SCORECARD DETAIL-Elections

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. Default

1.0 Customer

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
Increase the number of registered voters in Miami-Dade County (ELEC)					
New Voter Registrations	Dec 2011	3,053	1,500	8,636	4,100
Registered voters	FY11 Q4	1,210,587	1,200,000	1,210,587	1,200,000
Satisfied Customers - Elections					
2006 Secret Shopper Score (Elections)	Cal05	3.5	4.0	n/a	n/a
2008 Secret Shopper Score (Elections)	Jun 2008	85	80	n/a	n/a
Provide Excellent Customer Service to Municipal Clerks (ELEC)					

Initiative Name	Type	As Of		%	Status	Owners
Candidate Satisfaction Survey		09/30/2010		5%	On Hold	White, Christina Acosta, Maria Lopez, Carolina

Number of Municipal Clerk Satisfaction Surveys Sent	Nov 2011	4	4	4	5
Number of Municipal Clerk Satisfaction Surveys Received	Dec 2011	1	n/a	4	n/a
Customer Satisfaction with Governmental Affairs	Nov 2011	100 %	95 %	100 %	95 %
Customer Satisfaction with Information Systems	Nov 2011	100 %	95 %	100 %	95 %
Customer Satisfaction with Operations	Nov 2011	100 %	95 %	100 %	95 %
Customer Satisfaction with Outreach and Training	Nov 2011	100 %	95 %	100 %	95 %
Customer Satisfaction with Voter Services	Nov 2011	100 %	95 %	100 %	95 %
Customer Satisfaction with Elections Department Overall	Nov 2011	100 %	95 %	100 %	95 %
Opportunities for every registered voter to conveniently cast a vote (ELEC)					
Number of Elections Held	Dec 2011	1	2	7	10
Percent of Voters who Voted by Absentee Ballot	Dec 2011	11 %	n/a	34 %	n/a
Percent of Voters who Voted Early - All Elections	Dec 2011	n/a	n/a	14 %	n/a

Percent of Voters who voted on Election Day for all Elections	Dec 2011	89	50		n/a	n/a

Effective Management of Polling Places (ELEC)

Initiative Name	Type	As Of	$	%	Status	Owners
ADA Polling Places Construction Projects		01/31/2012		n/a	In Progress	Mendez, John Shah, Smita Sierra-Trujillo, Erika Gonzalez, Daniel
Percentage of Polling Places that are ADA Compliant		Dec 2011	100 %	100 %	100 %	100 %
Average number of days before election for letters to be mailed		Dec 2011	90	90	90	90
Number of temporary polling place changes		Dec 2011	10	n/a	18	n/a
Number of permanent polling place changes		Dec 2011	5	0	5	0
Average number of days before election for Polling Places changes to be mailed out		Dec 2011	14 days	15 days	14 days	15 days
Percentage of telephone lines confirmed operational 7 days prior to an election		Dec 2011	98 %	n/a	98 %	n/a

Monitor Requests from the Community for Information to Ensure 3 Day Response Time

Voter Statistical Requests - Timely Response		Dec 2011	100 %	85 %	100 %	85 %

Recruit Excellent Poll Workers (ELEC)

Initiative Name	Type	As Of	$	%	Status	Owners
Poll Worker Focus Groups		01/17/2009		100%	Complete	Smith, Tara Hartfield, Gary Morris, Patrick Walker, Sandra
Number of Active Poll Workers		Dec 2011	16842	n/a	50255	n/a
Number of Poll Workers Recruited		Dec 2011	67	n/a	615	n/a

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

Number of High Schools Reached		Jun 2011	1	(3 - 5)	23	(15 - 27)
Number of Students Educated		Jun 2011	1	40	269	190
Number of Students Voted		Jun 2011	359	900	18,315	5,400
Student Survey Results		Jun 2011	86	85	335	170

2.0 Financial

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
Meet Budget Targets (Elections)					
Expen: Total (Elections)	FY12 Q1	$4,196 K	$6,595 K	$4,196 K	$6,595 K
Revenue: Total (Elections)	FY12 Q1	$340 K	$6,594 K	$340 K	$6,594 K
Positions: Full-Time Filled (Elections)	FY12 Q1	89	(n/a - n/a)	89	(n/a - n/a)

Budget Implementation: FY 10-11 (Elections)

Initiative Name	Type	As Of	$	%	Status	Owners
Eliminate 1 positions in the Operations Division. (Elections-1)		12/31/2010		100%	Complete	Sola, Lester
Eliminate 3 positions in the Information Systems Division. (Elections-2)		12/31/2010		100%	Complete	Sola, Lester
Eliminate rental of 16 troubleshooting trucks for Early Voting. (Elections-4)		12/31/2010		100%	Complete	Sola, Lester
Eliminate 6 positions in the Voter Services Division; Close the Voter Information Center at the SPCC. (Elections-5)		12/31/2010		100%	Complete	Sola, Lester
Reduce misc. operating expenses by $295,000. (Elections-6)		12/31/2010		75%	In Progress	Sola, Lester
Reduce seasonal staff hired for elections. (Elections-7)		12/31/2010		100%	Complete	Sola, Lester
Reduce printing and advertising expenses by $130,000. (Elections-8)		12/31/2010		100%	Complete	Sola, Lester
Eliminate 6 positions in the Community Outreach and Training Division. (Elections-9)		12/31/2010		100%	Complete	Sola, Lester
Reduce poll worker expenditures by $350,000. (Elections-10)		12/31/2010		100%	Complete	Sola, Lester

3.0 Internal

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
Effective Support from Election Central (ELEC)					
Hold Time With Election Central	Dec 2011	n/a	1.00 minute(s)	n/a	n/a

Initiative Name	Type	As Of	$	%	Status	Owners
Election Central Knowledge Base		01/31/2009		0%	In Progress	Smith, Tara Mendez, John Shah, Smita Sierra-Trujillo, Erika Gonzalez, Daniel

Produce Timely and Accurate Election Results Certification (ELEC)

Initiative Name	Type	As Of		%	Status	Owners
Provide Precinct Register Validation Training for Validators		08/31/2010		100%	Complete	Lopez, Carolina White, Christina Gargurevich, Djur Douglas, Roseann

Average Number of Days to Scan Precinct Registers	Oct 2011	1	2	1	2
Number of Days to Update the Voter Registration Database with Voter History	Dec 2011	1 days	2 days	1 days	2 days
Number of days to certify Countywide Primary Elections	FY11 Q4	n/a	7	10	7
Number of days to certify Countywide General Elections	FY11 Q4	n/a	12	10	12
Number of Post-Election Audits Completed	Nov 2011	5	n/a	6	n/a

4.0 Learning and Growth

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
Recruitment of Election Staff (ELEC)					
Number of Vacancies	Dec 2011	2	0	1	0
Seasonal Staff Employed	Dec 2011	173	n/a	471	n/a

Develop Election Department Staff Skills and County Knowledge (ELEC)

Initiative Name	Type	As Of		%	Status	Owners
Succession Planning		05/31/2009		n/a	Not Started	Smith, Tara Lopez, Carolina Mendez, John Shah, Smita Gonzalez, Daniel

Internal Training	Dec 2011	9	n/a	98	n/a
External Training	Dec 2011	0	n/a	0	n/a

Scorecard Exception Report Business Plan Reports

Scorecard Owners: Townsley, Penelope

Linked Objects

Hide All

Child Scorecards

	Owners
Elections - Community Outreach and Training	Hartfield, Gary Morris, Patrick Walker, Sandra
Elections - Information Systems	Diaz, Marcela Johnson, Michael Vinock, Robert

