



Mindy Tarlow
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To: Melissa Mark-Viverito, Speaker
New York City Council

From: Mindy Tarlow, Director
Mayor's Office of Operations

Date: August 16, 2016

Re: Agency-Based Voter Registration Under LL 29 of 2000, Mayoral
Directive One and LL63 of 2014

Period: January 1 through June 30, 2016

During this reporting period:

- The NYC Board of Elections reported receipt of 10,297 registration applications originating from NYC agencies. This is a significant increase over the last two 6 month periods where registration was 5,880 for July 1-December 31, 2015 and 3,809 for January 1-June 30, 2015.
- The Office of the Chief Technology Officer (CTO) and DCAS demonstrated the electronic registration system developed for when the public applies for examinations for City positions to approximately 20 additional agencies in January. As a result, the CTO's office has begun working with the IT teams at a number of agencies to enable those agencies to incorporate voter registration in their online application processes. Agencies actively considering the online approach are DOT, DEP, DOHMH and the City Clerk.

- Translations of voter registration forms, registration guides and FAQs into Arabic, French, Haitian Creole, Russian and Urdu were released in July. Also released were translations of the guides and FAQs (which were created by the Campaign Finance Board) into the existing Board of Elections languages: Spanish, Chinese, Korean and Bengali. All are available on the CFB website and to City agencies.
- The Mayor's Office of Immigrant Affairs has begun the process of having the application, guide and FAQs translated into 6 additional languages: Polish, Italian, Tagalog, Yiddish, Albanian and Greek.

<u>Agency</u>	<u># Served</u>	<u># Apps Distributed</u>	<u># to BOE</u>	<u># Trained</u>	<u>Web Clicks</u>	<u>Comments</u>
DFTA	30,000	159	75	1,500	N/A	
BIC	1,054	2(a)	1	6	45	(a) BIC deals with business representatives, not the general public. Registrants were BIC staff.
ACS	30,000	1,200	0	150	48	
DCP	(b)	0			5	(b) City Planning relocated during the reporting period. Voter Registration will be handled by new staff.
DCAS	11,500	323	17	18	31,000	
CCRB						
DCA	99,542	100,000(c)	42	15	181	(c) Distrib. # is forms provided with new and renewal license applications + passive displays at DCA locations
DOC	52,350	N/A (d)	0	10		(d) DOC has passive displays only: in visitor areas and various locations within each jail.
DCLA	480/week	0	0	7	59	
DORIS	49	30	19	3	0	
DEP	25,496	11,842	101	6	20	
DOF	21,553	21,553	0	0	0	
FDNY	74,773	49	9	27	25	
DOHMH	(e)	1,619	0	0	N/A	(e) DOHMH offers forms directly and has passive displays in health center lobbies.
DHS	(f)	5,991	129	N/	168	(f) DHS serves a transient population that can reapply at various intake centers. Forms are offered each time.
HPD	30,650	(g)	0	N/	275	(g) HPD has passive displays at Section 8 offices and sites where documentation is dropped off/picked up.
HRA	3,156,318	759,978	13,222	396	0	
CCHR	2,068	2,068	3	0	353	
DPR	1,800,000	110,000(h)	0	50	38	(h) Distribution # is approximation based on sales & visit figures at rec. centers, permit offices & nature centers.
DOP	2,436	269	0	0	82	
SBS	57,334	550	81	43	N/A	
TLC						
DOT	32,937	9,727	0	0	1,967	
DYCD	27,194	9,368	596	308	503	

Agency-Based Voter Registration Jan 1- June 30 2016

AGENCY-BASED VOTER REGISTRATION JANUARY 1- JUNE 30, 2016

INDIVIDUAL AGENCY REPORTS

To: Bonda Lee Cunningham

From: Jack Kupferman, Department for the Aging

Date: July 27, 2016

Re: Report to the Mayor's Office from the Department for the Aging regarding Voter Registration Initiative – due July 2016

of people served: 30,000 (estimate)

of applications distributed to individuals: 159

of applications collected and sent to Board of Elections: 75

of front line staff trained: 1500 (estimate)

of "clicks" on home page voter registration button unable to gather this data

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered.
 - Based on our implementation plan, the Department for the Aging has required each program, project and site to offer voter registration materials to participants and those inquiring about service. Additionally, all units at DFTA's Central Office having contact with the public have been diligently informing applicant and others about the opportunity to register to vote.
 - Voter Registration materials and inquiries have been offered by every DFTA contractor, including satellite offices.
- Describe how training was provided
 - Using a variety of modalities, DFTA has provided training through several sessions of classroom style presentation from the NYC Campaign Finance Board; through distribution of the online tutorial, shown at each individual program site; discussion with individual staff members and through inquiries;
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

- o We have targeted the offer of voter registration materials and applications during client assessments; group information sessions; individual conversations with program staff; as announcements during meal service; and other means.
- Describe special registration activities, if any
 - o There have been no special registration activities.
- Describe challenges, both resolved and unresolved
 - o Given the nature of our participant population, we find that the overwhelming majority of older persons have been registered to vote for decades. Interestingly, through informal anecdote, we learned that several individuals seeking to register were not citizens. Instead, they hold green card status.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov



The City of New York
BUSINESS INTEGRITY COMMISSION
100 Church Street · 20th Floor
New York · New York 10007
Tel. (212) 676-6219 · Fax (212) 676-6204

Daniel D. Brownell
Commissioner and Chair

Agency – Based Voter Registration January 1, 2016 - June 30, 2016

Agency: New York City Business Integrity Commission

Agency Reporter: Nicholas Bon, Director of Licensing

Phone: 212-437-0532

Email: nbon@bic.nyc.gov

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of “clicks” on home page voter registration button : 45

of frontline staff trained: 6

of people serviced: 1054

of applications distributed: 2

of applications collected and sent to board of elections: 1*

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* This person is employed by the NYC Business Integrity Commission.



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Agency – Based Voter Registration January 1, 2016 - June 30, 2016

Agency: New York City Business Integrity Commission

Agency Reporter: Nicholas Bon, Director of Licensing

Phone: 212-437-0532

Email: nbon@bic.nyc.gov

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Introduction: The New York City Business Integrity Commission started its voter registration distribution on January 1, 2016. Using our agency-based voter registration plan to implement the law, the following information is submitted for information purposes.

- The Agency-base voter registration plan will be incorporated at BIC's sole office, 100 Church Street, 20th Floor; the Licensing Unit will be the hub of implementing and complying with the voter registration Law.
- Voter registration forms are made available at the agency reception desk and waiting area. The agency website has been outfitted with the Voter Button as provided by City Hall and the NYC Campaign Finance Board (CFB).
- BIC's frontline staff will be involved, including: the agency receptionist and four Licensing Specialists, all of whom deal directly with the public. The Director of Licensing will oversee implementation and compliance.
- BIC's frontline staff was trained on all aspects of the Agency-Based Voter Registration as well as the policies and guidelines set forward by the BOE. All the relevant materials were reviewed as well as mock encounters ensured the staff was prepared for a variety of scenarios.
- Initially BIC's implementation plan included providing voter registration forms in our mailings, however, since we have moved to email based communication with BIC applicants.



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Agency-Based Voter Registration
Under Local Law 29 & Mayoral Directive One - July 15, 2015

Agency: Administration for Children Services

Name of Agency Reporter: Kaytlin Simmons, Esq. / Stephanie Rewatiraman

Phone: (212) 341-2718/ (212) 341-8992

Email: Kaytlin.Simmons@acs.nyc.gov; Stephanie.Rewatiraman@acs.nyc.gov

.....
of people served: 30000

of applications distributed: 1200

of applications collected and sent to Board of Elections: 0

of front line staff trained: 150

of "clicks" on homepage voter registration button: 48

- 1. List the locations and types of agency operations where voter registration was actually offered**

Queens	Abbott House 25-23 99th Street, East Elmhurst, NY 11369
Bronx	Beach Avenue, 1101-1103 Beach Avenue, Bronx, NY 10472
Brooklyn	BoysTown 6th Avenue 289 6th Ave, Brooklyn, NY 11215*
Queens	BoysTown Astoria 1, 32-16 36th Street, Long Island City, Queens NY 11106*
Brooklyn	Boystown Bensonhurst, 1244 65th Street, Brooklyn NY 11219*
Brooklyn	BoysTown Bergen, 535 Bergen Street Brooklyn, NY 11217*
Brooklyn	BoysTown Dean, 525 Dean Street Brooklyn, NY 11217*
Queens	BoysTown Richmond Hill, 132-04 107th Avenue South Richmond Hill, NY 11434*
Brooklyn	BoysTown St. John's 240 St. John's Place Brooklyn NY 11217*¹
Dobbs Ferry	Children's Village Louis Cottage, One Echo Hills, Dobbs Ferry, NY 10522
Brooklyn	Crossroads Juvenile Center , 17 Bristol St, Brooklyn, NY 11212
Bronx	Episcopal Carpenter 612 East 228th St Bronx, NY 10466
Bronx	Episcopal New Bridge 2604 Davidson Avenue Bronx, NY 10468
Bronx	Episcopal New View 3620 Marolla Place Bronx, New York 10466
Manhattan	Episcopal New Way 131 West 132nd Street, New York, NY 10027
Bronx	Episcopal Social Services, 301 East 162nd Street, Bronx NY 10451
Bronx	Episcopal Social Services, 2615 Whiteplains Road, Bronx NY 10467
Bronx	Episcopal Social Services, 3675 Marolla Place, Bronx NY 10466
Brooklyn	Good Shepherd Barbara Blum , 262 Ninth Street, Brooklyn, NY 11215
Bronx	Good Shepherd Nelson Mandela, 2207 University Avenue Bronx, NY 10453
Bronx	Good Shepherd Peter J. Sharp, 1315 Plimpton Avenue, Bronx, NY 10452
Bronx	Horizon Juvenile Center, 560 Brook Ave, Bronx, NY 10455
Bronx	Leake and Watts, 634 Manida Street, Bronx NY 10474
Brooklyn	Lutheran Clinton Avenue , 521 Clinton Avenue Brooklyn, NY 11238



