



STRATEGIC PLAN: **INTRODUCTION**

Miami-Dade County's Strategic Plan identifies our collective aspirations as a government and will guide departmental activities and resource allocation decisions over the next five years. In the Plan, we have set broad goals coupled with specific performance objectives, and we have outlined strategies that will help us to achieve our goals. Throughout the Plan, we have set the bar high, aiming to improve on our past performance even as we continue to face a sluggish economy and diminishing resources. We may not ultimately attain each and every performance objective, but we are determined to strive for excellence.

We have improved upon our first-ever Strategic Plan, which was adopted in 2003, in a number of ways. The goals and objectives in the refreshed Plan are clearer and more direct, and the updated Strategic Plan contains better key performance indicators to gauge our progress, including a wealth of measures from our periodic Resident Satisfaction Surveys. Moreover, the updated Plan now incorporates our commitment to sustainability through a new goal, "Green government," as well as sustainability-related objectives and strategies throughout the Plan. Taken together, these improvements will enhance the way we use the Strategic Plan to allocate resources, improve overall performance, and ensure we are delivering results.

The chapters that follow summarize a refreshed set of goals, objectives, key performance indicators and representative strategies for each of the County's seven strategic areas: Public Safety, Transportation, Recreation and Culture, Neighborhood and Infrastructure, Health and Human Services, Economic Development, and General Government (previously called Enabling Strategies).

This is your County government, and your Strategic Plan. You can track our progress and learn more about our strategic management framework by visiting us online at www.miamidade.gov/mppa.