

Overview

Strategic Areas

Business Plans

Neighborhoods

Public Safety

Transportation

Recreation & Culture

Health & Human Scs.

Economic

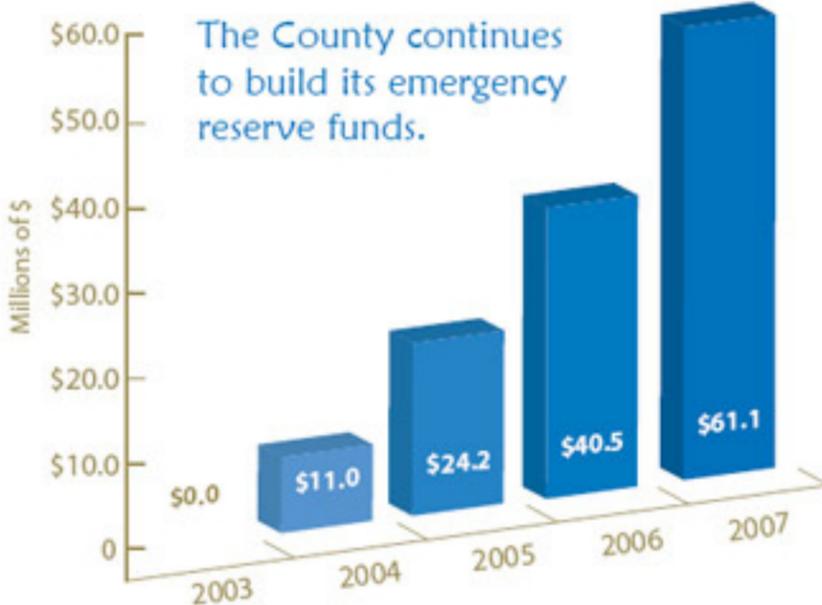
Government

Miami-Dade County helps residents easily access government services for important everyday needs through user-friendly web portals, the 3-1-1 Answer Center, Miami-Dade TV On-Demand and a variety of other resources.

▶ [Department Performance Reports & Business Plans](#)

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General Fund Emergency Contingency Reserve



Highlights

- More than **one million** residents are registered to vote in the County. The [Elections Department](#) registered **54,333** new voters in 2006 and will continue its outreach efforts to increase this number by 50,000 in 2007.
- The County's web portal, www.miamidade.gov, received more than **6.2 million** visitors, a **20 percent** increase over the previous year. Two new web sites aimed at improving customer service were launched:
 - Housing.miamidade.gov provides affordable housing information.
 - Buildit.miamidade.gov provides permitting and building information.
- [Miami-Dade TV On-Demand](#) was launched in late 2006 providing online coverage of [County Commission](#) meetings and programming related to County services and current events. The on-demand format provides the public with **24/7 access** to County information.
- The [3-1-1 Answer Center](#) handled more than **1.6 million** calls, which is a **50 percent** increase over the previous year. More than **80 percent** of callers' requests were resolved on first contact. Since its December 2004 launch, 3-1-1 has handled more than **3.6 million** calls.



During 2006, the County continued to streamline the land use, permitting and inspection process. Key procedures across 20 departments were combined to speed up the County's approval process while continuing to maintain safety and compliance with building codes.

[Visit the 3-1-1 website](#) ▶

Reporting on
Results that Matter