Elections

Business Plan Report

Customer

Objective Name	Owner(s)
Educated voters - Elections	Maria Saboya Lester Sola

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

GrandParent Objectives

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

Parent Objectives

(ES10.1) Educated voters

Measures	Owner(s)
Attendance at Elections Outreach Events	Milton Collins Rena Saiter Cynthia Rafi Maria Saboya
Number of citizens attending elections outreach events	

Performance Graph

Attendance at Elections Outreach Event...

good direction

updated: 4/12/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Elections Outreach Events

Maria Saboya Rena Saiter Milton Collins Cynthia Rafi Lester Sola Penelope Townsley

Increase number of outreach events to enhance voter awareness. Outreach events include visits to high schools, assisted living facilities, immigration events, and outreach event coordinated with Team Metro

Performance Graph

Elections Outreach Events

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

good direction updated: 4/12/2006

New Voter registrations

Ivy Korman Rena Saiter Patrick Morris Maria Saboya

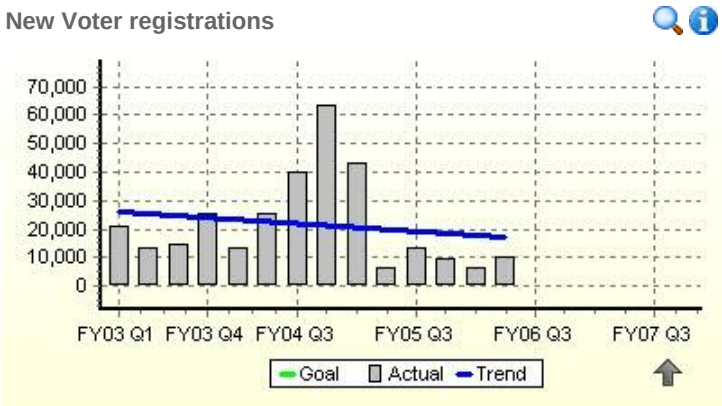
Number of voter registrations (changes, and new registrations)

Performance Graph

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

Child Measures Linked To Measure

ACTUAL GOAL DATE



good direction updated: 4/12/2006

Registered voters

Ivy Korman Rena Saiter Patrick Morris Maria Saboya

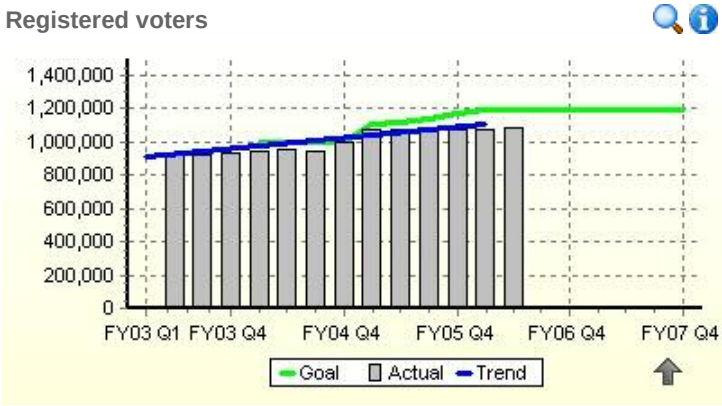
Number of registered voters

Performance Graph

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

Child Measures Linked To Measure

ACTUAL GOAL DATE



good direction updated: 4/12/2006

Objective Name	Owner(s)
Opportunities for every registered voter to conveniently cast a vote - Elections	Maria Saboya

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

GrandParent Objectives

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

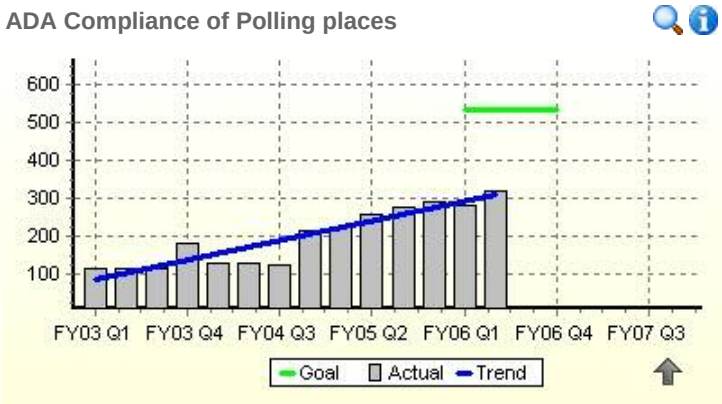
Parent Objectives

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

Measures	Owner(s)
ADA Compliance of Polling places	Maria Saboya Rena Saiter Penelope Townsley Michele Giles Rosa Pastrana

