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

	As Of	Actual	Target	FYTD Actual	FYTD Target
1.0 Customer					
Increase Access to Government Information and Services (CIAO)					
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	Aug '12	106,002	100,000	103,962	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	Sep '12	168,348	190,000	2,374,109	2,275,000
Improve the quality of information delivery (CIAO)					
311 Average Speed of Answer	Sep '12	199 seconds	n/a	114 seconds	n/a
Abandon Rate	Sep '12	25.61%	15.00%	17.07%	15.00%
311 Satisfaction Level Index (New QA Program)	Sep '12	91%	80%	92%	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	$5,358K	$4,103K	$6,427K	$12,308K
Positions: Full-Time Filled (CIAO)	'12 FQ3	174	179 (178 - 180)	n/a	n/a
Budget Implementation: FY 10-11 (GIC)					
3.0 Internal					
Enable transparency of service delivery					
Visits to MyGovIdea website	n/a	n/a	n/a	n/a	n/a
Hits to data related to Transparency website	n/a	n/a	n/a	n/a	n/a

Increase Access to Government Information and Services (CIAO)

Initiative Name	Type	As Of	Status	%	Owners
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
Complete an upgrade to miamidade.gov portal		3/28/2012	Complete	100%	Martinez, Aimee
Expand in person and on the phone payment intake at 311		3/28/2012	Complete	100%	Glover, Becky Jo

Improve the quality of information delivery (CIAO)

Initiative Name	Type	As Of	Status	%	Owners
Revamp and launch an enhanced 311 closed loop feedback program		3/28/2012	In Progress	50%	Glover, Becky Jo
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

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

4.0 Learning and Growth						
Increase outreach to promote constituent engagement						
Number of Explore e-newsletter subscriptions	Aug '12	▲	2,299	2,100	2,043	2,100
Number of The Scoop e-newsletter subscriptions	Aug '12	▼	5,939	6,000	63,063	66,000
Number of G2B e-newsletter subscriptions	Aug '12	▲	2,049	2,000	21,211	22,000
Sustainability Efforts						
Power IT Down	2011	▼	47%	75%	n/a	n/a
Green Pledge	2010	◇	100%	99%	n/a	n/a