Elections - Office of Governmental Affairs	Lopez, Carolina White, Christina
Elections - Operations	Gonzalez, Daniel Mendez, John Shah, Smita Sierra-Trujillo, Erika
Elections - Voter Services	McClain, Michelle Pastrana, Rosy

Parent Scorecards

	Owners
General Government Strategic Area	Admin, Admin

Objectives

	Owners
Increase the number of registered voters in Miami-Dade County (ELEC)	Townsley, Penelope
(ES1.4.3) Satisfied Customers - Elections	Johnson, Michael Lopez, Carolina
Provide Excellent Customer Service to Municipal Clerks (ELEC)	Lopez, Carolina White, Christina
(ES10.2.1) Opportunities for every registered voter to conveniently cast a vote (ELEC)	Townsley, Penelope
Effective Management of Polling Places (ELEC)	Gonzalez, Daniel Mendez, John Shah, Smita Sierra-Trujillo, Erika
Monitor Requests from the Community for Information to Ensure 3 Day Response Time	McClain, Michelle Mendez, John Pastrana, Rosy
Recruit Excellent Poll Workers (ELEC)	Hartfield, Gary 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
(ES8.2.1.14) Meet Budget Targets (Elections)	Townsley, Penelope
Budget Implementation: FY 10-11 (Elections)	Sola, Lester
(ES5.1.4) Recruitment of Election Staff (ELEC)	Gonzalez, Daniel Mendez, John Shah, Smita
(ES10.2.3) Effective Support from Election Central (ELEC)	Pastrana, Rosy
Produce Timely and Accurate Election Results Certification (ELEC)	Johnson, Michael Lopez, Carolina Vazquez, Carlos Vinock, Robert White, Christina
Develop Election Department Staff Skills and County Knowledge (ELEC)	Gonzalez, Daniel Mendez, John Shah, Smita Smith, Tara

Program Groups

There are no program groups linked at this time.

Initiatives

	Type	As Of		%	Status	Owners
Succession Planning		05/31/2009		n/a	Not Started	Smith, Tara Lopez, Carolina Mendez, John Shah, Smita Gonzalez, Daniel
Implement EAMS System		08/31/2010		n/a	Not Started	Mendez, John Shah, Smita Sierra-Trujillo, Erika Gonzalez, Daniel
Seek Best Practices		08/31/2010		50%	In Progress	Smith, Tara Lopez, Carolina White, Christina Pastrana, Rosy Mendez, John Johnson, Michael Hartfield, Gary
Election Central Knowledge Base		01/31/2009		0%	In Progress	Smith, Tara Mendez, John Shah, Smita Sierra-Trujillo, Erika Gonzalez, Daniel
Automation of Voter Information Available at the Public Service Counter		08/31/2010		n/a	In Progress	Johnson, Michael Vinock, Robert Pastrana, Rosy McClain, Michelle Mesa, Sandy
Automatic Signature Verification		03/31/2009		0%	In Progress	Smith, Tara Pastrana, Rosy
Customer Service Request Tracking Database		08/31/2010		n/a	In Progress	Johnson, Michael Vinock, Robert Mesa, Sandy
Downloadable Voter Information Card		08/31/2010		n/a	In Progress	Johnson, Michael Vinock, Robert Mesa, Sandy
Migrate Existing Access Databases to a Standardized Platform		08/31/2010		n/a	In Progress	Johnson, Michael Vinock, Robert Mesa, Sandy
ADA Polling Places Construction Projects		01/31/2012		n/a	In Progress	Mendez, John Shah, Smita Sierra-Trujillo, Erika Gonzalez, Daniel
Employee Satisfaction Survey		10/31/2009		30%	On Hold	Lopez, Carolina Smith, Tara
Enhancements to Pitney Bowes Reliavote System		09/30/2009		100%	Complete	Vinock, Robert Mesa, Sandy
Seek Grant Funding		08/31/2009		100%	Complete	Smith, Tara Lopez, Carolina White, Christina Pastrana, Rosy Mendez, John Johnson, Michael Hartfield, Gary Morris, Patrick Walker, Sandra

Develop Ballot Printing System Prototype		09/30/2009				100%	Complete	Vinock, Robert Johnson, Michael Mesa, Sandy
Elections Sustainability Initiatives		04/30/2010				100%	Complete	Smith, Tara Lopez, Carolina Mendez, John Shah, Smita Gonzalez, Daniel
Online Access to Voter Specific Sample Ballot & Precinct Information		07/31/2010				100%	Complete	Johnson, Michael Vinock, Robert Mesa, Sandy
Sterling Challenge		07/31/2009				100%	Complete	Smith, Tara Lopez, Carolina
Poll Worker Focus Groups		01/17/2009				100%	Complete	Smith, Tara Hartfield, Gary Morris, Patrick Walker, Sandra
Automated Solution for Identifying MARG Voters		08/31/2009				100%	Complete	Johnson, Michael Vinock, Robert Mesa, Sandy
Voting Equipment Conversion to Optical Scan		09/30/2008				100%	Complete	Johnson, Michael
Replacement of Voter Registration System		09/30/2008				100%	Complete	Johnson, Michael
Web Tracking for Provisional Ballots		09/30/2008				100%	Complete	Johnson, Michael
Elections Training and Reporting Software System		03/31/2007				100%	Complete	Sola, Lester
Voting Equipment Firmware Upgrade and Preventive Maintenance		09/30/2009				100%	Complete	Mendez, John Shah, Smita Gonzalez, Daniel
Voter Survey		07/31/2006				100%	Complete	Sola, Lester Saiter, Rena
Voting Equipment Analysis		06/30/2007				100%	Complete	Sola, Lester
Absentee Ballot Relia Vote System		09/30/2006				100%	Complete	Sola, Lester

Processes

There are no processes linked at this time.

REFERENCE CENTER

Action Items **Show Details**

Due Date	Status	Action	Owners
No Action Items to Report			

Open Overdue

Comments

Author/Date	Comment	Show All
	There are no comments at this time.	

External Links

Elections Website

Attached Documents

	Last Updated	Checked Out By
FY 10-11 Elections Business Plan	02/10/2010	[Check Out]

Customer Perspective

Objective Name	Owner(s)
Increase the number of registered voters in Miami-Dade County (ELEC)	Penelope Townsley

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

GG7_Free, fair and accessible elections

Parent Objectives

GG7-1 Provide eligible voters with convenient opportunities to vote

Measure	Owner(s)
New Voter Registrations	Mike Bryant Marcela Diaz Michael Johnson Miriam Rivero Robert Vinock

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

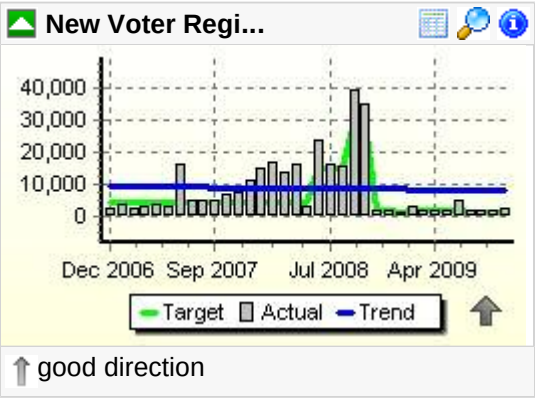
Performance

Ind	Actual	Target	Variance	Date
	3,053	1,500	1,553	Dec 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

