

**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 FQ4		2	2	5	8	
		Acres of environmentally endangered lands acquired (RFRO)	'23 FQ4		0	n/a	168	n/a	
		Number of trees distributed through the Adopt-a-Tree Program (RFRO)	Sep '23		2,565	n/a	7,197	n/a	
		Percent of wetland areas reviewed annually for unauthorized impacts (RFRO)	2023 FY		50%	50%	50%	50%	
		Number of Trees Planted (RFRO)	2022 FY		4,850	5,000	4,850	5,000	
	<b>Protect and Restore Environmental Resources (Coastal)</b>	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)	Sep '23		100%	85%	100%	85%
	% of state air quality permits issued within 60 days (RFRO)		Sep '23		100%	100%	100%	100%	
	"% of days that are ""good"" or ""moderate"" air quality"		Sep '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)	Sep '23		72%	90%	90%	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	2023 FY		7.33	7.50	7.33	7.50	
	Density (# of sites/sq. mi.) of contaminated sites in wellfields	2023 FY		1.09	1.20	1.09	1.20	
<b>Protect and Restore Environmental Resources (Enforcement)</b>	Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Sep '23		79%	90%	86%	90%	
	% of General Complaint Responded within 48 hours (RFRO)	Sep '23		83%	90%	87%	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	Jul '23		100.00%	100.00%	100.00%	100.00%	
	% of commercial plans reviewed within 24 days	Jul '23		100.00%	100.00%	99.97%	100.00%	
	Average number of calendar days a commercial permit application is under review (RFRO)	Jul '23		20	21	21	21	
	Average number of calendar days a residential permit application is under review (RFRO)	Jul '23		9	9	10	10	
	% of Field Inspection Rejected (RFRO)	Sep '23		19	20	231	240	
	Total Number of Building Permits Issued	Aug '23		5,396	5,000	53,940	55,000	
<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	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	
<b>Responsive Building Code Administration</b>	% of contractor license applications reviewed	'23 FQ4		100%	100%	100%	100%	

	<b>Services (NI4-1) (RER BP)</b>	within 10 days (RFRO)						
		Total Number of Recertified Building Structures	Jul '23		63	n/a	560	n/a
	<b>Improve Neighborhood Code Compliance (NI4-2) (RER BP)</b>	Total Liens Recorded	Sep '23		122	225	2,312	2,700
		Average Days from Junk/Trash/Overgrowth Complaint to First Inspection (RFRO)	Sep '23		2	3	2	3
		Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33 (RFRO)	Sep '23		2	3	2	3
		% of Voluntary Compliance with Warning Letters Issued (RFRO)	Sep '23		62%	65%	59%	65%
		Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Sep '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 FQ4		2	3	8	12
	<b>Increase the Amount of Film and Television Production in Miami-Dade County</b>	Filming Permits Issued	'23 FQ4		128	195	521	780
		Film Industry Jobs created (RFRO)	2023 FY		11,703	12,500	11,703	12,500
		Dollars Spent Locally	2023 FY		123,905,733	120,000,000	123,905,733	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	Sep '23		932	350	11,609	4,200
	<b>Resolve Disputes between Consumers and Businesses</b>	Customer satisfaction from consumers that file complaints against businesses	Sep '23		4.75	4.00	4.36	4.00
		Value of Goods Refunds and/or Service Recovered for Consumers (RFRO)	Sep '23		\$39,082	\$80,000	\$647,960	\$960,000
<b>Financial</b>	<b>Meet Budget Targets (RER)</b>	Revenue: Total (RER)	'23 FQ4		\$74,908K	\$108,583K	\$522,935K	\$434,332K
		Expen: Total (RER)	'23 FQ4		\$105,044K	\$108,583K	\$236,949K	\$434,332K
		Positions: Full-time Filled (RER)	'23 FQ4		988	1,108	988	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)	2023 FY		109	87	109	87	
	Number of Adaptation/Resiliency Activities in Progress or Completed (RFRO)	2023 FY		16	15	16	15	

[Edit Scorecard](#)

Key: - Initiative - Featured Objective

## Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	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			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)

## Initiatives for Scorecard

There is no data for the selected filter