Ele255
3.A22
1998/99
Copy 1

COMMISSIONERS

SAMUEL W. HOWELL, IV
Chairman

DR. WALTER C. ROBINSON
Vice-Chairman

DR. DEBORAH B. CURETON

VERNON F. DUNBAR

MARTHA C. EDENS

State of South Carolina

Election Commission

PHONE: (803) 734-9060
FAX: (803) 734-9366
www.state.sc.us/scsec

JAMES F. HENDRIX
Executive Director

MARCI B. ANDINO
Deputy Executive Director

ANN C. WOLFE
Director
Administrative Services

DONNA C. ROYSON
Director
Election Services

GARRY BAUM
State Training Coordinator

HANNAH KING
Public Information Officer

E28

STATE ELECTION COMMISSION

LETTER OF TRANSMITTAL

RECEIVED
OCT 15 1999
Budget & Control Board
OFFICE OF STATE BUDGET

October 15, 1999

To: James H. Hodges, Governor
House Ways and Means Committee and
Senate Finance Committee:

In accordance with Provision 72.63 of the FY 99-00 Appropriations Act, the State Election Commission hereby submits its Annual Accountability Report for fiscal year 1998-1999. The report states the agency's mission as set out in Title 7 of the South Carolina Code of Laws, 1976, as amended and our major programs, prioritized by statutory mandates and both necessary and requested services to our customers.

Program objectives are based on the belief that this agency exists to support conduct of voter registration and elections in the state, and the performance measures reflect the quantity, efficiency and effectiveness with which these programs are carried out.

If you have any questions regarding this report, please feel free to contact me at (803) 734-9060.

Respectfully submitted,

James F. Hendrix

James F. Hendrix
Executive Director

JFH:hk

Enclosures

S. C. STATE LIBRARY
OCT 25 1999
STATE DOCUMENTS

E28

RECEIVED
OCT 15 1999
Budget & Control Board
OFFICE OF STATE BUDGET

STATE ELECTION COMMISSION

EXECUTIVE SUMMARY
Fiscal Year 1998-1999

The State Election Commission's (SEC) goal is to provide the best possible level of service to our customers within our statutory mandates. We are a service agency, and through analysis and customer evaluation seek to improve and expand that service. Those customers include the various county voter registration boards and election commissions, county and municipal governments, the South Carolina General Assembly, candidates for public office, other state agencies, the media, and the voting public of the State.

The criteria used to establish program priorities in this report are statutory mandates and requests for service from our customers.

Our primary statutory mandate is the maintenance and support of the Statewide Voter Registration System (SVRS). That program is our number one priority. Increased opportunities for voter registration have resulted in dramatic increases in the master file of registered voters. The system is now adding approximately 5,000 new registrations and changes per week. The increased use of automation, both in the agency and in the county registration board offices, has allowed updates to the master file on a daily basis with no increase in personnel at either the state or county level. This use of automation also allows the agency to produce, on an up-to-date basis, statistics concerning voter registration and election participation. Requests for these statistics from candidates, the media and the general public provide the bulk of our requests for information. Additionally, continued development of the agency's home page on the Internet and the inclusion, and the automatic updating of these statistics to our home page have resulted in very positive responses from customers seeking these statistics. Our home page was recognized for excellence by the S.C. State Library with a Notable State Document Award- the first ever for a web site. We serve as a national model for election-related home pages.

Although an agency-wide effort, the Special Projects section of SVRS has the chief responsibility for the development and implementation of the training and certification program for county voter registration and election officials. This program seeks to increase the knowledge and raise the professional level of those persons dealing with voter registration and elections on a day-to-day basis. The program is extremely successful and is, in large part, responsible for an improvement in the quality of elections across the State.

The agency-based registration program, necessitated by the National Voter Registration Act, continues to provide an example of interagency cooperation to provide registration opportunities to the citizens of the State. Of special note are the outstanding cooperative efforts between the SEC and the Department of Motor Vehicles, Vocational Rehabilitation and Department of Health and Environmental Control's WIC Program in the implementation of this service. Also, cooperative efforts with the Department of Social Services has enhanced their program to locate those persons who are delinquent in child support payments. We have also partnered with the Municipal Association of South Carolina to assist their member municipalities in the conduct of their elections.

Additionally, through cooperative efforts between SEC and the Federal Voting Assistance Program (Department of Defense), South Carolina is part of a pilot project to allow members of the Armed Forced to vote on the Internet in the 2000 general election.

The Election Services program is ranked as our number two priority. This program provides technical assistance to counties using electronic voting systems through the creation of the databases and ballots for all elections in counties using these voting systems. All databases and ballots are produced at an extremely reasonable cost- with no cost to the counties involved. Election Services also includes the Educational Services program of the agency. Our poll manager training program provides top quality training for poll managers working in statewide primaries and general elections. This training effort is conducted at minimal cost and serves as a national model for this type of training. Additionally, the division provides assistance and training to municipalities in the conduct of their elections.

