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	Mar '13	2,237	n/a	36,797	n/a
Registered voters	'13 FQ2	1,282,022	1,200,000	1,282,022	1,200,000
Satisfied Customers - Elections					
Election Outreach Events	Mar '13	10	20	174	135
Supervised Voting Programs					
Number of ALF (Assisted Living Facilities) per month	Mar '13	36	34	126	124
Number of Nursing Homes per month	Mar '13	16	14	n/a	n/a
Provide Excellent Customer Service to Municipal Clerks (ELEC)					
Number of Municipal Clerk Satisfaction Surveys Sent	Mar '13	n/a	n/a	20	n/a
Number of Municipal Clerk Satisfaction Surveys Received	Feb '13	2	n/a	2	n/a
Customer Satisfaction with Elections Department Overall	Feb '13	100% (20 / 20)	95%	100% (20 / 20)	95%
Customer Satisfaction with Governmental Affairs	Feb '13	100% (60 / 60)	95%	100% (60 / 60)	95%
Customer Satisfaction with Information Systems	Feb '13	90% (18 / 20)	95%	90% (18 / 20)	95%
Customer Satisfaction with Operations	Feb '13	85% (17 / 20)	95%	85% (17 / 20)	95%
Customer Satisfaction with Outreach and Training	Feb '13	80% (8 / 10)	95%	80% (8 / 10)	95%
Customer Satisfaction with Voter Services	Feb '13	100% (15 / 15)	95%	100% (15 / 15)	95%
Opportunities for every registered voter to conveniently cast a vote (ELEC)					

Initiative Name	Type	As Of	Status	%	Owners
Redraw Precinct Boundaries and Identify Polling Places		2/12/2013	In Progress	5%	Vinock, Robert C. (Elections)

Percent of Voters who Voted by Absentee Ballot	Feb '13	n/a	25%	28% (247,148 / 896,970)	25%
Percent of Voters who voted on Election Day for all Elections	Feb '13	n/a	50%	46% (413,094 / 896,937)	50%
Number of Elections Held	Feb '13	n/a	n/a	23	n/a
Percent of Voters who Voted Early - All Elections	Feb '13	n/a	25%	27% (235,727 / 888,033)	25%

Effective Management of Polling Places (ELEC)

Initiative Name	Type	As Of	Status	%	Owners
ADA Polling Places Construction Projects		2/9/2013	In Progress		Mendez, John; Shah, Smita (Elections); Sierra-Trujillo, Erika

Number of temporary polling place changes	Mar '13	1	10	6	8
Percentage of Polling Places that are ADA Compliant	Mar '13	100% (541 / 541)	100%	100% (541 / 541)	100%
Average number of days before election for letters to be mailed	Mar '13	90	90	90	90
Number of permanent polling place changes	Mar '13	0	5	10	30
Average number of days before election for Polling Places changes to be mailed out	Mar '13	14days	15days	14days	15days
Percentage of telephone lines confirmed operational 7 days prior to an election	Mar '13	100%	n/a	99%	n/a
Monitor Requests from the Community for Information to Ensure 3 Day Response Time					
Voter Statistical Requests - Timely Response	Mar '13	100% (47 / 47)	100%	93% (261 / 280)	100%
Recruit Excellent Poll Workers (ELEC)					
Number of Active Poll Workers	Feb '13	20,225	15,000	19,721	15,000
Number of Poll Workers Recruited	Feb '13	14	50	1,666	n/a
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)	'13 FQ2	$3,014K	$5,748K	$15,822K	$11,496K
Revenue: Total (Elections)	'13 FQ2	$5K	$5,749K	$10K	$11,498K
Positions: Full-Time Filled (Elections)	'13 FQ2	88	90 (89 - 91)	88	90 (89 - 91)
3.0 Internal					
Effective Support from Election Central (ELEC)					
Hold Time With Election Central	Mar '13	n/a	2.00minute(s)	2.30minute(s)	2.00minute(s)
Produce Timely and Accurate Election Results Certification (ELEC)					

Initiative Name	Type	As Of	Status	%	Owners
Implement Electronic Poll Books for Election Day Polling Places		2/9/2013	In Progress	5%	Vinock, Robert C. (Elections); Diaz, Marcela (Elections); Johnson, Michael (Elections)

Average Number of Days to Scan Precinct Registers	Mar '13	1.00 (2.00 / 2.00)	2.00	1.67 (5.00 / 3.00)	2.00
Number of Days to Update the Voter Registration Database with Voter History	Mar '13	1days	n/a	1days	n/a
Number of days to certify Countywide Primary Elections	'13 FQ2	n/a	7	n/a	n/a
Number of days to certify Countywide General Elections	'13 FQ2	n/a	12	10	12
Number of Post-Election Audits Completed	Mar '13	n/a	n/a	4	n/a
4.0 Learning and Growth					
Recruitment of Election Staff (ELEC)					
Number of Vacancies	Feb '13	2	0	2	0
Seasonal Staff Employed	Mar '13	38	n/a	2,151	n/a
Develop Election Department Staff Skills and County Knowledge (ELEC)					
Internal Training	Mar '13	30	n/a	113	n/a
External Training	Mar '13	0	n/a	1	n/a