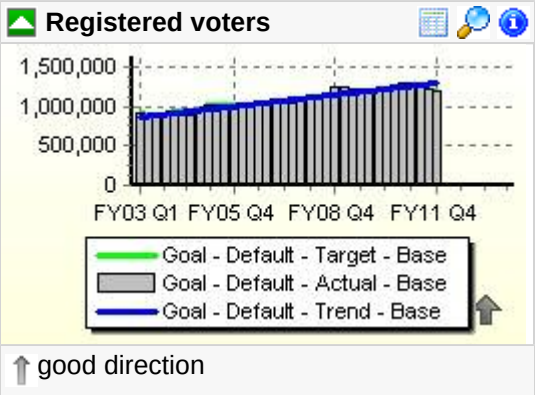


Measure	Owner(s)
Registered voters	Mike Bryant Marcela Diaz Michael Johnson Robert Vinock

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

Performance

Ind	Actual	Target	Variance	Date
	1,210,587	1,200,000	10,587	FY11 Q4



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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

Objective Name	Owner(s)
Satisfied Customers - Elections	Michael Johnson Carolina Lopez

Supports ES1-4

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

GG1_Friendly government

Parent Objectives

GG1-2 Develop a customer-oriented organization

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)
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

Ind	Actual	Target	Variance	Date
	85	80	5	Jun 2008

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

Child Measures Linked To Measure

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 (ELEC)	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)
Candidate Satisfaction Survey	Maria Acosta Carolina Lopez Christina White

GrandParent Objectives

GG1_Friendly government

GG1_Friendly government

Parent Objectives

GG1-2 Develop a customer-oriented organization

GG1-3 Foster a positive image of County government

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

Ind	Actual	Target	Variance	Date
	4	4	0	Nov 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

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.

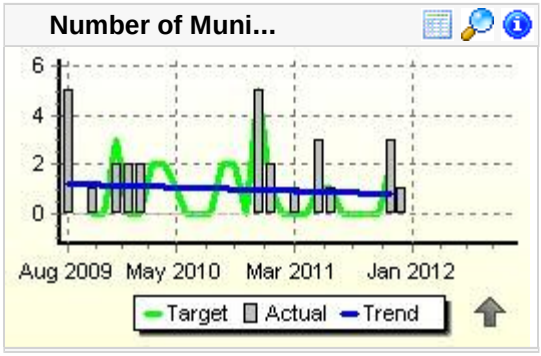
Performance

Ind	Actual	Target	Variance	Date
	1	n/a	n/a	Dec 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



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 logisitics. The goal is to provide excellent customer service from planning to the conclusion of the election.

Performance

Ind	Actual	Target	Variance	Date
	100 %	95 %	5 %	Nov 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

Measure	Owner(s)
Customer Satisfaction with Information Systems	Carolina Lopez Christina White

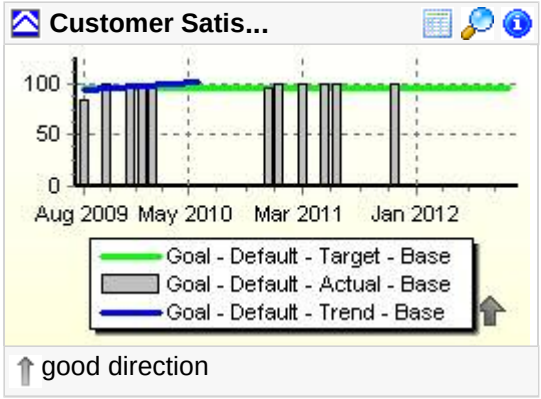
Performance

Ind	Actual	Target	Variance	Date
	100 %	95 %	5 %	Nov 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Customer Satisfaction with Operations	Carolina Lopez Christina White

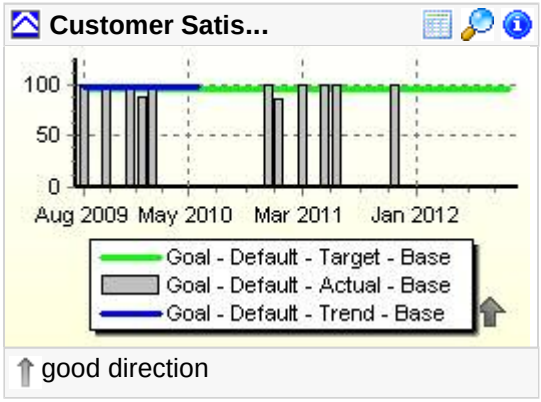
Performance

Ind	Actual	Target	Variance	Date
	100 %	95 %	5 %	Nov 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Customer Satisfaction with Outreach and Training	Carolina Lopez Christina White

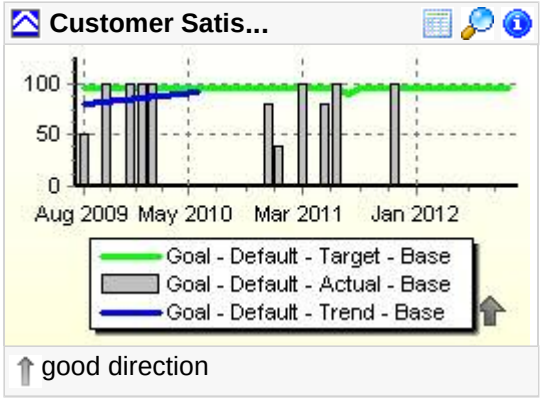
Performance

Ind	Actual	Target	Variance	Date
	100 %	95 %	5 %	Nov 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Customer Satisfaction with Voter Services	Carolina Lopez Christina White

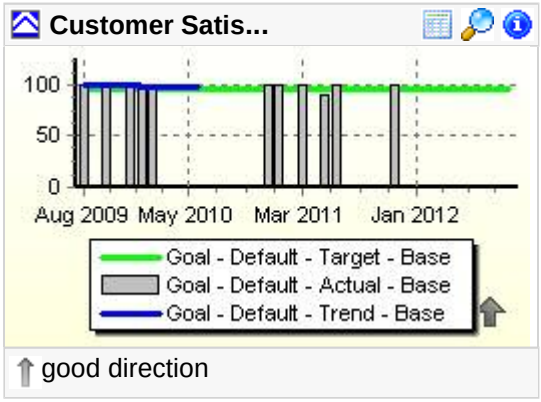
Performance

Ind	Actual	Target	Variance	Date
	100 %	95 %	5 %	Nov 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Customer Satisfaction with Elections Department Overall	Carolina Lopez Christina White

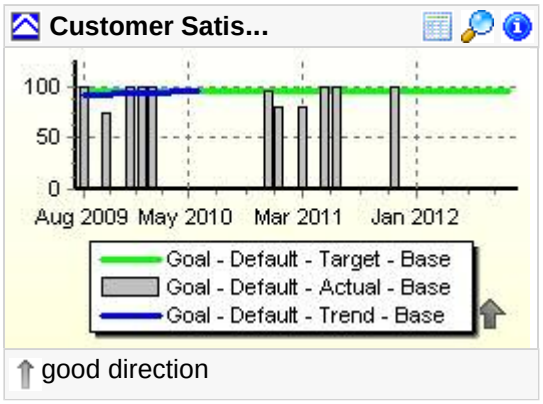
Performance

Ind	Actual	Target	Variance	Date
	100 %	95 %	5 %	Nov 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Objective Name	Owner(s)
Opportunities for every registered voter to conveniently cast a vote (ELEC)	Penelope Townsley

