	95%	
		Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	2021 FY		7.19	6.20	7.19	6.20	
		Density (# of sites/sq. mi.) of contaminated sites in wellfields	2021 FY		1.12	1.00	1.12	1.00	
		<b>Protect and Restore Environmental Resources (Enforcement)</b>	Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Mar '22		80%	90%	82%	90%
		% of General Complaint Responded within 48 hours (RFRO)	Mar '22		84%	90%	85%	90%	
	<b>Responsive Building Permit and Enforcement Services (NI1-2, 4-1, 4-2; GG2-2)(RER BP)</b>	% of residential plans reviewed within 20 days	Mar '22		99.97%	100.00%	99.98%	100.00%	
		% of commercial plans reviewed within 24 days	Mar '22		100.00%	100.00%	99.98%	100.00%	
		Average number of calendar days a commercial permit	Mar '22		18	21	19	21	

	application is under review							
	Average number of calendar days a residential permit application is under review	Mar '22		11	9	13	9	
	Total Number of Building Permits Issued	Mar '22		5,873	4,200	30,227	25,200	
<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%	n/a	n/a	
	% 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	'22 FQ2		100%	100%	100%	100%	
<b>Improve Neighborhood Code Compliance (NI4-2) (RER BP)</b>	Total Liens Recorded	Mar '22		365	225	1,538	1,350	
	Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Mar '22		2	3	2	3	
	Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Feb '22		2	3	2	3	
	% of Voluntary Compliance with Warning Letters Issued	Feb '22		62%	65%	58%	65%	
	Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Mar '22		2	3	2	3	
<b>Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)</b>	Percentage of Zoning application reviews completed within deadlines	'22 FQ1		82	90	82	90	
<b>Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP)</b>	Number of CDMP application reviews completed within deadline	'22 FQ2		1	3	2	6	

	<b>Increase the Amount of Film and Television Production in Miami-Dade County</b>	Filming Permits Issued	'22 FQ2		156	195	265	390	
		Film Industry Jobs created	2021 FY		9,278	12,000	9,278	12,000	
		Dollars Spent Locally	2021 FY		166,367,229	110,000,000	166,367,229	110,000,000	
	<b>Increase opportunities for economic and business development</b>	Business and Economic Development Expansion Efforts	Dec '21		19	4	58	12	
		<b>Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)</b>	CPD Licenses issued per month	Mar '22		1,129	350	5,828	2,100
	<b>Resolve Disputes between Consumers and Businesses</b>	Customer satisfaction from consumers that file complaints against businesses	Mar '22		4.73	4.80	4.87	4.80	
Value of Goods Refunds and/or Service Recovered for Consumers		Mar '22		\$47,153	\$80,000	\$403,501	\$480,000		
Financial	<b>Meet Budget Targets (RER)</b>	Revenue: Total (RER)	'22 FQ2		\$40,058K	\$107,907K	\$351,347K	\$215,814K	
		Expen: Total (RER)	'22 FQ2		\$38,923K	\$107,906K	\$84,229K	\$215,813K	
		Positions: Full-time Filled (RER)	'22 FQ2		910	1,076	910	1,076	
					1,078	910	1,078		
Internal	<b>Prevent unsafe work practices</b>	% of employees satisfied with safety training	'22 FQ2		100%	85%	100%	85%	
		% of employees satisfied with OSHA (HAZWOPER) required training	'22 FQ1		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)	2021		13	n/a	n/a	n/a	
Learning and Growth	<b>Develop and retain excellent employees and leaders</b>	Number of employees trained for performance evaluations	'22 FQ2		10	n/a	13	n/a	
		Number of total recruitments	'22 FQ1		132	n/a	132	n/a	
Sustainability	<b>Support Sustainability and Climate Change Adaptation and Mitigation (GG4-4, NI1-1)</b>	Number of Activities Implemented to Decrease County-wide Energy Consumption	2021 FY		63	39	63	39	
		Number of Adaptation/Resiliency Activities in Progress or Completed	2021 FY		14	11	14	11	

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### Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
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.	1/28/2022	In Progress						Oliva, Arianne (RER)
	Refresh hardware and technology for Enforcement and Inspection field staff.	1/28/2022	In Progress			undefined			Oliva, Arianne (RER)
	Establish and implement the Platting processes into the existing Land Development system and provide online submittal and tracking.	1/31/2022	In Progress						Kogon, Nathan (RER); Oliva, Arianne (RER)