



BOARD OF ELECTIONS

FY 2023 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 16, 2024

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1 BOARD OF ELECTIONS

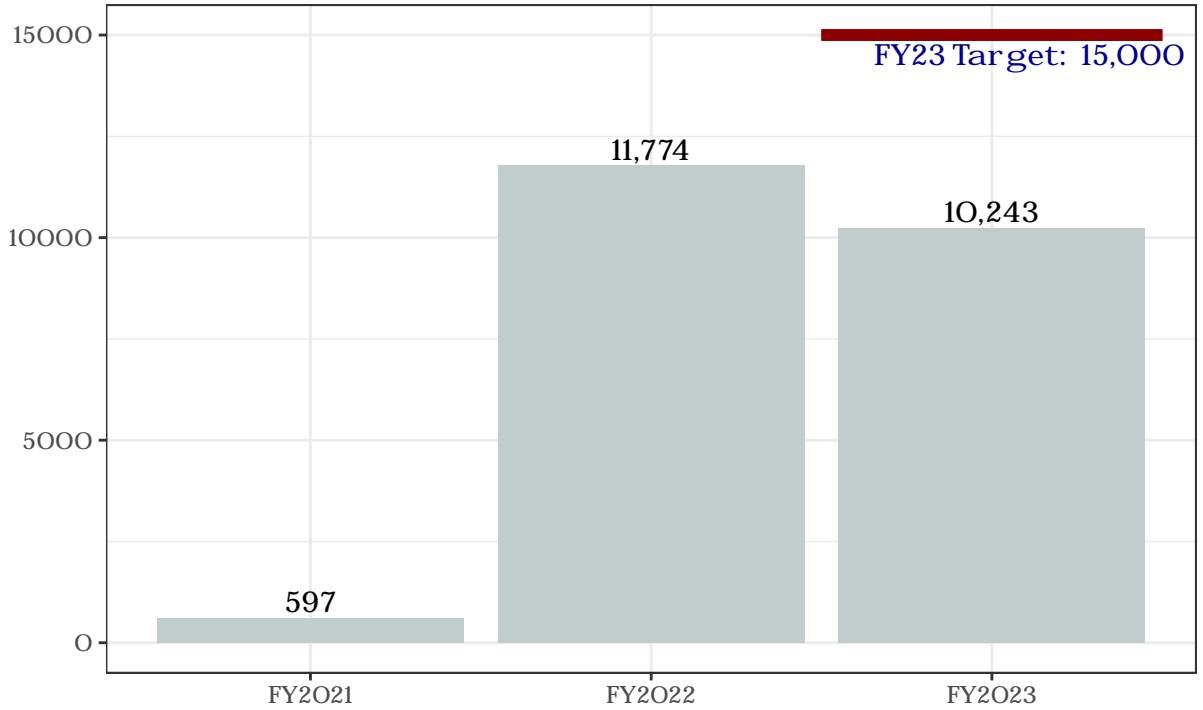
Mission: The Board's mission is to enfranchise eligible residents, conduct elections, and assure the integrity of the electoral process.

Services: The operation of the District's voter registration system, Administration of the ballot access process for candidates and measures, The delivery of comprehensive public, media, and voter information services, Maintenance of technical systems to support voting and ballot tabulation, The planning and implementation of each District of Columbia election, The performance of legal counsel, rulemaking, and adjudication functions