Number of Polling places in compliance with the Americans with Disabilities Act

Performance Graph



good direction

updated: 4/25/2006

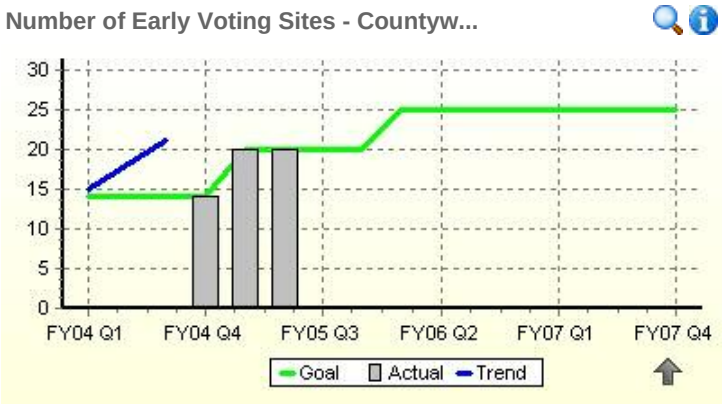
Initiatives Linked To Measure | **Owner(s)**

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Number of Early Voting Sites - Countywide Elections	Maria Saboya Rena Saiter Ivy Korman Patrick Morris Lester Sola Penelope Townsley

Performance Graph



good direction

updated: 4/12/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Percent of Timely Mailing of Absentee Ballots	Maria Saboya Rena Saiter Michele Giles Rosa Pastrana Lester Sola Penelope Townsley

Percentage of general elections conducted where absentee ballots were mailed three weeks prior to an election

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

Percent of Absentee Ballots Mailed

good direction

updated: 4/7/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Number of Absentee Ballots Mailed	1,043 Mailed	n/a	Mar 2006

Percent of Timely Processed Absentee Ballot Requests

Maria Saboya Rena Saiter Michele Giles Rosa Pastrana Lester Sola Penelope Townsley

Percentage of absentee requests processed within 24 hours of the state mandated guideline

Performance Graph

Initiatives Linked To Measure

Owner(s)

Percent of Absentee Ballot Requests Pr...

good direction

updated: 4/7/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Number of Absentee Ballot Requests Processed	n/a	n/a	

Percent of Voters who Voted Early - Countywide Elections

Maria Saboya Rena Saiter Ivy Korman Patrick Morris

Description only includes early votes of elections completed prior to month ending

Performance Graph

Initiatives Linked To Measure

Owner(s)

Percent of Voters who Voted Early - Co...

good direction

updated: 3/16/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Number of Early Votes Cast for Monthly Elections	219 Early Votes	n/a	Mar 2006
Number of Votes Cast for Elections Held During Month	6,468 Votes	n/a	Mar 2006

Timely Securing Polling Locations

Maria Saboya Rena Saiter Michele Giles Rosa Pastrana Lester Sola

Penelope Townsley

Percent of all polling locations secured 30 days prior to an election.

Performance Graph

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Timely Securing Polling Locations

good direction

updated: 4/7/2006

Objective Name	Owner(s)
Satisfied Customers - Elections	Maria Saboya Lester Sola Penelope Townsley

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

GrandParent Objectives

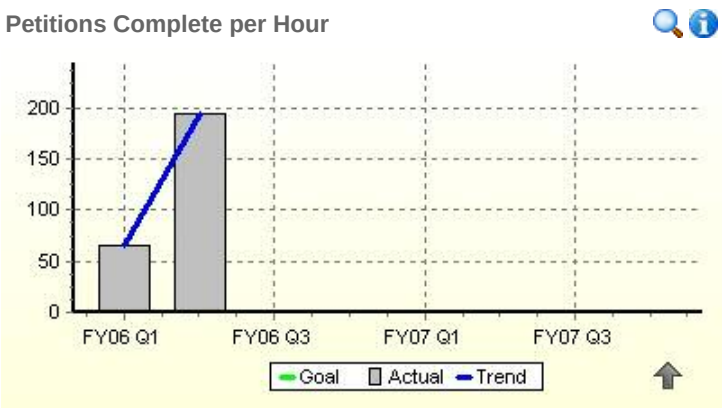
Enable County departments and their service partners to deliver quality customer service

