




Agenda Coordination Business Plan

Fiscal Years: 2007 through 2008
(10/1/06 through 9/30/08)

Plan Date: December 6, 2006

Approved by:



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Manager



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BUSINESS PLAN REPORT

DEPARTMENT PURPOSE/MISSION

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

The Department's efforts align with the following Miami-Dade County Strategic Plan Goals:

- Enable County departments and their service partners to deliver quality customer service (ES1)
- Attract, develop and retain an effective, diverse and dedicated team of employees (ES5)
- Ensure the financial viability of the County through sound financial management practices (ES8)
- Deliver on promises and be accountable for performance (ES9)

Department-related Strategic Plan Outcomes and departmental objectives:

- Satisfied customers (ES1-4)
 - Increase customer satisfaction rating
 - Schedule staff training for telephone etiquette
- Retention of excellent employees (ES5-2)
 - Provide training opportunities for staff
 - Enhance departmental employee recognition program
- Planned necessary resources to meet current and future operating (ES8-2)
 - Meet budget targets
- Achievement of performance targets (ES9-3)
 - Deliver agendas in accordance with 4 & 3 Day Rules
 - Increase accuracy rating for BCC agendas
 - Meet development milestones in preparing agendas

KEY PROGRAMS AND INITIATIVES

The department's key programs and initiatives are highlighted below and organized by balanced scorecard perspective.

Customer Perspective

- Customer Survey
 - Target population consisted of Commissioners' staff, Clerk of the Board staff, County Manager's staff, County Attorney's staff, departmental staff and citizens during FY 2005/06
 - The purpose of the survey was to measure how satisfied customers were with our services and to identify additional services required by our customers. As a result of last year's survey, ***some staff personnel will be scheduled to obtain additional training in customer service.***
 - ***The survey is scheduled to be conducted in the month of May and the results reported at our annual retreat in July.***

Financial Perspective

- Increase the use of technology to reduce the number of agenda kits required
 - Staff will continue exploring potential enhancements to Legistar as a member of the Legistar Working Group.
 - Staff will continue meeting with vendors to identify new products that can assist our office to reduce printing needs.
- Reduce situations that cause staff to work overtime

Internal Perspective

- Train departments on the development of agenda items
 - Develop agenda guidelines that will provide samples of a variety of agenda items
 - Instruct departments how to research legislative matters on the intranet
 - Advise departments how to use the various reports available on the intranet
 - Scheduled to begin training departments in April
- Examine the legislative process of other similar jurisdictions
 - Senior staff will visit jurisdictions to review their legislative process

Learning and Growth Perspective

- Provide training opportunities for staff
- Enhance the departmental employee recognition program

PERFORMANCE MEASURES AND TARGETS

For ease of reference, specific information regarding departmental objectives and performance measures including the targets for FY 2006-07 and FY 2007-08 can be found in Attachment 2 – Business Plan Report.

CRITICAL SUCCESS FACTORS

- Legistar is ten years old and it is time to look at enhancing the technology to provide the level of service our customers want and evaluate if we should find a new product to provide a higher level of service. Currently, the Legistar Working Group
- Potential of expanding the number of committees which would create a major burden on staff's workload
- Providing computer training for staff so that they can continue to meet the demands of the job
- All the employees have been with the Office of Agenda Coordination (OAC) for more than five years and several key employees are nearing retirement or have entered into the Drop Program.

3 to 5 YEAR OUTLOOK

The OAC plans to review other products that can be used to enhance the service provided by Legistar and examine potential modification to Legistar that will allow additional features. The OAC would like to keep the data stored in Legistar intact, while expanding the program to allow for agenda items to be entered into Legistar via as a word processing document instead of as a text document. The departments have expressed that this will make submitting agenda items easier and help to improve the overall agenda process. Also, we will be examining the reports available to the public and staff via the internet and intranet and making recommendations for possible 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.

Also, over the next five years, OAC will work to continue standardizing the agenda process by developing an agenda guideline book and implementing a training program for staff and departments. The guideline book will provide samples and information that will assist departments in developing agenda items. The training program will be used to inform departments of the many changes to the agenda process. The training program will also review the standards for preparing agenda items and update staff on the information available on the intranet.

During this time, OAC will embark on a program aimed at identifying training needs of our staff and sending staff to the appropriate training courses. This will allow staff to better serve our customers.

