

Fairfax County Office of Elections



2014 Snapshot & 2013 Roundup

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2014 Pre-Election Snapshot

Turnout: Voter participation fluctuates significantly depending on the election cycle, generally peaking during presidential years, such as 2012 when 80.5 percent of eligible voters cast ballots. In 2013, the turnout rate was 46.8 percent, with Fairfax County casting 311,429 votes out of 2.2 million statewide.

Election Turnout - Fairfax County

Year	Precincts	Active Registered Voters	Total Votes	%
2014 General	238			
2013 general	238	665,311	311,429	46.8
2012 general	237	666,701	536,701	80.5
2011 general	239	640,674	206,635	32.3
2010 general	231	628,939	308,686	49.1
2009 general	231	626,961	279,606	44.6
2008 general	228	665,674	524,034	78.7
2007 general	225	606,501	201,787	33.3
2006 general	225	626,983	348,319	55.6
2005 general	224	611,183	277,471	45.4
2004 general	226	633,034	467,094	73.8
2003 general	224	591,964	194,291	32.8
2002 general	219	594,393	274,006	46.1
2001 general	218	580,104	271,847	46.9
2000 general	204	583,717	418,834	71.8

	Gubernatorial cycle
	Presidential cycle
	State House elections
	Federal elections (non-presidential)

Voter Registration:

2014 Total 11/1/14: 710,670
 2013 Total at Election Day: 705,722

Voter Photo IDs Processed as of 11/1/14: 286

The Office of Elections processed 286 photo IDs at over 86 stand-alone outreach events, 19 days at each of the 7 satellite locations during absentee voting, and during business hours at the Government Center from early July to date, including extended hours the last 3 weeks. Stand-alone events were held at libraries, senior centers, retirement communities, district offices, Tyson’s Mall, Mosaic District, and other county locations. A number of additional locations declined the offer of a stand-alone event.





Absentee Voting: 2014 saw continued growth in voters choosing to cast an absentee ballot in person, compared to previous non-presidential cycles (see chart below). In 2013, Fairfax County voters cast 29,406 absentee ballots— 9.4 percent of all ballots – up from 8.7 percent four years earlier and more than double the 4.1 percent in 2001.

How Fairfax County Residents Cast Their Absentee Ballots in 2010, 2013 & as of Nov. 1, 2014

		2010	2013	2014*
In person	Government Center	4,422	5,511	6,026
	Satellites	9,523	11,984	12,788
	TOTAL	13,945	17,495	18,814
Mail	Received	12,109	11,911	
	Returned as of 11/1/14			6,593*
Total		26,054	29,406	TBD

*2014 mail returns will not be complete until 7PM Election Night.

Absentee Ballots - Fairfax County

Year	Total Absentees	Total Votes	%	
2013 general	29,406	311,429	9.44	
2012 general	92,540	536,701	17.24	
2011 general	14,548	206,635	7.04	
2010 general	26,054	308,686	8.44	
2009 general	24,350	279,606	8.71	
2008 general	107,145	524,034	20.45	
2007 general	10,875	201,787	5.39	
2006 general	30,255	348,319	8.69	
2005 general	19,306	277,471	6.96	
2004 general	53,488	467,094	11.45	
2003 general	7,417	194,291	3.82	
2002 general	11,985	274,006	4.37	
2001 general	11,086	271,847	4.08	
2000 general	35,378	418,834	8.45	



Overview 2013

2013 was a busy election year in Fairfax County, with town elections in May, a primary in June, and the gubernatorial election in November, in which 311,429 Fairfax County voters participated – followed by December’s historic recount in the attorney general race. Additionally, the Office supported the work of the Board of Supervisors’ appointed Bipartisan Process Improvement Commission, along with the Office of the County Attorney. The Commission issued its report in March 2013 and the Office began efforts to address the recommendations of the Commission through 2013. Also over the course of the year, the Office of Elections processed almost 126,000 voter registration applications (new and updated) and welcomed 52,446 new voters. And 85,560 voters were removed from the Fairfax County rolls, primarily because they left the county or state.

Fairfax Key Statistics 2013		
Voter Database		
Registered voters (end of year)	705,722	
Registrations processed	125,982	
Online registrations	4,542	
New citizen ceremony registrations	3,820	
High school registrations	3,800	
2013 General Election		
Active registered voters	665,311	
Total voters participating	311,429	46.80%
Absentee voters	29,406	9.44%
Election Day calls	3,788	
Provisional ballots cast	489	
Provisional ballots accepted	217	
Election Officers		
Election officers serving	3,421	
Election officers trained (2-year)	3,841	
New election officers	452	
Bilingual election officers	248	
In-person absentee voting staff	58	
Social Media		
Website hits (pageviews)	179,190	
You-Tube video views	1,011	
Twitter followers	787	



The year was marked by significant innovation, making the voting process more accessible and transparent. The Office of Elections received national recognition for leadership in emergency preparedness planning, while its collaboration with Univision to educate and encourage Spanish-speaking voters received the county's *Celebrate Partnership* award.

