Scorecard - Community Information and Outreach

Information

Name: Community Information and Outreach

Description: n/a

Domain: CIAO

Owners: Suarez, Angelica (CIAO); Sori, Henry; Martinez, Aimee (CIAO); Glover, Becky Jo

Details

	As Of	Actual	Target	FYTD Actual	FYTD Target
1.0 Customer					
Increase Access to Government Information and Services (CIAO)					

Initiative Name	Type	As Of	Status	%	Owners
Incorporate new video encoding systems		1/16/2013	In Progress	100%	Martinez, Aimee (CIAO)
Provide online dashboards		1/16/2013	Complete	80%	n/a

County Portal Subscribers	Jun '14	184,545	100,000	119,307	110,000
311 Total Call Volume	Jun '14	160,164	200,000	1,452,407	n/a
Number of Visits to the County Portal	Jun '14	1,965,103	1,500,000	16,643,328	13,500,000
Improve the quality of information delivery (CIAO)					

Initiative Name	Type	As Of	Status	%	Owners
Revamp and launch an enhanced 311 closed loop feedback program		1/16/2013	On Hold	50%	n/a

311 Average Speed of Answer	Jun '14	72seconds	120seconds	119seconds	120seconds
Abandon Rate	Jun '14	10.19%	15.00%	16.05%	15.00%
311 Satisfaction Level Index (New QA Program)	Jun '14	90%	80%	89%	80%
2.0 Financial					
Meet Budget Targets (CIAO)					
Expen: Total (CIAO)	'14 FQ1	$3,808K	$4,414K	$3,808K	$4,414K
Percent of Invoices Paid within 45 calendar days	Jun '14	99	85	n/a	n/a
Revenue: Total (CIAO)	'14 FQ1	$2,338K	$4,414K	$2,338K	$4,414K
Positions: Full-Time Filled (CIAO)	'14 FQ2	36,311	179 (178 - 180)	n/a	n/a
Budget Implementation: FY 10-11 (GIC)					
3.0 Internal					
Enable transparency of service delivery					
Produce New Miami-Dade Now and Miami-Dade Ahora Episodes (MDTV)	'14 FQ2	2	5	6	9
Translations and Interpretations Completed	Jun '14	119	90	n/a	810
Graphic Designs Completed	Jun '14	58	55	n/a	665
4.0 Learning and Growth					
Increase outreach to promote constituent engagement					
Number of Explore e-newsletter subscriptions	Jun '14	3,148	2,100	3,024	2,100
Number of The Scoop e-newsletter subscriptions	Jun '14	6,897	6,000	60,507	54,000
Number of Business e-newsletter subscriptions	Jun '14	2,623	2,000	22,666	18,000
Sustainability Efforts					
Power IT Down	2011	47%	75%	n/a	n/a
Green Pledge	2010	100%	99%	n/a	n/a