



Delivering Excellence Every Day

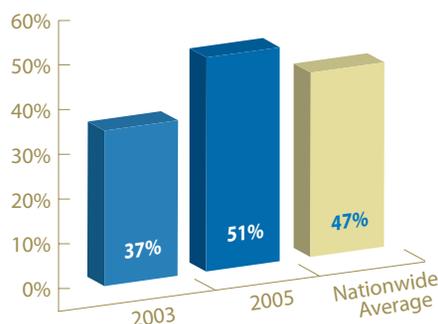
is a commitment your County government has made to the more than two million people who call Miami-Dade home.

So, how are we doing?

To help answer that question, Miami-Dade County conducted its second customer satisfaction survey last fall with the help of an independent research firm.

We are pleased to report that the results indicate we are moving in the right direction in many areas. Satisfaction with the quality of County services is improving significantly. Fifty-one percent of the residents surveyed indicated they are very satisfied/satisfied. **This satisfaction rate is higher than the national average for large urban areas.**

Satisfaction with the quality of services provided



When asked about the quality of County government services, 51 percent of Miami-Dade residents say they are very satisfied/satisfied compared to 47 percent nationwide.

Reporting Results

Questions concerning County services and programs - from trash pick up to the quality of our drinking water - were sent to a random sample of 16,000 residents. The purpose was to assess not only how residents felt about the delivery of County services, but also how they rate the quality of life in our community. The answers to the 2005 survey were compared with the results of a similar survey two years earlier to determine where we are making gains and what areas need improvement.

This progress report - our update to last year's initial Community Scorecard - includes survey results as well as measures on how well the County delivers services in the following areas:

- General Government
- Public Safety
- Neighborhoods*
- Recreation and Culture
- Transportation
- Health and Human Services
- Economic Development

*Includes municipal services for the Unincorporated Area of Miami-Dade County.

This report includes highlights from each of the strategic areas above.
 For a more detailed look at the survey results and the County's performance, visit
www.miamidade.gov/results

Reporting on Results that Matter