Parent Objectives

(ES1.4) Satisfied customers

Measures	Owner(s)
Petitions Complete per Hour	Maria Saboya Rena Saiter Ivy Korman Patrick Morris Lester Sola Penelope Townsley

Performance Graph



good direction updated: 4/12/2006

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

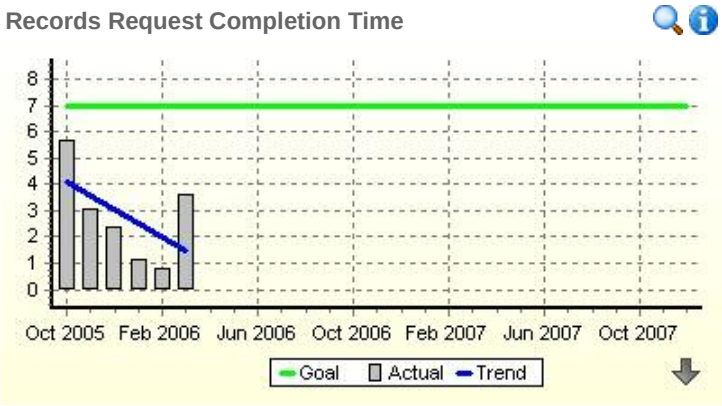
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Petitions Complete by Voter Services Division	420,873 Petitions	n/a	FY06 Q2
Staff Hours Spent on Petitions	2,160.0 Hours	n/a	FY06 Q2

Records Request Completion Time — Maria Saboya Rena Saiter John Mendez Lester Sola Penelope Townsley

Complete public records request from voters within 7 days of receipt. Computed by dividing number of days b/t start and finish of all requests completed during a month by the number of all requests completed during the month.

Performance Graph



good direction updated: never

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

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Days to Complete Record Requests per Month	80 days	n/a	Mar 2006
Record Requests Per Month	22 Requests	n/a	Mar 2006

Voter Registrations Completed per Hour — Maria Saboya Rena Saiter Ivy Korman Patrick Morris Lester Sola Penelope Townsley

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

Voter Registrations Completed per Hour

good direction

updated: 4/12/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Voter Registrations Completed by Voter Services Division	10,193 Registrations	n/a	Mar 2006
Staff Hours spent on Voter Registrations	1,960.0 Hours	n/a	Mar 2006

Voters Satisfied with Voting Experience

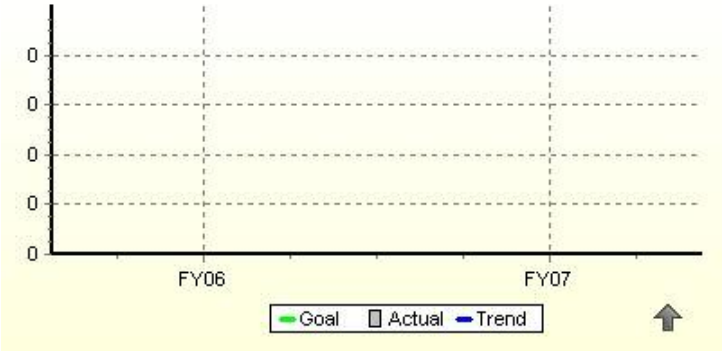
Maria Saboya Rena Saiter Lester Sola Penelope Townsley

Data will be based on survey or random sample of voters. Percentage listed includes responed rating their voting experience as somewhat completely satisfied.

Performance Graph

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

Voters Satisfied with Voting Experienc...



good direction

updated: 1/17/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Responsive Communications Services - Public and Media - Elections	Maria Saboya Rena Saiter Lester Sola Penelope Townsley

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

GrandParent Objectives

Enhance community access to reliable information regarding services and County government issues

