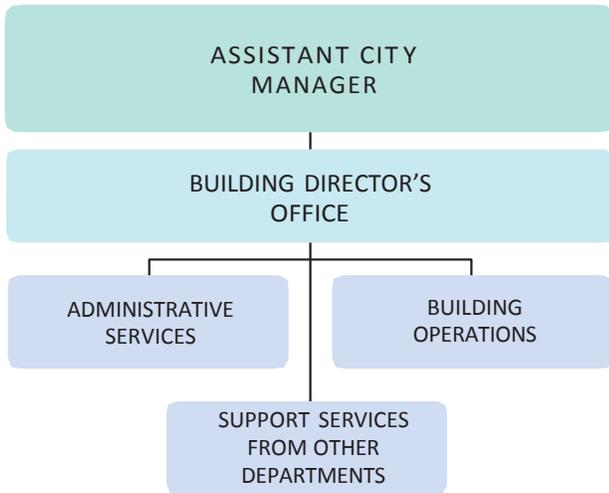


BUILDING

DEPARTMENT MISSION STATEMENT

We are dedicated to serving the public by the efficient and effective supervision and regulation of construction activities in Miami Beach. By enforcing the Florida Building Code and the City's Code of Ordinances in a fair and efficient manner, we encourage businesses and residents of Miami Beach to comply with the Florida Building Code, and in turn safeguard the public health, safety and general welfare of the City's residents and visitors.



DEPARTMENT DESCRIPTION

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

The State of Florida first mandated statewide building codes during the 1970's, 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 1990's, 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 Department is separated into two functional areas: Administrative Services and Operations.

The Administrative Services Section provides administrative support to the entire Department, including requisitioning goods and services, processing invoices for payables, creating invoices for receivables, maintaining all personnel files, processing payroll, budgeting, providing IT assistance, and managing special projects.

The Operations Section 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.



BUILDING

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 Building Department, including internal service charges and any other indirect overhead expenses attributed to departments that provide support to the Building Department.

The Building Department underwent a fee restructuring, providing a simplified method of fee calculation. The revised fee structure was adopted by the City Commission in February 2014, and implemented in June 2014. The primary change in the most recent fee restructuring involves using a percentage of "job value" to determine the appropriate fees. This change in the method of calculation is designed to be more transparent, and allow customers to estimate their costs up front, as well as to ensure that fees reasonably relate to the value of the work being performed.

The Building Department's fee ordinance provides for an annual adjustment to reflect increase(s) or decrease(s) in the Consumer Price Index (CPI) for Consumers in the Southeast United States for all items. However, in 2017 the fee adjustments were not in accordance with CPI, but rather in response to the Commission & community to simplify, update, and reduce certain fees. This was achieved through the reduction of the building permit fee by 0.1%, waiving building permit fees for photovoltaic installations, increasing phased permit fees, modifying various fees by rounding and eliminating redundancies, and creating a reduced fee emergency repair permit for hurricane events.

Additionally, in 2017 the Florida Senate passed legislative action that would require municipalities to reduce permit fees based on the cost savings to the department based on the owner or contractor hiring a Private Provider for plans review and building inspections. The Building Department's reduction for such is 40% for owners hiring a private provider for both plan review and site inspection; and 25% for owners hiring a private provider for only site inspection.

In 2018 there were no changes to the fee structure.



STRATEGIC ALIGNMENT

Main Vision Area:

Neighborhoods

Management Objectives:



- **Prosperity**
 - Revitalize targeted areas and increase investment
 - Develop the Convention Center Campus
- **Neighborhoods**
 - Increase compliance with City Code
 - Proactively monitor the City for mosquito breeding grounds
- **Organizational Innovation**
 - Support all objectives to improve strategic decision making and financial stewardship, making the city more business friendly and user friendly, with an employee culture of problem solving and engagement.
 - Implement the General Obligation Bond

Strategic Plan Actions:

- **MAKE** substantial progress on North Beach Town Center/ Byron Carlyle/Ocean Terrace
- **MAKE** electronic plans filing for permitting purposes within two years

Budget Enhancement Actions:

- N/A

Resilient305 Actions:

- **BUILD** an Inclusive Economy
- **IT'S** Electric
- **EXPAND** Renewable Energy
- **BUILDING** Efficiency 305

BUSINESS ENVIRONMENT

The Department is based on a philosophy of public sector transparency and an 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 well-being and development of the City.