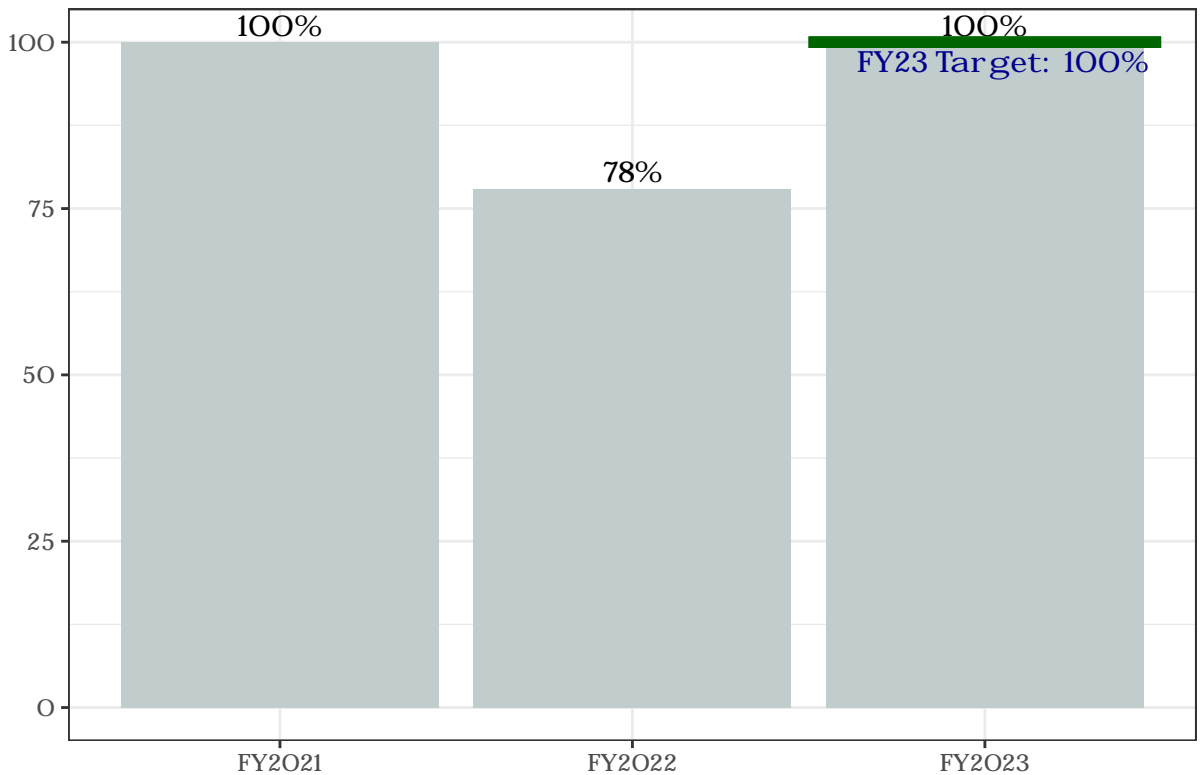
2 2023 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>The Board's Restore The Vote (RTV) Division administered what we believe to be the first known in-person election within a correctional setting where incarcerated residents served as election workers. All participants were trained and paid the same as non-incarcerated election workers.</p>	<p>We have established a good foundation for the conduct of elections in correctional settings, and we will continue to make adjustments as necessary. In addition, this accomplishment has garnered more positive attention for the District's policies around enfranchisement for justice-involved individuals.</p>	<p>This accomplishment increased enthusiasm for the electoral process in individuals who are underrepresented in elections, and instilled a sense of belonging to the broader community. It also helped to increase voter registrations among that demographic.</p>
<p>The Board's Election Worker Division updated the Vote Center Operations Manual to account for changes to the Vote Center Program that were mandated by the Election Modernization Act and incorporate enhancements based on lessons learned and feedback from election workers. The manual is now a comprehensive tool highlighting Election Week and includes both Early Voting and Election Day procedures. All Election Workers who attend an in-person training class to volunteer as Election Workers for the upcoming June 2024 Primary will receive a copy.</p>	<p>The Board is dependent upon its partnership with Election Workers to execute our responsibility for the administration of elections and voter registration. In conjunction with the in-person training classes, the revised manual will facilitate a well-trained Election Worker corps, without which the Board could not succeed.</p>	<p>By updating the Vote Center Operation Manual and using it as a training tool to accompany the in-person training classes, the Board has ensured that Election Workers will be better prepared to engage with and provide superior customer service to all voters, making the voter experience as efficient and seamless as possible.</p>
<p>As part of its ongoing list maintenance program, the Board of Elections' Data Management team mailed over 400,000 Canvass Mailers and removed over 65,000 voters from the roll.</p>	<p>Ensuring an accurate voter list will help the agency more accurately plan and budget for election administration, protect against fraud in voting, and reduce the number of special ballots cast. It also promotes public trust in the agency and its administration of the electoral process.</p>	<p>This accomplishment directly benefited residents of DC by ensuring an accurate and up-to-date voter registration list by removing voters who no longer reside in DC and updating the records of those who moved within DC. The Canvass Mailers helped to engage voters, providing them with essential information and promoting active participation in the process to ensure their information was up-to-date.</p>

