

A photograph of a city street scene, likely in Boston, featuring a mix of historic brick buildings and modern skyscrapers. A semi-transparent dark blue overlay covers the middle portion of the image, containing text and a logo. The scene is captured during the day, with some buildings showing interior lights.

Elections Department FY27 Budget

Council Budget Hearing: May 14, 2026

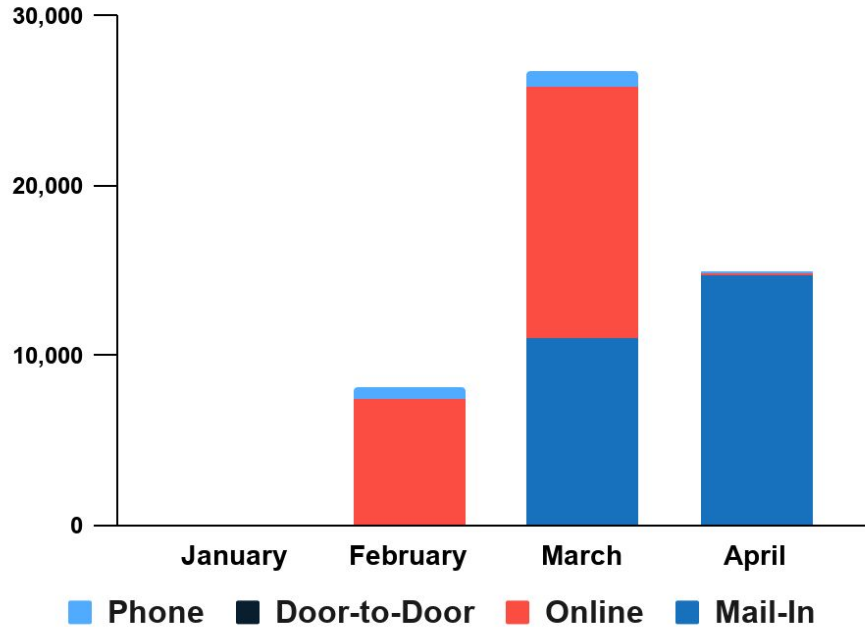


About the Elections Department

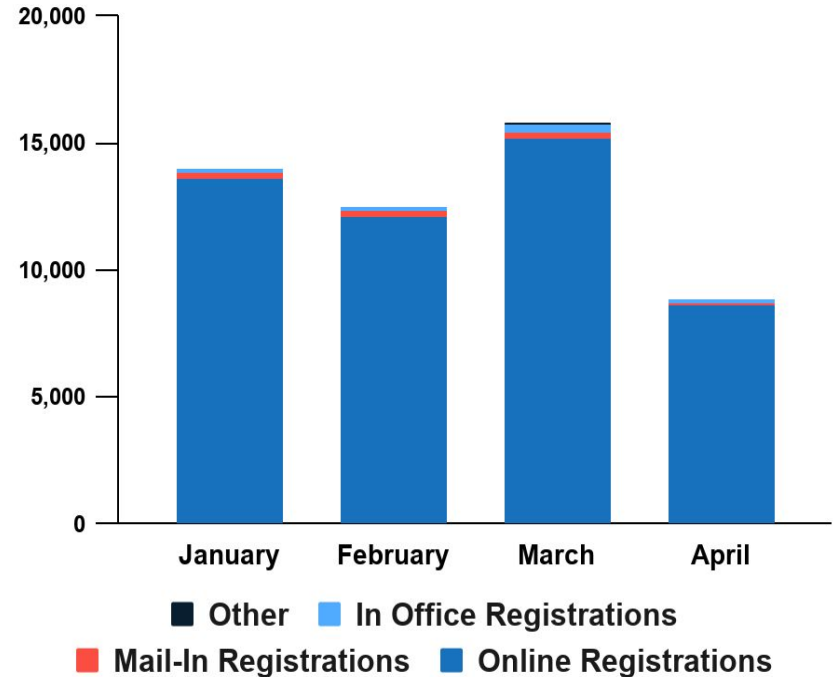
The Elections Department administers all municipal, state, and federal elections in Boston. Our work includes registering voters, conducting the annual census, supporting poll workers, and helping residents understand how to participate in the democratic process.

