

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.

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

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The successful execution of the November 2020 General Election.	The Board was able to capitalize on lessons learned from the June 2020 Primary Election and regroup to deliver an election that is widely considered to be successful. Staff were able to effectively pivot from one method of administration to another in a short amount of time under tremendous pressures and provide a safe voting experience for District residents. DCBOE learned what it was capable of and what its needs are in terms of staffing, operations, and resources.	Each voter received a mail ballot that they could return either by mail or at one of 55 mail ballot drop boxes that were dispersed throughout the District. 67% of voters cast a mail ballot. Voters could also vote in person at one of 32 Early Vote Centers (which included six Super Vote Centers), or 95 Election Day Vote Centers. For the first time, voters could vote at any Vote Center on Election Day instead of at a precinct-based polling place. 67% of all registered voters participated in the election.
The launch of a new voter registration system, Voter Focus.	The new system provides many upgraded features to our voter registration system that the staff is excited about. Voter Focus provides a greater bandwidth that allows for the addition of more end users, provides ease with navigation through the registration process, and gives automatic error checking when voter information is processed. For instance, when inputting an address, the system will provide an automatic flag that something is incorrect with the address. Overall, the system will provide much better functionality on the user side and better security. Operationally, the implementation represents a long-overdue step into the 21st century.	Voters, candidates, proposers, and election workers will benefit through the new system's enhanced functionality and the efficiencies it introduces into Board operations.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
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	3179	3283	3000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3041	Met	
3 - Increase accessibility, public awareness, and knowledge of the electoral process (1 Measure)											
Percent of polling places that are operationally accessible	Annually	100%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
4 - Leverage technology to improve the efficiency of Board operations (1 Measure)											
Number of voters who register or update their voter registration information electronically through the Board's mobile registration application	Annually	15,703	24,500	12,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	597	Unmet	DCBOE had to retire the mobile app due to recurring technical issues.
5 - Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters (5 Measures)											
Percent of polling places open on time on Election Day	Annually	97.9%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of voting equipment open on time on Election Day	Annually	97.1%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of special ballots processed correctly in elections held in the fiscal year	Annually	94.9%	99.5%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.7%	Nearly Met	Some election workers had difficulty completing the special ballot paperwork. We are constantly working to improve election worker training so that each poll worker is equipped to both serve and record pertinent information for data purposes as well as to enhance operations.
Percent of poll workers who complete and submit required post-election documentation	Annually	96.4%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of precincts that successfully electronically transmit election results to Board headquarters on election night	Annually	93%	0%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	92%	Nearly Met	Several vote centers did not modem results properly. Staff returned the media for the vote centers at issue for manual uploading into the Board's election management system to capture and report election results.

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
2 - Processing voter registration information received (6 Measures)							
Number of voter registration applications and updates submitted online	13,361	48,652	4844	1520	134	666	7164
Number of deceased voters removed from the voter registry	4493	4114	769	1128	1219	1070	4186
Number of duplicate voters removed from the voter registry	5933	2023	727	1327	623	565	3242
Number of non-resident voters removed from the voter registry	13,559	11,011	2137	253	3909	1193	7492
Number of incarcerated voters removed from the voter registry	585	248	0	0	0	0	0
Number of voter registration records with legacy birth dates (12/31/1800) corrected	79	285	15	10	30	19	74

2021 Operations

Operations Title	Operations Description	Type of Operations

Operations Title	Operations Description	Type of Operations
2 - Maintain an accurate and up-to-date voter registry. (1 Activity)		
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)		
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
4 - Leverage technology to improve the efficiency of Board operations (3 Activities)		
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

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Enhancement of IT Infrastructure (1 Strategic Initiative)				
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.	Complete	Initiative accomplished.	
Processing voter registration information received (1 Strategic Initiative)				
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.	0-24%	The Board is awaiting completion of tasks occurring at the Council level. Once these tasks are completed, the Board will align precinct boundaries as required in accordance with Ward and ANC boundaries.	Delays with the delivery of census data.
Procurement (1 Strategic Initiative)				
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.	0-24%	The Board is currently reviewing and will provide input on proposed legislation that will impact the 2022 election cycle.	The Board cannot finalize plans for the 2022 election cycle until the statutory framework, which is subject to proposed amendment, is established.
Voter Education and Outreach Program (3 Strategic initiatives)				
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.	Complete	The initiative has been completed.	
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.	Complete	The Board registered and administered voting for persons incarcerated in DC and federal prisons. 513 individuals in federal prisons received ballots, and 248 of those were cast and counted.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
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.	Complete	For the 2020 General Election, the Board's Voter Education and Outreach Division facilitated several general virtual engagement events targeted to Wards 7 & 8. VEOD also conducted Senior Citizen-focused engagement in those wards. In addition, digital live broadcast ads concerning the election were placed inside Metro stations, primarily in Wards 6, 7, and 8. The Board held a voter registration drive with participation from community partners and sports talent on 10/13/20 in Ward 8 at the Entertainment and Sports Arena (ESA), which served as a Super Vote Center for the election. Eight mail ballot drop boxes were used in Ward 7, and nine were used in Ward 8. There were four Early Vote Centers each in Wards 7 and 8, not including ESA. The Board operated 16 and 13 Election Day Vote Centers were operated in Wards 7 and 8, respectively.	