

Overview

Strategic Areas

Business Plans

Our Mission

Delivering excellent public services that address our community's needs and enhance our quality of life.

It is a commitment your County government has made to the more than two million people who call Miami-Dade home.

So, how are we doing?

This Progress Report is Miami-Dade's fourth annual update on key performance indicators. Highlights of 2007 performance in each of these areas are included in this report:

- [Public Safety](#)
- [Transportation](#)
- [Health & Human Services](#)
- [Recreation & Culture](#)
- [Economic Development](#)
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- [General Government](#)

Our government can proudly point to areas that have shown significant improvement since we introduced our first report to you in 2004. These achievements include the completion of several public works projects to ease traffic congestion, increased numbers of pet adoptions from our shelter, greater access to cultural activities for youngsters and sustained decreases in our homeless population.

We also experienced steady passenger traffic growth at both the [Port of Miami](#) and [Miami International Airport](#). In addition, the new South Terminal of the Airport opened this past year providing 15 new gates capable of handling domestic and international flights. Also, the County's [3-1-1 Answer Center](#) answered more than 1.9 million calls made by residents seeking government information and services.

In underperforming areas, the County is working hard to improve results. This includes better on-time performance for our bus system and improved access to affordable housing. We will continue to focus on neighborhood issues including initiatives to curtail illegal dumping and enhance street signage. This past year the County's Neighborhood Enhancement Action Teams (NEAT) became fully operational and made thousands of aesthetic improvements throughout the County.

Finally, [Mayor Carlos Alvarez](#) last year challenged the more than 60 departments that make up County government to focus on delivering results. As part of this Fitness Challenge, the Mayor asked department directors to identify a single, meaningful achievement that could be accomplished during the year that would significantly improve how County government delivers services.

For complete results from the Mayor's 2007 Fitness Challenge, please [click here](#) .  (1.25 MB)



- Help us make this website better, [provide us your valuable feedback](#) .
- For previous yearly editions of this report, please [click here](#).

*Includes municipal services for the Unincorporated Area of Miami-Dade County.

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Miami-Dade County maintains vibrant communities by ensuring that public roads are repaired, garbage is collected, neighborhoods are kept clean, green space areas are conserved, running water is available, and drainage systems work efficiently.

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Highlights



Through partnerships with several volunteer organizations and local municipalities, the **Office of Community Image** has undertaken gateway beautification projects that enhance the look of our community for visitors and residents alike.

- Last year the [Department of Water and Sewer Department](#) saved over **1.15 million** gallons of water through its Water-Use Efficiency Program, which includes high efficiency toilet vouchers and showerheads.
- The County's [Adopt-a-Tree program](#) distributed **13,210** trees last year compared to **16,505** the previous year, a **20 percent** decrease due to fewer events in 2007.
- Illegal dumping remains a significant problem. [Solid Waste Management](#) collected more than **3,144** tons of illegally dumped materials, an increase of **5 percent** over the previous year.
- [Team Metro](#) closed over **31,000** reported cases of illegal signs on public rights-of-way and the [Government on the Go Bus](#) assisted **12,461** citizens with everything from issuing baby stroller parking permits to processing passport applications.
- The [Building Department](#) issued over **70,000** permits, a **40 percent** decrease from the previous year due to a weakening housing and construction market.
- The County's Street Tree Master Plan was developed as a roadmap to maximize the County's tree canopy. Public Works planted more than **10,769** trees and maintained **75,247**.

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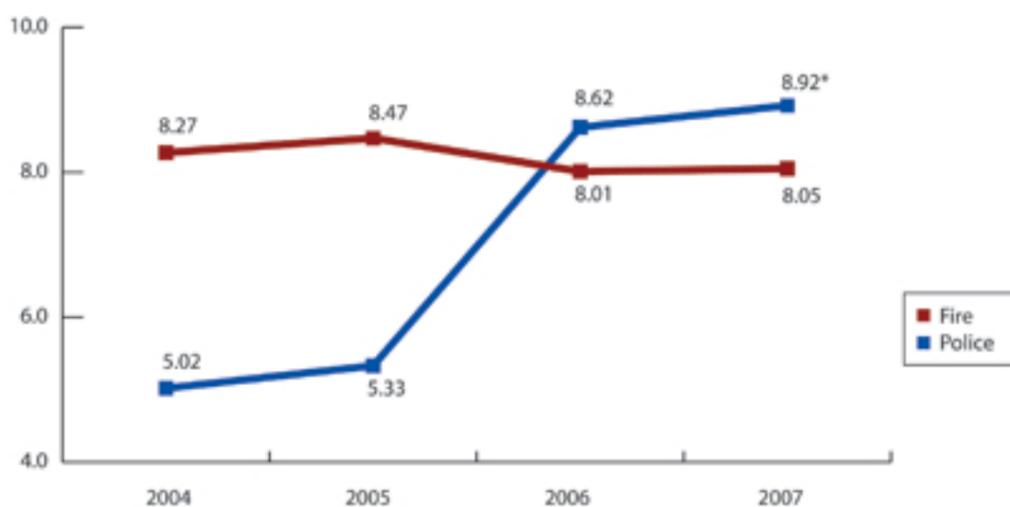
Economic

