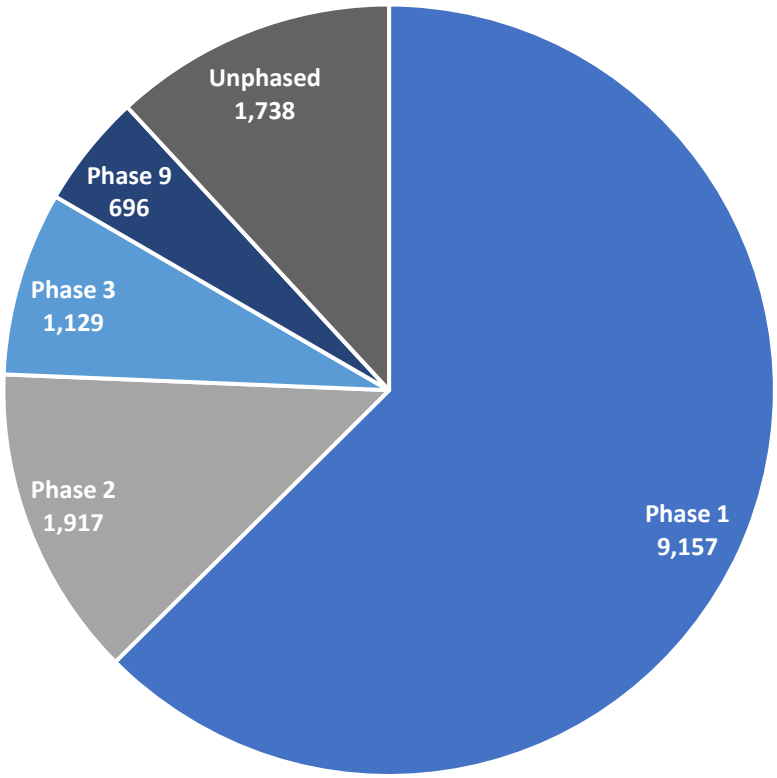
Rebuild Florida Weekly Report

04/29/19

Registration Data

Rebuild Florida – Registration Phase Snapshot

Registration Phasing Breakdown



Total Registrations In Progress

466

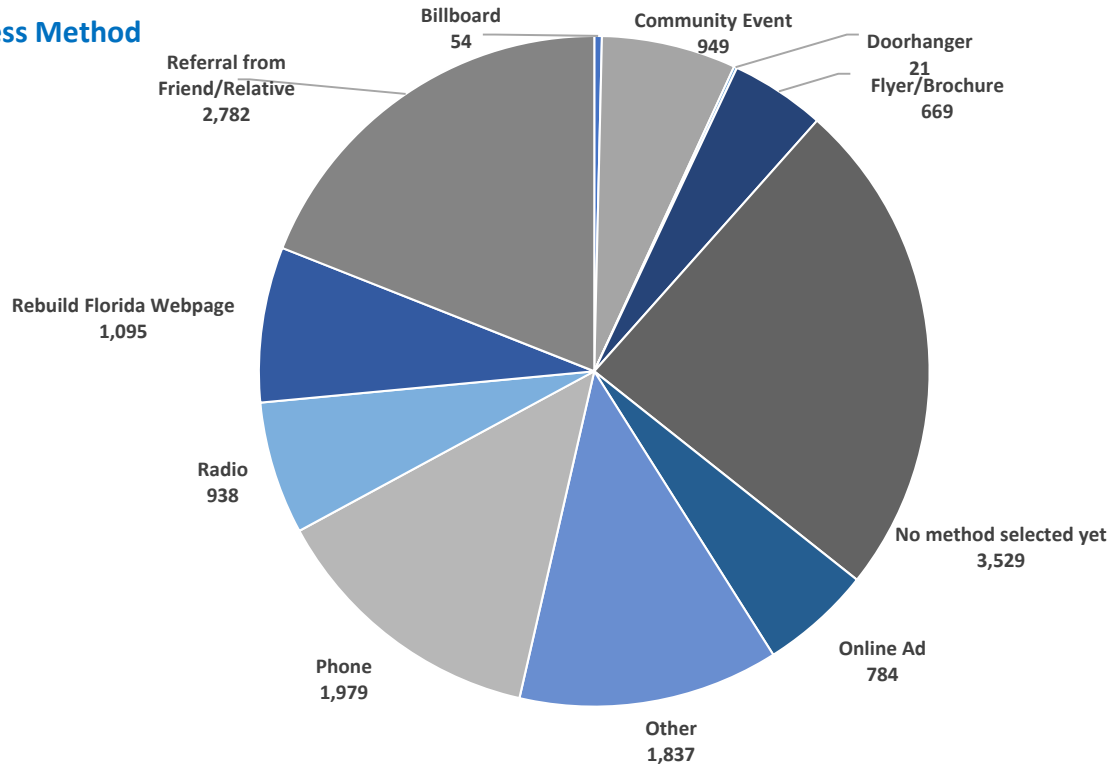
Total Registrations Completed

14,637

Total Registrations

15,103

Awareness Method



Program Snapshot

REBUILD FLORIDA Weekly Report
04/29/2019 COB Report

HRIQ Priority Groupings as of 04/29/2019 5:00 PM

Phases	Completed
Phase 1	9,157
Phase 2	1,917
Phase 3	1,129
Phase 9*	696
Unphased**	1,738
Grand Total	14,637

*Phase 9 are applicants who may be phased as 1, 2, or 3, or may become unphased after verification

**Unphased are registrants who do not meet threshold criteria for the program (second home, above 120% AMI, ineligible

HRIQ Awareness Method as of 04/29/2019 5:00 PM

Center	Completed
Billboard	54
Community Event	949
Doorhanger	21
Flyer/Brochure	669
No method selected yet	3,529
Online Ad	784
Other	1,837
Phone	1,979
Radio	938
Rebuild Florida Webpage	1,095
Referral from Friend/Relative	2,782
Grand Total	14,637

HRIQ as of 04/29/2019 5:00 PM

Counties	Phase 1	Phase 2	Phase 3	Phase 9	Unphased
Alachua	26	2		3	3
Baker	7	1		4	1
Bay					13
Bradford	89	22	8	4	15
Brevard	535	103	45	28	89
Broward	755	204	90	47	122
Calhoun					4
Charlotte	30	3	3		6
