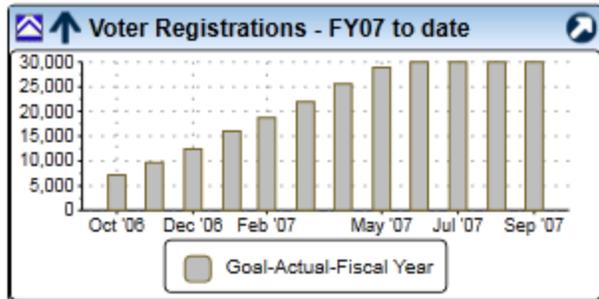


Scorecard	Description								Owners			
Elections	The Elections Department establishes administrative and operational procedures and controls to conduct elections that are fair, free, accurate, convenient, and accessible to all eligible voters in Miami-Dade County.								Townsley, Penelope			
Initiatives Linked to Scorecard	Est. Start	Est. End	Type	As Of						%	Status	Owners
Automatic Signature Verification	1/15/2009	12/31/2009		3/31/2009						0%	In Progress	Smith, Tara; Pastrana, Rosy
Online Access to Voter Specific Sample Ballot & Precinct Information	3/1/2007	8/1/2010		7/31/2010						100%	Complete	Johnson, Michael; Vinock, Robert
Sterling Challenge	1/1/2009	12/31/2009		7/31/2009						100%	Complete	Smith, Tara; Lopez, Carolina
Poll Worker Focus Groups	1/15/2009	1/31/2009		1/17/2009						100%	Complete	Smith, Tara; Hartfield, Gary; Morris, Patrick; Walker, Sandra
Elections Training and Reporting Software System	3/1/2006	12/31/2007		3/31/2007						100%	Complete	Sola, Lester
Absentee Ballot Educational Initiative	2/1/2012	11/1/2012		n/a						n/a		Smith, Tara; Hartfield, Gary; Morris, Patrick

Customer

Objective	Description						Owners
Increase the number of registered voters in Miami-Dade County (ELEC)	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.						Townsley, Penelope
Measures Linked to Objective		Period	Actual	Target	Variance	Owners	
Registered voters		'12FQ2	1,214,782	1,200,000	14,782	Johnson, Michael; Vinock, Robert; Bryant, Mike; Diaz, Marcela	
New Voter Registrations		Mar '12	6,064	4,250	1,814	Johnson, Michael; Vinock, Robert; Bryant, Mike; Diaz, Marcela; Rivero, Miriam	



Objective	Description						Owners
Satisfied Customers - Elections	Supports ES1-4						Johnson, Michael; Lopez, Carolina
Measures Linked to Objective		Period	Actual	Target	Variance	Owners	
Election Outreach Events		Feb '12	20	15	5	Hartfield, Gary; Morris, Patrick; Walker, Sandra	

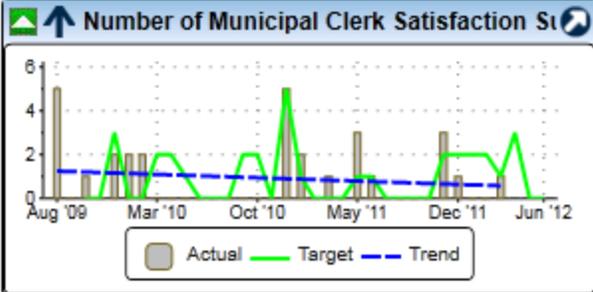
Print Preview - Scorecard - Elections

Child Measures	Period	Actual	Target	Variance	Owners
Faith Based Outreach Events Held	Feb '12	0	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Number of Attendees at Faith Based Events	Sep '07	80	n/a	n/a	Hartfield, Gary
Schools Outreach Events Held 	Feb '12	1	5	-4	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Number of Attendees at Schools	Sep '07	815	n/a	n/a	Hartfield, Gary
Special Events Outreach Events Held	Feb '12	2	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Number of Attendees at Special Outreach Events	Sep '07	550	n/a	n/a	Hartfield, Gary
Business Events Held	Feb '12	1	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Number of Attendees Business Category	Sep '07	3,281	n/a	n/a	Hartfield, Gary; Morris, Patrick
Civic Organization Events Held 	Feb '12	5	5	0	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Number of Attendees at Civic Organization Events	Sep '07	806	n/a	n/a	Hartfield, Gary
Colleges and Universities Events Held	Feb '12	2	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Number of Attendees at Colleges and Universities	Sep '07	3,150	n/a	n/a	Hartfield, Gary
Elderly Services Events Held	Feb '12	1	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Number of Attendees at Elderly Services Events	Sep '07	143	n/a	n/a	Hartfield, Gary
Government Events Held	Feb '12	8	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Number of Attendees at Government Based Events	Sep '07	680	n/a	n/a	Hartfield, Gary

