FY 2015 Performance Accountability Report
Board of Elections

INTRODUCTION

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

MISSION
The Board of Elections (BOE), 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.

OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of BOE performance in FY 2015 by listing BOE's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.
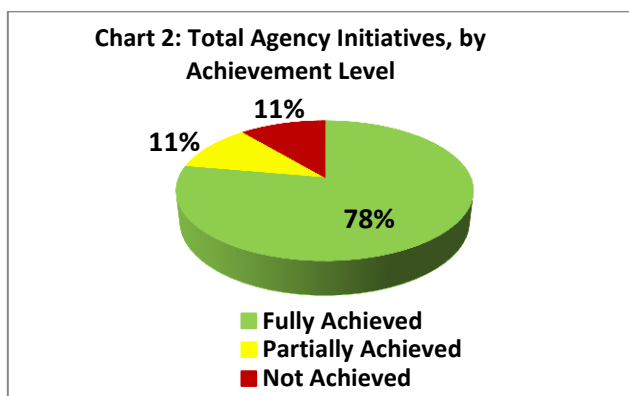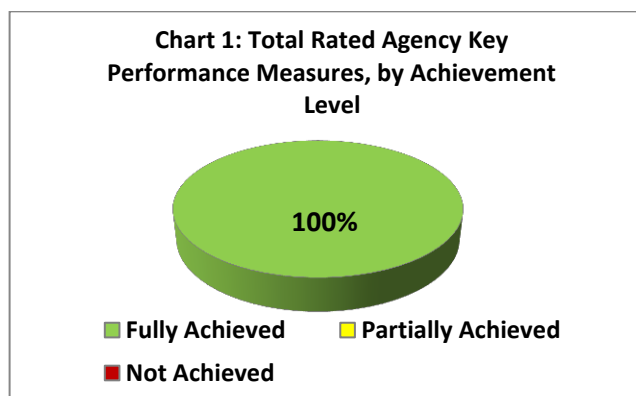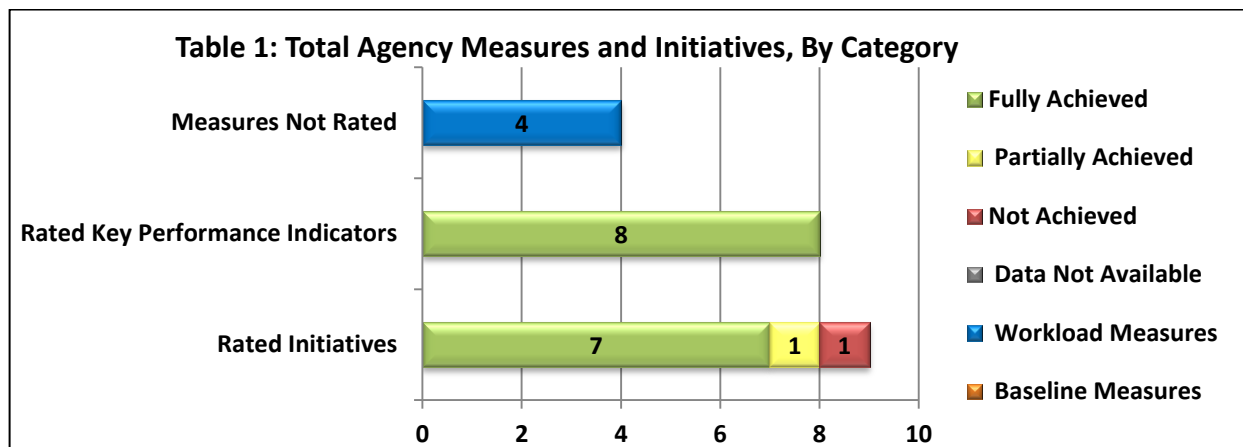
TOP THREE ACCOMPLISHMENTS
The top three accomplishments of BOE in FY 2015 are as follows:

- ✓ Successfully partnered with Department of Motor Vehicles to deploy on-line registration.

- ✓ Conducted a comprehensive study of all polling locations for ADA accessibility.

- ✓ Won a grant from the Knight Foundation to continue measuring polling place data to reduce wait times on Election Day.

SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS

Table 1 (see below) shows the overall progress the BOE made on completing its initiatives, and how overall progress is being made on achieving the agency's objectives, as measured by their key performance indicators.

Table 1: Total Agency Measures and Initiatives, By Category

Category	Fully Achieved	Partially Achieved	Not Achieved	Workload Measures
Measures Not Rated				4
Rated Key Performance Indicators	8			
Rated Initiatives	7	1	1	

Legend:
- Fully Achieved
- Partially Achieved
- Not Achieved
- Data Not Available
- Workload Measures
- Baseline Measures

Chart 1: Total Rated Agency Key Performance Measures, by Achievement Level

- Fully Achieved: 100%

Legend: Fully Achieved, Partially Achieved, Not Achieved

Chart 2: Total Agency Initiatives, by Achievement Level

- Fully Achieved: 78%
- Partially Achieved: 11%
- Not Achieved: 11%

Legend: Fully Achieved, Partially Achieved, Not Achieved

Default KPI Rating:

>= 100%	Fully Achieved
75 - 99.99%	Partially Achieved
< 75%	Not Achieved

In FY 2015, BOE has fully achieved 78% and partially achieved 11% of its initiatives and has fully achieved 100% of its rated key performance measures. **Table 1** provides a breakdown of the total number of performance metrics BOE uses, including key performance indicators and workload measures, initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. **Chart 1** displays the overall progress is being made on achieving BOE objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. **Chart 2** displays the overall progress BOE made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for BOE in FY 2015.

