

**Details - Base View**

**None Initiatives Processes**

The Elections Department establishes administrative and operational procedures and controls to conduct elections that are fair, free, accurate, convenient, and accessible to all eligible voters in Miami-Dade County.

Base 

**1.0 Customer** 

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Increase the number of registered voters in Miami-Dade County</u>					
<u>New Voter Registrations</u>	Jul 2010	 4,103	2,500	 25,604	15,700
<u>Registered voters</u>	FY10 Q3	 1,287,997	1,200,000	 1,287,997	1,200,000
<u>Satisfied Customers - Elections</u>					
<u>2006 Secret Shopper Score (Elections)</u>	Cal05	 3.5	4.0	n/a	n/a
<u>2008 Secret Shopper Score (Elections)</u>	Jun 2008	 85	80	n/a	n/a
<u>Provide Excellent Customer Service to Municipal Clerks</u>					
<u>Number of Municipal Clerk Satisfaction Surveys Sent</u>	Jul 2010	 0	0	 14	11
<u>Number of Municipal Clerk Satisfaction Surveys Received</u>	Jul 2010	0	n/a	7	n/a
<u>Customer Satisfaction with Governmental Affairs</u>	Jul 2010	n/a	95 %	 96 %	95 %
<u>Customer Satisfaction with Voter Services</u>	Jul 2010	n/a	95 %	 100 %	95 %
<u>Customer Satisfaction with Operations</u>	Jul 2010	n/a	95 %	 97 %	95 %
<u>Customer Satisfaction with Outreach and Training</u>	Jul 2010	n/a	95 %	 100 %	95 %
<u>Customer Satisfaction with Information Systems</u>	Jul 2010	n/a	95 %	 100 %	95 %
<u>Customer Satisfaction with Elections Department Overall</u>	Jul 2010	n/a	95 %	 94 %	95 %
<u>Expand access to the Elections Department through the Voter Information Center</u>					
<u>Absentee Ballots requests received and processed - VIC</u>	Jul 2010	 265	200	 1,252	575
<u>Telephone Assistance at the VIC</u>	Jul 2010	 320	200	 1,343	900
<u>Voter Registrations Processed - VIC</u>	Jul 2010	3,438	n/a	4,629	n/a
<u>Walk in Customers served - VIC</u>	Jul 2010	 289	200	 3,299	2,100
<u>Opportunities for every registered voter to conveniently cast a vote - Elections</u>					

<u>Number of Elections Held</u>	Jun 2010	0	0	16	16
<u>Percent of Voters who Voted by Absentee Ballot</u>	Jun 2010	n/a	20 %	33 %	n/a
<u>Percent of Voters who Voted Early - All Elections</u>	Jun 2010	n/a	n/a	14 %	n/a
<u>Percent of Voters who voted on Election Day for all Elections</u>	Jul 2010	n/a	50	n/a	n/a
<u>Number of Early Voting Sites - Countywide Elections</u>	FY10 Q3	n/a	20 Sites	n/a	n/a
<u>Effective Management of Polling Places</u>					
<u>Number of ADA Compliant Polling Places using temporary and permanent measures</u>	FY10 Q3	378	378	378	378
<u>Percentage of Polling Places that are ADA Compliant</u>	Jul 2010	100 %	100 %	n/a	n/a
<u>Number of Polling Places notification letters mailed</u>	Jul 2010	811	n/a	2,102	n/a
<u>Average number of days before election for letters to be mailed</u>	Jul 2010	90	90	45	43
<u>Number of temporary polling place changes</u>	Jul 2010	12	n/a	41	n/a
<u>Number of permanent polling place changes</u>	Jul 2010	24	n/a	58	n/a
<u>Average number of days before election for Polling Places changes to be mailed out</u>	Jul 2010	14 days	15 days	15 days	15 days
<u>Average time required for telephone lines to be checked</u>	Jul 2010	60 days	14 days	20 days	8 days
<u>Percentage of telephone lines operational</u>	Jul 2010	50 %	100 %	n/a	n/a
<u>Number of telephone lines checked</u>	Jul 2010	200	n/a	484	n/a
<u>Monitor Requests from the Community for Information to Ensure 3 Day Response Time</u>					
<u>Voter Statistical Requests - Timely Response</u>	Jul 2010	79 %	85 %	94 %	85 %
<u>Educated voters - Elections</u>					
<u>Election Outreach Events</u>	Jul 2010	33	10	196	100
<u>Recruit Excellent Poll Workers</u>					
<u>Number of Active Poll Workers</u>	Jul 2010	12042	15700	n/a	n/a
<u>Number of Poll Workers Recruited</u>	Jul 2010	452	100	2,320	1,000

Produce Informed Students Fiscal Year 2010 - 2011 through the EAC High School Mock Election Program (HSMEP) Grant

<u>Number of High Schools Reached</u>	Jul 2010	0	(n/a - n/a)	17	(n/a - n/a)
<u>Number of Students Educated</u>	Jul 2010	0	0	n/a	n/a
<u>Number of Students Voted</u>	Jul 2010	0	n/a	n/a	n/a
<u>Student Survey Results</u>	Jul 2010	0	n/a	n/a	n/a

## 2.0 Financial

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Budget Implementation FY 09-10 (Elections)</u>					
<u>Meet Budget Targets (Elections)</u>					
<u>Expen: Total (Elections)</u>	FY10 Q3	\$2,495 K	\$4,445 K	\$9,935 K	\$13,335 K
<u>Revenue: Total (Elections)</u>	FY10 Q3	\$85 K	\$4,445 K	\$336 K	\$13,335 K
<u>Positions: Full-Time Filled (Elections)</u>	FY10 Q3	104	(108 - 109)	104	(108 - 109)

## 3.0 Internal

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Recruitment of Election Staff</u>					
<u>Number of Vacancies</u>	Jun 2010	3	5	4	5
<u>Seasonal Staff Employed</u>	Jul 2010	126	n/a	40	n/a
<u>Effective Support from Election Central</u>					
<u>Hold Time With Election Central</u>	Jul 2010	n/a	20 Seconds	10 Seconds	20 Seconds
<u>Produce Timely and Accurate Election Results Certification</u>					
<u>Average Number of Days to Scan Precinct Registers</u>	Jul 2010	n/a	2	1	2
<u>Number of Days to Update the Voter Registration Database with Voter History</u>	Jun 2010	n/a	n/a	n/a	n/a
<u>Number of days to certify Countywide Primary Elections</u>	FY10 Q3	n/a	7	n/a	n/a
<u>Number of days to certify Countywide General Elections</u>	FY10 Q3	n/a	12	n/a	n/a
<u>Number of Post-Election Audits Completed</u>	Jul 2010	n/a	n/a	15	n/a

## 4.0 Learning and Growth

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Develop Election Department Staff Skills and County Knowledge</u>					
<u>Internal Training</u>	Jun 2010	53	n/a	n/a	n/a
<u>External Training</u>	Jun 2010	10	n/a	26	n/a

Scorecard Exception Report    [Business Plan Reports](#)

**Scorecard Owners:** [Sola, Lester](#)

### Linked Objects

**Hide All**

### Child Scorecards

	Owners
<a href="#">Elections - Community Outreach and Training</a>	<a href="#">Hartfield, Gary</a> <a href="#">Morris, Patrick</a> <a href="#">Walker, Sandra</a>
<a href="#">Elections - Information Systems</a>	<a href="#">Gomez, Yamile</a> <a href="#">Johnson, Michael</a> <a href="#">Vinock, Robert</a>
<a href="#">Elections - Office of Governmental Affairs</a>	<a href="#">Lopez, Carolina</a> <a href="#">White, Christina</a>
<a href="#">Elections - Operations</a>	 <a href="#">Mendez, John</a> <a href="#">Shah, Smita</a> <a href="#">Sierra-Trujillo, Erika</a>
<a href="#">Elections - Voter Services</a>	<a href="#">McClain, Michelle</a> <a href="#">Pastrana, Rosy</a>

### Parent Scorecards

	Owners
<a href="#">ACM Scorecard - Hudak, Alina</a>	<a href="#">Hudak, Alina</a>

### Objectives

	Owners
<a href="#">Increase the number of registered voters in Miami-Dade County</a>	<a href="#">Sola, Lester</a>
<a href="#">(ES1.4.3) Satisfied Customers - Elections</a>	<a href="#">Johnson, Michael</a> <a href="#">Lopez, Carolina</a>
<a href="#">Provide Excellent Customer Service to Municipal Clerks</a>	<a href="#">Lopez, Carolina</a> <a href="#">White, Christina</a>
<a href="#">Expand access to the Elections Department through the Voter Information Center</a>	<a href="#">McClain, Michelle</a> <a href="#">Pastrana, Rosy</a>
<a href="#">(ES10.2.1) Opportunities for every registered voter to conveniently cast a vote - Elections</a>	
<a href="#">Effective Management of Polling Places</a>	 <a href="#">Mendez, John</a> <a href="#">Shah, Smita</a>
<a href="#">Monitor Requests from the Community for Information to Ensure 3 Day Response Time</a>	<a href="#">McClain, Michelle</a> <a href="#">Mendez, John</a> <a href="#">Pastrana, Rosy</a>
<a href="#">(ES10.1.1) Educated voters - Elections</a>	<a href="#">Hartfield, Gary</a> <a href="#">Morris, Patrick</a> <a href="#">Sola, Lester</a> <a href="#">Walker, Sandra</a> <a href="#">Hartfield, Gary</a>

Recruit Excellent Poll Workers

Morris, Patrick  
Walker, Sandra

Produce Informed Students Fiscal Year 2010 - 2011 through the EAC High School Mock Election Program (HSMEP) Grant

Hartfield, Gary  
Johnson, Kaye  
Moore, Rodney  
Morris, Patrick  
Walker, Sandra

Budget Implementation FY 09-10 (Elections)

Sola, Lester

(ES8.2.1.14) Meet Budget Targets (Elections)

(ES5.1.4) Recruitment of Election Staff

Mendez, John Shah, Smita

(ES10.2.3) Effective Support from Election Central

Pastrana, Rosy Sola, Lester

Produce Timely and Accurate Election Results Certification

Gomez, Yamile  
Johnson, Michael  
Lopez, Carolina  
Vinock, Robert  
White, Christina

Develop Election Department Staff Skills and County Knowledge

Mendez, John Shah, Smita  
Smith, Tara

### Program Groups

There are no program groups linked at this time.

