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; White, Christina (Elections)

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 '13	3,030	n/a	54,736	n/a
Registered voters	'13 FQ4	1,279,184	1,200,000	1,279,184	1,200,000
Satisfied Customers - Elections					
Election Outreach Events	Sep '13	25	20	334	255
Supervised Voting Programs					
Number of ALF (Assisted Living Facilities) per month	Sep '13	80	46	509	370
Number of Nursing Homes per month	Sep '13	38	26	223	170
Provide Excellent Customer Service to Municipal Clerks (ELEC)					
Number of Municipal Clerk Satisfaction Surveys Sent	Sep '13	n/a	n/a	31	n/a
Number of Municipal Clerk Satisfaction Surveys Received	Sep '13	n/a	n/a	9	n/a
Customer Satisfaction with Elections Department Overall	Sep '13	n/a	95%	100% (90 / 90)	95%
Customer Satisfaction with Governmental Affairs	Sep '13	n/a	95%	100% (260 / 260)	95%
Customer Satisfaction with Information Systems	Sep '13	n/a	95%	97% (63 / 65)	95%
Customer Satisfaction with Operations	Sep '13	n/a	95%	95% (76 / 80)	95%
Customer Satisfaction with Outreach and Training	Sep '13	n/a	95%	91% (32 / 35)	95%
Customer Satisfaction with Voter Services	Sep '13	n/a	95%	100% (65 / 65)	95%
Opportunities for every registered voter to conveniently cast a vote (ELEC)					
Percent of Voters who Voted by Absentee Ballot	Sep '13	n/a	25%	28% (261,375 / 931,591)	25%
Percent of Voters who voted on Election Day for all Elections	Sep '13	62% (74 / 120)	50%	46% (429,404 / 931,678)	50%
Number of Elections Held	Sep '13	1	n/a	35	n/a
Percent of Voters who Voted Early - All Elections	Sep '13	n/a	25%	26% (240,143 / 922,654)	25%

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

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; Maradiaga, Marylena

Number of temporary polling place changes	Sep '13	16	10	76	110
Percentage of Polling Places that are ADA Compliant	Sep '13	100% (541 / 541)	100%	100% (541 / 541)	100%
Average number of days before election for letters to be mailed	Sep '13	60	90	85	90
Number of permanent polling place changes	Sep '13	12	5	22	60
Average number of days before election for Polling Places changes to be mailed out	Sep '13	14days	15days	14days	15days
Percentage of telephone lines confirmed operational 7 days prior to an election	Sep '13	80%	n/a	96%	n/a
Monitor Requests from the Community for Information to Ensure 3 Day Response Time					
Voter Statistical Requests - Timely Response	Sep '13	100% (55 / 55)	85%	96% (571 / 595)	100%
Recruit Excellent Poll Workers (ELEC)					
Number of Active Poll Workers	Sep '13	18,283	15,000	18,283	15,000
Number of Poll Workers Recruited	Sep '13	45	75	2,089	n/a
The recruitment of Poll Workers reflective of the Community					
Average Age of Poll Workers	2013 FY	50	55 (45 - 65)	50	55 (45 - 65)
2.0 Financial					
Meet Budget Targets (Elections)					
Expen: Total (Elections)	'13 FQ4	$2,207K	$5,749K	$22,159K	$22,993K
Revenue: Total (Elections)	'13 FQ4	$22,198K	$5,749K	$22,599K	$22,993K
Positions: Full-Time Filled (Elections)	'13 FQ4	89	90 (89 - 91)	89	90 (89 - 91)
3.0 Internal					
Effective Support from Election Central (ELEC)					
Hold Time With Election Central	Sep '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	Sep '13	n/a	2.00	1.29 (9.00 / 7.00)	2.00
Number of Days to Update the Voter Registration Database with Voter History	Sep '13	1days	n/a	1days	n/a
Number of days to certify Countywide Primary Elections	'13 FQ4	n/a	7	n/a	n/a
Number of days to certify Countywide General Elections	'13 FQ4	n/a	12	10	12
Number of Post-Election Audits Completed	Sep '13	1	n/a	16	n/a
4.0 Learning and Growth					
Recruitment of Election Staff (ELEC)					
Number of Vacancies	Sep '13	2	0	2	0
Seasonal Staff Employed	Sep '13	47	n/a	2,643	n/a
Develop Election Department Staff Skills and County Knowledge (ELEC)					
Internal Training	Sep '13	2	n/a	148	n/a
External Training	Sep '13	0	n/a	2	n/a