Government

Ensuring a safe and secure community through Police, Fire-Rescue and Corrections departments is a major priority for Miami-Dade County. Homeland security and emergency preparedness services protect residents during and after disasters and emergencies.

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Response Time



- Fire Response Time = 8.05
- Police Response Time = 8.92*

*Police improved the method of determining [response time](#) resulting in a more accurate measure by implementing a new dispatching system.



Fire Rescue responded to nearly 230,000 calls in 2007, while their [response time](#) remain steady.

Highlights

- The [Miami-Dade Police Department](#) reported that the rate for violent crimes, burglary, larceny, and auto theft declined by **6.3 percent** in 2007.
- The [Department of Emergency Management and Homeland Security](#) continues to maintain approximately **72,000** emergency shelter spaces, including **2,500** for special needs residents. This level is consistent with previous years and exceeds the County's demand for 2011 as estimated by the State.
- The [Animal Services Department](#) continued its community outreach efforts. As a result, pet adoptions increased by nearly **13 percent** in 2007.
- To help serve our growing community, **five new fire rescue stations** opened in 2007, including the Dante B. Fascell Port of Miami-Dade, Highland Oaks Phase 1, East Homestead, Trail and Villages of Homestead. Construction continues at the East Kendall fire station and logistics complex (Station 13), and Pinecrest stations.
- On April 2007, the [Department of Juvenile Services](#) implemented a Civil Citation Program, diverting a total of **480 at-risk-youth** from the Juvenile Justice System.

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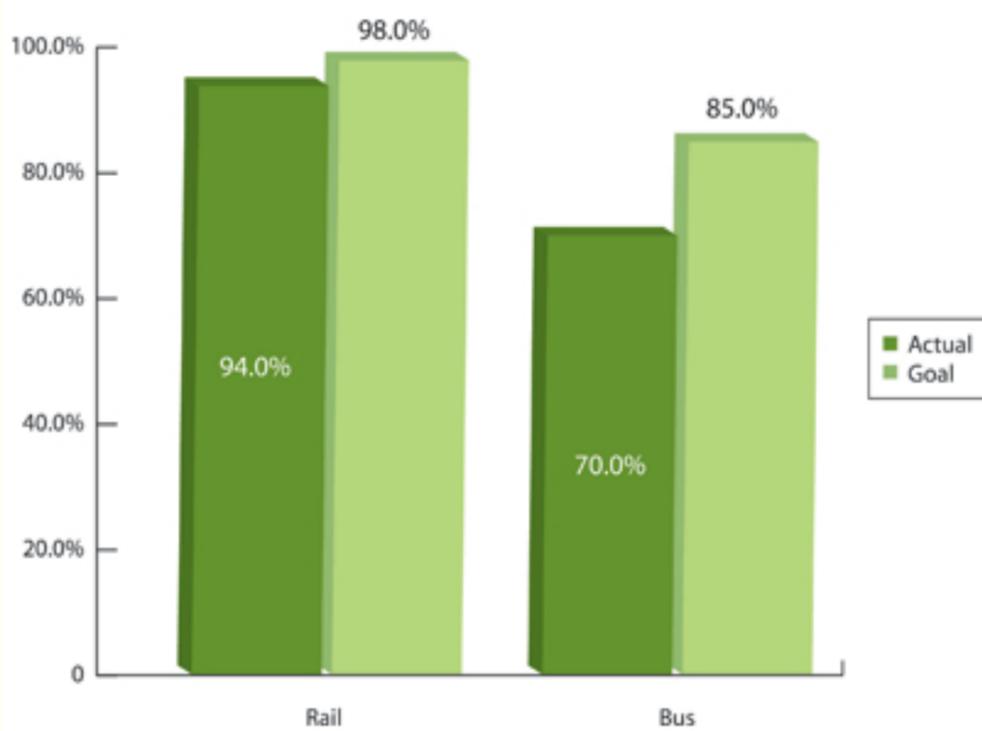
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Millions of people every year move through Miami International Airport, Port of Miami, Metrobus and Metrorail. Miami-Dade County offers special programs to help residents with limited resources or special needs to obtain transportation services.