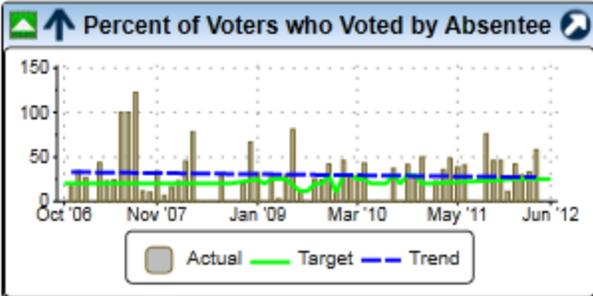
Initiatives Linked to Measure	Est. Start	Est. End	Type	As Of						%	Status	Owners
Eliminate 2 positions in Outreach (ELEC-3)	10/1/2009	9/30/2010		4/30/2010						100%	Complete	Sola, Lester; Smith, Tara

Objective	Description	Owners
Provide Excellent Customer Service to Municipal Clerks (ELEC)	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.	White, Christina; Lopez, Carolina

Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of						%	Status	Owners
Candidate Satisfaction Survey	6/1/2009	9/30/2010		9/30/2010						5%	On Hold	White, Christina; Acosta, Maria; Lopez, Carolina

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Number of Municipal Clerk Satisfaction Surveys Received 	Mar '12	1	1	0	Lopez, Carolina; White, Christina
					
Number of Municipal Clerk Satisfaction Surveys Sent 	Mar '12	2	1	1	White, Christina; Lopez, Carolina
Customer Satisfaction with Elections Department Overall 	Mar '12	100% (10 / 10)	95%	5%	Lopez, Carolina; White, Christina

Objective	Description	Owners			
Opportunities for every registered voter to conveniently cast a vote (ELEC)		Townsley, Penelope			
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Percent of Voters who Voted Early - All Elections	Mar '12	n/a	25%	n/a	Vinock, Robert; Wimberly, LaRhonda; Johnson, Michael; Bryant, Mike; Diaz, Marcela
Percent of Voters who Voted by Absentee Ballot 	Apr '12	58% (228 / 392)	25%	33%	Johnson, Michael; Vinock, Robert; Wimberly, LaRhonda; Bryant, Mike; Diaz, Marcela



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Percent of Voters who voted on Election Day for all Elections

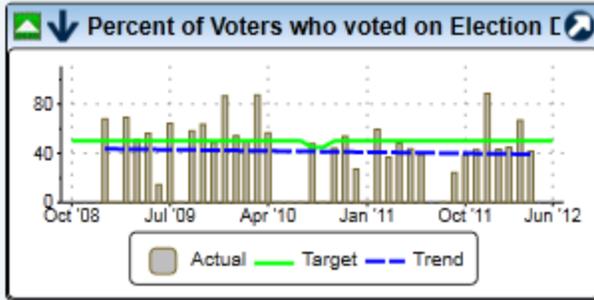


Apr '12

42
(164 / 392)

