



BOARD OF ELECTIONS

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

CONTENTS

Contents	2
1 Board of Elections	3
2 2022 Accomplishments	4
3 2022 Objectives	5
4 2022 Operations	6
5 2022 Strategic Initiatives	7
6 2022 Key Performance Indicators and Workload Measures	9

1 BOARD OF ELECTIONS

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, and the performance of legal counsel, rulemaking, and adjudication functions.

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>Redistricting during an election year.</p> <p>The successful execution of the 2022 Primary Election. We had 409,677 registered voters for the primary. Overall turnout was 32.26%. We utilized 39 early vote centers and 90 election day vote centers. 43,987 voters (33.28%) voted in person, and 88,195 voters (66.72%) used the mail-in ballot. There was an extensive media campaign, which proved successful.</p>	<p>Finalizing redistricting during an election year was not an easy undertaking, and was not without its challenges. The process brought into sharp relief the fact that the Board is understaffed, particularly in the area of Data Services. Despite the loss of a key staff member, the Board is proud of the work it did in conjunction with the Council and other government agencies to accomplish redistricting under an abbreviated and expedited timeframe.</p> <p>As we transition into a mail ballot jurisdiction, the Board continues to capitalize on lessons learned from the 2020 election cycle, the first in which mail balloting was used on a grand scale as a result of the pandemic. We are continually assessing our needs in terms of staffing, operations, and resources.</p>	<p>The Board's database has been updated to reflect the new electoral jurisdictions, and we continue to confirm that the District's voters are properly placed within the same.</p> <p>Voters are becoming more accustomed to voting in a variety of ways, and are providing helpful feedback in terms of what works and does not work in terms of outreach, technology, staffing, etc.</p>

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Increase the percentage of District of Columbia residents registered to vote.	1	0
Maintain an accurate and up-to-date voter registry.	0	1
Increase accessibility, public awareness, and knowledge of the electoral process	1	2
Leverage technology to improve the efficiency of Board operations	1	3
Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters	5	0
Successful execution of 2022 Primary Election	0	0

4 2022 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

5 2022 STRATEGIC INITIATIVES

In FY 2022, Board of Elections had 3 Strategic Initiatives and completed 100%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Online Election Worker Training Platform	For the 2022 election cycle, DCBOE will introduce an online election worker training platform that will augment its in-person classroom training. In addition to completing a 4-hour in-person training session, election workers will be able to access a web-based curriculum that mirrors and reinforces the comprehensive information found in the Election Worker Manual. The online training will be available at all times subject to internet access.	Complete	The online worker platform was in place for the 2022 election cycle. Election workers were able to use the platform to supplement the in-person training for both the June 2022 Primary Election and the November 2022 General Election.	
Overhaul of BOE website.	Review and reorganize the Board of Elections website to deliver information as simply and efficiently as possible to District voters. This overhaul will review all current content on the website to eliminate duplicative information and present information on registration, voting, election results, and other material in such a way so that voters can quickly find what they are looking for.	Complete	DCBOE will continue its work to ensure that the website does not contain repetitive and outdated information. A 2022 Elections page was created to serve as a single page where users can find information including sample ballots, voting locations, information on the number of ballots received through Mail Ballot Drop Boxes, USPS, and later, Early Voting. A candidate list is also posted to the page which is updated regularly to reflect withdrawals and challenges. Key dates for changes to voter registration, address updates, and other important deadlines are also posted. An additional tab, called "Ballot Measures" was added to the front page of the website to better provide information about the initiative and referendum process, as well as a place to provide information about the candidate recall process. Finally, a temporary splash page was added to the website to provide information to voters, including registration forms and information, accessible voting, ballot information, voting locations, and ballot tracking.	

