



## Board of Elections and Ethics BBOE (DLO)

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### MISSION

The Board of Elections and Ethics, a charter independent agency, is comprised of a three-member Board along with a small, but dedicated staff that carries out the agency's mission. The mission of the Board of Elections and Ethics is to enfranchise eligible residents, conduct elections, and assure the integrity of the electoral process. This mission is mandated by federal and local statutes. The schedule of the elections, which is directed by law, requires flexibility in the funding levels from year to year.

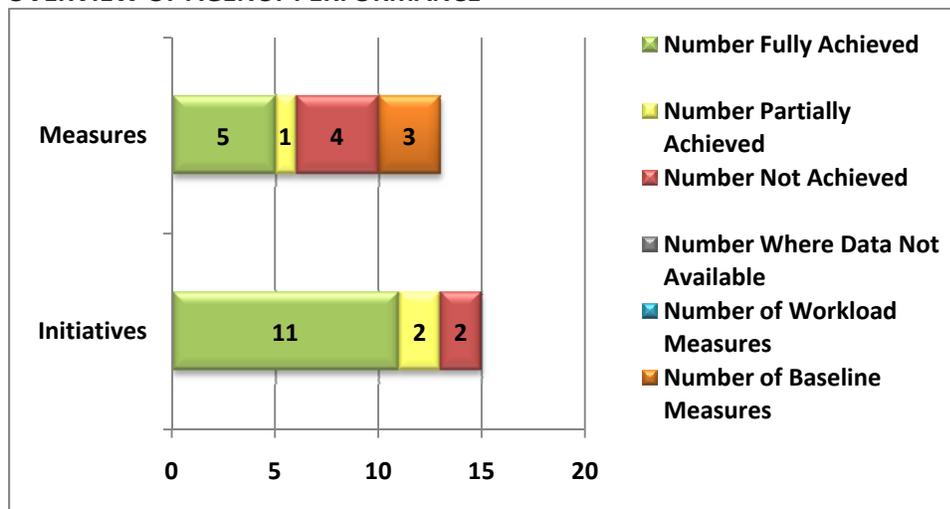
### SUMMARY OF SERVICES

This mission is executed through the operation of the District's voter registration system; administration of the ballot access for candidates and measures; through the delivery of comprehensive public, media, and voter information services; by maintenance of technical systems to support voting, ballot tabulation, and electronic mapping of election district boundaries; through planning and implementation of each District of Columbia election; and through the performance of legal counsel, rulemaking, and adjudication functions.

### ACCOMPLISHMENTS

- ✓ Successful implementation of new voting equipment and electronic pollbooks
- ✓ Successful implementation of early voting centers
- ✓ Successful implementation of same-day registration

### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

- Fully achieved      ● Partially achieved      ● Not achieved      ● Data not reported

### OBJECTIVE 1: TO IMPROVE THE AGENCY'S IMAGE BY USING NEW TECHNOLOGIES AND PROCEDURES TO SUCCESSFULLY COMPLETE THE ELECTION CYCLE.

- **INITIATIVE 1.1: Upgrade new voting systems**  
The Board successfully implemented new voting equipment in FY 2010 with the purchase and roll-out of touch screen and optical scanning machines from Election Systems & Software.
- **INITIATIVE 1.2: Electronic Poll books.**  
The Board successfully implemented electronic poll books in FY 2010 with the purchase and roll-out of electronic pollbooks from Hart Intercivic.
- **INITIATIVE 1.3: On-Line Poll Worker Training**  
The Board decided against using online training for the first-time implementation of new equipment and procedures and deferred this initiative to FY 2011.
- **INITIATIVE 1.4: "No-Fault" Absentee Voting.**  
The Board successfully implemented procedures for no-fault absentee voting, resulting in an increase from 3,316 absentee votes in the 2006 mayoral primary (including both by mail and in person) to 10,947 votes (including both by mail and in person at One Judiciary Square, but not including satellite early voting locations). This represents a 330% increase in volume over absentee votes cast in the previous mayoral primary.
- **INITIATIVE 1.5: Military and Overseas Voting.**  
The Board implemented a Memorandum of Agreement with the U.S. Justice Department to satisfy the requirements of the Military and Overseas Voter Empowerment Act, including implementation of a variety of tools for overseas voters to participate in District elections. To fully comply with the law, the District will be required to set an earlier date for the 2012 primary election that allows 45 days for ballots to be received and returned by overseas voters.
- **INITIATIVE 1.6: To increase our voter outreach**  
The Board recorded 120 voter outreach events during the last two quarters of FY 2010, a dramatic increase over the average of one event per week that is typical for non-election years.