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On-Time Performance



Metrorail achieved **94 percent** on-time performance. Metrobus's on-time performance was **70 percent**.



Highlights

- Overall transit use grew by **1.7 percent** in 2007. [Metrobus](#) ridership increased by over 83.5 million riders while [Metrorail](#) ridership grew to more than **17.5 million riders**.
- Residents requiring the use of [Miami-Dade Transit's Special Transportation Service \(STS\)](#) took **1,678,018** trips in 2007, which is about a **6.4 percent** increase from 2006, due to a higher demand in service.
- On August 2007, [Miami International Airport](#) began operations from its new South Terminal, estimated at **1.7 million sq feet** and expected to handle **25 percent** of MIA's passengers.
- To further alleviate congestion on roads, [Public Works](#) continued to add all signals to a new traffic management system. In 2007, **605** signals were incorporated into the system. By 2009, more than **2,600** traffic signals are expected to be online.
- The [Consumer Services Department](#) received over **3,300** consumer-related complaints. As a result, the department recovered over **\$1.09 million**, an increase of **72 percent** from 2006.

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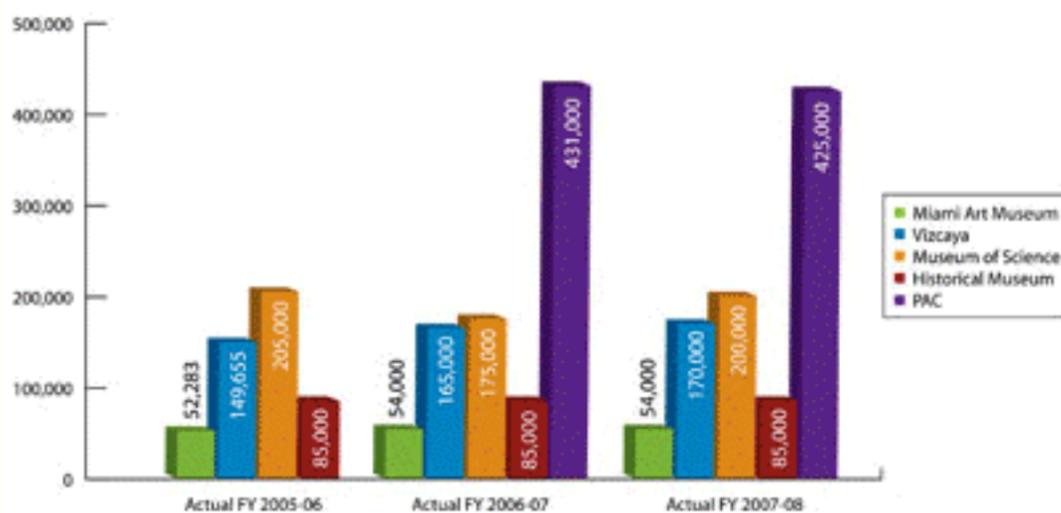
Economic

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Miami-Dade County libraries, museums, beaches and parks provide key cultural and educational services, as well as recreational opportunities, to people of all ages. The County is home to Metrozoo, the new Carnival Center for the Performing Arts and historical sites such as the Charles Deering Estate.

