



Department Name: Building Department

Fiscal Year: 2012/2013

Date Prepared/Updated: 06/27/2012

Department Mission/Purpose Statement

We are dedicated to serving the public by the efficient and effective supervision of construction, business, professional and personal activities to safeguard the public health, safety and general welfare of the City's residents and visitors by enforcing the Florida Building Code and the City Code of Ordinances.

Department Description

The City of Miami Beach Building Department was established in 1925 and had its own Building Code until the 1950s when the City adopted the South Florida Building Code.

The State of Florida first mandated statewide building codes during the 1970s, at the beginning of the modern construction boom. The first law required all municipalities and counties to adopt and enforce one of the four state-recognized model codes known as the "state minimum building codes." During the early 1990s, a series of natural disasters, together with the increasing complexity of building construction regulation in vastly changed markets, led to a comprehensive review of the State building code system. The study revealed that building code adoption and enforcement was inconsistent throughout the State and those local codes thought to be the strongest proved inadequate when tested by major hurricane events. The consequences of the building code systems' failures were devastation to lives and economies and a statewide property insurance crisis. The response was a reform of the State building construction regulatory system that placed emphasis on uniformity and accountability.

The 1998 Florida Legislature amended Chapter 553, Florida Statutes, entitled "Building Construction Standards", to create a single Statewide building code that is enforced by all local governments. As of March 1, 2002, the Florida Building Code supersedes all local building codes, and it is developed and maintained by the Florida Building Commission. The Florida Building Code is updated every three years and may be amended annually to incorporate interpretations and clarifications.

The Code Compliance division was incorporated as part of the Building Department in January 2010 in an effort to improve organizational efficiency and take advantage of the administrative support structure in the Building Department.

The Building Department is separated into three (3) distinct functional areas: Building Operations, Code Compliance and Administrative Services. The Building Operations division is responsible for administering the various provisions of the Florida Building Code, including accepting permit applications, reviewing and approving construction plans in accordance with the provisions of the Florida Building Code, inspecting construction to ensure compliance with the approved plans, and issuing violations for those projects where construction was done without or not in compliance with the approved permits.

The primary responsibility of the Code Compliance Division is maintaining City neighborhoods and the community's quality of life. Code Compliance monitors residential and commercial districts for potential violations of the City Code of Ordinances (Code) and is responsible for ensuring compliance with the Code of the City of Miami Beach. The Code Compliance Division functions almost on a 24-hour basis. Code Compliance Officers are on duty and available to



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respond to citizens' concerns seven days a week.

The Code Compliance Division works with neighborhood associations and the business community in an effort to ensure proactive compliance to the City's codes and regulations. The Division adheres to a compliance approach and emphasizes customer service. The Community Resource and Outreach Team is a component of the Code Compliance Division budget, but reports to the City Manager's Office. The Outreach Team provides support to civic organizations, coordinates responses to resolve constituent issues involving multi-departmental issues, and coordinates educational programs for our residents and businesses.

The Administrative Services division provides administrative support to the entire Building Department, including requisitioning goods and services, processing invoices for accounts payable, creating invoices for accounts receivable, maintaining all personnel files and Human Resources transactions, processing payroll, budgeting, records management, and information technology support.

See attached Table of Organization



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Fiscal Environment:

The Department collects building permit fees pursuant to the City of Miami Beach Code of Ordinances, which includes the Building Department fee structure, and the Florida Building Code. Fees collected provide for the direct expenditures of the Operations and Administrative Services divisions, including internal service charges and any other indirect overhead expenses attributed to departments that provide support to the Building Department. The Code Compliance Division is funded by the General Fund, including revenues generated through code compliance fines and fees. In addition, there are positions funded through Community Development Block Grant (CDBG) and the Sanitation Division.

The Building Department, as well as the other departments involved in the Building Development Process, underwent a fee restructuring, providing for fees with a direct association with the cost of providing the service. The revised fee structure was adopted by the City Commission in January 2010 and implemented February 1, 2010. A review of the fee structure, and revisions related to permit types that were either left out, or upon further evaluation were not correctly structured, was completed in Fiscal Year 2011, with changes to fees resulting in lower permit fee costs to customers effective October 1, 2012. An additional initiative to the fee structure was the introduction of a 10% cap on the City's portion of the permit fees relative to the cost of construction.