The Department is responsive to the needs of homeowners, business owners, developers, contractors, architects, and engineers. In addition to drop off plan review, the department provides a walk-

BUILDING

BUSINESS ENVIRONMENT CONT'D

through plan review program that is open for the entire day, with a one-hour break for lunch. The walk-through plan review program available in Miami Beach is one of the most robust in South Florida.

It is the Department's goal to continually evolve and find new ways to innovate its processes. The Department notes that the efficient issuance of permits, inspections, and Certificates of Occupancy or Completion, is critical in nurturing the local economy. Furthermore, by reducing bureaucracy within the Department and streamlining operations, greater compliance with the Florida Building Code will be achieved, making the City's structures safer for the community.

SIGNIFICANT ACCOMPLISHMENTS

The Department has completed and/or begun the following projects/initiatives during the past fiscal year:

- In 2018, FEMA provided its results of the Miami Beach audit for the next 5-year Community Rating System (CRS) cycle and indicated that the ranking for the next 5-Year cycle, beginning May 1, 2019, is an improvement from Class 6 to Class 5, increasing the savings to flood insurance policyholders from 20% to 25%, estimated at \$8.3 million annually
- Began piloting of online permit application system with the Portable Toilet application. All permit types are currently being programed in the system to allow for complete online permit applications.



- Created an interactive diagram where users have an image of different types of buildings that they can hover over with their mouse to determine what building permits and requirements are needed
- Created a High School Technical Training Program scheduled to begin in August 2019
- Worked with Matrix Consulting to: evaluate the permitting process; provide recommendations for improving/streamlining the building development review process; and conduct a focus group to gather community insight

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Recertified ISO 9001:2015 – Quality Management Systems in December 2018
- Worked with City Commissioners to extend the Building Permit Reprieve Ordinance. The Reprieve Program was extended through April 30, 2019. This program established a procedure to bring structures built without proper permits or built lacking mandatory inspections into compliance with the Building Code. It encompasses all work done without a permit as part of Single Family Residence, Multi-Family, or Commercial construction projects.
- In order to better service customers, the Building Department implemented its own call center to ensure that department-related calls are properly attended to and issues are quickly resolved. As of its implementation on February 19, 2018, the call center has averaged 55 calls per day and is staffed by two team members.
- Continued cross-training amongst the clerks through rotation and a new hire training program at the North Beach office to better prepare new hires for customer service in slower environment
- Hosted various community seminars and trainings including:
 - Community outreach
 - Building permit simplification and reprieve program

CRITICAL SUCCESS FACTORS

- Potential impacts to revenues as changes in the construction market occur
- Continued support from IT necessary for the success of the Building Development Enterprise Resource System, online application and electronic plans reviews
- Prompt filling of vacancies to meet increasing demands for timely service
- Coordinated approach with Finance for invoicing fines, lien processing and enforcement of Business Tax Receipt (BTR) application and Certificate of Use process
- Legal guidance and accompanying legislation from the City Attorney's Office to establish a local Unsafe Structures Board
- Collaboration and commitment from other City departments to follow-up and resolve service requests
- Prompt turnaround from other Departments involved in the Building Development process reviewing plans, issuing permits and conducting inspections

BUILDING

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 recognizes the need to work toward that goal in the future.

