Board of Elections FY2018

▼ FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

▼ Mission

The Board of Elections, a Charter independent agency, mission is to enfranchise eligible residents, conduct elections, and assure the integrity of the electoral process as mandated by both federal and local laws.

▼ Summary of Services

▼ FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
DCBOE implementation of eSign, a mobile petition circulation application. eSign allows campaigns to collect and submit digital signatures on ballot access petitions with tablets, and facilitates improved signature validation due to the ability to verify a signer's eligibility before they sign the petition.	eSign allowed participating candidates/campaigns to ensure that signatories were eligible on the spot. Moreover, there were no issues with legibility as there would be with handwritten information. This meant that participating candidates/campaigns did not have to collect a substantial number of signatures over the required amount to guarantee they would have enough valid ones.	eSign introduced efficiencies into the backend of the ballot access process, shortening the amount of time necessary to verify signatures collected with eSign, which in turn allowed staff more time to focus on other important election-related tasks.
Successful relocation of the D.C. Board of Elections (DCBOE) from 441 4th Street NW (OJS) to 1015 Half Street SE	DCBOE's relocation occurred six months prior to the June 2018 Primary Election and therefore at a time when DCBOE was in the midst of the election cycle. In fact, the ballot access period began within approximately three weeks of the Board's move. In addition, DCBOE was required to redesign several aspects of its election administration logistics and processes. Despite the move, its timing, and the attendant adjustments, DCBOE administered a successful June 2018 Primary Election.	After close to 25 years at OJS, DCBOE relocated its offices in January 2018 following a concentrated effort of working closely with the Department of General Services (DGS) and their contractors over the past year, to: 1) identify and build out the space; 2) pack the old office over the December holiday season; and 3) be open and ready for full operation at the onset of 2018. The new space provides an open environment for staff to have sufficient room to work at their work stations without having their work scattered on the floor due to lack of space. The new space also allows room for the staff to conduct poll worker training within the space.
Successful June 2018 Primary Election/Marked improvement of election night vote tabulation process. The Board's acquisition of new voting equipment in 2016 continues to result in the efficient delivery of election night results. Whereas during the November 2016 General Election, results from all 143 precincts were not reported until 12:09 a.m. on Election Night (a marked improvement over past years), during the June	Voters, candidates, campaigns, journalists and other interested parties were apprised of election results within approximately 1 and 1/2 hours after polls closed on election night.	Vote tabulation on election night does not mark the end of the election process; there are other post-election activities that must be performed prior to the certification of election results (counting of absentee and provisional ballots, post-election audits, etc.) and after (recounts, if any). The ability to conclude election night tabulation quickly and accurately allows DCBOE

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2018 Primary Election, results from all 143 of the District's precincts were reported by 9:38 p.m. This is also a testament to the District's election workers, who performed their poll-closing duties efficiently and in accordance with the training they received.		to devote more time and attention to these other important tasks.

2018 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
6	Create and maintain a highly efficient, transparent and responsive District government.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
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	6000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3144	Unmet	In light of the DCBOE Voter Education and Outreach Division's increased voter registration activities during FY18, DCBOE anticipated monthly voter registration rates that would significantly exceed that of past years. This expectation was not met. DCBOE will analyze past data to determine a more realistic target for this measure going forward.
2 - Maintain an accurate and up-to-date voter registry (1 Measure)									
Number of registered voters who request non-address change related corrections to their voter records	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	134	No Target Set	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
3 - Increase accessibility, public awareness, and knowledge of the electoral process (1 Measure)									
Percent of polling places that are operationally accessible in FY 2018 elections	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
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	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9461	No Target Set	
5 - Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters (5 Measures)									
Percent of voting equipment open on time on Election Day	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	84.3%	Unmet	In some instances, the DS200s were not opened on time because the polling places were not opened on time. In other instances, the DS200s were not opened on time because of poll worker error or the inability to locate accessories (panel keys, extension cords, etc.,). In these instances, Area Representatives or Technical Rovers were dispatched to remedy the situation.
Percent of polling places open on time on Election Day	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	94.3%	Nearly Met	In some instances, Precincts Captains did not arrive in time to open. In other instances, the points of contact at the facilities did not arrive on time.
Percent of special ballots processed correctly in elections held in FY2018	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.4%	No Target Set	
Percentage of poll workers who complete and submit required post-election documentation in FY2018	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95.7%	No Target Set	
Percentage of precincts that successfully	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	89.3%		

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
electronically transmit election results to Board headquarters on election night in FY2018								No Target Set	

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

▼ 2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
2 - Processing voter registration information received (6 Measures)						
Number of voter registration applications and updates submitted online	Quarterly	975	1706	1386	5394	9461
Number of deceased voters removed from the voter registry	Quarterly	902	759	290	634	2585
Number of duplicate voters removed from the voter registry	Quarterly	203	317	251	1820	2591
Number of non-resident voters removed from the voter registry	Quarterly	853	1449	262	1093	3657
Number of incarcerated voters removed from the voter registry	Quarterly	100	95	41	394	630
Number of voter registration records with legacy birth dates (12/31/1800) corrected	Quarterly	745	1423	13	10	2191

▼ 2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
COMMUNICATION (1 Strategic Initiative)				