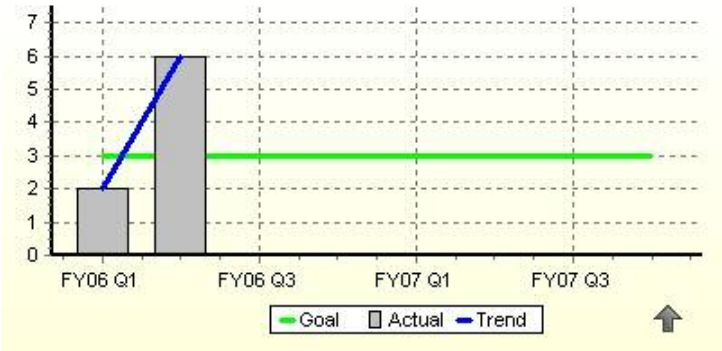
Parent Objectives

(ES2.2) Responsive communications services (advertising, marketing, public relations, publications, etc.) for other County departments

Measures	Owner(s)
Director Media and Outreach Events - Elections	Maria Saboya Rena Saiter Lester Sola Penelope Townsley

Performance Graph

Director Media and Outreach Events - E...



good direction

updated: 4/7/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Financial

Objective Name	Owner(s)
Meet Budget Targets (Elections)	Maria Saboya Lester Sola

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

Measures	Owner(s)
Revenue: Total (Elections)	Rena Saiter Lester Sola Penelope Townsley Maria Saboya

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

Performance Graph

Revenue: Total (Elections)

good direction

updated: 4/7/2006

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

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

Expen: Total (Elections)	Rena Saiter Lester Sola Penelope Townsley Maria Saboya

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

Performance Graph

Expen: Total (Elections)

good direction

updated: 2/14/2006

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

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Expen: Personnel (Elections)	$1,961	$3,040	FY06 Q2
Expen: Other Operating (Elections)	$1,156	$1,713	FY06 Q2
Expen: Capital (Elections)	$0	$36	FY06 Q2

Objective Name	Owner(s)
Meet Yearly Budget Allocation	Maria Saboya

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

Parent Objectives

Measures	Owner(s)
Monthly Financial Reports	Maria Saboya Rena Saiter Lester Sola Penelope Townsley

Provide monthly updated financial reports to ensure compliance to the authorized budget allocation. Reports are due within a week of month end. Goal is to report 1 monthly; if goal is not achieved a 0 will be reported.

Performance Graph

Monthly Financial Reports

good direction

updated: 4/7/2006

Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Internal

Objective Name	Owner(s)
Enhance recruitment and training of election support staff	Milton Collins Maria Saboya Lester Sola Penelope Townsley

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

GrandParent Objectives

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

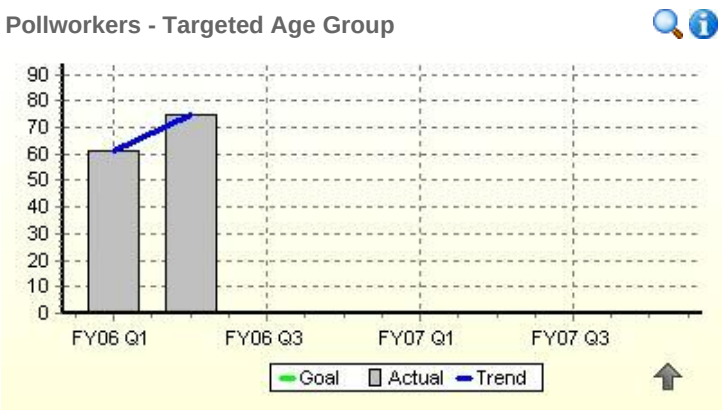
Parent Objectives

(ES5.4) Workforce skills to support County priorities (e.g. leadership, customer service, fiscal problem-solving technology, etc.) (priority outcome)

Measures	Owner(s)
Pollworkers - Targeted Age Group	Maria Saboya Rena Saiter Milton Collins Cynthia Rafi Lester Sola Penelope Townsley

To ensure sufficient support now and in the future at poll sites, the Department is interested in monitoring how many poll workers are recruited that are between the age of 18 and 26.

