

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS 879, Office of Elections

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I. Goal

To provide secure, accessible, and convenient election services to all citizens statewide.

II. Objectives and Policies

To maximize voter participation in the electoral process by developing policies and procedures that encourages registration and turnout.

A. Direct and coordinate election services statewide and assist counties with county elections.

1. Provide election services statewide.
2. Prepare, procure, and control inventory of election ballots for state and concurrently conducted county elections statewide.
3. Provide secure, accessible, and convenient voting services to all eligible voters statewide.
4. Process, tabulate, and distribute election results statewide.
5. Provide computer support services (hardware and software applications) for elections (state and county) and related agencies.
6. Provide logistical and warehousing support for elections (state and county) and related agencies.

B. Provide voter registration services to qualified citizens.

1. Maximize voter registration statewide.
2. Equalize voter registration between districts statewide.

The Office of Elections coordinates its activities to maximize and equalize voter registration in close participation with the Offices of the City/County Clerks.

- C. Provide public education with respect to voter registration and information.

Election information must be made more available to the public. We foresee continued utilization of the Internet and print and electronic media to provide voter education and candidate information.

- D. Maintain data relating to registered voters, elections, apportionment, and districting.

We strive to increase accessibility of information by making statistical data readily available to the general public. We will continue to post election reports, results, and other pertinent information on our office Internet website.

- E. Serve as secretary and furnish all necessary technical services to the Reapportionment Commission.

The Reapportionment Commission convened in 2011. The Office of Elections is responsible for providing administrative and technical support to the Reapportionment Commission. The office has worked with the Department of Census Bureau to ensure records are maintained and updated for the reapportionment.

- F. Provide staff support to the Elections Commission

The Office of Elections shall provide staff support to the Elections Commission as requested. The duties of the Elections Commission are to hold public hearings, investigate and hold hearings for receiving evidence of any violations and complaints, adopt rules pursuant to chapter 91, employ a full-time chief election officer, and advise the chief election officer relating to elections.

- G. Provide staff support to the Board of Registration

We shall continue to provide staff support to the Board of Registration. The purpose of the Board is to hear and decide appeals that arise from a voter challenge or from an appeal of a clerk's decision regarding voter registration.

- H. Conduct elections in compliance with all federal and state laws.

This includes, but not limited to, the Help America Vote Act (HAVA), Voting Right's Act (VRA), National Voter Registration Act (NVRA), Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA), Voting Accessibility for the Elderly and Handicapped Act, and American with Disabilities Act (ADA).

### III. Action Plan with Timetable

#### A. Past Year Accomplishments (FY2013)

1. Conducted the 2012 Primary and General Elections.
2. Implemented changes to legislative boundaries from the 2011 Reapportionment.
3. Initiated the design phase of creating the new Statewide Voter Registration System.
4. Reviewed, assessed and evaluated the 2012 Election activities.

#### B. One-Year (FY2014)

1. Continue the review, assessment and evaluation of 2012 Elections activities.
2. Revise and implement changes to elections procedures and materials.
3. Inventory equipment and supplies.
4. Implement new election procedures based on evaluation of 2012 Elections.
5. Procure consultation services to design the new Statewide Voter Registration System.
6. Procure service to build and implement new Statewide Voter Registration system.
7. Procure election equipment, supplies, materials and services.
8. Review Voter and Vote Counting System requirements to prepare for procurement of new contract.

#### C. Two-Year (as of June 30, 2016)

1. Conduct the 2014 Primary and General Elections.

2. Conduct stand-down activities of the 2014 election cycle. Review, assess and evaluate 2014 elections. Inventory and perform preventive maintenance on equipment, inventory and supplies.
3. Initiate and continue preparations for the 2016 Primary and General Elections, including procurement of election equipment and supplies.
4. Implement any new procedures for the 2016 election cycles, based on assessment of previous election cycles.
5. Procure new voting and vote counting system contract for three election cycles starting with the 2016 Elections.
6. To have implemented changes from any new 2011 Reapportionment Plans based on lawsuits against the original plan.
7. Design and implement the new Statewide Voter Registration System.

D. Five Years (as of June 30, 2018)

1. To have conducted the 2016 Primary and General Elections.
2. To have fully implemented the new Statewide Voter Registration System.
3. To maintain and monitor Statewide Voter Registration System, in order to assess and if necessary, alter aspects of the system based on its initial usage during the 2016 Primary and General Elections.

IV. Performance Measures

A. Customer Satisfaction Measure

The number of complaints and challenges we receive, on or following each election. This data is important to determine how effectively voters have been informed of their rights and responsibilities and how effectively we have served their communities.

B. Program Standard Measure

The number of people who continue to register to vote and cast their vote on Election Day.

C. Cost Effectiveness Measure

No effective measurement of benefit is available except for feedback from voters and expenditures not exceeding budget amount.