



DISTRICT OF COLUMBIA  
**BOARD OF ELECTIONS**  
WASHINGTON, DC



**Site Coordinator feedback and debriefing report**  
**12/10/2024 – 12/12/2024**

At the end of each election cycle, the District of Columbia Board of Elections (DCBOE) extends an invitation to all Site Coordinators—those dedicated individuals who oversee the overall management of the District of Columbia’s Vote Centers. These participants play a crucial role in the overall management of our Vote Centers, ensuring a smooth election process.

**Debriefing Sessions:**

DCBOE organized three engaging debriefing sessions that provided a platform for all Site Coordinators to share their insights and experiences. During these sessions, Site Coordinators are encouraged to offer valuable feedback and constructive criticism based on their firsthand experiences throughout Election Week. This open forum allows them the freedom to express their thoughts, discuss challenges faced, celebrate successes, and propose innovative ideas for future elections. The 2024 debriefing sessions were an invaluable opportunity for learning and growth, offering an environment that prioritizes collaboration and the continuous enhancement of the election process.

**Overall Observations:**

During the debriefing meetings held in December 2024, Site Coordinators expressed their gratitude to the DCBOE for considering a number of their recommendations and suggestions from previous elections. They highlighted several positive changes that were implemented for the 2024 General Election, thanks to their feedback. These improvements included a reduction in the number of supplies sent to the Vote Centers, more frequent updates through text messages and calls from call center staff, and a quicker replacement of staff on an as-needed basis. The Site Coordinators also appreciated the updates to the Vote Center Operations Manual and the addition of an online training component.

**Election Worker Staffing:**

The DC Board of Elections (DCBOE) made remarkable progress by training 2,000 Election Workers in just eight weeks, outpacing the initial target of ten weeks. This achievement not only filled staffing vacancies at all 75 Vote Centers promptly, but also streamlined the entire election process. As a direct result, DCBOE was able to send assignment letters to Election Workers, ensuring that everyone knew their designated voting locations ahead of time. Consequently, Site Coordinators received their final staffing lists earlier than expected, allowing them to be fully aware of the staff assigned to their Vote Centers on Election Day.

**Adopt-A-Vote Center (AAVC):**

Thanks to the Voter Education and Outreach Division's (VEOD) partnership with the Election Worker Division. A total of 12 organizations actively engaged in Adopt-A-Vote Center (AAVC) program, which aimed to mobilize civic organizations, fraternities, sororities, and various other community groups. Each participating organization provided 10 or more dedicated members to serve in various roles as Election Workers on Election Day, ensuring smooth and efficient operations at Vote Center. The success of this program was evident not only in the number of enthusiastic volunteers but also in the quality of service provided to voters. The feedback we received from those who participated was both impactful and overwhelmingly positive, highlighting how valuable this experience was for the workers and the communities they served. This initiative not only strengthened our democratic process, but also fostered a sense of civic duty and responsibility among participants.

**Training of New Site Coordinators:**

The DCBOE received notice that several of our veteran Site Coordinators would not be returning to serve in their roles for future elections. In response, the DCBOE recruited new Site Coordinators to work alongside these retiring veterans. All of the newly recruited Site Coordinators have expressed gratitude for the opportunity to work with and learn from the experienced Site Coordinators. With the expert guidance and training they receive, they will be well-prepared to manage their own Vote Center in the upcoming elections.

**Voting Equipment Issues:**

There were several reports from voters reporting difficulties with the Ballot Marking Devices (BMD), the touchscreen machines designed to allow voters to electronically select their preferred candidates. Many individuals expressed frustration when the devices failed to accurately register their choices, leading to confusion and questions at the Vote Centers. This situation was resolved by having Vote Center technicians available to recalibrate these devices swiftly, ensuring they functioned correctly and enhanced the voting experience. In addition to the challenges with the BMDs, several DS200- ballot tabulation machines experienced paper jams. These incidents required Vote Center technicians to intervene, either by manually clearing the jams or replacing the machines entirely. Addressing these technical issues promptly ensured the integrity and efficiency of the voting process.

**Address Changes and Updates at Vote Centers:**

One challenge Election Workers faced was updating addresses in our voter roll database. Our city is experiencing rapid growth, with the construction of new apartment buildings, condominiums, and homes happening simultaneously in various areas. As these projects progress, residents are purchasing homes and signing leases for their properties. Unfortunately, our office has not received timely address update information regarding some of the unfinished properties, which complicates the voting process for these new residents.

**Wait Times for Same-Day Voter Registration at Vote Centers:**

Increased address changes and updates impacted the workflow of the Registration Clerks at the Vote Centers, requiring additional assistance to process some Same-Day Registration voters. The Clerks required additional support from their Site Coordinator, who had to contact specific staff members at the DCBOE to update or add voter addresses, enabling them to cast their ballots. This procedure delayed the voting process, especially if the responsible staff members were unavailable due to their assigned duties during Election Week.

However, DCBOE received positive feedback from the Site Coordinators and voters were willing to wait. Site Coordinators reported that they found it easy to manage the process over the phone with staff members, provided the necessary information to complete the Same-Day Registration process.

**Wi-Fi connectivity in Some Vote Centers:**

Some Vote Centers faced challenges with Wi-Fi connectivity, which resulted in delays and inaccuracies in the sign-in and sign-out processes for Election Workers. To address this, additional cradle points were added, significantly improving connectivity and efficiency. These proactive measures will help ensure better functionality in future elections.

**Influx of International Watchers and Observers on Election Day:** There was a request for additional training focused specifically on the management of Poll Watchers and Observers during the election. The 2024 General Election garnered widespread international attention, and it was closely monitored by observers from various nations. The District of Columbia experienced an unprecedented influx of visitors from around the globe, many of whom were eager to witness the democratic process firsthand. As a result, numerous Vote Centers were overwhelmed by the number of international visitors, all while managing a high volume of District voters. Vote Centers frequently encountered extensive lines, with voters waiting for prolonged periods to cast their ballots. This situation added significant stress to the Site Coordinators, who faced the challenging task of navigating the complex dynamics of voter flow while also accommodating the curiosity and the inquiries of international visitors. The need to effectively balance these competing demands highlighted the importance of providing adequate training to ensure that both the electoral process and the interests of observers were handled smoothly and efficiently.

**Election Night Closing Procedures:**

Election night closing, in the previous elections have always presented some challenges for Site Coordinators. After working a 15+ hour day, at the end of night after all the election results have been modemed and sent to headquarters there are two teams of officials that visit each Vote Center to pick up election equipment. There were changes made to the pick-up procedures for the General Elections that equaled a much smoother closing process. Most Site Coordinators were happy with the changes and dismissed their staff and shut down the Vote Center in record time.

Overall, the 2024 General Election was a great success and could not have happen without the help and support of DC residents who served as Election Workers.