Scorecard - Elections

Information

Name:	Elections
Description:	The Elections Department mission is to ensure that elections are accurate, convenient, transparent and accessible to all 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	'19 FQ1	1,440,955	1,400,000	1,440,955	1,400,000
New Voter registrations	'19 FQ1	22,884	12,000	22,884	12,000
Supervised Voting Program					
Number of Facilities Visited (ALF/NH)	Dec '18	0	0	21	0
Provide Excellent Customer Service to Municipal Clerks (ELEC)					
Municipal Clerk Satisfaction with Elections Department Overall	Dec '18	n/a	95%	n/a	n/a
Opportunities for every registered voter to conveniently cast a vote (ELEC)					

Initiative Name	Type	As Of	Status	%	Owners
Enhance voter convenience and accessibility, reduce wait times and improve line management.		9/30/2016	In Progress	75%	White, Christina (Elections)

Percent of Voters who Voted Early - All Elections	Dec '18	n/a	25.00%	37.14% (302,054.00 / 813,353.00)	35.00%
Percent of Voters who Voted by Vote-By-Mail - All Elections	Dec '18	83.61% (6,962.00 / 8,327.00)	15.00%	n/a	20.00%
Percent of Voters who voted on Election Day - All Elections	Dec '18	16.39% (1,365.00 / 8,327.00)	30.00%	29.64% (245,497.00 / 828,367.00)	35.00%
Number of Elections Held	Dec '18	3	1	6	3
Effective Management of Polling Places (ELEC)					

Initiative Name	Type	As Of	Status	%	Owners
ADA Polling Places Construction Projects		11/2/2017	In Progress	95%	Sierra-Trujillo, Erika B.; (Elections) Diaz, Marcela (Elections); Lopez, Andrew (Elections)

Percentage of telephone lines confirmed operational 15 days prior to an election	Dec '18	100%	100%	100%	100%
Percentage of Polling Places that are ADA Compliant	Dec '18	100% (591 / 591)	100%	100% (591 / 591)	100%
Percentage of Voter Data Requests fulfilled within 3 days					
Voter Data Requests - Timely Response	Dec '18	100% (37 / 37)	95%	100% (184 / 184)	95%
% of Treasurer`s Reports Audited within 15 Days	Dec '18	94% (44 / 47)	95%	93% (281 / 302)	95%
Election Day Administration					
Number of Active Poll Workers	Dec '18	10,729	8,500	10,729	8,500
Number of New Poll Workers Recruited	Dec '18	13	25	276	100
Number of Poll Workers Trained	Dec '18	0	0	2,435	2,000
2.0 Financial					
Meet Budget Targets (Elections)					
Expen: Total (Elections)	'19 FQ1	$15,256K	$6,476K	$15,256K	$6,476K
Revenue: Total (Elections)	'19 FQ1	$183K	$6,476K	$183K	$6,476K
Positions: Full-Time Filled (Elections)	'19 FQ1	96	n/a	96	n/a
3.0 Internal					
Effective Support from Election Central (ELEC)					
Election - Average Call Wait Time With Election Central	Dec '18	:0 seconds	:60 seconds	:16 seconds	:60 seconds

Scorecard - Elections

Produce Timely and Accurate Election Results Certification (ELEC)

Initiative Name	Type	As Of	Status					%	Owners
Ensure timely tabulation and dissemination of election results.		9/30/2016	In Progress					50%	White, Christina (Elections)

Timely Coding of Ballots - Countywide and Special Election	'19 FQ1		5Days	n/a		5Days	n/a
Timely Tabulation of Vote By Mail - Countywide and Special Elections	'19 FQ1		100%	95%		100%	95%
Number of days to update the Voter Registration Database with Voter History	Dec '18		1days	n/a		1days	n/a
Number of days to certify Countywide Primary Elections	'19 FQ1		7	7		7	7
Number of days to certify Countywide General Elections	'19 FQ1		7	12		7	12