The Building Department is a fee based department. There is speculation that the level of construction activity and revenues will be on the rise again soon, as development revitalizes with a positive economic outlook.

Business Environment:

The Department is based on a philosophy of public sector transparency and open door policy. The Building Department consistently pursues innovative strategies and continues to re-engineer existing procedures and processes with the goal of providing efficient and professional customer service in a safe environment, while contributing to the overall economic wellbeing and development of the City.

The Department is responsive to the needs of homeowners, business owners, developers, contractors, architects and engineers. The Plans Review walk-through program is open for the entire day with afternoons restricted to homeowners and special appointments to discuss comments on repeated plan reviews. The walk-through program is one of the most robust programs in south Florida.

In January 2007, the Building Development Task Force (BTF) was created, with a mission to improve the City's service delivery in the area of construction and development services through a partnership and dialogue between City departments involved throughout the process and industry representatives, including the Public Works, Planning and Fire Departments. The Building Department leads the BTF. The Department also spearheads a Stakeholders Group, which includes various development audiences such as developers, architects, permit expeditors and others. The Stakeholders Group provides insight and input on the Building Development Processes, and acts as a sounding board for new initiatives planned for implementation.



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The Code Compliance Division works closely with other City departments and divisions to coordinate resources and provide enforcement services. These departments include: Building Operations Division, Tourism and Cultural Development, Police, Real Estate, Housing and Community Development, Office of Community Services, Finance, Planning, Parking, Parks and Recreation, Fire and Public Works departments.

The Department also coordinates a multi-departmental task force that focuses on "Abandoned and Vacant Properties", which have increased throughout the City in the past few years as a result of the economic condition. This has also resulted in an increase in the property maintenance cases and the need for the City to expend more money in demolitions, board-ups and lot clearing cases.

Significant Prior Accomplishments:

Over the past few years, the Building Department has assisted developers in completing many significant construction projects that are key to the City's economic well being, including the New World Symphony and Soundscape Park projects, and has worked diligently to improve plan review turnaround, and other streamlining efforts.

Additionally, the Department has completed the following projects:

- Implementation of a 5 day permit process for certain permit types – Prior to this initiative, plans were processed through walk-through, 24 hour review or drop off (with a 30 day review period). Certain plan types can now be processed within 5 business days. The Department is also examining a 10 business day turn around process for future potential implementation.
- Improved documentation such as a Policies and Procedures Manual, an updated Plan Review Guide and Checklists for the Permit Application process.
- Enhanced the customer service aspect of the Department by restructuring top positions including the Building Operations Manager and the Quality Assurance Coordinator, and conducting more community outreach through presentations such as the ABCs of Permitting, and a department-specific customer contact survey. The Department is also working with Communications to develop segments for airing on MBTV and upgrading its website.
- Watson Rice - TCBA Watson Rice completed their organizational and operational review and analysis of the Building Department. Their report addresses four main areas: an organizational and operational review and analysis of the Building Department; a review of the Permit Fee and Cost Allocation Plan request for proposal; the identification of outsourcing/privatization opportunities and considerations; and the identification of "best practices" used by other similar organizations. A list of 25 recommendations was presented to the Finance and Citywide Committee in May 2009. The Department prepares quarterly updates as to the progress on the implementation of the various



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initiatives and will continue to do so until they are all implemented. At this time, all but 4 have been implemented (3 to be implemented by the end of the calendar year).

- As discussed above, a permit fee restructuring was completed in the fall of 2009 and adopted by the Commission in January 2010. The new fee structure went into effect on February 1, 2010. Changes, resulting in lower permit fees for customers, and a 10% cap on City permit fees relative to the cost of construction, were adopted by the Commission in September 2011, and went into effect on October 1, 2011. The fee structure is continually being evaluated to ensure proper administration and current construction categories.
- Recent IT Initiatives - The objectives of the Building Department's technology initiatives are to increase operating efficiencies and improve the customer experience through innovative and user-friendly technology-based solutions. The initiatives include electronic plan review, central record automation, online forms, online permitting, handheld computers for inspectors, vehicle tracking systems, QMB walk-thru plan review queuing system, a new interactive voice response inbound call flow and the most ambitious initiative, the permitting replacement system.