50

8 Vinock, Robert; Johnson, Michael; Bryant, Mike; Diaz, Marcela



Number of Elections Held

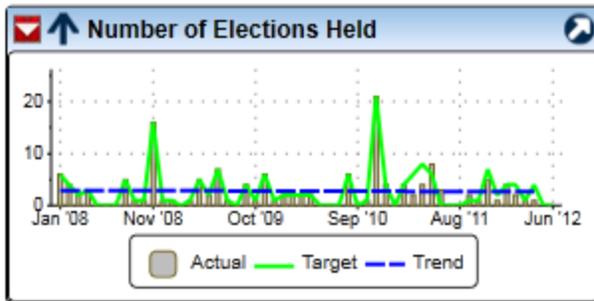


Apr '12

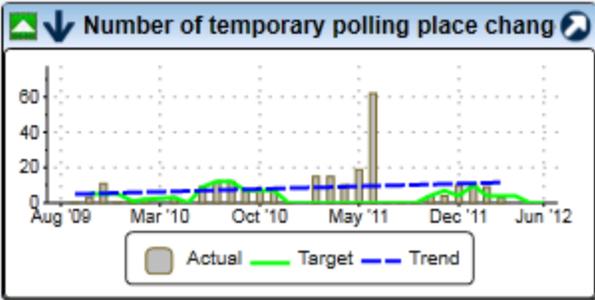
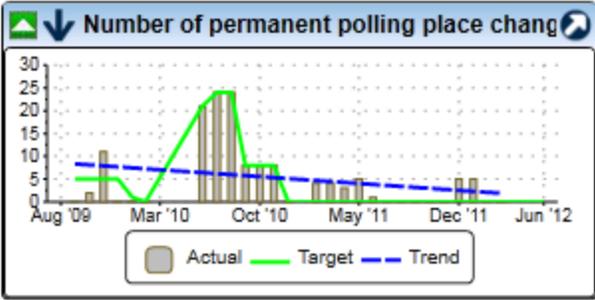
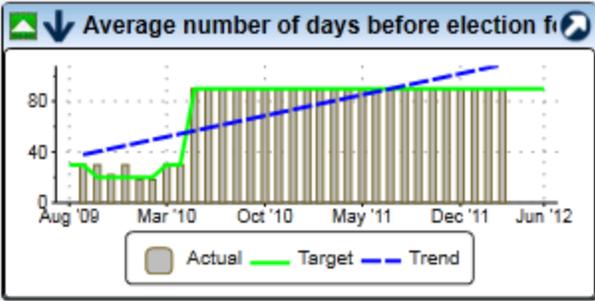
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-3 Vinock, Robert; Johnson, Michael; Bryant, Mike; Diaz, Marcela

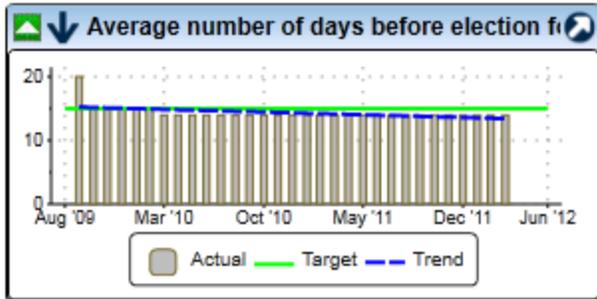


Objective	Description	Owners					
Effective Management of Polling Places (ELEC)	The Elections Department currently manages 765 precincts at 529 polling locations throughout the county. Agreements are in place with each facility to ensure availability and ease of access for voters on Election Day. All 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.	Gonzalez, Daniel; Mendez, John; Shah, Smita; Sierra-Trujillo, Erika					
Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of	%	Status	Owners
ADA Polling Places Construction Projects	10/1/2006	12/31/2012		3/22/2012		In Progress	Mendez, John; Shah, Smita; Sierra-Trujillo, Erika