4.0 Learning and Growth

Recruitment of Election Staff (ELEC)

Number of Vacancies	Dec '18		3	5		4	5
Temporary Staff Employed	Dec '18		0	0		1,792	2,010

Scorecard	Description	Owners
Elections	The Elections Department mission is to ensure that elections are accurate, convenient, transparent and accessible to all voters in Miami-Dade County.	White, Christina (Elections)

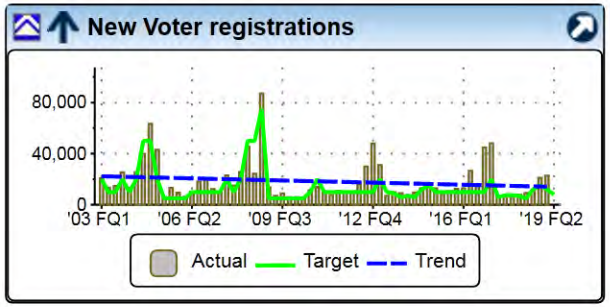
1.0 Customer

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.	Alameda, Mayra (Elections); Johnson, Michael (Elections); Yurubi, Gilbert (Elections)

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

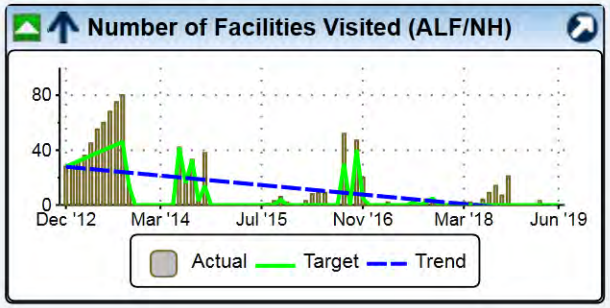
Parent Objectives	Description	Owners
GG7-1 Provide eligible voters with convenient opportunities to vote		Miami-Dade County

Measures Linked to Objective		Period	Actual	Target	Variance	Owners
Registered voters		'19 FQ1	1,440,955	1,400,000	40,955	Johnson, Michael (Elections); Yurubi, Gilbert (Elections); Alameda, Mayra (Elections)
New Voter registrations		'19 FQ1	22,884	12,000	10,884	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)



Objective	Description	Owners
Supervised Voting Program	The Outreach Division will continue to conduct events at ALF/NH throughout the county. The goal is to increase participation of ALF/NH in the county's supervised voting program.	Noboa, Teo (Elections); Rodriguez, Roberto (Elections); Trutie, Suzy (Elections)

Measures Linked to Objective		Period	Actual	Target	Variance	Owners
Number of Facilities Visited (ALF/NH)		Mar '19	3	0	3	Rodriguez, Roberto (Elections); Noboa, Teo (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.	Innocent, Vanessa (Elections); Rodriguez, Roberto (Elections); Prieto, Elizabeth (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		Apr '19	100% (10 / 10)	95%	5%	Miranda, Ingrid (Elections); Prieto, Elizabeth (Elections); Capote, Daisy (Elections)

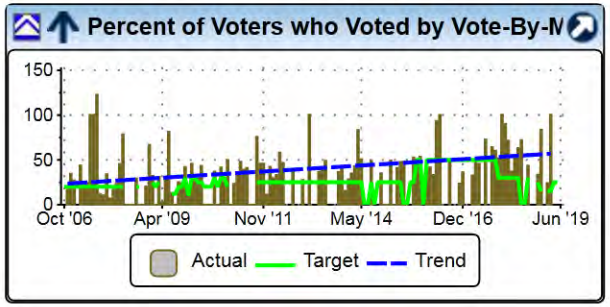
Objective	Description	Owners
Opportunities for every registered voter to conveniently cast a vote (ELEC)		White, Christina (Elections)

