



FY2011 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: Improving the use of technologies and procedures to successfully complete the election cycle.

INITIATIVE 1.1: Enhance staff training.

Enhance training and reduce perceived issues with the use of the new voting equipment. Implementation that occurred in FY2010 will continue to be modified to improve the voting experience.

INITIATIVE 1.2: Continued phase-in of E-poll books.

E-poll books will continue to be used in early voting and for Election Day same-day registration. The continued roll out to all aspects of the check-in process will occur with any special elections that will be held in FY2011.

INITIATIVE 1.3: Redevelop online poll worker training.

To redevelop the online poll worker training component so that the Board may properly evaluate the total training environment.

INITIATIVE 1.4: Review early voting.

Review the Early Voting environment and work with the District to expand the opportunity to more locations.

INITIATIVE 1.5: Initiate digital military and overseas voting.

Run a first-of-its-kind Open Source digital ballot delivery system for overseas and military voters. Review and report findings to the District, NIST, EAC and DoD.

INITIATIVE 1.6: Increase voter outreach.



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: Create a customer satisfaction survey.

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: Expand online poll working training.

Online poll worker training will be expanded to allow the BOEE to better evaluate poll worker comprehension and competency.

INITIATIVE 2.2: Conduct poll worker focus groups.

Now that the District has used the voting equipment purchased in 2010 for the first time, poll workers will be asked to form groups to discuss what worked, what didn't and how to enhance the voting environment.

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: Refining registration process.

INITIATIVE 3.1: Implement an open source voter registration platform.

Seek or develop internally an open source voter registration platform to replace our current system developing a data model for other jurisdictions. Improve same-day registration procedures.

INITIATIVE 3.2: Enhance DMV voter registration.

DMV and Web Registration Interface: Continue to work with DMV to enhance current system and develop workflows to allow DMV to increase efficiencies in the registration process.

INITIATIVE 3.3: Improve registration procedures.

Work with new NVRA agencies that were created under the Omnibus Election Reform Act to improve registration procedures. Continue work with DC Department of Corrections to create national model for registering and voting eligible inmates.

OBJECTIVE 4: Increase professionalism in the Office.

INITIATIVE 4.1: Institute a dress code policy.



INITIATIVE 4.2: Enroll four new staff members in national election certification training courses.

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

PROPOSED KEY PERFORMANCE INDICATORS

| Measure | FY2009 Actual | FY2010 Target | FY2011 Target | FY2012 Projection | FY2013 Projection |
|---|---------------|---------------|--|--|--|
| Phase in E-Poll Books | Not Available | Baseline | 50% | 100% | 100% |
| Provide Online Poll worker training tool | Not Available | Baseline | 80% | 90% | 100% |
| Expand Early Voting availability | Not Available | Baseline | 5 locations 15 min avg. wait time | 9 locations 15 min avg. wait time | 9 locations 8 minute avg. wait time |
| Increase in Voter Registration/Outreach Events | Not Available | Baseline | 10% increase every year | 10% increase every year | 10% increase every year |
| Enhance overseas ballot delivery | Not Available | Baseline | 50% overseas ballots sent electronically | 60% overseas ballots sent electronically | 70% overseas ballots sent electronically |
| # of poll worker focus groups conducted | Not Available | Baseline | 2 | 3 | 4 |
| Increase poll worker recruitment efforts | Not Available | Baseline | 15% increase each year | 15% increase each year | 15% increase each year |
| Percentage of poll workers paid within 45 days of an election | Not Available | Baseline | 100% | 100% | 100% |
| Develop open source registration system | Not Available | Baseline | 50% | 100% | 100% |
| Register and vote eligible inmates in DC Jail | Not Available | Baseline | TBD | TBD | TBD |
| Create Dress Code Policy | Not Available | Baseline | 100% | 100% | 100% |
| % of staff who completed customer service training. | Not Available | Baseline | 50% | 75% | 100% |
| Staff entered into national certification program | Not Available | Baseline | 6 | 10 | 12 |
| % of voters who register online | Not Available | Not Available | Baseline | TBD | TBD |