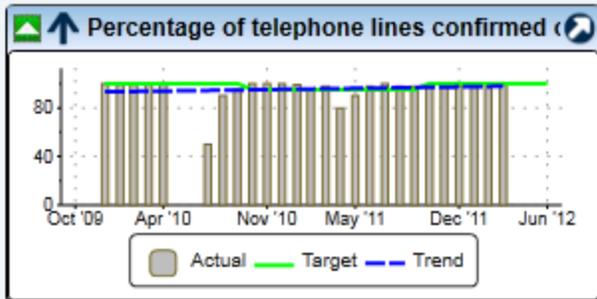
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Number of temporary polling place changes 	Mar '12	3	4	-1	Shah, Smita; Mendez, John; Gonzalez, Daniel
 <p>Number of temporary polling place change</p> <p>The chart shows monthly actual values (bars) compared to a target (solid green line) and a trend (dashed blue line) from August 2009 to June 2012. A significant spike in actual values is visible in May 2011, reaching approximately 60, which is well above the target and trend lines.</p>					
Number of permanent polling place changes 	Mar '12	0	0	0	Shah, Smita; Mendez, John; Sierra-Trujillo, Erika; Gonzalez, Daniel
 <p>Number of permanent polling place change</p> <p>The chart shows monthly actual values (bars) compared to a target (solid green line) and a trend (dashed blue line) from August 2009 to June 2012. A notable peak in actual values occurs in late 2010, reaching about 25, which is above the target and trend lines.</p>					
Average number of days before election for letters to be mailed 	Mar '12	90	90	0	Shah, Smita; Mendez, John; Sierra-Trujillo, Erika; Prochnicki, Patricia; Gonzalez, Daniel
 <p>Average number of days before election for letters to be mailed</p> <p>The chart shows monthly actual values (bars) compared to a target (solid green line) and a trend (dashed blue line) from August 2009 to June 2012. The actual values are consistently high, generally staying above the target and trend lines, with a sharp increase starting in late 2010.</p>					

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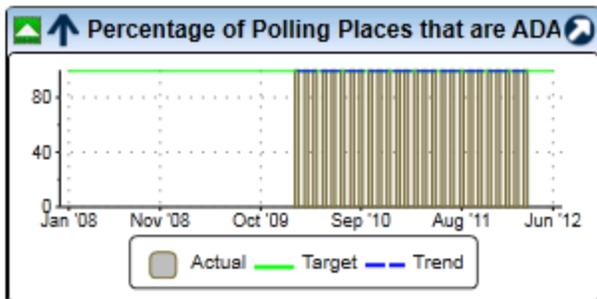
Average number of days before election for Polling Places changes to be mailed out ▲ Mar '12 14days 15days n/a Shah, Smita; Mendez, John; Sierra-Trujillo, Erika; Gonzalez, Daniel



Percentage of telephone lines confirmed operational 7 days prior to an election ▲ Mar '12 100% 100% 0% Shah, Smita; Sierra-Trujillo, Erika; Prochnicki, Patricia; Gonzalez, Daniel

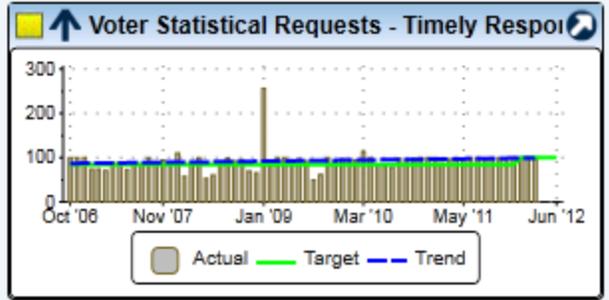


Percentage of Polling Places that are ADA Compliant ▲ Mar '12 100% (541 / 541) 100% 0% Gonzalez, Daniel; Shah, Smita; Mendez, John; Sierra-Trujillo, Erika; Prochnicki, Patricia



Objective	Description	Owners
Monitor Requests from the Community for Information to Ensure 3 Day Response Time		Mendez, John; Pastrana, Rosy; McClain, Michelle

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Voter Statistical Requests - Timely Response ▲	Mar '12	97% (29 / 30)	100%	-3%	Pastrana, Rosy; McClain, Michelle

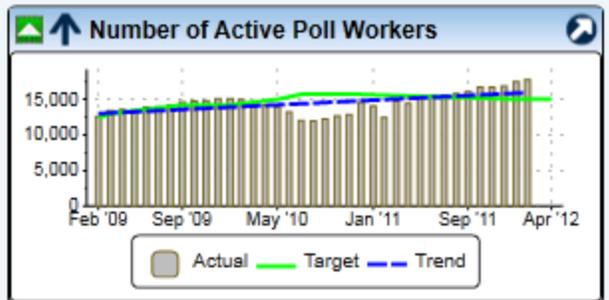


Child Measures	Period	Actual	Target	Variance	Owners
Items For Sale Completed in 3 Days ▲	Mar '12	29	30	-1	Pastrana, Rosy; McClain, Michelle
Number of Items For Sale Completed (Total) ▲	Mar '12	30	30	n/a	Pastrana, Rosy; McClain, Michelle
Cumulative Number of Days to Complete All Orders ▲	Mar '12	25	20	n/a	Pastrana, Rosy; McClain, Michelle