### Initiatives

	Type	As Of	\$	🕒	✅	⚠️	🔄	%	Status	Owners
<u>Seek Best Practices</u>		07/31/2009						5%	In Progress	<u>Smith, Tara</u> <u>Lopez, Carolina</u> <u>White, Christina</u> <u>Prieto, Viviana</u> <u>Pastrana, Rosy</u> <u>Mendez, John</u> <u>Johnson, Michael</u> <u>Hartfield, Gary</u>
<u>Election Central Knowledge Base</u>		01/31/2009	▲	▲				0%	In Progress	<u>Smith, Tara</u> <u>Mendez, John</u> <u>Shah, Smita</u>
<u>Online Access to Voter Specific Sample Ballot &amp; Precinct Information</u>		06/30/2010	▲	▲			▲	99%	In Progress	<u>Johnson, Michael</u> <u>Vinock, Robert</u> <u>Gomez, Yamile</u> <u>Mesa, Sandy</u>
<u>Automation of Voter Information Available at the Public Service Counter</u>		06/30/2010	▲	▲			▲	n/a	In Progress	<u>Johnson, Michael</u> <u>Vinock, Robert</u> <u>Pastrana, Rosy</u> <u>McClain, Michelle</u> <u>Mesa, Sandy</u> <u>Gomez, Yamile</u>
<u>Customer Service Request Tracking Database</u>		02/28/2010	▲	▲				0%	Not Started	<u>Johnson, Michael</u> <u>Vinock, Robert</u> <u>Gomez, Yamile</u> <u>Mesa, Sandy</u>
<u>Downloadable Voter Information Card</u>		06/30/2010	▲	▲			▲	n/a	In Progress	<u>Johnson, Michael</u> <u>Vinock, Robert</u> <u>Gomez, Yamile</u> <u>Mesa, Sandy</u>
<u>Migrate Existing Access Databases to a Standardized Platform</u>		06/30/2010	▲	▲			▲	n/a	In Progress	<u>Johnson, Michael</u> <u>Vinock, Robert</u> <u>Gomez, Yamile</u>

							Mesa, Sandy
<u>Employee Satisfaction Survey</u>		10/31/2009	 	30%	On Hold		Lopez, Carolina Smith, Tara
<u>Elections Sustainability Initiatives</u>		04/30/2010	 	100%	Complete		Smith, Tara Lopez, Carolina Mendez, John Shah, Smita
<u>Succession Planning</u>		05/31/2009		n/a	Not Started		Smith, Tara Lopez, Carolina Mendez, John Shah, Smita
<u>ADA Polling Places Construction Projects</u>		08/31/2009		n/a	Not Started		Mendez, John Shah, Smita Sierra-Trujillo, Erika
<u>Implement EAMS System</u>		08/31/2009		n/a	Not Started		Mendez, John Shah, Smita Sierra-Trujillo, Erika
<u>Develop Ballot Printing System Prototype</u>		09/30/2009	 	100%	Complete		Vinock, Robert Johnson, Michael Gomez, Yamile Mesa, Sandy
<u>Enhancements to Pitney Bowes Reliavote System</u>		09/30/2009	    	100%	Complete		Vinock, Robert Gomez, Yamile Mesa, Sandy
<u>Seek Grant Funding</u>		08/31/2009	 	100%	Complete		Smith, Tara Lopez, Carolina White, Christina Prieto, Viviana Pastrana, Rosy Mendez, John Johnson, Michael Hartfield, Gary Morris, Patrick Walker, Sandra
<u>Sterling Challenge</u>		07/31/2009	 	100%	Complete		Smith, Tara Lopez, Carolina
<u>Poll Worker Focus Groups</u>		01/17/2009	 	100%	Complete		Smith, Tara Hartfield, Gary Morris, Patrick Walker, Sandra
<u>Automated Solution for Identifying MARG Voters</u>		08/31/2009	 	100%	Complete		Johnson, Michael Vinock, Robert Mesa, Sandy Gomez, Yamile
<u>Voting Equipment Conversion to Optical Scan</u>		09/30/2008	 	100%	Complete		Johnson, Michael
<u>Replacement of Voter Registration System</u>		09/30/2008	 	100%	Complete		Johnson, Michael
<u>Web Tracking for Provisional Ballots</u>		09/30/2008	 	100%	Complete		Johnson, Michael
<u>Elections Training and Reporting Software System</u>		03/31/2007		100%	Complete		Sola, Lester
<u>Voting Equipment Firmware Upgrade and Preventive Maintenance</u>		09/30/2009	 	100%	Complete		Mendez, John Shah, Smita

<a href="#">Voter Survey</a>		07/31/2006		100%	Complete	<a href="#">Sola, Lester</a> <a href="#">Saiter, Rena</a>
<a href="#">Voting Equipment Analysis</a>		06/30/2007		100%	Complete	<a href="#">Sola, Lester</a>
<a href="#">Absentee Ballot Relia Vote System</a>		09/30/2006		100%	Complete	<a href="#">Sola, Lester</a>
<a href="#">Automatic Signature Verification</a>		03/31/2009		0%	In Progress	<a href="#">Smith, Tara</a> <a href="#">Pastrana, Rosy</a>

### Processes

There are no processes linked at this time.

## REFERENCE CENTER

Action Items			<a href="#">Show Details</a>
Due Date	Status	Action	Owners
No Action Items to Report			
Open	Overdue		

Comments		
Author/Date	Comment	<a href="#">Show All</a>
There are no comments at this time.		

External Links	
<a href="#">Elections Website</a>	

Attached Documents			
	Last Updated	Checked Out By	
<a href="#">FY 10-11 Elections Business Plan</a>	02/10/2010	<a href="#">[Check Out]</a>	

### Customer Perspective

**Objective Name** **Owner(s)**

Increase the number of registered voters in Miami-Dade County

Lester Sola

All eligible voters in Miami-Dade County should have the opportunity to take advantage of their right to vote. The Elections Outreach Team engages residents across the community to promote the importance of registering to vote.

**Initiatives Linked To Objective** **Owner(s)** **GrandParent Objectives**

**Parent Objectives**

**Measure** **Owner(s)**

New Voter Registrations

Yamile Gomez Michael Johnson Robert Vinock

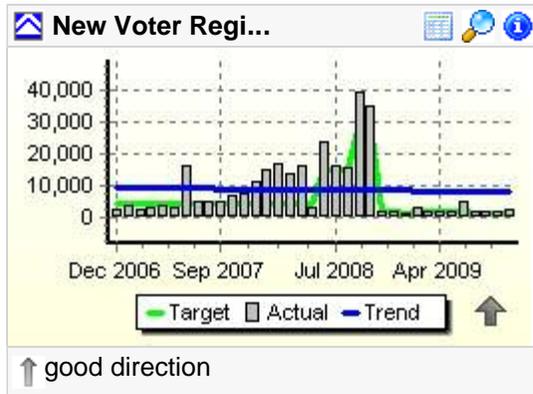
Number of new voter registrations received for processing by the Elections Department.

**Performance** **Initiatives Linked To Measure** **Owner(s)**

Ind	Actual	Target	Variance	Date
	4,103	2,500	1,603	Jul 2010

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Registered voters

Yamile Gomez Michael Johnson Robert Vinock

This measure represents the number of registered voters in Miami-Dade County.

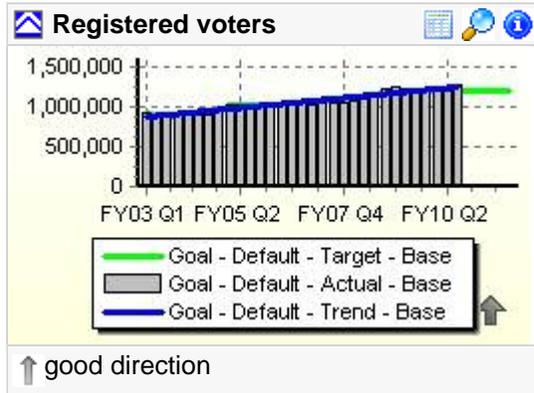
**Performance**

Ind	Actual	Target	Variance	Date
	1,287,997	1,200,000	87,997	FY10 Q3

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name****Owner(s)**

Satisfied Customers - Elections

Michael Johnson Carolina Lopez

Supports ES1-4

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives**

Enable County departments and their service partners to deliver quality customer service

**Parent Objectives**

(ES1.4) Satisfied customers

**Measure****Owner(s)**

2006 Secret Shopper Score (Elections)

Carolina Lopez Lester Sola

This measures the satisfaction of secret shoppers with the department's services at its points of contact with the public. The goal of 4.0 on a 1.0 - 5.0 scale, 5.0 being best, is based on the 4 out of 5 goal stated in the Miami-Dade County Strategic Plan under Enabling Strategies (ES1).

**Performance**

Ind	Actual	Target	Variance	Date
■	3.5	4.0	(0.5)	Cal05

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
■	Voters Satisfied with Voting Experience	72.10 %	75.00 %	FY06



Measure	Owner(s)
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2008 Secret Shopper Score (Elections)

Carolina Lopez Tara Smith

As part of the County's Secret Shopper Program, the Government Information Center directed a two month study of the Elections Department's customer service delivery. A total of 50 telephone and 25 in-person shops were conducted during August and September 2007. The Final Report was provided to the Elections Department in December 2008.

Performance				
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Ind	Actual	Target	Variance	Date
	85	80	5	Jun 2008

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
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Ind	Name	Actual	Target	Date
	Telephone Customer Experience	84	80	Jun 2008
	Face-to-Face Customer Experience	87	80	Jun 2008



**Objective Name****Owner(s)**

Provide Excellent Customer Service to Municipal Clerks

Carolina Lopez Christina White

Municipal Clerks are an extremely important customer base for the Elections Department since we conduct their elections. In order to measure their satisfaction with the services provided, a survey is distributed at the conclusion of each election. The goal is to receive feedback and implement valid suggestions to enhance overall satisfaction with the Department.

