

Agenda Coordination Business Plan

Fiscal Years: 2010 and 2011
(10/1/09 through 9/30/11)

Plan Date: November 30, 2009

Approved by: Dianne Coats-Davis


Dianne Coats-Davis, Department Director

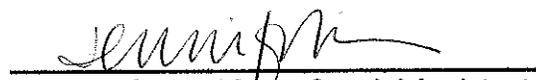

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DEPARTMENT PURPOSE/MISSION

The mission statement of the Office of Agenda Coordination is to effectively and efficiently coordinate the overall legislative process of Miami-Dade County, and ensure the timely availability of agenda items to the Commissioners, departments and the public.

Additional departmental information can be found in the Departmental Profile (Attachment 1).

STRATEGIC ALIGNMENT

- I. The Department's efforts align with the following Miami-Dade County Strategic Plan Goals:
 1. Enable County departments and their service partners to deliver quality customer service (ES1)
 2. Deliver on promises and be accountable for performance (ES9)

- II. Department-related Strategic Plan Outcomes, Departmental Objectives, and Programs & Initiatives:
 - 1.1. Satisfied customers (ES1-4)
 - 1.1.a. Increase customers level of satisfaction with the Legislative Information Center (LIC) website
 - Review the search criteria for on-line searches (On-going)
 - Increase the number of reports available on the LIC website (On-going)
 - Provide customer service training for staff as needed (On-going)
 - 1.1.b. Provide public access to agenda information
 - Continue posting agendas and complete items on the LIC websites (On-going)

 - 1.2. Achievement of performance targets (ES9-3)
 - 1.2.a. Develop and implement an action plan to continue enhancing the automation of the submission of departmental agenda items (FY 2010)
 - Evaluate current system utilized to submit departmental agenda items (FY 2009)
 - Review available software applications that may be used to enhance the current submission process – focus on application that the County currently has a license (FY 2009)
 - Meet with Enterprise Technology Services Department to ensure compatibility with Legistar (On-going)

- 1.2.b. Reduce the number of errors occurring during the agenda development process
 - o Identify stages of the agenda process with a high number of incidents (on-going)
 - o Provide refresher training on operational procedures (On-going)
 - o Conduct retreats for staff that focus on operating procedures (On-going)
 - o Continue providing agenda guidelines training to departments (On-going)
- 1.2.c. Meet developmental milestones in preparing agendas
 - o Monitor preparation on agendas (On-going)

PERFORMANCE MEASURES AND TARGETS

For ease of reference, specific information regarding departmental objectives and performance measures including the targets for FY 2009-10 and FY 2010-11 can be found in Attachment 2 – Business Plan Report.

CRITICAL SUCCESS FACTORS

Department-wide Critical Success Factor

1. Reduction in staff levels have made it increasingly difficult to keep up with the workload – the restoration of a clerical position would assist the department to meet its goals
2. Work with Legistar Working Group to optimize technological advances in order to improve the County's Legistar system and agenda process
3. Availability of funding to purchase technology that will allow us to advance the automation of the legislative process
4. Potential of expanding the number of commission meetings which would create a major burden on staff's workload
5. Revision of Board of County Commission Rules that modifies how items are processed for placement on Commission agendas
6. Employee error due to the increased workload and the necessity of working on multiple agendas simultaneously

INTERNAL SUPPORT REQUIREMENTS

1. Having an Enterprise Technology Service Department (ETSD) staff person available (applies across department)
2. Having the General Services Administration (GSA) print shop available (applies across department)
3. Procuring current agenda producing technology (applies across department)

SUSTAINABILITY

1. Reduce the amount of paper used to produce agendas. Measures to reduce number of kits distributed and continue to provide online agendas. (applies across department)
2. Increase staff awareness regarding technology use. Initiative to develop educational and outreach training program (applies across department)
3. Continue to reduce the number of printed agenda kits delivered for committee and regular Board of County Commission meetings (applies across department)

3 to 5 YEAR OUTLOOK

The Office of Agenda Coordination (OAC) plans to review other products that can be used to enhance the services provided by Legistar and examine potential modification that will allow additional features. The OAC would like to keep the data stored in Legistar intact, while expanding the program to allow for process that enables departmental agenda items to be submitted, reviewed and approved electronically. Also, we will be examining the reports available to the public and staff via the internet and intranet and make recommendations for changes to available reports based on information gathered from meetings and surveys. Expanding our use of technology and increasing the availability of agenda related information will be one of our main goals over the next five years.

In addition OAC will work to continue standardizing the agenda process by ensuring that the agenda guidelines available on the intranet are current and continuing our training program for departmental staff involved in the agenda process. The on-line guidelines will continue to provide samples and information that will assist departments of the many changes to the agenda process and review the standards for preparing agenda items.

During this time, OAC will continue to identify training needs of our staff and providing staff with opportunities to attend training courses. This will allow staff to better serve our customers.

Attachment 1

DEPARTMENTAL PROFILE

Department Description

The Office of Agenda Coordination (OAC) is responsible for the development and distribution of County Commission and committee agendas in accordance with the County Commission Rules. The OAC also ensures that departmental agenda items are properly formatted and submitted within the timeframe established by the County Executive Office and County Attorney; notifies municipalities of County proposed ordinances that may have an affect on municipalities; and administers the Legistar database that contain current and historical information on legislative matters brought before the County Commission. The OAC also ensures that agendas are appropriately posted to the County website and electronic agendas are available for administration. In addition to, staffing the County Commission and committee meetings; providing technical assistance to departments with regards to development of agenda items and the agenda process, and providing training to departments on how to develop agenda items.

Table of Organization

<u>AGENDA COORDINATION</u>	
Prepares County Commission, Committee, Subcommittee, and workshop agendas and Coordinates meetings.	
<u>FY 08-09</u>	<u>FY 09-10</u>
9	5

Financial Summary

(dollars in thousands)	Actual	Budget	Adopted	(dollars in thousands)	Total Funding		Total Positions	
	FY 07-08	FY 08-09	FY 09-10		Budget	Adopted	Budget	Adopted
				Expenditure By Program	FY 08-09	FY 09-10	FY 08-09	FY 09-10
Revenue Summary				Strategic Area: Enabling Strategies				
General Fund Countywide	905	802	529	Agenda Coordination and	1,145	745	9	5
General Fund UMSA	407	343	216	Processing				
Total Revenues	1,312	1,145	745	Total Operating Expenditures	1,145	745	9	5
Operating Expenditures Summary								
Salary	772	795	508					
Fringe Benefits	206	213	138					
Other Operating	164	130	94					
Capital	6	7	5					
Total Operating Expenditures	1,148	1,145	745					

Capital Budget Summary

Not Applicable

Current Business Environment

The OAC six major customer groups are as follows:

- Citizens of Miami-Dade County
- County Commissioners
- Clerk of the Board's Office
- County Executive Office and Departments
- County Attorney's Office

As the coordinator of the agenda process, the OAC provides a myriad of enabling services to our customers. These services range from assisting departments with the development of agenda items to distributing agendas and associated items in accordance with the 3- and 4-Day Rules. During this fiscal year, the OAC will continue our training program to assist departments in the development of agenda items and examining possible technology upgrades.

Currently, the Office of Agenda Coordination is developing an initiative to automate the process by which departments submit items for inclusion on Board of County Commissioners agendas. As part of this initiative, staff will research how other jurisdictions process items for inclusion on their legislative body's agenda. During this fiscal year, the OAC will continue working with Enterprise Technology Services Department to determine the feasibility of enhancing Legistar and/or the purchase of new technology to develop a system that meets our changing needs.