Citrus	12		1	1	4
Clay	125	20	30	14	24
Collier	960	123	39	25	74
Columbia	22	1	3	2	4
DeSoto	94	15	16	10	22
Dixie	8	1	2		2
Duval	744	185	78	44	140
Flagler	149	26	22	14	31
Franklin					1
Gadsden					3
Gilchrist	3	1			
Glades	20	2	2	2	6
Hardee	21	7	1	3	2
Hendry	131	22	24	14	24
Hernando	23	5	1	3	2
Highlands	171	25	22	16	20
Hillsborough	265	52	27	21	26

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HRIQ as of 04/29/2019 5:00 PM

Counties	Phase 1	Phase 2	Phase 3	Phase 9	Unphased
Indian River	7		1		1
Jackson					7
Lafayette	1				1
Lake	43	14	9	7	9
Lee	554	126	90	54	135
Leon					6
Levy	3	1		1	
Madison					2
Manatee	30	3	4	3	1
Marion	26	3	6	3	11
Martin	13	2	1	1	5
Miami-Dade	1,370	304	172	92	258
Monroe	560	239	144	92	229
Nassau	12	1	3	2	1
No county selected yet					4
Okeechobee	17		2		
Orange	500	113	44	28	76
Osceola	111	22	15	5	14
Palm Beach	233	39	25	19	43
Pasco	79	14	4	8	8
Pinellas	85	8	9	10	13
Polk	565	76	90	47	133
Putnam	116	15	14	13	18
Sarasota	28	4	4	3	6
Seminole	94	22	9	12	10
St. Johns	101	16	15	5	17
St. Lucie	138	20	15	11	25
Sumter	7	4	1	1	1
Suwannee	5	2	3		2
Taylor					1
Union	8		1	1	
Volusia	261	49	34	23	61
Walton					1
Washington					1
Grand Total	9,157	1,917	1,129	696	1,738

Program Snapshot

REBUILD FLORIDA Weekly Report
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HRIQ as of 04/29/2019 5:00 PM

