

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	Jun '13		2,282	n/a		46,252	n/a																						
Registered voters	'13 FQ3		1,272,382	1,200,000		1,272,382	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		128	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	Jul '13		3	n/a		31	n/a																						
Number of Municipal Clerk Satisfaction Surveys Received	Jun '13		1	n/a		8	n/a																						
Customer Satisfaction with Elections Department Overall	Jun '13		100% (10 / 10)	95%		100% (80 / 80)	95%																						
Customer Satisfaction with Governmental Affairs	Jun '13		100% (30 / 30)	95%		100% (230 / 230)	95%																						
Customer Satisfaction with Information Systems	Jun '13		100% (10 / 10)	95%		97% (58 / 60)	95%																						
Customer Satisfaction with Operations	Jun '13		100% (10 / 10)	95%		95% (71 / 75)	95%																						
Customer Satisfaction with Outreach and Training	Jun '13		100% (5 / 5)	95%		91% (32 / 35)	95%																						
Customer Satisfaction with Voter Services	Jun '13		100% (10 / 10)	95%		100% (60 / 60)	95%																						
Opportunities for every registered voter to conveniently cast a vote (ELEC)																													
<table border="1"> <thead> <tr> <th>Initiative Name</th> <th>Type</th> <th>As Of</th> <th>Status</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>%</th> <th>Owners</th> </tr> </thead> <tbody> <tr> <td>Redraw Precinct Boundaries and Identify Polling Places</td> <td></td> <td>2/12/2013</td> <td>In Progress</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>5%</td> <td>Vinock, Robert C. (Elections)</td> </tr> </tbody> </table>								Initiative Name	Type	As Of	Status						%	Owners	Redraw Precinct Boundaries and Identify Polling Places		2/12/2013	In Progress						5%	Vinock, Robert C. (Elections)
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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	Jun '13		49% (5,177 / 10,573)	25%		28% (261,375 / 931,591)	25%																						
Percent of Voters who voted on Election Day for all Elections	Jun '13		38% (3,965 / 10,573)	50%		48% (429,330 / 931,558)	50%																						
Number of Elections Held	Jun '13		2	n/a		34	n/a																						
Percent of Voters who Voted Early - All Elections	Jun '13		13% (1,425 / 10,573)	25%		28% (240,143 / 922,654)	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	Jun '13		0	10		7	9
Percentage of Polling Places that are ADA Compliant	Jun '13		100% (541 / 541)	100%		100%	100%
Average number of days before election for letters to be mailed	Jun '13		90	90		90	90
Number of permanent polling place changes	Jun '13		0	5		10	45
Average number of days before election for Polling Places changes to be mailed out	Jun '13		14days	15days		14days	15days
Percentage of telephone lines confirmed operational 7 days prior to an election	Jun '13		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	Jun '13		100% (29 / 29)	100%		95% (465 / 489)	100%
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Recruit Excellent Poll Workers (ELEC)

Number of Active Poll Workers	May '13		20,089	15,000		19,784	15,000
Number of Poll Workers Recruited	May '13		378	50		2,044	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)
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2.0 Financial

Meet Budget Targets (Elections)

Expen: Total (Elections)	'13 FQ3		\$4,130K	\$5,748K		\$19,952K	\$17,244K
Revenue: Total (Elections)	'13 FQ3		\$18K	\$5,748K		\$28K	\$17,244K
Positions: Full-Time Filled (Elections)	'13 FQ3		89	90 (89 - 91)		89	90 (89 - 91)

3.0 Internal

Effective Support from Election Central (ELEC)

Hold Time With Election Central	Jun '13		n/a	2.00minute(s)		2.30minute(s)	2.00minute(s)
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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	May '13		1.00 (3.00 / 3.00)	2.00		1.33 (8.00 / 6.00)	2.00
Number of Days to Update the Voter Registration Database with Voter History	Jun '13		1days	n/a		1days	n/a
Number of days to certify Countywide Primary Elections	'13 FQ3		n/a	7		n/a	n/a
Number of days to certify Countywide General Elections	'13 FQ3		n/a	12		10	12
Number of Post-Election Audits Completed	Jun '13		3	n/a		15	n/a

▼ 4.0 Learning and Growth							
▼ Recruitment of Election Staff (ELEC)							
Number of Vacancies	Jun '13	▼	2	0	▼	2	0
Seasonal Staff Employed	Jun '13		18	n/a		2,545	n/a
▼ Develop Election Department Staff Skills and County Knowledge (ELEC)							
Internal Training	Jun '13		16	n/a		135	n/a
External Training	Jun '13		0	n/a		2	n/a