Year-Round Operations

Census Submissions in 2026

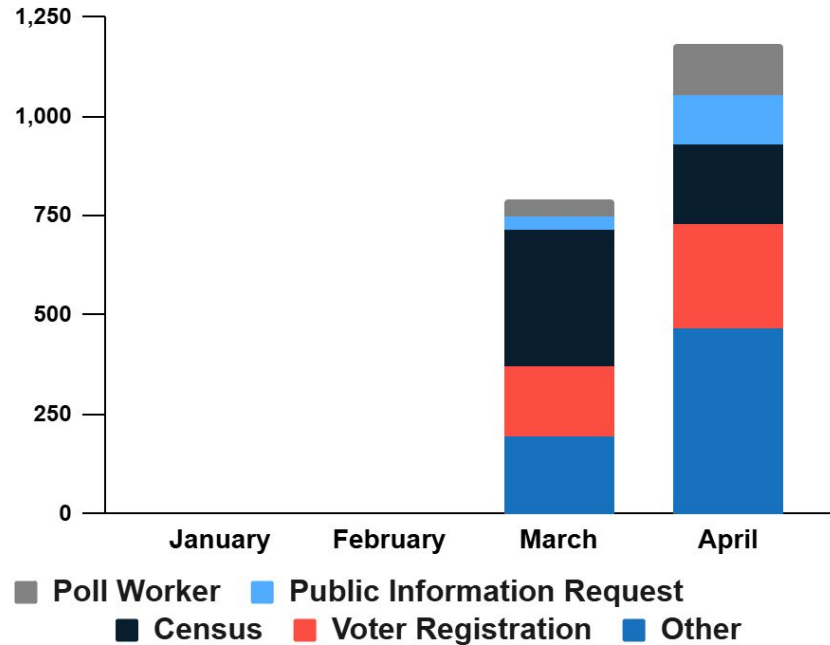


Voter Registration Submissions in 2026



Calls Taken by Elections Staff

Calls Taken in 2026



Community Outreach

The Elections Department regularly attends community events, coffee hours, and CoB-sponsored events

Schools Contacted	Schools Visited so far in 2026	Students Registered
28	14	210



Goals

- 1** Modernize Check-in Systems
- 2** Empower Staff and Scale their Impact
- 3** Reimagine Training and Resources
- 4** Enable Data-Driven Decision Making

Improvements



- Procured **Poll Pads**
- **Trained Poll Workers** on Poll Pads
- Improved Network Connectivity



- Recruited **311 Call Takers**
- Set up the **Call Center Structure**
- Brought EOC to City Hall



- Created New **Quick Reference Guides**
- Digitized Training Resources
- Revamped Training Materials



- Sent **Feedback Forms**
- Collected Data with a Call Center
- **Tracked Calls** with Creatio

Poll Worker Support

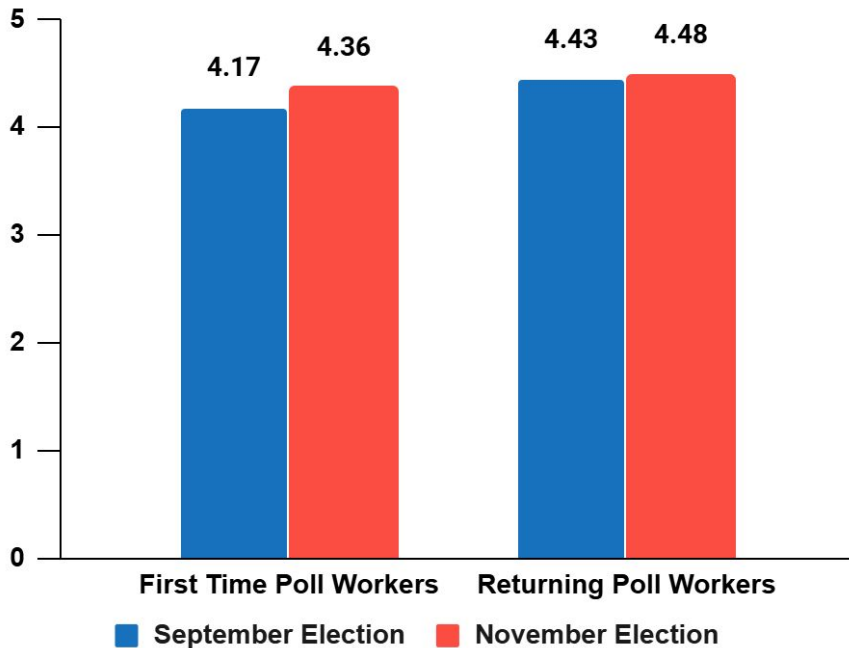
The process improvements were well-received and empowered voters and Poll Workers across the City

