

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	Dec '12	1,764	2,000	29,920	34,000																						
Registered voters	'12 FQ4	1,281,355	1,200,000	1,281,355	1,200,000																						
Satisfied Customers - Elections																											
Election Outreach Events	Dec '12	6	5	144	85																						
<table border="1"> <thead> <tr> <th>Initiative Name</th> <th>Type</th> <th>As Of</th> <th>Status</th> <th>Progress</th> <th>Alerts</th> <th>Check</th> <th>Warning</th> <th>Target</th> <th>%</th> <th>Owners</th> </tr> </thead> <tbody> <tr> <td>Eliminate 2 positions in Outreach (ELEC-3)</td> <td></td> <td>4/30/2010</td> <td>Complete</td> <td>100%</td> <td>0</td> <td>1</td> <td>0</td> <td>100%</td> <td>100%</td> <td>Sola, Lester; Smith, Tara C. (Elections)</td> </tr> </tbody> </table>						Initiative Name	Type	As Of	Status	Progress	Alerts	Check	Warning	Target	%	Owners	Eliminate 2 positions in Outreach (ELEC-3)		4/30/2010	Complete	100%	0	1	0	100%	100%	Sola, Lester; Smith, Tara C. (Elections)
Initiative Name	Type	As Of	Status	Progress	Alerts	Check	Warning	Target	%	Owners																	
Eliminate 2 positions in Outreach (ELEC-3)		4/30/2010	Complete	100%	0	1	0	100%	100%	Sola, Lester; Smith, Tara C. (Elections)																	
Provide Excellent Customer Service to Municipal Clerks (ELEC)																											
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Initiative Name	Type	As Of	Status	Progress	Alerts	Check	Warning	Target	%	Owners																	
Candidate Satisfaction Survey		9/30/2010	On Hold	5%	1	0	0	5%	5%	White, Christina (Elections); Acosta, Maria (Elections); Lopez, Carolina D. (Elections)																	
Number of Municipal Clerk Satisfaction Surveys Sent	Dec '12	n/a		1				n/a	n/a																		
Number of Municipal Clerk Satisfaction Surveys Received	Dec '12	n/a		1				n/a	n/a																		
Customer Satisfaction with Elections Department Overall	Dec '12	n/a		95%				n/a	n/a																		
Customer Satisfaction with Governmental Affairs	Dec '12	n/a		95%				n/a	n/a																		
Customer Satisfaction with Information Systems	Dec '12	n/a		95%				n/a	n/a																		
Customer Satisfaction with Operations	Dec '12	n/a		95%				n/a	n/a																		
Customer Satisfaction with Outreach and Training	Dec '12	n/a		95%				n/a	n/a																		
Customer Satisfaction with Voter Services	Dec '12	n/a		95%				n/a	n/a																		
Opportunities for every registered voter to conveniently cast a vote (ELEC)																											
Percent of Voters who Voted by Absentee Ballot	Dec '12	n/a	25%	28%				28%	25%	(247,115 / 896,937)																	
Percent of Voters who voted on Election Day for all Elections	Dec '12	n/a	50%	46%				46%	50%	(413,094 / 896,937)																	
Number of Elections Held	Dec '12	n/a	1	22				22	3																		
Percent of Voters who Voted Early - All Elections	Dec '12	n/a	25%	27%				27%	25%	(235,727 / 888,033)																	
Effective Management of Polling Places (ELEC)																											
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Initiative Name	Type	As Of	Status	Progress	Alerts	Check	Warning	Target	%	Owners																	
ADA Polling Places Construction Projects		9/12/2012	In Progress		0	0	0			Mendez, John; Shah, Smita (Elections); Sierra-Trujillo, Erika																	

Scorecard - Elections

Number of temporary polling place changes	Dec '12		0	0		8	7
Percentage of Polling Places that are ADA Compliant	Dec '12		100% (541 / 541)	100%		100% (541 / 541)	100%
Average number of days before election for letters to be mailed	Dec '12		90	90		90	90
Number of permanent polling place changes	Dec '12		0	5		10	15
Average number of days before election for Polling Places changes to be mailed out	Dec '12		14days	15days		14days	15days
Percentage of telephone lines confirmed operational 7 days prior to an election	Dec '12		n/a	n/a		99%	n/a

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

Voter Statistical Requests - Timely Response	Dec '12		41% (11 / 27)	100%		89% (152 / 171)	100%
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▼ 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 (Elections); Morris, Patrick (Elections); Walker, Sandra

Number of Active Poll Workers	Dec '12		20,201	15,000		19,389	15,000
Number of Poll Workers Recruited	Dec '12		1,081	n/a		1,642	n/a

▼ The recruitment of Poll Workers reflective of the Community

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

▼ 2.0 Financial

▼ Meet Budget Targets (Elections)

Expen: Total (Elections)	'13 FQ1		\$12,808K	\$5,541K		\$12,808K	\$5,541K
Revenue: Total (Elections)	'13 FQ1		\$5K	n/a		\$5K	n/a
Positions: Full-Time Filled (Elections)	'13 FQ1		89	90		89	90
					(89 - 91)		(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)		1/10/2013	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 Dec '12 n/a 1.00minute(s) 2.30minute(s) 2.00minute(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	Dec '12	n/a	2.00		3.00	2.00	(3.00 / 1.00)
Number of Days to Update the Voter Registration Database with Voter History	Dec '12	1days	n/a		1days	n/a	
Number of days to certify Countywide Primary Elections	'13 FQ1	n/a	7		n/a	n/a	
Number of days to certify Countywide General Elections	'13 FQ1		10	12		10	12
Number of Post-Election Audits Completed	Dec '12	n/a	1		3	2	

4.0 Learning and Growth

Recruitment of Election Staff (ELEC)

Number of Vacancies	Dec '12		2	0		2	0
Seasonal Staff Employed	Dec '12		28	600		2,088	2,164

Develop Election Department Staff Skills and County Knowledge (ELEC)

Internal Training	Dec '12		1	n/a		80	n/a
External Training	Dec '12		0	n/a		0	n/a

