

# Scorecard - ELECTIONS DEPARTMENT FY2019/20

Information

Name:

ELECTIONS DEPARTMENT FY2019/20

Description:

The mission of the Elections Department is to ensure that elections are accurate, transparent, convenient, secure and accessible to all voters in Miami Dade County.

Domain:

Elections

Owners:

White, Christina (Elections); Ponce, Jose J. (Elections); Gonzalez-Bruzzo, Mary (Elections)






Details

	As Of		Actual	Business Plan Goal		FYTD Actual	FYTD Goal	Owners																							
▼ 1 Customer						1 Customer																									
▼ Educate and engage existing and potential voters						Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)		Educate and engage existing and potential voters																							
Number of outreach events to promote voter education	n/a		n/a	n/a		n/a	n/a	Noboa, Teo (Elections); Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)	Number of outreach events to promote voter education																						
New Voter registrations	'19 FQ3	▲	10,274	10,000	▲	42,586	30,000	McClain, Michelle (Elections)	New Voter registrations																						
▼ Respond to all communications from customers in a timely manner						Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)		Respond to all communications from customers in a timely manner																							
Number of public records requests completed	n/a		n/a	n/a		n/a	n/a	Ponce, Jose J. (Elections); Collazo, Richard (Elections); Rodriguez, Roberto (Elections); Castellanos, Ramon (Elections)	Number of public records requests completed																						
Number of media requests fulfilled	Jun '19	▲	12	1	▲	599	9	Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)	Number of media requests fulfilled																						
Election - Average Call Wait Time With Election Central	Jun '19	▲	:0 seconds	:60 seconds	▲	:5 seconds	:60 seconds	Sierra-Trujillo, Erika B. (Elections); Lopez, Andrew (Elections);	Election - Average Call Wait Time With Election Central																						
▼ Ensure municipal elections are conducted successfully						Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)		Ensure municipal elections are conducted successfully																							
Municipal Clerk satisfaction with Elections Department overall	Jun '19	▲	100% (25 / 25)	95%	▲	100% (95 / 95)	95%	Miranda, Ingrid (Elections); Prieto, Elizabeth (Elections); Capote, Daisy (Elections); Rabagh-Garcia, Nelfa	Municipal Clerk satisfaction with Elections Department overall																						
▼ Promote the convenience of voting to increase voter confidence in the electoral process						Ramirez, Vanessa (Elections); McClain, Michelle (Elections)		Promote the convenience of voting to increase voter confidence in the electoral process																							
<div><table><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><tr><td>Effectively and accurately integrate new voting technology that provides a paper trail for voters with disabilities</td><td>Improvement</td><td>n/a</td><td>n/a</td><td></td><td></td><td></td><td></td><td></td><td></td><td>Johnson, Michael (Elections); Yurubi, Gilbert (Elections)</td></tr></table></div>										Initiative Name	Type	As Of	Status						%	Owners	Effectively and accurately integrate new voting technology that provides a paper trail for voters with disabilities	Improvement	n/a	n/a							Johnson, Michael (Elections); Yurubi, Gilbert (Elections)
Initiative Name	Type	As Of	Status						%	Owners																					
Effectively and accurately integrate new voting technology that provides a paper trail for voters with disabilities	Improvement	n/a	n/a							Johnson, Michael (Elections); Yurubi, Gilbert (Elections)																					
▼ Provide Early Voting at convenient locations						McComb, Allison (Elections); Hodge, Katrina (ELECTIONS)		Provide Early Voting at convenient locations																							
Percentage of voters who voted early - all elections	Jun '19	▲	45.59% (620.00 / 1,360.00)	25.00%	▲	37.02% (303,860.00 / 820,904.00)	28.33%	Hodge, Katrina (ELECTIONS); McComb, Allison (Elections)	Percentage of voters who voted early - all elections																						
▼ Promote a Vote-By-Mail voting						McClain, Michelle (Elections); Ramirez, Vanessa (Elections)		Promote a Vote-By-Mail voting																							
Percentage of voters utilizing Vote-By-Mail - All Elections	Jun '19		32.94% (448.00 / 1,360.00)	n/a		34.83% (301,601.00 / 865,984.00)	n/a	Johnson, Michael (Elections); STUART, GINA (ELECTIONS); Yurubi, Gilbert (Elections)	Percentage of voters utilizing Vote-By-Mail - All Elections																						
▼ Secure the most convenient facilities to serve as polling places						Sierra-Trujillo, Erika B. (Elections); Lopez, Andrew (Elections)		Secure the most convenient facilities to serve as polling places																							
Number of days to confirm Polling Locations	Jun '19	▲	0days	60days	▲	7days	60days	Sierra-Trujillo, Erika B. (Elections); Diaz, Marcela (Elections);	Number of days to confirm Polling Locations																						
▼ Ensure poll workers are qualified and properly trained						McComb, Allison (Elections); Hodge, Katrina (ELECTIONS)		Ensure poll workers are qualified and properly trained																							
Number of Poll Workers trained	Jun '19	▲	0	0	▲	2,969	2,360	McComb, Allison (Elections); Hodge, Katrina (Elections)	Number of Poll Workers trained																						
▼ Ensure timely coding of ballots for all Countywide, municipal and special elections						Johnson, Michael (Elections); Yurubi, Gilbert (Elections)		Ensure timely coding of ballots for all Countywide, municipal and special elections																							
Timely Coding of Ballots - Countywide and Special Election	'19 FQ3		n/a	n/a		n/a	n/a	Johnson, Michael (Elections); STUART, GINA (ELECTIONS); Yurubi, Gilbert (Elections)	Timely Coding of Ballots - Countywide and Special Election																						
Timely Coding of Ballots - Municipal Elections	Jun '19	▲	1Days	3Days	▲	1Days	3Days	Johnson, Michael (Elections); STUART, GINA (ELECTIONS); Yurubi, Gilbert (Elections)	Timely Coding of Ballots - Municipal Elections																						
▼ Ensure timely tabulation and availability of election results on Department website						Johnson, Michael (Elections); Yurubi, Gilbert (Elections)		Ensure timely tabulation and availability of election results on Department website																							
Number of election results completed before midnight	n/a		n/a	n/a		n/a	n/a	Gonzalez-Bruzzo, Mary (Elections); Yurubi, Gilbert (Elections); Ponce, Jose J. (Elections); Johnson, Michael (Elections)	Number of election results completed before midnight																						