Counties	Started	Completed
Alachua	35	34
Baker	13	13
Bay	14	13
Bradford	138	138
Brevard	823	800
Broward	1245	1218
Calhoun	4	4
Charlotte	43	42
Citrus	18	18
Clay	215	213
Collier	1233	1221
Columbia	32	32
DeSoto	159	157
Dixie	13	13
Duval	1205	1191
Flagler	246	242
Franklin	1	1
Gadsden	5	3
Gilchrist	4	4
Glades	33	32
Hardee	34	34
Hendry	218	215
Hernando	37	34
Highlands	261	254
Hillsborough	398	391
Indian River	10	9
Jackson	8	7
Lafayette	2	2
Lake	85	82
Lee	988	959
Leon	7	6
Levy	5	5
Madison	2	2
Manatee	41	41
Marion	53	49
Martin	22	22
Miami-Dade	2242	2196
Monroe	1297	1264
Nassau	20	19
No county selected yet	157	4
Okeechobee	19	19
Orange	778	761
Osceola	176	167
Palm Beach	364	359
Pasco	116	113
Pinellas	127	125
Polk	929	911
Putnam	179	176
Sarasota	46	45
Seminole	150	147
St. Johns	155	154
St. Lucie	216	209
Sumter	15	14
Suwannee	12	12
Taylor	1	1
Union	10	10
Volusia	442	428
Walton	1	1
Washington	1	1
Grand Total	15,103	14,637

Program Snapshot

REBUILD FLORIDA Weekly Report
04/29/2019 COB Report

Call Center Data as of 04/29/2019 COB

Date	Average Wait Time	Avg. Inbound Call Time	Avg. Outbound Call Time	Abandoned Calls	Abandoned %	Outbound Calls	Outbound Answer Rate	Inbound Calls Taken	Total Calls Processed
3/1/2019	00:03	05:51	01:26	6	2.93%	724	84.00%	205	929
3/4/2019	00:04	05:31	01:21	6	3.21%	905	83.00%	187	1,092
3/5/2019	00:05	05:40	01:24	12	5.56%	824	81.00%	216	1,040
3/6/2019	00:05	05:41	01:14	3	1.90%	1,021	80.00%	158	1,179
3/7/2019	00:05	06:18	00:59	4	2.31%	764	83.00%	173	937
3/8/2019	00:04	06:30	01:22	12	7.84%	659	83.00%	153	812
3/11/2019	00:04	05:12	01:04	19	9.05%	962	85.00%	210	1,172
3/12/2019	00:04	05:42	01:10	9	4.57%	828	85.00%	197	1,025
3/13/2019	00:04	05:26	01:04	14	6.67%	690	86.00%	210	900
3/14/2019	00:04	05:24	01:09	9	0.81%	973	88.00%	138	1,111
3/15/2019	00:04	05:43	01:10	10	5.56%	719	81.00%	180	899
3/18/2019	00:03	06:12	01:09	1	1.00%	742	75.00%	250	992
3/19/2019	00:03	05:19	01:09	0	N/A	1,000	85.00%	177	1,177
3/20/2019	00:03	05:50	01:35	2	0.21%	617	68.00%	311	928
3/21/2019	00:02	05:47	01:04	18	6.79%	867	82.00%	265	1,132
3/22/2019	00:03	06:22	01:23	13	5.37%	937	82.00%	242	1,179
3/25/2019	00:03	06:24	01:58	30	4.02%	392	53.00%	353	745
3/26/2019	00:02	06:33	01:40	3	0.25%	551	47.00%	613	1,164
3/27/2019	00:02	05:52	01:24	30	2.93%	374	37.00%	649	1,023
3/28/2019	00:02	06:42	01:18	53	8.32%	465	84.00%	637	1,102
3/29/2019	00:01	08:23	01:41	124	9.68%	638	81.00%	1,281	1,919
4/1/2019	00:02	05:34	02:11	27	7.89%	309	88.00%	342	651
4/2/2019	00:02	05:58	04:46	16	5.13%	96	90.00%	312	408
4/3/2019	00:04	06:47	05:16	2	0.97%	39	90.00%	207	246
4/4/2019	00:05	05:39	02:57	3	1.57%	33	88.00%	191	224
4/5/2019	00:04	07:04	04:30	5	3.16%	122	91.00%	158	280
4/8/2019	00:05	05:37	02:25	5	2.45%	68	81.00%	204	272
4/9/2019	00:06	05:37	02:15	0	N/A	30	87.00%	166	196
4/10/2019	00:04	05:16	01:24	4	2.23%	486	85.00%	179	665
4/11/2019	00:04	05:50	01:51	4	2.55%	192	88.00%	157	349
4/12/2019	00:05	06:25	08:42	3	1.49%	42	94.00%	202	244
4/15/2019	00:05	06:03	03:53	2	1.05%	19	95.00%	191	210
4/16/2019	00:04	05:33	04:16	5	2.84%	13	100.00%	176	189
4/17/2019	00:05	05:46	05:52	1	0.57%	20	100.00%	175	195
4/18/2019	00:04	06:10	06:08	2	1.46%	11	91.00%	137	148
4/19/2019	00:07	04:52	11:41	2	1.41%	21	71.00%	142	163
4/22/2019	00:07	05:33	01:57	1	0.61%	93	89.00%	164	257
4/23/2019	00:04	04:45	01:47	1	0.48%	225	81.00%	210	435
4/24/2019	00:04	04:58	02:08	3	1.47%	364	87.00%	204	568
4/25/2019	00:04	04:57	01:52	11	2.07%	279	53.00%	251	530
4/26/2019	00:04	06:17	02:16	4	1.98%	317	87.00%	202	519
4/29/2019	00:05	04:41	01:40	2	0.77%	270	91.00%	261	531
Call Center Data Totals	00:04	06:38	02:31	970	2.89%	65,003	83.65%	32,057	97,063

