

Scorecard - Community Information and Outreach

Information

Name: Community Information and Outreach
Description: n/a
Domain: CIAO
Owners: Sori, Henry; Martinez, Aimee; Glover, Becky Jo

Details

Name	As Of	Actual	Target	FYTD Actual	FYTD Target
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1.0 Customer

Increase Access to Government Information and Services (CIAO)

Initiative Name	Type	As Of	Status						%	Owners
Complete an upgrade to miamidade.gov portal		3/28/2012	Complete						100%	Martinez, Aimee
Incorporate new video encoding systems		3/28/2012	In Progress						25%	Martinez, Aimee
Provide online dashboards		3/28/2012	In Progress						80%	Glover, Becky Jo
Develop and launch and Economic Development portal		3/28/2012	In Progress						70%	Martinez, Aimee
Expand in person and on the phone payment intake at 311		3/28/2012	In Progress						95%	Glover, Becky Jo

Produce New Miami-Dade Now and Miami-Dade Ahora Episodes (MDTV)	'12 FQ2		4	5					10	10
Translations and Interpretations Completed	Feb '12		91	90					479	450
County Portal Subscribers	Jun '12		105,268	100,000					103,555	100,000
Number of Visits to the County Portal	Feb '12		1,562,331	1,500,000					7,841,919	7,500,000
Graphic Designs Completed	Feb '12		57	55					290	275
311 Total Call Volume	Jun '12		195,493	190,000					1,804,169	1,705,000

Improve the quality of information delivery (CIAO)

Initiative Name	Type	As Of	Status						%	Owners
Partner with Miami-Dade County Library System (MDCPLS) to expand the service center model		3/28/2012	On Hold						0%	Glover, Becky Jo
Work with ITD on the implementation CIRM		3/28/2012	In Progress						75%	Martinez, Aimee
Revamp and launch an enhanced 311 closed loop feedback program		3/28/2012	In Progress						50%	Glover, Becky Jo

311 Average Speed of Answer	Jun '12		119 seconds	n/a					92 seconds	n/a
Abandon Rate	Jun '12		18.68%	15.00%					14.77%	15.00%
311 Satisfaction Level Index (New QA Program)	Jun '12		92%	80%					93%	80%

2.0 Financial

Meet Budget Targets (CIAO)

Expen: Total (CIAO)	'12 FQ3		\$3,192K	\$4,103K					\$10,645K	\$12,308K
Percent of Invoices Paid within 45 calendar days	Feb '12		100	85					n/a	n/a
Revenue: Total (CIAO)	'12 FQ3		\$5,377K	\$4,103K					\$6,511K	\$12,308K
Positions: Full-Time Filled (CIAO)	'12 FQ2		176	179					n/a	n/a

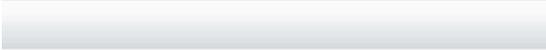
(178-180)

Budget Implementation: FY 10-11 (GIC)

3.0 Internal

Enable transparency of service delivery

Initiative Name	Type	As Of	Status						%	Owners
Virtual Desktops at 311 Call Center		3/30/2012	In Progress						10%	Glover, Becky Jo
Visits to MyGovIdea website	n/a		n/a	n/a					n/a	n/a



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Hits to data related to Transparency website

n/a

n/a

n/a

n/a

n/a

4.0 Learning and Growth

Increase outreach to promote constituent engagement

Number of Explore e-newsletter subscriptions	Jun '12		2,209	2,100		1,992	2,100
Number of The Scoop e-newsletter subscriptions	Jun '12		5,882	6,000		51,208	54,000
Number of G2B e-newsletter subscriptions	Jun '12		2,021	2,000		17,127	18,000

Sustainability Efforts

Power IT Down	2011		47%	75%		n/a	n/a
Green Pledge	2010		100%	99%		n/a	n/a

Commentary

Action Items

Due Date	Status	Action	Owners
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Comments

Date	Author	Comment
8/24/2007	Rodriguez, Nadia	<p>3-1-1 information populated in to ASE - three service request as part of pilot program.</p> <p>Cross-training with Transit, expect some delays. Q-time- increase due to recent cross-training.</p> <p>Portal three- expected to be launched in September. Usage is expected to increase. Outbound advertising.</p> <p>Secret shops: 22-23 Departments have gone through Phase 1. Recommendations made to each department. In process of implementing a standard score.</p> <p>Created new sections under GIC to accommodate Communications personnel.</p> <p>Plan: (1) weekly/bi-weekly information specifically for employees regarding County changes. (2) community outreach/marketing.</p>

Attachments & Links

External Links (1)

Name	Created By
Business Plan	Rodriguez, Nadia

Attachments (0)

