

1 MINUTES

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3 The first Virginia Elections Benchmark Index Workgroup meeting was held on
4 Monday, June 25, 2018. The meeting was held in the James River Ballroom at the Koger
5 Center, 1021 Koger Center Blvd, Richmond, VA.

6 In attendance were the Workgroup members: Chris Piper, Commissioner of
7 ELECT, and Nikki Clemons, Policy Assistant at ELECT; Allison Robbins, General
8 Registrar (“GR”)/Director of Elections of Wise County; Al Ablowich, Electoral Board
9 (“EB”) member of the City of Virginia Beach; Barbara Tabb, EB member of Prince George
10 County; Michele White, GR/Director of Elections of Prince Williams County; Robert
11 Barnette, EB member of Hanover County; and Teri Smithson, GR/Director of Elections of
12 Hanover County. The meeting was called to order at 5:07 P.M.

13 Commissioner Piper gave background on the creation of the Workgroup. The
14 Workgroup was created when the State Board of Elections (“SBE”) passed a resolution on
15 April 25, 2018. The Workgroup was charged with developing benchmarks for use by
16 electoral boards to measure the performance of general registrars/directors of elections in
17 order to increase uniformity of annual evaluations; developing benchmarks to determine
18 the performance and achievements of local electoral boards and their members; reviewing
19 and comparing resources available to general registrars/directors of elections and members
20 of local electoral boards in the performance of their constitutional and statutory duties;
21 developing benchmarks for the Department of Elections (“ELECT”) to measure
22 achievement of its main priorities and statutory requirements; and recommending a process
23 of confidential benchmark analysis, leading to public commendation for exemplary
24 achievement or remedial support for inadequate experience.

25 The Commissioner noted that elections in Virginia did not currently have the data
26 to effectively lobby to the legislature, and said that election administration has the
27 opportunity for plenty of measures and metrics. The Workgroup would meet three times
28 in the next year to create benchmarks that would help create data to measure elections in
29 Virginia.

30 The first order of business was the appointment of a chair and vice chair. Mr.
31 Ablowich nominated Ms. White for the role of Chair. Ms. Smithson nominated Ms.

32 Robbins for the role of Chair. The group voted in favor of Ms. Robbins, electing her as
33 the Chair for the Workgroup. Ms. White nominated Mr. Ablowich for the role of Vice
34 Chair, and the group voted in favor of Mr. Ablowich's appointment.

35 The next order of business was a measures and metrics presentation by Ms.
36 Anderson. The presentation brought up a discussion about the differences between
37 "metrics," "measures," and "measurements," and how each term could apply to the
38 Workgroup's needs when developing benchmarks.