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Number of Municipal Clerk Satisfaction Surveys Sent

Carolina Lopez Christina White

This measure represents the number of satisfaction surveys that were sent to municipal clerks once their election was concluded.

**Performance****Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
▲	0	0	0	Jul 2010

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Number of Municipal Clerk Satisfaction Surveys Received Carolina Lopez Christina White

This measure identifies the number of Municipal Satisfaction Surveys completed and returned to the Miami-Dade Elections Department.

**Performance**

Ind	Actual	Target	Variance	Date
	0	n/a	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Customer Satisfaction with Governmental Affairs Carolina Lopez Christina White

The portion of the Municipal Clerk Satisfaction Survey that relates to the Office of Governmental Affairs deals with promptness and accuracy of services. Typical services include Canvassing Board scheduling, ballot preparation, legal notice guidance and other election logistics. The goal is to provide excellent customer service from planning to the conclusion of the election.

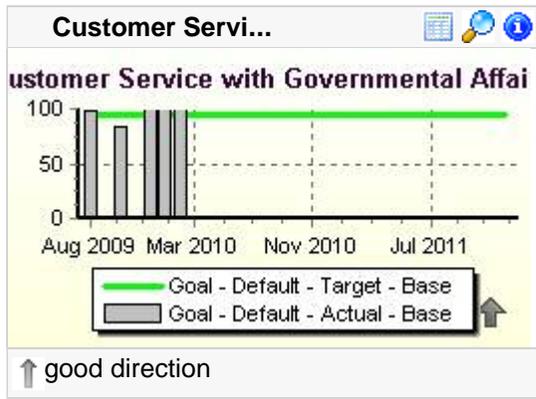
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	95 %	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Customer Satisfaction with Voter Services

Carolina Lopez Christina White

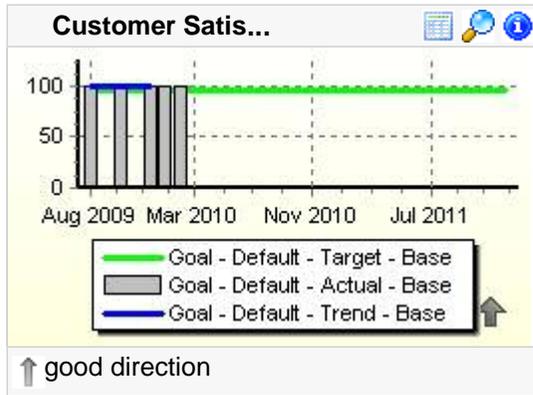
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	95 %	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Customer Satisfaction with Operations

Carolina Lopez Christina White

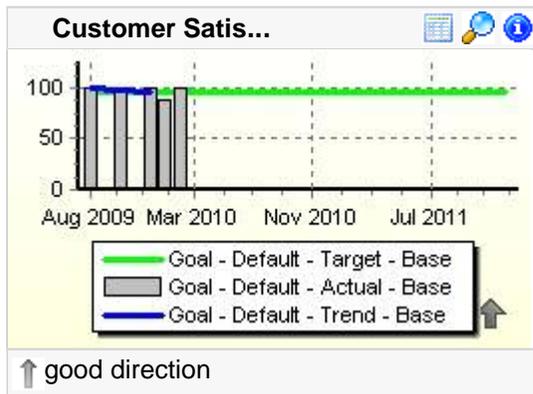
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	95 %	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Customer Satisfaction with Outreach and Training

Carolina Lopez Christina White

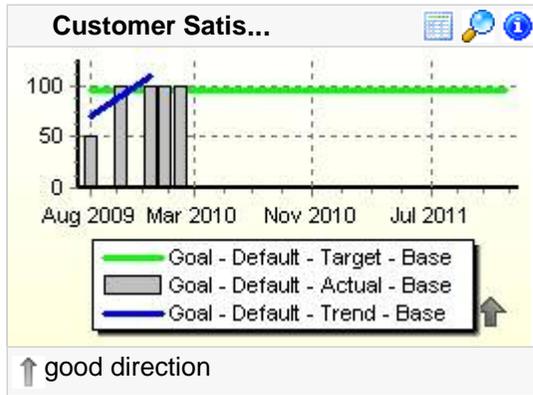
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	95 %	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Customer Satisfaction with Information Systems

Carolina Lopez Christina White

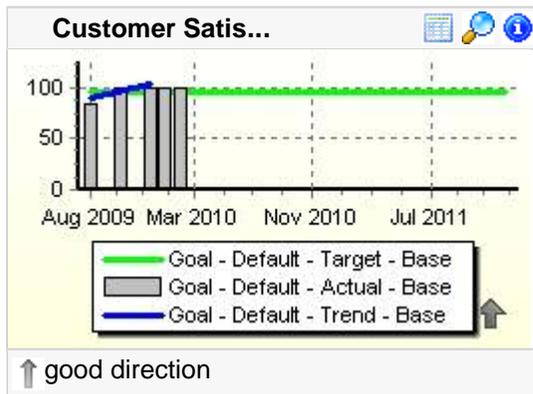
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	95 %	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Customer Satisfaction with Elections Department Overall

Carolina Lopez Christina White

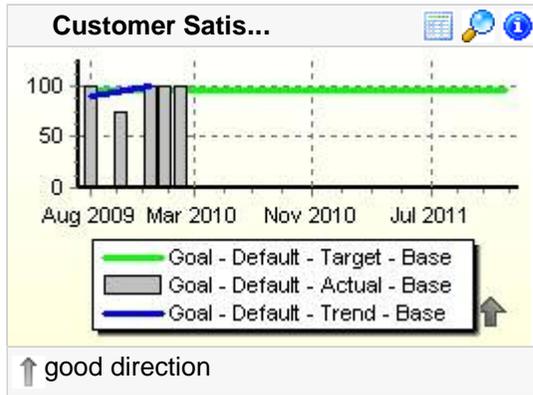
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	95 %	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name**

**Owner(s)**

Expand access to the Elections Department through the Voter Information Center

Michelle McClain Rosy Pastrana

Our goal is to expand access to the Elections Department through the Voter Information Center (VIC). The VIC is a one-stop shop established as a convenient location for the community to access voter registration, campaign, absentee ballot, and other election-related information, and purchase district maps.

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

**Parent Objectives**

**Measure**

**Owner(s)**

Absentee Ballots requests received and processed - VIC

Michelle McClain Anselmo Montero Rosy Pastrana

**Performance**

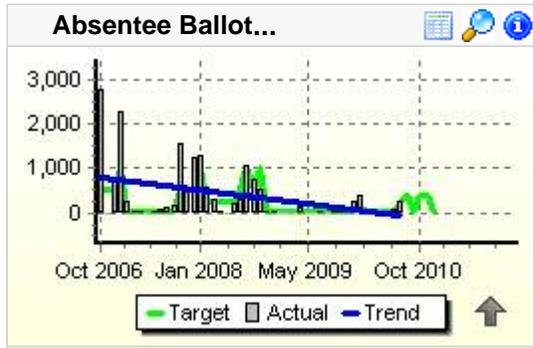
Ind	Actual	Target	Variance	Date
	265	200	65	Jul 2010

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Telephone Assistance at the VIC

Michelle McClain Anselmo Montero Rosy Pastrana

Customers requesting information regarding Voter Registration, Absentee Ballots and election related information.

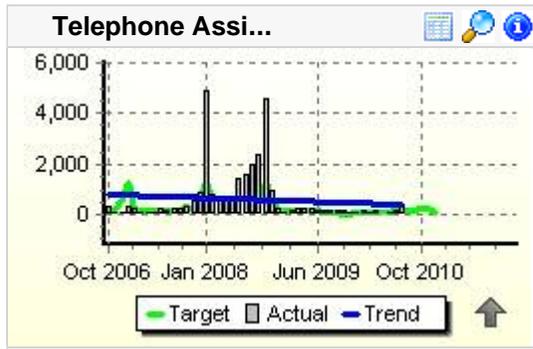
**Performance**

Ind	Actual	Target	Variance	Date
	320	200	120	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Voter Registrations Processed - VIC

Michelle McClain Anselmo Montero Rosy Pastrana

Track the number of voter registration registration applications received at the VIC and processed

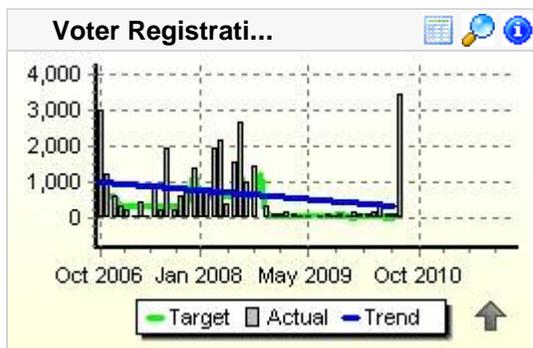
**Performance**

Ind	Actual	Target	Variance	Date
	3,438	n/a	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Walk in Customers served - VIC

Michelle McClain Anselmo Montero Rosy Pastrana

Track the number of walk in customers served at the VIC

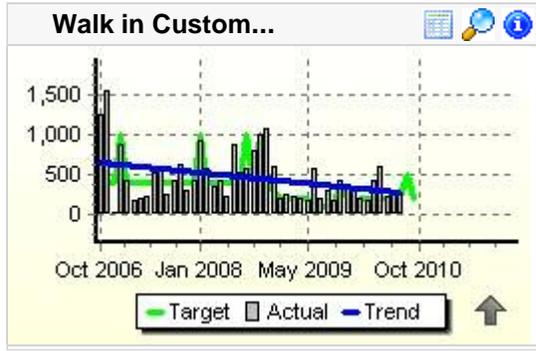
**Performance**

Ind	Actual	Target	Variance	Date
	289	200	89	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name****Owner(s)**

Opportunities for every registered voter to conveniently cast a vote - Elections

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives**

Ensure that elections are open, error free, convenient and accessible to all eligible voters

**Parent Objectives**

(ES10.2) Opportunities for every registered voter to conveniently cast a vote (priority outcome)

**Measure****Owner(s)**

Number of Elections Held

Yamile Gomez Michael Johnson Robert Vinock

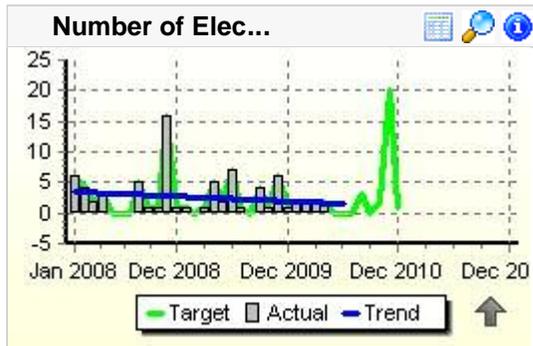
Monthly total of Elections held within Miami Dade County including but not limited to municipal, county, primary, general, special, run-off, mail ballot, and special taxing district elections.

