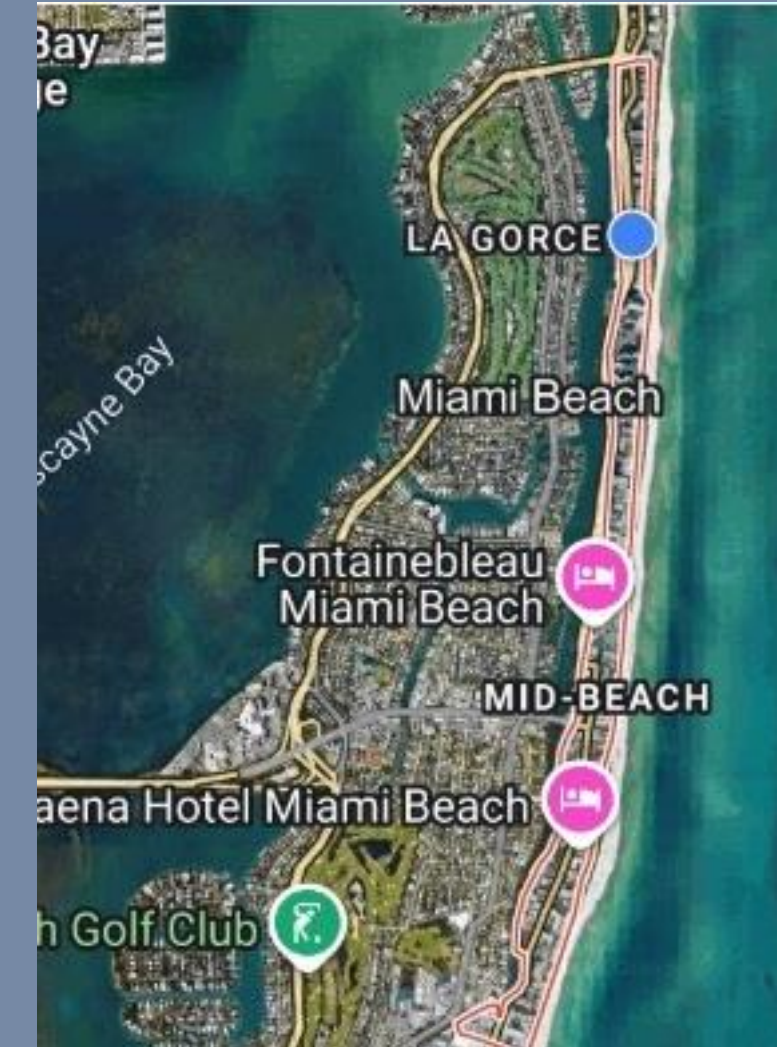


# MODERNIZING MIAMI BEACH PERMITTING

Improving Transparency, Accountability & Public Safety

**Preliminary Observations & Process Improvement Opportunities**



MID-BEACH NEIGHBORHOOD ASSOCIATION  
CONDOMINIUM WORKING GROUP

# CURRENT PERMITTING CHALLENGES

- No permit-specific KPI metrics for review timelines
- No SLA for open permits
- Limited interdepartmental tracking
- Permit expiration and reactivation inconsistencies
- Lack of visibility for associations
- No centralized permit case ownership
- No inquiry ticketing or case-number tracking for permit questions

01.

## LACK OF MEASURABLE ACCOUNTABILITY

No performance benchmarks for review timelines.

02.

## FRAGMENTED COMMUNICATION

Applicants navigate multiple emails and departments without centralized oversight.



# FEEDBACK GATHERED FROM

- ~20 condominium associations & property managers
- Permit expeditors
- Engineers & consultants
- City of Miami Beach personnel
- Miami-Dade DERM personnel

Recurring themes identified across multiple stakeholders

# WHY THIS IMPACTS PUBLIC SAFETY



Barrier island communities operate under evacuation constraints, aging infrastructure, and high density.

Delays and opacity in permitting directly affect life-safety upgrades and capital projects.

These permits often involve structural repairs, seawall reinforcement, drainage improvements, and critical building systems.

- **DELAYED STRUCTURAL REPAIRS**

- **INCREASED RESIDENT FINANCIAL RISK**





# WHERE THE PROCESS BREAKS DOWN

## **No KPI Tracking**

No measurable review-time benchmarks across departments.