Among the highlights of 2013:

- **Online voter registration** launched in July as a new option for Virginia voters.
- **In-person absentee voting was extended** over more weekends and for longer hours.
- All 238 precincts used **electronically scanned ballots** and **electronic pollbooks** in 2013; the office began testing options for new voting equipment to be deployed in 2014.
- The Electoral Board increased **election officer pay**, 452 new officers were recruited, and a record 248 bilingual officers served in November.
- An **interactive voice recognition** telephone system was implemented to handle the most frequent voter questions (including “am I registered” and “where do I vote”).
- The office piloted a customer response management system for recording and managing issues that arise in the precincts on Election Day.
- An improved **mobile app** directed voters to their assigned precincts Election Day.
- A **Spanish-language landing page** was added to the website, further election materials were translated into Spanish, and a **Korean language assistance** program was launched, including translated absentee voting materials.
- The website was redesigned to make it more user-friendly.



General Background

Fairfax County is the largest jurisdiction in Virginia (with 13.6 percent of the Commonwealth's population) and its elections attract intense interest and scrutiny. This is particularly true during tight statewide contests as experienced in 2013. The Fairfax County Office of Elections, under the direction of Electoral Board members Seth Stark (chairman), Stephen Hunt (vice chairman), and Brian Schoeneman (secretary), and the leadership of General Registrar Cameron Quinn, is committed to providing county voters a fair, efficient and transparent voting process. 2013 saw strong emphasis on enhanced voter experience through voter outreach and technology upgrades.



In 2013 the Office had two main divisions. The voter registration division provided a comprehensive year-round voter registration and voter outreach program. Using the statewide Virginia Elections and Registration Information System (VERIS) database, the general registrar and staff determined the eligibility of voters; maintained the voter registration records for Fairfax County's 700,000+ voters; oversaw in-person absentee voting satellites polling places, and processed absentee ballot applications and ballots received; certified candidate nomination petitions; and provided information and data to the public and political parties. In 2013, voter registration staff processed close to 56,000 applications and 30,000 absentee ballot requests.



Voters at the Pohick precinct in Springfield District mark electronically scanned ballots.

The election division managed the logistics for conducting and certifying elections by training and placing election officers; preparing election equipment; overseeing polling place operations; preparing ballots; providing information to the public; compiling election returns and conducting the post-election canvass (audit); and posting unofficial results on the agency's website on election night. In addition, the elections division received, audits, and provided public access to candidate campaign contribution and expenditure reports.

2013 Elections

The Fairfax County Office of Elections conducted two countywide elections in 2013: the Democratic Party primary election on June 11 and the general election on November 5. The general election included statewide contests for governor, lieutenant governor, and attorney general; a countywide sheriff's special election; one countywide bond initiative; and state legislative races involving all or portions of 17 House of Delegates districts. In addition, the Office of Elections conducted a town election in Vienna on May 7.

Election Turnout - Fairfax County

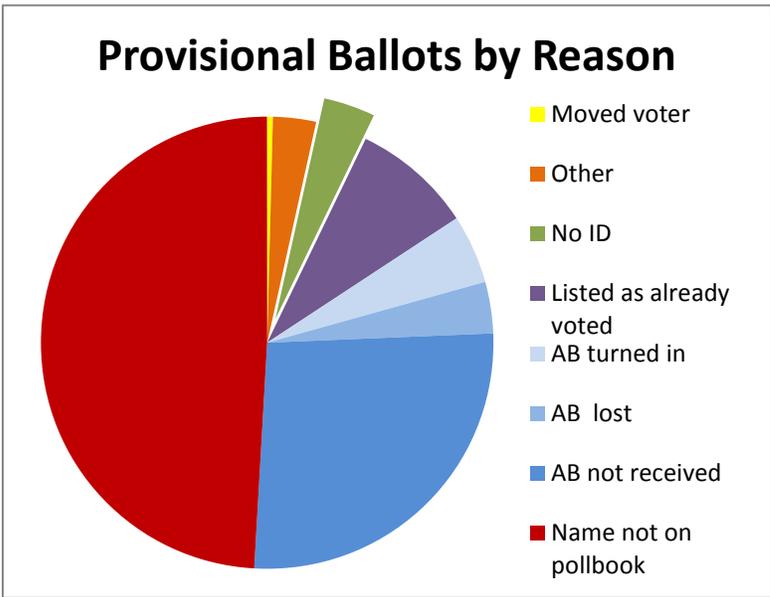
Year	Precincts	Active Registered Voters	Total Votes	%
2013 general	238	665,311	311,429	46.8
2013 primary (D)	237	682,881	23,794	3.5
2013 Vienna town		11,084	1,017	9.2

The majority of absentee ballots received during the 2013 general election were cast in person by voters at the Fairfax County Government Center or one of the county's seven satellite voting locations. Consistent with recommendations by the Fairfax County Bipartisan Election Process Improvement Commission to encourage absentee voting for those eligible to do so, satellite polling places were open three additional Saturdays (and one additional Saturday at the Government Center). Korean-language assistants were added to three satellite locations in addition to the Spanish-language assistants available at all locations.

During 2013, the Office of Elections conducted a preliminary test of an absentee "ballot-on-demand" system at the Sully satellite voting facility, which was well received by the voters and the staff. This pioneering technology allows election officers to print a ballot after checking in a voter at the satellite absentee voting location, based on the voter's legislative district. Ballot-on-demand will be particularly useful for the 2015 general election, which will require more than 70 ballot styles.



Provisional Ballots: A total of 489 provisional ballots (sealed in individual envelopes) were received and processed in conjunction with the November 5, 2013, general election. A voter may elect to cast a provisional ballot when his or her name does not appear on the pollbook, is marked as having received an absentee ballot or already voted, or when he or she cannot produce appropriate identification at his or her polling place. The voter indicates on the envelope the reason for using a provisional ballot.