**Performance****Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
	0	0	0	Jun 2010

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Percent of Voters who Voted by Absentee Ballot

Yamile Gomez Michael Johnson Robert Vinock  
LaRhonda Wimberly

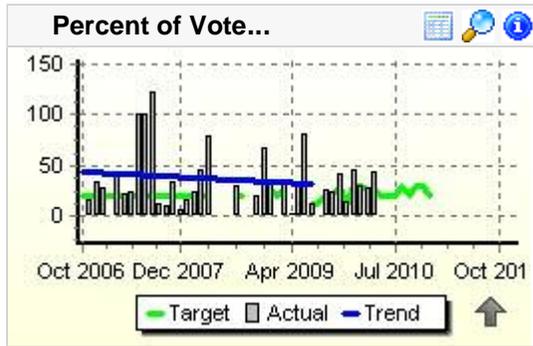
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	20 %	n/a	Jun 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Percent of Voters who Voted Early - All Elections

Yamile Gomez Michael Johnson Robert Vinock  
LaRhonda Wimberly

Percentage of Voters who voted at all Early Voting locations prior to all elections.

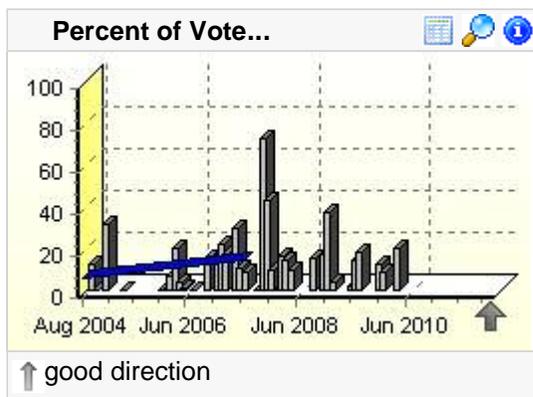
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	n/a	n/a	Jun 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Percent of Voters who voted on Election Day for all Elections Yamile Gomez Michael Johnson Robert Vinock

The percentage of Voters who voted on Election Day for all elections conducted during the month.

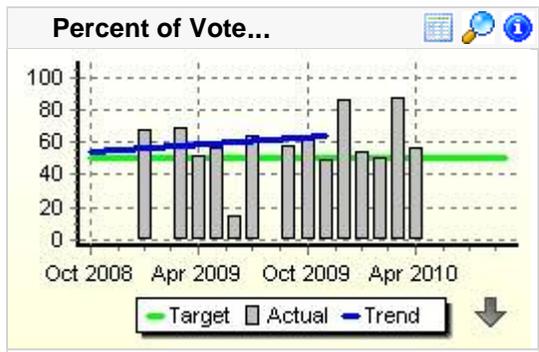
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	50	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Number of Early Voting Sites - Countywide Elections Yamile Gomez Michael Johnson Robert Vinock

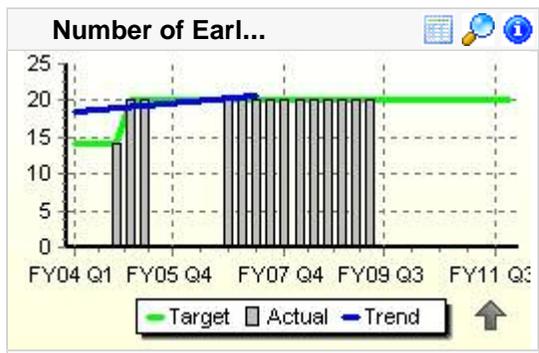
**Performance**

Ind	Actual	Target	Variance	Date
	n/a	20 Sites	n/a	FY10 Q3

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name****Owner(s)**

Effective Management of Polling Places

John Mendez Smita Shah

The Elections Department currently manages 765 precincts at 529 polling locations throughout the county. Agreements are in place with each facility to ensure availability and ease of access for voters on Election Day. All attempts are made to minimize the number of temporary or permanent polling place changes. The statistics are a reflection of all the Elections occurring during that specific month only.

**Initiatives Linked To Objective****Owner(s)**

ADA Polling Places Construction Projects

John Mendez  
Smita Shah  
Erika Sierra-Trujillo**GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Number of ADA Compliant Polling Places using temporary and permanent measures

John Mendez Smita Shah Erika Sierra-Trujillo

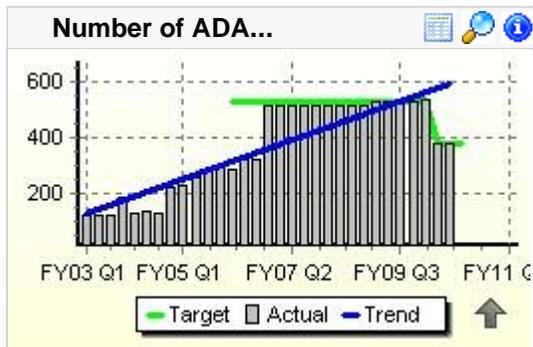
Number of Polling places in compliance with the Americans with Disabilities Act. Some of the temporary/permanent measures implemented to make a Polling Place ADA compliant are installation of ramps, handrails, widening entrances, parking spaces and adding thresholds.

**Performance**

Ind	Actual	Target	Variance	Date
	378	378	0	FY10 Q3

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Percentage of Polling Places that are ADA Compliant

John Mendez Smita Shah Erika Sierra-Trujillo

Percentage of Polling Places that are ADA Compliant through permanent or temporary measures.

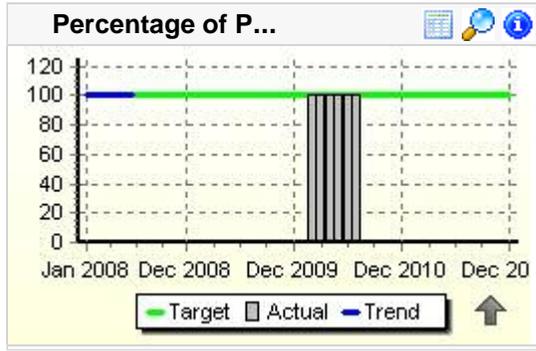
**Performance**

Ind	Actual	Target	Variance	Date
	100 %	100 %	0 %	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Number of Polling Places notification letters mailed

John Mendez Smita Shah Erika Sierra-Trujillo

Letters which are typically mailed to the Polling Places contact person consist of Polling Place Authorization Letters, Equipment Delivery and Pick up Notices, and Collection Center Information.

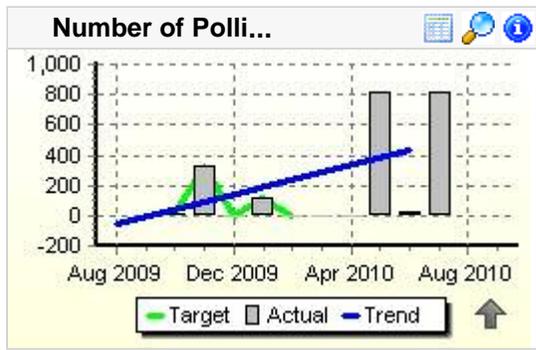
**Performance**

Ind	Actual	Target	Variance	Date
	811	n/a	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Average number of days before election for letters to be mailed

John Mendez Smita Shah Erika Sierra-Trujillo

Letters mailed and received consist of Polling Place Authorization Letters, Equipment Delivery and Pick up Notices, and Collection Center Information.

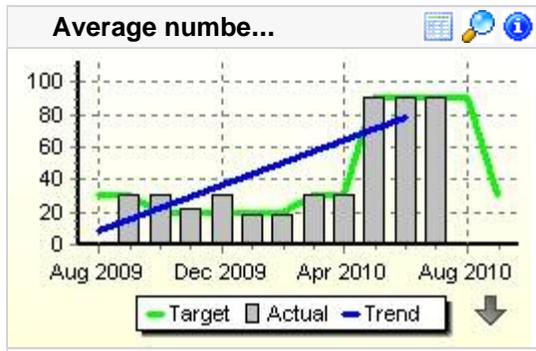
**Performance**

Ind	Actual	Target	Variance	Date
▲	90	90	0	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Number of temporary polling place changes

John Mendez Smita Shah

Temporary changes are typically made due to City Clerk's request or if the polling location is unavailable.

**Performance**

Ind	Actual	Target	Variance	Date
	12	n/a	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Number of permanent polling place changes John Mendez Smita Shah Erika Sierra-Trujillo

Permanent changes are typically made due to City's request or if the Polling location is unavailable.

**Performance**

Ind	Actual	Target	Variance	Date
	24	n/a	n/a	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Average number of days before election for Polling Places changes to be mailed out John Mendez Smita Shah Erika Sierra-Trujillo

The statistics in this measure are a reflection of the average number of days it takes to notify voters of any Polling Places changes before an election. By law we are to notify the voters 14 days prior to an Election.

