



# **BOARD OF ELECTIONS**

## **FY 2024 PERFORMANCE PLAN**

**MARCH 22, 2023**

# CONTENTS

---

<b>Contents</b>	<b>2</b>
<b>1 Board of Elections</b>	<b>3</b>
<b>2 Proposed 2024 Objectives</b>	<b>4</b>
<b>3 Proposed 2024 Operations</b>	<b>5</b>
<b>4 Proposed 2024 Key Performance Indicators and Workload Measures</b>	<b>6</b>

# 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  
The performance of legal counsel, rulemaking, and adjudication functions

## 2 PROPOSED 2024 OBJECTIVES

---

---

### Strategic Objective

---

Increase the percentage of District of Columbia residents registered to vote.

Maintain an accurate and up-to-date voter registry.

Increase accessibility, public awareness, and knowledge of the electoral process

Leverage technology to improve the efficiency of Board operations

Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters

Successful execution of 2022 Primary Election

---

### 3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Maintain an accurate and up-to-date voter registry.</b>		
Processing voter registration information received	Updating voter registry based upon information from voters and other sources	Daily Service
<b>Increase accessibility, public awareness, and knowledge of the electoral process</b>		
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
<b>Leverage technology to improve the efficiency of Board operations</b>		
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

## 4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
<b>Increase the percentage of District of Columbia residents registered to vote.</b>					
Number of District of Columbia residents who are registered to vote each month	Up is Better	3041	2,423	3,000	3000
<b>Increase accessibility, public awareness, and knowledge of the electoral process</b>					
Percent of polling places that are operationally accessible	Up is Better	100%	59.5%	100%	100%
<b>Leverage technology to improve the efficiency of Board operations</b>					
Number of voters who register or update their voter registration information electronically through the Board's mobile registration application	Up is Better	597	11,774	15,000	15,000
<b>Recruit and train poll workers adequately to fulfill duties and provide excellent customer service to voters</b>					
Percent of polling places open on time on Election Day	Up is Better	100%	78%	100%	100%
Percent of voting equipment open on time on Election Day	Up is Better	100%	78%	100%	100%
Percent of poll workers who complete and submit required post-election documentation	Up is Better	100%	96%	100%	100%
Percent of special ballots processed correctly in elections held in the fiscal year	Up is Better	98.7%	97.6%	100%	100%
Percent of precincts that successfully electronically transmit election results to Board headquarters on election night	Up is Better	92%	90%	100%	100%

## Workload Measures

Measure	FY 2021	FY 2022
<b>Processing voter registration information received</b>		
Number of voter registration applications and updates submitted online	7164	11,774
Number of deceased voters removed from the voter registry	4186	722
Number of duplicate voters removed from the voter registry	3242	61
Number of non-resident voters removed from the voter registry	7492	3,419
Number of voter registration records with legacy birth dates (12/31/1800) corrected	74	516