- ✓ **274 new** Poll Pads were used at each polling location to expedite voter check-in
- ✓ There were **0 connectivity issues** on either Election Day due to extensive network testing and work by DoIT
- ✓ **All calls** to the City were tracked and the vast majority **were promptly answered**
- ✓ Poll Workers and volunteers **felt well-trained** and liked the **new resources**
- ✓ **User feedback and new data systems** allowed September improvements to be refined and expanded for November

We successfully trained Poll Workers on new systems...

How well did the Poll Worker training prepare you for Election Day?

1-5 Scale



“The write-in and headcount specificity was excellent. **We have never had that training in depth before.**”

- Returning Poll Worker
Ward 2, Precinct 6

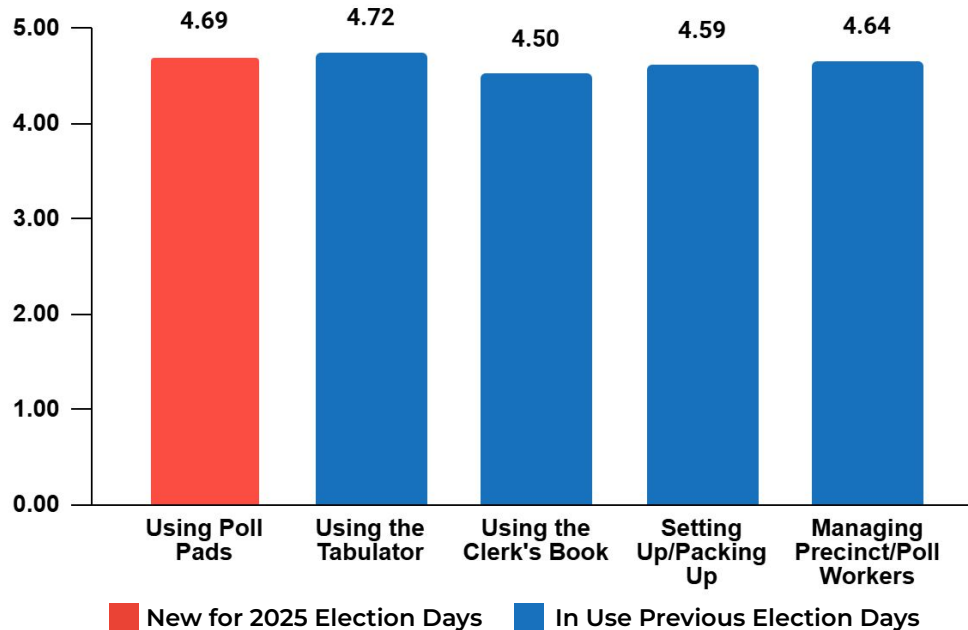
“**Whole process carefully explained and had a great teaching handout.** We all were allowed hands on experience at the end of training which helped so much.”

- New Poll Worker
Ward 6, Precinct 9

...and Poll Workers felt supported on Election Day

Poll Worker Confidence in Using Equipment

1-5 Scale, Averages from November Election



What Percent of Poll Workers Had....	September 2025	November 2025
Most or All of their Questions Answered	84%	92%
Ample Staffing	92%	95%
An Organized Site	98%	98%

