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: 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)					
Registered voters (Current)	'16 FQ3	1,292,504	1,200,000	1,292,504	1,200,000
New Voter registrations - (Quarterly)	'16 FQ3	14,652	10,000	54,089	30,000
Outreach Events and Supervised Voting Programs					
Number of Assisted Living Facilities (ALF)	Jun '16	0	n/a	37	n/a
Election Outreach Events	Jun '16	78	50	539	360
Number of Nursing Homes per month	Jun '16	5	n/a	51	n/a
Provide Excellent Customer Service to Municipal Clerks (ELEC)					
Municipal Clerk Satisfaction with Elections Department Overall	Jul '16	n/a	95%	99% (99 / 100)	95%
Opportunities for every registered voter to conveniently cast a vote (ELEC)					
Percent of Voters who Voted by Absentee Ballot - All Elections	Jul '16	n/a	50.00%	36.18% (150,060.00 / 414,777.00)	50.00%
Percent of Voters who voted on Election Day - All Elections	Jul '16	n/a	25.00%	42.07% (174,514.00 / 414,777.00)	25.00%
Number of Elections Held	Jul '16	n/a	n/a	17	n/a
Percent of Voters who Voted Early - All Elections	May '16	0.00% (0.00 / 3,146.00)	25.00%	21.62% (89,689.00 / 414,775.00)	25.00%
Effective Management of Polling Places (ELEC)					
Percentage of Polling Places that are ADA Compliant	Jul '16	100% (590 / 590)	100%	100% (590 / 590)	100%
Percentage of telephone lines confirmed operational 15 days prior to an election	Jul '16	100%	n/a	100%	n/a
Percentage of Voter Data Requests fulfilled within 3 days					
Voter Data Requests - Timely Response	Jul '16	100% (70 / 70)	95%	100% (496 / 498)	95%
% of Treasurer`s Reports Audited within 15 Days	Jul '16	96% (189 / 196)	95%	98% (967 / 983)	95%
Election Day Administration					
Number of Active Poll Workers	Jun '16	8,545	15,000	8,545	15,000
Number of Poll Workers Recruited	Jun '16	142	50	1,224	450
Number of Poll Workers Trained	Jun '16	2,180	n/a	8,959	n/a

Initiative Name	Type	As Of	Status	%	Owners
Redraw Precinct Boundaries and Identify Polling Places		7/21/2015	Complete	100%	Vinock, Robert C. (Elections)
Enhance voter convenience and accessibility, reduce wait times and improve line management.		1/29/2016	In Progress	40%	White, Christina (Elections)

Initiative Name	Type	As Of	Status	%	Owners
ADA Polling Places Construction Projects		7/6/2016	In Progress	95%	Gomez, Jorge (Elections); Sierra-Trujillo, Erika B. (Elections)

Scorecard - Elections

2.0 Financial						
Meet Budget Targets (Elections)						
Expen: Total (Elections)	'16 FQ3	$4,506K	$35K	$18,199K	$8,258K
Revenue: Total (Elections)	'16 FQ3	$11K	$8,188K	$35K	$16,376K
Positions: Full-Time Filled (Elections)	'16 FQ3	89	94	89	94
3.0 Internal					
Effective Support from Election Central (ELEC)					
Election - Average Call Wait Time With Election Central	Jul '16	:0 seconds	:60 seconds	:49 seconds	:600 seconds
Produce Timely and Accurate Election Results Certification (ELEC)					
Timely Coding of Ballots-Countywide and Special Election	'16 FQ4	n/a	5Days	4Days	5Days
Timely Tabulation of Absentee Ballots - Countywide and Special Elections	'16 FQ3	n/a	n/a	50%	n/a
Number of days to update the Voter Registration Database with Voter History	Jul '16	n/a	2days	1days	2days
Number of days to certify Countywide Primary Elections	'16 FQ3	n/a	7	8	7
Number of days to certify Countywide General Elections	'16 FQ4	n/a	12	n/a	n/a
4.0 Learning and Growth					
Recruitment of Election Staff (ELEC)					
Number of Vacancies	Jan '16	4	2	5	2
Temporary Staff Employed	Jan '16	215	200	1,545	1,485