PERFORMANCE INITIATIVES – ASSESSMENT DETAILS

Election Operations

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.**

Performance Assessment Key: **Fully achieved**. BOE successfully deployed e-pollbooks during the November 2014 General Election, and the April 2015 Special Election. E-pollbooks were successfully used in all precincts.

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.**

Performance Assessment Key: **Not achieved.** The implementation of new precinct boundaries was presented but not yet accepted at various public forums and meetings. This initiative has been slated for further discussion.

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.**

Performance Assessment Key: **Fully Achieved.** As part of the 2015 Canvass, BOE sent out postcards to approximately 260,000 voters. As a result, 5,713 returned with address within DC, 5,422 returned with out of state addresses, 38,170 returned undeliverable, and 619 confirmed an address within DC.

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.**

Performance Assessment Key: **Fully Achieved.** Voters who register for an ID card or a driver's license with the Department of Motor Vehicles may go to the BOE website and either register to vote or update their voter registration without the need to provide an additional signature to BOE.

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.

Performance Assessment Key: **Fully achieved.** BOE continues to work with the Electronic Registration Information Center (ERIC) to maintain accurate voter rolls. BOE participates in interstate exchange of voter information. As a result, 22,432 voter registrations have been updated.

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.

Performance Assessment Key: **P**artially achieved. BOE employed 80 youth poll workers on Election Day, and held voter registration drives at area high schools to register and pre-register eligible students. BOE has not been able to liaise with the DSPS to develop a more comprehensive program to engage and inform voters through informational assemblies.

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

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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.**

Performance Assessment Key: Fully Achieved. BOE once again deployed The Queue to inform voters of wait times at early voting centers, and pro-actively promoted the availability of this information via social media, radio, and other platforms. Voters were able to determine the best time to visit an Early Voting Center to ensure the most convenient time for them.

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.

Performance Assessment Key: Fully achieved. BOE has provided voting materials in target languages, as well as providing Spanish language, Mandarin, and American Sign Language interpreters at key voting locations with higher need populations. BOE has developed a Language Access Plan, has trained employees on the use of language translation and interpretation services, and has hired an ADA Coordinator to oversee the implementation of the Language Access Plan.

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.

Performance Assessment Key: **Fully achieved**. BOE participated in approximately 50 events for voter outreach and voter registration. As the majority of FY15 was an "off –election" year, fewer programs were requested than would be during a major election year. As a result of the voter outreach programs, 406 of new voter registrations were received, and 97 voter registrations were updated.

KEY PERFORMANCE INDICATORS - Election Operations

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Board of Elections   *FY 2016 Performance Accountability Report*
Government of the District of Columbia   *Published: January 2016*

KPI	Measure	FY 2014 YE Actual 04/01/2014 Primary Election	FY 2014 YE Actual 7/15/2014 Special Election	FY 2015 YE Target 11/04/2014 General Election	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
●	Percent of Election Day polling places opened at 7 AM	98.6%	94.1%	98%	97%	97.9%	100%	Election Operations
●	Percent of optical scan voting equipment open at 7 AM	88.1%	94.1%	90%	90%	94.4%	100%	Election Operations
●	Percent of polling places with voting data returned to headquarters by midnight on Election Night	99%	99%	99%	99%	100%	100%	Election Operations
●	Number of early voting centers opened	13	2	9	9	9	100%	Election Operations
●	Percent of trained workers in the field on Election Day	98.8%	99.4%	97%	97%	99.7%	100%	Election Operations
●	Number of voter education, registration, election worker recruitment, or equipment demonstration events	91	91	75	60	50	83%	Election Operations

		attended							
🟢		Number of candidate or circulator training events scheduled	22	22	24	10	3	30%	Election Operations
🟢		Number of absentee voting events for special populations conducted	23	23	15	15	20	100%	Election Operations

WORKLOAD MEASURES – APPENDIX

WORKLOAD MEASURES 🔵

Measure Name	FY 2013 Actual	FY 2013 Actual	FY 2014 Actual	FY 2014 Actual	FY 2015 YE Actual	Budget Program
	Nov. 6, 2012 General Election	April 23, 2013 Special Election	April 23, 2013 Special Election	July 15, 2014 Special Election	Nov 4, 2014, and April 28, 2015	OFFICE OF THE DIRECTOR
Total ballots cast and counted	294,254	57,238	57,238	1,715	195,440	Election Operations
Number of absentee ballots requested by deadline	20,346	7,849	7,849	278	9,648	Election Operations
Number of special ballots processed	38,636	2,553	2,553	150	21,489	Election Operations
Number of voter registration applications received (new and updates)	91,796	91,796	3,872	3,872	79,433	Election Operations

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