Program Snapshot

REBUILD FLORIDA Weekly Report
04/29/2019 COB Report

In Take Centers on 04/29/19 COB

Center	Registration Started	Registration Completed	Paper Registrations to be entered	Registration Visitor Count	Registration Visitor Abandoned Count
Brevard	1	1	0	1	0
Broward	0	0	0	0	0
Collier	1	1	0	1	0
Duval	0	0	0	0	0
Lee	0	0	0	0	0
Miami Dade	0	0	0	0	0
Monroe	0	0	0	0	0
Orange	1	1	0	1	0
Polk	0	0	0	0	0
Grand Total	3	3	0	3	0

In Take Centers Totals

Center	Registrations Started	Registrations Completed	Paper Registrations to be entered	Registration Visitor Count	Registration Visitor Abandoned Count
Brevard	214	239	0	242	0
Broward	124	124	0	249	0
Collier	422	388	0	221	0
Duval	181	176	0	203	0
Lee	192	191	0	206	1
Miami Dade	377	369	0	655	0
Monroe	124	119	0	221	0
Orange	41	41	0	49	1
Polk	127	117	2	128	0
Grand Total	1,802	1,764	2	2,174	2

Program Snapshot

REBUILD FLORIDA Weekly Report
04/29/2019 COB Report

Outreach 2.0 Totals

County	Registrations Started	Registrations Completed	Paper Registrations to be entered	Registration Visitor Count	Registration Visitor Abandoned Count
Clay	11	11	0	31	0
Hendry	22	22	0	114	0
Highlands	27	27	0	84	0
Hillsborough	11	11	0	39	0
Miami-Dade	10	10	0	54	0
Monroe	21	21	0	147	0
Osceola	11	11	0	16	0
Palm Beach	8	7	0	76	0
Pasco	5	5	0	36	0
Seminole	9	9	0	17	0
St Johns	14	14	0	42	0
St Lucie	2	2	0	92	0
Grand Total	151	150	0	748	0

CLI Language Report as of 04/29/2019 COB

Date	Language	Start Time	Total Minutes
9/26/2018	Vietnamese	12:24 PM	1
11/20/2018	Spanish	10:00 AM	4
1/23/2019	Spanish	11:14 AM	8
2/12/2019	Spanish	10:26 AM	2
2/12/2019	Spanish	10:26 AM	4
Grand Total			19

Buses (support for registrations were finalized on 12/23/18)

Bus	Registration Started	Registration Completed	Paper Registrations to be entered	Registration Visitor Count	Registration Visitor Abandoned Count
DEO	0	0	0	0	0
Donated	0	0	0	0	0
Miami/Monroe	0	0	0	0	0
Grand Total	0	0	0	0	0