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

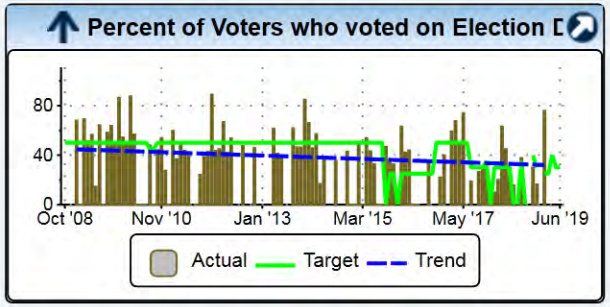
Parent Objectives	Description	Owners
GG7-1 Provide eligible voters with convenient opportunities to vote		Miami-Dade County

Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of					%	Status	Owners
Enhance voter convenience and accessibility, reduce wait times and improve line management.	10/1/2014	11/30/2016		9/30/2016					75%	In Progress	White, Christina (Elections)

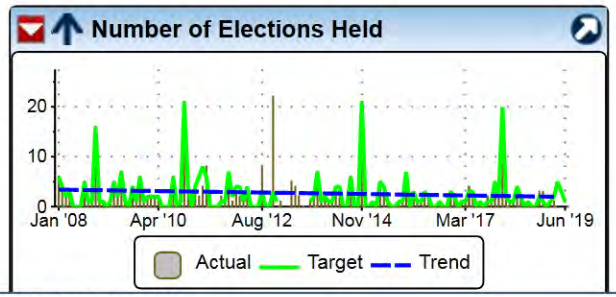
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Percent of Voters who Voted Early - All Elections	Mar '19	n/a	25.00%	n/a	Wimberly, LaRhonda; Johnson, Michael (Elections); Yurubi, Gilbert (Elections); Alameda, Mayra (Elections)
Percent of Voters who Voted by Vote-By-Mail - All Elections	Mar '19	100.00% (5,720.00 / 5,720.00)	15.00%	85.00%	Johnson, Michael (Elections); Wimberly, Larhonda (Elections); Yurubi, Gilbert (Elections); Alameda, Mayra (Elections)



Percent of Voters who voted on Election Day - All Elections	Mar '19	n/a	25.00%	n/a	Johnson, Michael (Elections); Yurubi, Gilbert (Elections); Alameda, Mayra (Elections)



Number of Elections Held	Mar '19	1	2	-1	Johnson, Michael (Elections); Yurubi, Gilbert (Elections); Alameda, Mayra (Elections)



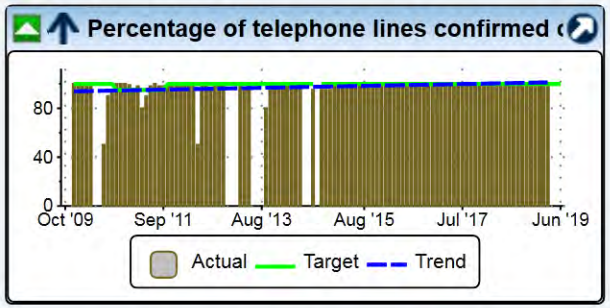
Objective	Description	Owners
Effective Management of Polling Places (ELEC)	The Elections Department currently manages 901 precincts at 598 polling locations throughout the county. Agreements are in place with each facility to ensure availability and ease of access for voters on Election Day. All attempts 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.	Sierra-Trujillo, Erika B. (Elections); Diaz, Marcela (Elections); Lopez, Andrew (Elections)

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

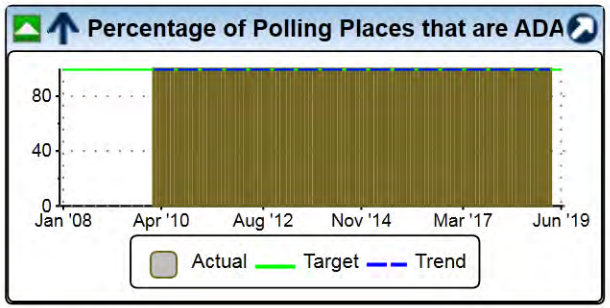
Parent Objectives	Description	Owners
GG7-1 Provide eligible voters with convenient opportunities to vote		Miami-Dade County

