**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 | Last Period Updated | Actual | Target | | 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 | '23 FQ1 | 1 | 2 | 🔻 | 1 | 8 | 🔻 |
| | **Protect and Restore Environmental Resources (Coastal)** | Cumulative acres of restored or enhanced coastal habitat | 2022 FY | 617 | 600 | 🔺 | 617 | 600 | 🔺 |
| | **Protect and Restore Environmental Resources (Air Quality)** | "% of days that are ""good"" or ""moderate"" air quality" | Dec '22 | 100% | 98% | 🔺 | 99% | 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) | '22 FQ4 | 95% | 95% | 🔺 | 92% | 95% | 🔻 |
| | | Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard | '22 FQ4 | 65% | 95% | 🔻 | 63% | 95% | 🔻 |
| | | Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual | 2022 FY | 7.28 | 6.20 | 🔻 | 7.28 | 6.20 | 🔻 |
| | | Density (# of sites/sq. mi.) of contaminated sites in wellfields | 2022 FY | 1.12 | 1.00 | 🔻 | 1.12 | 1.00 | 🔻 |
| | **Protect and Restore Environmental Resources (Enforcement)** | Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO) | Dec '22 | 89% | 90% | 🟨 | 90% | 90% | 🔺 |
| | | % of General Complaint Responded within 48 hours (RFRO) | Dec '22 | 83% | 90% | 🔻 | 85% | 90% | 🟨 |
| | **Responsive Building Permit and Enforcement Services (NI1-2, 4-1, 4-2; GG2-2)(RER BP)** | % of residential plans reviewed within 20 days | Dec '22 | 100.00% | 100.00% | 🔺 | 100.00% | 100.00% | 🔺 |
| | | % of commercial plans reviewed within 24 days | Dec '22 | 100.00% | 100.00% | 🔺 | 99.94% | 100.00% | 🟨 |
| | | Average number of calendar days a commercial permit application is under review | Dec '22 | 22 | 21 | 🟨 | 20 | 21 | 🔺 |
| | | Average number of calendar days a residential permit application is under review | Dec '22 | 11 | 12 | 🔺 | 10 | 10 | 🔺 |
| | | Total Number of Building Permits Issued | Dec '22 | 4,416 | 5,000 | 🔻 | 19,137 | 60,000 | 🔻 |
| | **Promote the efficient and best use of land** | % of Countywide employment in the urban centers rapid transit zones and along the SMART corridors | 2022 FY | 45% | 47% | 🔻 | 45% | 47% | |
| | | % of Countywide housing units in the urban centers rapid transit zones and along the SMART corridors | 2022 FY | 37% | 40% | 🟨 | 37% | 40% | 🔻 |
| | | Development activity within the SMART corridors: Residential (units) | 2022 FY | 1,430 | 6,500 | 🔻 | 1,430 | 6,500 | 🔻 |
| | | Development activity within the SMART corridors: Commercial (square footage) | 2022 FY | 0 | 1,065,000 | 🔻 | 0 | 1,065,000 | 🔻 |
| | | Development activity within the SMART corridors: Industrial (square footage) | 2022 FY | 315,535 | 780,000 | 🔻 | 315,535 | 780,000 | 🔻 |
| | **Responsive Building Code Administration Services (NI4-1)(RER BP)** | % of contractor license applications reviewed within 10 days | '23 FQ1 | 100% | 100% | 🔺 | 100% | 100% | 🔺 |
| | **Improve Neighborhood Code Compliance (NI4-2)(RER BP)** | Total Liens Recorded | Dec '22 | 285 | 225 | 🔺 | 892 | 2,700 | 🔻 |
| | | Average Days from Junk/Trash/Overgrowth Complaint to First Inspection | Dec '22 | 2 | 3 | 🔺 | 2 | 3 | 🔺 |
| | | Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33 | Dec '22 | 2 | 3 | 🔺 | 2 | 3 | 🔺 |
| | | % of Voluntary Compliance with Warning Letters Issued | Dec '22 | 57% | 65% | 🟨 | 59% | 65% | 🟨 |
| | | Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19 | Dec '22 | 2 | 3 | 🔺 | 2 | 3 | 🔺 |

| Perspective Name | Objective Name | Measure Name | Last Period Updated | Actual | Target | | Actual FYTD | FYTD Goal | |
|---|---|---|---|---|---|---|---|---|---|
| Customer | Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP) | Percentage of Zoning application reviews completed within deadlines | '23 FQ1 | 72 | 90 | 🔻 | 68 | 90 | 🔻 |
| | Provide Stewardship to the Planning and CDMP Processes (NI1-1; GG1-1) (RER BP) | Number of CDMP application reviews completed within deadline | '23 FQ1 | 2 | 3 | 🔺 | 2 | 12 | 🔺 |
| | Increase the Amount of Film and Television Production in Miami-Dade County | Filming Permits Issued | '23 FQ1 | 110 | 195 | 🔻 | 221 | 780 | 🔻 |
| | | Film Industry Jobs created | 2022 FY | 12,082 | 12,500 | 🔻 | 12,082 | 12,500 | 🔻 |
| | | Dollars Spent Locally | 2022 FY | 192,000,000 | 120,000,000 | 🔺 | 192,000,000 | 120,000,000 | 🔺 |
| | Increase opportunities for economic and business development | Business and Economic Development Expansion Efforts | Dec '21 | 19 | 4 | 🔺 | 58 | 48 | 🔺 |
| | Secure Regulated Businesses Satisfaction and Trust (Consumer Protection) | CPD Licenses issued per month | Dec '22 | 830 | 350 | 🔺 | 5,723 | 4,200 | 🔺 |
| | Resolve Disputes between Consumers and Businesses | Customer satisfaction from consumers that file complaints against businesses | Dec '22 | 4.50 | 4.00 | 🔺 | 4.53 | 4.00 | 🔺 |
| | | Value of Goods Refunds and/or Service Recovered for Consumers | Dec '22 | $50,077 | $80,000 | 🔻 | $350,914 | $960,000 | 🟨 |
| Financial | Meet Budget Targets (RER) | Revenue: Total (RER) | '23 FQ1 | $347,445K | $108,583K | 🔺 | $347,445K | $434,332K | 🔺 |
| | | Expen: Total (RER) | '23 FQ1 | $36,647K | $108,583K | 🔺 | $36,647K | $434,332K | 🔺 |
| | | Positions: Full-time Filled (RER) | '23 FQ1 | 934 | 1,108 | 🔻 | 934 | 1,108 | 🔻 |
| Internal | Prevent unsafe work practices | % of employees satisfied with safety training | '23 FQ1 | 100% | 85% | 🔺 | 100% | 85% | 🔺 |
| | | % of employees satisfied with OSHA (HAZWOPER) required training | '23 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) | 2022 | 8 | n/a | | n/a | n/a | |
| Learning and Growth | Develop and retain excellent employees and leaders | Number of employees trained for performance evaluations | '23 FQ1 | 8 | n/a | | 16 | n/a | |
| | | Number of total recruitments | '23 FQ1 | 147 | n/a | | 316 | 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 | 2021 FY | 82 | 39 | 🔼 | 82 | 39 | 🔼 |
| | | Number of Adaptation/Resiliency Activities in Progress or Completed | 2021 FY | 14 | 11 | 🔺 | 14 | 11 | 🔺 |

Edit Scorecard

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**Key:** ◆ - Initiative      ✪ - Featured Objective

## 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) |