

As Of <= 03/31/2026

Regulatory and Economic Resources (RER) Department

Mission: Improve and protect our quality of life and our natural resources, by enhancing the community's resilience through visionary planning, land development, regulatory and environmental policies and operations, and economic growth. Vision: A safe, well-planned, and resilient built environment that protects our natural resources and provides economic opportunities for all residents.

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	Improve neighborhood code compliance	Total Number of Liens Recorded	Mar '26	383	225		2,206	1,350	
		Average days from junk / trash / overgrowth complaint to first inspection	Mar '26	5	3		6	3	
		Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33 (RFRO)	Mar '26	6	3		16	3	
		Voluntary compliance rate for warning letters issued	Mar '26	51%	65%		55%	65%	
		Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Mar '26	5	3		7	3	
	Promote the efficient and best use of land	Percent of Countywide employment in the urban centers rapid transit zones and along the SMART corridors	2025 FY	46.6%	47.0%		46.6%	47.0%	
		Percent of Countywide housing units in the urban centers rapid transit zones and along the SMART corridors	2025 FY	46.8%	59.0%		46.8%	59.0%	
		Development activity within the SMART corridors - Residential (units)	2025 FY	2,421	6,700		2,421	6,700	
		Development activity within the SMART corridors - Commercial (square footage)	2025 FY	59,589	3,412,000		59,589	3,412,000	
		Development activity within the SMART corridors - Industrial (square footage)	2025 FY	665,622	652,000		665,622	652,000	
	Protect air quality by ensuring timely and compliant issuance of air quality permits	Percentage of County air quality permits issued within eight days	Mar '26	17.86%	85.00%		64.34%	85.00%	
		Percentage of state air quality permits issued within 60 days	Mar '26	100.00%	100.00%		100.00%	100.00%	
	Provide stewardship to the planning and CDMP processes	Number of CDMP application reviews completed within deadline	'26 FQ2	4	3		9	6	
	Resolve disputes between consumers and businesses	Customer satisfaction from consumers that file complaints against businesses	Mar '26	4.35	4.80		4.46	4.80	
		Value of goods refunds and/or service recovered for consumers	Mar '26	\$18,521	\$80,000		\$222,974	\$480,000	
	Responsive building code administration services	Percentage of contractor license applications reviewed within ten days	'26 FQ2	100%	100%		100%	100%	
		Total number of recertified building structures	Mar '26	151	n/a		1,664	n/a	
	Responsive building permit and enforcement services	Percentage of annual quality assurance audits of manufacturers and testing labs (NU4-3)	'26 FQ2	80.27%	100.00%		85.55%	100.00%	
		Percentage of code official Certification Applications reviewed in 10 days (ED4)	'26 FQ2	100%	100%		100%	100%	
		Percent of residential plans reviewed within 20 days	Mar '26	99.12%	100.00%		99.24%	100.00%	
		Percent of commercial plans reviewed within 24 days	Mar '26	100.00%	100.00%		99.99%	100.00%	
		Percentage of technical review of Product Control Applications in 30 days (ED4)	'26 FQ2	86.67%	100.00%		88.36%	100.00%	
		Percentage of Resource Protection Permit applications reviewed within 30 days (Class I - VI Permits) (RFRO)	Mar '26	97%	95%		88%	95%	
		Average number of calendar days a commercial permit application is under review	Mar '26	22	21		24	21	

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Responsive building permit and enforcement services	Average number of calendar days a residential permit application is under review (RFRO)	Mar '26	15	9		15	9	
		Percent of wetland areas reviewed annually for unauthorized impacts (RFRO)	2025 FY	50%	50%		50%	50%	
		Percent of Certificate of Use Applications reviewed within 5 days	Mar '26	84%	95%		676%	95%	
		Percent of Field Inspection Rejected (RFRO)	Mar '26	15	20		16	20	
		Percentage of elevators, escalators, and regulated equipment with current certificate of operation	2025 FY	71%	90%		71%	90%	
		Total number of building permits issued	Mar '26	6,039	n/a		43,658	n/a	
	Responsive zoning and development services	Percentage of Zoning application reviews completed within deadlines	'26 FQ2	51%	80%		56%	80%	
	Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)	Number of CPD Licenses issued per month	Mar '26	1,035	350		6,808	2,100	
Financial	Meet budget targets (RER)	Revenue: Total (RER)	'26 FQ2	\$48,874K	\$107,506K		\$382,677K	\$215,012K	
		Expen: Total (RER)	'26 FQ2	\$95,336K	\$107,506K		\$131,501K	\$215,012K	
		Positions: Full-time Filled (RER)	'26 FQ2	791	1,048		791	1,048	
	Provide sound financial management	Total dollar value of convention and tourist tax collections (dollars in millions)	2025 FY	\$270.0	\$250.0		\$270.0	\$250.0	

[Edit Scorecard](#)

Key: - Initiative * - This measure has been annualized to match the fiscal year-to-date total for this report. This year-to-date measure is configured based on the calendar year.

Initiatives for Objectives

There are no Initiatives associated to the Objectives

Initiatives for Measures

There are no Initiatives associated to the Measures

Initiatives for Scorecard

Initiative	As Of	Status	Budget	Timing	Owners
Participate in the development of the 9th Edition Florida Building Code (2026)	7/17/2025	Complete	Within Budget	On Schedule	Gascon, Jaime (RER); Charles, Kathy (RER)