

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	May '14	4,507	n/a	22,444	n/a												
Registered voters	'14 FQ2	1,276,896	n/a	1,276,896	n/a												
Satisfied Customers - Elections																	
Election Outreach Events	Jun '14	76	20	239	180												
Supervised Voting Programs																	
Number of ALF (Assisted Living Facilities) per month	Jun '14	42	64	57	504												
Number of Nursing Homes per month	Jun '14	16	44	40	324												
Provide Excellent Customer Service to Municipal Clerks (ELEC)																	
Number of Municipal Clerk Satisfaction Surveys Sent	May '14	1	n/a	15	n/a												
Number of Municipal Clerk Satisfaction Surveys Received	May '14	2	n/a	6	n/a												
Customer Satisfaction with Elections Department Overall	May '14	100% (20 / 20)	95%	100% (55 / 55)	95%												
Customer Satisfaction with Governmental Affairs	May '14	100% (55 / 55)	95%	100% (155 / 155)	95%												
Customer Satisfaction with Information Systems	May '14	100% (20 / 20)	95%	100% (50 / 50)	95%												
Customer Satisfaction with Operations	May '14	100% (10 / 10)	95%	100% (50 / 50)	95%												
Customer Satisfaction with Outreach and Training	May '14	100% (10 / 10)	95%	100% (30 / 30)	95%												
Customer Satisfaction with Voter Services	May '14	100% (10 / 10)	95%	100% (40 / 40)	95%												
Opportunities for every registered voter to conveniently cast a vote (ELEC)																	
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Initiative Name	Type	As Of	Status	%	Owners												
Redraw Precinct Boundaries and Identify Polling Places		10/31/2013	In Progress	50%	Vinock, Robert C. (Elections)												
Percent of Voters who Voted by Absentee Ballot	May '14	51% (1,013 / 2,004)	25%	55% (19,090 / 35,022)	25%												
Percent of Voters who voted on Election Day for all Elections	May '14	38% (756 / 2,004)	50%	37% (12,960 / 35,068)	50%												
Number of Elections Held	May '14	3	n/a	21	n/a												
Percent of Voters who Voted Early - All Elections	May '14	12% (235 / 2,004)	n/a	14% (2,994 / 22,089)	n/a												
Effective Management of Polling Places (ELEC)																	
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Number of temporary polling place changes	May '14		0	10		38	80																						
Percentage of Polling Places that are ADA Compliant	May '14		100% (541 / 541)	100%		100% (541 / 541)	100%																						
Average number of days before election for letters to be mailed	May '14		60	90		60	90																						
Number of permanent polling place changes	May '14		0	5		24	40																						
Average number of days before election for Polling Places changes to be mailed out	May '14		14days	15days		14days	15days																						
Percentage of telephone lines confirmed operational 7 days prior to an election	May '14		100%	n/a		99%	n/a																						
▼ Monitor Requests from the Community for Information to Ensure 3 Day Response Time																													
Voter Statistical Requests - Timely Response	May '14		100% (32 / 32)	100%		100% (378 / 379)	117%																						
▼ Recruit Excellent Poll Workers (ELEC)																													
Number of Active Poll Workers	May '14		11,839	15,000		11,839	15,000																						
Number of Poll Workers Recruited	May '14		167	n/a		1,075	n/a																						
▼ The recruitment of Poll Workers reflective of the Community																													
Average Age of Poll Workers	2014 FY			52	55 (45 - 65)		52 (45 - 65)																						
▼ 2.0 Financial																													
▼ Meet Budget Targets (Elections)																													
Expen: Total (Elections)	'14 FQ3		\$3,713K	\$5,210K		\$13,955K	\$15,630K																						
Revenue: Total (Elections)	'14 FQ3		\$312K	\$5,210K		\$339K	\$15,630K																						
Positions: Full-Time Filled (Elections)	'14 FQ3		90	94 (93 - 95)		90	94 (93 - 95)																						
▼ 3.0 Internal																													
▼ Effective Support from Election Central (ELEC)																													
Hold Time With Election Central	Jun '14		n/a	1.00minute(s)		2.30minute(s)	1.00minute(s)																						
▼ Produce Timely and Accurate Election Results Certification (ELEC)																													
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Implement Electronic Poll Books for Election Day Polling Places		10/29/2013	In Progress						40%	Vinock, Robert C. (Elections); Johnson, Michael (Elections)																			
Average Number of Days to Scan Precinct Registers	May '14		n/a	2.00		0.67 (6.00 / 9.00)	2.00																						
Number of Days to Update the Voter Registration Database with Voter History	May '14		1days	n/a		1days	n/a																						
Number of days to certify Countywide Primary Elections	'14 FQ2		n/a	7		n/a	n/a																						
Number of days to certify Countywide General Elections	'14 FQ2		n/a	12		n/a	n/a																						
Number of Post-Election Audits Completed	May '14		2	n/a		15	n/a																						
▼ 4.0 Learning and Growth																													
▼ Recruitment of Election Staff (ELEC)																													
Number of Vacancies	Jun '14		4	n/a		5	n/a																						
Seasonal Staff Employed	Jun '14		108	n/a		895	n/a																						
▼ Develop Election Department Staff Skills and County Knowledge (ELEC)																													
Internal Training	May '14		6	n/a		86	n/a																						
External Training	May '14		0	n/a		94	n/a																						