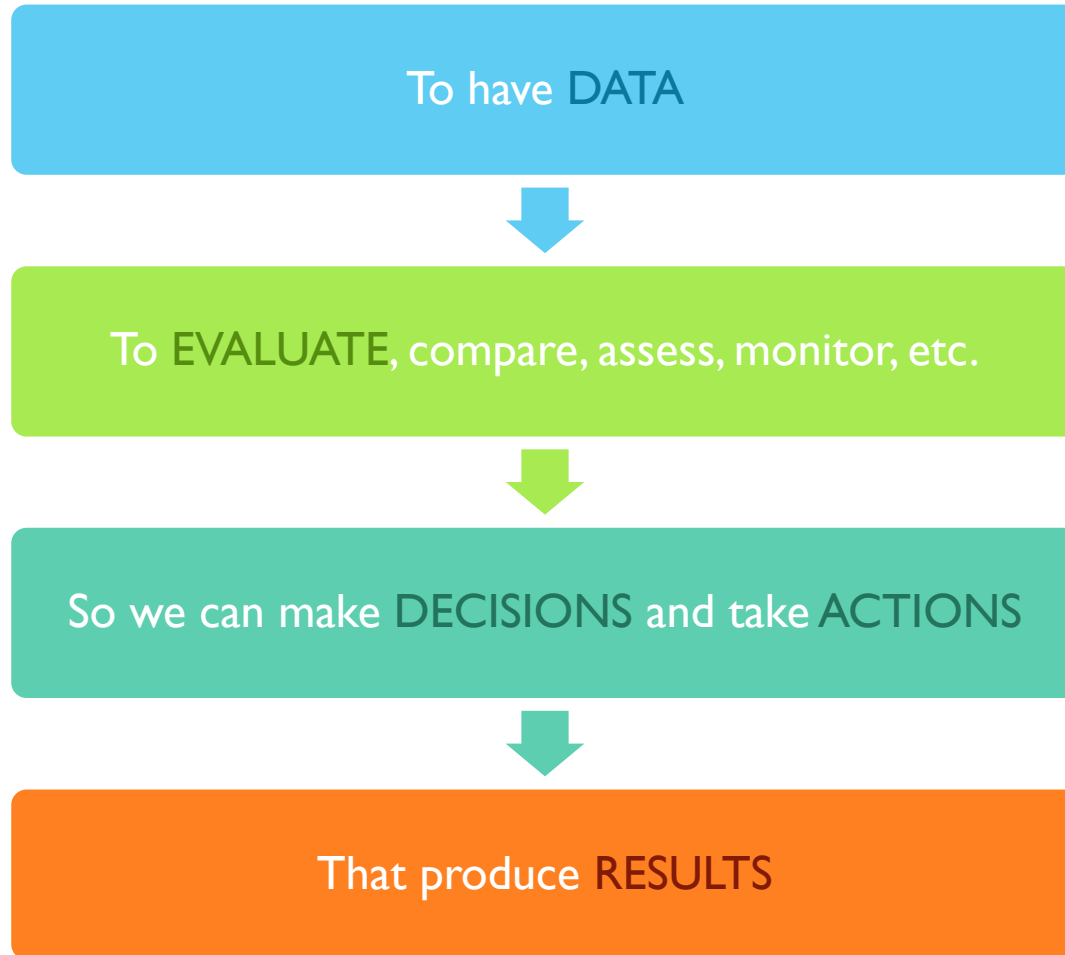
Creating a System of Measurement

Or...Having (Serious) Fun with Data... 

Consequences of Operating Without Measurement



Why measure?



What story is being told here?

Carte Figurative des pertes successives en hommes de l'Armée Française dans la campagne de Russie 1812-1813.

Dessiné par M. Minard, Inspecteur Général des Ponts et Chaussées en retraite. Paris, le 20 Novembre 1869.

Les nombres d'hommes perdus sont représentés par les hauteurs des zones colorées à raison d'un millimètre pour dix mille hommes; ils sont de plus écrits en lettres des zones. Le rouge désigne les hommes qui ont péri en Russie, le noir ceux qui en sont revenus. Les renseignements qui ont servi à dresser la carte ont été puisés dans les ouvrages de M. M. Cbiers, de Ségur, de Fezensac, de Chambray et le journal inédit de Jacob, pharmacien de l'Armée depuis le 28 Octobre.

Pour mieux faire juger à l'œil la diminution de l'armée, j'ai supposé que les corps du Prince Jérôme et du Maréchal Davoust qui avaient été détachés sur Minsk et Mohilew et un régiment vers Olescha et Witebsk, avaient toujours marché avec l'armée.

