

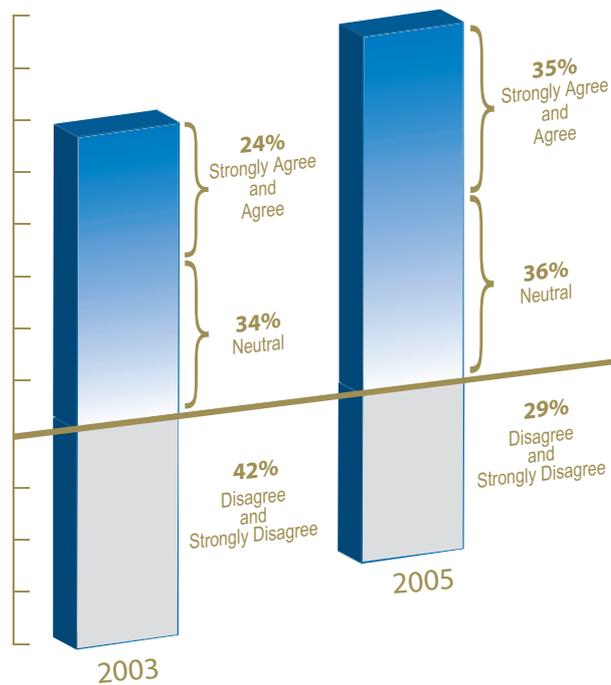
General Government

Mission

To provide expertise and resources to support and facilitate excellent public service delivery.

How We Rated

Is Miami-Dade County continually improving services?



When asked about the delivery of services, **35 percent** of residents strongly agreed/agreed that the County is improving, up from **24 percent** in 2003.

- When asked about the overall satisfaction of the appearance of the County, **54 percent** of those surveyed stated they were very satisfied/satisfied.
- Building the County's cash reserves and increasing the bond rating strengthens Miami-Dade's financial health and credit rating. The County's bond rating improved from **A+ to AA-** (AAA is the highest). The County's emergency reserve fund reached **\$24.2 million**, more than double last year's reserve.
- **74,688 residents** became registered voters, increasing the total to **1,074,696**. This is a **7.5 percent** increase from the 2004 election and the highest level of registered voters in the County's history.
- When asked about customer service, residents surveyed ranked "easily finding someone to address my request" as their top priority.
- Each month, the County's website receives more than **350,000** visitors. The County's web portal **www.miamidade.gov** provides many online services including paying water and sewer bills, searching property records, applying for County jobs and requesting building permit information.



Customer service

- Introduced in 2005, **3-1-1** is changing the way residents connect with local government. **3-1-1** is a convenient, single-access point for non-emergency information and assistance. Each month, call specialists receive more than **100,000** calls at the County's Answer Center and respond to questions on topics ranging from stray animals to potholes. While 9-1-1 is still the number to call for emergencies, **3-1-1** is the number to call for all other government services.

For a detailed report visit www.miamidade.gov/results