Objective	Description	Owners
Recruit Excellent Poll Workers (ELEC)	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.	Hartfield, Gary; Morris, Patrick; Walker, Sandra

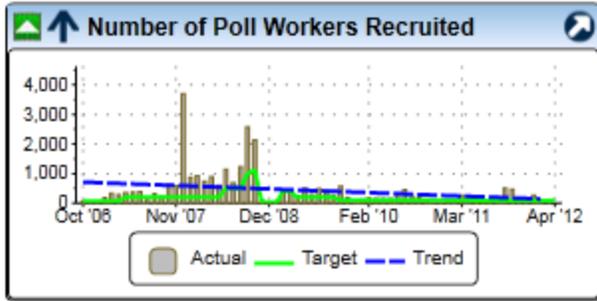
Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of	Progress	%	Status	Owners
Poll Worker Focus Groups	1/15/2009	1/31/2009		1/17/2009	▲ ▲	100%	Complete	Smith, Tara; Hartfield, Gary; Morris, Patrick; Walker, Sandra

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Number of Active Poll Workers ▲	Feb '12	17,753	15,000	2,753	Hartfield, Gary; Morris, Patrick; Walker, Sandra



Child Measures	Period	Actual	Target	Variance	Owners
Recertified Clerks	n/a	n/a	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Newly Certified Clerks	n/a	n/a	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Recertified Assistant Clerks	n/a	n/a	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Newly Certified Assistant Clerks	n/a	n/a	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra

Number of Poll Workers Recruited  Feb '12 91 90 1 Hartfield, Gary; Morris, Patrick; Walker, Sandra



Child Measures	Period	Actual	Target	Variance	Owners
Poll Workers Recruited - Businesses 	Feb '12	0	15	-15	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Poll Workers Recruited - Civic Organizations 	Feb '12	36	10	26	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Poll Workers Recruited - Colleges and Universities 	Feb '12	36	10	26	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Poll Workers Recruited - Elderly Services Locations 	Feb '12	0	5	-5	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Poll Workers Recruited - Government Offices 	Feb '12	11	15	-4	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Poll Workers Recruited - Faith Based Organizations 	Feb '12	0	10	-10	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Poll Workers Recruited - Schools 	Feb '12	1	20	-19	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Poll Workers Recruited - Other Locations 	Feb '12	7	5	2	Hartfield, Gary; Morris, Patrick; Walker, Sandra
Poll Workers Recruited - Mail or Faxed	Feb '12	0	n/a	n/a	Hartfield, Gary; Morris, Patrick; Walker, Sandra

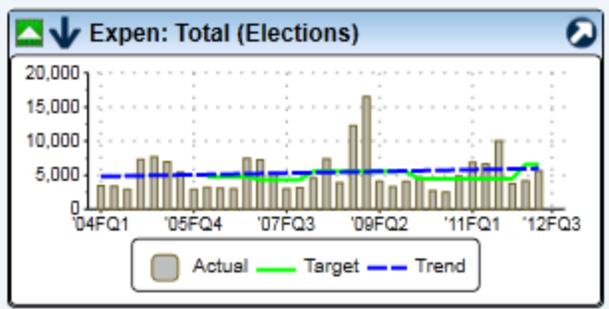
Objective	Description	Owners
The recruitment of Poll Workers reflective of the Community	To actively monitor the average age of all Poll Workers to ensure this group is reflective of the community at large.	Morris, Patrick; Hartfield, Gary; Walker, Sandra

Measures Linked to Objective		Period	Actual	Target	Variance	Owners
Average Age of Poll Workers	 	2011FY	51	55 (45 - 65)	-4	Walker, Sandra; Morris, Patrick; Hartfield, Gary

Financial

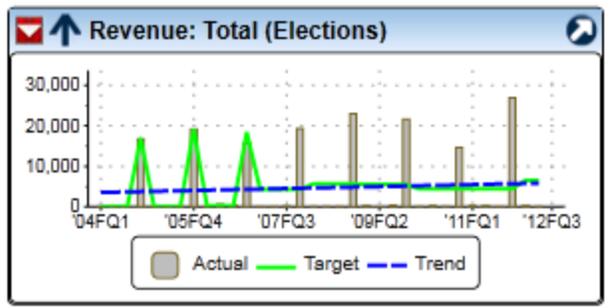
Objective	Description	Owners
Meet Budget Targets (Elections)		Townsley, Penelope