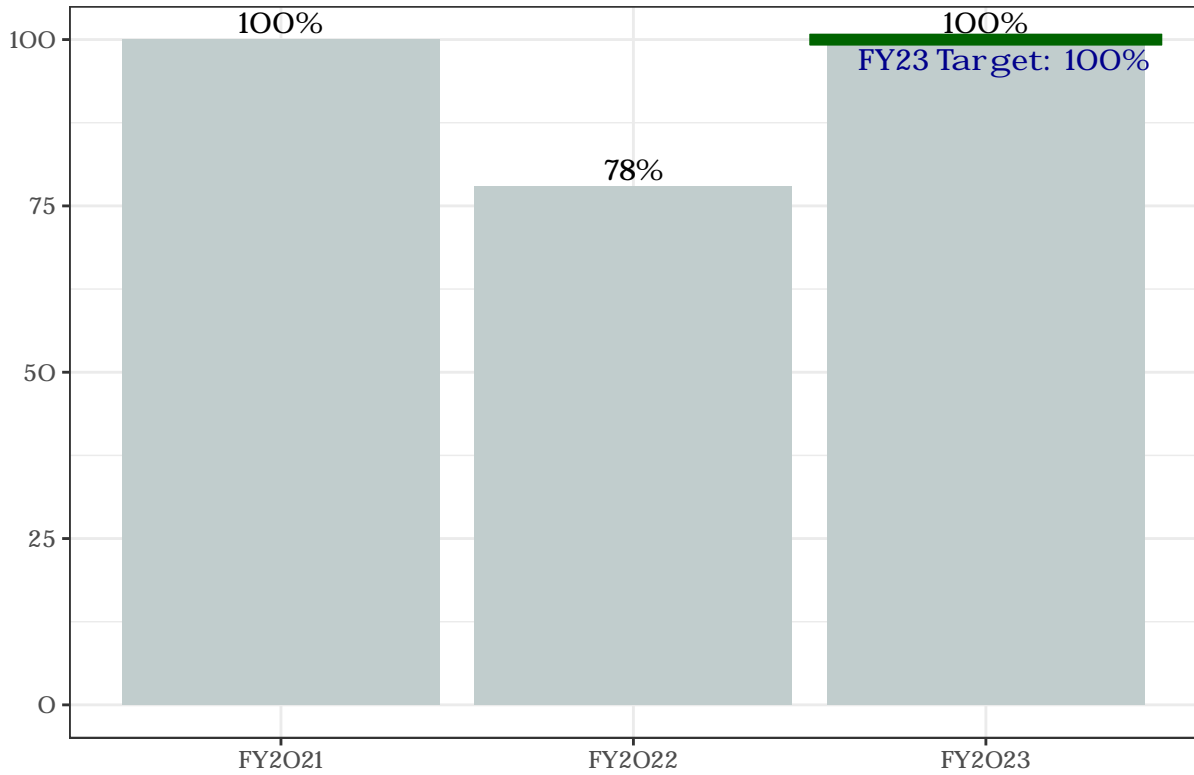
Number of voters who register or update their voter registration information electronically through the Board's mobile registration application