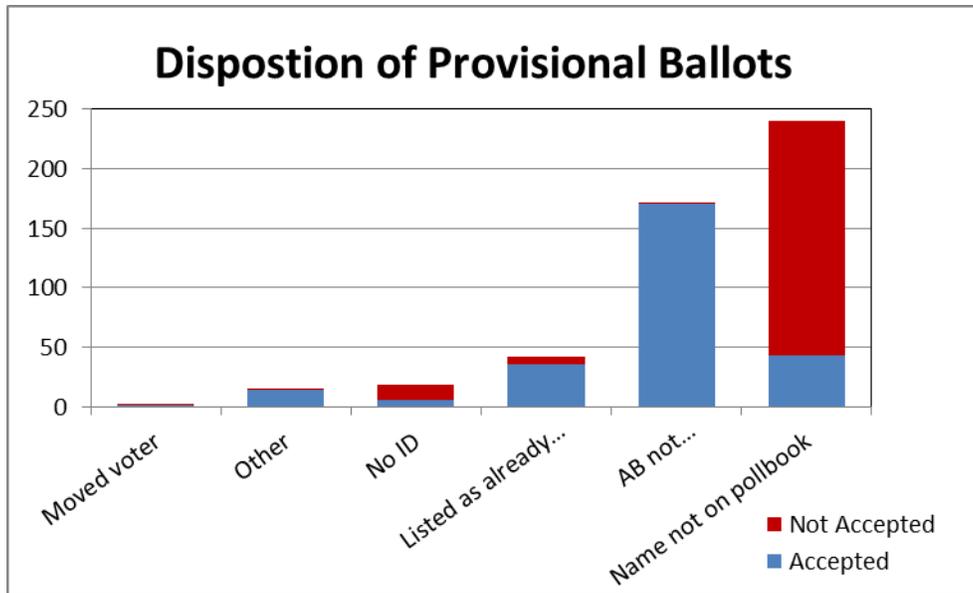


In 2013, 19 provisional ballots were cast because of ID issues; of these, six voters provided an ID to the Office of Elections by the statutory deadline and their ballots were counted. Many more cases involved voters who attempted to vote in a precinct other than the one in which they were registered. Also frequent were voters covered by the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA), who automatically had been sent absentee ballots by law; but because they had returned from overseas, these voters had not used their absentee ballots, and often not received them.

Consistent with Virginia elections law that requires voters to cast a ballot in the precinct where they reside, few “name not on pollbook” provisionals were accepted by the Electoral Board.

Of 489 provisional ballots, only 19 were cast because of ID issues. In all 147 provisional voters appeared in person; 271 ballots were accepted.

A difference in interpretation of state law led to a political miscommunication with some provisional voters. As a result, the Electoral Board chose to add opportunities for provisional voters to meet with the Board, since the Attorney General’s race was historically close and everyone wanted to ensure every vote properly cast would be counted. In total, 147 provisional voters appeared to meet with the Board; 271 ballots were accepted and 218 ballots rejected in accordance with state law.



The Office of Elections prepared a comprehensive procedures manual for conducting the provisional ballot process to increase efficiency, improve accountability, and standardize the operation for future elections.

Recount 2013: With just 165 votes out of 2.2 million cast statewide separating the two candidates for attorney general (a margin of 0.007 percent), an historic recount was conducted on December 16 and 17 (as well as a recount for the 86th District House of Delegates race on December 18). Acting under the order of the Recount Court, and under intense scrutiny from both media and the political parties, Office of Elections staff worked with the Clerk of Courts Office to ensure an orderly and efficient process.



County election officers and party observers spent several hours testing and certifying voting machines for the attorney general election recount.

The recount involved 40 teams of election officers working at three locations within the courthouse to rescan or recount over 300,000 ballots, including some that had to be counted by hand when they were rejected by the optical scan voting machines. The recount, which concluded ahead of schedule, produced a net increase in Fairfax County of 575 votes for Democratic candidate Mark Herring, 207 votes for Republican candidate Mark Obenshain, and 13 challenged ballots that were sent to the Recount Court in Richmond for adjudication.



Above: Recount observers from both parties watch as (seated left to right) Fairfax County Electoral Board Secretary Brian Schoeneman and Chairman Seth Stark review the ballots used to test the voting machines. Right: Recount Team 12 at work rescanning ballots.

Election Officers: Fairfax County has the largest number of voting precincts in Virginia, with 238 voting locations spread throughout the county's

395 square miles. In 2013, 3,421 election officers served (some in multiple elections) in the precincts, at the Central Absentee Precinct (CAP), and at satellite in-person voting locations. One hundred of these officers served again during the December recount. These officers are vital to the smooth operation of elections at the precinct level and for ensuring the integrity of the vote.

The Office of Elections placed a strong emphasis on election officer recruitment and training in 2013. After many years of static pay, the Electoral Board increased compensation for Fairfax County election officers to make the long days of service more attractive and better reward citizens for their service. These efforts helped recruit 452 new election officers.

A strong emphasis on election officer recruitment and training, including increased pay, helped recruit 452 new election officers.