Queens	Martin De Porres, 101-30 92nd Street, Ozone Park
Queens	Martin De Porres, 41-56 Judge Street, Elmhurst NY 11373
Queens	Martin De Porres, 89-28 207th Street, Queens Village NY, 11427
Queens	SCO, 90-39 189th Street, Queens, NY 11423
Brooklyn	SCO, 280 Shepherd Ave, Brooklyn NY, 11208
Queens	SCO, 336 Beach 38th Street, Far Rockaway, NY 11691
Bronx	SCO, 1250 E. 229th Street, Bronx NY, 10466
Queens	SCO, 133-25 128th Street, South Ozone Park, NY 11420
Bronx	SCO, 1250 E. 229th Street, Bronx NY, 10466
Brooklyn	SCO Sunset Park, 339 49th Street Brooklyn NY 11220
Queens	St. John's, 130-20 107th Avenue Richmond Hill, NY 11419
Queens	St. John's Residence for Boys, 150 Beach 110th Street, Rockaway Park NY 11694

2. Describe how training was provided

- a. ACS partnered with the Campaign Finance Board and Board of Elections to provide online training. ACS also participated in Train-the-Trainer training hosted by the Mayor's Office of Operations and the Campaign Finance Board. Train-the-Trainer trainees provide individual ad hoc training as necessary.

3. Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

- a. ACS currently offers this form to new clients when they are filling out paperwork and in reception areas. We are exploring distributing forms to clients directly during follow-up appointments.
- b. ACS currently makes forms available at some ACS facilities and is working to expand availability in facilities that were previously exempt from the directive such as our detention centers.

4. Describe special registration activities, if any

- a. ACS conducts an annual voter registrations drive in collaboration with the Campaign Finance Board.



- b. ACS distributes voter registration forms to all Interns assigned to our College/Graduate Intern, Ladder for Leaders and SYEP Programs
- c. ACS also distributes voter registration forms in the new employee orientation packet

5. Indicate whether voter registration link has been placed on agency home page:

- a. ACS routinely places links (provided by the Campaign Finance Board) to the Board of Elections website and gives notices regarding: Primaries, General Elections, Registration deadlines, etc.

6. Describe challenges, both resolved and unresolved:

- a. Because ACS is such a large Agency with many of our frontline staff off-site or working in the field it is difficult to assemble everyone to conduct an in person training. Also since CFB online training cannot be tracked it is difficult to account and verify which employees have indeed completed the training.
- b. Tracking how many forms we distribute
- c. Counting completed forms since clients are not always returning the forms to ACS staff
- d. Families are distrustful of ACS, and appear to believe that we have another motive other than to ensure that they are registered to vote.
- e. Clients and visitors show no interest in Voter Registration information
- f. ACS' Division of Family Court Legal Services has very little interaction with the public other than appearing in court. Four of our offices are collocated within the Family Courts but our reception areas are not very big and any set-up would likely have to overflow into courthouse space and this would require the permission of the Court. In the past when we have sought permission to facilitate a voter registration event in one of our offices, the Court did not wish to participate.

* indicates facility closed effective - July 15, 2015.

Agency-Based Voter Registration – January 1- June 30, 2016

Agency: City Commission on Human Rights (CCHR)

Name of Agency Reporter: Milagros Navarro-Tilley

Phone: (212) 416-0157 Email: mnavarro@cchr.nyc.gov

.....
of people served: 2,068

of applications distributed to individuals: 2,068

of applications collected and sent to Board of Elections: 3

of front line staff trained: 0

of "clicks" on home page voter registration button 353

Narrative: One to 2 pages maximum. Bullets OK.

- **List the locations and types of agency operations where voter registration was actually offered:**

Pursuant to City Charter § 1057-a, the New York City Commission on Human Rights ("Commission") distributed registration forms during meetings, resource fairs, workshops, presentations, and also while providing technical assistance in our Community Services Centers located in the five boroughs. Registration forms in English, Spanish, Chinese, Korean, and Bengali are available in our Community Service Centers.

As a distribution strategy, Commission staff leveraged their daily field visits with service partners and interaction with large groups of people to distribute registration forms during these events to make the process accessible and easy. For the period covering January 1, 2016 to June 30, 2016, Commission Staff provided voter registration forms to individuals at the following locations and events:

1. Naturalization Ceremony at Brooklyn Federal Courthouse (25 Cadman Plaza East, Brooklyn, NY 11201);
2. Waiting area at Brooklyn Community Service Center (275 Livingston St. and 25 Chapel Street Brooklyn);
3. Fair Housing Symposium (CUNY School of Law, 2 Court Square, Long Island City, NY 11101);
4. Know Your Obligation with ICNA & Queens EOC (Queens Educational Opportunity Center, 15829 Archer Ave, Jamaica, NY 11432);

5. Town Hall with Concerned Citizens of Laurelton (The Linden SDA Church, 228-20 137th Ave, Laurelton, NY 11413)
6. Immigration Protection Workshop with MS 217 (MS 217Q, 85-05 144th Street, Briarwood, NY 11435)
7. Immigration & Social Services Town Hall at Queens Library (Queens Central Library, 89-11 Merrick Blvd, Jamaica, NY 11434)
8. Housing & Rad Town Hall with CM Richards Office (Ocean Bay Community Center, 57-10 Beach Channel Dr, Far Rockaway, NY 11692)
9. Immigration Affair (Sonya Sotomayor Community Center Rosedale Avenue, Bronx, NY 10473);
10. Bronx Housing Court (167th St. and Grand Concourse, Bronx, NY 10451);
11. POTS – Part of the Solution (2759 Webster Avenue, Bronx, NY 10458);
12. Convent Avenue Baptist Church (420 West 145th Street, New York, NY 10031);
13. Bronx County Re-Entry Task Force (809 Westchester Avenue, Bronx, NY 10455)

- Describe how training was provided:

The Commission did not provide any training during the period covering January 1, 2016 to June 30, 2016.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

The Commission does not target events specifically for the purpose of distributing voter registration forms, but regularly provides voter registration forms at events where the Commission participates for the purpose of educating the public about the Commission and the New York City Human Rights Law. For example, during the period covering January 1, 2016 to June 30, 2016, Commission staff distributed voter registration forms at town hall meetings, community fairs, workshops, and conferences at which the Commission is a sponsoring agency, co-sponsoring agency, or attending as a guest agency.

- Describe special registration activities, if any:

The Commission has not engaged in any special registration activities for the specific purpose of promoting voter registration, but regularly provides voter registration forms at events where the Commission participates for the purpose of educating the public about the Commission and the New York City Human Rights Law.

- Describe challenges, both resolved and unresolved:

As described above, the Commission distributes voter registration forms at our Community Service Centers and at other public events, and we have not encountered challenges in this distribution.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: Department of Consumer Affairs

Name of Agency Reporter: Mary Cooley

Phone: 212-436-0392

Email: mcooley@dca.nyc.gov

.....
of people served: 99,542

of applications distributed to individuals: ~100,000

of applications collected and sent to Board of Elections: 42

of front line staff trained: 15

of "clicks" on home page voter registration button 181

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
 - DCA's Licensing Center at 42 Broadway, in waiting area.
 - DCA's Financial Empowerment Centers, in the lobbies.
- Describe how training was provided
 - The 15 staff trainings were conducted as employees were hired in the licensing center during the reporting period.
 - The total number of current trained employees is 86.
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Voter registration applications were provided with new and renewal license applications.
- Describe special registration activities, if any
 - N/A
- Describe challenges, both resolved and unresolved
 - DCA completed translation and posting of signage for the Licensing Center waiting area.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

NYC Department of Social Services

Office of the Director of Adult Care

100 South Street, 10th Floor, New York, NY 10038

Phone: (212) 312-3000

Fax: (212) 312-3000

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Agency-Based Voter Registration –January 1- June 30, 2016