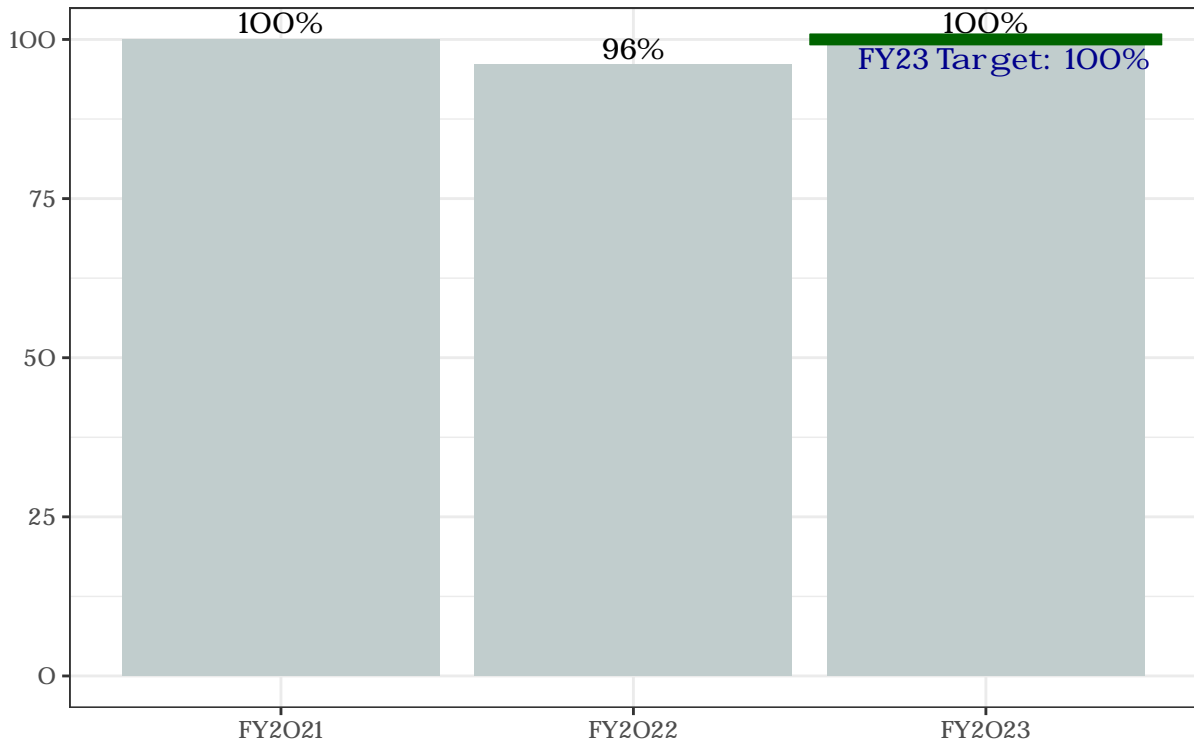
Percent of polling places open on time on Election Day



Percent of voting equipment open on time on Election Day



Percent of poll workers who complete and submit required post-election documentation



3 2023 OBJECTIVES

Strategic Objective

Increase the percentage of District of Columbia residents registered to vote.

Maintain an accurate and up-to-date voter registry.

Increase accessibility, public awareness, and knowledge of the electoral process

Leverage technology to improve the efficiency of Board operations

Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters

Successful execution of 2022 Primary Election

4 2023 OPERATIONS

Operation Title	Operation Description
Maintain an accurate and up-to-date voter registry.	
Processing voter registration information received: Daily Service	Updating voter registry based upon information from voters and other sources
Increase accessibility, public awareness, and knowledge of the electoral process	
Voter Education and Outreach Program: Key Project	Enhancing the effectiveness and inclusiveness of our public messaging.
Feasibility Study: Key Project	Exploring ways to enhance the election administration process while simultaneously implementing cost-saving measures
Leverage technology to improve the efficiency of Board operations	
Enhancement of IT Infrastructure: Key Project	Undertaking comprehensive program to ensure the currency and security of our IT infrastructure so as to protect the security and integrity of voter registration and other data.
Records Conversion: Key Project	Conservation of Space and Data
Procurement: Key Project	Procurement of equipment that will introduce efficiencies into the Board's election administration program

5 2023 STRATEGIC INITIATIVES

In FY 2023, Board of Elections had 2 Strategic Initiatives and completed 50%.