Recognizing that Fairfax County serves a diverse electorate, including many citizens for whom English is not their first language, the Office of Elections stepped up efforts to recruit bilingual election officers and place them in the most heavily impacted precincts. In all, during the



Fairfax 40: At a recognition event held at the Government Center on June 19, Board of Supervisors Chairman Sharon Bulova, members of the Board of Supervisors and the Electoral Board honored Fairfax County election officers, giving special recognition to 52 election officers who have served in more than 40 elections, as well as several hundred who have served for at least 20 elections.

November, 2013, general election, the Office of Elections assigned 248 bilingual election officers to Election Day precincts, a 12 percent increase over November, 2012. These officers speak Spanish, Chinese Mandarin, Korean, and Vietnamese. In addition, a language assistance line was available through the Office of Elections on Election Day to help election officials communicate effectively with voters.

The high school student election participation program added supplemental precinct staffing with a combination of 403 student pages and election officers. The students were recruited from 22 public high schools and placed in 83 percent of the voting precincts. Many of these students were bi- or tri-lingual in 25 different languages, supplementing the county's efforts to recruit bilingual election officers.

Almost 250 bilingual election officers served in the November general election, supplemented by high school pages who were bi- or tri-lingual in 25 different languages.



The Office of Elections continued the enhanced training efforts that were initiated in 2012 to ensure that all election officers fulfill their four-year State Board of Elections training mandate and are provided the information and instruction necessary to perform their jobs well. Classes for precinct officers and chiefs were held at varying times during 2013 at the Fairfax County Government Center and, in the fall, also at the Dolley Madison and Sherwood Hall libraries.

Election Officer Training			
Precinct	2012	2013	Totals*
Election officers (state mandated)	2,738	565	3,030
Chief/assistant chiefs (state mandated)	665	175	741
Returning election officers		107	107
Electronic pollbook		77	77
Statement of results		89	89
Central Absentee Precinct			
Fairfax County Government Center		95	95
Satellite officers and chiefs		58	58

* Totals reflect only currently active election officers; figures will not add to totals.

Over a two-year period (2012-13), the Office of Elections held 207 classes, including “refresher” classes for previously trained officers and workshops focused on electronic pollbooks and the statement of results. Now in 2013, training for precinct officers emphasized availability of the language assistance line. Everyone who served in the November election had fulfilled their four-year State Board of Elections training mandate.

Over a two-year period, the Office of Elections held 207 training classes attended by more than 3,700 election officials.

The training programs for the Central Absentee Precinct (CAP) officers and chiefs were revamped and comprehensive new manuals created, with officer training taking place in the fall. The Office of Elections held five classes to train 70 CAP officers and chiefs assigned to absentee voting at the satellite locations and in-person at the Government Center.



Technology: The Office of Elections is committed to using technology to improve the voter experience. The County Department of Information Technology provides considerable support



Election Officers at Centre Ridge Precinct in Sully District check in voters using electronic poll books (EPBs). EPBs were used in every precinct during the 2013 General Election.

to help the office do so. Consistent with the 2013 Bipartisan Election Process Improvement Commission recommendations, the office procured additional laptop computers, and so was able for the first time to deploy electronic pollbooks (EPBs) in every precinct and the CAP in 2013.

In 2008, to meet the expected voter demand, Fairfax County began transitioning from touchscreen (DRE) to optical scan voting in accordance with state law. During the 2013

general election, voters were strongly encouraged to use electronically scanned ballots, leaving the limited number of DRE machines set up in each precinct for use by voters who needed the DREs' accessibility. Significantly, this was the first election to use electronically scanned ballots for most in-person absentee voting (DRE's remained available for absentee voters with disabilities). This required new processes to be developed to secure ballots at the absentee in-person locations and to compile the results on Election Day at the CAP.

Looking ahead, the Office of Elections spent 2013 preparing to purchase new voting equipment to modernize and improve the voting process. The goal to have the new equipment in all precincts for the November, 2014, general election was achieved. Fully ADA-compliant equipment is an integral part of the new voting system. For each of the three events held over the past year for vendors to present their voting equipment, the disability community specifically was encouraged to attend and provide feedback. Additionally, disability representatives served on the Technical Advisory Committee for the purchase.



Mock elections such as those at Greensprings Retirement Community (right) and George Washington's Mount Vernon (above) offer Fairfax County citizens an opportunity to test potential new voting equipment.

Mobile App: In 2012, Fairfax County became the first jurisdiction in Virginia to use a mobile app to make information available to voters for Election Day. In 2013, the “Vote” link on the Fairfax County mobile app helped voters to easily find their correct home precinct (*before* they check in) and, for those showing up at the wrong precinct, to obtain driving directions from their current location. Getting voters to the correct precinct is critical in making sure their votes will count.

