

# Board of Elections FY2021

Agency Board of Elections

Agency Code DLO

Fiscal Year 2021

**Mission**

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

## Strategic Objectives

Objective Number	Strategic Objective
1	Increase the percentage of District of Columbia residents registered to vote.
2	Maintain an accurate and up-to-date voter registry.
3	Increase accessibility, public awareness, and knowledge of the electoral process
4	Leverage technology to improve the efficiency of Board operations
5	Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters

## Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
<b>1 - Increase the percentage of District of Columbia residents registered to vote. (1 Measure)</b>					
Number of District of Columbia residents who are registered to vote each month	Up is Better	3144	3179	3283	3000
<b>3 - Increase accessibility, public awareness, and knowledge of the electoral process (1 Measure)</b>					
Percent of polling places that are operationally accessible in FY 2018 elections	Up is Better	100%	100%	100%	100%
<b>4 - Leverage technology to improve the efficiency of Board operations (1 Measure)</b>					
Number of voters who register or update their voter registration information electronically through the Board's mobile registration application	Up is Better	9461	15,703	24,500	12,000
<b>5 - Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters (5 Measures)</b>					
Percent of polling places open on time on Election Day	Up is Better	94.3%	97.9%	100%	100%
Percent of voting equipment open on time on Election Day	Up is Better	84.3%	97.1%	100%	100%
Percent of special ballots processed correctly in elections held in FY2018	Up is Better	97.4%	94.9%	99.5%	100%
Percent of poll workers who complete and submit required post-election documentation in FY2018	Up is Better	95.7%	96.4%	100%	100%
Percent of precincts that successfully electronically transmit election results to Board headquarters on election night in FY2018	Up is Better	89.3%	93%	0%	100%

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>2 - Maintain an accurate and up-to-date voter registry. (1 Activity)</b>			
VOTER SERVICES	Processing voter registration information received	Updating voter registry based upon information from voters and other sources	Daily Service
<b>3 - Increase accessibility, public awareness, and knowledge of the electoral process (2 Activities)</b>			
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
<b>4 - Leverage technology to improve the efficiency of Board operations (3 Activities)</b>			
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
ELECTION OPERATIONS	Procurement	Procurement of equipment that will introduce efficiencies into the Board's election administration program	Key Project

## Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
<b>2 - Processing voter registration information received (6 Measures)</b>			
Number of voter registration applications and updates submitted online	9461	13,361	48,652
Number of deceased voters removed from the voter registry	2585	4493	4114
Number of duplicate voters removed from the voter registry	2591	5933	2023
Number of non-resident voters removed from the voter registry	3657	13,559	11,011
Number of incarcerated voters removed from the voter registry	630	585	248
Number of voter registration records with legacy birth dates (12/31/1800) corrected	2191	79	285

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Enhancement of IT Infrastructure (1 Strategic Initiative)</b>		
Polling Place Emergency Legislation	Due to the COVID-19 public health emergency, DCBOE must offer voters more options for how to vote safely, including safe and secure in-person voting. DCBOE will operate 80 voting locations, and it will deploy technology that enables maximum voter flexibility for how they cast their ballot.	11-30-2020
<b>Processing voter registration information received (1 Strategic Initiative)</b>		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Redistricting	Every 10 years following the federal decennial census, all District boundaries must be redrawn or revised to reflect changes in population. DCBOE will provide technical assistance to DC Council so it can complete redistricting by July 14, 2021.	07-30-2021
<b>Procurement (1 Strategic Initiative)</b>		
Plan the “New Normal” for Election Administration	The duration of the COVID-19 public health emergency’s impact on election administration is unknown. DCBOE will work with DC elected leaders to establish DCBOE’s service levels and steady state resources for elections in 2021 and beyond, for sustainable operations that are not reliant on exceptional federal grants. DCBOE will engage in rulemaking as necessary to reflect “new normal” procedures for election administration.	07-30-2021
<b>Voter Education and Outreach Program (3 Strategic initiatives)</b>		
Vote-By-Mail Emergency Universal Eligibility	Due to the COVID-19 public health emergency, DCBOE will mail every registered voter a ballot. DCBOE will seek to promote public awareness and knowledge of the electoral process such that a high percentage of ballots are returned by voters and counted.	11-30-2020
Restore the Vote Act Implementation	DCBOE is required to conduct and support outreach to incarcerated individuals in support of their right to vote. DCBOE will fully implement all requirements of the new law by the date required in the statute or March 2021 at the latest where no earlier date is specified.	03-31-2021
Wards 7 & 8 Ballots Counted	A variety of structural obstacles, including reliability of mail service, differences in access to transportation, and barriers to healthcare services may pose heightened obstacles to voting for Ward 7 & 8 residents during the COVID-19 public health emergency. DCBOE will mitigate these obstacles with targeted outreach and services to Wards 7 & 8.	11-27-2020