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

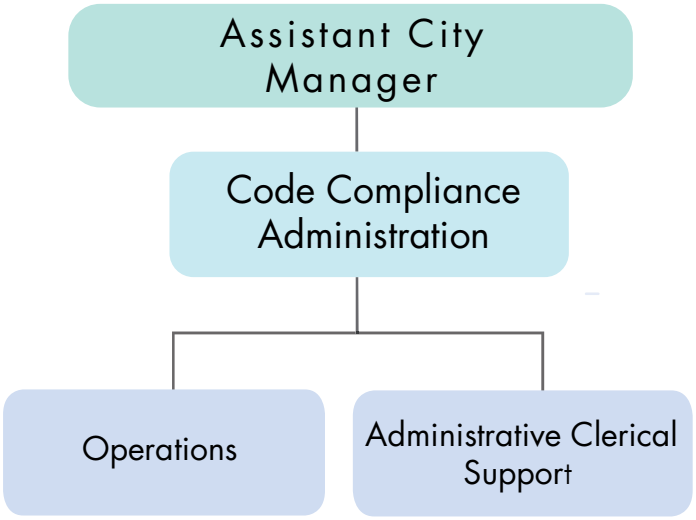
As a regulatory department, thw Code Compliance is charged with enforcing the following ordinances/regulations:

- High Impact Period Regulations
- Noise
- Sidewalk Cafés including Code of Conduct
- Sanitation, Health Hazards including Zika and Covid-19, Recycling, and Illegal Dumping
- Commercial uses of single-family homes and Short-Term / Transient Rentals (STR) including advertising
- Operating hours for construction, nightclubs, bars, and liquor sales
- Polystyrene and other environmental issues
- Zoning / Land Development Regulations
- Litter and Graffiti
- Property maintenance including the maintenance of abandoned property / vacant lots and minimum housing standards
- Signage on private property and public rights-of-way
- Inspections for Certificate of Use, Business Tax Receipts
- Artist Vendors, Street Performers, and Non-Profit Vendors
- Leash laws and pooper scooper regulations
- Marine regulations
- Resort Tax compliance
- Sea turtle (nesting and lighting)
- Construction Management – Blocking of public rights-of-way
- Tree Ordinance

FISCAL ENVIRONMENT

The Code Compliance Department is supported by the General Fund, the Redevelopment Agency (RDA), and the Resort Tax Fund.

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

- Achieved the International Organization for Standardization 9001:2015 (ISO9001:2015) certification , demonstrating the department's ability to consistently provide services that meet customer and regulatory requirements and control our department operations
- Increased interaction in North Beach by assigning two code officers to the North Beach Building Department satellite office
- Initiated Roll Calls in several neighborhoods including Entertainment District and North Beach increasing visibility in our neighborhoods

> ***Achieved the International Organization for Standardization 9001:2015 (ISO9001:2015) certification.***

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Continued leading the North End Enhancement Team (NEET) in a cross-departmental taskforce to address quality of life issues in North Beach
- Continued with our business-friendly approach, increasing the instances of voluntary compliance
- Continued efforts towards a paperless workflow to reduce paper waste by electronically attaching documentation to case files in the department's case management system, (Energov)
- Fully deployed mobile printers, improving the efficiency of Code Officers in the field
- 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 ddistributing informational flyers and door hangers to properties properties.

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 and Resort Tax compliance
- 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

