

As Of <= 06/30/2023

**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:** Regulatory and Economic Resources

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	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	'23 FQ3		1	2	3	6	
		Acres of environmentally endangered lands acquired (RFRO)	'23 FQ3		5	n/a	168	n/a	
		Number of trees distributed through the Adopt-a-Tree Program (RFRO)	Jun '23		1,982	n/a	2,417	n/a	
		Percent of wetland areas reviewed annually for unauthorized impacts (RFRO)	2022 FY		52%	50%	52%	50%	
	<b>Protect and Restore Environmental Resources (Coastal)</b>	Number of Trees Planted (RFRO)	2022 FY		4,850	5,000	4,850	5,000	
		Cumulative acres of restored or enhanced coastal habitat	2022 FY		617	600	617	600	
	<b>Protect and Restore Environmental Resources (Air Quality)</b>	% of County air quality permits issued within 8 days (RFRO)	Jun '23		100%	85%	100%	85%	
		% of state air quality permits issued within 60 days (RFRO)	Jun '23		100%	100%	100%	100%	
		"% of days that are ""good"" or ""moderate"" air quality"	Jun '23		100%	98%	99%	98%	
	<b>Protect and Restore Environmental Resources (Water and Well-fields)</b>	% of sanitary nuisance complaints receiving inspection within 24 hours (RER) (RFRO)	Jun '23		90%	90%	93%	90%	
		Percent of initial responses completed on time for Resource Protection Permit Reviews (Class I-VI) (RFRO)	May '23		93%	95%	92%	95%	
		Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'23 FQ2		96%	95%	96%	95%	
		Miami River surface water quality: percent of samples for bacterial indicator of sewage in	'23 FQ2		93%	95%	95%	95%	

	compliance with State standard							
	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		
<b>Protect and Restore Environmental Resources (Enforcement)</b>	Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Jun '23	81%	90%	88%	90%		
	% of General Complaint Responded within 48 hours (RFRO)	Jun '23	90%	90%	87%	90%		
	% of residential plans reviewed within 20 days	Jun '23	100.00%	100.00%	100.00%	100.00%		
<b>Responsive Building Permit and Enforcement Services (NI1-2, 4-1, 4-2; GG2-2)(RER BP)</b>	% of commercial plans reviewed within 24 days	Jun '23	100.00%	100.00%	99.97%	100.00%		
	Average number of calendar days a commercial permit application is under review (RFRO)	Jun '23	24	21	21	21		
	Average number of calendar days a residential permit application is under review (RFRO)	Jun '23	10	9	10	10		
	% of Field Inspection Rejected (RFRO)	Jun '23	19	20	173	180		
<b>Promote the efficient and best use of land</b>	Total Number of Building Permits Issued	Jun '23	5,291	5,000	44,025	45,000		
	% of Countywide employment in the urban centers rapid transit zones and along the SMART corridors	2022 FY	45%	47%	n/a	n/a		
	% 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		
	% of contractor license applications reviewed	'23 FQ3	100%	100%	100%	100%		
<b>Responsive Building Code Administration</b>								

	<b>Services (NI4-1) (RER BP)</b>	within 10 days (RFRO)							
		Total Number of Recertified Building Structures	Jun '23		51	n/a	497	n/a	
	<b>Improve Neighborhood Code Compliance (NI4-2) (RER BP)</b>	Total Liens Recorded	Jun '23		146	225	1,671	2,025	
		Average Days from Junk/Trash/Overgrowth Complaint to First Inspection (RFRO)	Jun '23		2	3	2	3	
		Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33 (RFRO)	Jun '23		2	3	2	3	
		% of Voluntary Compliance with Warning Letters Issued (RFRO)	Jun '23		57%	65%	58%	65%	
		Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Jun '23		2	3	2	3	
<b>Responsive Zoning/Development Services (NI1-1, 4-2) (RER BP)</b>	Percentage of Zoning application reviews completed within deadlines	'23 FQ3		70	90	68	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	'23 FQ3		0	3	6	9		
<b>Increase the Amount of Film and Television Production in Miami-Dade County</b>	Filming Permits Issued	'23 FQ3		172	195	393	585		
	Film Industry Jobs created (RFRO)	2022 FY		12,049	12,500	12,049	12,500		
	Dollars Spent Locally	2022 FY		192,000,000	120,000,000	192,000,000	120,000,000		
<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	Jun '23		914	350	8,570	3,150		
<b>Resolve Disputes between Consumers and Businesses</b>	Customer satisfaction from consumers that file complaints against businesses	Jun '23		4.15	4.00	4.38	4.00		
	Value of Goods Refunds and/or Service Recovered for Consumers (RFRO)	Jun '23		\$18,446	\$80,000	\$477,726	\$720,000		
<b>Financial</b>	<b>Meet Budget Targets (RER)</b>	Revenue: Total (RER)	'23 FQ2		\$46,254K	\$108,583K	\$393,699K	\$217,166K	
		Expen: Total (RER)	'23 FQ3		\$50,056K	\$108,583K	\$131,905K	\$325,749K	
		Positions: Full-time Filled (RER)	'23 FQ3		985	1,108	985	1,108	
<b>Internal</b>	<b>Prevent unsafe work practices</b>	% of employees satisfied with safety training	'23 FQ3		100%	85%	100%	85%	

<b>Sustainability</b> <b>Support Sustainability and Climate Change Adaptation and Mitigation (GG4-4, NI1-1)</b>	% of employees satisfied with OSHA (HAZWOPER) required training	'23 FQ3		100%	85%	100%	85%	
	Number of Activities Implemented to Decrease County-wide Energy Consumption (RFRO)	2022 FY		87	58	87	58	
	Number of Adaptation/Resiliency Activities in Progress or Completed (RFRO)	2022 FY		15	14	15	14	

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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)