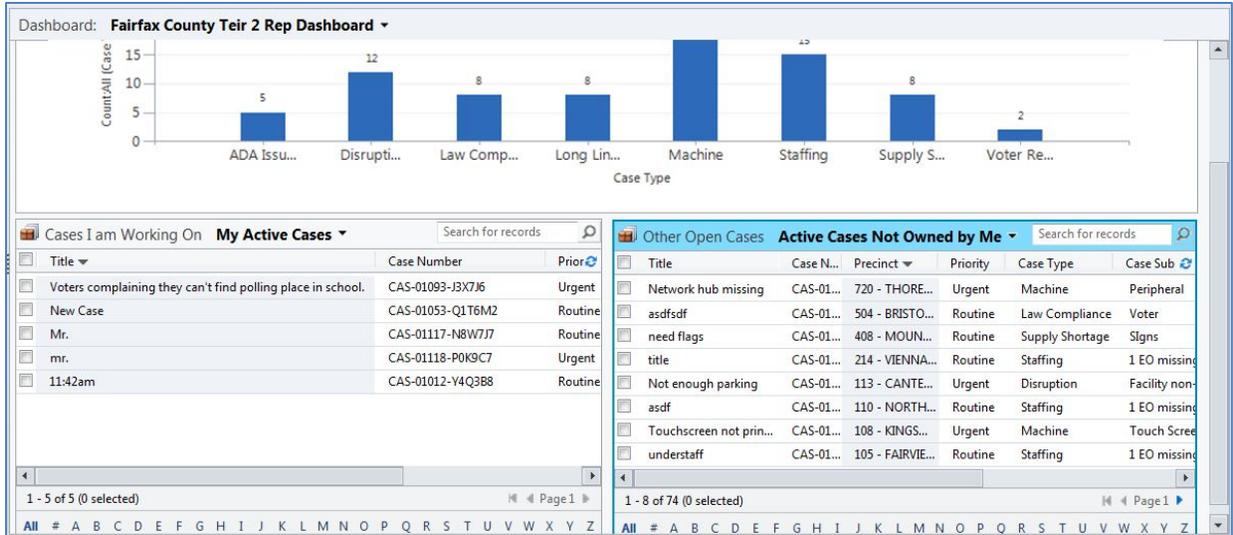


Command Center and Emergency Preparedness: The Office of Elections handled 3,788 calls on Election Day 2013, with dedicated call-in lines for both voters and chiefs. To facilitate prompt responses to chief election officers’ questions and issues, the Office of Elections operates an Election Day command center, which is staffed from 5:00 a.m. until after the polls close. In addition, precinct “rovers” are in the field, responsible for solving problems and ensuring smooth operations in polling places.

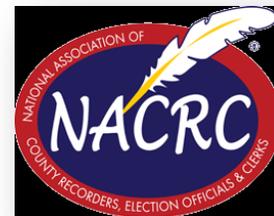
Election Day Calls from Election Officials Nov. 5, 2013			
<i>Vote</i>	<i>VoteTech</i>	<i>VoteChief</i>	<i>Total</i>
1,244	533	2,011	3,788

For the 2013 General Election, the Office of Elections piloted the use of a customer response management (CRM) system that allows staff to record, review, and manage data on issues that arise at the precinct in the course of the day. This system provides a way for the office and Electoral Board to more effectively track and monitor incidents, issues, and responses on Election Day, review the information after the election, and compare data over successive elections.





The Office of Elections has been nationally recognized for being at the forefront of contingency architecture concepts to ensure elections run smoothly – even in the event of disruptions caused by natural disasters or terrorist attacks. In August, 2013, the office received the National Association of County Records, Election Officials and Clerks (NACRC) award for best practices in election administration for the county’s 2012 Election Day Emergency Preparedness Plan. The plan was created and implemented by a broad team of county agencies to ensure that planning and sufficient resources were in place to handle multiple potential emergency scenarios during the November 6, 2012, presidential election.

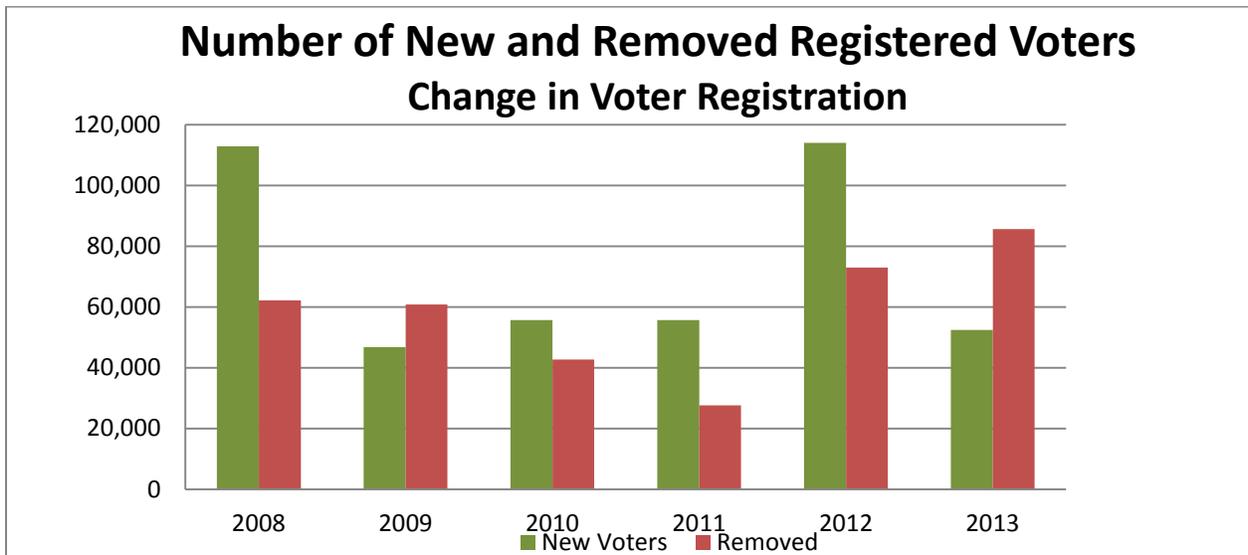


The Office of Elections could not achieve all it does without the support of many in Fairfax County, starting with the support of the Board of Supervisors and the County Executive. In addition to Office of Elections employees, hundreds of seasonal employees, thousands of election officers, and additional volunteers play a role, as well as many county employees. Both state recognized political parties, the League of Women Voters, and many civic organizations and their volunteers also help with specific projects, in addition to their own efforts to engage voters.