Initiatives Linked to Objective	Est. Start	Est. End	Type	As Of	%	Status	Owners
ADA Polling Places Construction Projects	10/1/2010	2/1/2016		11/2/2017	95%	In Progress	Sierra-Trujillo, Erika B. (Elections); Diaz, Marcela (Elections); Lopez, Andrew (Elections)

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Percentage of telephone lines confirmed operational 15 days prior to an election	Mar '19	100%	100%	0%	Sierra-Trujillo, Erika B. (Elections); Lopez, Andrew (Elections); Diaz, Marcela (Elections)



Percentage of Polling Places that are ADA Compliant	Mar '19	100% (591 / 591)	100%	0%	Sierra-Trujillo, Erika B. (Elections); Diaz, Marcela (Elections); Lopez, Andrew (Elections)

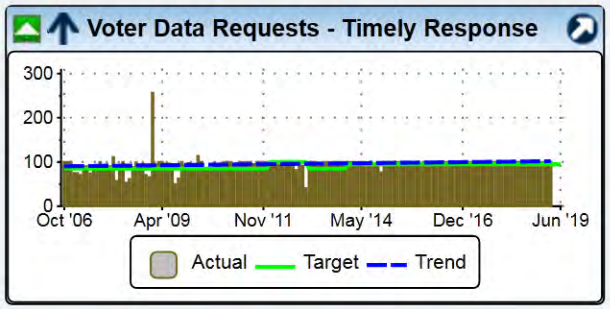


Objective	Description	Owners
Percentage of Voter Data Requests fulfilled within 3 days		McClain, Michelle (Elections); Ramirez, Vanessa (Elections)

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			Mar '19	100% (41 / 41)	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			Mar '19	41	50	-9	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)
Number of Items For Sale Completed (Total)			Mar '19	41	25	n/a	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)
Cumulative Number of Days to Complete All Orders			Mar '19	41	n/a	n/a	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)
% of Treasurer`s Reports Audited within 15 Days			Mar '19	98% (59 / 60)	95%	3%	Castro, Wilfred; Trutie, Suzy (Elections); Innocent, Vanessa (Elections); Rodriguez, Roberto (Elections)

Objective	Description	Owners
Election Day Administration	The ability to properly administer the 854 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); McComb, Allison (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

Measures Linked to Objective		Period	Actual	Target	Variance	Owners
Number of Active Poll Workers	▲	Feb '19	10,737	8,500	2,237	Morris, Patrick (Elections); McComb, Allison (Elections)
Number of New Poll Workers Recruited	▼	Feb '19	4	25	-21	Morris, Patrick (Elections); McComb, Allison (Elections)
Number of Poll Workers Trained	▲	Feb '19	0	0	0	Morris, Patrick (Elections); McComb, Allison (Elections)

2.0 Financial

Objective	Description	Owners
Meet Budget Targets (Elections)		White, Christina (Elections); Ponce, Jose J. (Elections)

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)	▼	'19 FQ1	$15,256K	$6,476K	$-8,780K	Ponce, Jose J. (Elections); Gonzalez-Bruzzo, Mary (Elections); White, Christina (Elections); Saiter, Rena (Elections)
Revenue: Total (Elections)	▼	'19 FQ1	$183K	$6,476K	$-6,293K	Ponce, Jose J. (Elections); Saiter, Rena (Elections)