Priorities three and four are the conduct of elections held in this reporting period. The agency oversaw the conduct of eleven special elections, including three special elections for the State House of Representatives and one special election for the State Senate, three special primary elections, and the 1998 General Election during this period. These elections were conducted according to law, with all polling places open and adequately manned. The results were properly certified in a timely manner. They were conducted by well trained commissioners and poll managers and in a manner that should raise the confidence of the voting public. The cost of these elections was well within their projected budgets.

The agency's Sale Of Lists Program is priority number five. Required by law to provide these list of registered voters, this program provides a valuable and much requested service to candidates for public office and businesses across the state. The program is completely funded from revenue generated by the sale of lists. Funds generated by the program fund two positions necessary to provide the service and pay for needed changes and updates to the program. Our Sale Of Lists Program is one of the most positive services we offer and consistently receives favorable evaluation from our customers.

This summary and the accompanying report indicate the breadth and level of services provided by the State Election Commission. We feel that we recognize our duties and responsibilities. We provide an full range of high quality services within our area of responsibility. These services are provided in a timely manner with concern for customer satisfaction, and within our allotted budget.

STATE ELECTION COMMISSION
Fiscal Year 98-99

MISSION STATEMENT

The State Election Commission (SEC) maintains the State's computerized statewide voter registration system. We are responsible for printing the list of registered voters for all elections held in the state. The statewide voter registration system also serves as a source for selection of jurors in the state. The SEC provides oversight of elections in South Carolina. The SEC trains voter registration and election officials, provides voter registration and election materials, prints or provides funding for ballots for all federal offices, statewide offices and constitutional amendments voted on in South Carolina and produces data bases and machine ballots for all elections in the state conducted on electronic voting systems. The members of the SEC serve as the State Board of Canvassers after elections to certify election returns, declare candidates elected and hear protests/appeals that may arise.

Priority Ranking:	**No. 1**
Program Name:	Statewide Voter Registration System
Program Cost:	$856,407
Program Goal No. 1:	To maintain and support South Carolina's statewide voter registration system.
Program Objectives:	To maintain an up-to date statewide voter registration system for the State of South Carolina. To supply the forty-six (46) county boards of voter registration with lists of registered voters, by precinct, for each election: statewide, county wide, municipal or other. To remove the names of voters who have died, moved, been convicted of felonies or crimes against the election laws or otherwise become ineligible as electors. To provide support to the county boards of voter registration in the proper use of the on-line voter registration system. To provide support to the county boards of voter registration on proper voter registration procedures and any changes that occur in the law. To provide the county boards of voter registration with all forms and materials used for voter registration.

Performance Measures:

Workload Indicators:

- 2,065,391 Active registered voters
- 158,268 New Registrations
- 103,460 New Registrations received from agency-based registration program
- 293,776 Changes to existing registration program
- 219 Elections held

  Use of on-line voter registration system:

  46 Counties using absentee registration/balloting system

  40 Counties using street address system

  46 Counties using election results reporting system

  32 Counties using poll manager tracking system

Efficiency Measures:

- All county boards utilizing statewide voter registration system
- All county boards of voter registration/election commissions utilizing election results system
- Statistics on registered voters by county, precinct, district and race produced quarterly
- Election participation statistics, by county and precinct, produced following every election in the state

Outcomes:

- New registrations and changes to the voter registration file are updated daily
- Voter registration increase due in part to the implementation of the National Voter Registration Act (Motor Voter) in 1996.
- Voter registration lists provided for all elections held in the state.
- After each election the statewide file was updated to reflect which voters participated in each election.
- Election results data from the counties were transferred to our home page on the Internet.
- South Carolina leads the nation in utilizing automation and automatically posting election results.

Program Goal No. 2: Information Services and Special Projects- To provide information on registration and election laws, procedures and statistics to public officials, candidates for public office and the citizens of South Carolina. To offer training components necessary for county boards of registration and election commissions to meet certification requirements. To conduct special projects designed to improve the election process and facilitate voting for the citizens of the state.

Program Objectives: To provide a comprehensive training and certification program to all county registration and election officials. To provide potential candidates proper information and guidelines to run for office. To provide needed information, including election statistics, to the public concerning election procedures in the state.

Performance Measures:

Workload Indicators:

- 30 Training and Certification Program components held
- 296 County registration board and election commission members and staff participated in training program

Efficiency Measures:

- County registration board or election commission members from all 46 counties participating in Training and Certification Program
- Manuals for training classes produced in-house
- Cost for program offset by charging participants $15 per class

Outcomes:

- Increased participation in the Training and Certification Program for county voter registration and election officials resulted in 85 participants being certified
- Requests for public information processed daily
- South Carolina is one of five states chosen to participate in the Department of Defense's voting on the Internet pilot project

---

Priority Ranking: **No. 2**

Program Name: Election Services

Program Cost: Electronic Voting System Division- $131,714

Program Goal No. 1: Provide technical assistance to counties using electronic voting systems.