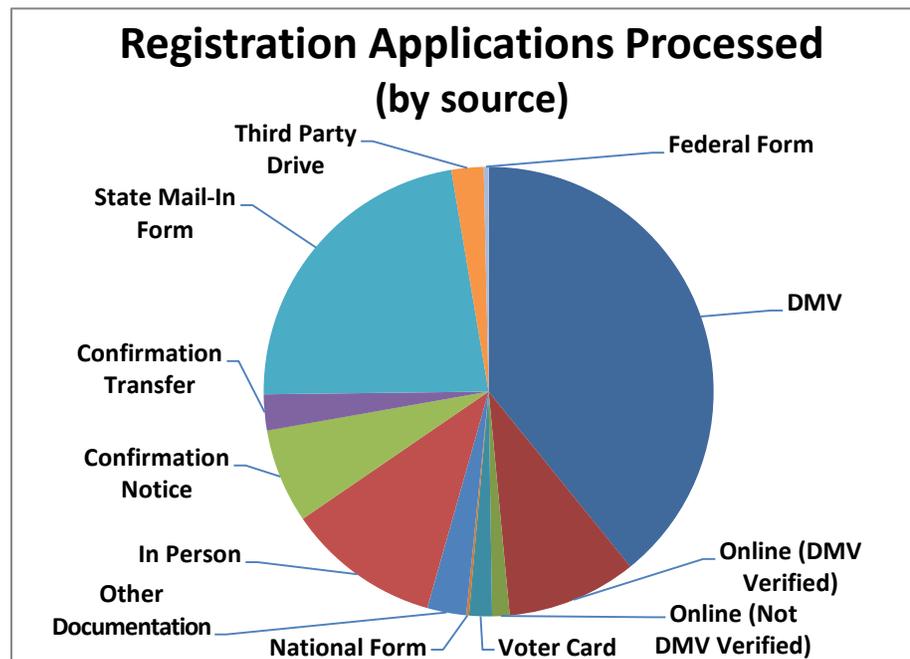


Voter Registration

Fairfax County ended 2013 with a total of 705,722 registered voters countywide, compared to 730,023 registered voters at the end of 2012. This reflects the federally prescribed cleanup of voting lists in the year following a federal election and the number of people who move out of the county.



During the course of 2013, the Office of Elections processed 125,982 voter registration applications (new and updated). The primary sources of voter registrations in 2013 were “motor voter” applications through the DMV (38 percent) and state mail-in application forms (22 percent). Another 17 percent registered in person.



Online Voter Registration: In late July 2013, Virginia launched an online voter registration service, available at www.vote.virginia.gov. This service allows Virginia residents to register or update their voter information at their convenience.

Completed applications are accessible by the Office of Elections for processing within hours of submission. By eliminating the challenges, staff time, and data entry involved in processing hand-written applications, on-line registration improves the accuracy of the voting rolls and the efficiency of the registration process.

Using Virginia's new on-line voter registration service, almost 1,000 Fairfax County residents were able to register on October 15, the registration deadline for voters in the November general election.

In 2013, the Office of Elections received and processed 4,542 applications through the on-line registration system, including 223 that were initiated on-line but completed by mailing a signed application. The value of this improvement to voter access and election administration was demonstrated by the large volume of online applications submitted on October 15 (the final day for registration before the books closed for the November general election). Statewide, almost 3,000 applied on-line that day, almost one-third of whom were in Fairfax County. As a result, the approximately 200 staff hours saved in Fairfax County alone that day would have required three seasonal staff members doing nothing else for two weeks— and it is not like there is extra staff with nothing to do at that time of the year! This saves time and taxpayer money.

Voter Registration Drives: Voter registration drives were held at high schools, new citizens' ceremonies, and retirement communities throughout the county by Office of Elections staff and field representatives. The Office of Elections also partnered directly with individuals and organizations such as the League of Women Voters, Asia and Pacific Internet Association, faith- and ethnic-based organizations, and political groups to provide voting information and register voters.