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

GG7_Free, fair and accessible elections

Parent Objectives

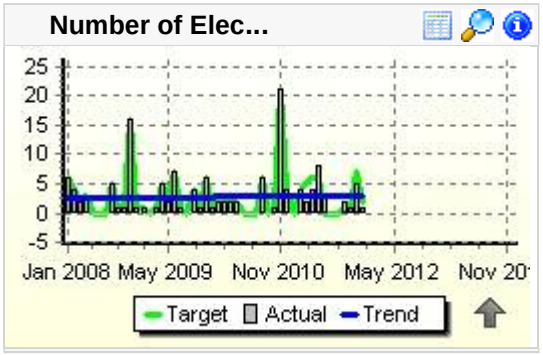
GG7-1 Provide eligible voters with convenient opportunities to vote

Measure	Owner(s)
Number of Elections Held	Mike Bryant Marcela Diaz 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

Ind	Actual	Target	Variance	Date
	1	2	(1)	Dec 2011



Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

Measure	Owner(s)
Percent of Voters who Voted by Absentee Ballot	Mike Bryant Marcela Diaz Michael Johnson Robert Vinock LaRhonda Wimberly

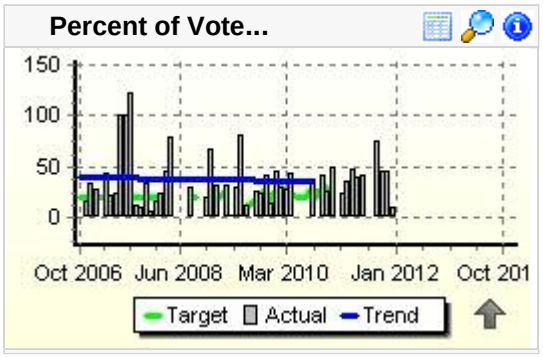
Performance

Ind	Actual	Target	Variance	Date
	11 %	n/a	n/a	Dec 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Percent of Voters who Voted Early - All Elections	Mike Bryant Marcela Diaz Michael Johnson Robert Vinock LaRhonda Wimberly

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

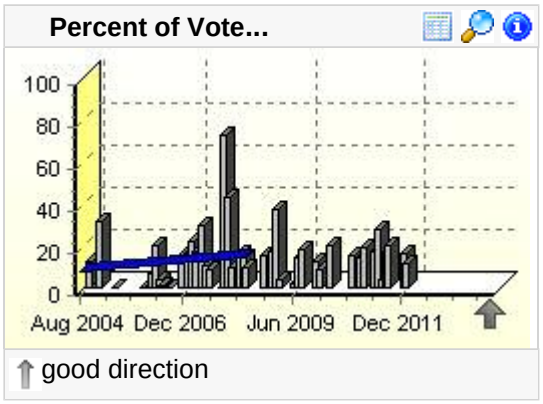
Performance

Ind	Actual	Target	Variance	Date
	n/a	n/a	n/a	Dec 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

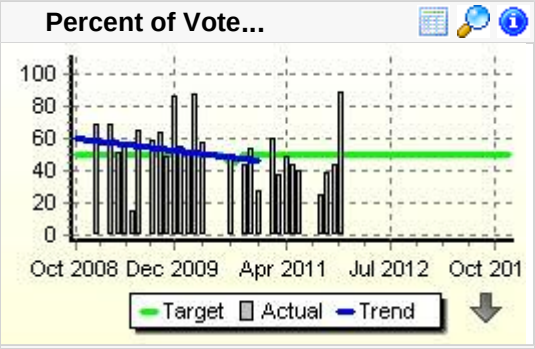


Measure	Owner(s)
Percent of Voters who voted on Election Day for all Elections	Mike Bryant Marcela Diaz Michael Johnson Robert Vinock

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

Performance

Ind	Actual	Target	Variance	Date
	89	50	(39)	Dec 2011



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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

Objective Name	Owner(s)
Effective Management of Polling Places (ELEC)	Daniel Gonzalez John Mendez Smita Shah Erika Sierra-Trujillo

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 occuring during that specific month only.

Initiatives Linked To Objective	Owner(s)
ADA Polling Places Construction Projects	Daniel Gonzalez John Mendez Smita Shah Erika Sierra-Trujillo

GrandParent Objectives

GG7_Free, fair and accessible elections

Parent Objectives

GG7-1 Provide eligible voters with convenient opportunities to vote

Measure	Owner(s)
Percentage of Polling Places that are ADA Compliant	Daniel Gonzalez John Mendez Patricia Prochnicki Smita Shah Erika Sierra-Trujillo

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

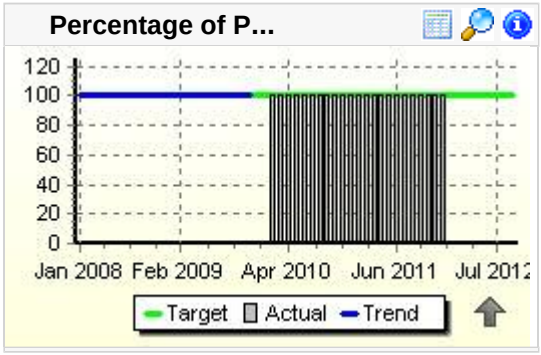
Performance

Ind	Actual	Target	Variance	Date
	100 %	100 %	0 %	Dec 2011

Initiatives Linked To Measure — Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Average number of days before election for letters to be mailed	Daniel Gonzalez John Mendez Patricia Prochnicki 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.

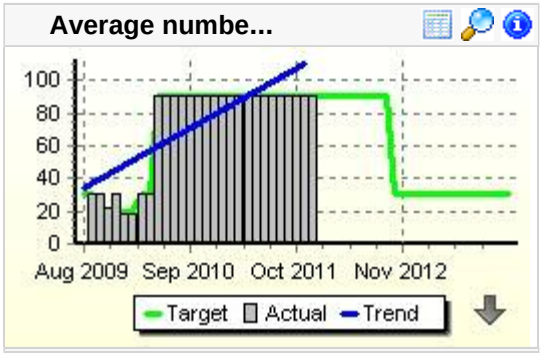
Performance

Ind	Actual	Target	Variance	Date
	90	90	0	Dec 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Number of temporary polling place changes	Daniel Gonzalez John Mendez Smita Shah

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

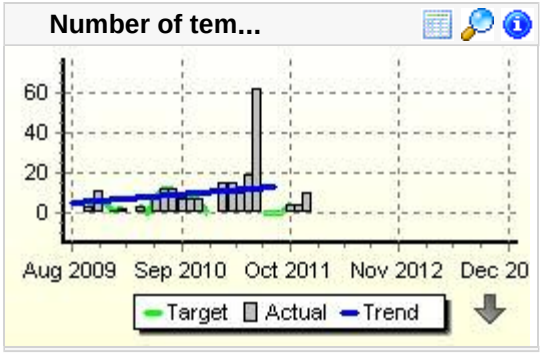
Performance

Ind	Actual	Target	Variance	Date
	10	n/a	n/a	Dec 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Number of permanent polling place changes	Daniel Gonzalez John Mendez Smita Shah Erika Sierra-Trujillo

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

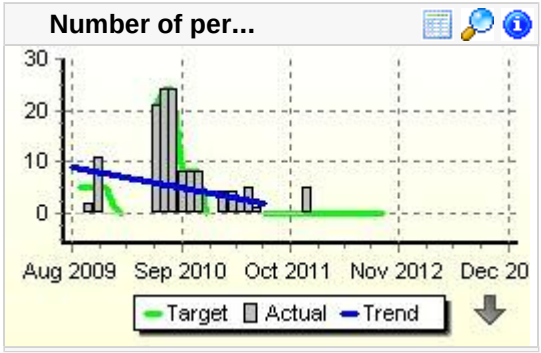
Performance

Ind	Actual	Target	Variance	Date
	5	0	5	Dec 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Average number of days before election for Polling Places changes to be mailed out	Daniel Gonzalez 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.