Attachment 1
DEPARTMENTAL PROFILE

Department Description

The Office of Agenda Coordination (OAC) primary responsibility is to develop and distribute County Commission and committee agendas in accordance with the County Commission Rules. Other responsibilities of the OAC include ensuring that departmental agenda items are properly formatted and submitted within the timeframe established by the County Manager and County Attorney; notifying municipalities of County proposed ordinances that may have an affect on municipalities; and administering the Legistar database that contains current and historical information on legislative matters brought before the County Commission.

Therefore, the major services provided by the OAC are as follows:

- Development and distribution of County Commission and committee agenda kits (agendas and associated agenda items)
- Administer programming enhancements to Legistar
- Staff County Commission and committee meetings
- Review departmental agenda items before they are placed on an agenda
- Provide technical assistance to departments with regards to development of agenda items and the agenda process
- Provide training to departments on how to develop agenda items

The OAC began using Legistar to develop agendas and track legislative matters in June 1996. This was a significant event that increased the efficiency of the OAC by automating the agenda process. Prior to using Legistar many of the functions necessary to produce an agenda were done manually. By using Legistar, the OAC was able to save a considerable amount of time in the preparation of agendas. Also, staff can better track legislative matters at any point during the legislative process by using the information contained in Legistar.

Another significant event that impacted the OAC is the implementation of the committee system. With the implementation of the committee system the volume of work for the OAC was increased tremendously. In order to meet the added demands of the committee systems, the OAC reorganized the office and altered the duties of staff. These modifications have allowed the OAC to better manage the work load.

Currently, the Office of Agenda Coordination is in the process of developing an initiative to provide departments with a guideline book detailing how to prepare agenda items. Once the guidelines are distributed to the departments, the appropriate staff will be provided with a detailed training session on the agenda process. The training session will assist the departments with the development of agenda items and demonstrate how to access legislative information via the internet.

During the next fiscal year, the OAC is working as a member of the Legistar Working Group to determine the feasibility of enhancing Legistar or the purchase of a new system to meet our changing needs.

Table of Organization

<u>AGENDA COORDINATION</u>	
<ul style="list-style-type: none"> ● Prepares County Commission, Committee, Subcommittee, and Workshop agendas and coordinates meetings ● Monitors the outcome of Committee meetings ● Reviews and inputs agenda items into Legistar ● Coordinates printing of all agenda documents ● Registers citizens to speak at Committee and Commission meetings ● Provides documents to citizens upon request ● Trains departments on how to prepare and submit agenda items ● Maintains data in Legistar that is available on the County's website 	

Financial Summary

(Dollars in Thousands)	Actual FY 04-05	Budget FY 05-06	Budget FY 06-07
Revenue Summary			
General Fund Countywide	760	861	893
General Fund UMSA	357	405	382
Total Revenues	1,117	1,266	1,275
Operating Expenditures Summary			
Salary	734	823	832
Fringe Benefits	168	194	213
Other Operating	212	244	223
Capital	3	5	7
Total Operating Expenditures	1,117	1,266	1,275

(Dollars in Thousands)	Total Funding		Total Positions	
Expenditure By Program	Budget FY 05-06	Budget FY 06-07	Budget FY 05-06	Budget FY 06-07
Strategic Area: Enabling Strategies				
Agenda Coordination and Processing	1,266	1,275	10	10
Total Operating Expenditures	1,266	1,275	10	10

Capital Budget Summary

N/A

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
- Mayor's Office
- County Manager's 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 be implementing a training program to assist departments in the development of agenda items and examining possible upgrades to Legistar.

The OAC is governed by the County Commission Rules, Miami-Dade County Charter and Miami-Dade County policies and procedures.

Agenda Coordination Business Plan Report

Run Date: 1/23/2007

Enabling Strategies Perspective

Customer Perspective

Objective Name

Owner(s)

Achievement of Customer Satisfaction - Agenda Coordination

Flencenia Bryan Dianne C. Davis Eugene Love

Initiatives Linked To Objectives

Owner(s)

GrandParent Objectives

Enable County departments and their service partners to deliver quality customer service

Parent Objectives

(ES1-4) Satisfied customers - Agenda Coordination

Measures

Owner(s)

Overall Customer Service Satisfaction Rating - Agenda Coordination

Flencenia Bryan Dianne C. Davis Eugene Love

The average rating for overall customer satisfaction on the annual customer survey conducted by the Office of Agenda Coordination. This rating is based on a scale from one to ten, with ten being the best possible score.