Agency: NYC Department of Correction

Name of Agency Reporter: Nora Reissig

Phone: 718-546-0442

Email: Nora.reissig@doc.nyc.gov

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of people served: *Materials are provided in all congregate program and visit areas to ensure that the population, staff, and the public has access to voter registration and absentee ballot forms throughout the year. These include but are not limited to Law Libraries, Social Service and Program areas, Ministerial, barbershop, and visiting areas. Due to the fact that the materials are distributed department-wide we do not have a specified number of individuals who took advantage of this opportunity.*

of applications distributed to individuals: *For the reporting period covered in this report, there were 52,350 Voter Registration Forms and 25,200 Absentee Ballot Forms placed throughout the Department for utilization by the population, staff, and visitors. The breakdown by language is as follows: English: Voter Registration (21,000) Absentee Ballots (6,500) Spanish Voter Registration (21,000) Absentee Ballots (6,500) Korean Voter Registration (5,125) Absentee Ballots (6,100) Chinese Voter Registration (5,125) Absentee Ballots (6,100).*

of applications collected and sent to Board of Elections: *The population has the ability to mail Absentee Ballots and Voter Registration Forms at their leisure, therefore we do not collect and deliver them to the Board of Elections ourselves. However, during most election seasons the Department in partnership with partner agencies conducts voter rights awareness events where voter registration forms and absentee ballots are collected and delivered to the Board of Elections.*

of front line staff trained: *10 staff including Program Coordinators assigned to numerous facilities were provided information on the location of the Voter Registration and Absentee Ballot forms and trained on how the population can access and send in their forms.*

of "clicks" on home page voter registration button: Waiting for DOC IT to provide

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered: Voter Registration Forms are located in all NYC department of Correction

facilities in the following locations: Law Library, Social Service Units, Program Areas, Ministerial Offices and other designated congregate areas. Visitors can access this information in the Perry Building (ie. Benjamin Ward Visit Center located on Rikers Island) as well as the visit houses in the facilities located in the boroughs. Staff can access this information at department Headquarters and the Academy.

- Describe how training was provided: *Training was provided at one of the Weekly Program Coordinators' Meeting on 6/24/16.*
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.): *Placement of aforementioned materials in the Benjamin Ward Visit Center for the visitor population and the Department's Academy for staff.*
- Describe special registration activities, if any: *None during this reporting period. Voters' Rights Events were scheduled in conjunction with Legal Aid for all facilities to be held during the month of July 2016. Handouts will be given out on topics such as "How to Vote in NYC", "Voting with a Criminal Conviction in NYC", "Other Ways to be Politically Involved", and a power point on who/when/where/why to vote will be used. On March 24, 2016 the Deputy Commissioner of Adult Programs sent out an email to all Facility Wardens delineating that staff ensure inmates were aware of available materials, voter registration applications be mailed in by postmark March 25, 2016, and April 18, 2016 postmark deadline for absentee ballots.*
- Describe challenges, both resolved and unresolved: *Due to the transient nature of the population served at NYC DOC we are unable to capture actual data reflecting those who actually follow through with the voting material provided.*

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: Department of Cultural Affairs (Materials for the Arts)

Name of Agency Reporter: Kwame Belle

Phone: (718) 729-2047

Email: kbelle@mfa.nyc.gov

of people served: 480 per week

of applications distributed to individuals:0

of applications collected and sent to Board of Elections: 0

of front line staff trained: 7

of "clicks" on homepage voter registration button: 59 visits, and 76 page views (i.e., "clicks")

Narrative: One to 2 pages maximum. Bullets OK.

List the locations and types of agency operations where voter registration was actually offered:

- **Materials for the Arts incorporated voter registration forms into manual interactions with the public during warehouse shopping days which occur nine days a month at the check-in/check-out desk.**

Describe how training was provided:

- **Several frontline staff members were provided web-based training on how to offer voter registration. During the introductory announcement of the initiative, a printed copy of the powerpoint was circulated and a digital copy is available for as a refresher resource on the internal shared drive.**

Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.):

- **Signage and forms are prominently located at the check-in/check-out desk. Visible to all visitors who enter the Materials for the Arts warehouse during shopping.**

·Describe special registration activities, if any

·Describe challenges, both resolved and unresolved

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

1. The first part of the conference was devoted to the history of the United States in the 19th century.

The second part of the conference was devoted to the history of the United States in the 20th century.

The third part of the conference was devoted to the history of the United States in the 21st century.

The fourth part of the conference was devoted to the history of the United States in the 22nd century.

The fifth part of the conference was devoted to the history of the United States in the 23rd century.

The sixth part of the conference was devoted to the history of the United States in the 24th century.

The seventh part of the conference was devoted to the history of the United States in the 25th century.

The eighth part of the conference was devoted to the history of the United States in the 26th century.

The ninth part of the conference was devoted to the history of the United States in the 27th century.

The tenth part of the conference was devoted to the history of the United States in the 28th century.

The eleventh part of the conference was devoted to the history of the United States in the 29th century.

The twelfth part of the conference was devoted to the history of the United States in the 30th century.

The thirteenth part of the conference was devoted to the history of the United States in the 31st century.

The fourteenth part of the conference was devoted to the history of the United States in the 32nd century.

The fifteenth part of the conference was devoted to the history of the United States in the 33rd century.

The sixteenth part of the conference was devoted to the history of the United States in the 34th century.

The seventeenth part of the conference was devoted to the history of the United States in the 35th century.

The eighteenth part of the conference was devoted to the history of the United States in the 36th century.

The nineteenth part of the conference was devoted to the history of the United States in the 37th century.

The twentieth part of the conference was devoted to the history of the United States in the 38th century.

The twenty-first part of the conference was devoted to the history of the United States in the 39th century.

The twenty-second part of the conference was devoted to the history of the United States in the 40th century.

Agency-Based Voter Registration – January 1–June 30, 2016

Agency: Department of **City Planning**

Name of Agency Reporter: Dana Cohen

Phone: (212) 720-3650

Email: dcohen@planning.nyc.gov

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of people served: 0

of applications distributed to individuals: 0

of applications collected and sent to Board of Elections: 0

of front line staff trained: 0

of "clicks" on home page voter registration button 5

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
- Describe how training was provided
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
- Describe special registration activities, if any
- Describe challenges, both resolved and unresolved

The button was only added to our agency's website on May 6, 2016, so we expect to see more activity during the second half of calendar year 2016. We need materials so we can train all frontline staff and anticipate that we will be able to provide more information on the next report.

Our office recently relocated at the end of 2015 and we are still working through some of our operational issues. With the new position of receptionist in our new Manhattan office, we are able to provide information to the public that we were not in the past and plan to leverage this interface, as well as our Central Intake desk, in our new office to add signage and offer voter registration materials. We will also be making these materials available at our other 4 borough offices and plan to train staff over the next 2 months.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: DCAS

Name of Agency Reporter: Latesha Parks

Phone: 212-386-6313

Email: Imparks@dcas.nyc.gov

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of people served: 11,500

of applications distributed to individuals: 323

of applications collected and sent to Board of Elections: 17

of front line staff trained: 18

of "clicks" on home page voter registration button 31,000

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
- Describe how training was provided
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
- Describe special registration activities, if any
- Indicate whether voter registration link has been placed on agency home page (Note to team: this will only appear if I get the link from CFB this week)
- Describe challenges, both resolved and unresolved
- List the locations and types of agency operations where voter registration was actually offered

In-Person Applications

All of the following DCAS walk-in centers have voter registration forms available to visitors.

- 1. City Store: Manhattan City Clerk's Office and 1 Centre Street locations.**
- 2. Vendor Relations: 1 Centre Street, 18th Floor.**
- 3. Brooklyn Computer-based Testing and Applications Center (CTAC): 210 Joralemon.**
- 4. Manhattan Computer-based Testing and Applications Center (CTAC): 2 Lafayette Street.**
- 5. Civil Service Certifications: 1 Centre Street, 21st Floor.**
- 6. Civil Service Exams Customer Service Window: 1 Centre Street, 14th Floor.**

Online Applications

DolTT created a page on nyc.gov for agencies affected by this Directive. This page allows the public to request a voter registration form directly. DCAS added this link to all our public-facing webpages. The page is up and running.

Paper Applications

DCAS created an internal process to handle all requests for voter registration cards. We added a check-box to all our hardcopy forms to request a registration card, which are then mailed to the requestors on a monthly basis.

- Describe how training was provided

Training was provided in a classroom setting using a DCAS developed PowerPoint, business process flow, and LL29 Voter registration training materials from the New York City campaign Finance Board.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

None.

- Describe special registration activities, if any

None.

- Indicate whether voter registration link has been placed on agency home page (Note to team: this will only appear if I get the link from CFB this week)

Link has been placed on the DCAS website at

<http://www.nyc.gov/html/dcas/html/home/home.shtml>

- Describe challenges, both resolved and unresolved

None.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: Environmental Protection

Name of Agency Reporter: Corinne Martin

Phone: 718-595-5843

Email: CorMartin@dep.nyc.gov

.....
of people served: 25,496

of applications distributed to individuals: 11,842

of applications collected and sent to Board of Elections: 101

of front line staff trained: 6

of "clicks" on home page voter registration button 20 (Our IT person said that we tend to get more clicks from our newsletter, if you have an extremely important issue coming up please let our IT people know and they can include in our weekly newsletter or post on our social media)

Narrative: One to 2 pages maximum. Bullets OK.