Future Outlook:

It is the vision of the Building Department to provide excellent customer service by providing state of the art, cutting edge technology that will enable this City to provide e-government services to its citizens and as a result become paperless. On-line permit applications, electronic permits forms, electronic payments, concurrent electronic plan review, real time inspection results and inspection routes are made possible by the technological advances of our time.

The Department has an increase in workload activity as a result of the economic downturn that is increasing the number of distressed, abandoned and/or vacant properties and increasing reliance on the Violations Section and Code Compliance Division to ensure community stability. This has also increased the number of small renovation projects. Additionally, other quality of life concerns are being raised by the community, with increased attention on short-term rental violations, noise, graffiti, and animal issues such as dogs on the beach or running at large in City parks.

We have seen a trend where more residents and businesses are organizing representative associations, and expect that the demand for support for those organizations will increase.

As ordinances become more complex and greater in number, Code Compliance Officers will need increased training and to become more multidimensional to provide support for the ever increasing variety of issues that they are responsible for, such as; noise ordinance, vendor/artists, graffiti, abandoned property and lots, etc. We will also be looking for opportunities to better integrate and improve efficiency of the Department with the integration of the Code Compliance Division.



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Miami Beach Strategic Planning Framework

The Department Work plan is aligned with Citywide strategic outcomes and initiatives established through extensive community input. The City's strategic planning process provides a framework at a broad level of where we want to go, how we get there, and how we measure our progress along the way. The process ensures increased communications at all levels of City government using consistent terms.

- Our Citywide **Vision** communicates the community's shared vision for the best possible future for the City of Miami Beach:
Cleaner and Safer, Beautiful and Vibrant, A Unique Urban and Historic Environment, A Mature, Stable, Residential Community with Well-Improved Infrastructure, A Cultural, Entertainment Tourism Capital and an International Center for Innovation and Business, While Maximizing Value to Our Community for the Tax Dollars Paid
- Our Citywide **Mission** statement communicates the role of our government in achieving this vision:
We are committed to providing excellent public services and safety to all who live, work, and play in our vibrant, tropical, historic community
- Our **Values** communicate to all levels of our organization the manner in which we expect all decisions, interactions and activities to be performed:
*We maintain the City of Miami Beach as a world-class city.
We work as a cooperative team of well-trained professionals.
We serve the public with dignity and respect.
We conduct the business of the City with honesty, integrity, and dedication.
We are ambassadors of good will to our residents, visitors, and the business community*
- Our **Identified Priorities** communicate activities that are essential to help us achieve our vision:
Capital Improvement Program, Strategic Planning and Economic Development, Organizational Development, Neighborhood Services, and Investment in Technology
- We have developed **Key Intended Outcomes** across all City Departments. These are the results the City plans to achieve towards accomplishing its Vision. These outcomes are from the customer/community perspective (e.g. quality of service provided, customer satisfaction).
- **Key Performance Indicators (KPI)** express the City's Key Intended Outcomes in measurable terms. Departments monitor additional performance indicators (*Department Performance Indicators*) that support these Citywide Key Performance Indicators.
- **Initiatives** are undertaken to drive the performance level for a key performance indicator.



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Citywide Key Intended Outcomes supported by the Department:

- Increase community satisfaction with city government
- Protect historic building stock
- Stabilize residential condominiums
- Maximize efficient delivery of services
- Ensure safety and appearance of building structures and sites
- Improve cleanliness of Miami Beach rights of way especially in business areas
- Improve cleanliness of city beaches
- Ensure compliance with code within a reasonable timeframe
- Ensure expenditure trends are sustainable over the long term

