Federal Voting Assistance Program
2010 Election Cycle Initiatives, Lessons Learned, & 2012 Initiatives

July, 2011
What is the Key Election System Issue

- **Military Voter Registration Not the Problem**
  - 71% = General Electorate
  - 77% = Military voters

- **Voter Participation Rates not the problem**
  - 64% = General Electorate
  - 53% = Military voters
  - 71% = Adjusted military voters

- **Overwhelming voting failure is in ballot delivery and return times**

- **Absentee Ballot Return Rates:**
  - 91% = General Population
  - 67% = UOCAVA voters
  - 62% = Military Voters

### 2008 Election

<table>
<thead>
<tr>
<th>Stage of voting process</th>
<th>Number of additional failures over general voting population</th>
<th>% of total failure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Failure</td>
<td>4,057</td>
<td>1.5%</td>
</tr>
<tr>
<td>Ballot Delivery Failure</td>
<td>20,068</td>
<td>7.5%</td>
</tr>
<tr>
<td>Ballot Return Failure</td>
<td>206,771</td>
<td>77.6%</td>
</tr>
<tr>
<td>Ballot Casting Failure</td>
<td>35,645</td>
<td>13.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>266,540</strong></td>
<td></td>
</tr>
</tbody>
</table>
UOCAVA Demographics

Military Voters

- **Covered personnel**
  - All 5 Armed Services, USPHS, NOAA, Merchant Marine
  - 1.35M active component
  - ~100K RC on active duty

- **Location**
  - 75% of members domestic
  - ~170K Iraq/Afghanistan

Military Dependent

- **Military Dependents**
  - 1.1M total
  - 700K spouses
  - 400K voting age dependents

- **Different Residency Rules**
  - Military = SCRA
  - Spouse = MSRRA
  - Different residency rules prevent spouses from voting as UOCAVA voters?
FVAP Mission

**Assistance:**
- FVAP exists to **help** Uniformed Services personnel, their voting age dependents, and overseas civilian **successfully exercise their right to vote** in federal elections in order that they have an **equal opportunity with the general population** to vote and to have that vote counted.

- FVAP also assists the States in complying with federal law in order to provide that opportunity to uniformed services and overseas voters, and to avoid enforcement action.

**Advocacy:** FVAP serves as the **voice of Uniformed Services and overseas voters**, identifying impediments to their ability to exercise their right to vote, and proposing methods to overcome those impediments.
Provide Direct to the Voter Assistance
- Make the process easy, quick, intuitive and seamless
- Reduce the reliance on Voting Assistance Officers
- Provide online wizards, including FPCA and FWAB
- FVAP as a portal, not a service provider
- Requires extensive voter education

Get the Ballots To and From the Voters Quicker
- Online ballot download
- Express Mail Return of voted ballots

Expanded Assistance for Election Officials
- Develop tools that voters will use and States will adopt
- Specifications to State election requirements, not federal contract rules
- Assist States change laws to comply with MOVE Act
- Assist States in compliance with MOVE Act
To Vote Absentee, Start By Telling Us Who You Are

I am a uniformed service member or a family member.

For active-duty members of the Armed Forces, Merchant Marine, Public Health Service, NOAA, and their family members.

I am a citizen living outside the U.S.

For United States citizens who are living outside the U.S. for work, school or other reasons.

Get Started

If neither of these choices apply to you, please visit www.canivote.org
Steer Voters to State Systems

Select Your State

Uniformed Services members- Pick your state of legal residence. Overseas Citizens- Select the state in which you last lived before moving outside the U.S. Check the Frequently Asked Questions for more information on legal voting residence.
Request Ballot Screen

Register to Vote and/or Request Ballot

Use FVAP's automated assistant to complete and print your voter registration/ballot request form.