- **List the locations and types of agency operations where voter registration was actually offered**
 - **Our five borough offices, where customers can pay their water bills in person:**
 - **Bronx: 1932 Arthur Avenue - 6th Floor**
 - **Brooklyn: 250 Livingston Street - 8th Floor**
 - **Manhattan: 1250 Broadway - 8th Floor**
 - **Queens: 96-05 Horace Harding Exp. - 1st Floor**
 - **Staten Island: 60 Bay Street - 6th Floor**

- **Describe how training was provided**
 - **Our head trainer in the Bureau of Customer Service, Michelle Risher, attended the January 21, 2015 training from the Mayor's Office. She then brought all of our Frontline Supervisors, and the borough office counter and greeting desk staff together on April 28, 2015 where she went over the guide to the New York State**

registration form. She also stressed the importance of how it is the customer's choice to register or not and that DEP employees should only help them fill in the forms and not influence any decisions. For any new employees we onboard we include this training as part of their orientation.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Our Bureau of Customer Service distributes a postage paid copy of the voter registration form with Customer Registration Form (CRF) mailings to one to three family homeowners who request a CRF

- Describe special registration activities, if any
 - N/A

- Describe challenges, both resolved and unresolved
 - As of now, we haven't had any challenges. So far everything for our front line staff has been very smooth.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: Department of Finance

Name of Agency Reporter: Scott Adlerberg

Phone: 212-602-7044 Email: Adlerbergs@finance.nyc.gov

.....

of people served: 21,553

of applications distributed to individuals: 21,553

of applications collected and sent to Board of Elections:

of front line staff trained:

of "clicks" on home page voter registration button

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
- Describe how training was provided
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
- Describe special registration activities, if any
- Describe challenges, both resolved and unresolved

Narrative:

- In each of the five Finance Business Centers, voter registration cards were put out for customers to take if they wanted to take one. Cards were also sent out by the SCRIE and DRIE units with each SCRIE and DRIE renewal notice.
- No major challenges to report.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

NYC Department of Social Services

Office of the Director

100 South Street, 10th Floor

New York, NY 10038

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Agency-Based Voter Registration --January 1- June 30, 2016

Agency: FDNY

Name of Agency Reporter: Maryana Chouchereba

Phone: 718-999-1102

Email: chouchm@fdny.nyc.gov

.....
of people served: 74,773 _____

of applications distributed to individuals: 49 _____

of applications collected and sent to Board of Elections: 9 _____

of front line staff trained: 27 _____

of "clicks" on home page voter registration button ____The button was added to our home page on May 9, 2016 and since received 25 clicks. _____

Narrative: One to 2 pages maximum. Bullets OK.

- **List the locations and types of agency operations where voter registration was actually offered**
The voter registrations are distributed at the testing center located on the ground lever of the FDNY headquarters.

- **Describe how training was provided**
To conduct training power points provided by City Hall were utilized. Staff was informed about the new requirement and all the fields on the voter registration form were covered in detail.

- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)**
An electronic welcome screen displays posters that are also posted on the walls in different languages informing the public to pick up voter registration applications. Applicants also have the prompt to pick up a voter registration at the end of each exam on the computer screen.

- Describe special registration activities, if any
All registration forms were distributed upon request the standard way.

- Describe challenges, both resolved and unresolved
The unresolved challenge remains to provide voter registration in the languages that they are not translated to such as Russian.
The resolved challenge was to pick up the proper voter registration forms with the correct FDNY code printed in English and in other languages.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: Department of Health and Mental Hygiene

Name of Agency Reporter: Barry J. Novack

Phone: 347-396-6416

Email: bnovack@health.nyc.gov

.....
of people served: N/A

of applications distributed to individuals: 1,619
(Mostly passive distribution taken as visitors passed through lobby areas of Health Centers.)

of applications collected and sent to Board of Elections: 0

of front line staff trained: 0 (pending new hires)

of "clicks" on home page voter registration button N/A (see below)

Form distribution has continued at our Health Centers. Forms are available in the lobby of most locations, as well as some program offices. Facility Managers were trained to provide form assistance, when requested. Assistance was provided to a small number of visitors but most forms were taken for completion at home/elsewhere.

The Neighborhood Health Action Centers, launching in Tremont, Brownsville, and East Harlem by the end of 2016, will build on the work of the District Public Health Offices to address health inequities in the South Bronx, North and Central Brooklyn, and East and Central Harlem. The Action Centers will make new and systematic connections between public health, primary care, social services, education, housing and communities. DOHMH is in the process of hiring staff for the Action Centers. As new staff come on board between now and the end of 2016, we are working to ensure that voter registration assistance and tracking is part of the workflow of key public-facing staff.

The DOHMH home page features the same Register to Vote link (to the Campaign Finance Board) that appears on the main nyc.gov page. We are unable to report on the number of clicks on the link because it is an offsite exit script that is not within the nyc.gov domain.

Representatives from DOHMH (IT, Dog Licensing, and Health Academy) have met with representatives of the Mayor's Office and DCAS regarding Electronic Voter Registration (EVR). DOHMH is considering implementing an EVR option for some of our public facing applications, similar to what DCAS has already done. Over the next few months, DOHMH will continue to work with the Mayor's Office and DCAS on how we can incorporate EVR.

C: J. Friesen



Steven Banks
Commissioner/Administrator
Human Resources
Administration/Department of
Social Services

Agency-Based Voter Registration – Semi-Annual Report
(January 1 – June 30, 2016)

Date: July 15, 2016

Mark L. Neal
General Counsel

Agency: New York City Department of Homeless Services

Aaron S. Goodman, Esq.
Deputy General Counsel
Program & External Affairs
agoodman@dhs.nyc.gov

Name of Agency Reporter: Rubaiyat Mahboob
(212) 361-7998
rmahboob@dhs.nyc.gov

33 Beaver Street
17th Floor
New York, NY 10004

212.607.5135 tel
212.361.8010 fax

.....
of people served: See Section III below.

of voter registration forms distributed to individuals: 5,991.

of completed forms collected and sent to Board of Elections: 129.

of front line staff trained: Not yet determined.

of “clicks” on home page voter registration button: 168.

SUMMARY

I. Code 9 Voter Registration Forms Availability

Individuals and families seeking shelter in New York City can apply for Temporary Housing Assistance at the following locations:

30th Street Intake Center (Single Men)
400-430 East 30th Street
New York, NY 10016

HELP Women’s Shelter (Single Women)
116 Williams Avenue (between Liberty Avenue and Glenmore Avenue)
Brooklyn, NY 11207

Prevention Assistance and Temporary Housing (PATH) (Families with Children)
151 East 151st Street
Bronx, NY 10451



Adult Family Intake Center (AFIC) (Adult Families)
400-430 East 30th Street
New York, NY 10016

As of August 2014, the Department of Homeless Services ("DHS" or the "Agency") supplied each of its shelter intake centers with Code 9 Voter Registration Forms ("Code 9 Forms") in the following languages: English, Spanish, Chinese, Korean and Bengali. Shelter intake staff at each facility makes Code 9 forms available to each family and individual applying for shelter services. DHS staff coordinates ordering Code 9 forms from the Board of Elections and ensures intake centers have an ample number of Code 9 Forms on hand, and designated DHS staff orders additional Code 9 Forms or as needed.

Following the shelter intake process, if clients are found eligible, DHS places them at an official shelter. In an effort to ensure client access to voter registration forms at all stages in the sheltering process, DHS distributed a memorandum to all shelter providers (*See Exhibit 1*). This memorandum informs shelter providers about Section 1057-a compliance, and includes detailed instructions on how each shelter provider can request Code 9 Forms from the Board of Elections. Since distributing this memorandum, DHS Legal has provided guidance to shelter providers regarding inquiries on compliance.

Since 2011, DHS has distributed a pamphlet entitled *Let Your Voice Be Heard* to all shelter clients. (*See Exhibit 2*) This pamphlet outlines important voter registration deadlines, informs homeless clients how to register to vote, and informs clients that the services of DHS are not conditioned on being registered to vote. In Fall 2014, DHS distributed an updated pamphlet to all shelters and intake centers.

In February and March 2016, prior to the New York presidential primary deadline, DHS's Office of Communications and External Affairs worked with non-profit organization *Nos Quedamos* to host voter registration drives across eight DHS shelters in the Bronx. At each drive, DHS and *Nos Quedamos* staff went to these shelters, provided voter registration forms to interested shelter residents, collected completed forms, and mailed them to the Board of Elections. DHS and *Nos Quedamos* also transported residents from two shelters to the nearest polling sites on April 19, 2016, the date of the New York presidential primary. This effort resulted in 129 shelter recipients registering to vote.

II. Training

As reported previously, DHS has in the past distributed information materials (*See Exhibit 3*) regarding voter registration to shelters. DHS has also instructed staff who have direct contact with shelter residents to review the training materials received from the New York City Campaign Finance Board (CFB). DHS plans to resend these materials to all shelters by the end



of July to emphasize the importance of providing voter registration forms to shelter residents, especially considering the current election cycle.