Performance Graph



good direction updated: 4/7/2006

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

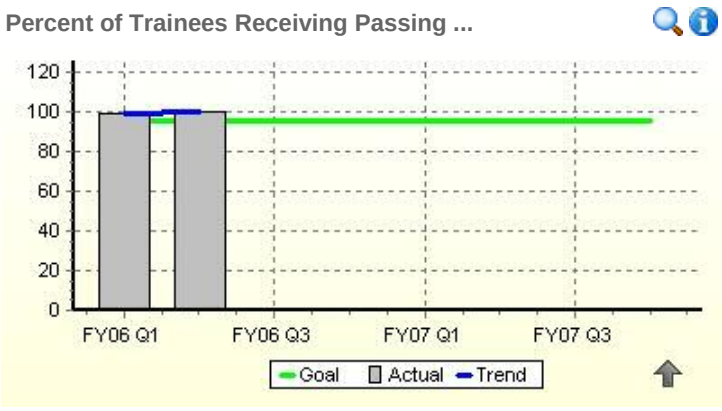
Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Percent of Trainees Receiving Passing Grade	Maria Saboya Rena Saiter Milton Collins Cynthia Rafi Lester Sola Penelope Townsley

The Department is trying to increase the percentage of poll worker and election support staff trainees receiving a passing grade after completing the first training session.

Performance Graph



good direction updated: 4/7/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Enhance Warehouse and Elections Logistics Support	John Mendez Maria Saboya Lester Sola Penelope Townsley

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

GrandParent Objectives

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

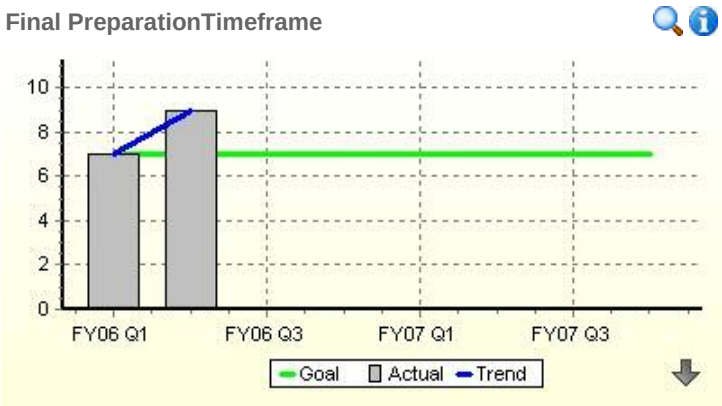
Parent Objectives

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

Measures	Owner(s)
Final PreparationTimeframe	Maria Saboya Rena Saiter John Mendez Lester Sola Penelope Townsley

Number of days prior to election date that calibration, flashcard insertion and final preparation of iVotronics is completed

Performance Graph



good direction updated: 4/12/2006

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

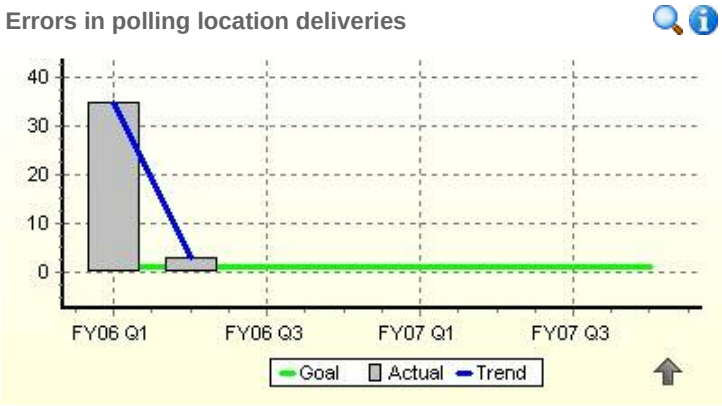
Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Errors in polling location deliveries	Maria Saboya Rena Saiter John Mendez Lester Sola Penelope Townsley

Solid Waste and Elections staff deliver all supplies (e.g., voting machines, precinct registers, ballots, office supplies, telephones, etc.) needed at poll stations. Thereafter, Elections follows up at all polling locations to ensure that they were properly delivered. This measure identifies the number of polling stations that did not receive appropriate supplies.

Performance Graph



good direction updated: 4/12/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Days to Collect Equipment and Supplies	Maria Saboya Rena Saiter John Mendez Lester Sola Penelope Townsley

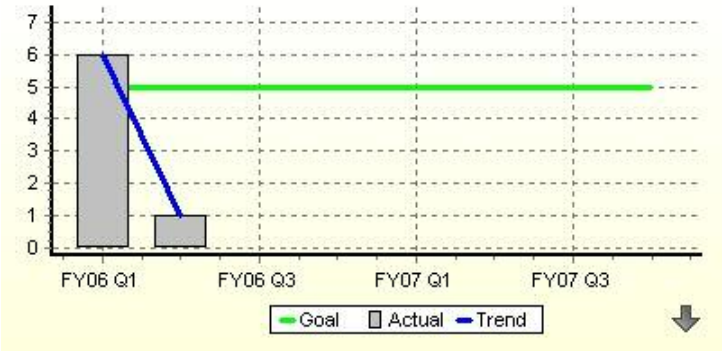
Number of days to collect and inventory election equipment and supplies from polling places