Get Started

Important Dates for UOCAVA citizens

General Election: 11/02/2010
Register by: 10/18/2010
Request ballot by: 10/26/2010
Return ballot by: 8 pm, 11/02/2010

Resources:
California Absentee Voting Guidelines
California's State Election website

Would you rather fill out the form by hand?
Registration and Ballot Request
Online Registration Tool
Built In Tool Warnings

Federal Post Card Application (FPCA) for Absentee Ballot

Complete the Form
- Eligibility
- State
- Jurisdiction
- My Information
- Voting Residence
- Mailing Address
- Method to Send Form
- Method To Receive Ballot
- Additional Information
- Print and Finish

Uninformed Service Member > Washington > King

Warning: The following fields were left blank. You can download the form with these fields blank, however this information MUST be provided when submitting the form to your local election official.

- Driver's License / ID Number is missing on the My Information page.
- Rural Route is missing on the Voting Residence page.
- Voting Address is missing on the Voting Residence page.
- Voting City/Town/Village is missing on the Voting Residence page.
- Voting County is missing on the Voting Residence page.
- Zip Code is missing on the Voting Residence page.
- Current Address is missing on the Mailing Address page.

Print and Finish
Please review your personalized FPCA PDF package before printing. The PDF package includes your personal ballot request form pre-populated with the information you entered in this wizard along with additional state-specific information and instructions.

Be sure you click the Finish button after downloading the PDF package to ensure the system disposes of any personally identifiable information you entered.

NOTE: OS X users are encouraged to use Adobe Reader to avoid problems with the PDF.

Download Form

The PDF package is not automatically transmitted to your Local Election Official (LEO). Please make sure you send the printed form to your LEO.
Instructions for Washington

Thank you for using the automated ballot request process. Review, print, sign, and submit your completed absentee ballot request form to your local election official at the address provided below.

General Election: November 2, 2010; Registration: November 2, 2010; Ballot Request: November 2, 2010; Ballot Return: Signed and Dated by: November 1, 2010; Received by: November 25, 2010 State Primary Election: August 17, 2010; Registration: August 17, 2010; Ballot Request: August 17, 2010; Ballot Return: Signed and Dated by: August 16, 2010; Received by: September 1, 2010

NOTE: Recommended Mailing Dates for Voted Ballots in 2010:

• From Iraq, Afghanistan, Deployed Naval Vessels: 4 weeks before the election
• From Other overseas Military Installations: 3 weeks before the election
• From Other overseas locations: 4 weeks before the election (depending on foreign mail service)
• From Within the United States: 1 week before the election

OFFICIAL ABSENTEE BALLOTING MATERIAL - FIRST-CLASS MAIL

NO POSTAGE NECESSARY IN THE U.S. MAIL - OMM 700.0.8

TO:

King County Elections Services
King County Elections Division
919 SW Grady Way
Renton, WA 98057-2906
Online FWAB Tool

**OFFICIAL FEDERAL WRITE-IN ABSENTEE BALLOT**

**PRESIDENT/VICE PRESIDENT**

**U.S. SENATOR**

Donald Kaplan (Unaffiliated)

**U.S. REPRESENTATIVE/DELEGATE**

Mark Grannis (Libertarian)

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*Legal residents of the District of Columbia may vote only for President/Vice President and Delegate.

**Legal residents of American Samoa, Guam, Puerto Rico and the U.S. Virgin Islands may vote only for Delegate or Resident Commissioner to the Congress.

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**ADDENDUM**

Some states allow the Federal Write-In Absentee Ballot to be used by military and overseas civilian voters in elections other than general elections or for offices other than Federal offices. Consult your state section in the Voting Assistance Guide to determine your state’s policy. If you are eligible to use this ballot to vote for office/candidate other than those listed above, please indicate in the spaces provided below, the office for which you wish to vote (for example: Governor, Attorney General, Mayor, State Senator, etc.), and the name and/or party affiliation of the candidate for whom you wish to vote.