See Department Performance Plan Highlights for additional supporting details

Building Department Performance Plan Highlights

Citywide Key Intended Outcome	Departmental Performance Indicator	Actual									Target	FY 2012/13 Adopted Initiatives
		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13		
Improve building development related processes	KPI: % rating experience with the Building Department as excellent or good											<ul style="list-style-type: none"> • Implement customer service training for building development process • Continue FY 2006/07 initiative to track reasons for building and fire rejections through implementation of electronic plan review • Develop tracking for the number of times supervisor has to over-rule inspectors for changes to plans being directed in the field • Evaluate integration of Fire Prevention into Building department activities/space with goal of improved customer service. • Improve the dispute resolution process for building development permits • Provide Technical Training program for Plans Examiners and Inspection staff in their discipline • Replace permitting system • Review and revise all forms • Develop Temporary Certificate of Occupancy (TCO)/ Parial Certificate of Occupancy (PCO) guidelines/ streamline process • Explore functionality of current and future permitting software systems-to determine if there is the possibility of publishing on the website the location and status(workflow) of permit application • Prepare Information Brochures for Customers • Periodically hold public forum for customers to provide feedback on Building Department services and suggestions for improvement • Provide support in the violations section of department to become more proactive in addressing construction without permits and unsafe structures
	Residents			42%		47%						
	Businesses			46%		57%			47%			
	KPI: Rejection rates											
	Plans				19.8%*				28.6%**	30.0%		
	Inspections				25.1%	24.0%	18.9%	20.1%	18.8%			
	KPI: Turnaround time for Plan Review				23.1 days	16.1 days	19.2 days	18.2 days	15.8 Days	35 days		
	Drop-Off: In City time as a % of total average time for development review process with drop-off plan review from application to approval											
	Single-Family				47.7%	43.4%	30.1%	38%	39.2%			
	Multi-Family				40.3%	28.4%	31.3%	34.2%	32.7%			
	Commercial				39.4%	28.5%	33.4%	35.6	32.2%			
	Drop-off: Total Average time for development review process with drop off plan review from application to approval											
	Single-Family				83 days	104 days	203 days	145 days	142 days			
	Multi-Family				110 days	120 days	142 days	79 days	118 Days			
Commercial				97 days	136 days	114 days	106 days	169 days				
Drop-Off: Average # of days for drop-off permit plan review - Building Department												
Single-Family				11.8 days	12.3 days	7.7 days	7.9 days	6.4 days	25 days			
Multi-Family				12.2 days	8.9 days	15.1 days	4.7 days	5.9 days	35 days			
Commercial				11.5 days	10.3 days	7.3 days	6.6 days	5.3 days	35 days			

* Based on average of May '08- Sept '09

**Based on average of Jan '11- Sept '11

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TBD - To Be Determined

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		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13			
Improve building development related processes (continued)	Drop-Off: % of plans reviewed within turnaround time by Building Department												<ul style="list-style-type: none"> Eliminate the number of past due elevator inspections Improve inspection and plan review services in Building for increased demand Add plan review position to continue to evaluate where permit fees that appear to be in excess of 10 percent of the job value Improve flexibility in response to market demands for Building Development process
	Single-Family				80.7%	91%	96.2%	91.5%	94.3%	90%			
	Multi-Family				79.2%	89.1%	95.4%	95.9%	94.7%	90%			
	Commercial				75.2%		94.4%	91.3%	95.4%	90%			
	Drop-Off: Turnaround time for plan review in the City												
	Single-Family				20 days	18.4 days	13.8 days	26.1 days	14.7 days	25 days			
	Multi-Family				28.9 days	20.1 days	15.9 days	17.2 days	12 days	35 days			
	Commercial				26.6 days	15.7 days	13.9 days	16.5 days	8.1 days	35 days			
	# of expired permits	55,000	37,857	27,422	24,074	25,940	23,907	22,709	22,928	15,000			
	Ratio of Temporary Certificate of Completion & Certificate of Occupancy (TCC/CO) over total Certificate of Completion & Certificate of Occupancy (Total CC/CO)				14%	14%	19%	20%	24%				
	% of plans submitted over three times												
	% of repeat inspections												
	Average number of transactions served per day (customers served at counter)					104	106	107	114				
	Average transaction time for permit applications					15.8 min	18 min	18 min	15.6 min	15 min			
	Maximum wait time to submit permit applications					3.0 hrs	2.8 hrs	1 hrs	2.67 hrs	1hrs			
	Average waiting time to submit permit applications					33 min	34 min	30 min	32 min	20 min			
	Average turnaround time for records request						2 days	3 days	7.4 days	2 days			
	# of past due annual elevator inspections		160	62	725	580	484	346	115				
	# of past due 1 year witnessing tests for elevator inspections	400	330	196	450	196	110	310	169				
	# of past due 5 year witnessing test for elevator inspection	100	167	120	300	196	137	102	126				
% of Building Department records requests that were completed within Building Department target						90.4%	76.1%	75.4%	90%				
Average waiting time for walk-thru plan review								N/A					
% of plans handled by Walk-thru							59.6%	60.6%					
% of plans handled by 24 Hour Walk-thru						8.1%	10%	8%					
% of plans handled by drop-off						9.4%	11.6%	12.8%					