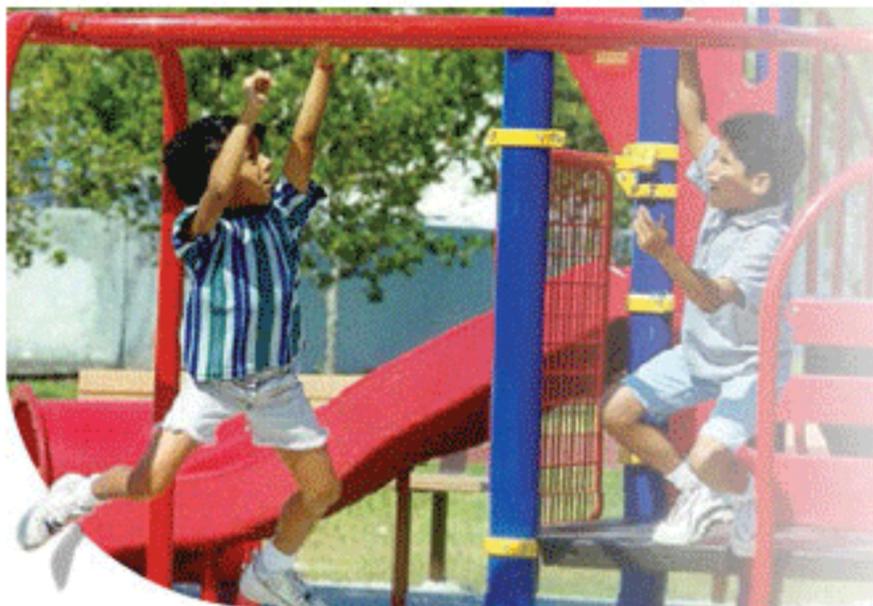
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Number of Museum Attendees



Highlights

- Miami-Dade County maintained approximately **5.2 acres** of park land for every 1,000 residents over the last three years. As the population grows, the County is meeting the challenge of providing sufficient park land for residents.
- Last year, **9,744** children attended summer camp programs, a **16.7 percent** decrease from the previous year. The [Park and Recreation Department](#) offers activities such as sports, fitness and health, arts and culture, swimming lessons, nature, and leisure access programs.
- The [Cultural Affairs Department's](#) Culture Shock Program provided 2,342 eligible students with affordable access to cultural events and performances -- an increase of **29 percent** over last year.
- The [Opa-Locka Library](#), the **second of 10** new libraries scheduled to be constructed by the year 2011, opened in Summer 2007. Other new branches in the works are International Mall, Kendall Lakes, Naranja, Pinecrest and Merrick Park.



To meet the growing demand for recreational facilities the [Park and Recreation Department](#) is expediting the installation of new and better recreational facilities.

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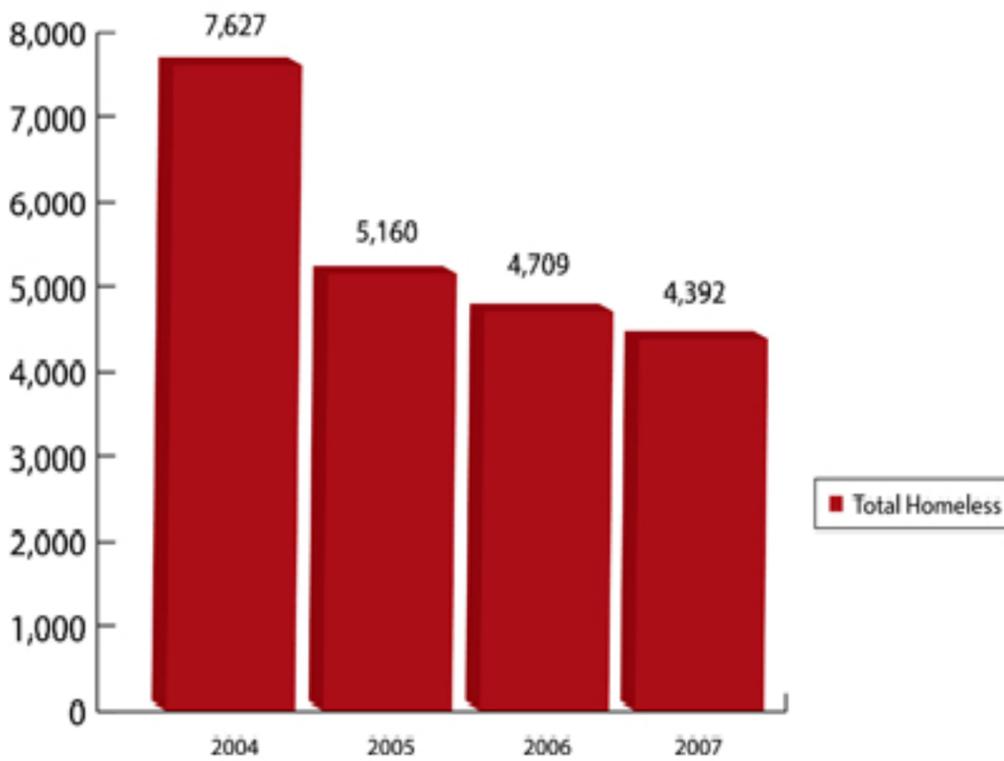
Government

Miami-Dade County supports social safety nets to assist underprivileged children, adults and elderly residents with vital health care, education, affordable housing and other social service programs.