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>CANDIDATE NAME OR PARTY AFFILIATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governor</td>
<td>Mouse Mickey</td>
</tr>
<tr>
<td>Lt. Governor</td>
<td>Independent</td>
</tr>
<tr>
<td>Attorney General</td>
<td>Duck Daffy</td>
</tr>
</tbody>
</table>

---

**U.S. Representative/Delegate/Resident Commissioner**

<table>
<thead>
<tr>
<th>Selection</th>
<th>Last Name, First Name</th>
<th>Political Party</th>
<th>Party</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Complete the Form**

- Eligibility
- State
- Jurisdiction
- Use of FWAB
- My Information
- Voting Residence
- Balloting Address
- Vote Candidates
- Confirm Vote
- Additional Information

**Enter Your Write-In Candidate:**

<table>
<thead>
<tr>
<th>#</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duck</td>
<td>Donald</td>
</tr>
</tbody>
</table>

---

**Print and Finish**

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2010 FPCA and FWAB Wizard Utilization

**FPCA Wizard downloads:**
- **National:** 91,565

**FWAB Wizard downloads:**
- **National:** 20,536
2010 FWAB Wizard Utilization

Uniformed Services FWABs
Downloaded

- SC: 427
- VA: 516
- AK: 537
- OH: 554
- PA: 572
- NC: 711
- MI: 744
- TX: 897
- CA: 1,337
- FL: 2,209

Overseas
Indefinitely: 4%
Temporarily: 25%
Uniformed Services Member: 71%
FVAP Website Utilization

- **Total Accesses**: Up 86%
- **Military Accesses**: Up 95%

**FVAP.gov Website Use 2010 vs 2006**

- **YTD total accesses**: 4,760,205 (2010), 2,556,788 (2006)
- **YTD Total Military Accesses**: 1,479,091 (2010), 759,988 (2006)

**Online Form Usage at FVAP.gov 2010 vs 2006**

- **FPCAs**: Up 40%
- **FWABs**: Up 207%

**YTD FPCAs downloaded**: 156,481 (2010), 31,338 (2006)

Steer Voters to State Systems

Get My Ballot Now

Use New York's automated assistant to get a complete State ballot.

Get Started

or

Use FVAP's automated assistant to complete and print a back-up write-in ballot for Federal candidates.

Get Started

Important Dates for UOCAVA citizens

- General Election: 11/02/2010
- Registration: 10/08/2010
- Request ballot by: 10/22/2010
- Return ballot by: 11/09/2010*

*Postmarked by the day before the election

Resources:
- New York Absentee Voting Guidelines
- New York State Election website

Would you rather fill out the form by hand?

Federal Write-In Absentee Ballot

Linking Voter to State systems instead of FWAB Wizard Ensures Voter Gets Full Ballot
Integration of State Systems

Future:

Planning a federal grant structured program for states and localities
Check Status of Your Ballot

Under the federal Help America Vote Act (HAVA) of 2002, every voter who casts a provisional ballot is entitled to find out from his/her county elections official if the ballot was counted and if not, the reason why it was not counted.

Under California Elections Code section 3017, a voter who casts a vote-by-mail ballot can find out if the ballot arrived at his/her county elections office. Some county elections officials also tell voters if the vote-by-mail ballot was counted and if it wasn’t, the reasons why it was not counted.

Each county elections official allows voters to check the status of his/her vote-by-mail and provisional ballot either through the county website, by telephone, or both.

To find out if your vote-by-mail ballot was received by your county elections official or if your provisional ballot was counted, please click on the appropriate link below or call the phone number listed for the county elections office. For further information about the elections services provided in your county, visit our County Elections offices page.

<table>
<thead>
<tr>
<th>County</th>
<th>Check Vote-By-Mail Ballot Status</th>
<th>Check Provisional Ballot Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda</td>
<td>Alameda - Vote-By-Mail</td>
<td>(800) 834-6454</td>
</tr>
<tr>
<td>Alpine</td>
<td>(530) 694-2281</td>
<td>(530) 694-2281</td>
</tr>
<tr>
<td>Amador</td>
<td>Amador - Vote-By-Mail</td>
<td>(209) 223-6465</td>
</tr>
<tr>
<td>Butte</td>
<td>Butte - Vote-By-Mail</td>
<td>(800) 694-7761</td>
</tr>
<tr>
<td>Calaveras</td>
<td>(209) 754-5376</td>
<td>(209) 754-6376</td>
</tr>
<tr>
<td>Colusa</td>
<td>Colusa - Vote-By-Mail</td>
<td>(877) 458-0501</td>
</tr>
<tr>
<td>Contra Costa</td>
<td>Contra Costa - Vote-By-Mail</td>
<td>Contra Costa - Provisional Voting Free Access</td>
</tr>
<tr>
<td>Del Norte</td>
<td>(707) 465-0333</td>
<td>(707) 465-0383</td>
</tr>
</tbody>
</table>
Online Ballot Wizards