III. Reporting

DHS operates intake centers 365 days a year and seven days a week across the five boroughs, serving a transient population who can reapply numerous times at the intake centers. Therefore, DHS is not able to capture an accurate statistic on the number of people served because applicants will receive a voter registration form each time they apply, not only on the initial application.

IV. Electronic Voter Registration

Beginning in March 2016, DHS has hosted a link on its website homepage to the CFB website, which leads to an electronic voter registration form. In addition to featuring the basic "voter registration" graphic on the homepage, DHS updated the button graphic prior to the March 25, 2016 presidential primary registration deadline and prior to the June 3, 2016 congressional primary deadline to highlight those important voting events. As of June 30, 2016, 168 unique visitors were led to the CFB's website by clicking on the voter registration button on the DHS homepage.

Exhibit

I



Memo

To: DHS Shelter Staff
From: Mark Neal, General Counsel
CC: Gilbert Taylor, Commissioner
Date: September 15, 2014
Re: Voter Registration

Local Law 29 of the City of New York ("Local Law 29") requires the Department of Homeless Services and its contractors to provide and distribute voter registration forms to clients together with applications for services, renewal or recertification for services and changes of address. DHS and its contracted providers must distribute the "Code 9" voter registration form provided by the Board of Elections. Please see *Code 9 Voter Registration Form Request Protocol* for the instructions on how to request these forms.

In order to comply with Local Law 29 and to increase DHS clients' participation in the electoral process, please make Code 9 Voter Registration available to your shelter clients. Please prominently display any promotional materials and promptly provide a Code 9 Voter Registration form to any client who requests one.

If an individual asks for assistance, please provide all necessary assistance to the individual. If an individual asks staff to transmit the application, the staff member must transmit the form within two weeks of receipt.

Please note, an individual or family's eligibility for services is not conditioned upon his or her voter registration.

Exhibit

2

How to Register to Vote

Yes! You can register for the right to vote. The address of where you live will be the address of a poll station, so long as you provide an address where you can receive mail.

How to Register to Vote

In order to ensure that your voter registration remains current, it is important to notify your local board of elections about any change of address within 25 days of the address change. The change may be seen on a Registration application.

How to Register to Vote

You, someone may fill out your voter registration form for you. The person that fills out your form signs the voter registration card along with your signature.

How to Register to Vote

If you do not have sufficient time to vote, you are subject to two forms to vote on Election Day without the use of mail.

How to Register to Vote

You may have time to vote at either the beginning or the end of your work shift, or as you see your employer may otherwise agree.

How to Register to Vote

It is important that you inform your employer you will need to take time off to vote on Election Day, no matter what the circumstances are. Please leave two days before Election Day.

How to Register to Vote

Each sign in with a poll worker. You will receive a ballot and a privacy cover for your ballot. You will then go to a booth to make your ballot private. Then you will take your ballot to a counting and feed in the ballot. Once your vote and the paper ballot is properly entered in the count of a precinct, the vote will count for you.

Board of Elections - New York City
 Center City/Manhattan

General Office

Dorough Office

Office of the

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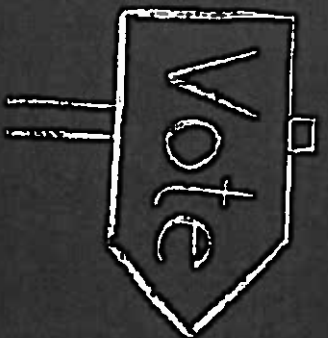
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For more information, contact us at 212-312-3111

Margaret M. Quinn, Executive Director
 Board of Elections, New York City

130 Bleecker Street
 New York, NY 10013



Let Your Voice Be Heard

In compliance with Local Law 59, the Department of Mandates Services (DMS) supports and encourages its clients to vote.

This website will help you determine whether you are eligible and will guide you through the steps you need to take to register and to vote in New York City.

Am I Eligible?

You are eligible to vote in the November 2, 2012 election if you are:

- A citizen of the United States
- A resident of the State of Florida for at least 60 days before the election
- At least 18 years old on Election Day
- Not a convicted felon
- Not a judge
- Not a member of the Florida State Bar
- Not a member of the Florida State Bar

How Do I Get My Ballot?

- By mail
- In person at the County Clerk's Office
- At a polling station
- At a voting center

If You Don't Receive My Ballot, What Should I Do?

- Check the status of your ballot
- Request a replacement ballot
- Vote in person
- Vote by mail
- Vote at a voting center
- Vote at a polling station
- Vote at a voting center
- Vote at a polling station
- Vote at a voting center
- Vote at a polling station

Ballot by Mail

- You must be at least 18 years old on Election Day
- You must be a resident of the State of Florida for at least 60 days before the election
- You must be a citizen of the United States
- You must not be a convicted felon
- You must not be a judge
- You must not be a member of the Florida State Bar
- You must not be a member of the Florida State Bar
- You must not be a member of the Florida State Bar
- You must not be a member of the Florida State Bar
- You must not be a member of the Florida State Bar

How Do I Get My Ballot by Mail?

- Request a ballot by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail

How Do I Get My Ballot in Person?

- Vote in person at the County Clerk's Office
- Vote in person at a voting center
- Vote in person at a polling station
- Vote in person at a voting center
- Vote in person at a polling station
- Vote in person at a voting center
- Vote in person at a polling station
- Vote in person at a voting center
- Vote in person at a polling station
- Vote in person at a voting center

- Be at least 18 years old on Election Day
- Be a resident of the State of Florida for at least 60 days before the election
- Be a citizen of the United States
- Not be a convicted felon
- Not be a judge
- Not be a member of the Florida State Bar
- Not be a member of the Florida State Bar
- Not be a member of the Florida State Bar
- Not be a member of the Florida State Bar
- Not be a member of the Florida State Bar

County Clerk's Office

- Request a ballot by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail
- Vote by mail

County Clerk's Office

County Clerk's Office

County Clerk's Office

County Clerk's Office

County Clerk's Office




County Clerk's Office

Exhibit

3



WEB-BASED LL29 VOTER REGISTRATION




WELCOME TO AGENCY-BASED VOTER REGISTRATION TRAINING





Local Law 29 facilitates nonpartisan public access to voter registration for residents of New York City through city agencies.




Mayoral Directive No. 1 was issued on July 17, 2014 by Mayor de Blasio to increase compliance with Local Law 29. It requires that the designated agencies develop and submit a plan to provide voter registration at their agencies, to implement those plans, and to report their activities and outcomes semi-annually to the Mayor's Office of Operations.



1. Operations
2. Public Interaction
3. Promotions



OPERATIONS




1. After each registration at the same location at your request other agency contacts

2. Determine best agency placement in public space at each site

3. Make to ensure that agency staff and their supervisor is appropriate with registration procedures and handling of issues


4. After each registration form is filed at location of each agency, they to the 0 days prior to the registration deadline

5. There are other agencies to be registered



© 2015


Weekly tracking forms for field staff and site supervisors:



Supervisors should aggregate unit counts on a weekly basis and complete monthly reports for the unit.

© 2015

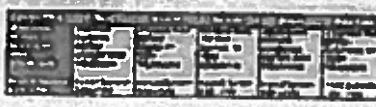
Site/Unit supervisors will use the form below to capture monthly figures.



Monthly forms should be submitted after the close of each month to the agency voter registration coordinator.

© 2015

Supervisors must aggregate unit counts on a weekly basis and complete monthly reports for the unit.



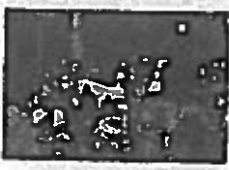
Monthly forms should be submitted after the close of each month to the agency voter registration coordinator.

© 2015

PUBLIC INTERACTION

© 2015

- Voter Registration Etiquette
- Understanding the Voter Registration Form



© 2015

- In the 2014 state and federal elections only 28.8% of all eligible New Yorkers voted
- Registration is the first step to voting; your work will make a real difference

© 2015

Check the agency interaction with voter registration often

- In addition to providing us with your registration, are you registered to vote with your current name and address? Have you had an apartment?
- Take in your checks. Responses to voter and registration forms and have any other on your eligibility for the various city projects
- Would you prefer a registration form in Spanish, Chinese, Korean, or Bengali? (Translations services are not available for all languages)
- Please complete this form, you can return it to me for mailing or drop it in any mailbox. If you need help to complete it I can help you.

Important note: Anyone who asks you to skip the voter registration form and you physically don't sign the form.

© 2015

Check with the 11th and 12th Districts regarding elections.

DO:

- Respond to notices
- Address the information on your registration card and return it to the City Clerk's office
- After you register, be sure to check on the status of your registration
- Keep a record of your registration card and return it to the City Clerk's office
- Let the City Clerk's office know if you have moved from the District of Election
- Let the City Clerk's office know if you have changed your name

DO NOT:

- Assume or assume you are not a voter
- Give information to anyone who is not a City Clerk's office employee
- Return the registration card to the City Clerk's office

© 2015

The next election is coming soon

The city registers to vote at age 17 on any day, till the 18th day of the year. You may vote on or after 17th day of the year.

