



	Twitter Followers	Jun '24		181,569	49,000	157,817	
	Emails to 311	Jun '24		1,093	n/a	8,063	
	Number of County Portal Subscribers	Dec '23		657,957	100,000	651,354	
	Number of Visits to the internet portal (miamidade.gov)	Mar '24		12,301,561	n/a	12,301,56	
	Number of "Likes" to the Miami-Dade County Facebook page	Jun '24		110,329	105,000	109,625	
	Social Media Engagements	Jun '24		165,693	200,000	3,574,010	
	Self Service Requests	Jun '24		17,119	n/a	131,510	
	Service Requests Created	Jun '24		37,273	n/a	318,781	
	311 Service Center Walk-Ins	'24 FQ3		3,060	7,500	n/a	
	Number of County Services with Opportunities for Feedback/Surveys	Dec '23		657,957	n/a	1,954,063	
	Social Media Requests	Jun '24		7	n/a	74	
Provide Quality Service Delivery	Average call wait time (in seconds)	Jun '24		533 seconds	180 seconds	343 seconds	
	Number of product translations completed (Spanish and Haitian Creole)	'24 FQ3		471	n/a	1,250	
Financial	Meet Budget Targets (Communications)	Expen: Total (Communications)	'24 FQ3		\$6,397K	\$6,869K	\$17,076K
		Revenue: Total (Communications)	'24 FQ3		\$35K	\$6,869K	\$10,769K