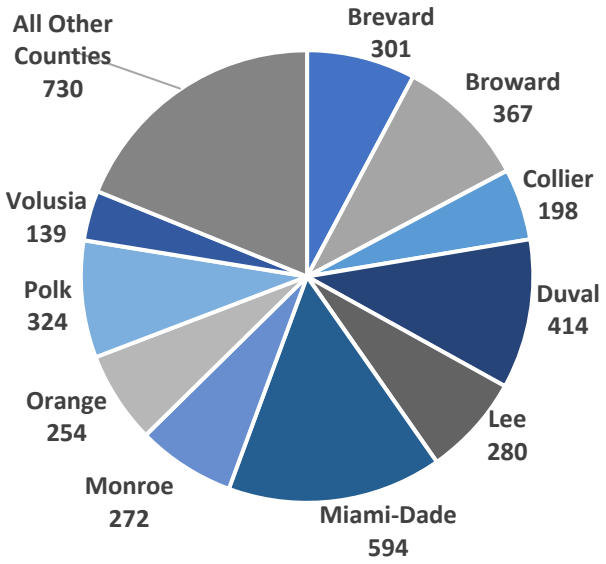
Buses Totals *

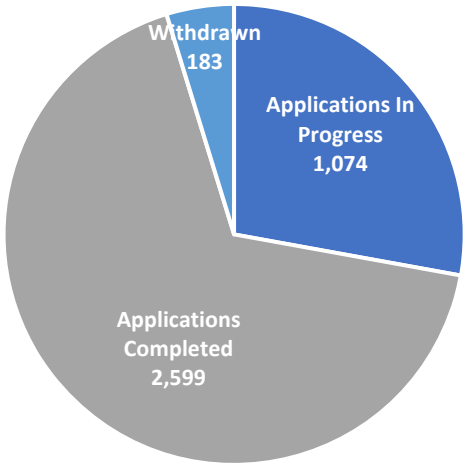
Bus	Registrations Started	Registrations Completed	Paper Registrations to be entered	Registration Visitor Count	Registration Visitor Abandoned Count
DEO	325	299	0	637	0
Donated	314	311	0	616	0
Miami/Monroe	250	234	0	703	0
Grand Total	889	844	0	1,956	0

Application Data

Rebuild Florida – Application Phase Snapshot

- 3,873 applications have been started so far of which 19 are in award status
- 2,599 applications completed / 1,074 applications in progress / 183 withdrawn / 17 duplicates
- Most applicants are coming from Brevard, Broward, Collier, Duval, Lee, Miami-Dade, Monroe, Orange, Polk, and Volusia counties (3,143)





Total Applications in Progress	Total Applications Completed
1,074	2,599

Salesforce Data as of 04/29/2019 COB

Counties	Applications in Progress	Applications Completed	Withdrawn	Duplicates	% Completed Applications/Total	Application Invitations
Alachua	1	0	0	1	0 %	19
Baker	0	0	0	0	0 %	4
Bradford	14	22	1	0	59 %	89
Brevard	65	225	11	0	75 %	542
Broward	102	247	16	2	67 %	734
Charlotte	2	0	0	0	0 %	27
Citrus	1	0	0	0	0 %	11
Clay	15	36	1	0	69 %	124
Collier	39	134	24	1	68 %	581
Columbia	2	2	0	0	50 %	17
Desoto	12	21	2	0	60 %	93
Dixie	1	0	0	0	0 %	6
Duval	70	332	12	0	80 %	729
Flagler	22	25	0	0	53 %	138
Gilchrist	0	0	0	0	0 %	3
Glades	4	1	1	0	17 %	18
Hardee	1	1	0	0	50 %	13
Hendry	26	31	2	0	53 %	130
Hernando	2	5	0	0	71 %	21
Highlands	33	25	0	0	43 %	160
Hillsborough	38	42	0	1	52 %	261
Indian River	2	1	0	0	33 %	5
Lafayette	0	0	0	0	0 %	1
Lake	7	2	0	0	22 %	37
Lee	34	214	30	2	76 %	562
Levy	0	0	0	0	0 %	2
Manatee	1	2	0	0	67 %	18
Marion	2	1	0	0	33 %	15
Martin	1	0	0	0	0 %	9
Miami-Dade	178	395	19	2	66 %	1,342
Monroe	57	180	33	2	66 %	568
Nassau	3	0	0	0	0 %	11
Okeechobee	1	1	0	0	50 %	14
Orange	66	177	10	1	70 %	492
Osceola	25	24	2	0	47 %	112
Palm Beach	42	40	1	0	48 %	221
Pasco	10	4	0	0	29 %	60
Pinellas	14	7	0	0	33 %	73
Polk	66	243	11	4	75 %	561
Putnam	10	0	0	0	0 %	86
Sarasota	3	0	0	0	0 %	25
Seminole	14	16	1	0	52 %	87
St. Johns	15	11	0	1	41 %	96
St. Lucie	36	31	2	0	45 %	132
Sumter	1	0	0	0	0 %	5
Suwannee	1	1	0	0	50 %	5
Union	0	0	0	0	0 %	6
Volusia	35	100	4	0	72 %	260
Grand Total						**8,525**