© 2015

The next election is coming soon

- The next election is coming soon
- Check your name on the list of voters in the District of Election (DOE) to make sure you are on the list. If you are not on the list, you can register on your own.

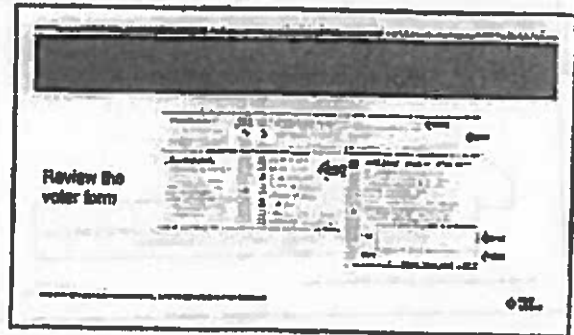
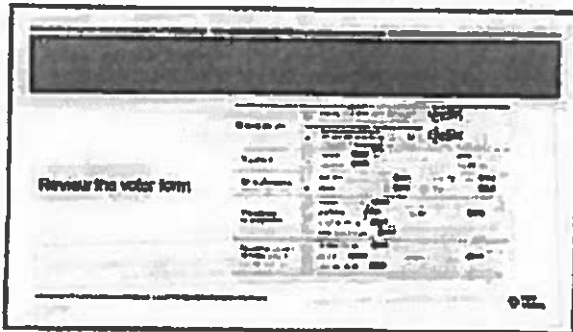
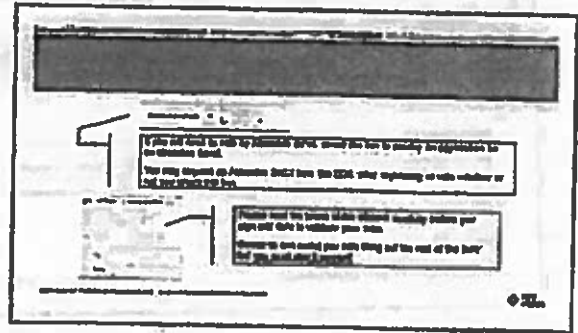
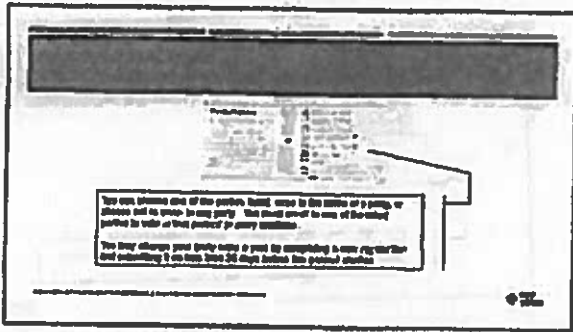
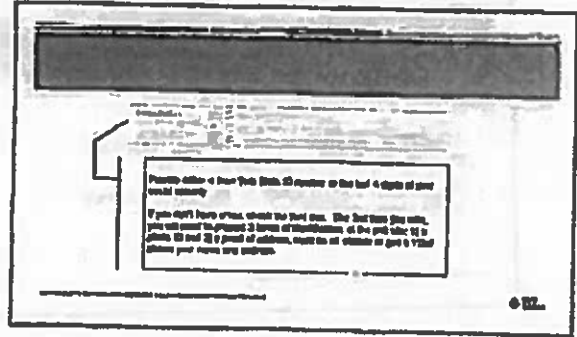
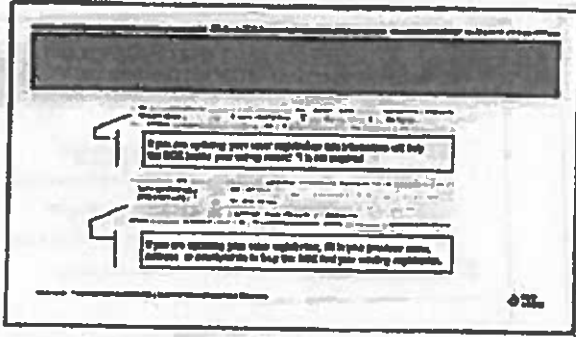
© 2015

Make the difference when you vote in the 2015 election

If you are registered

- Make a habit of voting, and be sure that you have the correct form on the ballot
- Make a habit of voting, and be sure that you have the correct form on the ballot

© 2015



Agency-Based Voter Registration –January 1- June 30, 2016

Agency: Housing Preservation & Development

Name of Agency Reporter: Ericka M. Williams

Phone: 212-863-8231

Email: willier@hpd.nyc.gov

.....
of people served: ~30,650

of applications distributed to individuals: see below

of applications collected and sent to Board of Elections: see below

of front line staff trained: n/a

of "clicks" on home page voter registration button 275

Narrative: One to 2 pages maximum. Bullets OK.

- **List the locations and types of agency operations where voter registration was actually offered**
 - Voter registration cards (in all available languages) are obtainable in our client services areas at 100 Gold Street and site offices. These areas generally service the Section 8 program participants and property owners.
 - There is also a voter registration button on our home page and intranet.
- **Describe how training was provided**
 - n/a
- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)**
 - Voter registration cards are available when clients drop off or pick up documentation, at the front desk, and during appointments with property owners and managers.
 - There is also a voter registration button on our intranet for our employees.
- **Describe special registration activities, if any**
 - n/a
- **Describe challenges, both resolved and unresolved**
 - Our biggest challenge is while servicing over 5,000 clients every month, we do not have the resources to track this particular type of manual data. When cards

are filled out, clients are able to drop them in the onsite mailbox or any outgoing mailbox at the front desk without the assistance of front line staff.

- Our next challenge is the ability to offer the forms electronically to staff and clients.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration – Semi-Annual Report
(January 1 – June 30, 2016)

Agency: DSS | HRA

Name of Agency Reporter: Erin Drinkwater

Phone: 929.221.8516

Email: drinkwatere@hra.nyc.gov

Human Resources Administration Summary

	# ppl served	# ppl served - CA	# ppl served - non-CA SNAP	# applications distributed	# applications distributed - CA	# applications distributed - non-CA SNAP	# of applications collected and sent to Board of Elections	# of front line staff trained	# of "clicks" on home page voter registration button
FIA*		195,743	767,921		132,003	189,332	8,710	70	0
H CSP	5642			953			38	234	0
MCSA	2,136,378**			430,446			3,389	24	0
HASA	11,950			4,853			482	9	0
DCSE	38,684			2,391			603	59	0
APS***	0			0			0	0	0
total	2,192,654	195,743	767,921	438,643	132,003	189,332	13,222	396	0
*Include Domestic Violence Programs									
** through April 2016									
***APS is creating a plan with the State									

Summary by Program Area:

Family Independence Administration:

of people served:

195,743 average monthly Cash Assistance cases Jan-May 2016

767,921 average monthly Non-Cash Assistance SNAP cases Jan-May 2016

of applications distributed to individuals:

132,003 total Cash Assistance applications Jan-May 2016

189,332 total Non-Cash Assistance SNAP applications Jan-May 2016

of applications collected and sent to Board of Elections:

8,710 through May 31, 2016 (8,146 from Job Centers

565 from SNAP Centers)

of front line staff trained:

70 new hires from January to present

of "clicks" on home page voter registration button

HRA does not currently have a Voter Registration button on its website but is evaluating where would be an appropriate place to include such a button

Narrative:

- List the locations and types of agency operations where voter registration was actually offered
 - All SNAP and Job Centers throughout the City
- Describe how training was provided
 - New Staff trained at hiring, current staff were trained upon release of PD 08-28-OPE Revisions to Voter Registration. A new version of the procedure, PD 16-12-OPE was published June 29, 2016. All staff will be trained on this new version during the next reporting period.
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Voter registration forms are distributed when clients complete applications and recertification documents or change of address documents. At each face to face encounter as part of the application process or Face to Face Recertification (FFR) process with a client the opportunity to register to vote is offered. The NYS Agency-Based Voter Registration form is attached at the end of every application and FFR form.
- Describe special registration activities, if any
 - N/A
- Describe challenges, both resolved and unresolved
 - Online application submission and telephone interviews pose a challenge in registering SNAP clients. To address this, the online application includes a voter registration that the client can print and mail in. In addition, staff in the PC Banks in center is instructed to make regular announcements about the Voter Registration Form (NVRA-05) availability.

Special Services/Home Care Services Program (HCSP):

of people served:
5642 (each was offered voter registration assistance)

of applications distributed to individuals:
953

of applications collected and sent to Board of Elections:
38

of front line staff trained:

234

of "clicks" on home page voter registration button:

HRA does not currently have a Voter Registration button on its website but is evaluating where would be an appropriate place to include such a button

Narrative:

- List the locations and types of agency operations where voter registration was actually offered

HCSP offers Voter Registration during the Home Visit for assessments, change of hours/service requests and reauthorizations. Forms are offered in English, Spanish, Chinese, Korean and Bengali. Field staff also has mail registration forms available in the five languages.

