D.C. BOARD OF ELECTIONS

FY 2026 PERFORMANCE PLAN

NOVEMBER 26, 2025

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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1 INTRODUCTION

This document is the Fiscal Year 2026 Performance Plan for the D.C. Board of Elections.

This Performance Plan is the first of two agency performance documents published each year. The Performance Plan is published twice annually – preliminarily when the Mayor's budget proposal is delivered, and again at the start of the fiscal year when budget decisions have been finalized. A companion document, the Performance Accountability Report (PAR), is published annually in January following the end of the fiscal year. Each PAR assesses agency performance relative to its annual Performance Plan.

Performance Plan Structure: Performance plans are comprised of agency Objectives, Administrative Structures (such as Divisions, Administrations, and Offices), Activities, Projects and related performance measures. The following describes these plan components, and the types of performance measures agencies use to assess their performance.

Objectives: Objectives are statements of the desired benefits that are expected from the performance of an agency's mission. They describe the goals of the agency.

Administrative Structures: Administrative Structures represent the organizational units of an agency, such as Departments, Divisions, or Offices.

Activities: Activities represent the programs and services an agency provides. They reflect what an agency does on a regular basis (e.g., processing permits).

Projects: Projects are planned efforts that end once a particular outcome or goal is achieved.

Measures: Performance Measures may be associated with any plan component, or with the agency overall. Performance Measures can answer broad questions about an agency's overall performance or the performance of an organizational unit, a program or service, or the implementation of a major project. Measures can answer questions like "How much did we do?", "How well did we do it?", "How quickly did we do it?", and "Is anyone better off?" as described in the table below.

Measures are printed in the Performance Plan along with the Objective, Administrative Structure, Activity, or Project that they measure.

Measure Type	Measure Description	Example
Quantity	Quantity measures assess the volume of work an agency performs. These measures can describe the inputs (e.g., requests or cases) that an agency receives or the work that an agency completes (e.g., licenses issued or cases closed). Quantity measures often start with the phrase "Number of...".	"Number of public art projects completed"
Quality	Quality measures assess how well an agency's work meets standards, specifications, resident needs, or resident expectations. These measures can directly describe the quality of decisions or products or they can assess resident feelings, like satisfaction.	"Percent of citations issued that were appealed"
Efficiency	Efficiency measures assess the resources an agency used to perform its work and the speed with which that work was performed. Efficiency measures can assess the unit cost to deliver a product or service, but typically these measures assess describe completion rates, processing times, and backlog.	"Percent of claims processed within 10 business days"

(continued)

Measure Type	Measure Description	Example
Outcome	Outcome measures assess the results or impact of an agency's work. These measures describe the intended ultimate benefits associated with a program or service.	"Percent of families returning to homelessness within 6-12 months"
Context	Context measures describe the circumstances or environment that the agency operates in. These measures are typically outside of the agency's direct control.	"Recidivism rate for 18-24 year-olds"
District-wide Indicators	District-wide indicators describe demographic, economic, and environmental trends in the District of Columbia that are relevant to the agency's work, but are not in the control of a single agency.	"Area median income"

Targets: Agencies set targets for most performance measures before the start of the fiscal year. Targets may represent goals, requirements, or national standards for a performance measure. Agencies strive to achieve targets each year, and agencies provide explanations for targets that are not met at the end of the fiscal year in the subsequent Performance Accountability Report.

Not all measures are associated with a target. Newly added measures do not require targets for the first year, as agencies determine a data-informed benchmark. Changes in some measures may not indicate better or worse performance. They may be "neutral" measures of demand or input or outside of the agency's direct control. In some cases, the relative improvement of a measure over a prior period is a more meaningful indicator than meeting or exceeding a particular numerical goal, so a target is not set.