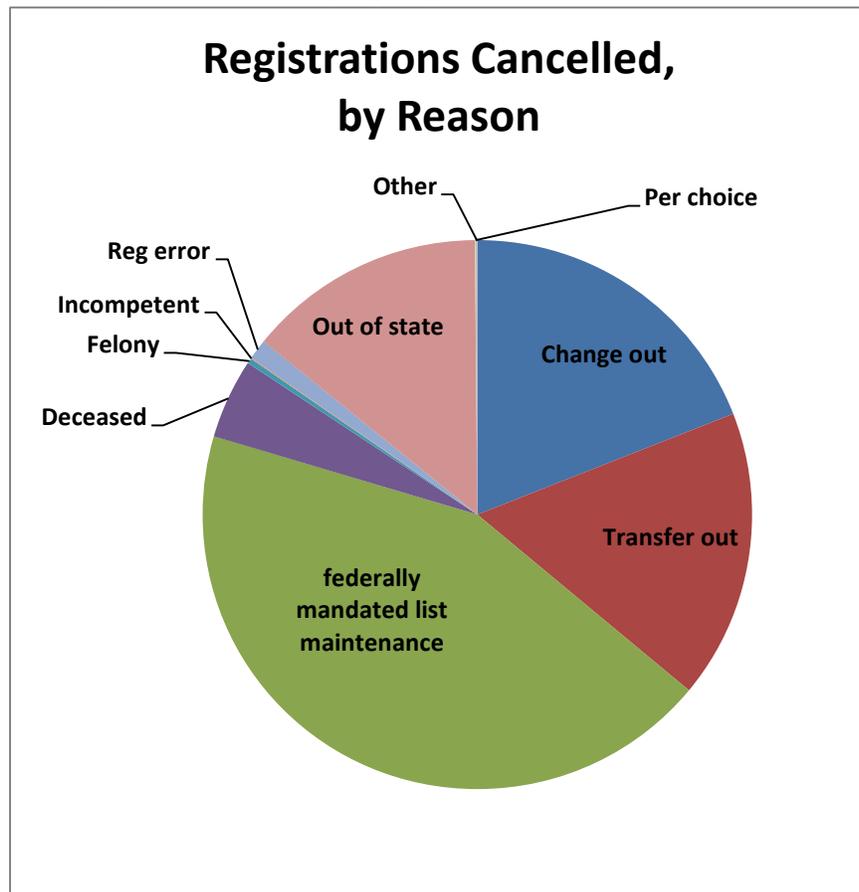
2013 Voter Registration Events		Total events
New citizens' ceremonies		62
New citizens' registered	3,820	
Retirement/senior centers		19
High schools*		26
Students registered	3,800	

*Includes five high schools that conducted their own registration drives using materials supplied by the Office of Elections.



Registration Cancellations: The National Voter Registration Act and Virginia state law charge local registrars with keeping registration records accurate and current, a considerable task in

Fairfax County where approximately one out of every seven households moves each year.



In 2013, 85,560 voters were removed from the Fairfax County voter registration list, the vast majority of whom had left the county. These voters included some who, based on information that indicated they may have moved, had been placed on the inactive list prior to the November 2010 federal election and who did not respond to a letter from the elections officials or vote in the 2010 or 2012

federal elections. It also includes those who registered to vote in another jurisdiction, obtained a drivers' license in another state, or declared to a local court that they are no longer a resident of Fairfax County when summoned for jury duty.

In 2013 the Virginia General Assembly passed legislation requiring the State Board of Elections (SBE; newly renamed in 2014 to the Department of Elections) to work cooperatively with other states to share information on potential duplicate voter registrations. In mid-August 2013, Fairfax County received a list of 7,934 voter names with potential duplicate registrations from 12 states that participated in a multi-state Interstate Crosscheck Program. Office of Elections staff carefully reviewed the records of each voter and in 728 cases found the individuals had re-registered or voted in Virginia subsequent to registering to vote in another state. Those registrations were not cancelled.

In addition, the Office of Elections uses information from the courts and other state and federal agencies to identify people adjudicated as felons or mentally incapacitated, or who died.

Communications and Outreach

Communication is central to the mission of ensuring that citizens of Fairfax County are able to exercise their right to vote. The Office of Elections uses a variety of tools to keep registration and election-related information in the public eye.

Traditional and Social Media: “Where do I vote?” is perhaps the most frequent question received from the public (or at least tied with “am I registered to vote?”). The Office of Elections uses technology in multiple ways to deliver that information to voters. In addition to the mobile app, easy links that allow a voter to look up his or her own information are available through both the Fairfax County Office of Elections and the SBE websites. In 2013, the Office of Elections’ top 10 web pages had almost 127,000 visits, with the homepage receiving the most page views. The website was revamped in 2013 to include a Spanish landing page for one-stop ease in finding Spanish language voter registration and election information.

Election Website Traffic

Time Period: Sept. 1 - Nov. 30, 2013

Top 10 Pages

	Entrances	Bounces	Visits	PageViews	Exits
1. /elections/default.htm (Homepage)	23,515	6,797	27,600	40,685	11,838
2. /elections/absentee.htm	16,439	6,688	21,342	28,596	11,223
3. /elections/upcoming.htm	12,561	6,630	17,815	23,646	11,203
4. /elections/precincts.htm	8,922	5,142	14,242	24,714	11,232
5. /elections/returns.htm	8,544	6,022	13,061	19,316	11,484
6. /elections/absentee_locations.htm	3,927	3,355	13,373	14,683	10,800
7. /elections/vregis.htm (Voter Registration)	3,791	2,771	4,679	5,769	3,821
8. /elections/sample_ballots.htm	2,672	1,785	8,449	12,739	6,058
9. /elections/working.htm (Election Officers)	2,012	1,035	3,610	5,502	2,225
10. /elections/hsstudent_program.htm (HS Page Program)	1,499	1,056	2,807	3,540	1,746
Totals	83,882	41,281	126,978	179,190	81,630

Entrances - entering a website page, first page to view

Bounces - number of times a visitor exited from the entrance page without visiting other pages on website

Visits - an interaction with a website consisting of one or more requests for content (pageview)

PageViews - number of times the page was viewed

Exits - leaving the website, last page to view



The Office of Public Affairs (OPA), a key agency partner in Fairfax County, in coordination with the Office of Elections disseminates critical election information through the county's news service NewsWire. Information is also provided through communications channels including Twitter, Facebook, Ch. 16 (the county's government cable station), YouTube, Sound Cloud and county publications, such as the *Golden Gazette*, which reach key demographics. In 2013, with the assistance of the OPA and Channel 16, the Office of Elections created a series of videos in

English and Spanish to improve its citizen outreach. Subjects include general absentee information, absentee ballot instructions, accommodations for ADA voters, using optical scan equipment to vote, and serving as an election officer. The absentee voting video aired over Channel 16 for two months (twice a day, seven days a week) and had 181 views on YouTube. Links to the videos are on the Office of Elections website.