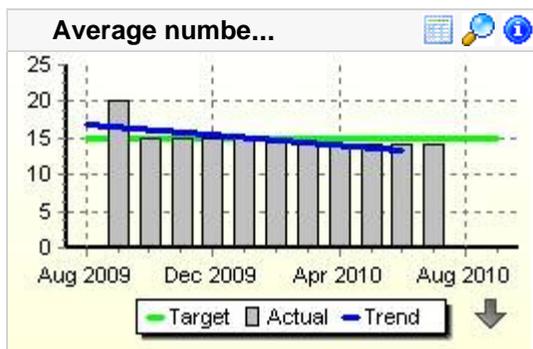
**Performance**

Ind	Actual	Target	Variance	Date
	14 days	15 days	(1) days	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Average time required for telephone lines to be checked Smita Shah Erika Sierra-Trujillo

Telephone lines in the various Polling locations are typically checked 2 to 3 weeks prior to an Election to have enough time to rectify any problems with the lines.

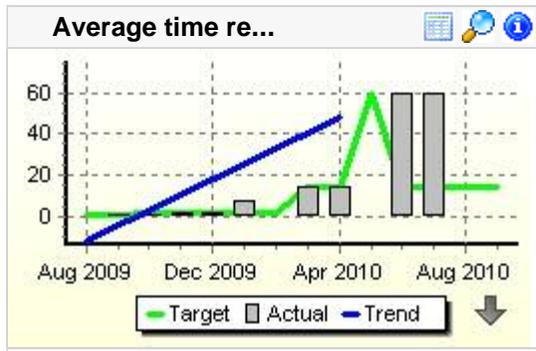
**Performance**

Ind	Actual	Target	Variance	Date
<input checked="" type="checkbox"/>	60 days	14 days	46 days	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure** **Owner(s)**

Percentage of telephone lines operational Smita Shah Erika Sierra-Trujillo

Percentage of telephone lines operational or completed at least 36 days before an election.

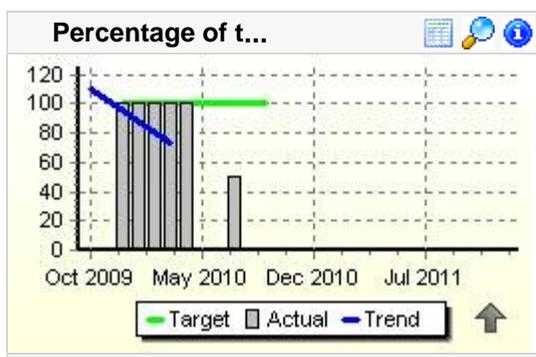
**Performance**

Ind	Actual	Target	Variance	Date
<input checked="" type="checkbox"/>	50 %	100 %	(50) %	Jul 2010

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure****Owner(s)**

Number of telephone lines checked

John Mendez Smita Shah Erika Sierra-Trujillo

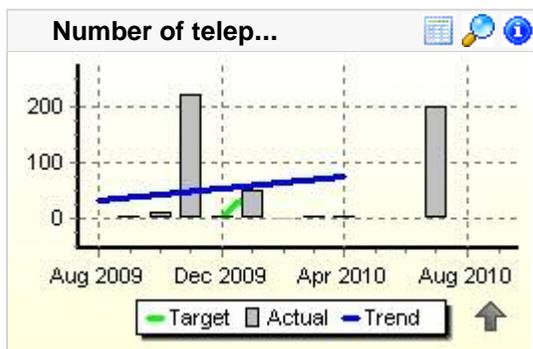
Telephone lines for each precinct are checked and activated before each election to ensure working status and suspended after the completion of the election.

**Performance**

Ind	Actual	Target	Variance	Date
	200	n/a	n/a	Jul 2010

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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Objective Name	Owner(s)
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Monitor Requests from the Community for Information to Ensure 3 Day Response Time	Michelle McClain John Mendez Rosy Pastrana
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Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives
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Parent Objectives
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Measure	Owner(s)
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Voter Statistical Requests - Timely Response	Michelle McClain Anselmo Montero Rosy Pastrana
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Orders for Items for Sale are received by the department on a daily basis that consists of map requests; registration statistics; voter history/statistics. These can take from one day to fifteen days to process depending on complexity. The goal is to have all orders completed within three business days after receiving payment.

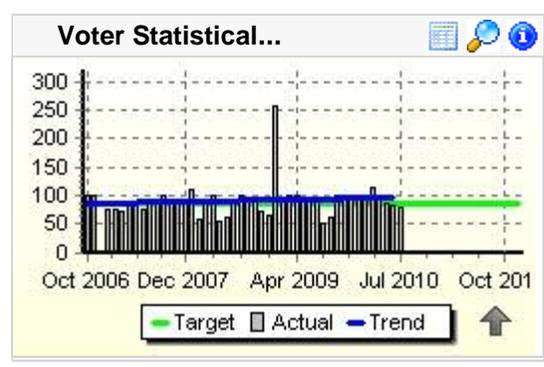
Performance
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Ind	Actual	Target	Variance	Date
■	79 %	85 %	(6) %	Jul 2010

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date

	Items For Sale Completed in 3 Days	49	n/a	Jul 2010
	Number of Items For Sale Completed (Total)	62	n/a	Jul 2010
	Cumulative Number of Days to Complete All Orders	132	n/a	Jul 2010



Objective Name	Owner(s)
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Educated voters - Elections	Gary Hartfield Patrick Morris Lester Sola Sandra Walker
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The Community Outreach and Training Division's role is to assure that County voters are educated, informed and updated on local, state and federal election races, as well as elections laws that may affect the voters. An educated voter also will be knowledgeable and able to use the optical scan voting equipment. This information, as well as demonstrations are conveyed through outreach events, mock elections and other community interaction.

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Ensure that elections are open, error free, convenient and accessible to all eligible voters

Parent Objectives
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(ES10.1) Educated voters

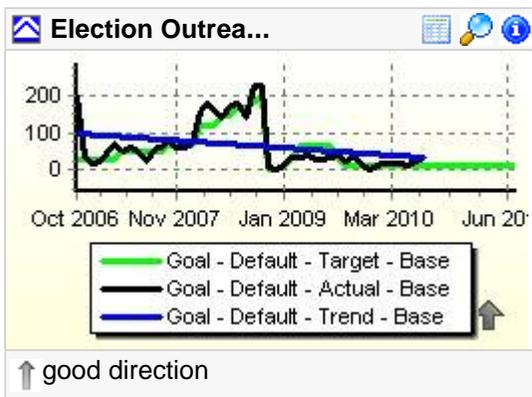
Measure	Owner(s)
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Election Outreach Events	Gary Hartfield Patrick Morris Sandra Walker
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Number of monthly Outreach events held to promote voter education during a presidential election year.

Performance				
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Ind	Actual	Target	Variance	Date
	33	10	23	Jul 2010



Initiatives Linked To Measure	Owner(s)
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Eliminate 2 positions in Outreach (ELEC-3)	Tara Smith Lester Sola
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Child Measures Linked To Measure					
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Ind	Name	Actual	Target	Date
	Faith Based Outreach Events Held	0	1	Jul 2010
	Schools Outreach Events Held	1	3	Jul 2010
	Special Events Outreach Events Held	14	1	Jul 2010
	Business Events Held	7	1	Jul 2010
	Civic Organization Events Held	0	1	Jul 2010
	Colleges and Universites Events Held	5	1	Jul 2010
	Elderly Services Events Held	3	1	Jul 2010
	Government Events Held	3	1	Jul 2010

Objective Name	Owner(s)
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Recruit Excellent Poll Workers	Gary Hartfield Patrick Morris Sandra Walker
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The ability to properly administer the 811 precincts on Election Day requires the recruitment, training and assignment of individuals who demonstrate the minimum established proficiency of poll worker requirements.

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Poll Worker Focus Groups	Gary Hartfield Patrick Morris Tara Smith Sandra Walker
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Parent Objectives
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Measure	Owner(s)
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Number of Active Poll Workers	Gary Hartfield Patrick Morris Sandra Walker
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The goal is to have 20,000 active poll workers listed in the department's database by September 2012 in order to have sufficient staffing and replacements ready and trained for the next Presidential Election. The staffing would be broken down by position: 1,000 Clerks; 1,000 Assistant Clerks, 1,000 QAS, 1,000 ES, 3,000 Poll Deputies and 13,000 Inspectors.

Performance				
Ind	Actual	Target	Variance	Date

<input checked="" type="checkbox"/>	12042	15700	(3658)	Jul 2010
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Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date

n/a	n/a			
	Newly Certified Clerks	n/a	n/a	
	Recertified Clerks	n/a	n/a	
	Recertified Assistant Clerks	n/a	n/a	
	Newly Certified Assistant Clerks	n/a	n/a	



**Measure**

**Owner(s)**

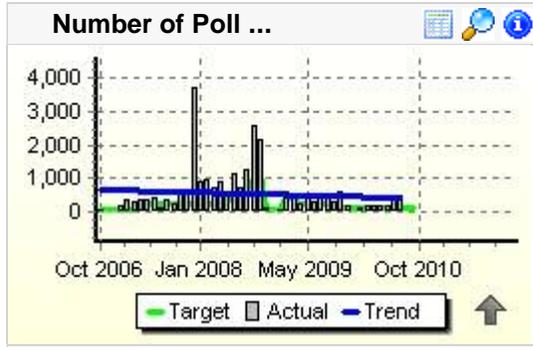
Number of Poll Workers Recruited

Gary Hartfield Patrick Morris Sandra Walker

This measure reflects the total number of new Poll Workers who have been recruited by the Division's Outreach staff. This recruitment effort accounts for over 90% of all new Poll Workers and is critical component ensuring a sufficient number of qualified Poll Workers are available for each election.