Initiative Name	Type	As Of	Status	%	Owners
Ensure timely tabulation and dissemination of election results.		1/31/2016	In Progress	50%	White, Christina (Elections)

Scorecard	Description	Owners
Elections	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.	White, Christina (Elections)

Initiatives Linked to Scorecard	Est. Start	Est. End	Type	As Of	%	Status	Owners
Automatic Signature Verification	10/15/2012	12/31/2015		1/31/2016	40%	In Progress	Pastrana, Rosy (Elections)

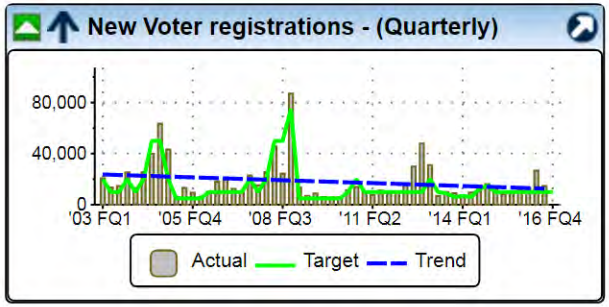
1.0 Customer

Objective	Description	Owners
Increase the number of registered voters in Miami-Dade County (ELEC)	All eligible voters in Miami-Dade County should have the opportunity to take advantage of their right to vote. The Elections Outreach Team engages residents across the community to promote the importance of registering to vote.	Townsley, Penelope

Grandparent Objectives	Description	Owners
GG7 Free, fair and accessible elections		Miami-Dade County

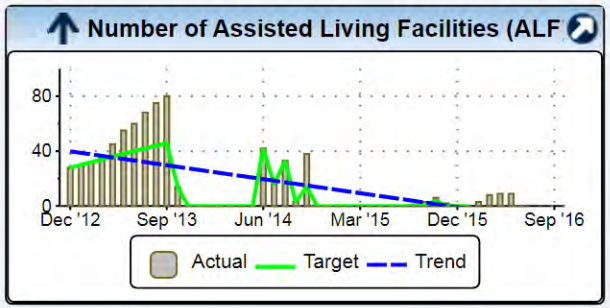
Parent Objectives	Description	Owners
GG7-1 Provide eligible voters with convenient opportunities to vote		Miami-Dade County

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Registered voters (Current)	'16 FQ3	1,292,504	1,200,000	92,504	Johnson, Michael (Elections); Vinock, Robert C. (Elections)
New Voter registrations - (Quarterly)	'16 FQ3	14,652	10,000	4,652	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)



Objective	Description	Owners
Outreach Events and Supervised Voting Programs	The Outreach Division will continue to conduct events at ALF/NH troughout the county. The goal is to increase participation of ALF/NH in the county's supervised voting program in the 2014 election cycle.	Johnson, Kaye (Elections); Lopez, Carolina D. (Elections)

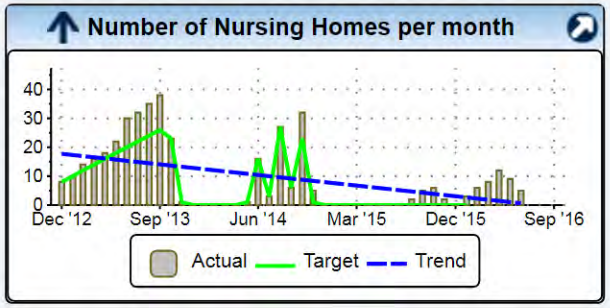
Measures Linked to Objective			Period	Actual	Target	Variance	Owners
Number of Assisted Living Facilities (ALF)			Jun '16	0	n/a	n/a	Lopez, Carolina D. (Elections); Johnson, Kaye (Elections)



Election Outreach Events			Jun '16	78	50	28	White, Christina (Elections); Johnson, Kaye (Elections); Lopez, Carolina D. (Elections); Suarez, Vivian (Elections)