Measures Linked to Objective		Period	Actual	Target	Variance	Owners
Expen: Total (Elections)		'12FQ2	\$5,670K	\$6,595K	\$925K	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope



Child Measures		Period	Actual	Target	Variance	Owners
Expen: Personnel (Elections)		'12FQ2	\$3,457	\$4,044	\$587	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
Expen: Other Operating (Elections)		'12FQ2	\$2,045	\$2,346	\$301	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
Expenditure: Capital (Elections)		'12FQ2	\$168K	\$205K	\$37K	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
Expen: Non-Operating (Elections)		'12FQ1	\$0	\$0	\$0	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope

Revenue: Total (Elections)	 	'12FQ2	\$8K	\$6,594K	-\$6,586K	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
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Print Preview - Scorecard - Elections

Child Measures		Period	Actual	Target	Variance	Owners
Revenue: Carryover (Elections)		'12FQ2	\$0K	\$0K	\$0K	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
Revenue: General Fund (Elections)		'12FQ2	\$0K	\$5,944K	\$-5,944K	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
Revenue: Proprietary (Elections)		'12FQ2	\$8K	\$600K	\$-592K	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
Revenue: Federal (Elections)		'12FQ2	\$0K	\$0K	\$0K	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
Revenue: State (Elections)		'12FQ2	\$0K	\$50K	\$-50K	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
Revenue: Interagency/Intradepartmental (Elections)		'12FQ2	\$0K	\$0K	\$0K	Shah, Smita; Prochnicki, Patricia; Townsley, Penelope
Positions: Full-Time Filled (Elections)		'12FQ2	90	91 (90 - 92)	n/a	Shah, Smita; Prochnicki, Patricia; Mendez, John; Gonzalez, Daniel; Townsley, Penelope

Objective	Description										Owners	
Budget Implementation: FY 10-11 (Elections)											Sola, Lester	
Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of						%	Status	Owners
Eliminate 1 positions in the Operations Division. (Elections-1)	10/1/2010	9/30/2011		12/31/2010						100%	Complete	Sola, Lester
Eliminate 3 positions in the Information Systems Division. (Elections-2)	10/1/2010	9/30/2011		12/31/2010						100%	Complete	Sola, Lester
Eliminate rental of 16 troubleshooting trucks for Early Voting. (Elections-4)	10/1/2010	9/30/2011		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)	10/1/2010	9/30/2011		12/31/2010						100%	Complete	Sola, Lester
Reduce misc. operating expenses by \$295,000. (Elections-6)	10/1/2010	9/30/2011		3/27/2012						75%	In Progress	Sola, Lester
Reduce seasonal staff hired for elections. (Elections-7)	10/1/2010	9/30/2011		12/31/2010						100%	Complete	Sola, Lester
Reduce printing and advertising expenses by \$130,000. (Elections-8)	10/1/2010	9/30/2011		12/31/2010						100%	Complete	Sola, Lester
Eliminate 6 positions in the Community Outreach and Training Division. (Elections-9)	10/1/2010	9/30/2011		12/31/2010						100%	Complete	Sola, Lester
Reduce poll worker expenditures by \$350,000. (Elections-10)	10/1/2010	9/30/2011		12/31/2010						100%	Complete	Sola, Lester

Internal

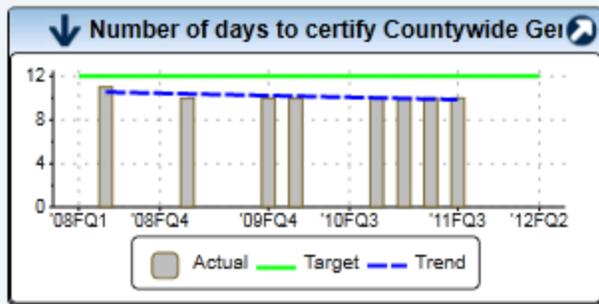
Objective	Description	Owners
Effective Support from Election Central (ELEC)	Election Central is the call center support that is coordinated in every major election. Elections and other County staff are recruited to staff this call center on Election Day and the day before in order to provide telephone support to poll workers. This is not an open system available to voters.	Pastrana, Rosy