Program Snapshot

REBUILD FLORIDA Weekly Report
04/29/2019 COB Report

In Take Centers on 04/29/19 COB

Center	Applications	Applications	Application Visitor	Walk Ins	Home Visits
Brevard	3	2	7	0	0
Broward	2	1	5	4	0
Collier	3	0	9	5	0
Duval	0	0	0	0	0
Lee	2	1	2	1	0
Miami Dade	5	3	7	2	2
Monroe	1	1	6	3	0
Orange	3	2	3	0	0
Polk	6	6	6	0	0
Grand Total	25	16	45	15	2

In Take Centers Totals

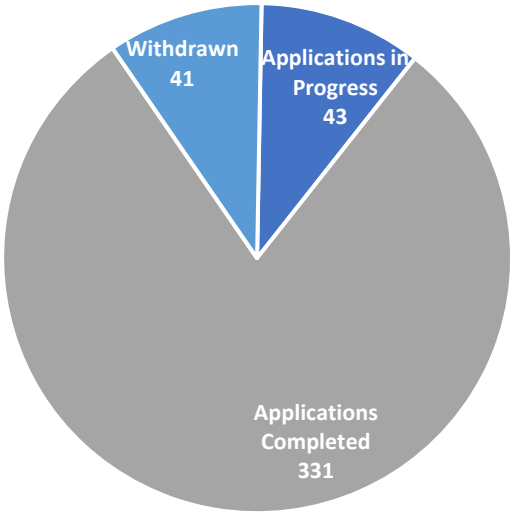
Center	Applications	Applications	Application Visitor	Walk Ins	Home Visits
Brevard	248	213	397	211	45
Broward	296	206	633	192	14
Collier	153	131	414	230	1
Duval	364	342	302	108	55
Lee	224	217	212	32	18
Miami Dade	356	193	510	123	26
Monroe	176	83	334	163	4
Orange	184	178	285	35	22
Polk	171	192	438	236	15
Grand Total	2,172	1,755	3,525	1,330	200

Appointments Plus as of 04/29/19 COB

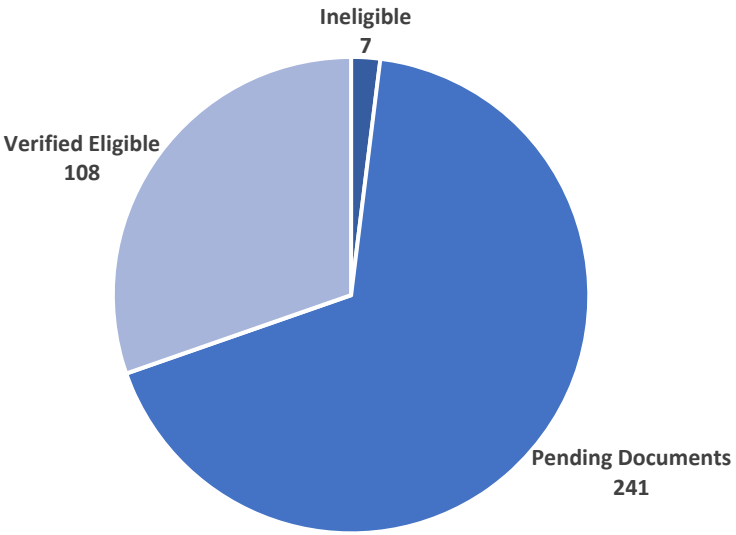
Center	Complete	No Show	Scheduled
Brevard	484	23	1
Broward	672	90	1
Collier	406	19	5
Duval	349	49	40
Lee	255	9	3
Miami Dade	552	123	1
Monroe	281	18	3
Orange	312	37	8
Polk	571	63	3
Grand Total	3,882	431	65

Rebuild Florida – Pilot Group Snapshot

Application Data as of 04/29/19 COB



Eligibility as of 04/29/19 COB



Damage Assessment as of 04/29/2019 COB	
Total Contacted	405
Total Appointments Scheduled	370
Total Inspections Completed	370
Total QC Completed	370

Environmental Review as of 04/29/2019 COB	
Total Site Inspections Completed	376
Total ERR Completed	366

DOB Reviews as of 04/29/2019 COB	
Total Reviews Completed	222
Total Positive Award Eligible	72

*Numbers are per application