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

CODE COMPLIANCE

PERFORMANCE PLAN HIGHLIGHTS

Performance Indicators	2017 Actuals	2018 Actuals	2019 Actuals	2020 Target	2021 Target
Main Vision Area: Neighborhoods					
% of Code Employees that maintain Florida Association of Code Enforcement Level 1 Certification	76%	91%	85%	84%	100%
% of Code Employees that maintain Florida Association of Code Enforcement Level 2 Certification	56%	55%	51%	57%	60%
% of Code Employees that maintain Florida Association of Code Enforcement Level 3 Certification	27%	21%	18%	26%	26%
% of Code Employees that maintain Florida Association of Code Enforcement Level 4 Certification	46%	42%	39%	44%	40%
# of Alcohol Sale Inspections	**	1,453	2,594	2,024	3,015
Number of vacant and abandoned lots remediated by the City of Miami Beach	15	29	26	21	25
# of High Liability Inspections	**	66	52	59	58
# of Sidewalk Cafe Inspections	**	1,175	848	1,012	1,174
# of Sidewalk Cafe Violations	**	144	71	108	N/A
# of Short-term Rental Inspections	**	1,503	1,138	1,321	1,200
# of Short-term Rental Violations	**	148	124	136	N/A
# of Short-term Rental BTR Violations	**	96	104	100	N/A
# of Noise Complaints	**	3,927	3,756	3,842	3,894
% of Noise Complaints resulting in Compliance	**	**	96	96	100.0%
% of Inspections resulting in immediate Compliance	**	***	6%***	N/A	3%
Total # of Code Violations	10,439	11,816	5,916	10,121	N/A
Total # of Inspections	**	23,073	20,083	21,578	23,000
Total # of Sanitation Violations	**	3,241	2,913	3,077	-
# of code violations in North Beach	1,583	1,909	1,141	1,255	N/A
# of code violations on Ocean Drive	929	1,087	497	596	N/A

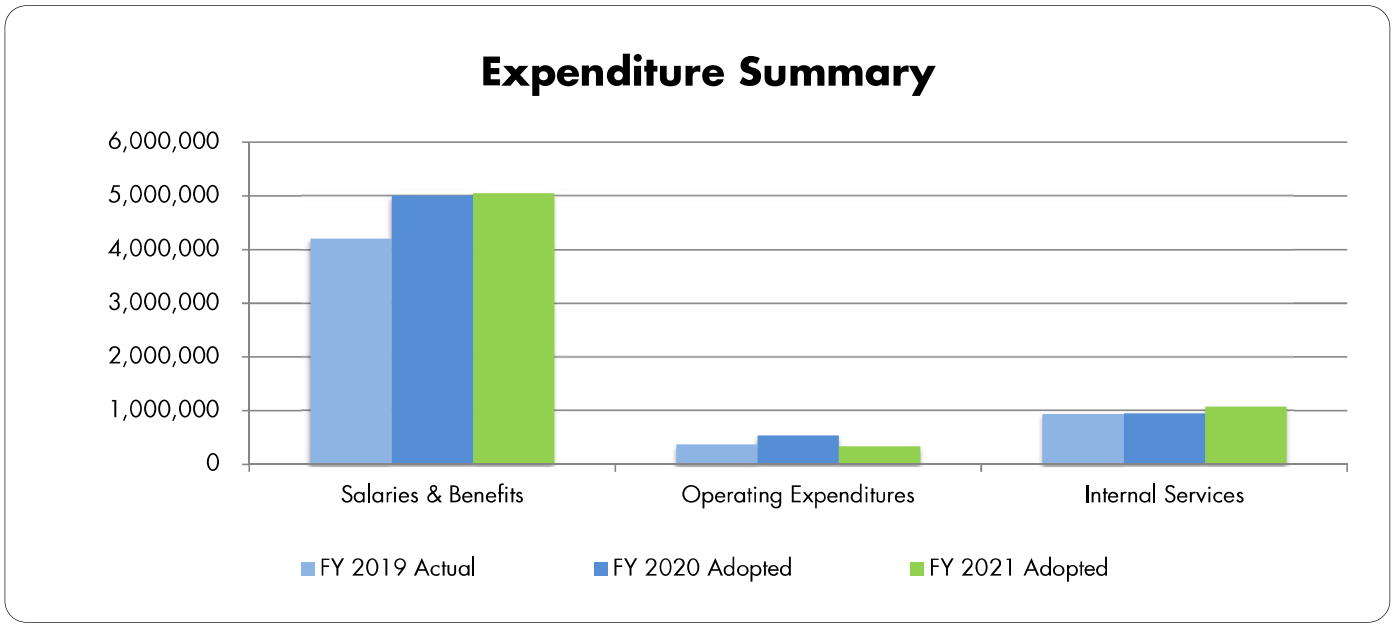
*Indicates measure was not tracked and/or conducted during reporting period

