Scorecard - Elections

Information

Name: Elections

Description: 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.

Domain: Elections

Owners: Townsley, Penelope

Details

	As Of	Actual	Target	FYTD Actual	FYTD Target
1.0 Customer					
Increase the number of registered voters in Miami-Dade County (ELEC)					
New Voter Registrations	Sep '12	16,705	30,000	84,835	100,350
Registered voters	'12 FQ4	1,281,355	1,200,000	1,281,355	1,200,000
Satisfied Customers - Elections					
Election Outreach Events	Sep '12	92	45	434	305

Initiative Name	Type	As Of	Status	%	Owners
Eliminate 2 positions in Outreach (ELEC-3)		4/30/2010	Complete	100%	Sola, Lester; Smith, Tara C. (Elections)

Provide Excellent Customer Service to Municipal Clerks (ELEC)

Initiative Name	Type	As Of	Status	%	Owners
Candidate Satisfaction Survey		9/30/2010	On Hold	5%	White, Christina (Elections); Acosta, Maria (Elections); Lopez, Carolina D. (Elections)

	As Of	Actual	Target	FYTD Actual	FYTD Target
Number of Municipal Clerk Satisfaction Surveys Sent	Sep '12	0	0	10	14
Number of Municipal Clerk Satisfaction Surveys Received	Sep '12	0	0	6	12
Customer Satisfaction with Elections Department Overall	Sep '12	n/a	95%	100% (60 / 60)	95%
Opportunities for every registered voter to conveniently cast a vote (ELEC)					
Percent of Voters who Voted by Absentee Ballot	Sep '12	n/a	25%	40% (200,596 / 499,882)	25%
Percent of Voters who voted on Election Day for all Elections	Sep '12	n/a	50%	45% (226,855 / 500,281)	50%
Number of Elections Held	Sep '12	n/a	0	25	26
Percent of Voters who Voted Early - All Elections	Sep '12	n/a	25%	15% (72,646 / 498,267)	25%

Effective Management of Polling Places (ELEC)

Initiative Name	Type	As Of	Status	%	Owners
ADA Polling Places Construction Projects		9/12/2012	In Progress		Mendez, John; Shah, Smita (Elections); Sierra-Trujillo, Erika

	As Of	Actual	Target	FYTD Actual	FYTD Target
Number of temporary polling place changes	Sep '12	12	10	171	57
Percentage of Polling Places that are ADA Compliant	Sep '12	100% (541 / 541)	100%	100% (541 / 541)	100%
Average number of days before election for letters to be mailed	Sep '12	90	90	90	90
Number of permanent polling place changes	Sep '12	5	5	26	40
Average number of days before election for Polling Places changes to be mailed out	Sep '12	14days	15days	14days	15days
Percentage of telephone lines confirmed operational 7 days prior to an election	Sep '12	98%	100%	95%	100%
Monitor Requests from the Community for Information to Ensure 3 Day Response Time					
Voter Statistical Requests - Timely Response	Sep '12	82% (36 / 44)	100%	99% (727 / 736)	99%

Recruit Excellent Poll Workers (ELEC)

Initiative Name	Type	As Of	Status						%	Owners
Poll Worker Focus Groups		1/17/2009	Complete						100%	Smith, Tara C. (Elections); Hartfield, Gary; Morris, Patrick (Elections); Walker, Sandra

Number of Active Poll Workers		Sep '12		18,559	15,000	16,070	15,000
Number of Poll Workers Recruited		Sep '12		105	100	1,923	1,140

The recruitment of Poll Workers reflective of the Community

Average Age of Poll Workers		2012 FY		50	55 (45 - 65)	50	55 (45 - 65)

2.0 Financial

Meet Budget Targets (Elections)

Expen: Total (Elections)		'12 FQ4		$7,685K	$6,595K	$21,677K	$26,380K
Revenue: Total (Elections)		'12 FQ4		$21,285K	$6,594K	$21,677K	$26,376K
Positions: Full-Time Filled (Elections)		'12 FQ4		90	90 (89 - 91)	90	90 (89 - 91)

Budget Implementation: FY 10-11 (Elections)

Initiative Name	Type	As Of	Status						%	Owners
Eliminate 3 positions in the Information Systems Division. (Elections-2)		12/31/2010	Complete						100%	Sola, Lester
Eliminate rental of 16 troubleshooting trucks for Early Voting. (Elections-4)		12/31/2010	Complete						100%	Sola, Lester
Reduce misc. operating expenses by $295,000. (Elections-6)		10/16/2012	Complete						100%	Sola, Lester
Reduce seasonal staff hired for elections. (Elections-7)		12/31/2010	Complete						100%	Sola, Lester
Reduce printing and advertising expenses by $130,000. (Elections-8)		12/31/2010	Complete						100%	Sola, Lester
Eliminate 6 positions in the Community Outreach and Training Division. (Elections-9)		12/31/2010	Complete						100%	Sola, Lester
Reduce poll worker expenditures by $350,000. (Elections-10)		12/31/2010	Complete						100%	Sola, Lester
Eliminate 1 positions in the Operations Division. (Elections-1)		12/31/2010	Complete						100%	Sola, Lester
Eliminate 6 positions in the Voter Services Division; Close the Voter Information Center at the SPCC. (Elections-5)		12/31/2010	Complete						100%	Sola, Lester

3.0 Internal

Effective Support from Election Central (ELEC)

Hold Time With Election Central		Sep '12		n/a	1.00minute(s)	0.46minute(s)	1.00minute(s)

Initiative Name	Type	As Of	Status						%	Owners
Election Central Knowledge Base		1/31/2009	In Progress						0%	Gonzalez, Daniel; Smith, Tara C. (Elections); Mendez, John; Shah, Smita (Elections); Sierra-Trujillo, Erika

Produce Timely and Accurate Election Results Certification (ELEC)

Average Number of Days to Scan Precinct Registers		Sep '12		n/a	0.00	1.17 (10.50 / 9.00)	2.00
Number of Days to Update the Voter Registration Database with Voter History		Sep '12		1days	2days	1days	3days
Number of days to certify Countywide Primary Elections		'12 FQ4		7	7	7	7
Number of days to certify Countywide General Elections		'12 FQ4		n/a	12	n/a	n/a
Number of Post-Election Audits Completed		Sep '12		0	1	17	13

4.0 Learning and Growth						
Recruitment of Election Staff (ELEC)						
Number of Vacancies	Sep '12	1	0		1	0
Seasonal Staff Employed	Sep '12	161	300		1,913	2,800
Develop Election Department Staff Skills and County Knowledge (ELEC)						
Internal Training	Sep '12	n/a	20		278	220
External Training	Sep '12	1	0		90	86