



FY 2015 PERFORMANCE PLAN Board of Elections

MISSION

The Board of Elections, a Charter independent agency, is comprised of a three-member Board along with a small, dedicated staff that carries out the agency's mission. The mission of the Board is to enfranchise eligible residents, conduct elections, and assure the integrity of the electoral process as mandated by both federal and local laws.

SUMMARY OF SERVICES

The Board achieves its mission through the execution of the following services and programs: voter registration services; voting system technologies; voter information services including public and media outreach and candidate services; information technology and information services systems that support voting, ballot tabulation, and electronic mapping of election district boundaries; the planning and implementation of District of Columbia elections; and through the aid of legal counsel, rulemaking and adjudication functions.

PERFORMANCE PLAN DIVISIONS

- Board of Elections¹
- Election Operations
- Agency Management²

AGENCY WORKLOAD MEASURES

Measure	FY 2012 Actual	FY 2013 Actual		FY 2014 Actual	
	April 3, 2012 Primary Election	Nov. 6, 2012 General Election	April 23, 2013 Special Election	April 1, 2014 Primary Election	July 15, 2014 Special Election
Total ballots cast and counted	64,361	294,254	57,238	99,394	1,715
Number of absentee ballots requested by deadline	6,368	20,346	7,849	5,520	278
Number of special ballots processed	3,945	38,636	2,553	10,849	150
Number of voter registration applications received (new and updates)	31,776	91,796		3,872	

¹ The Board of Elections, as a budgetary division, represents the compensation earned by the Chairman and members of the Board of Elections. See Title I, Subtitle M of the Fiscal Year 2013 Budget Support Act of 2012, effective September 30, 2012 (D.C. Law 19-168). The Board of Elections provides assistance to the BOE in carrying out its duties, mainly as a policy-making and quasi-judicial Board. Accordingly, no performance plan is associated to this budgetary division.

² Agency Management, as a budgetary division, is a standard program for all agencies using performance-based budgeting. For the Board of Elections, the Agency Management budgetary division represents the administrative and legal support required to achieve operational and programmatic results in its main budgetary division (Election Operations). Accordingly, no performance plan is associated to this budgetary division.

Measure	FY 2012 Actual	FY 2013 Actual		FY 2014 Actual	
	April 3, 2012 Primary Election	Nov. 6, 2012 General Election	April 23, 2013 Special Election	April 1, 2014 Primary Election	July 15, 2014 Special Election
Number of registration applications received online (new and updates) ³	NA	NA		3,872	
Number of voters made inactive on rolls ⁴	NA	NA		372	
Number of voters removed from rolls ⁵	NA	NA		81	
Number of voter education, registration, election worker recruitment, or equipment demonstration events requested ⁶	NA	NA		106	

³ This agency workload measure was first introduced in Fiscal Year 2014. Accordingly, historical data from fiscal years prior to FY2014 is not provided here.

⁴ See note 3.

⁵ See note 3.

⁶ See note 3.

Election Operations

SUMMARY OF SERVICES

Election Operations provides the administrative functions for the agency's overall operations. This program directs election-related program operations and support activities; conducts elections; provides voter registration services; and provides voter roll maintenance, technology and information, and administration and support. This program contains the following four activities:

- Voter Registration – operates the voter registration system; conducts the absentee voter program, including in person, by mail, overseas citizen services, and absentee registration and voting; maintains voter history data; disseminates and provides access to voter registry data products; determines registration status for special ballots and petition signatures; assists in automated ballot tabulation and recount operations; conducts the biennial voter canvass; and executes the statutorily mandated requirements for the management and maintenance of the District's voter registry, including data processing systems support for on-line voter registration;
- Voter Services – provides centralized voter assistance, public reception, and information services; provides candidates with the information and documentation necessary for them to qualify for office, including petitions and declarations of candidacy; administers ballot access procedures for candidates and initiative, referendum, and recall measures; ensures petition sufficiency, voter qualification and eligibility, absentee registration and voting, and documentation for certification of election results; conducts ballot position lotteries and assists in automated ballot tabulation and recount operations; and conducts the in-person absentee voting program;
- Election Administration – ensures that all applicable federal and District of Columbia laws and regulations are followed with regard to pre- and post-election day activities; and
- Election Operations – provides central planning, administrative, and logistical support for all agency operations, including those directly associated with the conduct of elections and their subsequent clean-up. This activity is responsible for resource planning and financial management, including budgeting, accounting, procurement activity, and Intra-District charges for services; contractual support for elections; and maintenance of agency facilities, specialized equipment, and other material. This activity also coordinates special elections and recall activity; develops election ballot layouts and design; effects procurement, monitors production, and ensures proper distribution of ballots for each voting precinct; performs comprehensive planning and support to election operations; and ensures that elections are carried out in an open and accessible manner for voters of the District of Columbia.

OBJECTIVE 1: Prepare for and execute successful election events.

INITIATIVE 1.1: Program and deploy E-pollbooks to Election Day polling places for the 2014 General Election.

Electronic pollbooks significantly reduce processing times for voters, as well as eliminate many errors often associated with paper pollbooks. BOE has successfully deployed e-pollbooks in the past and will continue to update and expand on this equipment at all voting centers. **Completion Date: September 30, 2015.**

INITIATIVE 1.2: Implement new precinct boundaries to make precinct size more uniform and reduce the number of ballot styles during general elections.