The Locations

HCSP has six (6) Field Office locations throughout the five boroughs in which voter registration was offered when Home Visits were conducted:

- o Bronx CASA- 888 Garrison Ave 3rd floor Bronx NY 10474
- o Brooklyn CASA- 88 Third Ave 3rd Floor Brooklyn NY 11217
- o Queens CASA- 45-02 32nd Place 3rd Floor Long Island City, NY 1101
- o Staten Island CASA- 215 Bay Street 2nd Floor Staten Island, NY 10301
- o Manhattan CASA – 132 W 125th Street 5th Floor NY 10027
- o HCSP/Central Office- 785 Atlantic Ave 7th floor Brooklyn NY 11238

Agency Operations

HCSP provides Medicaid funded long-term care service. The service includes Housekeeping Services such as Cleaning, Shopping, Laundry and Meal Preparation to all Medicaid Eligible Consumers and Home Attendant Services to Medicaid eligible clients that meet the following exemption criteria; Nursing Home Transition Diversion Program (NHTD) waiver, Office of People with Developmental Disabilities(OPWDD_ waiver, Traumatic Brain Injury (TBI) Waiver, Hospice Participants, Medicaid Surplus Cases without Medicare and Medicaid Advantage/Dual Eligible Plan Cases.

- Describe how training was provided

Training was not provided by the State Board of Elections during January 1-June 30th 2016. The Field Offices did provide on-site training. Field office Directors meet monthly with the HCSP Executive Director of Field Operations and NVRA (Agency Based Voter Registration/National voters Registration Act) was included on the Agenda. The Field Office

Directors in turn discuss NVRA during their monthly meetings with their Field staff. Any communiques from the State Board of Elections are shared with the Field Directors and their NVRA Site Liaisons. HCSP NVRA Site Liaisons from all HCSP sites and the HCSP Trainers will attend the State Board of Elections Training, as always, when it is offered.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

HCSP's targeted distribution of applications is when the Home Visit is conducted for an assessment, a change request or reauthorization.

- Describe special registration activities, if any
 - N/A

- Describe challenges, both resolved and unresolved

HCSP is endeavoring to develop a method to capture monthly NVRA statistics in order to facilitate monthly NVRA reporting.

Medical Insurance and Community Services Administration (MICSA):

of people served:
2,136,378 (as of April 2016)

of applications distributed to individuals:
430,446 (Jan-May 2016)

of applications collected and sent to Board of Elections:
3,389 (Jan-May 2016)

of front line staff trained:
24

of "clicks" on home page voter registration button

HRA does not currently have a Voter Registration button on its website but is evaluating where would be an appropriate place to include such a button

Narrative:

- List the locations and types of agency operations where voter registration was actually offered

The MICSA Community office locations are as follows:

BRONX

LINCOLN HOSPITAL MEDICAID OFFICE - 234 East 149th St.

NORTH CENTRAL BRONX HOSP. MEDICAID OFFICE - 3424 Kossuth Avenue MORRISANIA

MEDICAID OFFICE - 1225 Gerard Avenue

BROOKLYN

BROOKLYN SOUTH MEDICAID OFFICE - 785 Atlantic Avenue

EAST NEW YORK MEDICAID OFFICE - 2094 Pitkin Avenue

CONEY ISLAND MEDICAID OFFICE - 3050 West 21st Street

KINGS COUNTY HOSP. MEDICAID OFFICE - 441 Clarkson Ave.

MANHATTAN

CHINATOWN MEDICAID OFFICE - 115 Chrystie Street

METROPOLITAN HOSPITAL MEDICAID OFFICE - 1901 First Avenue

MANHATTANVILLE MEDICAID OFFICE - 520-530 West 135th Street

QUEENS

QUEENS COMMUNITY MEDICAID OFFICE (Long Island City) - 45-12 32nd PLACE

STATEN ISLAND

STATEN ISLAND MEDICAID OFFICE - 215 Bay Street

Voter registration forms are offered when clients enter a community office, and distributed with applications and recertification documents or change of address documents. At each face to face encounter as part of the application process or renewal process with a client the opportunity to register to vote is offered. The NYS Agency-Based Voter Registration form is attached at the end of every application and renewal form.

- **Describe how training was provided**

The training was provided by supervisors who taught the staff a set of four questions to ask the consumers. The four questions are:

- 1. Are you a citizen**
 - 2. Are you registered to vote**
 - 3. Are you registered to vote at your current address**
 - 4. Do you want to register with us or do you prefer to take the application and mail it**
- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)**

MICSA includes the voter registration forms in all Medicaid Eligibility Renewal mailings to the non-Cash/non-SSI Medicaid consumer base (MA-only consumers). These mailings go out monthly and include all consumers whose current MA coverage is about to expire. With these targeted mailings, all MA-only consumers receive and have an opportunity to complete a voter registration form on an annual basis.

- Describe special registration activities, if any

N/A

- Describe challenges, both resolved and unresolved

The ongoing challenges at the sites are the range of languages, presenting to non-citizens, and the reactions from consumers that do not want to register.

HIV/AIDS Services Administration:

of people served:

11,950 (Number of public assistance applications taken and recertifications completed)

of applications distributed to individuals:

4,853

of applications collected and sent to Board of Elections:

482

of front line staff trained:

9

of "clicks" on home page voter registration button:

HRA does not currently have a Voter Registration button on its website but is evaluating where would be an appropriate place to include such a button

Narrative:

List the locations and types of agency operations where voter registration was actually offered

- JC 19 Crotona HASA 1790 Grand Concourse 3rd fl. Bx 10457
- JC 24- Amsterdam HASA 400 8th Ave. 3rd fl. NYC 10001
- JC 41 --Grand Concourse HASA 1790 Grand Concourse 4th fl. Bx 10457
- JC 43- Kingsbridge HASA 888 Garrison Ave.3rd fl. Bronx
- JC 48 Jerome HASA 888 Garrison Ave.3rd fl. Bronx
- JC 51Queensboro HASA 33-28 Northern Blvd, Qns 11101
- JC 72 Hamilton HASA 530 West 135th St. 3rd fl. NYC10031
- JC 73 Brownsville HASA 94 Flatbush Ave. 3rd fl BK 11217
- JC 85 Greenwood HASA 88 3rd Ave. 2nd fl. BK 11217

- 14 Waverly HASA 12 W.14th St.1st fl NYC 10011
- 63 Coney Island HASA 3050 West 21st St.1st fl.Bk. 11224
- 99 Staten Island HASA 207 Bay St 1st fl S.I., NY 10301

All the above listed locations are Public Assistance offices

Describe how training was provided

- Training was provided by NYS Board of Elections at 250 Broadway, NYC

Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

- Clients are targeted for voter registration when they apply for public assistance and also when they recertify

Describe special registration activities, if any

- None

Describe challenges, both resolved and unresolved

- Our biggest challenge is continuous outreach to staff reminding them of the importance of accounting for all our activities. Additional training to be offered.

Office of Child Support Enforcement (OCSE):

of people served:

38,684 (Family Court Offices – 13,992 and Customer Service Walk-In Center-24,692)

of applications distributed to individuals:

2,391 (Family Court Offices - 1,951 and Customer Service Walk-In Center - 440). The variance between the number of people served and the number of applications distributed is due to customers refusing the application because they are already registered voters or refusing the application for other reasons.

of applications collected and sent to Board of Elections:

603 (Family Court Offices - 476 and Customer Service Walk-In Center - 127). Some customers asked to mail in the application, rather than complete and return it while in the office.

of front line staff trained:

59 (Family Court Offices - 9 and Customer Service Walk-In Center - 50)

of "clicks" on home page voter registration button

HRA does not currently have a Voter Registration button on its website but is evaluating where would be an appropriate place to include such a button

Narrative:

- List the locations and types of agency operations where voter registration was actually offered

The voter registration applications were offered at 6 OCSE locations where clients are seen.

1) The OCSE Family Court Offices in each borough serve as the point of entry into the child support program for custodial parents who are not receiving cash assistance. Families are assisted with opening a child support case, locating missing noncustodial parents, and filing a petition.

2) The OCSE Customer Service Walk-in Center in Manhattan responds to custodial parents' and noncustodial parents' questions and assists them with the resolutions of problems identified with their child support case. OCSE's debt reduction programs designed to assist low-income noncustodial parents with lowering child support arrears owed to DSS, and other special initiatives are implemented through this operation.

- Describe how training was provided

Training was provided directly by the Board of Elections to 9 staff in our Family Court Offices. Training was also provided to the Director of OCSE's Customer Service Walk-In Center, who trained the front line staff in the office.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

Applications were distributed in the OCSE Family Court Offices at the reception desks as clients checked in. In the Customer Service Walk-In Center, all customers were offered voter registration forms during the child support interview.