▶ [Department Performance Reports & Business Plans](#)

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Total Homeless



- Total Homeless = 4,392

The homeless population has significantly decreased over the last four years.



Highlights

- The [Homeless Trust](#) helped **14,924** people find permanent, transitional, or emergency housing. As a result, the number of homeless residents declined to **4,392**, a **seven percent** decrease from the previous year.
- Meals provided to needy seniors through [Meals on Wheels](#), [Adult Day Care](#), [Senior Centers](#) and [Elderly Congregate and Meal sites programs](#) amounted to **433,811** meals -- a **17.7 percent** decrease from the previous year.
- Early childhood development and education services provided by the [Community Action Agency](#) and the [Department of Human Services](#) served an average of **47,830** children per month, a **33 percent** increase from the previous year.
- The [Miami-Dade Housing Agency](#) continues to face numerous operational challenges. The occupancy rate for the more than **9,000** public housing units remained constant at **93.9 percent** in 2007. Through the federally-funded Section 8 Housing Choice Voucher program over 12,000 units on average were made available to eligible families.

Head Start and Early Head Start programs provide disadvantaged children with educational, health, nutritional, and social services that may not be available to them otherwise.

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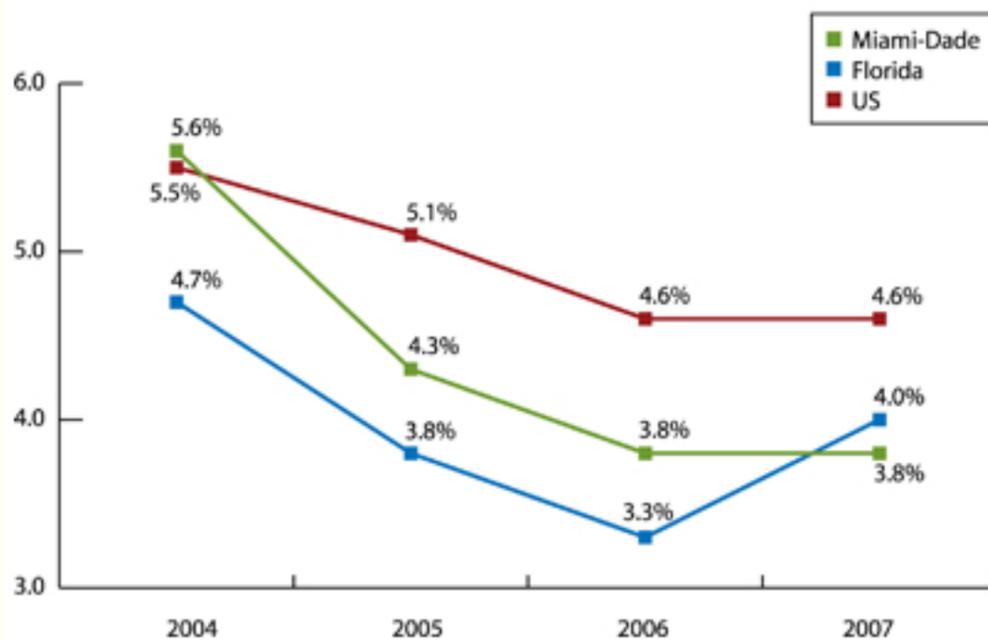
Economic

Government

Efforts to strengthen the County's economy include the attraction, retention, and expansion of businesses through a partnership with the Beacon Council, encouragement of international trade, and special programs for entrepreneurs and small businesses.