Performance

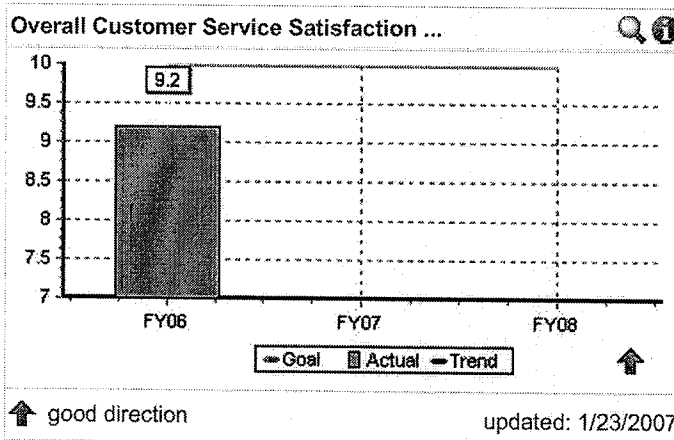
Ind	Actual	Goal	Variance	Date
■	9.2	10.0	(0.8)	9/30/2006

Initiatives Linked To Measures

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE



Financial Perspective

Objective Name **Owner(s)**

Meet Budget Targets - Agenda Coordination Dianne C. Davis Eugene Love

Initiatives Linked To Objectives **Owner(s)**

GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

(ES8.2.1) Meet Budget Targets

Measures **Owner(s)**

Revenue: Total - Agenda Coordination Dianne C. Davis Eugene Love

Total revenue in \$1,000s (from FAMIS)

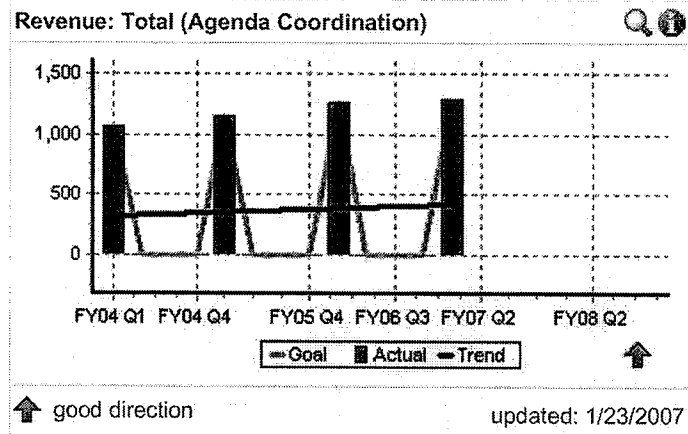
Performance

Ind	Actual	Goal	Variance	Date
	\$1,295	\$1,295	\$0	12/31/2006

Initiatives Linked To Measures **Owner(s)**

Child Measures Linked To Measure

ACTUAL GOAL DATE



Measures **Owner(s)**

Expen: Total - Agenda Coordination Dianne C. Davis Eugene Love

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

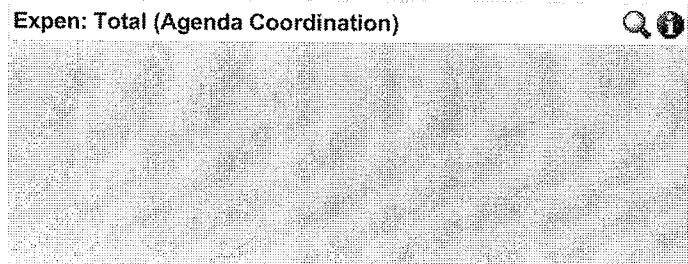
Performance

Ind	Actual	Goal	Variance	Date
	\$328	\$324	\$(4)	12/31/2006

Initiatives Linked To Measures **Owner(s)**

Child Measures Linked To Measure

ACTUAL GOAL DATE



	ACTUAL	GOAL	DATE
Expen: Personnel - Agenda Coordination	\$270	\$266	FY07 Q1
Expen: Other Operating - Agenda Coordination	\$57	\$55	FY07 Q1
Expen: Capital - Agenda Coordination	\$1	\$2	FY07 Q1