Child Measures			Period	Actual	Target	Variance	Owners
Faith Based Outreach Events Held			Jan '15	0	3	-3	Johnson, Kaye (Elections); White, Christina (Elections)
Schools Outreach Events Held			Jan '15	0	5	-5	Johnson, Kaye (Elections); White, Christina (Elections)
Special Events Outreach Events Held			Jan '15	1	11	-10	White, Christina (Elections); Johnson, Kaye (Elections)
Business Events Held			Jan '15	0	15	-15	Johnson, Kaye (Elections); White, Christina (Elections)
Civic Organization Events Held			Jan '15	1	5	-4	White, Christina (Elections); Johnson, Kaye (Elections)
Colleges and Universites Events Held			Jan '15	1	12	-11	Johnson, Kaye (Elections); White, Christina (Elections)
Elderly Services Events Held			Jan '15	0	5	-5	Johnson, Kaye (Elections); White, Christina (Elections)
Government Events Held			Jan '15	7	10	-3	Johnson, Kaye (Elections); White, Christina (Elections)

Number of Nursing Homes per month	Jun '16	5	n/a	n/a	Lopez, Carolina D. (Elections); Johnson, Kaye (Elections)



Objective	Description	Owners
Provide Excellent Customer Service to Municipal Clerks (ELEC)	Municipal Clerks are an extremely important customer base for the Elections Department since we conduct their elections. In order to measure their satisfaction with the services provided, a survey is distributed at the conclusion of each election. The goal is to receive feedback and implement valid suggestions to enhance overall satisfaction with the Department.	Suarez, Vivian (Elections); Meneses, Leonidas (Elections); White, Christina (Elections); Lopez, Carolina D. (Elections)

Grandparent Objectives	Description	Owners
GG1 Friendly government		Miami-Dade County

Parent Objectives	Description	Owners
GG1-2 Develop a customer-oriented organization		Miami-Dade County
GG1-3 Foster a positive image of County government		Miami-Dade County

Measures Linked to Objective			Period	Actual	Target	Variance	Owners
Municipal Clerk Satisfaction with Elections Department Overall			Jul '16	n/a	95%	n/a	Lopez, Carolina D. (Elections); White, Christina (Elections); Suarez, Vivian (Elections)

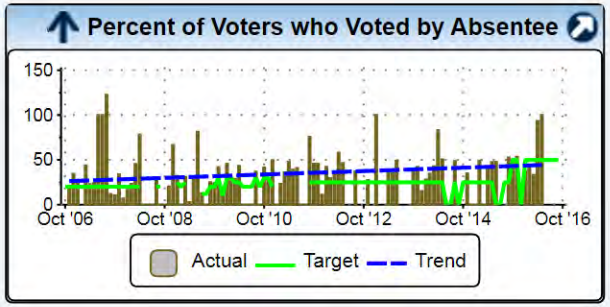
Objective	Description	Owners
Opportunities for every registered voter to conveniently cast a vote (ELEC)		Townsley, Penelope

Grandparent Objectives	Description	Owners
GG7 Free, fair and accessible elections		Miami-Dade County

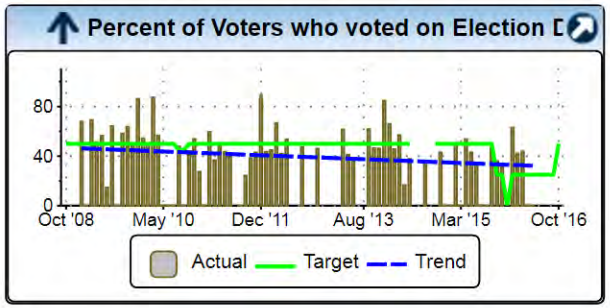
Parent Objectives	Description	Owners
GG7-1 Provide eligible voters with convenient opportunities to vote		Miami-Dade County

Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of						%	Status	Owners
Enhance voter convenience and accessibility, reduce wait times and improve line management.	10/1/2014	11/30/2016		1/29/2016						40%	In Progress	White, Christina (Elections)
Redraw Precinct Boundaries and Identify Polling Places	1/11/2013	3/31/2015		7/21/2015						100%	Complete	Vinock, Robert C. (Elections)

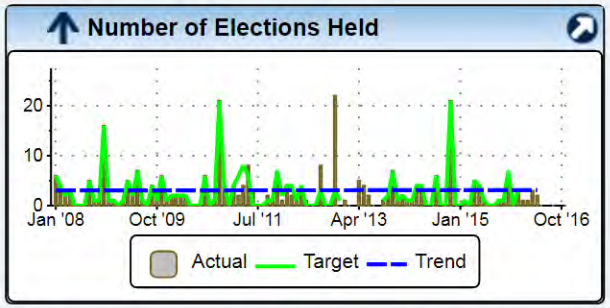
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Percent of Voters who Voted by Absentee Ballot - All Elections	Jul '16	n/a	50.00%	n/a	Johnson, Michael (Elections); Vinock, Robert C. (Elections)