- **INITIATIVE 1.7: Complete After-Action Report.**

A preliminary After-Action Report on the September primary was provided to the Board in October 2010. There is also a statutory requirement for an After-Action Report within 90 days of the November election (during FY 2011).

- **INITIATIVE 1.8: Partner with local university.**

The Board entered into a partnership with several different universities, including American University, that included observations at polling places on Election Day. Students are also reviewing pollworker survey data to assist in preparing the After-Action Report due in FY 2011.

**OBJECTIVE 2: TRAIN POLL WORKERS AND ENSURE THEY ACHIEVE A MEASURABLE, ACCEPTABLE LEVEL OF UNDERSTANDING FOR EACH POSITION.**

- **INITIATIVE 2.1: Poll workers will have to sign-in using a unique user-id for tracking purposes.**

The Board implemented a new pollworker management system in FY 2010, replacing a series of spreadsheets and databases with a new system that is integrated with the agency's voter registration database. Each pollworker is tracked for all purposes, including signing in for training and submitting payroll, using their voter registration number.

- **INITIATIVE 2.2: Poll worker focus groups.**

A series of focus groups with Precinct Captains were conducted by a professor from the University of Utah after the September primary. In addition, Board staff convened Precinct Captains for a series of small-group information sessions two months prior to the September primary and made some changes to polling place paperwork and procedures based on the feedback obtained from the pollworkers.

- **INITIATIVE 2.3: Increase poll worker recruitment efforts.**

The existing two-person pollworker division was assisted during the fourth quarter by four temporary WAEs (2 FTE baseline + (4 temporary personnel x 1/4 of the fiscal year)).

**OBJECTIVE 3: MINIMIZE TURNAROUND TIME FOR PROCESSING ALL VOTER REGISTRATION APPLICATIONS, VOTER REQUESTS FOR SERVICES AND PUBLIC INQUIRIES OF THIS OFFICE.**

- **INITIATIVE 3.1: Create new office procedures to reduce the time for voters to receive a new voter identification card from 19 days to 3 days.**

Three days was determined to be an unrealistic target. Instead, the Board implemented procedures to ensure that new voter identification cards generated by the voter registration system are mailed to voters every week.

- **INITIATIVE 3.2: DMV and Web Registration Interface**

The Board successfully implemented an electronic system in FY 2010 for obtaining voter registration data from the DMV, dramatically improving both efficiency and accuracy of



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**OBJECTIVE 4: INCREASE PROFESSIONALISM IN THE OFFICE.**

- **INITIATIVE 4.1: Institute a dress code policy.**  
Board management has indicated to staff that professional attire is required but has not developed a formal dress code policy. This will be developed in FY 2011.
  
- **INITIATIVE 4.2: Helpdesk software will help staff quickly answer voter questions and also a tool for staff to improve their efficiency and accuracy.**  
The Board successfully implemented Election Day help desk software for the September primary.
  
- **INITIATIVE 4.3: Seek out customer service training opportunities for staff.**  
This initiative has been deferred to FY 2011.



## Key Performance Indicators – Details

### Performance Assessment Key:

● Fully achieved  
 ● Partially achieved  
 ● Not achieved  
 ● Data not reported  
 ● Baseline Measure

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
●	1.1 Upgrade voting systems	0	100	100%	100%	ELECTION OPERATIONS
●	1.2 Provide Online Poll worker training tool	0	80		0%	ELECTION OPERATIONS
●	1.3 Implement “No-Fault” Absentee Voting Program	0	2	2	100%	ELECTION OPERATIONS
●	1.4 Increase “No-Fault” Absentee Voting through voter education campaign	100	10	0%	0%	ELECTION OPERATIONS
●	1.5 Increase in Voter Registration/Outreach Events	0	10	0%	0%	ELECTION OPERATIONS
●	1.6 Percentage of voters who register to vote online	0	50	4.95%	0.099%	ELECTION OPERATIONS
●	2.1 # of poll worker focus groups conducted	0	2	5	250%	ELECTION OPERATIONS
●	2.2 Increase poll worker recruitment efforts	0	15	0%	0%	ELECTION OPERATIONS
●	2.3 Percentage of poll workers paid within 45 days of an election	0	100	92.15%	92.15%	ELECTION OPERATIONS
●	3.1 Voter Identification cards processed within 3 days	0	80	34.09%	42.61%	ELECTION OPERATIONS
●	3.2 New voter ID cards processed within 21 days	0	70	98.21%	140.30%	ELECTION OPERATIONS
●	4.1 Install Helpdesk software application	0	80	100%	125%	AGENCY MANAGEMENT
●	4.2 % of staff who completed customer service training.	0	50		0%	AGENCY MANAGEMENT PROGRAM