2 D.C. BOARD OF ELECTIONS OVERVIEW

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

Objectives:

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. Successful execution of each fiscal year's election

3 OBJECTIVES

3.1 INCREASE THE PERCENTAGE OF DISTRICT OF COLUMBIA RESIDENTS REGISTERED TO VOTE.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Quantity	Number of District of Columbia residents who are registered to vote each month	Up is Better	2,572	3,000	3,148	**2,300**

3.2 MAINTAIN AN ACCURATE AND UP-TO-DATE VOTER REGISTRY.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Quantity	Number of deceased voters removed from the voter registry	Neutral	7,546	Target not required	No Data Record	**Target not required**
Quantity	Number of duplicate voters removed from the voter registry	Neutral	964	Target not required	1,564	**Target not required**
Quantity	Number of non-resident voters removed from the voter registry	Neutral	15,658	Target not required	8,762	**Target not required**
Quantity	Number of voter registration applications and updates submitted online	Neutral	19,789	Target not required	23,537	**Target not required**
Quantity	Number of voter registration records with legacy birth dates (12/31/1800) corrected	Neutral	21	Target not required	1	**Target not required**

3.3 INCREASE ACCESSIBILITY, PUBLIC AWARENESS, AND KNOWLEDGE OF THE ELECTORAL PROCESS

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Outcome	Percent of polling places that are operationally accessible	Up is Better	70%	100%	73%	**100%**

3.4 LEVERAGE TECHNOLOGY TO IMPROVE THE EFFICIENCY OF BOARD OPERATIONS

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Quantity	Number of voters who register or update their voter registration information electronically through the Board's mobile registration application	Up is Better	19,789	15,000	23,517	**15,000**

3.5 RECRUIT AND TRAIN POLL WORKERS ADEQUATELY TO FULFILL DUTIES AND PROVIDE EXCELLENT CUSTOMER SERVICE TO VOTERS

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Outcome	Percent of poll workers who complete and submit required post-election documentation	Up is Better	93.3%	100%	100%	**100%**
Outcome	Percent of polling places open on time on Election Day	Up is Better	91.4%	100%	100%	**100%**
Outcome	Percent of precincts that successfully electronically transmit election results to Board headquarters on election night	Up is Better	90%	100%	92%	**100%**
Outcome	Percent of special ballots processed correctly in elections held in the fiscal year	Up is Better	98.2%	100%	73.9%	**100%**
Outcome	Percent of voting equipment open on time on Election Day	Up is Better	94.3%	100%	100%	**100%**

3.6 SUCCESSFUL EXECUTION OF EACH FISCAL YEAR'S ELECTION

No Related Measures

4 ACTIVITIES

4.1 ENSURING THE SECURITY OF OUR IT INFRASTRUCTURE SO AS TO PROTECT THE SECURITY AND INTEGRITY OF VOTER REGISTRATION AND OTHER DATA

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.

No Related Measures

4.2 CONDUCTING EFFECTIVE VOTER EDUCATION AND OUTREACH PROGRAMMING

Enhancing the effectiveness and inclusiveness of our public messaging.

No Related Measures

4.3 PROCESSING VOTER REGISTRATION INFORMATION RECEIVED

Updating voter registry based upon information from voters and other sources

No Related Measures

5 PROJECTS

5.1 OVERHAUL OF AGENCY STANDARD OPERATING PROCEDURES

Proposed Completion Date: September 30, 2025

DCBOE will update its standard operating procedures (SOPs) to incorporate changes to the election statute, including updates to automatic voter registration, and lessons learned from the 2024 election cycle. This will ensure that our internal governing documents reflect regulatory requirements, best practices, and organizational goals that will enhance the agency's effectiveness and responsiveness.

5.2 ENHANCEMENT OF MOBILE DEVICE SECURITY POLICIES/PURCHASE OF MOBILE DEVICE MANAGEMENT PLATFORM

Proposed Completion Date: September 30, 2025

DCBOE will enhance its existing mobile device security policies and then obtain a new Mobile Device Management (MDM) platform that will allow our IT division to secure, monitor, manage, and enforce these policies on all employees' mobile devices, including smart phones, tablets, and laptops. This will allows DCBOE to optimize the functionality and security of its mobile devices while protecting sensitive agency data.