**Performance**

Ind	Actual	Target	Variance	Date
	452	100	352	Jul 2010



**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
	Poll Workers Recruited - Businesses	93	n/a	Jul 2010
	Poll Workers Recruited - Civic Organizations	0	n/a	Jul 2010
	Poll Workers Recruited - Colleges and Universities	40	n/a	Jul 2010
	Poll Workers Recruited - Elderly Services Locations	10	n/a	Jul 2010
	Poll Workers Recruited - Faith Based Organizations	0	n/a	Jul 2010
	Poll Workers Recruited - Government Offices	3	n/a	Jul 2010
	Poll Workers Recruited - Mail or Faxed	270	n/a	Jul 2010
	Poll Workers Recruited - Other Locations	12	n/a	Jul 2010
	Poll Workers Recruited - Schools	24	n/a	Jul 2010

**Objective Name**

**Owner(s)**

Produce Informed Students Fiscal Year 2010 - 2011 through the EAC High School Mock Election Program (HSMEP) Grant

Gary Hartfield Kaye Johnson Rodney Moore  
Patrick Morris Sandra Walker

In order to expand our reach to Miami-Dade County's future voters, the Department seeks to implement a High School Mock Election Program using the new optical scan voting equipment. The Program will be held at 40 public high schools across the County with at least 1,000 students enrolled. The Department will conduct mock elections as if it were an actual precinct, with students serving as poll workers and oversight from teachers and Elections staff. Informational brochures will be provided to almost 100,000 public high students and instructional videos will be posted on Miami-Dade County's YouTube, MySpace, Facebook, and Twitter accounts. The 40 public high schools selected will cover all 9 school board districts, all 13 county commission districts, and it will have a healthy balance of schools located in municipal and unincorporated Miami-Dade County areas.

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

**Parent Objectives**

**Measure**

**Owner(s)**

Number of High Schools Reached

Gary Hartfield Kaye Johnson Rodney Moore Patrick Morris  
Sandra Walker

This measure tracks the number of high schools that the Miami-Dade County Elections Department reached out to educate the student population, dispersed program materials including High School Mock Election Program (HSMEP) brochures, and successfully conducted a mock election on-site using students as the actual poll workers.

**Performance**

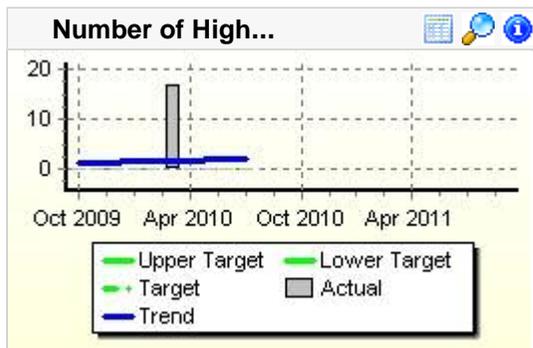
Ind	Actual	Target	Variance	Date
	0	n/a	n/a	Jul 2010

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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Measure	Owner(s)
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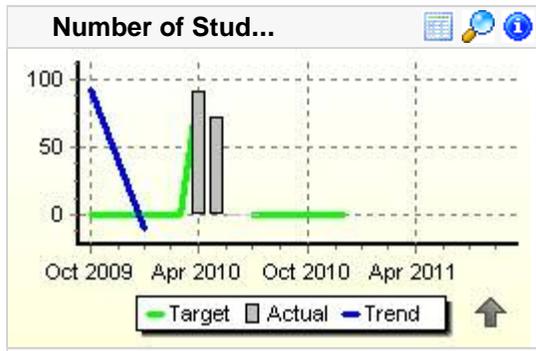
Number of Students Educated	Gary Hartfield Kaye Johnson Rodney Moore Patrick Morris Sandra Walker
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This measure tracks the number of students educated at the high schools that the Miami-Dade County Elections Department reached out to through the High School Mock Election Program (HSMEP).

Performance	Initiatives Linked To Measure	Owner(s)
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Ind	Actual	Target	Variance	Date
▲	0	0	0	Jul 2010

Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



Measure	Owner(s)
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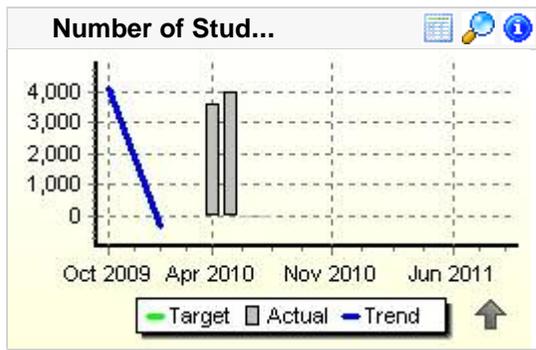
Number of Students Voted	Gary Hartfield Kaye Johnson Rodney Moore Patrick Morris Sandra Walker
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This measure tracks the number of students who voted at the high school mock election through the 2009 High School Mock Election Program (HSMEP) Grant.

Performance	Initiatives Linked To Measure	Owner(s)
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Ind	Actual	Target	Variance	Date
	0	n/a	n/a	Jul 2010

Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



Measure	Owner(s)
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Student Survey Results

Gary Hartfield Kaye Johnson Rodney Moore Patrick Morris  
Sandra Walker

The Student Survey is to report the voting process perspectives of the students participating in the High School Mock Election, and the likelihood they would become registered voters and actually vote when they reach voting age requirement.

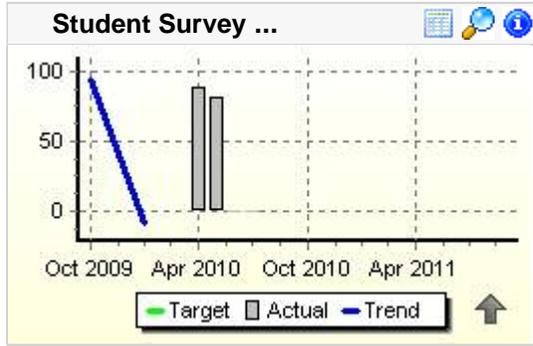
Performance				
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Ind	Actual	Target	Variance	Date
	0	n/a	n/a	Jul 2010

Initiatives Linked To Measure				Owner(s)
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Child Measures Linked To Measure				
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Ind	Name	Actual	Target	Date
	Believe this process has helped you to become more educated about the process	84	n/a	May 2010
	Believe you will actively vote in all elections when you reach 18yr of age.	80	n/a	May 2010
	Were student pollworkers knowledgeable about election day procedures?	85	n/a	May 2010
	Satisfaction with Voting Experience	78	n/a	May 2010



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# Financial Perspective

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<b>Objective Name</b>	<b>Owner(s)</b>
Budget Implementation FY 09-10 (Elections)	Lester Sola

<b>Initiatives Linked To Objective</b>	<b>Owner(s)</b>
Eliminate 1 position in Administration (ELEC-1)	Tara Smith Lester Sola
Eliminate 1 position in Voter Systems (ELEC-2)	Tara Smith Lester Sola
Eliminate 2 positions in Outreach (ELEC-3)	Tara Smith Lester Sola
Reduce SLA with ETSD and police services for elections Departmentwide (ELEC-4)	Tara Smith Lester Sola
Reduce miscellaneous line items Departmentwide (ELEC-5)	Tara Smith Lester Sola
Cancel retreat and delay voter survey Departmentwide (ELEC-6)	Tara Smith Lester Sola
Eliminate 5 positions Departmentwide (ELEC-7)	Tara Smith Lester Sola
Reduce use of seasonal employees in call center (ELEC-MAR-1)	Lester Sola

## **GrandParent Objectives**

## **Parent Objectives**

**Objective Name****Owner(s)**

Meet Budget Targets (Elections)

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives**

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

**Parent Objectives**

(ES8.2.1) Meet Budget Targets

**Measure****Owner(s)**

Expen: Total (Elections)

Smita Shah Lester Sola

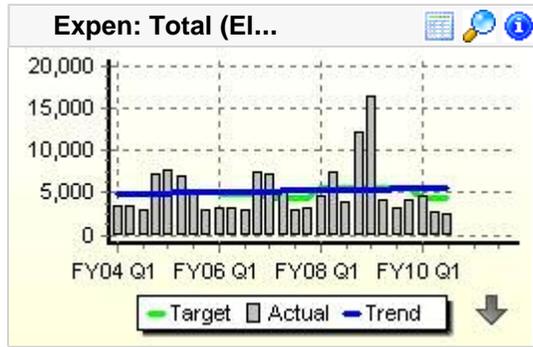
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

**Performance**

Ind	Actual	Target	Variance	Date
▲	\$2,495 K	\$4,445 K	\$1,950 K	FY10 Q3

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
▲	Expen: Personnel (Elections)	\$2,112	\$2,779	FY10 Q3
▲	Expen: Other Operating (Elections)	\$(124)	\$1,564	FY10 Q3
▼	Expen: Capital (Elections)	\$507	\$102	FY10 Q3
▲	Expen: Non-Operating (Elections)	\$0	\$0	FY10 Q3



**Measure** **Owner(s)**

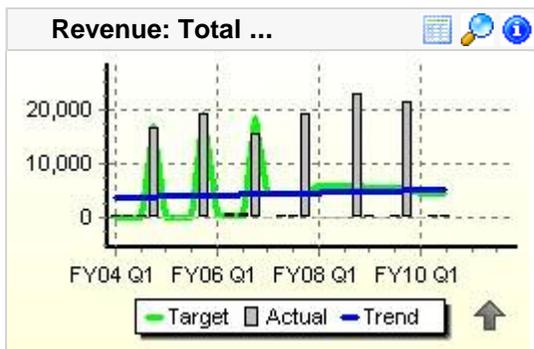
Revenue: Total (Elections)

Smita Shah Lester Sola

Total revenue in \$1,000s (from FAMIS)

**Performance**

Ind	Actual	Target	Variance	Date
❌	\$85 K	\$4,445 K	\$(4,360) K	FY10 Q3



**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
✅	Revenue: Carryover (Elections)	\$0 K	\$0 K	FY10 Q3
❌	Revenue: General Fund (Elections)	\$0 K	\$4,395 K	FY10 Q3
✅	Revenue: Proprietary (Elections)	\$50 K	\$0 K	FY10 Q3
✅	Revenue: Federal (Elections)	\$0 K	\$0 K	FY10 Q3
❌	Revenue: State (Elections)	\$35 K	\$50 K	FY10 Q3
✅	Revenue: Interagency/Intradepartmental (Elections)	\$0 K	\$0 K	FY10 Q3

**Measure** **Owner(s)**

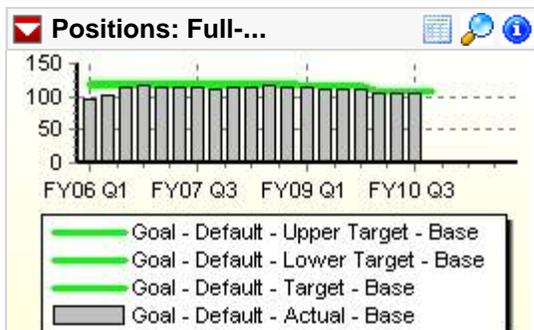
Positions: Full-Time Filled (Elections)

Smita Shah Lester Sola

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

**Performance**

Ind	Actual	Target	Variance	Date
❌	104	109	(5)	FY10 Q3



center weighted

**Initiatives Linked To Measure** **Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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# Internal Perspective

Objective Name	Owner(s)
Recruitment of Election Staff	John Mendez Smita Shah

Establish and recruit middle management staff to attain proper staffing levels throughout all divisions.