Fairfax County Votes@fairfaxvotes Nov 5
If you are voting after work, remember - polls close at 7 p.m. You can vote as long as you are in line at 7 p.m.

Fairfax County Votes@fairfaxvotes Nov 5
2 p.m. update - 28% turnout with 111 of 238 precincts reporting.

Fairfax County Votes@fairfaxvotes Nov 5
Photos: Election Day 2013 in Fairfax County:
<http://bit.ly/1a5WHfv>

Fairfax County Votes@fairfaxvotes Nov 5
Voted? Between now and 4-5 p.m. is a great time to get to your poll. Make sure you bring a form of ID - don't need photo ID!

Fairfax County Votes@fairfaxvotes Nov 5
VIDEO: Update on Election Day in county:
<http://bit.ly/1cN92Wf>

Fairfax County Votes@fairfaxvotes Nov 5
By 10 a.m. 140 of 238 precincts reporting - 9.1% turnout, 60,602 out of 665,301 active registered voters.

Fairfax County Votes@fairfaxvotes Nov 5
Your pre-voting checklist. Go to the poll prepared:
<http://1.usa.gov/1aOdeR>

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It's Election Day! Polls are open 6 a.m. to 7 p.m.

The Office of Elections' Twitter account (@FairfaxVotes) finished the year with 787 followers. Frequent tweets before, during and after the election kept members of the media, party representatives, and the public informed of election deadlines, results, and other key information.

The county's OPA established a special Web portal specifically to disseminate information in support of citizens' interest in the December 16-18 recounts (www.fairfaxcounty.gov/elections/recount2013). The "Recount Resource Page" was the only known webpage of its type available in the state during the recount.



Anticipating the huge surge in phone calls preceding the 2016 presidential election, and recognizing prior voter frustration while waiting on hold to have their questions answered, the Office of Elections began to use DIT supported interactive voice recognition (“IVR”) telephone software in the summer of 2013. The system links to the state voter registration database and gives Fairfax County voters without access to the internet the ability to obtain key information over the telephone in both English and Spanish, 24/7/365. The system is able to provide individual voter registration and polling place information, as well as answers to many of the most frequently asked questions (FAQs). During the week preceding the 2013 election, 394 calls were received by the IVR line, and only 25 percent of those transferred to a staff member for assistance. The IVR system already has streamlined overall voter operations, improved the voter experience, and provided Fairfax County citizens with increased value for their tax dollar.

Bilingual Outreach and Assistance: The 2010 census triggered the language accessibility requirements of Section 203 of the Voting Rights Act for Fairfax County’s Spanish-speaking population in October 2011. For the 2013 elections, all ballots and other election materials were provided in Spanish as well as English.

The Office of Elections partnered with Univision to educate the Fairfax County Spanish language citizens to more fully engage in the election process. Univision, a US television network has the largest audience of Spanish-speaking viewers in the world. Collaboration with the Office of Elections included help with distributing social media and public service announcements (PSAs) as well as a number of news stories to publicize registration, deadlines, and election-related information. In May, 2013, news reporter Claudia Uceda and marketing consultant José Montes-Solano received Fairfax County’s Media/Communication Partner Award in recognition of the numerous hours and significant talent and resources they contributed.



Univision’s José Montes-Solano (center left) and Claudia Uceda (center right) receive Fairfax County’s Celebrate Partnership Award for media and communications. Claudia and José were instrumental in assisting the Office of Elections in presenting voting information to Hispanic voters and encouraging them to be more fully engaged in the election process. They are joined by Office of Elections outreach team members Norma Rengel (far left) and Pat Ferguson (far right).



On October 3, 2013, members of the National Korean American Service and Education Consortium (NAKASEC) and other Korean activists hosted a press conference to announce the Office of Elections' new Korean-language assistance for the 2013 election. Pictured (l to r) Herndon Town Councilmember Grace Han Wolf, Board of Supervisor Chairman Sharon Bulova, Electoral Board Secretary Brian Schoeneman, General Registrar Cameron Quinn, Council of Korean Americans President Sam Yoon, Dong Yoon Kim of NAKASEC and former State Board of Elections member Harold Pyon.

The Office of Elections has begun focusing on the needs of additional language communities where many voters have limited-English proficiency. In partnership with the county's Asian community activists, the office started identifying helpful goals. The absentee voting information card and absentee ballot application for the 2013 general election were translated into Korean and distributed to satellite voting facilities, libraries and district Supervisors' offices. In addition, four of the county's absentee voting sites had voting assistants on hand who were bilingual in English

and Korean. In 2013, the office added Vietnamese language assistance to its efforts to provide other non-native-English speakers with language resources that they need to effectively participate and exercise their right to vote.

Mission Statement

The Office of Elections is committed to providing each citizen of Fairfax County with the opportunity to exercise his or her right to vote in an efficient and equitable manner in accordance with the Constitutions of the United States and the Commonwealth of Virginia and the Code of Virginia.