- 31 States total
  - 17 FVAP supported
  - 14 Own

- DE sent out $\frac{1}{2}$ of all ballots using online wizard

- WV also has 5 Counties with full internet voting

- WA, CO also had additional, non-FVAP, systems

FVAP Sponsored Online Ballot Delivery and Marking System

State's own Online Ballot Delivery System
<table>
<thead>
<tr>
<th>State</th>
<th>Vendor</th>
<th>Ballots Downloaded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colorado</td>
<td>Democracy Live</td>
<td>31</td>
</tr>
<tr>
<td>Delaware</td>
<td>Democracy Live</td>
<td>276</td>
</tr>
<tr>
<td>Idaho</td>
<td>Democracy Live</td>
<td>26</td>
</tr>
<tr>
<td>Indiana</td>
<td>Scytl</td>
<td>88</td>
</tr>
<tr>
<td>Kansas</td>
<td>Scytl</td>
<td>4</td>
</tr>
<tr>
<td>Mississippi</td>
<td>Scytl</td>
<td>146</td>
</tr>
<tr>
<td>Missouri</td>
<td>Scytl</td>
<td>142</td>
</tr>
<tr>
<td>Montana</td>
<td>Konnech</td>
<td>540</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Scytl</td>
<td>19</td>
</tr>
<tr>
<td>Nevada</td>
<td>Konnech</td>
<td>100</td>
</tr>
<tr>
<td>New Mexico</td>
<td>Scytl</td>
<td>25</td>
</tr>
<tr>
<td>New York</td>
<td>Scytl</td>
<td>927</td>
</tr>
<tr>
<td>Utah</td>
<td>Everyone Counts</td>
<td>203</td>
</tr>
<tr>
<td>Virginia</td>
<td>Credence</td>
<td>706</td>
</tr>
<tr>
<td>Washington</td>
<td>Scytl</td>
<td>188</td>
</tr>
<tr>
<td>West Virginia</td>
<td>Democracy Live</td>
<td>33</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td></td>
<td><strong>3,454</strong></td>
</tr>
</tbody>
</table>

**Running Total of Ballots Downloaded**

- 9/20: 51
- 9/23: 51 + 80 = 131
- 9/27: 131 + 112 = 243
- 9/30: 243 + 163 = 406
- 10/4: 406 + 305 = 711
- 10/7: 711 + 653 = 1364
- 10/10: 1364 + 447 = 1811
- 10/14: 1811 + 1041 = 2852
- 10/18: 2852 + 1450 = 4302
- 10/21: 4302 + 1925 = 6227
- 10/25: 6227 + 2278 = 8505
- 10/28: 8505 + 2695 = 11200
- 11/1: 11200 + 3121 = 14321
- 11/2: 14321 (Grand Total)

- Grand Total: 3,454
Communications Strategy

- **Drive voters to FVAP.gov**
  - Stress direct-to-voter focus to reduce reliance on Voting Assistance Officers
  - Use online tools, especially ballot delivery tools
  - *Need to make voters aware of online ballot delivery instead of defaulting to FWAB*

- **Focus on critical path to voter success**
  - Ensure voters understand need for early action
  - Ensure voters understand time delays
  - Stress availability of Federal Write-in Absentee Ballot (FWAB)
  - Availability of expanded registration assistance
    - IVAOs
    - Online wizards

- **Target under performing populations**
  - Military spouses & voting age dependents
  - 18-24 year olds, military and civilian
Social Media

https://twitter.com/FVAP

www.facebook.com/DoDFVAP

4,200 People Like This!
Animated Web Banner Ads

Visit FVAP.gov to fill out your Federal Write-In Absentee Ballot before it’s too late.
Newspaper Ads