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives
Attract, develop and retain an effective, diverse and dedicated team of employees

Parent Objectives
(ES5.1) Expeditiously Provide Departments with Qualified Personnel

Measure	Owner(s)
Number of Vacancies	John Mendez Smita Shah

Establish and recruit for 19 new positions; minimize total number of existing vacancies by aggressively recruiting qualified candidates to enhance supervision and managerial support to the Elections Department.

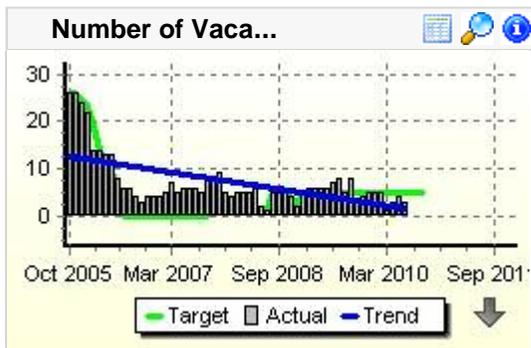
Performance

Ind	Actual	Target	Variance	Date
▲	3	5	2	Jun 2010

Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



**Measure****Owner(s)**

Seasonal Staff Employed

John Mendez Smita Shah Erika Sierra-Trujillo

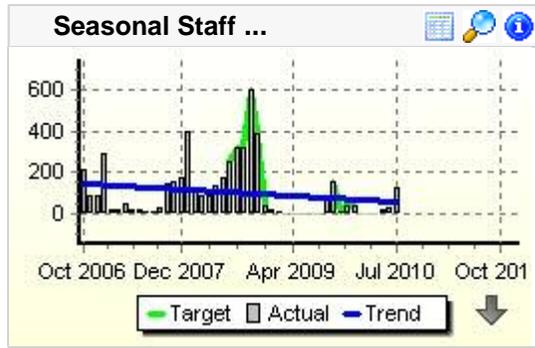
Seasonal staff are typically hired to assist in the preparation of major countywide elections by the following Divisions: Operations, Information Systems, Voter Services, Outreach & Training and Warehouse divisions. Tasks vary by Division but the goal is the same: To conduct a successful and error free Election.

**Performance**

Ind	Actual	Target	Variance	Date
	126	n/a	n/a	Jul 2010

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name****Owner(s)**

Effective Support from Election Central

Rosy Pastrana Lester Sola

Election Central is the call center support that is coordinated in every major election. Elections and other County staff are recruited to staff this call center on Election Day and the day before in order to provide telephone support to poll workers. This is not an open system available to voters.

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives**

Ensure that elections are open, error free, convenient and accessible to all eligible voters

**Parent Objectives**

(ES10.2) Opportunities for every registered voter to conveniently cast a vote (priority outcome)

**Measure****Owner(s)**

Hold Time With Election Central

John Mendez Smita Shah Erika Sierra-Trujillo

This measure is designed to reduce the average answer speed in queue time to less than thirty seconds. The volume of calls will fluctuate depending on the type of election. The national standard for call centers receiving calls in an emergency situation is 3 minutes or less.

**Performance**

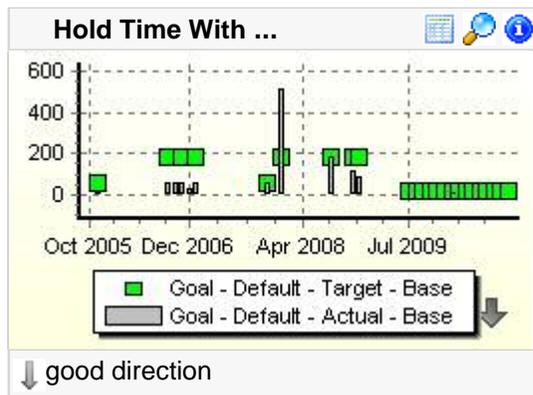
Ind	Actual	Target	Variance	Date
	n/a	20 Seconds	n/a	Jul 2010

**Initiatives Linked To Measure****Owner(s)**

Election Central Knowledge Base

John Mendez  
Smita Shah  
Tara Smith**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Objective Name**

**Owner(s)**

Produce Timely and Accurate Election Results Certification

Yamile Gomez Michael Johnson Carolina Lopez Robert Vinock  
Christina White

After each election, the Miami-Dade County Elections Department goes through a series of internal audit processes to ensure that election results have the highest degree of accuracy and are certified in a timely manner. These include, but are not limited to, scanning precinct registers into EDMS, providing appropriate voter history credit in the statewide registration database for voters who voted in a particular election, the submission of an official state certification, and a post-election audit.

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

**Parent Objectives**

**Measure**

**Owner(s)**

Average Number of Days to Scan Precinct Registers

Isabel Blanco Djuro Gargurevich Carolina Lopez Christina White

This measure tracks the average number of days to scan precinct registers. The number is derived by dividing the total number of days spent scanning precinct registers by the total number of elections held in a given month.

**Performance**

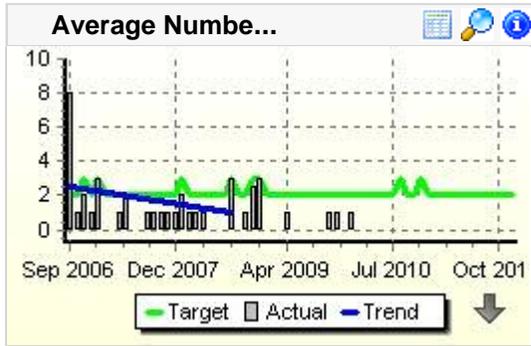
Ind	Actual	Target	Variance	Date
	n/a	2	n/a	Jul 2010

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



**Measure**

**Owner(s)**

Number of Days to Update the Voter Registration Database with Voter History

Yamile Gomez Michael Johnson Robert Vinock

This measure tracks the number of days the Miami-Dade County Elections Department works on updating the voter history information on the statewide Florida Voter Registration System (FVRS). This process ensures that accurate voter history credit is given to voters who voted in a particular election.

**Performance**

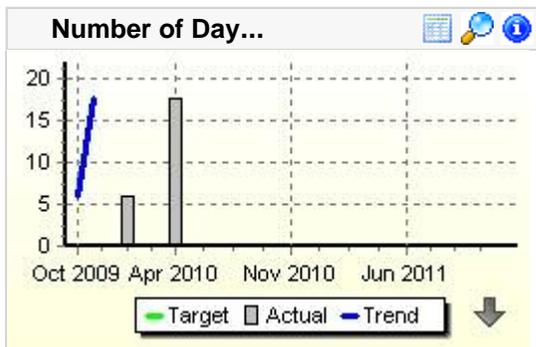
Ind	Actual	Target	Variance	Date
	n/a	n/a	n/a	Jun 2010

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Number of days to certify Countywide Primary Elections

Yamile Gomez Michael Johnson Robert Vinock

The number of days to file official election results certification with the Florida Department of State for countywide Primary Elections pursuant to Section 102.112, F.S.

**Performance**

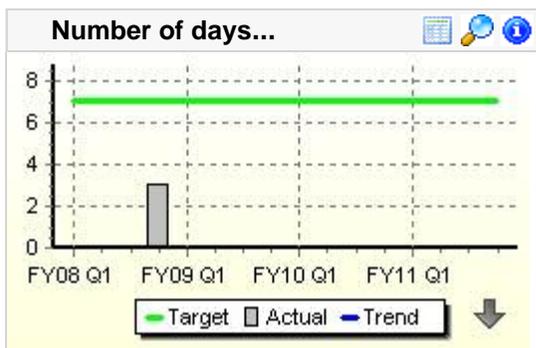
Ind	Actual	Target	Variance	Date
	n/a	7	n/a	FY10 Q3

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



**Measure**

**Owner(s)**

Number of days to certify Countywide General Elections

Yamile Gomez Michael Johnson Robert Vinock

The number of days to file official election results certification with the Florida Department of State for countywide General Elections pursuant to Section 102.112, F.S. Applicable to countywide general or other elections, including the Presidential Preference Primary Election, Section 102.141, F.S.

**Performance**

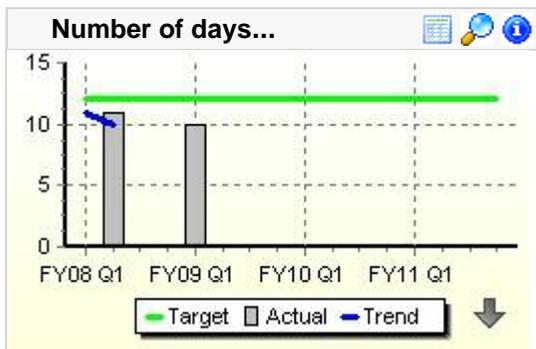
Ind	Actual	Target	Variance	Date
	n/a	12	n/a	FY10 Q3

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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**Measure**

**Owner(s)**

Number of Post-Election Audits Completed

Vanessa Innocent Carolina Lopez Zeida Reyes Christina White

The Office of Fiscal Management and Control will conduct a post-election audit after every election once it has been certified, in line with state guidelines. The data expressed in this measure is the number of actual post-election audits completed in a given month.