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Unemployment Rate



- US - 4.6%
- FL - 4.0%
- Miami-Dade - 3.8%

Highlights

- The [Beacon Council](#), in partnership with Miami-Dade County, helped **20** businesses open new offices in Miami-Dade County, representing **190,000** new square feet and **\$31 million** in estimated capital investment. The Beacon Council also successfully retained or expanded six local operations, which added over **450,000** square feet of commercial/industrial space and an estimated investment of over **\$36 million**. The **26** projects added a total of **1,556** new direct and indirect jobs.
- The [Department of Small Business Development](#) provided specialized training and assistance to **167** certified small businesses to become qualified for bonding and loan opportunities during 2007. Additionally, **850** contracts for a value of **\$205 million** were awarded to small business as primes and/or subcontractors.
- The County's largest economic engines, [Miami International Airport](#) and the [Port of Miami](#), served more passengers than last year:
 - Airport: **33.23 million** passengers
 - Port of Miami: **3.79 million** passengers



More than 33 million travelers flew out of Miami International Airport in 2007.

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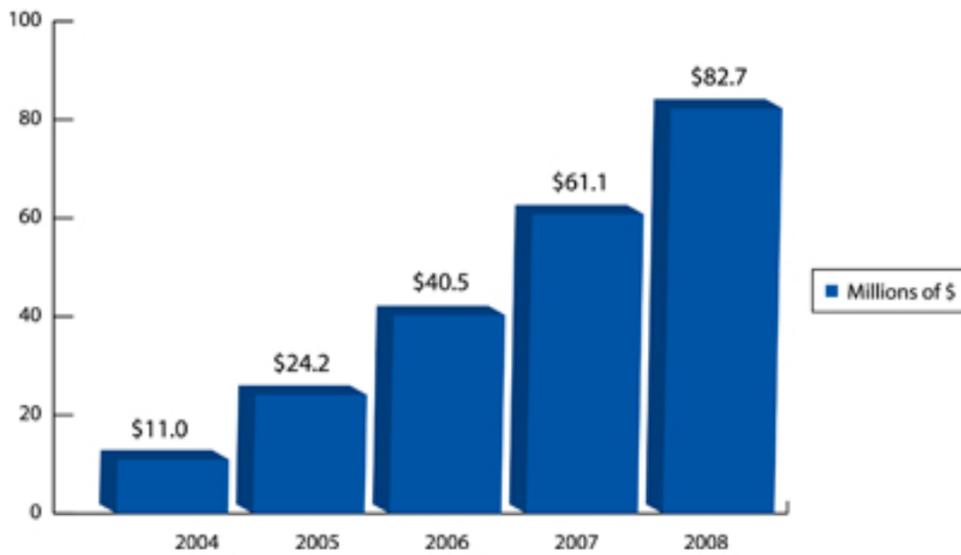
Economic

Government

Miami-Dade County helps residents easily access government services for important everyday needs through user-friendly web portals, the 3-1-1 Answer Center, Miami-Dade TV On-Demand and a variety of other resources.

- ▶ [Department Performance Reports & Business Plans](#)
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General Fund Emergency Contingency Reserve



Highlights

- More than **one million** residents are registered to vote in the County. The [Elections Department](#) registered **60,104** new voters in 2007, surpassing their goal of **51,000** and will continue its outreach efforts in 2008.
- The County's web portal, www.miamidade.gov, received **8,146,175** visitors to the portal, a **32 percent** increase due to a complete redesign of the portal, customer satisfaction and retention and new features like Train Tracker, Emergency Alerts and On-Demand Videos.
- The [3-1-1 Answer Center](#) handled more than **1.9 million** calls, averaging over 6,000 calls per week, of which **81 percent** of the calls were resolved on a first time basis.



[Visit the 3-1-1 website](#) ▶

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Business Plans by Strategic Area

The County has prepared two-year business plans that address the following strategic areas. You will notice that several County departments have responsibilities in a given area. This team approach ensures that the County comprehensively works on the larger issues that matter to the public.

- [Public Safety](#)
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For further data, statistics, reports, and plans, feel free to peruse [Miami-Dade County's website](#) or follow any of the links below.

- [Miami-Dade County Strategic Plan](#)
- [Miami-Dade County Budget](#)
- [Finance Department Reports](#)
- [Department of Planning and Zoning](#)
- [Census Facts](#)
- [Miami-Dade Police Crime Statistics](#)
- [Building Department Statistics](#)
- [Election Results](#)
- [Voter Registration Reports](#)
- [Miami-Dade Transit Data](#)
- [Water and Sewer Water Quality Results](#)
- [International Trade Consortium Annual Reports](#)
- [Urban Task Force Reports](#)
- [Citizens Independent Transportation Trust Monthly Report](#)

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