Other important initiatives for the Department in the future include:

Short Term 1-2 Years

- Upgrade Building's page of the City's website to make it more interactive and user-friendly
- Create a pilot program for e-plan review
- Provide better access to the customer regarding inspection requests and other inspection-related information
- Hold annual meetings with the construction industry
- Provide cross-training for employee efficiencies
- Aggressively identify abandoned and unsafe structures throughout the City, and demolishing those structures that pose hazards to the community and its neighborhoods, which have been declared unsafe by an authorized body
- Increase floodplain compliance

Mid Term 3-5 Years

- Create a city unsafe board
- Expand the bicycle inspection program
- Replace 15% of vehicles with hybrids
- Cross-train inspectors and plan reviewers for efficiencies and succession planning

Long Term 6+ Years

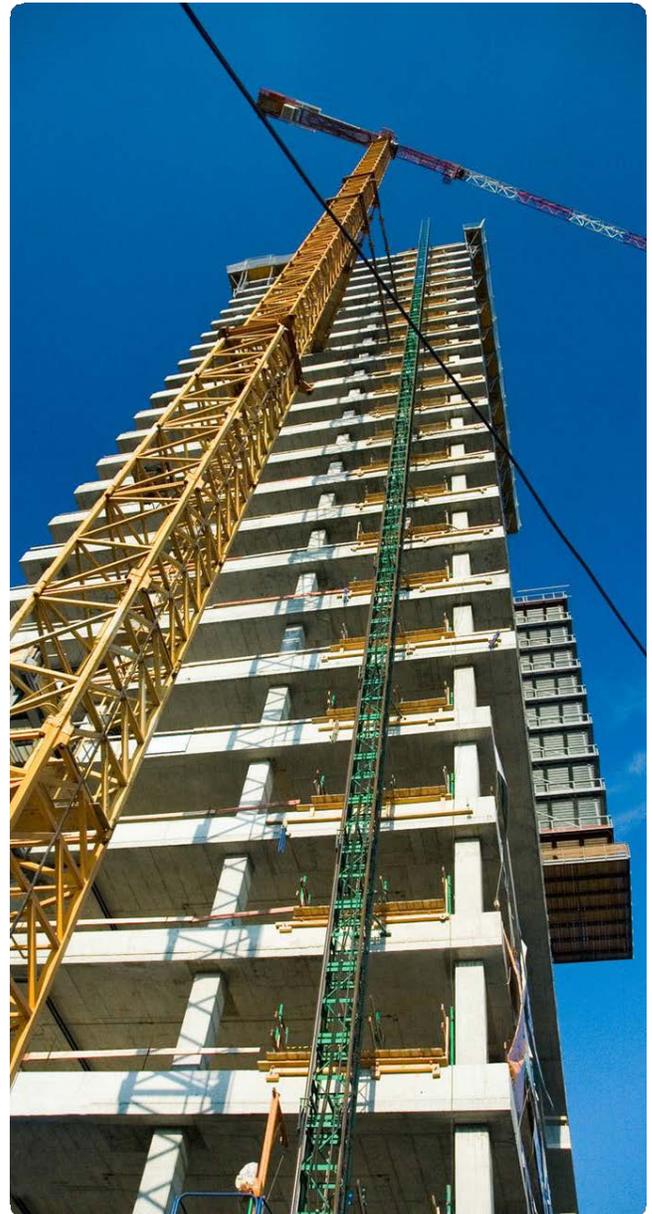
- Have a separate location for the Building Department
- Replace 15% of vehicles with electric cars

Continuous

- Reorganizing the Department to offer more efficient customer service and delivery of service
- Standardizing licensing for all plan reviewers and inspectors so their services can be utilized interchangeably as needs arise

FUTURE OUTLOOK CONT'D

- Continuing to simplify and streamline all department forms
- Continuing to update all Department Standard Operating Procedures
- Providing state of the art training to all Department staff
- Aggressively seeking to meet all staffing needs to address increasing service demands



CODE COMPLIANCE

DEPARTMENT MISSION STATEMENT

We are dedicated to protecting public health, safety, and welfare; improving the quality of life for our City’s residents, business owners, and visitors through education and the consistent and equitable application of the City’s Code of Laws and Ordinances.

