




MIAMI BEACH

OFFICE OF THE CITY MANAGER
NO. LTC # 043-2009

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CITY CLERK'S OFFICE
LETTER TO COMMISSION

TO: Mayor Matti Herrera Bower and Members of the City Commission
FROM: Jorge M. Gonzalez, City Manager 
DATE: February 10, 2008
SUBJECT: Update on Initiatives to Reduce Expired Permits

The purpose of this LTC is to provide the Commission with an update regarding the initiatives by the Building Department to reduce the number of outstanding expired permits in the City.

As of FY 04/05, the City of Miami Beach had 55,000 expired permits in the system. Since then, the City has implemented measures to improve the accuracy of the permits recorded in the system, and reduce the number of expired permits. The following are the measures that have been implemented:

- **Phase I – Cleaning up the system**

- Old permits that were in applied and approved status were converted. Applied permits were converted to abandon status and approved permits were converted to expired status. This resulted in a more accurate representation of the permits in the system.
- The Chiefs of each trade evaluated the expired permits and eliminated those that were erroneously expired.

- **Phase II – Proactively notifying customers if their permits were expiring**

- **30 Day Warning Letters**: The City of Miami Beach sends a 30 day warning letter to permit holders and owners whose permits will expire in 30 days. A sample 30 Day Warning letter is attached with this document.
- **Recently Expired Permit Letters**: The City sends a letter to contractors and owners when their permits have recently expired. A sample Expired Permit Letter is attached.
- **New Permit Issuance Precondition**: The system requires the property and the contractor to be clean (i.e. not have any expired permits) before a new permit is issued.

These efforts resulted in a reduction of 28,072 expired permits to a new total of 26,928 expired permits. In addition to the above measures, we will be implementing Phase III this year:

- **Phase III- Proactively Notifying Customers of their Existing Expired Permit Status**
 - The City of Miami Beach will send letters to already expired permit holders and owners. This initiative has not been implemented yet because it will generate a high volume of calls. Once our call center is in place, we will start sending letters at a rate of approximately 1,000 per month. This gradual approach will ensure that we can process them efficiently and maintain a high level of customer service.

These measures will improve our current expired permit situation and enhance the safety of the City of Miami Beach residents.


JMG/AR/ge

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C: Mayor and City Commission
Executive Staff
Jorge Gomez, Planning Director
Sonia Machen, Fire Marshall