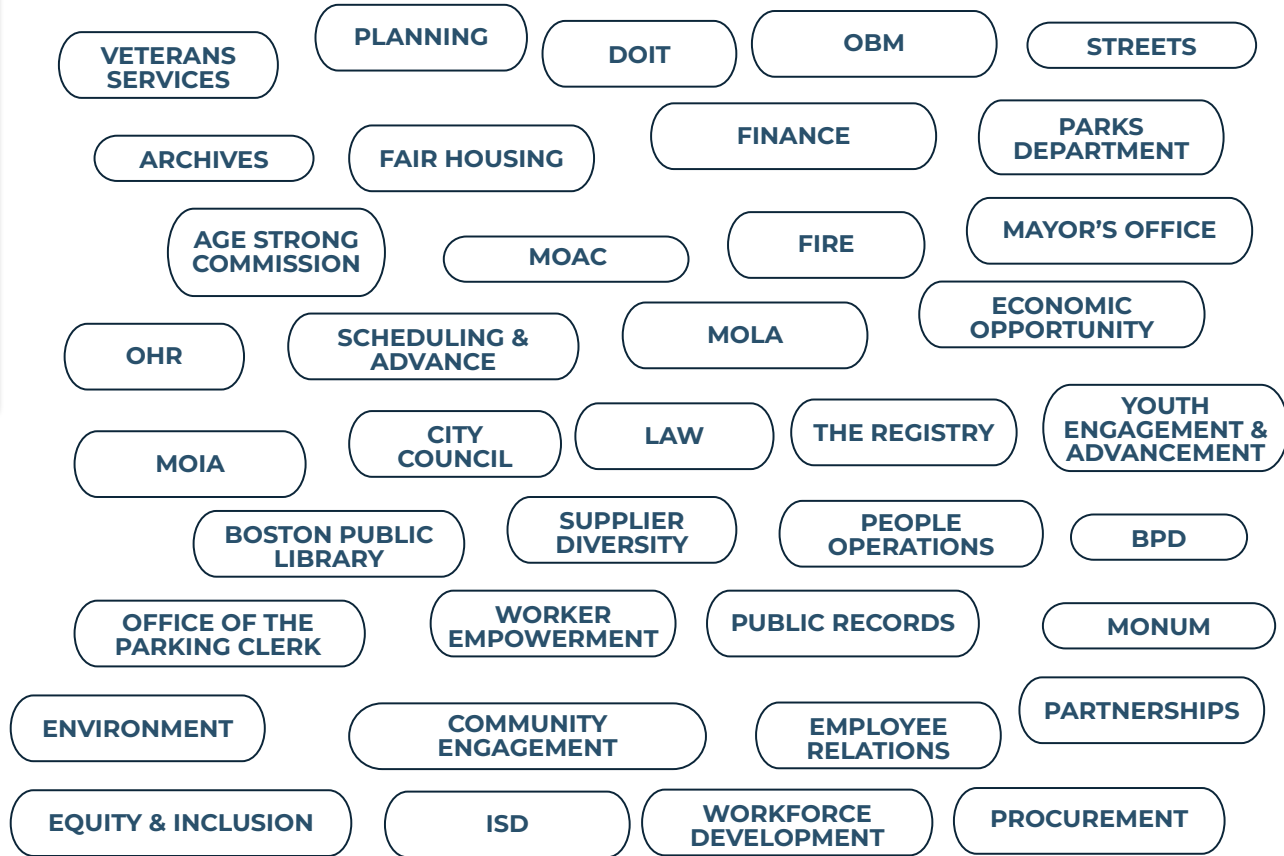
...to improve our Call Center service...

September	311	Situation Room	Call Takers
Average Queue Time	0:07	1:46	0:33
Average Ring Time	0:05	0:04	0:05
Average Talk Time	2:29	2:31	2:54
Average Total Call Time	2:41	4:21	3:32

November	311	Situation Room	Call Takers
Average Queue Time	0:08	0:58	0:07
Average Ring Time	0:05	0:04	0:05
Average Talk Time	2:44	2:20	2:44
Average Total Call Time	2:57	3:22	2:56

Average queue time decreased 46% in the Situation Room and decreased 79% with Call Takers between September and November!

Cross-Department Support



Next Steps

We're already preparing for the next election - the *2026 Congressional Midterms!*

1

Further empowering Poll Workers and Call Takers with better tools and resources

2

Refining internal communications and operations to be more responsive throughout Election Day

3

Expanding public outreach to increase awareness and confidence in local elections



THANK YOU!

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