



**BOARD OF ELECTIONS  
PROPOSED FY 2025 PERFORMANCE PLAN**

**APRIL 3, 2024**

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# 1 BOARD OF ELECTIONS

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*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 PROPOSED 2025 OBJECTIVES

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### Strategic Objective

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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

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### 3 PROPOSED 2025 OPERATIONS

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

## 4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
<b>Increase the percentage of District of Columbia residents registered to vote.</b>					
Number of District of Columbia residents who are registered to vote each month	Up is Better	2,423	2,327	3000	3000
<b>Increase accessibility, public awareness, and knowledge of the electoral process</b>					
Percent of polling places that are operationally accessible	Up is Better	59.5%	59%	100%	100%
<b>Leverage technology to improve the efficiency of Board operations</b>					
Number of voters who register or update their voter registration information electronically through the Board's mobile registration application	Up is Better	11,774	10,243	15,000	15,000
<b>Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters</b>					
Percent of polling places open on time on Election Day	Up is Better	78%	100%	100%	100%
Percent of voting equipment open on time on Election Day	Up is Better	78%	100%	100%	100%
Percent of poll workers who complete and submit required post-election documentation	Up is Better	96%	100%	100%	100%
Percent of special ballots processed correctly in elections held in the fiscal year	Up is Better	97.6%	98.2%	100%	100%
Percent of precincts that successfully electronically transmit election results to Board headquarters on election night	Up is Better	90%	90%	100%	100%

Workload Measures

Measure	FY 2022	FY 2023
<b>Processing voter registration information received</b>		
Number of voter registration applications and updates submitted online	11,774	10,243
Number of deceased voters removed from the voter registry	722	1,226
Number of duplicate voters removed from the voter registry	61	821
Number of non-resident voters removed from the voter registry	3,419	2,560
Number of voter registration records with legacy birth dates (12/31/1800) corrected	516	1