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 FQ2	1	2	🔻	2	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"	Mar '23	100%	98%	🔼	99%	98%	🔼
	Protect and Restore Environmental Resources (Water and Well-fields)	Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'23 FQ2	93%	95%	🔻	95%	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)	Mar '23	92%	90%	🔼	90%	90%	🔼
		% of General Complaint Responded within 48 hours (RFRO)	Mar '23	79%	90%	🔻	86%	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 '23	100.00%	100.00%	🔼	100.00%	100.00%	🔼
		% of commercial plans reviewed within 24 days	Mar '23	100.00%	100.00%	🔼	99.96%	100.00%	🟨
		Average number of calendar days a commercial permit application is under review	Mar '23	23	21	🟨	21	21	🔼
		Average number of calendar days a residential permit application is under review	Mar '23	11	9	🟨	10	10	🔼
		Total Number of Building Permits Issued	Mar '23	5,354	5,000	🔼	33,599	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 FQ2	100%	100%	🔼	100%	100%	🔼
	Improve Neighborhood Code Compliance (NI4-2)(RER BP)	Total Liens Recorded	Mar '23	136	225	🔻	1,215	2,700	🔻
		Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Mar '23	2	3	🔼	2	3	🔼
		Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Mar '23	2	3	🔼	2	3	🔼
		% of Voluntary Compliance with Warning Letters Issued	Mar '23	55%	65%	🟨	58%	65%	🟨
		Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Mar '23	2	3	🔼	2	3	🔼
	Responsive Zoning/Development Services (NI1-1, 4-2)(RER BP)	Percentage of Zoning application reviews completed within deadlines	'23 FQ2	63	90	🔻	68	90	🔻
	Provide Stewardship to the Planning and CDMP	Number of CDMP application reviews completed within deadline	'23 FQ1	2	3	🔼	2	12	🔼

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	**Processes (NI1-1; GG1-1) (RER BP)**								
	Increase the Amount of Film and Television Production in Miami-Dade County	Filming Permits Issued	'23 FQ2	111	195	▼	393	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	Mar '23	1,096	350	▲	7,656	4,200	▲
	Resolve Disputes between Consumers and Businesses	Customer satisfaction from consumers that file complaints against businesses	Mar '23	4.18	4.00	▲	4.45	4.00	▲
		Value of Goods Refunds and/or Service Recovered for Consumers	Mar '23	$41,787	$80,000	▼	$459,280	$960,000	▼
Financial	**Meet Budget Targets (RER)**	Revenue: Total (RER)	'23 FQ2	$46,254K	$108,583K	▼	$393,699K	$434,332K	▲
		Expen: Total (RER)	'23 FQ2	$45,202K	$108,583K	▲	$81,849K	$434,332K	▲
		Positions: Full-time Filled (RER)	'23 FQ2	963	1,108	▼	963	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 FQ2	8	n/a		16	n/a	
		Number of total recruitments	'23 FQ2	169	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	▲

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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	▲	▲				Oliva, Arianne (RER); Kogon, Nathan (RER)