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▼ Ensure timely and accurate verification of candidate and initiate petitions in accordance with federal, state, and local laws							McClain, Michelle (Elections); Ramirez, Vanessa (Elections)	Ensure timely and accurate verification of candidate and initiate petitions in accordance with federal, state, and local laws	
Total Number of Petitions Processed	'19 FQ3	▼	55,264 Petitions	8,000 Petitions	▼	80,933 Petitions	15,500 Petitions	McClain, Michelle (Elections)	Total Number of Petitions Processed
Average number of petitions processed within target	n/a		n/a	n/a		n/a	n/a	Ramirez, Vanessa (Elections); McClain, Michelle (Elections)	Average number of petitions processed within target
▼ 2 Financial								2 Financial	
▼ Meet Budget Targets							Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Meet Budget Targets	
Total Expense (Elections)	n/a		n/a	n/a		n/a	n/a	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Total Expense (Elections)
Total Revenue (Elections)	n/a		n/a	n/a		n/a	n/a	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Total Revenue (Elections)
▼ 3 Internal								3 Internal	
▼ Promote Elections employees development and leadership							Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Promote Elections employees development and leadership	
Number of employees who attended training	n/a		n/a	n/a		n/a	n/a	Ponce, Jose J. (Elections); Gonzalez-Bruzzo, Mary (Elections)	Number of employees who attended training
▼ 4 Learning and Growth								4 Learning and Growth	
▼ Recruitment of Election Staff							Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Recruitment of Election Staff	
Full-Time positions filled	'19 FQ3	■	95% (94 / 99)	95%	■	95% (94 / 99)	95%	Ponce, Jose J. (Elections); Gonzalez-Bruzzo, Mary (Elections); Marti-Perez, Susana	Full-Time positions filled