Precinct Boundary Realignment	Using the newly-drawn Ward, Advisory Neighborhood Commission (ANC), and Single Member District (SMD) lines, DCBOE will draw new precincts for voting as needed. We will deploy a messaging campaign that will inform voters about any changes to their Ward prior to the June Primary Election, and to their ANC/SMD ahead of the November General Election. We will also mail updated voter registration cards to all affected voters.	Complete	The Board received the new Advisory Neighborhood Commission (ANC) and Single Member District (SMD) boundary lines from the Council in June, and distributed voters to the appropriate SMDs and precincts in advance of ballot access document pickup for the office of ANC Commissioner for the November 2022 General Election on July 20.
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6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
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	3283	3041	3000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2423	Unmet	Although we did not hit our voter registration target, we are pleased with the voter registration numbers we achieved during this fiscal year. Among other things, we conducted extensive voter outreach (we have hosted up to 50 outreach events in a single month), continued our partnership with the DMV regarding automatic voter registration program, and launched a platform that allowed for online voter registration. In addition to the aforementioned activities, we will continue to explore other options to ensure a robust voter registration program.
Increase accessibility, public awareness, and knowledge of the electoral process											

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of polling places that are operationally accessible	Up is Better	100%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	59.55%	Unmet	Operational accessibility during the 2022 Primary election was impacted by staffing shortages which affected curbside voting at some vote centers. There were also opportunities identified to enhance Election Worker training. Going forward, as was done in training for the 2022 Primary election, accessibility will be emphasized, particularly with Site Coordinators. Some vote centers did not designate accessible parking. During the 2022 General Election, the centers at issue will be inspected at the beginning of Early Voting and on Election Day to ensure accessible parking is available. Additionally, some facilities used as vote centers during the 2022 Primary Election that were reportedly inaccessible are not being used during the 2022 General Election.
Leverage technology to improve the efficiency of Board operations											

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Number of voters who register or update their voter registration information electronically through the Board's mobile registration application	Up is Better	24,500	597	15,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11,774	Unmet	While we were not able to deploy a mobile app this fiscal year, we did launch an online voter registration application in January 2022 that had the same functionality. We are confident that continued publicity concerning the platform will result in increased usage.
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%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	78%	Unmet	Unfortunately, staff employed at several facilities we used as Vote Centers were not present on time to open the facilities for our election workers.
Percent of voting equipment open on time on Election Day	Up is Better	100%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	78%	Unmet	Unfortunately, staff employed at several facilities we used as Vote Centers were not present on time to open the facilities for our election workers.

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of poll workers who complete and submit required post-election documentation	Up is Better	100%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96%	Nearly Met	We will continue to emphasize in our election worker training classes, both in-person and virtual, the importance of completing all required paperwork, stressing that it enables us to both identify issues that arose during the election and plan for future election cycles.
Percent of special ballots processed correctly in elections held in the fiscal year	Up is Better	99.5%	98.7%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.64%	Nearly Met	We will continue to emphasize in our election worker training classes, both in-person and virtual, the importance of properly completing the special ballot envelope (SBE), a document that helps us to verify a voter's eligibility to cast a ballot. Beginning with the November 2022 General Election, the online training portal emphasized the proper completion of the SBE, and we focused on training Site Coordinators to conduct quality checks on completed SBEs in real time.

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of precincts that successfully electronically transmit election results to Board headquarters on election night	Up is Better	0%	92%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90%	Unmet	There were connectivity issues at six facilities that prevented successful transmission, and there were end user issues at three facilities.

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Processing voter registration information received							
Number of voter registration applications and updates submitted online	48,652	7164	802	1291	6583	3098	11,774
Number of deceased voters removed from the voter registry	4114	4186	13	13	459	237	722
Number of duplicate voters removed from the voter registry	2023	3242	9	10	22	20	61
Number of non-resident voters removed from the voter registry	11,011	7492	1313	1226	331	549	3419
Number of incarcerated voters removed from the voter registry	248	0	0	0	0	0	0
Number of voter registration records with legacy birth dates (12/31/1800) corrected	285	74	0	445	69	2	516