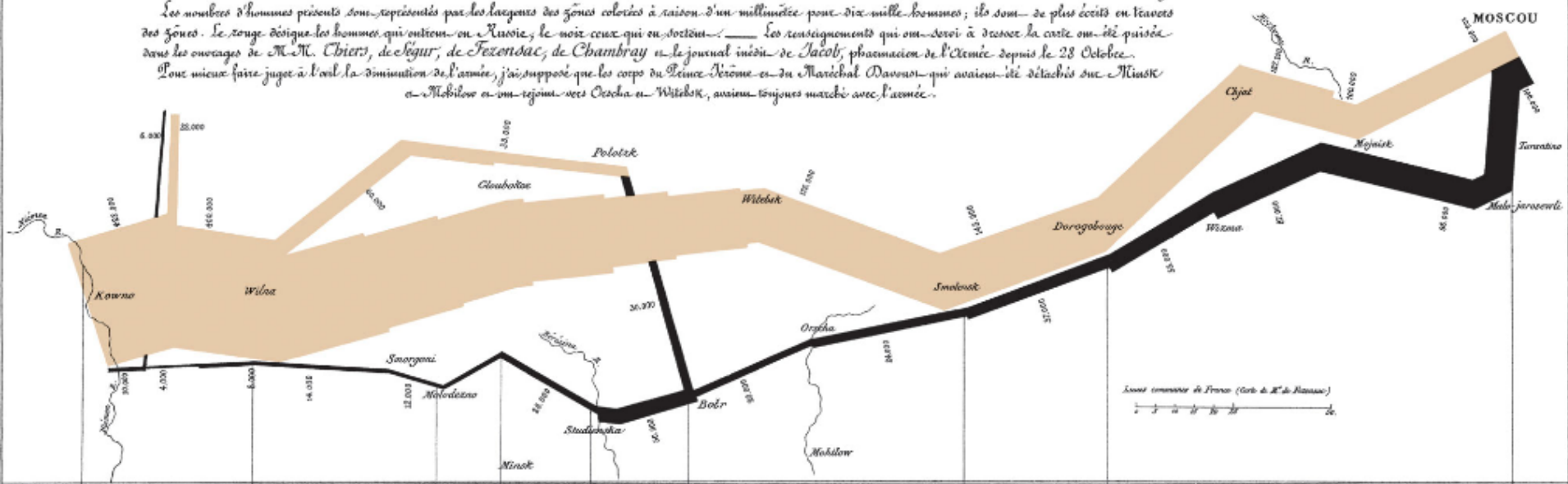
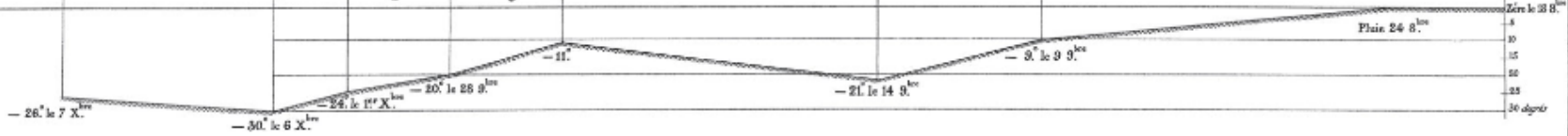


TABLEAU GRAPHIQUE de la température en degrés du thermomètre de Réaumur au dessous de zéro.

Les Cosaques passent au galop le Niémen gelé.



Acté, par Régis, à Paris, le 5^{ème} Mars 1813.

Imp. L. Bégin et Co. Paris.

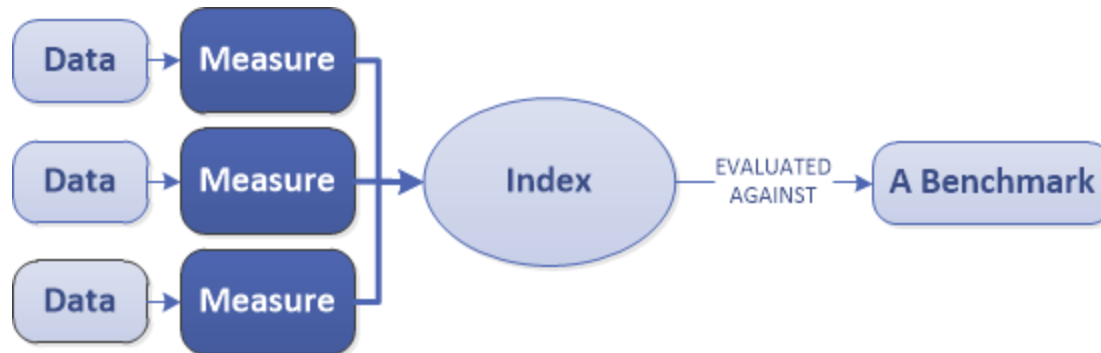
Where are we headed?

- ▶ **Benchmark Indices for:**
 - ▶ General Registrars
 - ▶ Electoral Boards
 - ▶ Virginia Department of Elections

Terminology **With Added Definitions**

- ▶ **Baseline** – starting point or starting value for a measure from which progress can be assessed
- ▶ **Benchmark** – standard; target level of performance to achieve
- ▶ **Index** – an indicator, sign or measure of something
- ▶ **Measure** – a standard unit used to express the size, amount or degree of something; a meaningful indicator used to determine performance
- ▶ **Process** – a series of steps that, when followed, produce an output or outcome

What to measure?