### Linked Objects

▼ Child Scorecards											
Name		Owners									
Elections - Finance and Administration FY2019/20		Saiter, Rena (Elections); Ponce, Jose J. (Elections); Gonzalez-Bruzzo, Mary (Elections)									
ELECTIONS DEPARTMENT FY2019/20		White, Christina (Elections); Ponce, Jose J. (Elections); Gonzalez-Bruzzo, Mary (Elections)									
Elections - Governmental Affairs FY2019/20		Rodriguez, Roberto (Elections); Trutie, Suzy (Elections)									
Elections - Information Systems FY2019/20		Johnson, Michael (Elections); Yurubi, Gilbert (Elections)									
Elections - Operations FY2019/20		Sierra-Trujillo, Erika B. (Elections); Diaz, Marcela (Elections); Lopez, Andrew (Elections)									
Elections - Poll Worker Recruitment and Training FY2019/20		McComb, Allison (Elections); Hodge, Katrina (ELECTIONS)									
Elections - Voter Services FY2019/20		McClain, Michelle (Elections); Ramirez, Vanessa (Elections)									
Elections		White, Christina (Elections)									
▼ Parent Scorecards											
Name		Owners									
ELECTIONS DEPARTMENT FY2019/20		White, Christina (Elections); Ponce, Jose J. (Elections); Gonzalez-Bruzzo, Mary (Elections)									
General Government Strategic Area Scorecard		Miami-Dade County									
▼ ActiveViews											
▼ Initiatives											
Name		Type	As Of						%	Status	Owners
Effectively and accurately integrate new voting technology that provides a paper trail for voters with disabilities.		Improvement	n/a							n/a	Johnson, Michael (Elections); Yurubi, Gilbert (Elections)

Scorecard - ELECTIONS DEPARTMENT FY2019/20

▼ Objectives				
	Name	Owners		
	Educate and engage existing and potential voters	Trutie, Suzy (Elections); Rodríguez, Roberto (Elections)		
	Respond to all communications from customers in a timely manner	Trutie, Suzy (Elections); Rodríguez, Roberto (Elections)		
	Ensure municipal elections are conducted successfully	Trutie, Suzy (Elections); Rodríguez, Roberto (Elections)		
	Promote the convenience of voting to increase voter confidence in the electoral process	Ramirez, Vanessa (Elections); McClain, Michelle (Elections)		
	Provide Early Voting at convenient locations	McComb, Allison (Elections); Hodge, Katrina (ELECTIONS)		
	Promote a Vote-By-Mail voting	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)		
	Secure the most convenient facilities to serve as polling places	Sierra-Trujillo, Erika B. (Elections); Lopez, Andrew (Elections)		
	Ensure poll workers are qualified and properly trained	McComb, Allison (Elections); Hodge, Katrina (ELECTIONS)		
	Ensure timely coding of ballots for all Countywide, municipal and special elections	Johnson, Michael (Elections); Yurubi, Gilbert (Elections)		
	Ensure timely tabulation and availability of election results on Department website	Johnson, Michael (Elections); Yurubi, Gilbert (Elections)		
	Ensure timely and accurate verification of candidate and initiate petitions in accordance with federal, state, and local laws	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)		
	Meet Budget Targets	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)		
	Promote Elections employees development and leadership	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)		
	Recruitment of Election Staff	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)		
▼ Program Groups				
▼ Stoplight Charts				
▼ Tasks				