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		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13		
Increase community satisfaction with city government (continued)	Average time to answer for calls handled by call center (including ring and wait time) (seconds)							18 sec	23 sec	20 sec		
	Number of calls made to call center						54,044	58,610	61,632			
	Abandonment Rate (call center)						3.43%	3.14%	4.15%	3%		
	Average handle time (call center)						2.81 min	2.46 min	2.35 min	5 min		
Protect historic building stock	KPI: % of buildings 40 years or older complying with recertification						84.2%	88.6%	88.6%	85%	<ul style="list-style-type: none"> Explore changes to the 40-year recertification ordinance with Miami-Dade County 	
	# of buildings that should have been notified of requirements for 40 year recertification but were not notified						1	2	1			
	# of buildings that should have received notice of violation for noncompliance with 40 year recertification requirements but did not						2	9	27			
Expand E-Government	% of plans submitted through electronic plan review					.15%	2%		.1%			
Improve process through information technology											<ul style="list-style-type: none"> Implement technology enhancement for new Accela Permitting System including: <ul style="list-style-type: none"> Evaluating the ticketing, queuing and calling system for the permit application and walk-thru plan review process and the integration with the new permitting system Payment Kiosk for Code Compliance division Improved plans management and tracking system for the plan review process Mechanism to obtain feedback from customers using Accela Citizen Access portal 	
Strengthen Internal controls											<ul style="list-style-type: none"> Produce manual of policies and procedures for Building Department 	

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Code Compliance Performance Plan Highlights

Citywide Key Intended Outcome	Departmental Performance Indicator	Actual									Target	FY 2012/13 Adopted Initiatives
		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13		
Ensure safety and appearance of building structures and sites	# of vacant and improved lots remediated	25	15	24	69	54	92	75	63			
	# of Code Cases Opened	5,554	8,038	7,620	8,430	7,734	10,658	15,749	15,673			
Improve cleanliness of Miami Beach rights of way especially in business areas	Public Area Cleanliness Rating Index: Alleys	2.19	2.6	2.27	2.07	1.97	1.99	1.89	1.84	1.5		
	% of cleanliness assessments for alleys scoring clean or very clean	47.6%	41.9%	59.6%	63.8%	67%	69%	74.5%	Not Surveyed	90%		
	# of violations for illegal dumping	651	1,044	798	708	873	1,031	762	1,117			
	#of alley/sanitation inspections				3,221	5,086	5,946	12,463	12,505			
Improve cleanliness of city beaches	KPI: Public Area Cleanliness Rating Index: Beach Areas (MDC Responsibility)		1.93	1.91	1.70	1.61	1.63	1.48	1.42	1.5		
	KPI: Public Area Cleanliness Rating Index: CMB Beach Areas		1.85	1.75	1.59	1.62	1.59	1.43	1.36	1.5		
Maximize efficient delivery of services	Code Violations Reported through web base service requests system		1,646	2,824	3,164	1,113	931	840	1,048			<ul style="list-style-type: none"> • Work with OBPI to develop a program to assess effectiveness of Code Compliance enforcement efforts, similar to Internal Audits review of the parking enforcement efforts
Ensure compliance with Code within reasonable time frame	KPI: % residents rating code/ord. enforcement in neighborhoods - accept. or about the right amount	71%		61%		64%			61%	80%		<ul style="list-style-type: none"> • Review and revise fine schedules in Chapter 30, using a consultant for the review/revision of Chapter 30 of the City Code of Ordinances • Enhance deployment flexibility for Code Quality of Life officers by adding laptops for part-time staff • Revise code policies and procedures manual • Enhance methods/systems available
	KPI: Avg # of days from first inspection to voluntary compliance	79	70	22	48			30	22	15		
	KPI: Average # of days from initial complaint to compliance							40	36	30		
	Average number of days from initial receipt of complaint to first inspection		5.5	3.5	6.8	6.3	5.3	9.8	6.2	2		