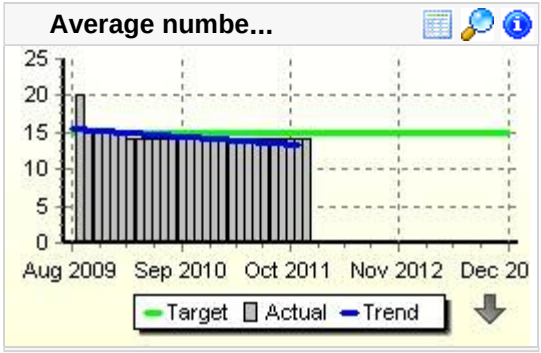
Performance

Ind	Actual	Target	Variance	Date
	14 days	15 days	(1) days	Dec 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

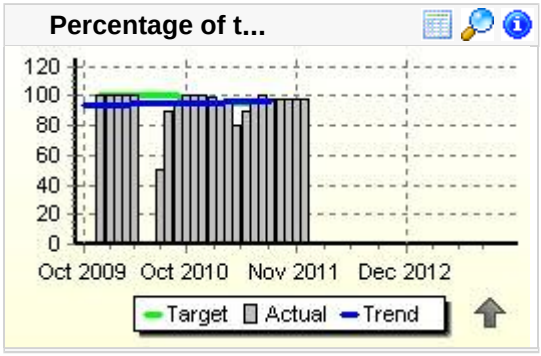


Measure	Owner(s)
Percentage of telephone lines confirmed operational 7 days prior to an election	Daniel Gonzalez Patricia Prochnicki Smita Shah Erika Sierra-Trujillo

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

Performance

Ind	Actual	Target	Variance	Date
	98 %	n/a	n/a	Dec 2011



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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

Objective Name	Owner(s)
Monitor Requests from the Community for Information to Ensure 3 Day Response Time	Michelle McClain John Mendez Rosy Pastrana

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

GG7_Free, fair and accessible elections

GG1_Friendly government

Parent Objectives

GG7-2 Maintain the integrity and availability of election results and other public records

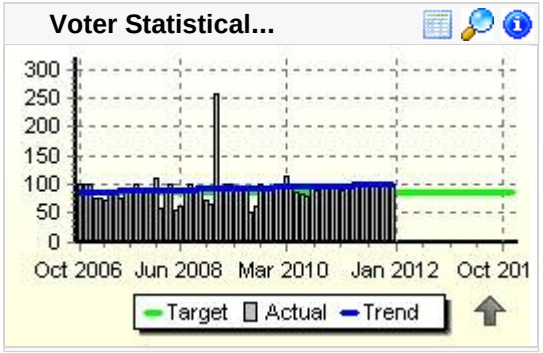
GG1-1 Provide easy access to information and services

Measure	Owner(s)
Voter Statistical Requests - Timely Response	Michelle McClain Rosy Pastrana

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

Ind	Actual	Target	Variance	Date
	100 %	85 %	15 %	Dec 2011



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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
	Items For Sale Completed in 3 Days	31	30	Dec 2011
	Number of Items For Sale Completed (Total)	31	30	Dec 2011
	Cumulative Number of Days to Complete All Orders	13	20	Dec 2011

Objective Name	Owner(s)
Recruit Excellent Poll Workers (ELEC)	Gary Hartfield Patrick Morris Sandra Walker

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)
Poll Worker Focus Groups	Gary Hartfield Patrick Morris Tara Smith Sandra Walker

GrandParent Objectives

GG7_Free, fair and accessible elections

Parent Objectives

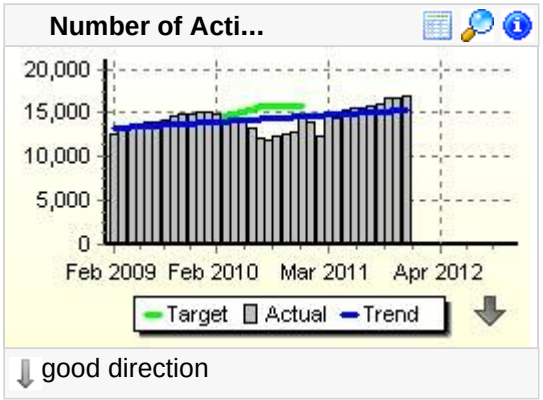
GG7-1 Provide eligible voters with convenient opportunities to vote

Measure	Owner(s)
Number of Active Poll Workers	Gary Hartfield Patrick Morris Sandra Walker

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
	16842	n/a	n/a	Dec 2011



Initiatives Linked To Measure — Owner(s)

Child Measures Linked To Measure

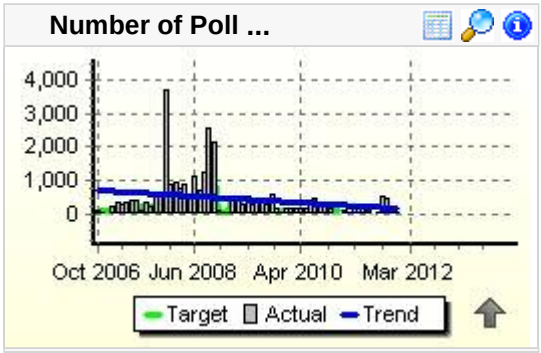
Ind	Name	Actual	Target	Date
	Newly Certified Clerks	n/a	n/a	
	Recertified Clerks	n/a	n/a	
	Recertified Assistant Clerks	n/a	n/a	
	Newly Certified Assistant Clerks	n/a	n/a	

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
	67	n/a	n/a	Dec 2011



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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
	Poll Workers Recruited - Businesses	0	n/a	Dec 2011
	Poll Workers Recruited - Civic Organizations	0	n/a	Dec 2011
	Poll Workers Recruited - Colleges and Universities	33	n/a	Dec 2011
	Poll Workers Recruited - Elderly Services Locations	5	n/a	Dec 2011
	Poll Workers Recruited - Faith Based Organizations	0	n/a	Dec 2011
	Poll Workers Recruited - Government Offices	6	n/a	Dec 2011
	Poll Workers Recruited - Mail or Faxed	0	n/a	Dec 2011
	Poll Workers Recruited - Other Locations	23	n/a	Dec 2011
	Poll Workers Recruited - Schools	0	n/a	Dec 2011

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

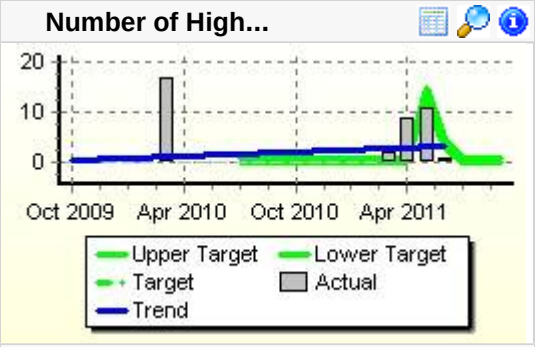
Parent Objectives

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 Departmnent 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
	1	n/a	n/a	Jun 2011



Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

Measure	Owner(s)
Number of Students Educated	Gary Hartfield Kaye Johnson Rodney Moore Patrick Morris Sandra Walker

This measure tracks the number of students educated at the high schools that the Miami-Dade County Elections Departmnent reached out to through the High School Mock Election Program (HSMEP).

