



FY2010 Performance Plan Board of Elections and Ethics

Mission

The Board of Elections and Ethics, a charter independent agency, is comprised of a three-member Board along with a small, but dedicated staff that carries out the agency's mission. The mission of the Board of Elections and Ethics is to enfranchise eligible residents, conduct elections, and assure the integrity of the electoral process. This mission is mandated by federal and local statutes. The schedule of the elections, which is directed by law, requires flexibility in the funding levels from year to year.

Summary of Services

This mission is executed through the operation of the District's voter registration system; administration of the ballot access for candidates and measures; through the delivery of comprehensive public, media, and voter information services; by maintenance of technical systems to support voting, ballot tabulation, and electronic mapping of election district boundaries; through planning and implementation of each District of Columbia election; and through the performance of legal counsel, rulemaking, and adjudication functions.

OBJECTIVE 1: To improve the agency's image by using new technologies and procedures to successfully complete the election cycle.

INITIATIVE 1.1: Upgrade new voting systems and procedures to give voters the most recently certified equipment as well as new software that will eliminate the problems associated with the September 9, 2008 Primary election.

INITIATIVE 1.2: Electronic Poll books. E-Poll books will enhance the speed at which voters are checked in and processed at the polling locations; quickly determine voter counts for periodic status calls; and allow for a quick upload of voter history to the master voter registration database. E-Poll books will also support Same-Day registration, early voting, Election Day check-in and correct voter history problems that the office experienced in the past.

INITIATIVE 1.3: On-Line Poll Worker Training. To supplement the classroom training format, the Board will purchase an Online Poll-worker training solution. This software is a quantifiable tool developed to enhance the training of poll workers, measure the mastery of the subject matter and review and enhance staff training systems.

The poll worker training curriculum will provide a diverse mix of multimedia content based on the learning needs and educational stimulus of adult learners. The curriculum will include interactive exercises that simulate classroom exercises used in the Board's classroom training. Curriculum will also cover the following topics in detail: Provisional voting; Laying out the polling place; Handling voters and the media; equipment training, Election day procedures specific to the BOEE; and ADA compliance.



INITIATIVE 1.4: “No-Fault” Absentee Voting. To implement no-fault absentee voting as passed by the Council; to reduce wait times from the 2008 elections; to research possible satellite facilities to add voter convenience.

INITIATIVE 1.5: Military and Overseas Voting. To research ways to deliver and possibly receive ballots electronically from military and overseas voters. To seek out partnerships with stakeholders to enhance the experience of these groups.

INITIATIVE 1.6: To increase our voter outreach and poll worker recruitment efforts and partner with stakeholders to improve elections.

INITIATIVE 1.7: Complete After-Action Report. To be used as a tool to find best practices and learn from situations.

INITIATIVE 1.8: Partner with local university to create a customer service/satisfaction survey.

OBJECTIVE 2: Train poll workers and ensure they achieve a measurable, acceptable level of understanding for each position.

INITIATIVE 2.1: Poll workers will have to sign-in using a unique user-id for tracking purposes. On-line poll worker training will include interactive features designed to ensure that the poll worker understands their duties. Periodic tests will be woven throughout the software so that we may measure poll worker comprehension and suggest remedial training, if necessary. Tests will also be used to gauge how well staff is teaching the materials and whether adjustments need to be made to the curriculum.

INITIATIVE 2.2: Poll worker focus groups. Groups of poll workers will be contacted throughout the year to discuss training initiatives, best practices and other concerns that they may have. The results of these groups will be used to modify programs.

INITIATIVE 2.3: Increase poll worker recruitment efforts. Seek out new pool of poll workers including, but not limited to, universities, businesses, non-profits and temporary agencies.

OBJECTIVE 3: Minimize turnaround time for processing all voter registration applications, voter requests for services and public inquiries of this office.

INITIATIVE 3.1: Create new office procedures to reduce the time for voters to receive a new voter identification card from 19 days to 3 days. Ensure that all new voters receive a voter registration identification card within 21 days. Make sure all voter registrations are accurately processed within a reasonable amount of time.

INITIATIVE 3.2: DMV and Web Registration Interface: The DMV interface will allow BOEE to electronically accept the DMV file and update the voter roll automatically. This interface will reduce data entry errors, automatically update the voter status, and



generate a voter registration card. This technological innovation will lead to a live connection with DMV and web registrations.

OBJECTIVE 4: Increase professionalism in the Office.

INITIATIVE 4.1: Institute a dress code policy.

INITIATIVE 4.2: Helpdesk software will help staff quickly answer voter questions and also a tool for staff to improve their efficiency and accuracy. Application will also provide public data, via the Board’s website, that can reduce calls.

INITIATIVE 4.3: Seek out customer service training opportunities for staff.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY10 Target	FY11 Projection	FY12 Projection
Objective 1			
Upgrade voting systems	100%	100%	100%
Provide Online Poll worker training tool	80%	90%	100%
Implement “No-Fault” Absentee Voting Program	Reduce average wait times – maximum 2 hours	Reduce average wait times – maximum 1 hour	Reduce average wait times – <1 hour
Increase “No-Fault” Absentee Voting through voter education campaign	10% increase each year	10% increase each year	10% increase each year
Increase in Voter Registration/Outreach Events	10% increase every year	10% increase every year	10% increase every year
Percentage of voters who register to vote online	TBD	TBD	TBD
Objective 2			
# of poll worker focus groups conducted	2	3	4
Increase poll worker recruitment efforts	15% increase each year	15% increase each year	15% increase each year
Percentage of poll workers paid within 45 days of an election	TBD	TBD	TBD
Objective 3			
Voter Identification cards processed within 3 days	80%	90%	100%
New voter ID cards processed	70%	80%	90%



within 21 days			
Objective 4			
Install Helpdesk software application	80%	100%	100%
% of staff who completed customer service training.	50%	75%	100%

STANDARD CITYWIDE OPERATIONAL MEASURES

Measure	FY09 YTD
Contracts	
KPI: % of sole-source contracts	
KPI: Average time from requisition to purchase order for small (under \$100K) purchases	
KPI: # of ratifications	
KPI: % of invoices processed in 30 days or less	
Customer Service	
KPI: OUC customer service score	
Finance	
KPI: Variance between agency budget estimate and actual spending	
KPI: Overtime as percent of salary pay	
KPI: Travel/Conference spending per employee	
KPI: Operating expenditures "per capita" (adjusted: per client, per resident)	
People	
KPI: Ratio of non-supervisory staff to supervisory staff	
KPI: Vacancy Rate Total for Agency	
KPI: Admin leave and sick leave hours as percent of total hours worked	
KPI: Employee turnover rate	
KPI: % of workforce eligible to retire or will be within 2 years	
KPI: Average evaluation score for staff	
KPI: Operational support employees are percent of total employees	
Property	
KPI: Square feet of office space occupied per employee	
Risk	
KPI: # of worker comp and disability claims per 100 employees	