Program Objectives: To create databases and machine ballots and to provide training and support for every election in counties using electronic voting systems.

Performance Measures:

Workload Indicators:

- 20 Counties in state serviced
- 155 Databases created
- 3,647 Ballots printed or copied
- 12 On site training sessions conducted

Efficiency Measures:

- 2,291 ballots plotted @ $.36 per ballot - $824.76
- 1,356 ballots copied @ $.30 per copy - $406.80

Outcomes:

- Provided programming and printed ballots for 155 elections held in State for counties using electronic voting systems. Provided training to poll workers and county personnel in the use of their voting system and the Election Laws of South Carolina. Reduced the cost of ballot printing and temporary personnel by using a faster and less expensive plotter.

Program Goal No. 2: Educational Services - Provide training to election workers in the proper conduct of elections.

Program Objectives: To conduct a comprehensive training program for election workers throughout South Carolina on a continuing basis. To conduct a statewide training program for poll managers prior to statewide primaries and general elections. To provide assistance and information to counties and municipalities in the conduct of elections.

Performance Measures:

Workload Indicators:

- 46 counties in state serviced
- 165 municipalities served
- 70 training sessions held on site throughout state
- 700 calls handled requesting information on election process
- 30 three hour training classes for poll managers conducted in Florence, Hampton, Edgefield, Lexington, and Williamsburg.
- 12 training classes with various Municipal Election Commissions
- 25 Poll Manager Training classes with various municipalities

Efficiency Measures:

- Approximately 11,000 people attended training classes on South Carolina election laws and the proper conduct of elections. Requests for information handled on a daily basis.

Effectiveness Measures:

- Increased number of trained poll managers available to serve on election day.
- Small group training has been recognized as being more effective and has increased the level of knowledge and performance in those counties participating in the program.

Outcomes:

- All precincts in elections held in South Carolina were staffed by poll managers who had received training in the proper conduct of elections.

Priority Ranking: **No. 3**

Program Name: 1999 Special Elections

Program Cost: $91,835

Program Goal: To conduct the 1999 Special Elections in such manner as to improve the quality of the election process and the faith and trust the voting public has in the integrity of the election.

Program Objective: To see that every precinct involved in these elections in the state is adequately staffed and has the proper ballots and materials necessary to conduct the election. To insure that every registered voter has the opportunity to cast his ballot and have it counted.

Performance Measures:

Workload Indicators:

- Conducted 11 Special Elections, including 3 Special Elections for S. C. House of Representatives and 1 Special Election for S. C. Senate and 3 special primary elections.
- Coordinated with County Election Commissions the publishing of notices as prescribed by law
- Provided assistance to County Election Commissions in ballot preparations
- Provided forms and election supplies used at the polls and in the absentee voting process
- All precincts manned with trained and qualified poll managers

Efficiency Measures:

- Provided forms and election supplies used at the polls
- All precincts manned with trained and qualified poll managers

Outcomes:

- Notices of election were published in newspapers of general circulation announcing the special election
- Election returns received from all affected counties within 24 hours
- All elections conducted properly and certified with no protests

---

Priority Ranking: **No. 4**

Program Name: 1998 General Election

Program Cost: $1,109,506

Program Goal: To conduct the 1998 General Election in a manner which ensures public trust within the process of the election and to improve the election process.

Program Objective:

Workload Indicators:

- Coordinated with County Election Commission in the publishing of notices of elections as required by law
- Provided assistance to all 46 counties in ballot preparation
- Provided forms and election supplies used at the polls and in the absentee voting process
- All precincts manned with trained and qualified poll managers

Efficiency Measures:

- Cost of election within projected budget
- Coordinated with County Election Commissions in the publishing of notices of elections as prescribed by law
- Election results received within 24 hours from each county
- Election night results automatically transferred to Internet

Outcomes:

- Notices of election were published throughout the state in newspapers of general circulation prior to the election
- Election materials mailed to all precincts for election day
- SEC staff provided statewide in-house support on election day
- Election returns received from all counties on election night
- All races certified as required by law

Priority Ranking: **No. 5**

Program Name: Administrative- Sale of Lists Program

Program Cost: $62,809

Program Goal: To provide the names of registered voters to candidates for public office, the general public and other governmental agencies upon request and payment of fees. To provide statistics on elections in South Carolina upon request and payment of fees.

Program Objectives:

1) To provide above information in a format suited to customers' needs on lists , labels, tapes or disks within reasonable time limitations.
2) To provide customer service in an effective and efficient matter.
3) To continually monitor and upgrade program to insure it is compatible with technology available to customer
4) To generate sufficient funds to insure fiscal responsibility of program.

Program Results:

Key Business Drivers:

1) Customer Service
2) Number of requests received and processed
3) Fiscal responsibility of program

Current Level of Performance:

1) 524 Orders Processed
2) 95% of orders processed and shipped within three (3) working days.
3) $91,994 revenue generated to totally fund program.
4) Programs updated by OIR to reduce the cost of generating data.