

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	Dec '19	▲	11	11	■	35	36	Noboa, Teo (Elections); Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)	Number of outreach events to promote voter education										
New Voter registrations	'20 FQ1	▲	17,476	12,000	▲	17,476	12,000	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	Dec '19		28	n/a		123	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	Dec '19	▲	8	1	▲	91	3	Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)	Number of media requests fulfilled										
Election - Average Call Wait Time With Election Central	Dec '19	▲	:0 seconds	:60 seconds	▲	:0 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	Dec '19	■	97% (58 / 60)	99%	■	98% (78 / 80)	99%	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										
<table><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</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>Johnson, Michael (Elections); Yurubi, Gilbert (Elections)</td></tr></table>										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	Dec '19		n/a	n/a		n/a	n/a	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	Dec '19		100.00% (186.00 / 186.00)	n/a		52.48% (34,711.00 / 66,147.00)	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	Dec '19	▲	0days	60days	▲	0days	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	Dec '19	▲	268	150	▲	621	450	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	'20 FQ1		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	Dec '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										
▼ 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										

Scorecard - ELECTIONS DEPARTMENT FY2019/20

Total Number of Petitions Processed	'20 FQ1	122,088 Petitions	65,000 Petitions	122,088 Petitions	65,000 Petitions	McClain, Michelle (Elections)	Total Number of Petitions Processed
Average number of petitions processed within target	Dec '19	52,237	30	123,020	90	Ramirez, Vanessa (Elections); McClain, Michelle (Elections)	Average number of petitions processed within target
2 Financial						2 Financial	
Meet Budget Targets						Meet Budget Targets	
Total Expense (Elections)	Dec '19	3,115,685	3,109,000	5,301,355	5,203,300	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Total Expense (Elections)
Total Revenue (Elections)	Dec '19	8,401	1,000	19,434	3,000	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Total Revenue (Elections)
3 Internal						3 Internal	
Promote Elections employees development and leadership						Promote Elections employees development and leadership	
Number of employees who attended training	Dec '19	0	2	2	6	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						Recruitment of Election Staff	
Full-Time positions filled	'20 FQ1	90% (95 / 105)	n/a	90% (95 / 105)	n/a	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)	
▼ Objectives												
	Name	Owners										
	Educate and engage existing and potential voters	Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)										
	Respond to all communications from customers in a timely manner	Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)										
	Ensure municipal elections are conducted successfully	Trutie, Suzy (Elections); Rodriguez, 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)										

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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 ▼					

	Name	Description	Comparator Name	Sum. Lvl.	Period	Actual	Target	Variance	Owners	Domain
	Average number of petitions processed within target		Goal - Default	Base	Jan '20	62,169	30	62,139	Ramirez, Vanessa (Elections); McClain, Michelle (Elections)	Elections
	Election - Average Call Wait Time With Election Central	Election Central is a call center that is organized for every countywide election as a central information center for poll workers to report issues and make inquiries. This measure is designed to reduce the average answer speed in queue time to less than thirty ...	Goal - Default	Base	Jan '20	:0 seconds	:60 seconds	:-60 seconds	Sierra-Trujillo, Erika B. (Elections); Lopez, Andrew (Elections); Diaz, Marcela (Elections)	Elections
	Full-Time positions filled		Goal - Default	Base	'20 FQ1	90% (95 / 105)	n/a	n/a	Ponce, Jose J. (Elections); Gonzalez-Bruzzo, Mary (Elections); Marti-Perez, Susana	Elections
VR	Municipal Clerk satisfaction with Elections Department overall		Goal - Default	Base	Jan '20	n/a	99%	n/a	Miranda, Ingrid (Elections); Prieto, Elizabeth (Elections); Capote, Daisy (Elections); Rabagh-Garcia, Nelfa	Elections
	New Voter registrations	Number of new voter registration applications	Goal - Default	Base	'20 FQ1	17,476	12,000	5,476	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)	Elections
	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	Jan '20	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	Jan '20	0	2	-2	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	Jan '20	12	1	11	Trutie, Suzy (Elections); Rodriguez, Roberto (Elections)	Elections
	Number of outreach events to promote voter education		Goal - Default	Base	Jan '20	5	n/a	n/a	Noboa, Teo (Elections); Trutie, Suzy (Elections); Rodriquez, Roberto (Elections)	Elections

Scorecard - ELECTIONS DEPARTMENT FY2019/20

	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	Jan '20	1,996	1,000	996	McComb, Allison (Elections); Hodge, Katrina (Elections)	Elections
	Number of public records requests completed		Goal - Default	Base	Jan '20	40	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	Jan '20	35.67% (366.00 / 1,026.00)	25.00%	10.67%	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	Jan '20	n/a	25.00%	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	Jan '20	1Days	3Days	2Days	Johnson, Michael (Elections); Stuart, Gina (Elections); Yurubi, Gilbert (Elections)	Elections
	Total Expense (Elections)		Goal - Default	Base	Jan '20	1,418,401	2,147,702	729,301	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Elections
 VR	Total Number of Petitions Processed	The number of petitions processed quarterly	Goal - Default	Base	'20 FQ1	122,088 Petitions	65,000 Petitions	57,088 Petitions	McClain, Michelle (Elections); Ramirez, Vanessa (Elections)	Elections
	Total Revenue (Elections)		Goal - Default	Base	Jan '20	2,442	1,000	1,442	Gonzalez-Bruzzo, Mary (Elections); Ponce, Jose J. (Elections)	Elections