- Full Page Ads
- 4th of July
  - Register
  - VAOs
- End of September
  - Send in Ballot
  - Ballot Download
  - FWAB
Expedited Ballot Return

• Military Postal Service Agency lead
  - Seven day standard
  - Clock starts at Military Post Office

• Deliveries
  - All free under 39 USC 3406
  - All Express Mail

• FVAP support:
  - $550K FY09 and FY10 for mail barcode scanners
  - FVAP advertised in September-October ads and 30 day emails
  - Extensive voter alerts and social media marketing
Tracking Capability

Delivery status and transit time from acceptance to delivery.
Absentee Ballot Transit Time
2010 General Election

- Overall transit averages of ballots from overseas MPOs to election offices = 5.2 days
- 92% of ballots delivered within 7 days IAW MOVE Act
- Delayed Ballots = 8%
  - 805 @ 8 to 9 days
  - 873 @ 10 to 13 days
  - 279 @ 14 to 19 days
  - 111 @ 20 to 30 days (All originated in USCENTCOM)
  - 7 @ over 30 days (All originated in USCENTCOM)
- US Navy Ships Ballots Averaged 8 Days (From shore based MPOs to election office)
2010 Post-Election Survey

**Surveys**
- Active Duty Military
- Military Dependents – First time ever
- Voting Assistance Officers
- Local Election Officials

**Key Elements & Discoveries**
- Need quality data:
  - Weight for voter demographics
  - Weight for jurisdiction size
  - Weight for non-response

- 1/3 military voters vote in person

- 40% military don’t use federal forms for registering & requesting absentee ballots

<table>
<thead>
<tr>
<th></th>
<th># Ballots Sent to Military Voters</th>
<th># of Ballots From Military Voters</th>
</tr>
</thead>
<tbody>
<tr>
<td>FVAP</td>
<td>767,773</td>
<td>491,889</td>
</tr>
<tr>
<td>EAC</td>
<td>480,757</td>
<td>320,950</td>
</tr>
<tr>
<td># Difference</td>
<td>287,016</td>
<td>170,939</td>
</tr>
<tr>
<td>% Difference</td>
<td>60%</td>
<td>53%</td>
</tr>
</tbody>
</table>

- 18-24 year olds have:
  - Greatest relative disenfranchisement
  - Greatest swings in voter interest
FVAP Goals

- Improve voter success rates to meet or exceed the general absentee population voter success rates by 2014.
  - Absentee ballot cast rate
  - Counted rate of those cast
  - FWAB utilization/success rate
  - Registration & voter participation rates

- Every State provides sufficient opportunity to successfully cast a military/overseas absentee ballot, by 2014.

- Quantify the overseas civilian population by 2012.

- Streamline the voting process <15 minutes for any stage.
Direct Voter Assistance

- **24/7 Call Centers & Assistance**
  - Phone:
    - US & 63 countries toll free
    - DSN
  - Online chat & email help capability

- **Communications & Outreach**
  - Partners
    - MLB
    - GI Film Festival
    - Rock the Vote
    - “Fight for Your Vote” Music Tour
  - Print, social media, internal communications
  - Emails to ALL military members

- **Improve online Wizards**
  - Bar Codes
  - Statewide candidates
  - Automated address updating

- **Integrated Online Data**
  - VAO contact
  - LEOs contact
  - Voting Laws and Regulations
  - Updated military voter addresses
Voter Assistance Officer Improvements

- Installation Voter Assistance Office “In a Box”

- Voting Assistance Tiger Teams
  - Contingency Operations
  - Deploying Guard & Reserve

- Continued Improved Training
  - Interactive, Online
  - Integrated in Service training databases

- VAO Database
  - Contact information
  - Metrics
Federal Voting Assistance Program
Department of Defense

Bob Carey, Director

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Arlington, VA 22209

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Fax: 703-696-1352
Email: Bob.Carey@fvap.gov

Facebook: www.facebook.com/DoDFVAP
Twitter: @FVAP_Director & @FVAP