Child Measures		Period	Actual	Target	Variance	Owners
Revenue: Carryover (Elections)	▲	'19 FQ1	$0K	$0K	$0K	Ponce, Jose J. (Elections); Saiter, Rena (Elections)
Revenue: General Fund (Elections)	▼	'19 FQ1	$0K	$6,325K	$-6,325K	Ponce, Jose J. (Elections); Saiter, Rena (Elections)
Revenue: Proprietary (Elections)	▲	'19 FQ1	$394K	$88K	$306K	Saiter, Rena (Elections); Ponce, Jose J. (Elections)
Revenue: Federal (Elections)	▲	'19 FQ1	$0K	$0K	$0K	Ponce, Jose J. (Elections); Saiter, Rena (Elections)
Revenue: State (Elections)	▼	'19 FQ1	$-211K	$63K	$-274K	Ponce, Jose J. (Elections); Saiter, Rena (Elections)
Revenue: Interagency/Intradepartmental (Elections)	▲	'19 FQ1	$0K	$0K	$0K	Ponce, Jose J. (Elections); Saiter, Rena (Elections)

Positions: Full-Time Filled (Elections)		'19 FQ1	96	n/a	n/a	Ponce, Jose J. (Elections); Saiter, Rena (Elections)

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.	Lopez, Andrew (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
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			Mar '19	:0 seconds	:60 seconds	:-60 seconds	Sierra-Trujillo, Erika B. (Elections); Lopez, Andrew (Elections); Diaz, Marcela (Elections)

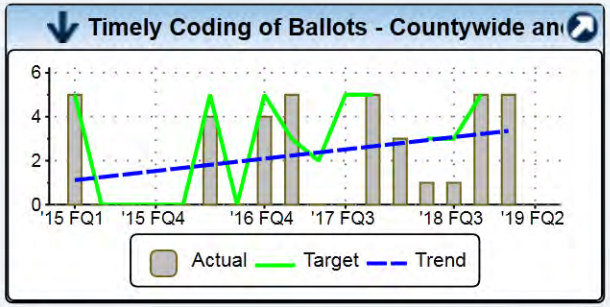
Objective	Description	Owners
Produce Timely and Accurate Election Results Certification (ELEC)	After each election, the Miami-Dade County Elections Department goes through a series of internal audit processes to ensure that election results have the highest degree of accuracy and are certified in a timely 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.	Johnson, Michael (Elections); Alameda, Mayra (Elections); Yurubi, Gilbert (Elections)

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

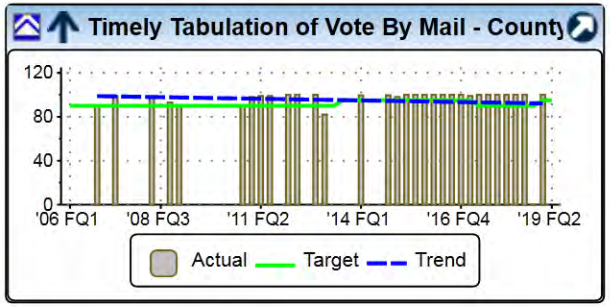
Parent Objectives	Description	Owners
GG7-2 Maintain the integrity and availability of election results and other public records		Miami-Dade County

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		9/30/2016					50%	In Progress	White, Christina (Elections)

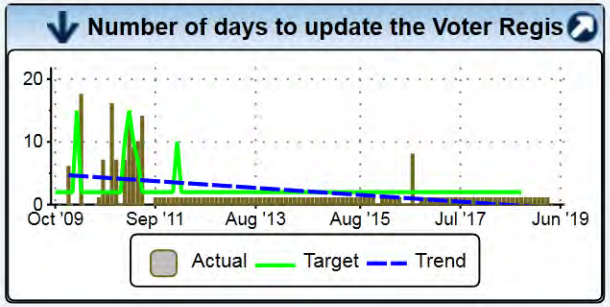
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Timely Coding of Ballots - Countywide and Special Election	'19 FQ1	5Days	n/a	n/a	Johnson, Michael (Elections); Alameda, Mayra (Elections); Yurubi, Gilbert (Elections)