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		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13		
Ensure compliance with Code within reasonable time frame (continued)	KPI: % rates of voluntary compliance as a % of cases initiated	90%	91%	24%	20%			30%	47%			
	# of inspections initiated (Proactive) per enforcement officer				98	915	944	786	1,185			
	Average # of inspections conducted daily by code compliance officers	8	10	10	9	8	7	4	6			
	# of graffiti violations issued By Code Officers						478	550	278			
	# of zoning violations issued by Code						1,648	1,021	972			
	# of handbill and sign violations issued by Code	377	318	110	158	357	465	202	151			
	# of Business Tax Receipt inspections by Code Officer		1,555	2,669	1,810	3,645	2,280	1,368	1,866			
	# of property maintenance violations issued by Code					3,614	3,945	1,310	1,248			
	# of Code cases open more than 30 days							640	269			
	# of Code cases open more than 60 days							389	361			
	# of Code cases open more than 90 days							292	516			
	# of Code cases open more than 365 days							966	1,245			
	Attract and maintain a workforce of excellence	Supports measures on Citywide Scorecard										
Improve storm drainage citywide	Supports measures on Citywide Scorecard											• Increased Code Enforcement for Restaurant Drains

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		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13		
Ensure expenditure trends are sustainable over the long term	Supports measures on Citywide Scorecard											<ul style="list-style-type: none"> Review the Code Compliance overtime approval process and create a Standard Operating Procedure for effective assignment and approval of overtime Implement recommendations of Code financial audit
Improve the City's overall financial health and maintain overall bond rating	Supports measures on Citywide Scorecard											<ul style="list-style-type: none"> Explore Neighborhood establishment Impact Fee
Maximize Miami Beach as a destination brand	Supports measures on Citywide Scorecard											<ul style="list-style-type: none"> Increase funding for overtime for Spring Break and Memorial Day Weekend consistent with levels deployed in FY 2011/12

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Community Outreach Performance Plan Highlights

Citywide Key Intended Outcome	Departmental Performance Indicator	Actual									Target	FY 2012/2013 Adopted Initiatives
		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13		
Improve Cleanliness of Miami Beach rights-of-way especially in business areas	# days for departmental response to service requests citywide	N/A	120	97	30	31	N/A	N/A	N/A	N/A	N/A	<ul style="list-style-type: none"> Continue to coordinate with departments in effort to continue dissemination of information regarding Neighborhood Pride Program Enhance coordination with HOA's, volunteer organizations, etc.
	Total # of service requests received citywide	N/A	N/A	12,306	6,449	5,854	4,471	2,650	2,858	N/A		
	# of business in CMB signed up for ListServ	N/A	N/A	99	211	381	619	TBD	TBD	700		
	# of Environmental Outreach recruitment and clean-up events	18	24	23	28	33	TBD	TBD	TBD			
	# of volunteers in neighborhood/environmental clean-ups	596	830	1,196	829	1,043						
Reduce the number of homeless	KPI: % of business rating City's ability to address homelessness as excellent or good	25%		28%		32%				31%	<ul style="list-style-type: none"> Continue Project Home Shore campaign targeting members of faith community with information and resources to empower them as outreach resources to the homeless, and secure non-government resource 	
	KPI: % of residents rating City's ability to address homelessness as excellent or good	31%		32%		44%				42%		
Enhance External and internal communications from within the City											<ul style="list-style-type: none"> Establish a Condominium Ombudsman in the City Manager's office to quickly and efficiently resolve any issues associated with condominium ownership 	

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