Performance Graph

Initiatives Linked To Measure

Owner(s)

Days to Collect Equipment and Supplies



good direction

updated: 4/12/2006

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Recruitment of Election Staff	Maria Saboya Rena Saiter

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

Measures	Owner(s)
Number of Vacancies Remaining	Maria Saboya Rena Saiter Lester Sola Penelope Townsley

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

Performance Graph

Number of Vacancies Remaining

good direction

updated: 4/12/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Performance of Campaign Financing Audits	Maria Saboya Rena Saiter

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

GrandParent Objectives

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

Parent Objectives

(ES10.5) Integrity of candidate and public officials public records maintained

Measures	Owner(s)
% of Timely Notification of Non Compliant Audits	Maria Saboya Rena Saiter Lester Sola Penelope Townsley

Percentage of timely notification of non compliant reports communicated to candidates within three days of compleltion of the final audit

Performance Graph

good direction updated: 4/7/2006

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

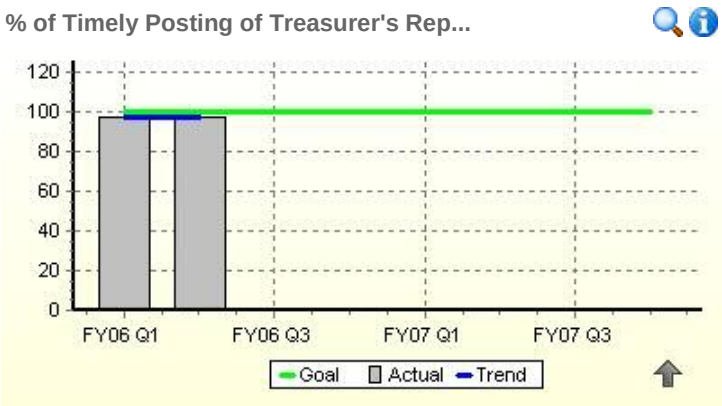
Child Measures Linked To Measure

ACTUAL	GOAL	DATE

% of Timely Posting of Treasurer's Reports Maria Saboya Rena Saiter Lester Sola Penelope Townsley

Percentage of time to post treasurer's report online upon receipt of the original report. These reports are for Mayor, Commissioners and Community Council Members as stated by County Ordinance.

Performance Graph



good direction updated: 4/7/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Effective Support from Election Central	Rosa Pastrana Maria Saboya Lester Sola Penelope Townsley

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

GrandParent Objectives

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

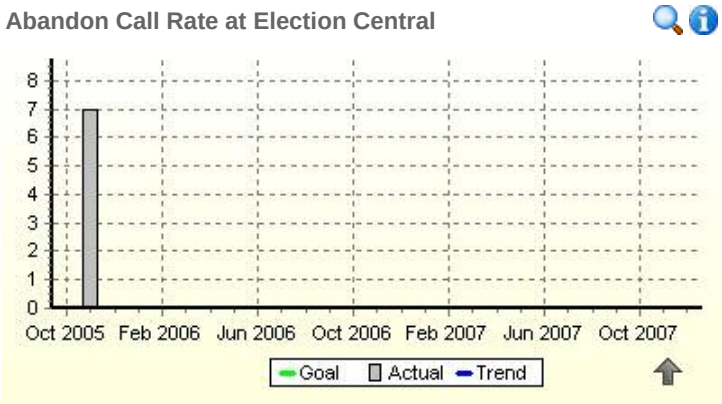
Parent Objectives

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

Measures	Owner(s)
Abandon Call Rate at Election Central	Maria Saboya Rena Saiter Michele Giles Rosa Pastrana Lester Sola Penelope Townsley

Percent of calls to election central abandoned. Calls are coming from polling locations and election support staff not from general public