**New Measure effective with FY 2019
***New Measure effective with Q2 FY 2019

CODE COMPLIANCE

DEPARTMENT FINANCIAL SUMMARY - GENERAL FUND

Revenue Area	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	FY 2021 Adopted
Lot Clearing/ Lien Satisfaction	0	6,516	4,000	**4,000**
Special Master Fines	176,132	108,405	164,000	**109,000**
Code Compliance Fines	822,027	673,762	700,000	**350,000**
Total	**$ 998,159**	**$ 788,682**	**$ 868,000**	**$ 463,000**
Expenditure Area				
Salaries & Benefits	4,386,992	4,203,913	5,006,000	**5,049,000**
Operating Expenditures	163,757	370,953	534,000	**333,000**
Internal Services	898,820	942,000	948,000	**1,074,000**
Total	**$ 5,449,569**	**$ 5,516,866**	**$ 6,488,000**	**$ 6,456,000**
General Fund	50.00 + 0.00 PT	48.00 + 0.00 PT	47.00+ 0.00 PT	**47.00 + 0.00 PT**
Sanitation Fund	4.00 + 0.00 PT	4.00 + 0.00 PT	2.00 + 0.00 PT	**2.00 + 0.00 PT**
RDA Fund	2.00 + 0.00 PT	2.00 + 0.00 PT	2.00 + 0.00 PT	**2.00 + 0.00 PT**
Resort Tax	5.00 + 0.00 PT	5.00 + 0.00 PT	5.00 + 0.00 PT	**5.00 + 0.00 PT**
Total Budgeted Positions	**61.00 + 0.00 PT**	**59.00 + 0.00 PT**	**56.00 + 0.00 PT**	**56.00 + 0.00 PT**



CODE COMPLIANCE

BUDGET HIGHLIGHTS

- A significant component of the increase in personnel expenditures for all departments are increases in employee-related costs including a one percent cost of living adjustment effective April 1, 2021 for all groups, except AFSCME (1.0% COLA effective July 1, 2021), GSA (1.0% COLA effective October 1, 2020), and CWA (2.0% COLA effective October 1, 2020), as well as a maximum of three percent merit increase for employees, except members of the Fraternal Order of Police (FOP) and International Association of Fire Fighters (IAFF) which include a five percent step increase. Merit, step, and cost of living increases apply within existing pay ranges. A five percent increase in the City's premiums for health insurance for all employees is also included, except for members of the Fraternal Order of Police (FOP) and International Association of Fire Fighters (IAFF) which includes an eight percent increase in the City's premium. These increases were, however, largely offset by the COVID-19 balancing plan reductions allocated across all departments that include furloughs for all bargaining units based on a tiered approach, a citywide freeze on all non-essential expenditures and training and travel, and a citywide hiring freeze.

- Personnel services expenditures increased by $43,000, or 0.9%. This is primarily due to increases in salaries and wages totaling $78,000 from applicable merit increases and cost of living adjustments budgeted in FY 2021, which is partially offset by a decrease in other personnel services expenditures that include health and life insurance, shift differential, etc. totaling $35,000.

BUDGET HIGHLIGHTS CONT'D

- Operating expenditures decreased by $201,000, or 37.6%. This is primarily due to the one-time decreases from the COVID-19 balancing plan reductions, as well as decreases in other operating expenditures, including rent for office space occupied by the department, totaling $42,000.

- Internal services expenditures increased by $126,000 or 13.3% due to increases in Property Management, Fleet Management, Risk Management, Information Technology, and OIG Funding services totaling $134,000. These increases were, however, offset by a decrease in Central Services usage totaling $8,000.

FY 2021 Efficiencies/Reductions

- As part of the COVID-19 balancing plan, the FY 2021 reductions also include a one-time reduction of $159,000, which is comprised of $34,000 for furloughs for all bargaining units based on a tiered approach, $11,000 for non-essential expenditures, $41,000 for non-essential training and travel, and $73,000 related to the citywide hiring freeze.

- The FY 2021 budget also includes a $6,000 efficiency for the savings of renegotiated contracts for body cameras.