Percent of Voters who voted on Election Day - All Elections	Jul '16	n/a	25.00%	n/a	Vinock, Robert C. (Elections); Johnson, Michael (Elections)



Number of Elections Held	Jul '16	n/a	n/a	n/a	Vinock, Robert C. (Elections); Johnson, Michael (Elections)



Percent of Voters who Voted Early - All Elections	May '16	0.00% (0.00 / 3,146.00)	25.00%	-25.00%	Vinock, Robert C. (Elections); Johnson, Michael (Elections)

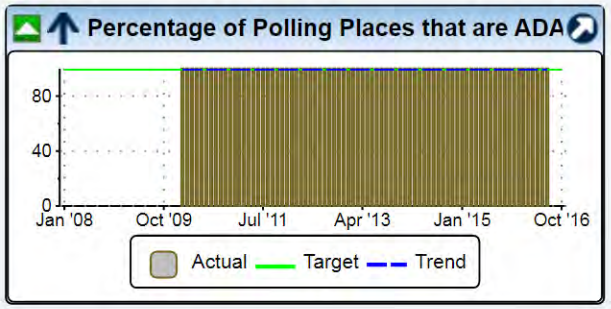
Objective	Description	Owners
Effective Management of Polling Places (ELEC)	The Elections Department currently manages 783 precincts at 591 polling locations throughout the county. Agreements are in place with each facility to ensure availability and ease of access for voters on Election Day. All attempts are made to minimize the number of temporary or permanent polling place changes. The statistics are a reflection of all the Elections occuring during that specific month only.	Gomez, Jorge (Elections); Maradiaga, Marylena (Elections); Sierra-Trujillo, Erika B. (Elections)

Grandparent Objectives	Description	Owners
GG7 Free, fair and accessible elections		Miami-Dade County

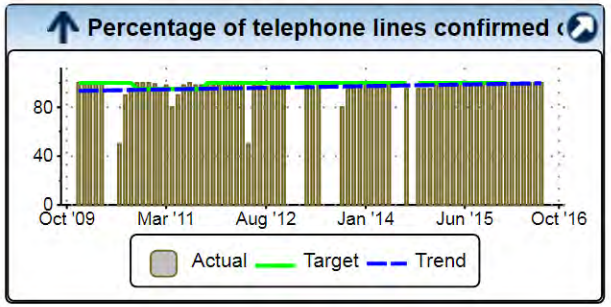
Parent Objectives	Description	Owners
GG7-1 Provide eligible voters with convenient opportunities to vote		Miami-Dade County

Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of	%	Status	Owners
ADA Polling Places Construction Projects	10/1/2010	2/1/2016		7/6/2016	95%	In Progress	Gomez, Jorge (Elections); Sierra-Trujillo, Erika B. (Elections)

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Percentage of Polling Places that are ADA Compliant	Jul '16	100% (590 / 590)	100%	0%	Sierra-Trujillo, Erika B. (Elections); Gomez, Jorge (Elections); Maradiaga, Marylena (Elections)



Percentage of telephone lines confirmed operational 15 days prior to an election	Jul '16	100%	n/a	n/a	Sierra-Trujillo, Erika B. (Elections); Gomez, Jorge (Elections); Mendez, John; Maradiaga, Marylena (Elections)

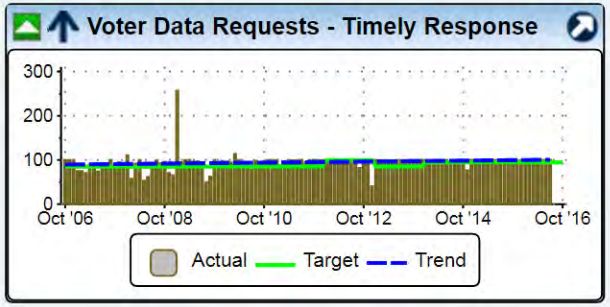


Objective	Description	Owners
Percentage of Voter Data Requests fulfilled within 3 days		Pastrana, Rosy (Elections); McClain, Michelle (Elections)