BOE plans to implement new precinct boundaries for assigning voters to Election Day polling places. The new boundaries will: (1) avoid splitting political boundaries resulting in fewer ballot styles to print and maintain in each polling place, and (2) make precinct size more uniform, thereby reducing wait times at some of the District's largest polling places. **Completion Date: September 30, 2015.**

OBJECTIVE 2: Efficiently update voter registration records to ensure accuracy.

INITIATIVE 2.1: Complete the 2015 Canvass by updating records, and removing voters from the registration rolls who have been inactive for more than two (2) general elections.

BOE will begin the 2015 Canvass by mailing postcards to registered voters who did not vote during the 2014 General Election. As a result, thousands of voter records will need to be updated. **Completion Date: March 1, 2015.**

INITIATIVE 2.2: Develop and deploy fully online registration.

BOE will develop and deploy online registration in conjunction with the Department of Motor Vehicles. Voters will be able to complete registration applications online, and BOE will receive signature data from Department of Motor Vehicles to ensure a fully electronic process. To announce the operation of online registration, BOE will engage in a public campaign to educate voters. **Completion Date: September 30, 2015.**

INITIATIVE 2.3: Employ multi-state voter data lists received from ERIC to update voter registration rolls.

BOE has joined as a participating state in the Electronic Registration Information Center (ERIC) which helps maintain accurate voter rolls by eliminating duplicate and invalid registrations. As a result of the data received, BOE will continue to update voter records and conduct mailings to eligible but unregistered voters, as well as voters apparently registered in multiple states, thereby ensuring best possible accuracy of voter rolls.

Completion Date: September 30, 2015 and ongoing.

OBJECTIVE 3: Inform District residents about voting opportunities and increase voter education and participation.

INITIATIVE 3.1: Develop and deploy a school outreach program to boost voter participation.

BOE will develop a comprehensive informational program to deploy in district schools to encourage immediate participation by young and soon-to-be eligible voters. BOE will liaise with local educational facilities including public and private schools as well as higher education programs to conduct informational assemblies.

Completion Date: September 30, 2015.

INITIATIVE 3.2: Inform voters of the option to determine wait time to vote during early voting.

Following the issuance of best practices from the Presidential Commission on Election Administration, BOE implemented an online resource (“The Queue”) to inform voters of the projected wait times at early voting centers. BOE will pro-actively inform the public of this option, thus ensuring a reduction in wait times and an improvement in ease of voting. **Completion Date: September 30, 2015.**

INITIATIVE 3.3: Develop and implement a Language Access Plan to assist voters with limited English proficiency.

In compliance with District recommendations, BOE will research the need for expanded voting materials for voters with limited English proficiency. Based upon research results, BOE will develop a Language Access Plan to address the needs of voters, and develop necessary voting materials and assistance in the target languages.

Completion Date: September 30, 2015.

INITIATIVE 3.4 Develop and conduct voter outreach projects.

BOE will capitalize on web and in-person resources to develop and conduct voter outreach programs including media campaigns and voter registration drives.

Completion date: September 30, 2015 and ongoing.

KEY PERFORMANCE INDICATORS – Election Operations⁷

Measure	FY 2013 Actual		FY 2014 Target	FY 2014 YTD		FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
	11/6/2012 General Election	04/23/2013 Special Election	04/01/2014 Primary Election	04/01/2014 Primary Election	7/15/2014 Special Election	11/04/2014 General Election	04/05/2016 Primary Election	11/08/2016 General Election
Percent of Election Day polling places opened at 7 AM	100%	100%	100%	98.6%	94.1%	98%	98%	98%
Percent of optical scan voting equipment open at 7 AM ⁸	90%	93.7%	100%	88.1%	94.1%	90%	90%	90%
Percent of polling places with voting data returned to headquarters by midnight on Election Night	99%	100	100%	99%	99%	99%	99%	99%
Number of early voting centers opened	8	1	12	13	2	9	12	12
Percent of trained workers in the field on Election Day ⁹	NA		100%	98.8%	99.4%	97%	97%	97%

⁷ In any fiscal year, BOE will conduct one regularly scheduled election. In fiscal years where a special election has been conducted, performance data has been separated. The following data measures performance for all District-wide elections (regularly scheduled primary and general elections and special elections). Performance data for ward-wide special or Advisory Neighborhood Commission recall elections is not included.

⁸ In prior fiscal years, this KPI was worded “percent of Election Day voting equipment open at 7am.” Amended for greater accuracy and clarity.

⁹ This is a new performance measure implemented in Fiscal Year 2014. Accordingly, no historical data prior to FY2014 is provided.

Measure	FY 2013 Actual		FY 2014 Target	FY 2014 YTD		FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
	11/6/2012 General Election	04/23/2013 Special Election	04/01/2014 Primary Election	04/01/2014 Primary Election	7/15/2014 Special Election	11/04/2014 General Election	04/05/2016 Primary Election	11/08/2016 General Election
Number of voter education, registration, election worker recruitment, or equipment demonstration events attended ¹⁰	NA		100		91	75	100	100
Number of candidate or circulator training events scheduled ¹¹	NA		24		22	24	24	24
Number of absentee voting events for special populations conducted ¹²	NA		NA		23	15	15	15

¹⁰ See note 9.

¹¹ See note 9.

¹² See note 9.