Title	Description	Update
Use of Credit Header Data for List Maintenance	We hope to leverage credit header data provided by a credible third-party data provider to identify voters who have a new address on file with the provider. This current nationwide data will allow us to identify voters who have moved within or outside of the District but have not informed us of the move, and contact them for purposes of updating the voter registry.	Completed to date: 75-99% This project will be completed in Q2 of FY2024. At this juncture, we have sent our full voter file to Experian, and we have received the output files for review. We are currently in the process of reviewing the data provided by Experian. We will identify voters who have updated their addresses, and reach out to those voters who have relocated within or outside the district but have not yet updated their information with us. We are committed to ensuring that our voter registry remains accurate and up-to-date, and this collaboration with Experian is a crucial part of our list maintenance effort.
Expansion of Restore the Vote Outreach	The Board's Restore the Vote (RTV) Division will establish procedures to reach out to correctional jurisdictions beyond the requirements of the Restore the Vote Amendment Act (DOC and BOP) to provide registration and informational materials to unregistered qualified DC resident electors in their care, and ballots to those who opt to register.	Completed to date: Complete The RTV Division has established partnerships with the sheriff's offices (DOC) in Alexandria, Arlington and Fairfax counties in Virginia, and Prince George's and Montgomery counties in Maryland. In July 2023, the DCBOE provided each county with registration forms and informational material specific to the counties for distribution to DC residents. At Fairfax County's request, the RTV Division is producing a video that provides information on completing registration forms and what to expect from the voter registration process. The video, which is expected to be completed by the end of October 2023, will be loaded onto tablets used by incarcerated residents. The RTV Division will offer the video to other DOCs should they have the capability to use it now or in the future.

6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Increase the percentage of District of Columbia residents registered to vote.											
Number of District of Columbia residents who are registered to vote each month	Up is Better	3,041	2,423	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2327	3,000	Unmet	
Increase accessibility, public awareness, and knowledge of the electoral process											
Percent of polling places that are operationally accessible	Up is Better	100%	59.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	59%	100%	Unmet	
Leverage technology to improve the efficiency of Board operations											
Number of voters who register or update their voter registration information electronically through the Board's mobile registration application	Up is Better	597	11,774	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10,243	15,000	Unmet	
Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters											
Percent of polling places open on time on Election Day	Up is Better	100%	78%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	100%	Met	
Percent of voting equipment open on time on Election Day	Up is Better	100%	78%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	100%	Met	
Percent of poll workers who complete and submit required post-election documentation	Up is Better	100%	96%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	100%	Met	
Percent of special ballots processed correctly in elections held in the fiscal year	Up is Better	98.7%	97.6%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.2%	100%	Nearly Met	
Percent of precincts that successfully electronically transmit election results to Board headquarters on election night	Up is Better	92%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90%	100%	Unmet	

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Processing voter registration information received							
Number of voter registration records with legacy birth dates (12/31/1800) corrected	74	516	1	0	0	0	1
Number of voter registration applications and updates submitted online	7,164	11,774	6,712	2,481	569	481	10,243
Number of deceased voters removed from the voter registry	4,186	722	69	671	227	259	1226
Number of duplicate voters removed from the voter registry	3,242	61	42	53	668	58	821
Number of non-resident voters removed from the voter registry	7,492	3,419	609	174	536	1,241	2560