Grandparent Objectives	Description	Owners
GG1 Friendly government		Miami-Dade County
GG7 Free, fair and accessible elections		Miami-Dade County

Parent Objectives	Description	Owners
GG1-1 Provide easy access to information and services		Miami-Dade County
GG7-2 Maintain the integrity and availability of election results and other public records		Miami-Dade County

Measures Linked to Objective			Period	Actual	Target	Variance	Owners
Voter Data Requests - Timely Response			Jul '16	100% (70 / 70)	95%	5%	McClain, Michelle (Elections); Ramirez, Vanessa (Elections); Ponce, Jose J. (Elections)



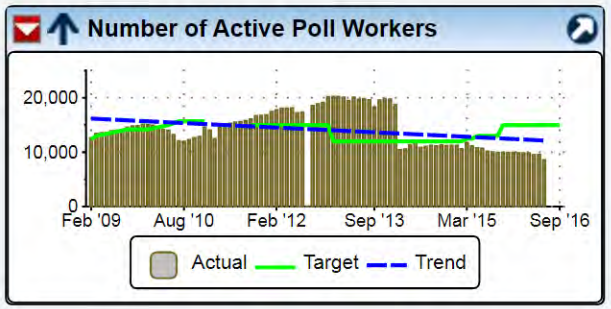
Child Measures			Period	Actual	Target	Variance	Owners
Items For Sale Completed in 3 Days			Jun '16	87	30	57	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)
Number of Items For Sale Completed (Total)			Jun '16	87	30	n/a	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)
Cumulative Number of Days to Complete All Orders			Jun '16	87	40	n/a	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)
% of Treasurer`s Reports Audited within 15 Days			Jul '16	96% (189 / 196)	95%	1%	White, Christina (Elections); Acosta, Maria (Elections); Lopez, Carolina D. (Elections); Suarez, Vivian (Elections); Innocent, Vanessa (Elections)

Objective	Description	Owners
Election Day Administration	The ability to properly administer the 812 precincts on Election Day requires the recruitment, training and assignment of individuals who demonstrate the minimum established proficiency of poll worker requirements.	Morris, Patrick (Elections); Prochnicki, Patricia (DTPW); Shah, Smita (ISD)

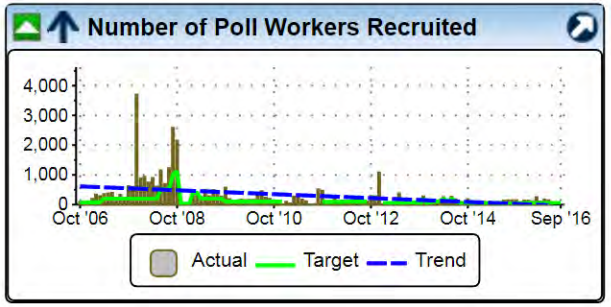
Grandparent Objectives	Description	Owners
GG7 Free, fair and accessible elections		Miami-Dade County

Parent Objectives	Description	Owners
GG7-1 Provide eligible voters with convenient opportunities to vote		Miami-Dade County

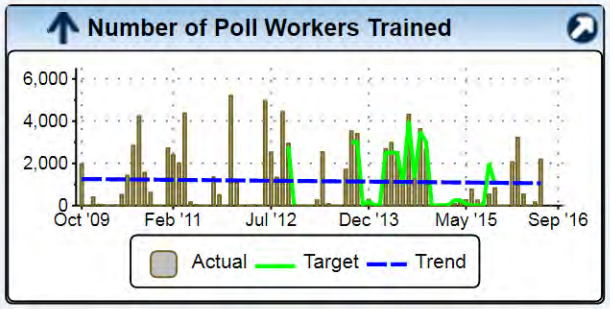
Measures Linked to Objective			Period	Actual	Target	Variance	Owners
Number of Active Poll Workers			Jun '16	8,545	15,000	-6,455	Morris, Patrick (Elections); Prochnicki, Patricia (Elections)