**Performance**

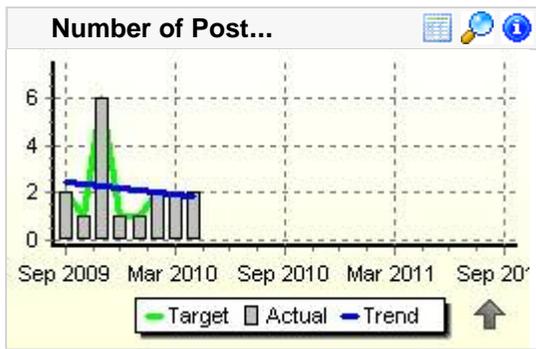
Ind	Actual	Target	Variance	Date
	n/a	n/a	n/a	Jul 2010

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
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# Learning and Growth Perspective

Objective Name	Owner(s)
Develop Election Department Staff Skills and County Knowledge	John Mendez Smita Shah Tara Smith

Initiatives Linked To Objective	Owner(s)
Succession Planning	Carolina Lopez John Mendez Smita Shah Tara Smith

## GrandParent Objectives

## Parent Objectives

Measure	Owner(s)
Internal Training	Carolina Lopez Smita Shah Tara Smith

Employees at all levels receiving internal cross training on Management topics, Microsoft Office 2003, Departmental procedures, Customer service, Safety training or Information systems.

Performance				
Ind	Actual	Target	Variance	Date
	53	n/a	n/a	Jun 2010

Initiatives Linked To Measure	Owner(s)
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## Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
	INTERNAL TRAINING - DIRECTOR'S OFFICE	0	n/a	Jul 2010
	INTERNAL TRAINING - INFORMATION SYSTEMS	15	6	Jun 2010
	INTERNAL TRAINING - OFFICE OF GOVERNMENTAL AFFAIRS	2	n/a	Jul 2010
	INTERNAL TRAINING - OPERATIONS	5	n/a	Jul 2010
	INTERNAL TRAINING - OUTREACH & TRAINING	0	n/a	Jul 2010
	INTERNAL TRAINING - VOTER SERVICES	1	n/a	Jul 2010



**Measure**

**Owner(s)**

External Training

John Mendez Smita Shah Erika Sierra-Trujillo Tara Smith

Employees from all levels of the department receiving training from external providers.

**Performance**

Ind	Actual	Target	Variance	Date
	10	n/a	n/a	Jun 2010

**Initiatives Linked To Measure**

**Owner(s)**

**Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
	Leadership Training	0	n/a	Jun 2010
	Professional Development Clinics	4	n/a	Jun 2010
	Other	6	n/a	Jun 2010
	Mentor-Mentee Program: Total number of hours (Elections)	0 hours	n/a	Jun 2010



**Initiatives Linked To Scorecard**

	Type	As Of	\$	🏆	✓	!	🎯	%	Status	Owners
<a href="#">Seek Best Practices</a>		<a href="#">07/31/2009</a>						5%	In Progress	<a href="#">Smith, Tara</a> <a href="#">Lopez, Carolina</a> <a href="#">White, Christina</a> <a href="#">Prieto, Viviana</a> <a href="#">Pastrana, Rosy</a> <a href="#">Mendez, John</a> <a href="#">Johnson, Michael</a> <a href="#">Hartfield, Gary</a>
<a href="#">Election Central Knowledge Base</a>		<a href="#">01/31/2009</a>	▲	▲				0%	In Progress	<a href="#">Smith, Tara</a> <a href="#">Mendez, John</a> <a href="#">Shah, Smita</a>
<a href="#">Online Access to Voter Specific Sample Ballot &amp; Precinct Information</a>		<a href="#">06/30/2010</a>	▲	▲			▲	99%	In Progress	<a href="#">Johnson, Michael</a> <a href="#">Vinock, Robert</a> <a href="#">Gomez, Yamile</a> <a href="#">Mesa, Sandy</a>
<a href="#">Automation of Voter Information Available at the Public Service Counter</a>		<a href="#">06/30/2010</a>	▲	▲			▲	n/a	In Progress	<a href="#">Johnson, Michael</a> <a href="#">Vinock, Robert</a> <a href="#">Pastrana, Rosy</a> <a href="#">McClain, Michelle</a> <a href="#">Mesa, Sandy</a> <a href="#">Gomez, Yamile</a>
<a href="#">Customer Service Request Tracking Database</a>		<a href="#">02/28/2010</a>	▲	▲				0%	Not Started	<a href="#">Johnson, Michael</a> <a href="#">Vinock, Robert</a> <a href="#">Gomez, Yamile</a> <a href="#">Mesa, Sandy</a>
<a href="#">Downloadable Voter Information Card</a>		<a href="#">06/30/2010</a>	▲	▲			▲	n/a	In Progress	<a href="#">Johnson, Michael</a> <a href="#">Vinock, Robert</a> <a href="#">Gomez, Yamile</a> <a href="#">Mesa, Sandy</a>
<a href="#">Migrate Existing Access Databases to a Standardized Platform</a>		<a href="#">06/30/2010</a>	▲	▲			▲	n/a	In Progress	<a href="#">Johnson, Michael</a> <a href="#">Vinock, Robert</a> <a href="#">Gomez, Yamile</a> <a href="#">Mesa, Sandy</a>
<a href="#">Employee Satisfaction Survey</a>		<a href="#">10/31/2009</a>	▲	▼				30%	On Hold	<a href="#">Lopez, Carolina</a> <a href="#">Smith, Tara</a>
<a href="#">Elections Sustainability Initiatives</a>		<a href="#">04/30/2010</a>	▲	▲				100%	Complete	<a href="#">Smith, Tara</a> <a href="#">Lopez, Carolina</a> <a href="#">Mendez, John</a> <a href="#">Shah, Smita</a>
<a href="#">Succession Planning</a>		<a href="#">05/31/2009</a>						n/a	Not Started	<a href="#">Smith, Tara</a> <a href="#">Lopez, Carolina</a> <a href="#">Mendez, John</a> <a href="#">Shah, Smita</a>
<a href="#">ADA Polling Places Construction Projects</a>		<a href="#">08/31/2009</a>	▲					n/a	Not Started	<a href="#">Mendez, John</a> <a href="#">Shah, Smita</a> <a href="#">Sierra-Trujillo, Erika</a>
<a href="#">Implement EAMS System</a>		<a href="#">08/31/2009</a>						n/a	Not Started	<a href="#">Mendez, John</a> <a href="#">Shah, Smita</a> <a href="#">Sierra-Trujillo, Erika</a>
<a href="#">Develop Ballot Printing System Prototype</a>		<a href="#">09/30/2009</a>		▲			▲	100%	Complete	<a href="#">Vinock, Robert</a> <a href="#">Johnson, Michael</a> <a href="#">Gomez, Yamile</a> <a href="#">Mesa, Sandy</a>
<a href="#">Enhancements to Pitney Bowes Reliavote System</a>		<a href="#">09/30/2009</a>	▲	▲	▲	▲	▲	100%	Complete	<a href="#">Vinock, Robert</a> <a href="#">Gomez, Yamile</a> <a href="#">Mesa, Sandy</a>
		<a href="#">08/31/2009</a>	▲	▲				100%	Complete	<a href="#">Smith, Tara</a>

Seek Grant Funding

[Lopez, Carolina](#)  
[White, Christina](#)  
[Prieto, Viviana](#)  
[Pastrana, Rosy](#)  
[Mendez, John](#)  
[Johnson, Michael](#)  
[Hartfield, Gary](#)  
[Vinock, Robert](#)  
[Saiter, Rena](#)  
[McClain, Michelle](#)  
[Shah, Smita](#)  
[Morris, Patrick](#)  
[Walker, Sandra](#)

<a href="#">Sterling Challenge</a>		<a href="#">07/31/2009</a>	 	100%	Complete	<a href="#">Smith, Tara</a> <a href="#">Lopez, Carolina</a>
<a href="#">Poll Worker Focus Groups</a>		<a href="#">01/17/2009</a>	 	100%	Complete	<a href="#">Smith, Tara</a> <a href="#">Hartfield, Gary</a> <a href="#">Morris, Patrick</a> <a href="#">Walker, Sandra</a>
<a href="#">Automated Solution for Identifying MARG Voters</a>		<a href="#">08/31/2009</a>	 	100%	Complete	<a href="#">Johnson, Michael</a> <a href="#">Vinock, Robert</a> <a href="#">Mesa, Sandy</a> <a href="#">Gomez, Yamile</a>
<a href="#">Voting Equipment Conversion to Optical Scan</a>		<a href="#">09/30/2008</a>	 	100%	Complete	<a href="#">Johnson, Michael</a> <a href="#">Pastrana, Rosy</a> <a href="#">Mendez, John</a> <a href="#">Hartfield, Gary</a> <a href="#">Lopez, Carolina</a>
<a href="#">Replacement of Voter Registration System</a>		<a href="#">09/30/2008</a>	 	100%	Complete	<a href="#">Johnson, Michael</a>
<a href="#">Web Tracking for Provisional Ballots</a>		<a href="#">09/30/2008</a>	 	100%	Complete	<a href="#">Johnson, Michael</a>
<a href="#">Elections Training and Reporting Software System</a>		<a href="#">03/31/2007</a>		100%	Complete	<a href="#">Sola, Lester</a>
<a href="#">Voting Equipment Firmware Upgrade and Preventive Maintenance</a>		<a href="#">09/30/2009</a>	 	100%	Complete	<a href="#">Mendez, John</a> <a href="#">Shah, Smita</a>
<a href="#">Voter Survey</a>		<a href="#">07/31/2006</a>	 	100%	Complete	<a href="#">Sola, Lester</a> <a href="#">Saiter, Rena</a>
<a href="#">Voting Equipment Analysis</a>		<a href="#">06/30/2007</a>		100%	Complete	<a href="#">Sola, Lester</a> <a href="#">Johnson, Michael</a>
<a href="#">Absentee Ballot Relia Vote System</a>		<a href="#">09/30/2006</a>	 	100%	Complete	<a href="#">Sola, Lester</a> <a href="#">Pastrana, Rosy</a>
<a href="#">Automatic Signature Verification</a>		<a href="#">03/31/2009</a>	 	0%	In Progress	<a href="#">Smith, Tara</a> <a href="#">Pastrana, Rosy</a>

**Open Action Items For Scorecard**

Due Date	Action	Status	Owner(s)