Performance Graph



good direction updated: 4/7/2006

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

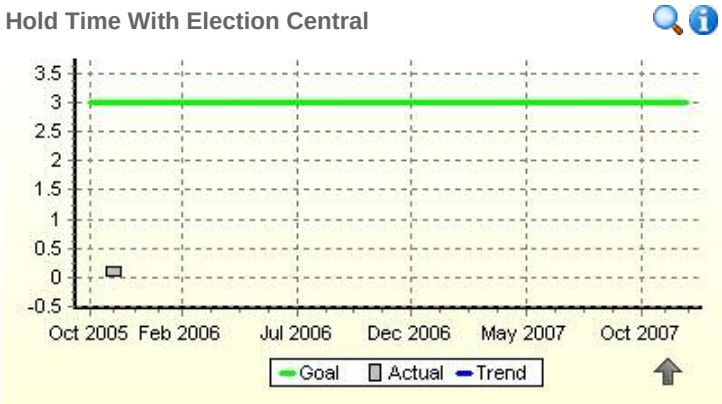
Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Hold Time With Election Central	Maria Saboya Rena Saiter Michele Giles Rosa Pastrana Lester Sola Penelope Townsley

Reduce the average answer speed in queue time to less than seven minutes

Performance Graph



good direction updated: 4/7/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Election Support Dispatch Time	Maria Saboya Rena Saiter Michele Giles John Mendez Rosa Pastrana Lester Sola Penelope Townsley

Reduce election support dispatch time to sites to less than 15 minutes

Performance Graph

Initiatives Linked To Measure

Owner(s)

Election Support Dispatch Time

good direction

updated: 4/7/2006

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Audit Data Verification for Countywide Election	Maria Saboya

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

GrandParent Objectives

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

Parent Objectives

(ES10.5) Integrity of candidate and public officials public records maintained

Measures	Owner(s)
Timely Verification of Audit Data - Countywide Elections	Maria Saboya Rena Saiter Michael Johnson Lester Sola Penelope Townsley Robert Vinock

Complete 100% of audit data verification within 96 hours (4 days) of a countywide election

Performance Graph

Timelly Verification of Audit Data - C...

good direction

updated: 4/12/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Timely Verification of Audit Data - Municipal Election	Maria Saboya Rena Saiter Michael Johnson Lester Sola Penelope Townsley Robert Vinock

Complete 100% of audit data verification within 24 hours (1 day) of a municipal election

Performance Graph

Timely Verification of Audit Data - Mu...

good direction

updated: 4/12/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Conduct Municipal, General and Other Special Elections as Required By Law	Maria Saboya

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

GrandParent Objectives

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

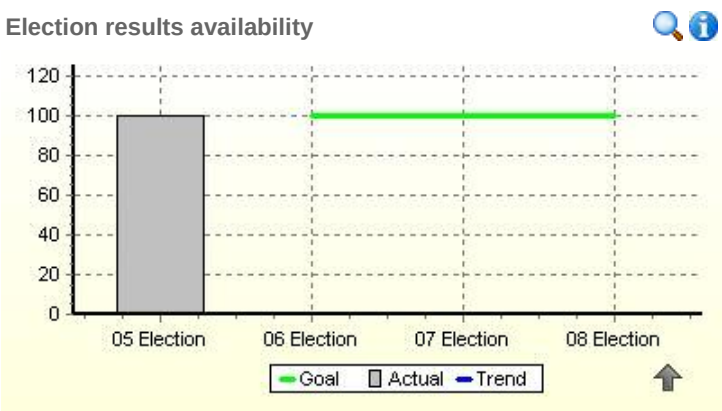
Parent Objectives

(ES10.3) Votes counted and reported accurately and quickly

Measures	Owner(s)
Election Results Availability	Michael Johnson Maria Saboya Rena Saiter Lester Sola Penelope Townsley Robert Vinock

Report 20% of election results per hour after all polls have closed.

Performance Graph



good direction

updated: 2/14/2006

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

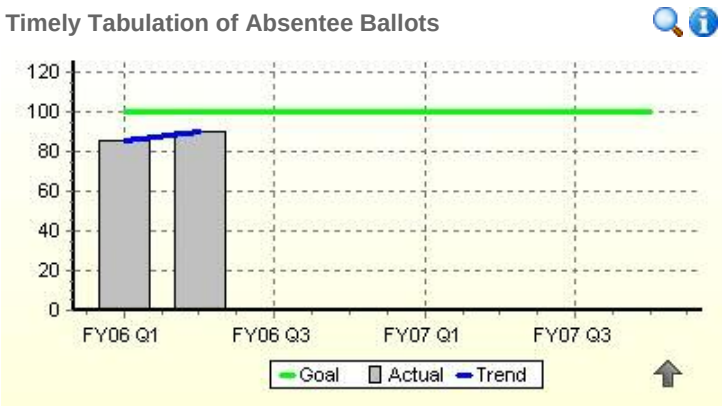
Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Timely Tabulation of Absentee Ballots	Maria Saboya Rena Saiter Michael Johnson Lester Sola Penelope Townsley Robert Vinock