## **Permit Lifecycle Gaps**

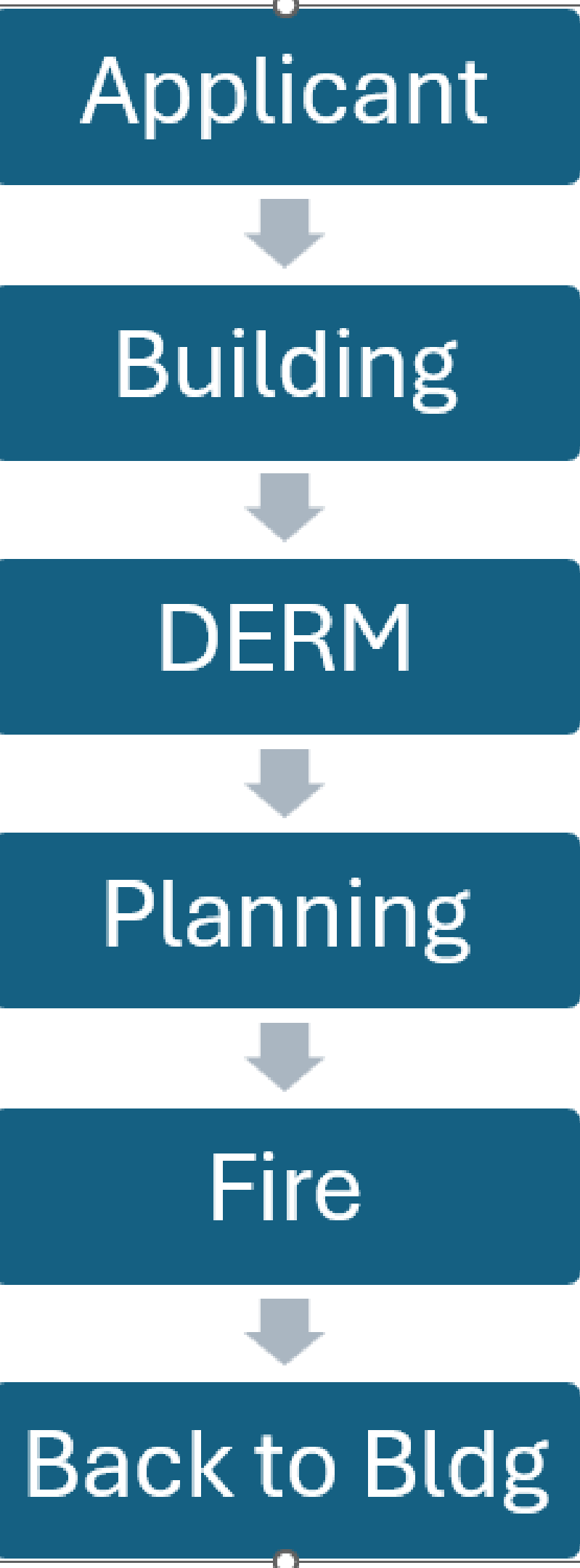
Permits allowed to expire and later reactivated at lower cost.

## **Disconnected Data Systems & Communication Outside the Permit Record**

Salesforce logs general inquiries, but permit communications are not fully integrated into the permit record.



# LACK OF PERMIT CASE OWNERSHIP



## CURRENT REALITY

- No single point of contact for multi-department permits
- Applicants redirected between departments
- Different inspectors reviewing different stages
- Communication occurs across multiple channels

## RESULT

- Unclear responsibility
- Delays resolving review comments
- Applicants uncertain where permits sit in the process

## PROPOSED DIRECTION

### Permit Case Manager Model

- One coordinator assigned per permit
- Clear communication channel
- Cross-department coordination

# CURRENT VS PROPOSED WORKFLOW

## CURRENT

- Applicant
- Building
- DERM
- Planning / Fire
- Applicant Resubmits

## PROPOSED

- Applicant
- **Permit Case Manager**
- **Parallel Department Review**
- KPI + SLA Tracking
- Permit Issued