Commentary

Action Items				
	Due Date ▲	Status ▲	Action	Owners







Comments		
Date ▼	Author	Comment

Attachments & Links	
▼ External Links	
▼ Attachments	

Measures

As Of: <M/d/yyyy> 15		Sum. Lvl.: Base	Comparator: Default								

## Scorecard - ELECTIONS DEPARTMENT FY2019/20

	Number of days to confirm Polling Locations	A letter is sent out to each prospective Polling location 45 days before the Election date. Follow ups are done by the Polling section staff on a periodic basis until a response is received on whether or not the Polling location can be used for elections or not.	Goal - Default	Base	Dec '19	0days	60days	60days	Sierra-Trujillo, Erika B. (Elections); Diaz, Marcela (Elections); Lopez, Andrew (Elections)	Elections
	Number of election results completed before midnight		Goal - Default	n/a	n/a	n/a	n/a	n/a	Gonzalez-Bruzzo, Mary (Elections); Yurubi, Gilbert (Elections); Ponce, Jose J. (Elections); Johnson, Michael (Elections)	Elections
	Number of employees who attended training		Goal - Default	Base	Oct '19	2	2	0	Ponce, Jose J. (Elections); Gonzalez-Bruzzo, Mary (Elections)	Elections
	Number of media requests fulfilled	Track the number of media interviews provided by the Elections Department to help educate voters on election issues and increases awareness of the democratic process.	Goal - Default	Base	Dec '19	8	1	7	Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)	Elections
	Number of outreach events to promote voter education		Goal - Default	Base	Dec '19	11	11	0	Noboa, Teo (Elections); Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)	Elections
	Number of Poll Workers trained	Florida Statute F.S. 102.014 requires all Poll Workers to be trained prior to being assigned to work on Election Day(s). Training is done for new poll workers, returning poll workers and those who will work in the role of Election Specialist (ES). Certification training is also done for succession planning for Clerks and...	Goal - Default	Base	Dec '19	268	150	118	McComb, Allison (Elections); Hodge, Katrina (Elections)	Elections
	Number of public records requests completed		Goal - Default	Base	Dec '19	28	n/a	n/a	Ponce, Jose J. (Elections); Collazo, Richard (Elections); Rodriguez, Roberto (Elections); Castellanos, Ramon (Elections)	Elections
	Percentage of voters utilizing Vote-By-Mail - All Elections		Goal - Default	Base	Dec '19	100.00% (186.00 / 186.00)	n/a	n/a	Johnson, Michael (Elections); STUART, GINA (ELECTIONS); Yurubi, Gilbert (Elections)	Elections
	Percentage of voters who voted early - all elections	Percentage of Voters who voted at all Early Voting locations prior to all elections.	Goal - Default	Base	Dec '19	n/a	n/a	n/a	Hodge, Katrina (ELECTIONS); McComb, Allison (Elections)	Elections
VR	Timely Coding of Ballots - Countywide and Special Election		Goal - Default	Base	'20 FQ1	n/a	n/a	n/a	Johnson, Michael (Elections); STUART, GINA (ELECTIONS); Yurubi, Gilbert (Elections)	Elections
	Timely Coding of Ballots - Municipal Elections	Code municipal elections within 3 days of receipt of master ballot layout	Goal - Default	Base	Dec '19	1Days	3Days	2Days	Johnson, Michael (Elections); STUART, GINA (ELECTIONS); Yurubi, Gilbert (Elections)	Elections
	Total Expense (Elections)		Goal - Default	Base	Dec '19	3,115,685	3,109,000	-6,685	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Elections
	Total Number of Petitions Processed	The number of petitions processed quarterly	Goal - Default	Base	'20 FQ1	122,088 Petitions	n/a	n/a	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)	Elections
	Total Revenue (Elections)		Goal - Default	Base	Dec '19	8,401	1,000	7,401	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Elections

