



BOARD OF ELECTIONS
FY 2024 PERFORMANCE PLAN

DECEMBER 1, 2023

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1 BOARD OF ELECTIONS

Mission: The Boards mission is to enfranchise eligible residents, conduct elections, and assure the integrity of the electoral process.

Services: The operation of the Districts 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 2024 OBJECTIVES

Strategic Objective

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

3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Maintain an accurate and up-to-date voter registry.		
Processing voter registration information received	Updating voter registry based upon information from voters and other sources	Daily Service
Increase accessibility, public awareness, and knowledge of the electoral process		
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
Leverage technology to improve the efficiency of Board operations		
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 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
Expansion of List Maintenance Practices	We will continue our efforts to use credit header data for list maintenance. We have signed the contract with a credit reporting agency. We are working on the required security plan to accompany the use of this data. Leveraging credit header data provided by a third-party data provider will allow us to identify voters who have a new address on file with the provider. We hope to identify voters who move within or outside of DC more timely. Additionally, DC has many university students who are registered to vote. We will work with universities establish processes to identify students who have moved outside of student housing.	4/30/2024
Enhancing Vote By Mail System	We received funds in our FY2024 budget to establish a Mail Ballot Processing Unit. We will have to hire staff, develop standard operating procedures, and define best practices for this unit. This unit will be responsible for processing mail ballots efficiently and properly securing them for future review.	3/31/2024

5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Increase the percentage of District of Columbia residents registered to vote.					
Number of District of Columbia residents who are registered to vote each month	Up is Better	3,041	2,423	2,327	3000
Increase accessibility, public awareness, and knowledge of the electoral process					
Percent of polling places that are operationally accessible	Up is Better	100%	59.5%	59%	100%
Leverage technology to improve the efficiency of Board operations					
Number of voters who register or update their voter registration information electronically through the Board's mobile registration application	Up is Better	597	11,774	10,243	15,000
Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters					
Percent of polling places open on time on Election Day	Up is Better	100%	78%	100%	100%
Percent of voting equipment open on time on Election Day	Up is Better	100%	78%	100%	100%
Percent of poll workers who complete and submit required post-election documentation	Up is Better	100%	96%	100%	100%
Percent of special ballots processed correctly in elections held in the fiscal year	Up is Better	98.7%	97.6%	98.2%	100%
Percent of precincts that successfully electronically transmit election results to Board headquarters on election night	Up is Better	92%	90%	90%	100%

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
Processing voter registration information received			
Number of voter registration applications and updates submitted online	7,164	11,774	10,243
Number of deceased voters removed from the voter registry	4,186	722	1,226
Number of duplicate voters removed from the voter registry	3,242	61	821
Number of non-resident voters removed from the voter registry	7,492	3,419	2,560
Number of voter registration records with legacy birth dates (12/31/1800) corrected	74	516	1