Board of Elections FY2019

Agency Board of Elections   **Agency Code** DL0   **Fiscal Year** 2019

Mission

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

Summary of 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

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Continuing Poll Worker Education. During the Summer and Fall of 2019, the Board brought in 496 Precinct Captains, Special Ballot Clerks, and Check-in Clerks for refresher hands-on training and to introduce them to enhancements in procedures that will be used for the 2020 election cycle.		In the 2020 election cycle, the District's voters will be served by election workers who have undergone additional and more intensive training than in previous cycles.
The successful execution of the 2018 General and Special Elections.		Voters had the opportunity to register and vote with relative ease in a variety of manners. They were apprised of all aspects of the registration and voting process through timely and effective messaging, including the publication of a comprehensive Voter Guide.
The Board procured a new voter registration system. The solution will securely manage the entire election administration process, including voter registration, candidate/measure ballot access, election worker and facilities management, etc, in a more intuitive and user-friendly manner for all end users.		We are currently at the end stages of implementation. Therefore, while we fully expect the procurement to have a significant positive impact on the Board's operations and the District's electorate, we have no meaningful information in this regard at this juncture.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Increase the percentage of District of Columbia residents registered to vote. (1 Measure)											
Number of District of Columbia residents who are registered to vote each month	Annually	Not Available	3144	4000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3179	Unmet	It appears that a KPI target of 4000 may be too high. The number for the last fiscal year was 3100. Accordingly, 3100 - 3200 might be the most appropriate range for this voter registration-related KPI.
3 - Increase accessibility, public awareness, and knowledge of the electoral process (1 Measure)											
Percent of polling places that are operationally accessible in FY 2018 elections	Annually	Not Available	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
4 - Leverage technology to improve the efficiency of Board operations (1 Measure)											

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Number of voters who register or update their voter registration information electronically through the Board's mobile registration application	Annually	Not Available	9461	12,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15,703	Met	

5 - Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters (5 Measures)

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of polling places open on time on Election Day	Annually	Not Available	94.3%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.9%	Nearly Met	Three polling places opened late.
Percent of voting equipment open on time on Election Day	Annually	Not Available	84.3%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.1%	Nearly Met	Although the tabulation equipment at four precincts was not open on time, voters at these locations were still able to cast ballots.
Percent of special ballots processed correctly in elections held in FY2018	Annually	Not Available	97.4%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	94.9%	Nearly Met	Although the Board trains its election workers to ensure that voters complete the Special Ballot Envelopes (SBEs) entirely, in some instances, particularly during heavy traffic, incomplete envelopes are submitted. The Board will continue to emphasize that all SBEs must be thoroughly reviewed to ensure completion.
Percent of poll workers who complete and submit required post-election documentation in FY2018	Annually	Not Available	95.7%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96.4%	Nearly Met	Ninety-six percent of all poll workers completed and returned post-election documentation to the Board.

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of precincts that successfully electronically transmit election results to Board headquarters on election night in FY2018	Annually	Not Available	89.3%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	93%	Nearly Met	The results from the ten precincts that did not successfully modem were uploaded using USB Backup Memory Devices which are stored within each DS200 and contain results data. All USB Backup Memory Devices are to be returned to BOE headquarters on election night in accordance with established BOE practice.

▼ 2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
2 - Processing voter registration information received (6 Measures)							
Number of voter registration applications and updates submitted online	Waiting on Data	9461	4458	6665	896	1342	13,361
Number of deceased voters removed from the voter registry	Waiting on Data	2585	209	2303	1209	772	4493
Number of duplicate voters removed from the voter registry	Waiting on Data	2591	1333	3054	687	859	5933
Number of non-resident voters removed from the voter registry	Waiting on Data	3657	1288	1511	3343	7417	13,559
Number of incarcerated voters removed from the voter registry	Waiting on Data	630	305	135	114	31	585
Number of voter registration records with legacy birth dates (12/31/1800) corrected	Waiting on Data	2191	6	5	9	59	79

▼ 2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
2 - Maintain an accurate and up-to-date voter registry. (1 Activity)			
VOTER SERVICES	Processing voter registration information received	Updating voter registry based upon information from voters and other sources	Daily Service
3 - Increase accessibility, public awareness, and knowledge of the electoral process (2 Activities)			
COMMUNICATION	Voter Education and Outreach Program	Enhancing the effectiveness and inclusiveness of our public messaging.	Key Project
ELECTION OPERATIONS	Feasibility Study	Exploring ways to enhance the election administration process while simultaneously implementing cost-saving measures	Key Project
4 - Leverage technology to improve the efficiency of Board operations (3 Activities)			
INFO TECH	Enhancement of IT Infrastructure	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.	Key Project
INFO TECH	Records Conversion	Conservation of Space and Data	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
ELECTION OPERATIONS	Procurement	Procurement of equipment that will introduce efficiencies into the Board's election administration program	Key Project

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Enhancement of IT Infrastructure (1 Strategic Initiative)				
Information Technology Modernization	For FY19, BOE seeks to modernize its Information Technology (IT) infrastructure through the upgrading or replacement of computers, servers, routers, switches, desk- and lap-tops, communication devices, tablets, scanners, firewalls, IT data storage, and data recovery solutions.	Complete	As part of the FY 2019 initiative to modernize the Board's IT infrastructure, the IT Division has purchased new Windows 10 workstation computers and laptops, tablets (for eSign mobile application), scanners, servers, communication devices, firewall, and IT storage and data recovery technology.	
Feasibility Study (1 Strategic Initiative)				
Vote-by-Mail Study Update	For FY19, the Board will build upon a previous BOE-issued mail ballot study to evaluate the feasibility of all-mail ballot elections for specific elections.	0-24%	The study was put on indefinite hold as there is no current movement on proposals for all-mail ballots in specific elections.	The initiative has been put on indefinite hold.
Processing voter registration information received (1 Strategic Initiative)				
Registration Modernization	For FY19, BOE seeks to install tablets loaded with the Board's mobile registration application at the customer service counters at designated voter registration agencies to facilitate increased and more efficient and accurate voter registration at these locations.	0-24%	This initiative is being tabled until after the 2020 election cycle.	Budgetary restraints and more pressing priorities.
Procurement (1 Strategic Initiative)				
Voting Equipment Procurement	For FY19, BOE seeks to purchase the voting equipment it procured in 2016 through a leasing agreement . In addition, BOE seeks to purchase additional voting equipment in order to expand early voting from nine early voting centers up to 16.	Complete	The procurement is complete.	
Records Conversion (1 Strategic Initiative)				
Digitization of Voter Records	For FY19, BOE seeks to digitize approximately 1,000,000 voter registration records which contain Personally Identifiable Information (PII) for space and security purposes.	50-74%	All records since 2000 have been scanned, and we are continuing to scan older documents on a daily basis	We have copious amounts of documents, and the scanning process is extremely time-consuming. We are also processing new voter registrations and updates on daily, and must prioritize that activity.
Voter Education and Outreach Program (1 Strategic Initiative)				
Expansion of Voter Education and Outreach Division	For FY19, BOE seeks to add an additional FTE that will be tasked primarily with providing voter registration outreach services to students and inmates.	Complete	The FTE was hired and has implemented a comprehensive voter education and outreach directed at students and incarcerated persons.	