Process 90% of all absentee ballots by 7:00 pm on election night

Performance Graph



good direction

updated: 4/12/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Objective Name	Owner(s)
County Processess Improved Through Information Technology - Elections	Maria Saboya

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

GrandParent Objectives

Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange

Parent Objectives

(ES4.6) County processes improved through information technology (priority outcome)

Measures	Owner(s)
Timely Coding of Ballots - Municipal Elections	Maria Saboya Rena Saiter Michael Johnson Lester Sola Penelope Townsley Robert Vinock

Code municipal elections within 3 days of receipt of master ballot layout

Performance Graph

Timely Coding of Ballots Municipal Ele...

good direction

updated: 4/12/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Timely Coding of Ballots - Countywide and Special Elections	Maria Saboya Rena Saiter Michael Johnson Lester Sola Penelope Townsley Robert Vinock

Code countywide and special elections within 5 days of receipt of master ballot layout

Performance Graph

Timley Coding of Ballots

good direction

updated: 4/12/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Learning and Growth

Objective Name	Owner(s)
Responsive Communications with and Training of Poll Workers - Election	Milton Collins Maria Saboya Lester Sola Penelope Townsley

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

GrandParent Objectives

Enhance community access to reliable information regarding services and County government issues

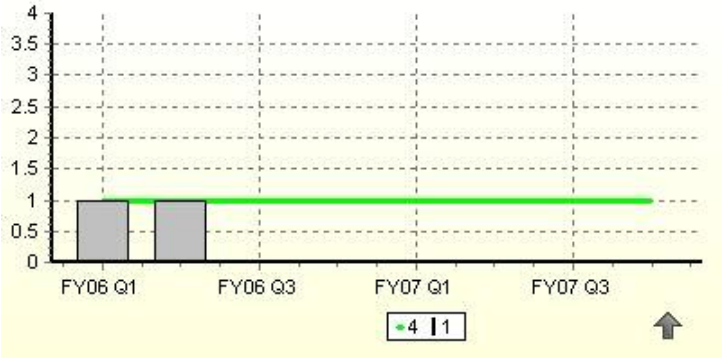
Parent Objectives

(ES2.2) Responsive communications services (advertising, marketing, public relations, publications, etc.) for other County departments

Measures	Owner(s)
Number of Poll Worker Newsletters Produced	Maria Saboya Rena Saiter Milton Collins Cynthia Rafi Lester Sola Penelope Townsley

Performance Graph

Number of Poll Worker Newsletters Prod...



good direction updated: 4/7/2006

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

Child Measures Linked To Measure

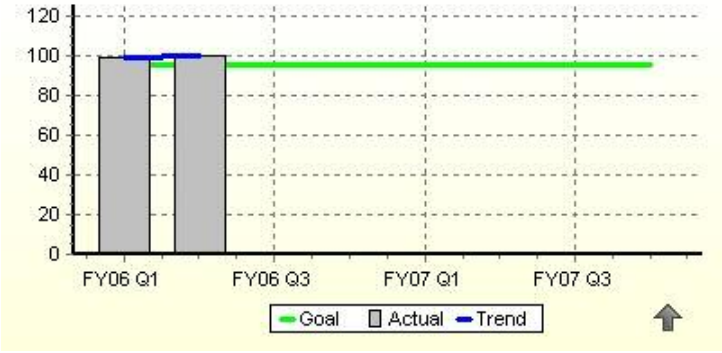
ACTUAL	GOAL	DATE

Percent of Trainees Receiving Passing Grade	Maria Saboya Rena Saiter Milton Collins Cynthia Rafi Lester Sola Penelope Townsley

The Department is trying to increase the percentage of poll worker and election support staff trainees receiving a passing grade after completing the first training session.

Performance Graph

Percent of Trainees Receiving Passing ...



good direction updated: 4/7/2006

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

Child Measures Linked To Measure

ACTUAL	GOAL	DATE