Child Measures			Period	Actual	Target	Variance	Owners
Recertified Clerks			Jan '15	0	0	0	Morris, Patrick (Elections); Prochnicki, Patricia (Elections)
Newly Certified Clerks			Jan '15	0	0	0	Morris, Patrick (Elections); Prochnicki, Patricia (Elections)
Recertified Assistant Clerks			Jan '15	0	0	0	Morris, Patrick (Elections); Prochnicki, Patricia (Elections)
Newly Certified Assistant Clerks			Jan '15	0	0	0	Morris, Patrick (Elections); Prochnicki, Patricia (Elections)
Number of Poll Workers Recruited			Jun '16	142	50	92	Morris, Patrick (Elections); Prochnicki, Patricia (Elections)



Number of Poll Workers Trained		Jun '16	2,180	n/a	n/a	Morris, Patrick (Elections); Prochnicki, Patricia (Elections)



Child Measures			Period	Actual	Target	Variance	Owners
Poll Workers Assigned for the June 9, 2009 South Miami Election			n/a	n/a	n/a	n/a	Hartfield, Gary (ISD); Morris, Patrick (Elections); Walker, Sandra

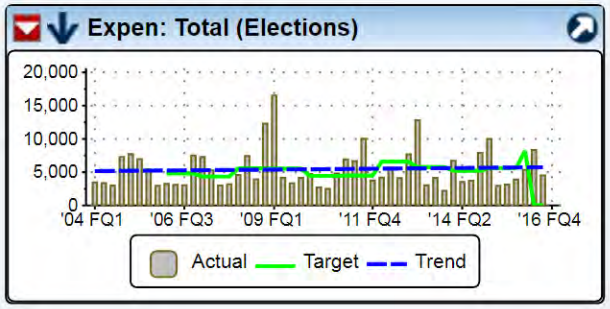
2.0 Financial

Objective	Description	Owners
Meet Budget Targets (Elections)		Townsley, Penelope

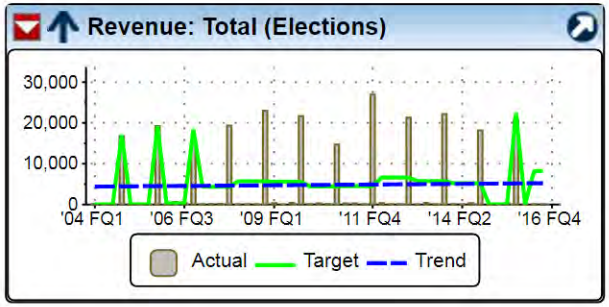
Grandparent Objectives	Description	Owners
GG4-2 Effectively allocate resources to meet current and future operating and capital needs		Miami-Dade County

Parent Objectives	Description	Owners
Meet Budget Targets (All Miami-Dade County)	This is the parent objectives to all departmental "Meet Budget Targets" objective. This is the child objective to the County's Strategic Plan Objective, "GG4-2: Effectively allocate and utilize resources to meet current and future operating and capital needs."	Moon, Jennifer (OMB)

Measures Linked to Objective			Period	Actual	Target	Variance	Owners
Expen: Total (Elections)			'16 FQ3	$4,506K	$35K	$-4,471K	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope



Child Measures		Period	Actual	Target	Variance	Owners
Expen: Personnel (Elections)		'15 FQ4	$2,438	$3,511	$1,073	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope
Expen: Other Operating (Elections)		'15 FQ4	$1,409	$2,072	$663	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope
Expenditure: Capital (Elections)		'16 FQ3	$0K	$35K	$35K	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope
Expen: Non-Operating (Elections)		'15 FQ4	$0	$0	$0	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope
Revenue: Total (Elections)		'16 FQ3	$11K	$8,188K	$-8,177K	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope



Child Measures		Period	Actual	Target	Variance	Owners
Revenue: Carryover (Elections)		'16 FQ3	$0K	$0K	$0K	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope
Revenue: General Fund (Elections)		'16 FQ3	$0K	$7,553K	$-7,553K	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope
Revenue: Proprietary/Misc. (Elections)		'16 FQ3	$954K	$585K	$369K	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope
Revenue: Federal (Elections)		'16 FQ3	$0K	$0K	$0K	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope

Revenue: State (Elections)		'16 FQ3	$218K	$50K	$168K	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope
Revenue: Interagency/Intradepartmental (Elections)		'16 FQ3	$0K	$0K	$0K	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Saiter, Rena (Elections); Townsley, Penelope
Positions: Full-Time Filled (Elections)		'16 FQ3	89	94	-5	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Ponce, Jose J. (Elections); Saiter, Rena (Elections); Townsley, Penelope

3.0 Internal

Objective	Description	Owners
Effective Support from Election Central (ELEC)	Election Central is the call center support that is coordinated in every major election. Elections and other County staff are recruited to staff this call center on Election Day and the day before in order to provide telephone support to poll workers. This is not an open system available to voters.	Pastrana, Rosy (Elections)

Grandparent Objectives	Description	Owners
GG7 Free, fair and accessible elections		Miami-Dade County

Parent Objectives	Description	Owners
GG7-1 Provide eligible voters with convenient opportunities to vote		Miami-Dade County
GG7-2 Maintain the integrity and availability of election results and other public records		Miami-Dade County

Measures Linked to Objective			Period	Actual	Target	Variance	Owners
Election - Average Call Wait Time With Election Central			Jul '16	:0 seconds	:60 seconds	:60 seconds	Shah, Smita (ISD); Sierra-Trujillo, Erika B. (Elections); Gomez, Jorge (Elections); Maradiaga, Marylena (Elections)

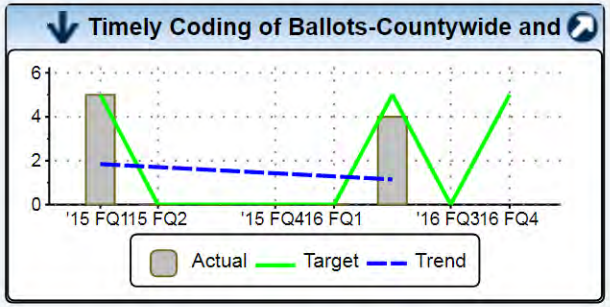
Objective	Description	Owners
Produce Timely and Accurate Election Results Certification (ELEC)	After each election, the Miami-Dade County Elections Department goes through a series of internal audit processes to ensure that election results have the highest degree of accuracy and are certified in a timely manner. These include, but are not limited to, scanning precinct registers into EDMS, providing appropriate voter history credit in the statewide registration database for voters who voted in a particular election, the submission of an official state certification, and a post-election audit.	Lopez, Carolina D. (Elections); White, Christina (Elections); Johnson, Michael (Elections); Vinock, Robert C. (Elections); Suarez, Vivian (Elections)

Grandparent Objectives	Description	Owners
GG7 Free, fair and accessible elections		Miami-Dade County

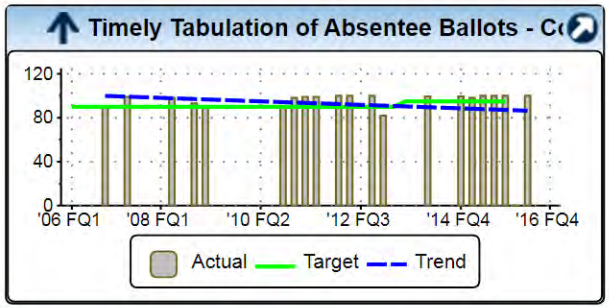
Parent Objectives	Description	Owners
GG7-2 Maintain the integrity and availability of election results and other public records		Miami-Dade County

Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of	%	Status	Owners
Ensure timely tabulation and dissemination of election results.	n/a	n/a		1/31/2016	50%	In Progress	White, Christina (Elections)

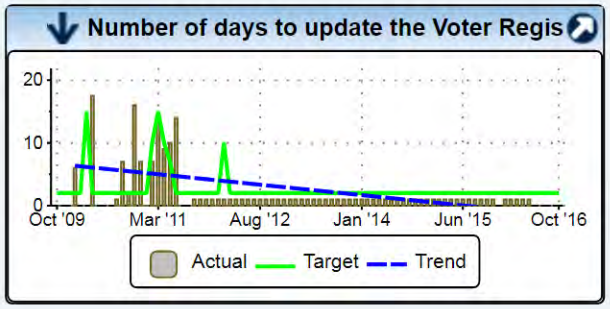
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Timely Coding of Ballots-Countywide and Special Election	'16 FQ4	n/a	5Days	n/a	Vinock, Robert C. (Elections); Johnson, Michael (Elections)



