

A stylized graphic on the left side of the slide. It features two dark green mountain peaks with white outlines, set against a white background. Below the mountains is a dark blue area representing water, also with a white outline. The entire graphic is positioned on the left side of the slide, with the text to its right.

Trends in Elections

Round Table Briefing
Jan. 13, 2015

Agenda



- Where we are now
- Where do we go from here? Future trends in elections
- Denver Voting Reform Conference 2014
- What are other leaders in elections doing?
- What is Multnomah County Elections' vision? Strategic Plan

Recap of November 4, 2014 Election



Recap of November 4, 2014 Election

Successful, high turnout election

- 66,691 registrations processed July 1 - October 14
- 302,584 ballots returned - 68.6% turnout
- Set one day MultCo record for web page views
- 189 opening and inspection board workers

Recap of November 4, 2014 Election

Statewide Recount of Measure 92



Recap of November 4, 2014 Election

New Hardware, Processes and Technology



Recap of November 4, 2014 Election

New Drop Boxes and Drop Site

- All drop boxes replaced
- Sturdier, more secure, waterproof
- New drop site opened outer SE
- 44,000 voters with better access
- New site well used by voters



Ballot-on-demand

- Reduced inventory
- Save \$4K - \$12K per election
- Reduce waste by up to 97%

- Unused ballot comparison



	Nov 12	Nov 14	BOD Fee	Savings
Ballots	47,267	1,542		45,725
Dollars	\$16,543	\$507	\$1,896	\$14,140
Percent	8.92%	0.31%		8.61%

Recap of November 4, 2014 Election

Fully Staffed Overnight Shift



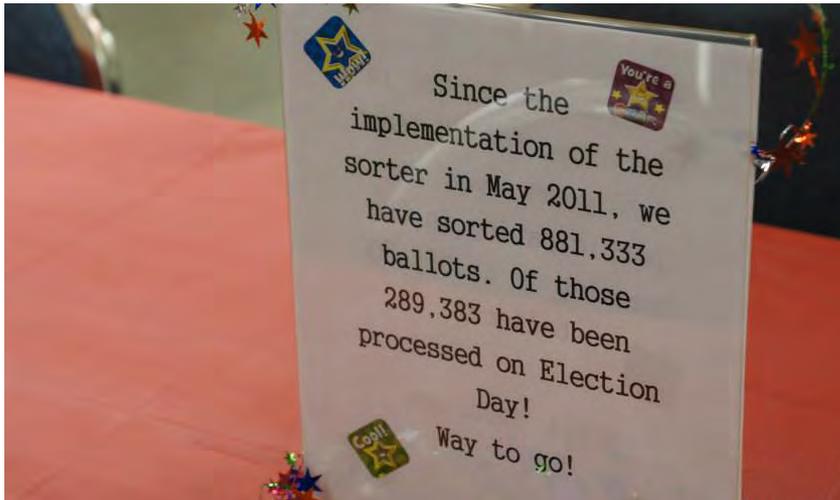
Recap of November 4, 2014 Election

Volunteer Managers



- Thank you again to:
 - Rachel Novick - Boards
 - Liz Rodriguez - Boards
 - Bob Leek - Tally Room
 - John Wasiutynski - Tally Room
 - Madeleine Mader - Tally Room/Results Posting

Past and Present Investment in Technology



Past and Present Investment in Technology

- High speed mail sorter
- High speed, high volume envelope printer
- High volume letter folder and inserter
- Security cameras
- Ballot tally system
 - Procurement underway



Trends in elections



How the West is Winning

- Diverse group of participants
 - Advocates
 - Election Officials
 - Elected Officials
- States Represented
 - Oregon
 - Colorado
 - Washington
 - California
 - New Mexico
 - Arizona



Denver Voting Reform Conference

Vision for improving the election process



Denver Voting Reform Conference

Reduce barriers



What are other leaders in Elections doing?



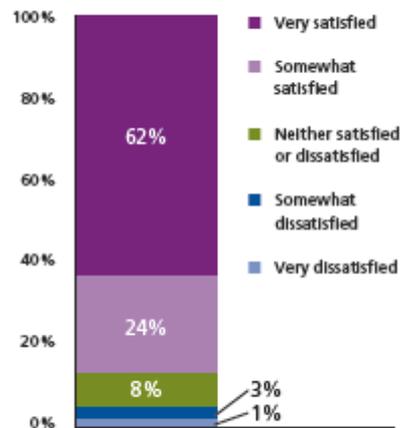
Voter Opinion Survey



2011 Voter Opinion Survey EXECUTIVE SUMMARY

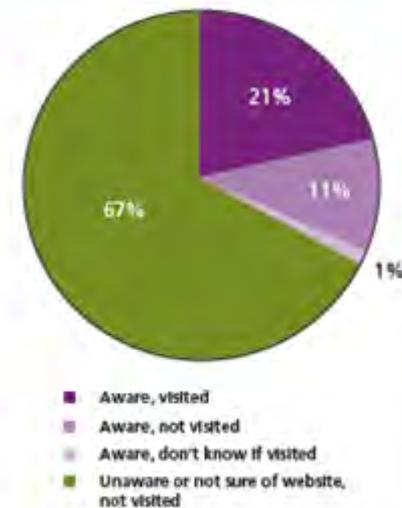


Satisfaction with King County Election services (fig. 1)