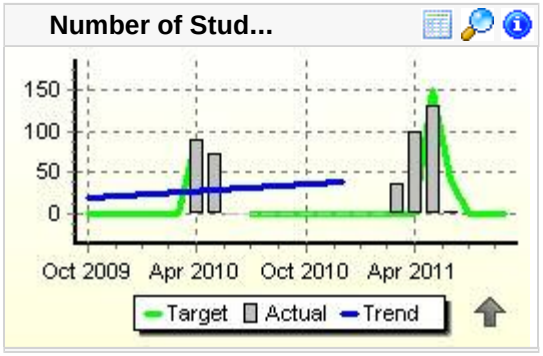
Performance

Ind	Actual	Target	Variance	Date
	1	40	(39)	Jun 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Measure	Owner(s)
Number of Students Voted	Gary Hartfield Kaye Johnson Rodney Moore Patrick Morris Sandra Walker

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.

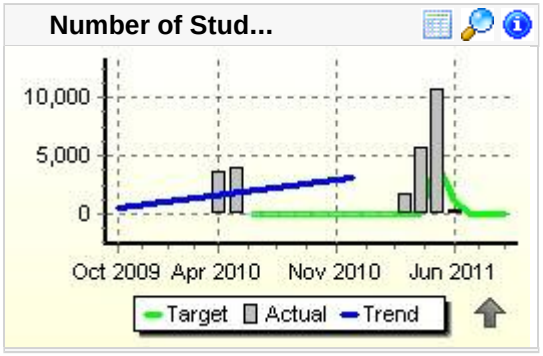
Performance

Ind	Actual	Target	Variance	Date
	359	900	(541)	Jun 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

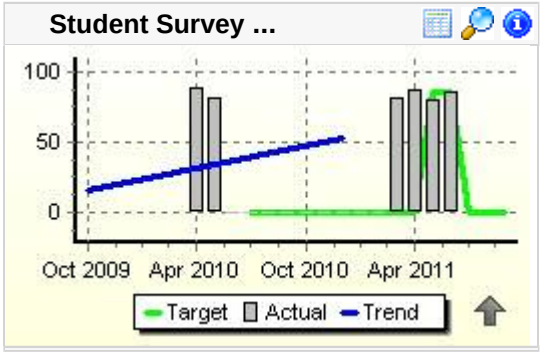


Measure	Owner(s)
Student Survey Results	Gary Hartfield Kaye Johnson Rodney Moore Patrick Morris Sandra Walker

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

Ind	Actual	Target	Variance	Date
	86	85	1	Jun 2011



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
	Believe this process has helped you to become more educated about the process	85	n/a	May 2011
	Believe you will actively vote in all elections when you reach 18yr of age.	85	n/a	May 2011
	Were student pollworkers knowledgeable about election day procedures?	83	n/a	May 2011
	Satisfaction with Voting Experience	86	n/a	May 2011

Financial Perspective

Objective Name	Owner(s)
Meet Budget Targets (Elections)	Penelope Townsley

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

GG4-2 Effectively allocate resources to meet current and future operating and capital needs

zz_2003_Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

Meet Budget Targets (All Miami-Dade County)

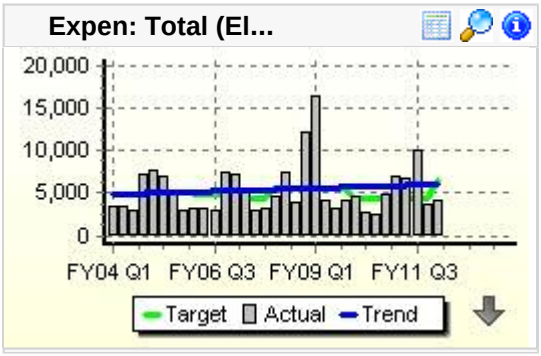
(ES8.2.1) Meet Budget Targets - Archived

Measure	Owner(s)
Expen: Total (Elections)	Patricia Prochnicki Smita Shah Penelope Townsley

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

Performance

Ind	Actual	Target	Variance	Date
	$4,196 K	$6,595 K	$2,399 K	FY12 Q1



Initiatives Linked To Measure — Owner(s)

Child Measures Linked To Measure

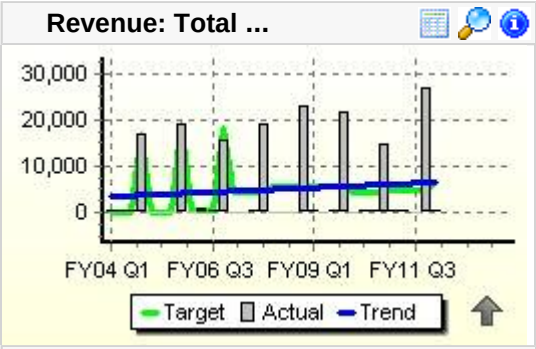
Ind	Name	Actual	Target	Date
	Expen: Personnel (Elections)	$2,842	$4,044	FY12 Q1
	Expen: Other Operating (Elections)	$1,313	$2,346	FY12 Q1
	Expenditure: Capital (Elections)	$41	$205	FY12 Q1
	Expen: Non-Operating (Elections)	$0	$0	FY12 Q1

Measure	Owner(s)
Revenue: Total (Elections)	Patricia Prochnicki Smita Shah Penelope Townsley

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

Performance

Ind	Actual	Target	Variance	Date
	$340 K	$6,594 K	$(6,254) K	FY12 Q1



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

Child Measures Linked To Measure

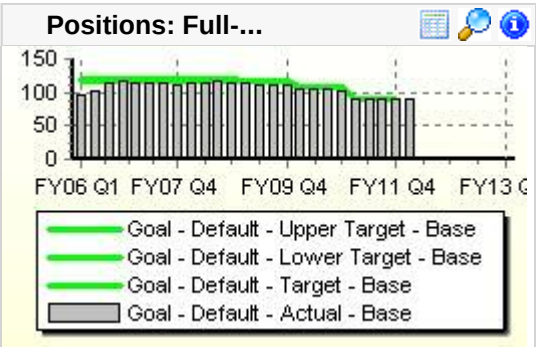
Ind	Name	Actual	Target	Date
	Revenue: Carryover (Elections)	$0 K	$0 K	FY12 Q1
	Revenue: General Fund (Elections)	$0 K	$5,944 K	FY12 Q1
	Revenue: Proprietary (Elections)	$125 K	$600 K	FY12 Q1
	Revenue: Federal (Elections)	$215 K	$0 K	FY12 Q1
	Revenue: State (Elections)	$0 K	$50 K	FY12 Q1
	Revenue: Interagency/Intradepartmental (Elections)	$0 K	$0 K	FY12 Q1