DEPARTMENT DESCRIPTION

The Code Compliance Department is responsible for maintaining the community’s quality of life standards by seeking compliance with our City of Miami Beach Code of Laws and Ordinances. Code Compliance Officers are available to respond to citizens’ concerns seven days a week.

Operating hours are as follows:

- Sunday through Wednesday from 6:00 AM to 1:00 AM
- Thursday from 6:00 AM to 3:00 AM
- Friday and Saturday 24 hours

As a regulatory department, Code Compliance is charged with enforcing the following ordinances/regulations:

- Noise
- Zoning / Land Development Regulations
- Commercial uses of single family homes and Short-Term/ Transient Rentals (STR) including advertising
- Litter and Graffiti
- Artist Vendors, Street Performers, and Non-Profit Vendors
- Property maintenance including the maintenance of abandoned property/vacant lots and minimum housing standards
- Leash laws and pooper scooper regulations
- Signage on private property and public rights-of-way
- Sidewalk Cafés
- Sanitation, Health Hazards including Zika, Recycling, and Illegal Dumping
- Inspections for Certificate of Use and Business Tax Receipts
- Marine regulations
- Operating hours for construction, nightclubs, bars, and liquor sales
- Polystyrene and other environmental issues
- Sea turtle (nesting and lighting)
- Construction Management – Blocking of public right-of-way
- Tree Ordinance

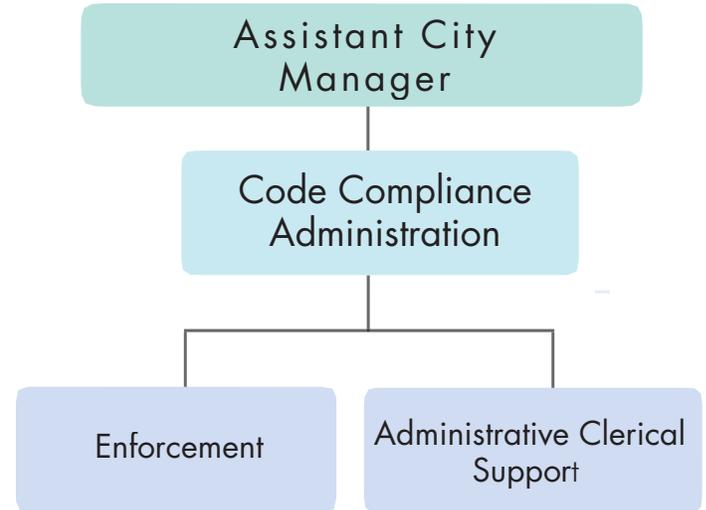
FISCAL ENVIRONMENT

The Code Compliance Department is supported by the General Fund. The General Fund charges an administrative fee to Enterprise Fund departments, the Redevelopment Agency (RDA), and the Resort Tax Fund to cover the cost of various administrative support functions provided by the General Fund.

In addition, General Fund revenues directly generated in the Code Compliance Department through special master fines and code compliance fine are used to support the Code Compliance costs.

FISCAL ENVIRONMENT CONT'D

In addition, there are department positions funded by the Redevelopment Agency (RDA), the Resort Tax Fund, and the Sanitation Division of the Public Works Department.



CODE COMPLIANCE

BUSINESS ENVIRONMENT

The Code Compliance Department is responsive to the needs of residents, homeowners, visitors, and business owners.

Over the past few years, the department has experienced an increase in workload activity as a result of the proliferation of Short-Term/Transient Rental platforms. These increases include quality of life concerns such as noise, sanitation issues, and parking. The department has continued to experience increases in a number of construction-related activities (e.g. noise complaints, hours of operation, and the unauthorized blocking of the public right-of-way). There continues to be new and amended laws and regulations related to the environment including the ban on polystyrene products, plastic straws, and restrictions on the hours of operations of package liquor establishments contributing to the department’s workload.