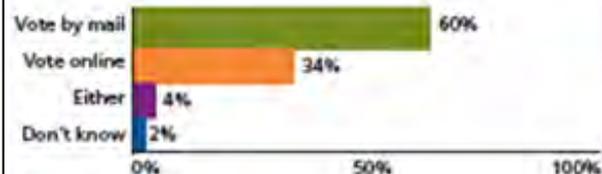
Q. How satisfied are you with the overall quality of services provided by King County Elections?

Awareness and visits to the website (fig. 5)



Q. Is there a website specifically for King County Elections?
Q. Have you visited the King County Elections website?
(Base = 204)

Preferred way to vote in the future (fig. 7)



Q. The 2012 Presidential Election will represent the first presidential election that all King County voting will be by mail. If you were given a choice in the future between voting by mail and voting online, which method of voting would you prefer?

King County Elections - Julie Wise, Deputy Director Designee

Use of data from survey

Be an Informed voter campaign



Be ready to vote and score in the next election.

Keep your address up to date on your voter registration.

Tina Thompson
Seattle Storm



King County Elections

Be an informed voter.

Ballot access online



Mobile website



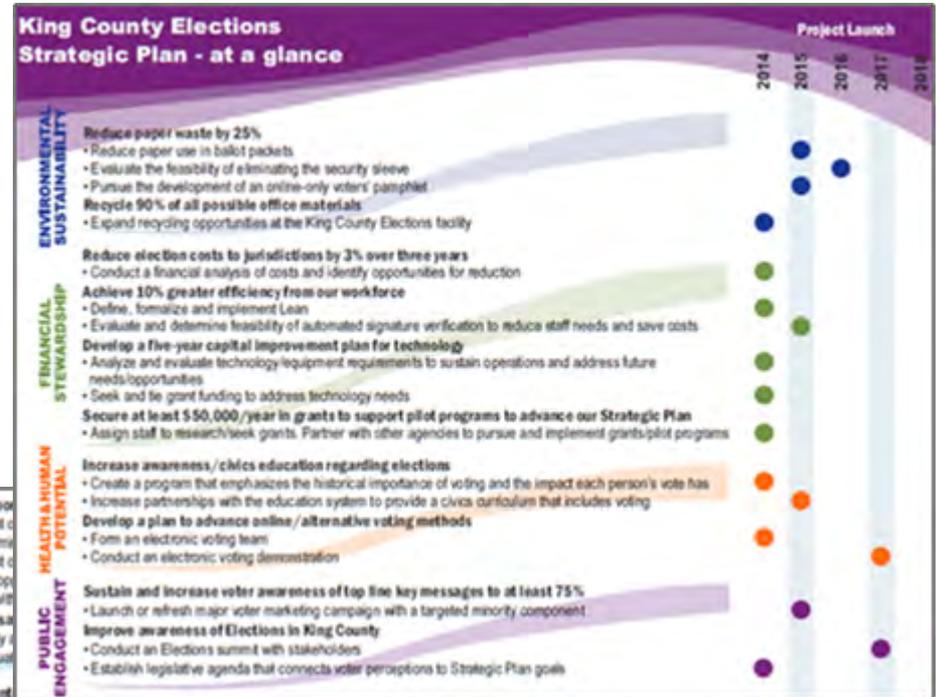
Five Year Strategic Plan



King County Elections

Strategic Plan

2014 - 2018



- JUSTICE & SAFETY**
- Broaden access and opportunities for voters
 - Conduct a full assessment of solutions/opportunities for mobile voting
 - Conduct a full assessment of related solutions and opportunities
 - Evaluate (in conjunction with other agencies) the feasibility of a shared facility
 - Pursue an alternate facility
 - Assess, monitor and evaluate
- QUALITY WORKFORCE**
- Attract and retain a talent pool
 - Identify new and alternative recruitment resources to attract an ever-changing temporary workforce
 - Identify and evaluate equipment/systems to support employee health and well-being
 - Determine skill sets for each position, examine classifications and standardize the recruitment process
 - Promote employee development by dedicating at least 5% of staff time to training
 - Develop, manage and track training plans to meet staff professional development goals and the department's needs
 - Formalize the Agile employee initiative
- SERVICE EXCELLENCE**
- Respond to information requests within one business day
 - Obtain a Customer Relationship Management (CRM) system to guide and track voter contacts through a consistent solution/process
 - Decrease ballot processing time to an average of one day
 - Increase processing capacity through focused voter education, targeted staff training and continuous improvement
 - Offer Elections services online
 - Increase self-service and subscription options on the web site
 - Pursue alternate signature methods for all Elections forms
 - Ensure 100% departmental awareness of voter perceptions
 - Establish a statistically valid ongoing attitude and awareness survey with a regular defined cycle of administration
 - Create opportunities for the public to participate in annual, self-selected Elections Department surveys
 - Develop a five-year technology plan
 - Form a technology governance team to identify and analyze technology needs and opportunities



Ambassador program for minority language communities



MultCo Elections Strategic Plan



Mission Statement

Upholding a reputation for transparent, accurate, accessible and accountable elections in Multnomah County.