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Hold Time With Election Central	Mar '12	n/a	1.00minute(s)	n/a	Mendez, John; Shah, Smita; Sierra-Trujillo, Erika; Gonzalez, Daniel

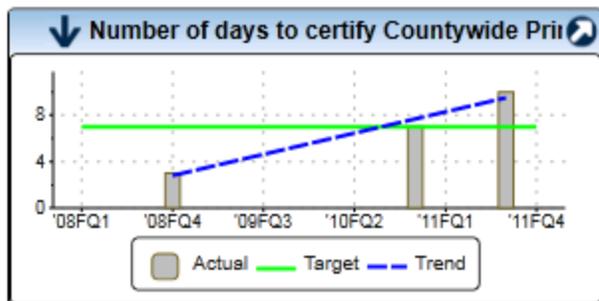
Initiatives Linked to Measure	Est. Start	Est. End	Type	As Of	%	Status	Owners
Election Central Knowledge Base	1/15/2009	12/31/2009		1/31/2009	0%	In Progress	Gonzalez, Daniel; Smith, Tara; Mendez, John; Shah, Smita; Sierra-Trujillo, Erika

Objective	Description	Owners
Produce Timely and Accurate Election Results Certification (ELEC)	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.	Lopez, Carolina; White, Christina; Johnson, Michael; Vinock, Robert

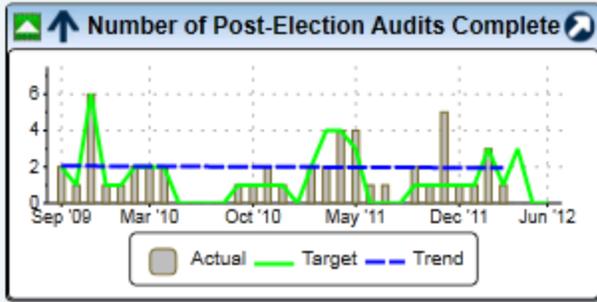
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Number of days to certify Countywide General Elections	'12FQ1	n/a	12	n/a	Johnson, Michael; Vinock, Robert; Diaz, Marcela; Wimberly, LaRhonda



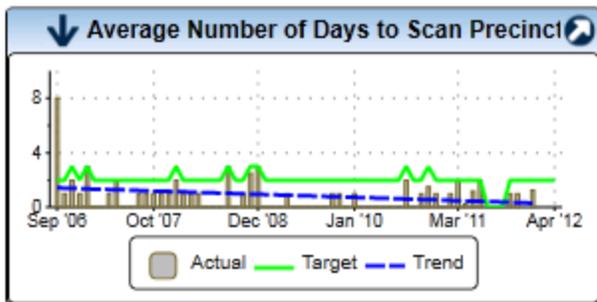
Number of days to certify Countywide Primary Elections	'11FQ4	n/a	7	n/a	Johnson, Michael; Vinock, Robert; Diaz, Marcela; Wimberly, LaRhonda
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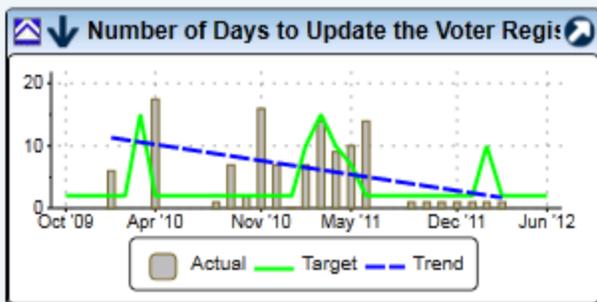
Number of Post-Election Audits Completed  Mar '12 1 1 0 Lopez, Carolina; White, Christina



Average Number of Days to Scan Precinct Registers  Feb '12 n/a 2.00 n/a Gargurevich, Djuro; White, Christina; Lopez, Carolina; Douglas, Roseanne