Measure	Owner(s)
Positions: Full-Time Filled (Elections)	Daniel Gonzalez John Mendez Patricia Prochnicki Smita Shah Penelope Townsley

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
	89	n/a	n/a	FY12 Q1



center weighted

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

Objective Name	Owner(s)
Budget Implementation: FY 10-11 (Elections)	Lester Sola

Initiatives Linked To Objective	Owner(s)
Eliminate 1 positions in the Operations Division. (Elections-1)	Lester Sola
Eliminate 3 positions in the Information Systems Division. (Elections-2)	Lester Sola
Eliminate rental of 16 troubleshooting trucks for Early Voting. (Elections-4)	Lester Sola
Eliminate 6 positions in the Voter Services Division; Close the Voter Information Center at the SPCC. (Elections-5)	Lester Sola
Reduce misc. operating expenses by $295,000. (Elections-6)	Lester Sola
Reduce seasonal staff hired for elections. (Elections-7)	Lester Sola
Reduce printing and advertising expenses by $130,000. (Elections-8)	Lester Sola
Eliminate 6 positions in the Community Outreach and Training Division. (Elections-9)	Lester Sola
Reduce poll worker expenditures by $350,000. (Elections-10)	Lester Sola

GrandParent Objectives

Parent Objectives

Internal Perspective

Objective Name	Owner(s)
Effective Support from Election Central (ELEC)	Rosy Pastrana

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

GG7_Free, fair and accessible elections

GG7_Free, fair and accessible elections

Parent Objectives

GG7-1 Provide eligible voters with convenient opportunities to vote

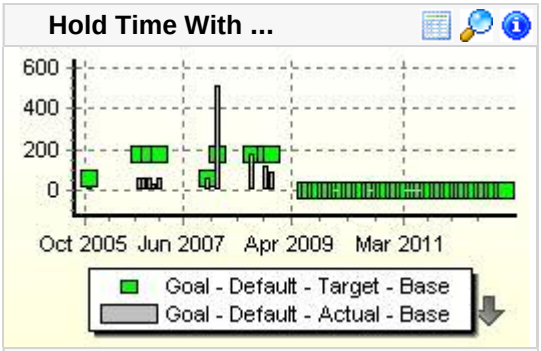
GG7-2 Maintain the integrity and availability of election results and other public records

Measure	Owner(s)
Hold Time With Election Central	Daniel Gonzalez John Mendez Smita Shah Erika Sierra-Trujillo

Election Central is a call center that is organized for every countywide election as a central information center for poll workers to report issues and make inquiries. 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	1.00 minute(s)	n/a	Dec 2011



good direction

Initiatives Linked To Measure	Owner(s)
Election Central Knowledge Base	Daniel Gonzalez John Mendez Smita Shah Erika Sierra-Trujillo Tara Smith

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

Objective Name	Owner(s)
Produce Timely and Accurate Election Results Certification (ELEC)	Michael Johnson Carolina Lopez Carlos Vazquez 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)
Provide Precinct Register Validation Training for Validators	Roseanne Douglas Djuro Gargurevich Carolina Lopez Christina White

GrandParent Objectives

GG7_Free, fair and accessible elections

Parent Objectives

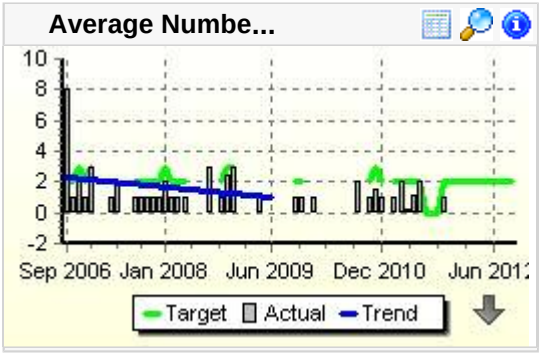
GG7-2 Maintain the integrity and availability of election results and other public records

Measure	Owner(s)
Average Number of Days to Scan Precinct Registers	Roseanne Douglas 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
	1	2	(1)	Oct 2011



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	Mike Bryant Marcela Diaz 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.

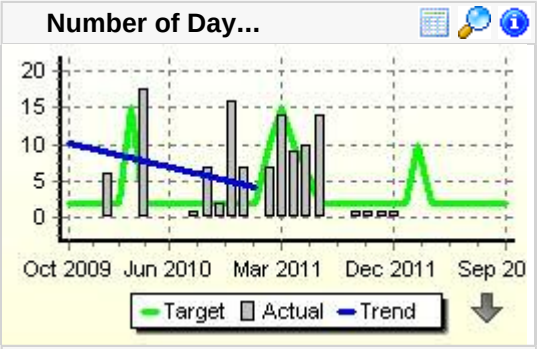
Performance

Ind	Actual	Target	Variance	Date
	1 days	2 days	(1) days	Dec 2011

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 Primary Elections	Marcela Diaz Michael Johnson Robert Vinock LaRhonda Wimberly

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.

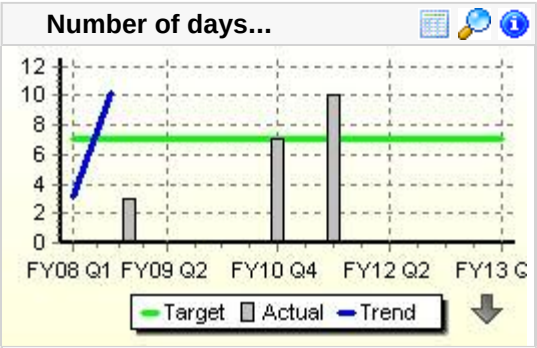
Performance

Ind	Actual	Target	Variance	Date
	n/a	7	n/a	FY11 Q4

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	Marcela Diaz Michael Johnson Robert Vinock LaRhonda Wimberly

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.

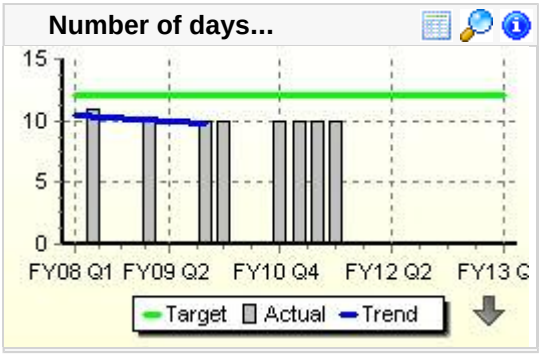
Performance

Ind	Actual	Target	Variance	Date
	n/a	12	n/a	FY11 Q4

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



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.