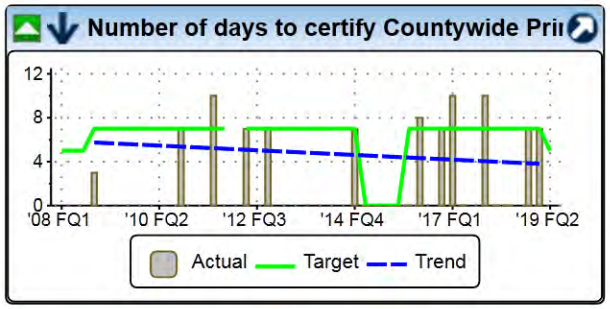
Timely Tabulation of Vote By Mail - Countywide and Special Elections	'19 FQ1	100%	95%	5%	Johnson, Michael (Elections); Wimberly, Larhonda (Elections); Alameda, Mayra (Elections); Yurubi, Gilbert (Elections)



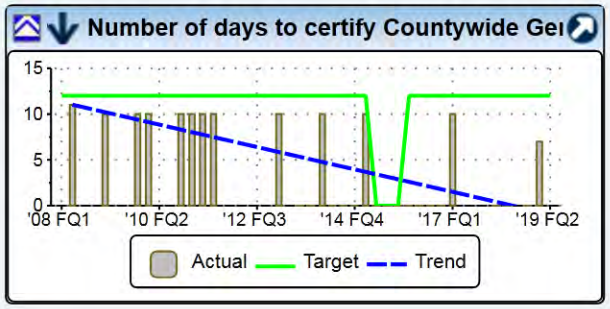
Number of days to update the Voter Registration Database with Voter History	Mar '19	1days	n/a	n/a	Johnson, Michael (Elections); Alameda, Mayra (Elections); Yurubi, Gilbert (Elections)



Number of days to certify Countywide Primary Elections		'19 FQ1	7	7	0	Johnson, Michael (Elections); Wimberly, LaRhonda; Alameda, Mayra (Elections); Yurubi, Gilbert (Elections)



Number of days to certify Countywide General Elections		'19 FQ1	7	12	5	Johnson, Michael (Elections); Wimberly, LaRhonda; Alameda, Mayra (Elections); Yurubi, Gilbert (Elections)



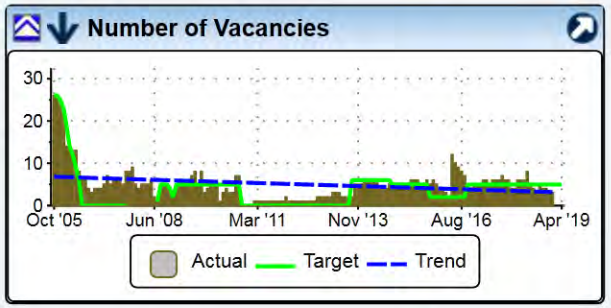
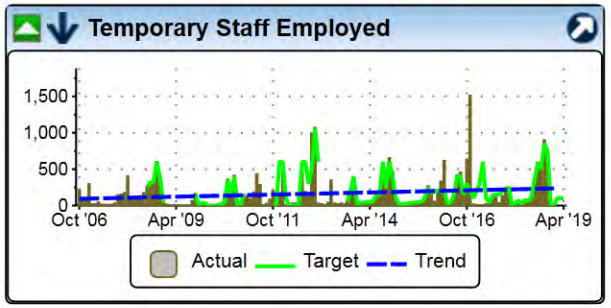
4.0 Learning and Growth

Objective	Description	Owners
Recruitment of Election Staff (ELEC)	Establish and recruit middle management staff to attain proper staffing levels throughout all divisions.	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 '19	3	5	2	Marti-Perez, Susana



Temporary Staff Employed		Jan '19	0	0	0	Marti-Perez, Susana