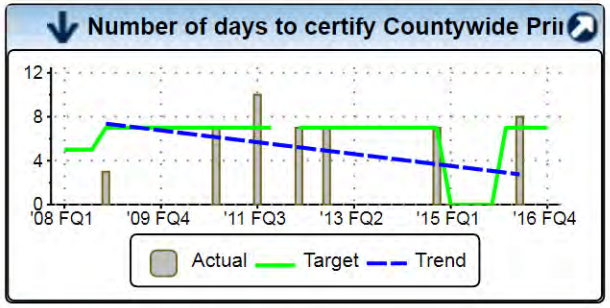
Timely Tabulation of Absentee Ballots - Countywide and Special Elections	'16 FQ3	n/a	n/a	n/a	Johnson, Michael (Elections); Vinock, Robert C. (Elections); Wimberly, LaRhonda



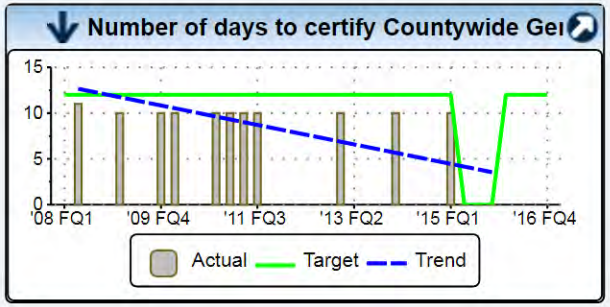
Number of days to update the Voter Registration Database with Voter History	Jul '16	n/a	2days	n/a	Johnson, Michael (Elections); Vinock, Robert C. (Elections)



Number of days to certify Countywide Primary Elections	'16 FQ3	n/a	7	n/a	Johnson, Michael (Elections); Vinock, Robert C. (Elections); Wimberly, LaRhonda



Number of days to certify Countywide General Elections	'16 FQ4	n/a	12	n/a	Johnson, Michael (Elections); Vinock, Robert C. (Elections); Wimberly, LaRhonda



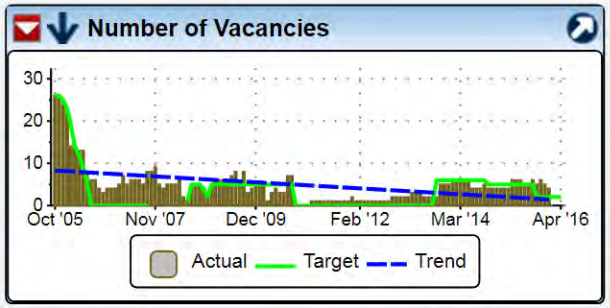
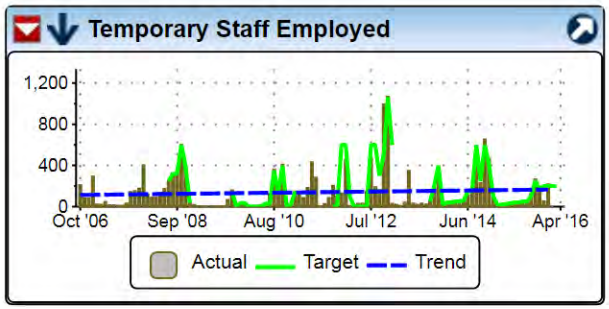
4.0 Learning and Growth

Objective	Description	Owners
Recruitment of Election Staff (ELEC)	Establish and recruit middle management staff to attain proper staffing levels throughout all divisions.	Townsley, Penelope; Prochnicki, Patricia (DTPW); Marti-Perez, Susana

Grandparent Objectives	Description	Owners
GG2 Excellent, engaged workforce		Miami-Dade County

Parent Objectives	Description	Owners
GG2-1 Attract and hire new talent		Miami-Dade County

Measures Linked to Objective			Period	Actual	Target	Variance	Owners
Number of Vacancies			Jan '16	4	2	-2	Shah, Smita (Elections); Marti-Perez, Susana; Townsley, Penelope; Prochnicki, Patricia (Elections)



Temporary Staff Employed			Jan '16	215	200	-15	Shah, Smita (Elections); Prochnicki, Patricia (Elections); Marti-Perez, Susana