

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)

Details

	As Of	Actual	Target	FYTD Actual	FYTD Target																																	
1.0 Customer																																						
Increase Access to Government Information and Services (CIAO)																																						
<table border="1"> <thead> <tr> <th>Initiative Name</th> <th>Type</th> <th>As Of</th> <th>Status</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>%</th> <th>Owners</th> </tr> </thead> <tbody> <tr> <td>Incorporate new video encoding systems</td> <td></td> <td>1/16/2013</td> <td>In Progress</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>100%</td> <td>Martinez, Aimee (CIAO)</td> </tr> <tr> <td>Provide online dashboards</td> <td></td> <td>1/16/2013</td> <td>Complete</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>80%</td> <td>n/a</td> </tr> </tbody> </table>						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
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)																																						
<table border="1"> <thead> <tr> <th>Initiative Name</th> <th>Type</th> <th>As Of</th> <th>Status</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>%</th> <th>Owners</th> </tr> </thead> <tbody> <tr> <td>Revamp and launch an enhanced 311 closed loop feedback program</td> <td></td> <td>1/16/2013</td> <td>On Hold</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>50%</td> <td>n/a</td> </tr> </tbody> </table>						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											
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 FQ3		\$3,734K	\$4,415K				n/a	\$8,829K																												
Percent of Invoices Paid within 45 calendar days		Jun '14		99	85				n/a	n/a																												
Revenue: Total (CIAO)		'14 FQ3		\$1,355K	\$4,415K				n/a	\$8,829K																												
Positions: Full-Time Filled (CIAO)		'14 FQ3		163	179				n/a	n/a																												
(178 - 180)																																						
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																												