Number of Days to Update the Voter Registration Database with Voter History  Mar '12 1days 2days -1days Johnson, Michael; Vinock, Robert; Bryant, Mike; Diaz, Marcela



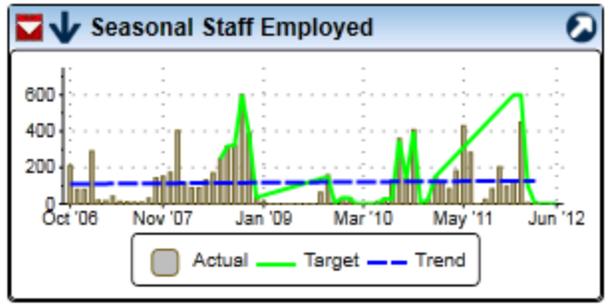
Learning and Growth

Objective	Description	Owners
Recruitment of Election Staff (ELEC)	Establish and recruit middle management staff to attain proper staffing levels throughout all divisions.	Mendez, John; Shah, Smits

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Number of Vacancies	Mar '12	1	0	-1	Mendez, John; Shah, Smita; Gonzalez, Daniel



Seasonal Staff Employed	Mar '12	11	0	11	Mendez, John; Shah, Smita; Sierra-Trujillo, Erika; Gonzalez, Daniel
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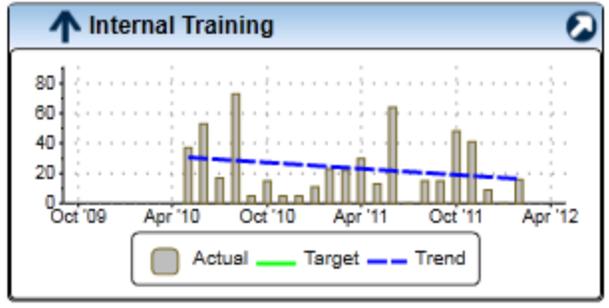
Objective	Description	Owners
Develop Election Department Staff Skills and County Knowledge (ELEC)		Gonzalez, Daniel; Mendez, John; Shah, Smita; Smith, Tara
Grandparent Objectives	Description	Owners
GG2 Excellent, engaged workforce		Miami-Dade County
Parent Objectives	Description	Owners
GG2-2 Develop and retain excellent employees and leaders		Miami-Dade County

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
External Training	Mar '12	85	80	5	Smith, Tara; Mendez, John; Shah, Smita; Sierra-Trujillo, Erika; Gonzalez, Daniel



Child Measures	Period	Actual	Target	Variance	Owners
Leadership Training	Feb '12	0	0	0	Smith, Tara; Mendez, John; Shah, Smita; Gonzalez, Daniel
Professional Development Clinics	Feb '12	0	0	0	Shah, Smita; Mendez, John; Gonzalez, Daniel
Other	Mar '12	85	0	85	Shah, Smita; Mendez, John

Internal Training	Feb '12	16	n/a	n/a	Shah, Smita; Lopez, Carolina; Smith, Tara; Gonzalez, Daniel
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Print Preview - Scorecard - Elections

Child Measures		Period	Actual	Target	Variance	Owners
INTERNAL TRAINING - DIRECTOR'S OFFICE		Mar '12	0	n/a	n/a	Shah, Smita; Lopez, Carolina; Smith, Tara
INTERNAL TRAINING - INFORMATION SYSTEMS		Mar '12	5	6	-1	Shah, Smita; Vinock, Robert; Johnson, Michael; Bryant, Mike; Diaz, Marcela
INTERNAL TRAINING - OFFICE OF GOVERNMENTAL AFFAIRS		Feb '12	0	5	-5	Shah, Smita; Lopez, Carolina; White, Christina
INTERNAL TRAINING - OPERATIONS		Apr '12	0	n/a	n/a	Mendez, John; Shah, Smita; Sierra-Trujillo, Erika; Gonzalez, Daniel
INTERNAL TRAINING - OUTREACH & TRAINING		Feb '12	10	n/a	n/a	Shah, Smita; Walker, Sandra; Morris, Patrick; Hartfield, Gary
INTERNAL TRAINING - VOTER SERVICES		Mar '12	6	5	1	Shah, Smita; McClain, Michelle; Pastrana, Rosy