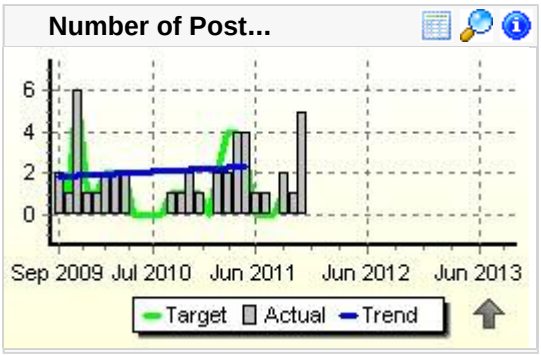
Performance

Ind	Actual	Target	Variance	Date
	5	n/a	n/a	Nov 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date



Learning and Growth Perspective

Objective Name	Owner(s)
Recruitment of Election Staff (ELEC)	Daniel Gonzalez 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

GG2 Excellent, engaged workforce

Parent Objectives

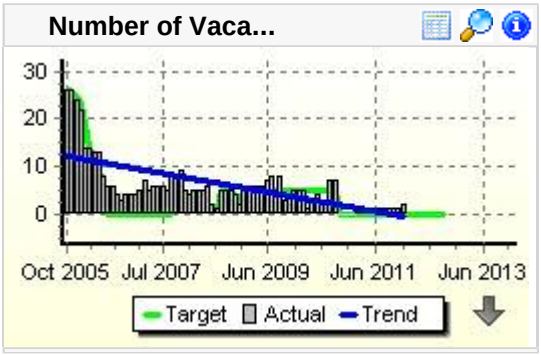
GG2-1 Attract and hire new talent

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

Establish and recruit 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

Ind	Actual	Target	Variance	Date
	2	0	(2)	Dec 2011



Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure

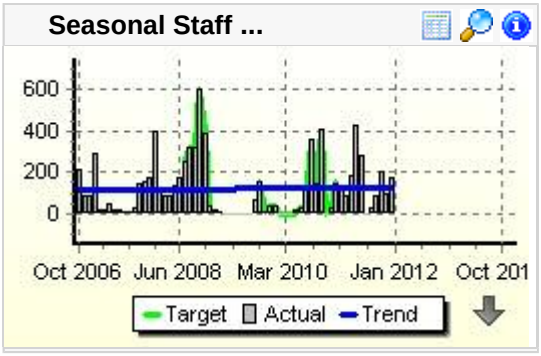
Ind	Name	Actual	Target	Date

Measure	Owner(s)
Seasonal Staff Employed	Daniel Gonzalez 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 divisons. Tasks vary by Division but the goal is the same: To conduct a successful and error free Election.

Performance

Ind	Actual	Target	Variance	Date
	173	n/a	n/a	Dec 2011



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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date

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

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

GrandParent Objectives

GG2 Excellent, engaged workforce

Parent Objectives

GG2-2 Develop and retain excellent employees and leaders

Measure	Owner(s)
Internal Training	Daniel Gonzalez 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
	9	n/a	n/a	Dec 2011

Initiatives Linked To Measure — Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
	INTERNAL TRAINING - DIRECTOR'S OFFICE	0	n/a	Dec 2011
▲	INTERNAL TRAINING - INFORMATION SYSTEMS	9	6	Dec 2011
▼	INTERNAL TRAINING - OFFICE OF GOVERNMENTAL AFFAIRS	0	5	Dec 2011
	INTERNAL TRAINING - OPERATIONS	0	n/a	Dec 2011
	INTERNAL TRAINING - OUTREACH & TRAINING	0	n/a	Dec 2011
▼	INTERNAL TRAINING - VOTER SERVICES	0	5	Dec 2011

Measure	Owner(s)
External Training	Daniel Gonzalez 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
	0	n/a	n/a	Dec 2011

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
	Leadership Training	0	n/a	Dec 2011
	Professional Development Clinics	0	n/a	Dec 2011
	Other	0	n/a	Dec 2011
	Mentor-Mentee Program: Total number of hours (Elections)	0 hours	10 hours	Dec 2011

Initiatives Linked To Scorecard

	Type	As Of	%	Status	Owners
Succession Planning		05/31/2009	n/a	Not Started	Smith, Tara Lopez, Carolina Mendez, John Shah, Smita Gonzalez, Daniel
Implement EAMS System		08/31/2010	n/a	Not Started	Mendez, John Shah, Smita Sierra-Trujillo, Erika Gonzalez, Daniel
Seek Best Practices		08/31/2010	50%	In Progress	Smith, Tara Lopez, Carolina White, Christina Pastrana, Rosy Mendez, John Johnson, Michael Hartfield, Gary
Election Central Knowledge Base		01/31/2009	0%	In Progress	Smith, Tara Mendez, John Shah, Smita Sierra-Trujillo, Erika Gonzalez, Daniel
Automation of Voter Information Available at the Public Service Counter		08/31/2010	n/a	In Progress	Johnson, Michael Vinock, Robert Pastrana, Rosy McClain, Michelle Mesa, Sandy
Automatic Signature Verification		03/31/2009	0%	In Progress	Smith, Tara Pastrana, Rosy
Customer Service Request Tracking Database		08/31/2010	n/a	In Progress	Johnson, Michael Vinock, Robert Mesa, Sandy
Downloadable Voter Information Card		08/31/2010	n/a	In Progress	Johnson, Michael Vinock, Robert Mesa, Sandy
Migrate Existing Access Databases to a Standardized Platform		08/31/2010	n/a	In Progress	Johnson, Michael Vinock, Robert Mesa, Sandy
ADA Polling Places Construction Projects		01/31/2012	n/a	In Progress	Mendez, John Shah, Smita Sierra-Trujillo, Erika Gonzalez, Daniel
Employee Satisfaction Survey		10/31/2009	30%	On Hold	Lopez, Carolina Smith, Tara
Enhancements to Pitney Bowes Reliavote System		09/30/2009	100%	Complete	Vinock, Robert Mesa, Sandy
Seek Grant Funding		08/31/2009	100%	Complete	Smith, Tara Lopez, Carolina White, Christina Pastrana, Rosy Mendez, John Johnson, Michael Hartfield, Gary Vinock, Robert Saiter, Rena McClain, Michelle

							Shah, Smita Morris, Patrick Walker, Sandra Gonzalez, Daniel
Develop Ballot Printing System Prototype		09/30/2009			100%	Complete	Vinock, Robert Johnson, Michael Mesa, Sandy
Elections Sustainability Initiatives		04/30/2010			100%	Complete	Smith, Tara Lopez, Carolina Mendez, John Shah, Smita Gonzalez, Daniel
Online Access to Voter Specific Sample Ballot & Precinct Information		07/31/2010			100%	Complete	Johnson, Michael Vinock, Robert Mesa, Sandy
Sterling Challenge		07/31/2009			100%	Complete	Smith, Tara Lopez, Carolina
Poll Worker Focus Groups		01/17/2009			100%	Complete	Smith, Tara Hartfield, Gary Morris, Patrick Walker, Sandra
Automated Solution for Identifying MARG Voters		08/31/2009			100%	Complete	Johnson, Michael Vinock, Robert Mesa, Sandy
Voting Equipment Conversion to Optical Scan		09/30/2008			100%	Complete	Johnson, Michael Pastrana, Rosy Mendez, John Hartfield, Gary Lopez, Carolina
Replacement of Voter Registration System		09/30/2008			100%	Complete	Johnson, Michael
Web Tracking for Provisional Ballots		09/30/2008			100%	Complete	Johnson, Michael
Elections Training and Reporting Software System		03/31/2007			100%	Complete	Sola, Lester
Voting Equipment Firmware Upgrade and Preventive Maintenance		09/30/2009			100%	Complete	Mendez, John Shah, Smita Gonzalez, Daniel
Voter Survey		07/31/2006			100%	Complete	Sola, Lester Saiter, Rena
Voting Equipment Analysis		06/30/2007			100%	Complete	Sola, Lester Johnson, Michael
Absentee Ballot Relia Vote System		09/30/2006			100%	Complete	Sola, Lester Pastrana, Rosy

Open Action Items For Scorecard

Due Date	Action	Status	Owner(s)

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