Why

We believe in a fair, just, accurate, transparent and efficient system of democracy to convey the voice of the people.

MultCo Elections Strategic Plan

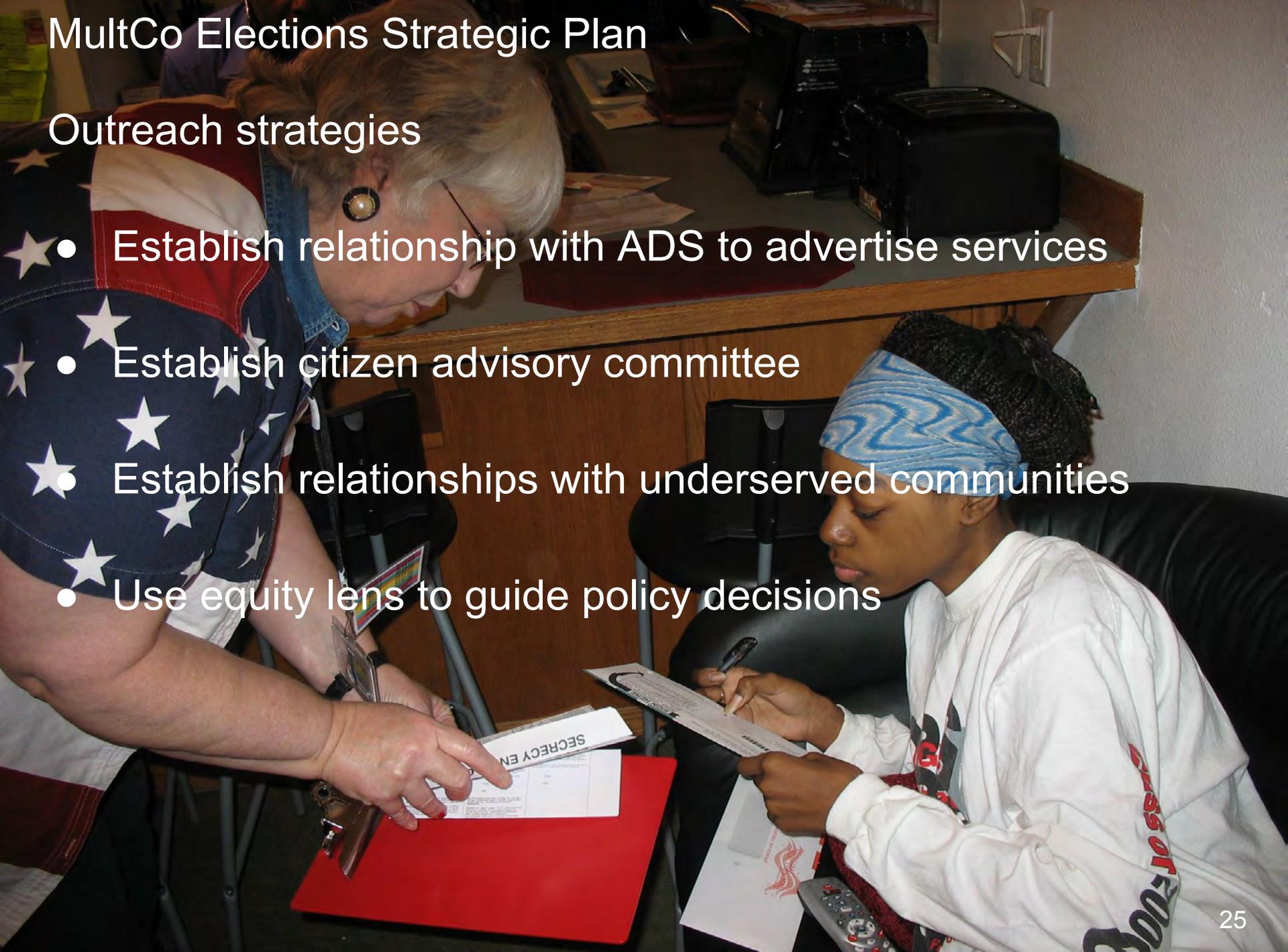
Prominent theme

- Focus on improving the experience of the voter
- Need to include voters in the discussion
- Start with a survey

MultCo Elections Strategic Plan

Outreach strategies

- Establish relationship with ADS to advertise services
- Establish citizen advisory committee
- Establish relationships with underserved communities
- Use equity lens to guide policy decisions



In anticipation of voter outreach and education what components of the strategy should staff focus on?