

City of Miami Departmental Performance Reports



Code
 Department Head: Executive Officer Bernat
 FY2018 FTE: 60

Adopted Budget (General Fund): \$6,728,000
 Adopted Budget (Special Revenue): \$0
 FY 2018 Total Budget: **\$6,728,000**

Primary Strategic Alignment: Clean & Beautiful Neighborhoods

	FY2015 ACTUALS	FY2016 ACTUALS	FY2017 ACTUALS	FY2018 Quarterly Actuals				FY2018 ACTUALS	FY2018 COMMITMENT
				Q1	Q2	Q3	Q4		
				Business Tax Receipts (BTR) and Certificate of Use (CU) collection inspections	15,147	19,165	16,268		
Collections from new/outstanding BTR and CU inspections (dollars)	2,300,980	\$2,091,403	\$2,206,965	\$817,379	\$577,095	\$767,019		\$2,500,000	
Respond to 311 complaints within 10 days (percent) ¹	72%	75%	73%	62%	68%	70%		99%	
Qualitative Code Compliance Customer Service Survey (percent of excellence)	N/A	88%	85%	82%	82%	80%		80%	
Residents who agree their neighborhood appearance has improved in the last three years (percent)	N/A	88%	81%	89%	89%	86%		88%	

¹ The 99% target is set under the expectation that most requests will be resolved within 10 days. The department expects to progressively get closer to this target.

¹ Number of inspections were lower in Q1 due to the allocation of more inspectors to Brickell City Centre and fire inspections.

¹ Number of inspections are expected to increase during the next fiscal years as a result of more personnel and new businesses opening.

² The 99% target is set under the expectation that most requests will be resolved within 10 days. The department expects to progressively get closer to this target in the upcoming results.

Note on Q1 2017: inspections are were lower because one inspector was dedicated full-time to Brickell Centre. Fire inspectors are using Code's inspectors for CU inspections. This doesn't allow time for more inspections.