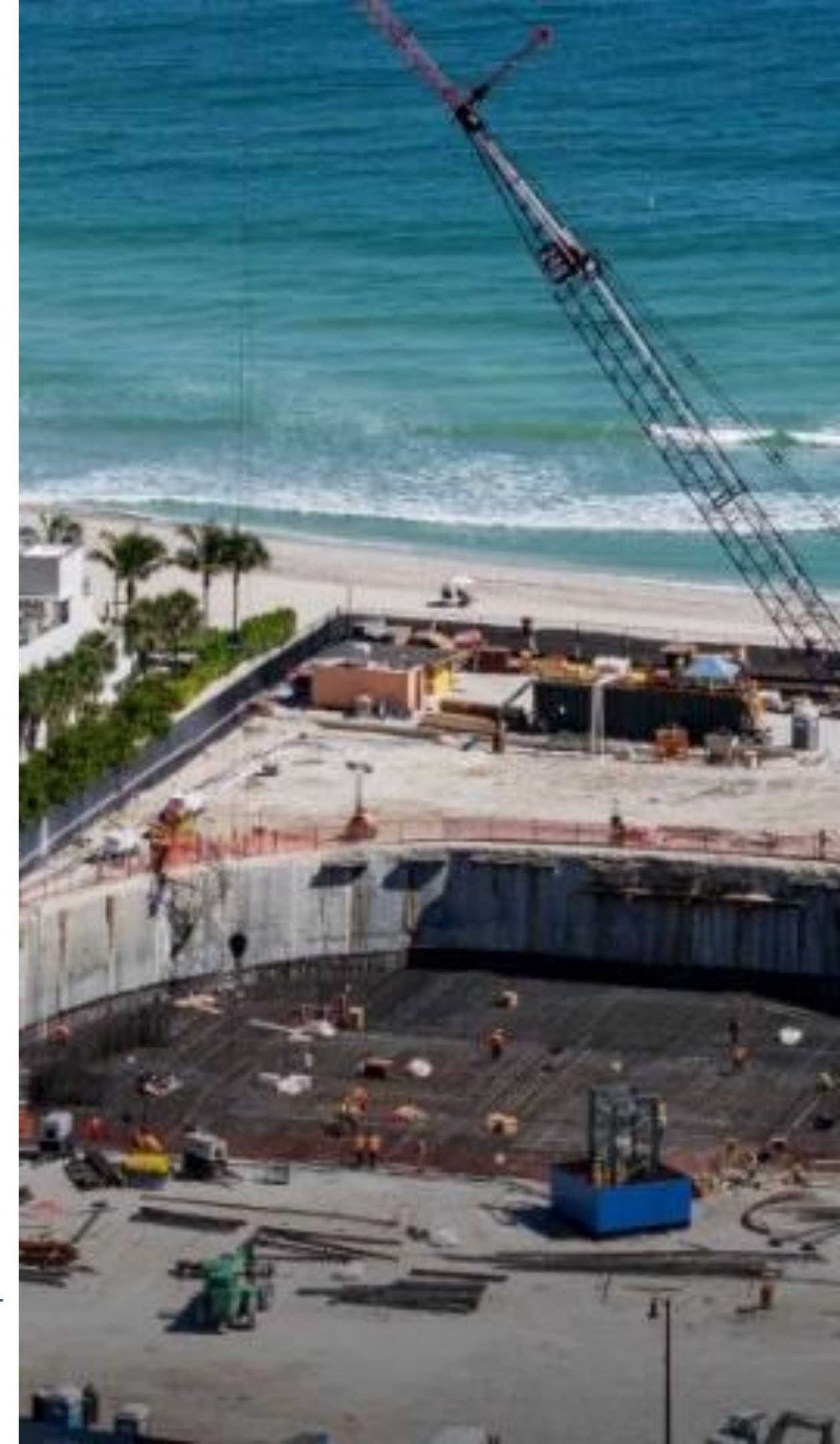


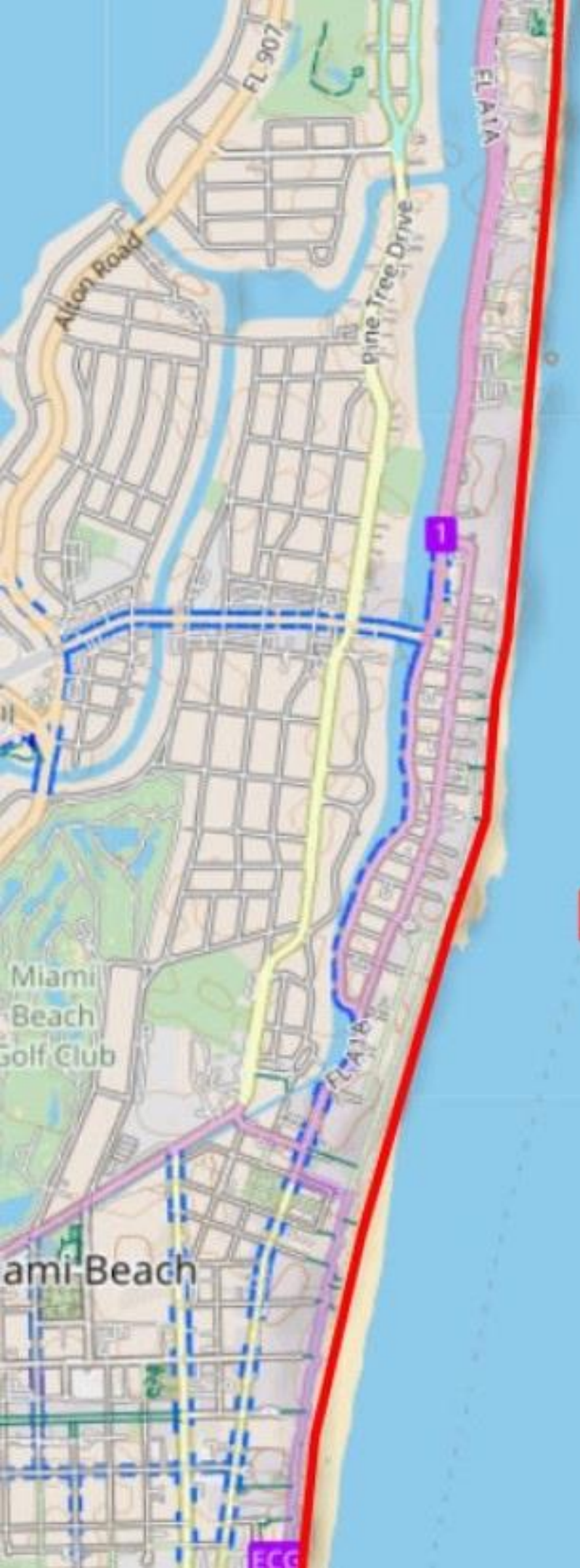
# STRUCTURAL CONSTRAINTS

- **STAFFING  
LIMITATIONS**

DERM and Building Department staffing levels may not align with permit volume and project complexity.

DERM environmental permits can affect projects involving seawalls, waterfront structures, and drainage systems.





# DEPARTMENTAL COORDINATION ISSUES

## BUILDING

Review workflow not visible to applicants. Communication often occurs through multiple email channels rather than a centralized intake system.

Applicants often do not have visibility into which department currently owns the review stage.

## DERM

DERM environmental review staffing constraints.

## PLANNING / FIRE

Sequential rather than parallel review structure.

# IMPLEMENTATION FRAMEWORK – PHASE 1

## KPI DASHBOARD

Public-facing tracking of review times per department.

Introduce inquiry ticketing for permit-related questions.

## SLA FOR OPEN PERMITS

Defined response timelines beyond inbound calls.



# IMPLEMENTATION FRAMEWORK – PHASE 2

## ASSOCIATION INTEGRATION

Link property management contact information using Miami-Dade condominium registry data.

## PERMIT LIFECYCLE REFORM

Clear rules on expiration, extension, and reactivation.



# PROJECTED IMPACT

- **FASTER  
STRUCTURAL  
SAFETY REPAIRS**
- **REDUCED  
RESIDENT  
FINANCIAL  
EXPOSURE**
- **DATA-DRIVEN  
STAFFING DECISIONS**
- **IMPROVED  
TRANSPARENCY**
- **PREDICTABLE  
REVIEW TIMELINES**



# CALL TO ACTION

**Objective:** Improve transparency, predictability, and coordination in Miami Beach permitting.

MBNA | Condominium Working Group



## Requested Actions

- Establish measurable permit review KPIs
- Implement SLA standards for open permits
- Integrate condominium registry contact data into the permit system
- Create a public permit performance dashboard

## Proposed Next Step

Form **joint working session** with:

- Building Department
- Miami-Dade DERM
- Planning Department
- MBNA Representatives

**Goal:** Develop a measurable implementation framework within **60 days of Commission direction.**

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**TRANSPARENT PERMITTING + MEASURABLE ACCOUNTABILITY = SAFER BUILDINGS**