

RESULTS-ORIENTED GOVERNING

For many years, Miami-Dade County has been recognized internationally for our achievements in implementing a result-oriented government culture. Guided by a Strategic Plan – developed with significant input from the community in setting priorities – each year County departments update their Business Plans. The annual budget is the funding needed for that fiscal year to support the activities of the departments to meet the goals and objectives of the Strategic Plan. Using a balanced scorecard approach, we monitor performance results and produce quarterly performance and financial reports for the community. The management of our organization is data driven and flexible to react to changes in our community.

The Strategic Plan, Business Plans, Budget and Quarterly Reports are all available on our website.

Strategic Plan

<http://www.miamidade.gov/performance/2012-strategic-plan.asp>

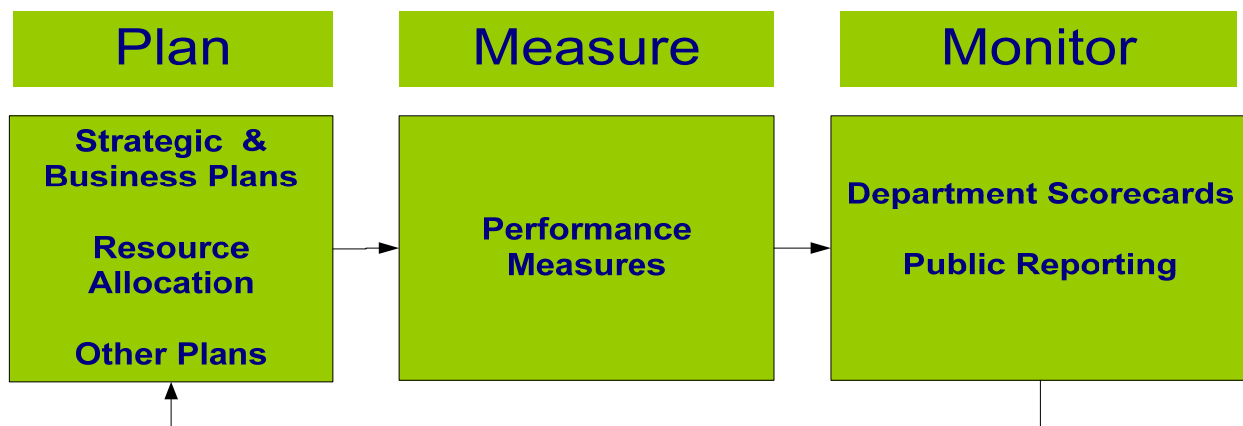
Business Plans and Quarterly Performance Reports

<http://www.miamidade.gov/performance/business-plans.asp>

Budget and Quarterly Financial Reports

<http://www.miamidade.gov/budget/>

Through the adoption of the [“Governing for Results” Ordinance \(05-136\)](#), the Board of County Commissioners (BCC) committed the County to revitalizing and strengthening its public services through a series of management processes: strategic planning, business planning, aligned resource allocation, accountability, measurement, monitoring, and review. To communicate this management approach and to enhance its understanding among all our employees, the Governing for Results framework is often expressed in terms of “Plan, Measure, Monitor.”



The Strategic Plan is the foundation for the management of our organization and is intended to be complementary to community strategies, as well as supportive of community priorities such as improving transportation, expanding the availability of affordable housing, and enhancing community resilience. It defines the County’s vision, mission, guiding principles, goals, objectives, strategies and key performance indicators. It is a strategic roadmap – one that articulates where we want to be, how we will get there, and how we will know when we have arrived.

FY 2017-18 Adopted Budget and Multi-Year Capital Plan

The annual budget is determined for a fiscal year, which is the twelve-month cycle that comprises the jurisdiction's reporting period. The State of Florida and certain federal programs have different fiscal years than the County. The County's fiscal year starts on October 1 and ends September 30 of the following year. This Adopted Budget is for the period October 1, 2017 to September 30, 2018 and is shown as either "FY 2017-18" or "FY 17-18."

The County employs a balanced scorecard approach to track departmental performance. A balanced scorecard is a framework that combines strategic non-financial performance measures with traditional financial metrics to give managers and executives a more 'balanced' view of organizational performance. Our scorecards include measures from four perspectives: learning and growth, business process, customer service, and financial.



In these volumes, we join together the elements of the strategic plan (overall organizational goals and objectives), the business plans (departmental objectives and measures), the budget (allocation of personnel and funding), and the scorecards (actual and target performance measures) in each departmental narrative. The narratives are organized by Strategic Area, placing similar services together to reinforce the cross-functional teams working together to meet the same goals and objectives.