The Code Compliance Department collaborates with other City Departments including the Building, Tourism and Culture, Economic Development, Police, Housing and Community Services, Finance, Planning, Parking, Parks and Recreation, Fire, and Public Works Departments, as well as the City Attorney’s Office to find solutions for our community.

SIGNIFICANT ACCOMPLISHMENTS

- Deployed phase one of mobile printers, improving the efficiency and effectiveness of Code Officers in the field
- Received certificates of recognition for performing an act of kindness to a resident in need by bringing his property maintenance violations into compliance
- Led the North End Enhancement Team (NEET) in a cross-departmental taskforce to address quality of life issues in North Beach
- Implemented a more business-friendly approach, increasing the instances of voluntary compliance
- Deployed new uniforms for field staff which include City badges and patches, providing a more professional appearance for Code Compliance Officers

Formed the North End Enhancement Team (NEET) to proactively address code compliance issues in the North Beach area

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Reduced plastic waste during high impact periods by issuing reusable water bottles to staff, decreasing the need to purchase plastic water bottles
- Reduced paper waste by electronically attaching documentation to case files in Energov
- Maintained extended service hours for Code Compliance to address cleanliness concerns; including early morning alley inspections seven days a week resulting in improved Cleanliness Index scores
- Provided outreach and education to residents and businesses by attending Homeowners and Merchant Associations meetings and distributing informational flyers and door hangers to properties
- Initiated the process to become International Standard for Organization (ISO) 9001 certified

CRITICAL SUCCESS FACTORS

- Coordination with the Sanitation Department to ensure timely removal of illegal dumping
- Collaboration with the Police Department regarding the enforcement of illegal events, illegal Short-Term/Transient Rentals, and alcohol violations
- Coordinated approach with the Finance Department for enforcement of Business Tax Receipt (BTR) applications / renewals
- Legal guidance and assistance from the City Attorney’s Office with Special Master cases and other investigations
- Coordination with the Public Works Department for sidewalk café approvals and enforcement
- Collaboration and commitment from other City Departments to follow-up and resolve service requests



CODE COMPLIANCE



FUTURE OUTLOOK

It is the vision of the Code Compliance Department to continue to provide excellent customer service and a business-friendly delivery while ensuring full compliance with the City's ordinances, regulations, and codes within the Department's jurisdiction.

As residents and businesses continue getting involved in representative associations, the Department anticipates the demand for community responsiveness will increase. As ordinances become more complex and greater in number, Code Compliance Officers will have to adapt and become problem solvers to find solutions for our community. We continue to look for opportunities to improve the efficient delivery of services by the Department

STRATEGIC ALIGNMENT

Main Vision Area:

Neighborhoods

Management Objectives:

- **Prosperity**
 - Revitalize targeted areas and increase investment
 - Balance residents' quality of life
- **Neighborhoods**
 - Prevent and solve crime for residents and visitors
 - Enhance the beautification, physical appearance and cleanliness of neighborhoods
 - Increase compliance with City Code
 - Proactively monitor the city for mosquito breeding grounds



STRATEGIC ALIGNMENT CONT'D

Organizational Innovation

- Implement City Commission goals and policies through the strategic plan and budget
- Empower employees to provide excellent customer service, be problem solvers and solution finders
- Make Miami Beach more business and user-friendly
- Create an environment for interdepartmental collaboration
- Support all objectives to improve decision making and financial stewardship, making the city more business friendly, with an employee culture of problem solving and engagement

Strategic Plan Actions:

- **COMPLETE** Ocean Drive renovation, activation and programming underway
- **COMPLETE** Lincoln Road renovation within 3 to 3.5 years

Resilient305 Actions:

- **BUILD** an Inclusive Economy