We can measure several things in election-related processes:

- **Compliance** with regulations, laws and other standards
- **Outcomes**; results achieved
- **Process performance**, e.g., on-time performance, accuracy, processing time, completion rate
- **Process inputs and outputs** (work volumes)

Measuring Process Performance

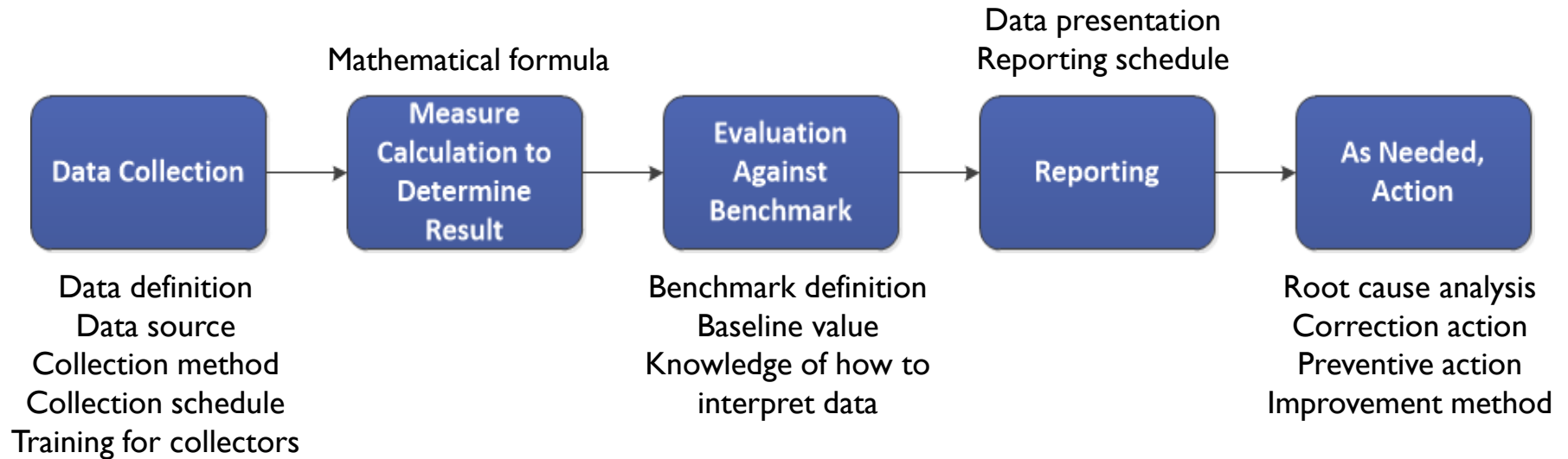
▶ What is a process?



Dimensions of Process Performance That Can Be Measured

- **Capability** – The process is able to consistently produce and output or outcome that meets requirements.
- **Stability** – The ability of a process to operate consistently and predictably.
- **Efficiency** – Operating with a minimum of wasted effort or resources

What's in measurement system?



48 After the presentation, Chair Robbins described a previous project working with the Pew
49 Workgroup where a number of election-related items were identified as measureable as
50 they related to the work output from GR offices. The Chair offered to send these measures
51 to the Workgroup. Commissioner Piper shared that ELECT would be hiring a data analyst
52 who would do much of the work in collecting data, and that it was up to the Workgroup to
53 decide the policies and procedures around using this data to improve elections in the
54 Commonwealth.

55 Chair Robbins suggested as the next order of business to appoint a secretary for the
56 Workgroup. Ms. Smithson nominated Ms. Clemons for the role of secretary, and Vice
57 Chair Ablowich seconded the motion, with the group voting in favor of Ms. Clemons's
58 appointment.

59 The next meeting would include a review of Vice Chair Ablowich's
60 recommendations for the Workgroup to consider; Ms. White's matrix of expenses; and a
61 number of items from the Voter Registrar's Association of Virginia. Vice Chair Ablowich
62 said he would send a revised copy of his recommendations to the Workgroup prior to the
63 next meeting. Chair Robbins then moved to adjourn the meeting. Commissioner Piper
64 seconded the motion, and the meeting adjourned at approximately 6:00 PM. The
65 Workgroup did not set a time and date for the next meeting.

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Secretary

Chair

Vice Chair