- Describe special registration activities, if any

None

- Describe challenges, both resolved and unresolved

None

Adult Protective Services:

Please be advised that, at this time, APS is not designated as a program area in the voter's registration program. However, here's the status of the implementation/administration of the program:

1. We have developed a procedure that's awaiting final approval.

2. Once approved, a self-paced online training course will be created, through Adobe CAPTIVATE, where our frontline staff will have access to the NVRA training continuously.
3. Ms. Maricruz Torres has been appointed as the APS/NVRA Program Coordinator
4. The Voter Registration Site Coordinators with their back/ups will soon be assigned.
5. We are now awaiting site code numbers from Mr. Gregory Fiozzi from the New York State Board of Elections.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: New York City Department of Parks and Recreation

Name of Agency Reporter: Stephanie Jones

Phone: (212) 360-8181

Email: stephanie.jones@parks.nyc.gov

.....
of people served:
About 1.8 million

of applications distributed to individuals:
About 110,000, based on sales and visits figures at Recreation Centers, Permit Offices and Nature Centers during this period.

of applications collected and sent to Board of Elections:
Parks does not collect and send applications to the Board of Elections at this time.

of front line staff trained:
50 front line staff were trained at a staff development on February 3, 2016. Another voter registration training will be held on September 26 – 30, 2016, for approximately 50 front line staff.

of “clicks” on home page voter registration button:
381,820 views of the Parks homepage. Clicked on 38 times.

Narrative: One to 2 pages maximum. Bullets OK.

- **List the locations and types of agency operations where voter registration was actually offered.**

All Recreation Centers, permit offices and nature centers.

Recreation Centers

Bronx

Hunts Point

Recreation Center

Owen Dolen

Recreation Center

St. James

Recreation Center

St. Mary’s

Recreation Center

Williamsbridge

Oval

Brooklyn
Brownsville
Recreation Center
Fort Hamilton
Senior Center
Herbert Von King
Cultural Arts
Center
McCarren Play
Center
Metropolitan
Recreation Center
Red Hook
Recreation Center
St. John's
Recreation Center
Sunset Park
Recreation Center

Manhattan
Alfred E. Smith
Recreation Center
Asser Levy
Recreation Center
Chelsea Recreation
Center
Gertrude Ederle
Recreation Center
Hamilton Fish
Recreation Center
Hansborough
Recreation Center
Highbridge
Recreation Center
J. Hood Wright
Recreation Center
Jackie Robinson
Recreation Center

Pelham Fritz
Recreation Center
Recreation Center
54
Thomas Jefferson
Recreation Center
Tony Dapolito
Recreation Center

Queens
Al Oerter
Recreation Center
Flushing Meadows
Corona Park Pool &
Rink
Lost Battalion Hall
Recreation Center
Roy Wilkins
Recreation Center
Sorrentino
Recreation Center

Staten Island
Faber Park Field
House
Greenbelt
Recreation Center
Lyons Pool
Recreation Center
Ocean Breeze
Track & Field
Athletic Complex

Permit Offices
Arsenal West
Permit Office,
Manhattan

Arsenal Permit
Office and Store,
Manhattan
Queens Permit
Office
Queens Ballfield
Permit Office
Brooklyn Permit
Office
Bronx Permit Office
Staten Island
Permit Office

Nature Centers
Alley Pond
Environmental
Center
Audobon Center
Belvedere Castle
Visitor Center
Blue Heron Nature
Center
Crotona Park Nature
Center
Forest Park Visitor
Center
Fort Greene Park
Visitors Center
Fort Totten Visitors
Center
Greenbelt Nature
Center
High Rock Nature
Center
Orchard Beach
Nature Center
Pelham Bay Nature
Center
Van Cortlandt Nature
Center

**Salt Marsh Nature
Center**

- **Describe how training was provided**
Parks invited Onida Coward-Mayers from the New York City Campaign Finance Board to speak to our front line staff during the Public Programs Summit, a week long staff development program happening once annually. She spoke to an audience of about 50 staff from all units within Public Programs on February 3, 2016 at the Brooklyn Central Library. Units were comprised of Recreation, the Urban Park Rangers, the Computer Resource Centers and the Aquatics staff. She explained the fundamentals of voter registration and why it was so important.

The next, upcoming training is at the Recreation Summit, which focuses just on Recreation staff. This year, the Summit is September 26-30, 2016. During this time, we expect to train approximately 50 staff who regularly engage with the public at Recreation Centers.

- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)**

Voter registration forms are fully incorporated into all our Recreation Center membership application forms. The membership application forms are available in 10 languages, including all those in which the voter registration forms are translated: English, Bengali, Chinese, Korean and Spanish.

The voter registration form is distributed during:

- Recreation Center membership sign ups (once or twice a year, depending on package purchased)
 - Recreation Center membership renewals (once or twice a year, depending on package purchased)
 - Recreation Center membership change of contact information
 - Permit Office visits
 - Nature Center visits
- **Describe special registration activities, if any**
On March 18, 2016, Thomas Jefferson Recreation Center held their own voter registration drive geared towards young people 18 and up. Students from local high schools volunteered to go door to door in East Harlem to distribute the voter registration form and educate about the importance of voting.

- Describe challenges, both resolved and unresolved

The most commonly reported challenges are: lack of interest from the public, time constraints when serving the public and lack of understanding about the form, specifically from non-citizens. Walking people through the voter registration form can be challenging when there is a long line of people waiting for you to provide a service. Patrons who are not United States citizens have been confused and put off by the inclusion of the voter registration form in our application materials. Although staff try to explain, sometimes language barriers make it difficult to convey that completion of the voter registration form is not a condition to obtaining our service.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: NYC department of Probation

Name of Agency Reporter: Stephen Cacace

Phone: 718-802-4500

Email: scacace@probation.nyc.gov

.....
of people served: 2,436 (January 2016 to June 2016)

of applications distributed to individuals: 269

of applications collected and sent to Board of Elections: 0

of front line staff trained: _____15_____

of "clicks" on home page voter registration button 82

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
- Describe how training was provided
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
- Describe special registration activities, if any
- Describe challenges, both resolved and unresolved

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

- We have 5 locations throughout NYC that we currently distribute Voter Registration Applications through our Intake Process at DOP. We also have Voter Registration materials in our Resource Hubs (waiting rooms) citywide.
- No new training was warranted for staff during this period

- Targeted distribution continues to take place at out Intake stage- a client meeting his/her officer for the first time when sentenced to a term of Probation.
- No new challenges at this time

Administrative Youth Justice - Summary - 1-14-2014

Agency: NYC Department of Correction

Name of Agency Director: Jackson Katz

Phone: 718-805-7000

.....

It is noted that the following information was received from the Agency:

1. The Agency has a total of 1,200 inmates.

2. The Agency has a total of 1,200 inmates.

3. The Agency has a total of 1,200 inmates.

4. The Agency has a total of 1,200 inmates.

5. The Agency has a total of 1,200 inmates.

6. The Agency has a total of 1,200 inmates.

7. The Agency has a total of 1,200 inmates.

8. The Agency has a total of 1,200 inmates.

9. The Agency has a total of 1,200 inmates.

10. The Agency has a total of 1,200 inmates.

11. The Agency has a total of 1,200 inmates.

12. The Agency has a total of 1,200 inmates.

13. The Agency has a total of 1,200 inmates.

14. The Agency has a total of 1,200 inmates.

15. The Agency has a total of 1,200 inmates.

16. The Agency has a total of 1,200 inmates.

17. The Agency has a total of 1,200 inmates.

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: NYC Department of Records and Information Services

Name of Agency Reporter: LaTonya C. Jones

Phone: 212-341-6022

Email: LCJones@records.nyc.gov

.....
of people served: _____ 49 _____

of applications distributed to individuals: _____ 30 _____

of applications collected and sent to Board of Elections: _____ 19 _____

of front line staff trained: _____ 3 _____

of "clicks" on home page voter registration button _____ 0 _____

Narrative: One to 2 pages maximum. Bullets OK.

- **List the locations and types of agency operations where voter registration was actually offered**

Voter registration is offered Monday through Friday during normal business hours at our main office located at 31 Chambers Street, Room 103, NYC.

In addition, the agency offered voter registration at one off-site event, at Cooper Union. Please refer to "special registration activities" section below for more information on that event.

The agency has also partnered with CUNY and the Staten Island Museum during a voter registration drive and provided registration services in all five boroughs of New York City. Please see the "targeted distributions of applications" section below for more information.

- **Describe how training was provided**

The following members of staff were trained by Stewart Armstrong of the Campaign Finance Board in an on-site presentation:

Barbara Hibbert (front-line supervisor)

Tracy Sweet (program director)

LaTonya Jones (Agency voter registration coordinator)

Moreover voter registration training materials were also distributed to the following additional front-line staff:

Amrit Singh

Sipro Matatov

Daniel Peralta

- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)**

In March of 2016 – just prior to the registration deadline for the New York primary - the Agency partnered with CUNY and the Staten Island Museum to have a voter registration drive in each borough of New York City. The CUNY schools included LaGuardia Community College (3/23/16), Hostos Community College (3/21/16), and New York Institute of Technology (3/17/16). At the CUNY locations, the Agency provided staff for registration; the agency did not provide forms due to regulations imposed by CUNY. The agency provided 50 forms and signage to the Staten Island Museum.

- **Describe special registration activities, if any**

On November 12, 2015, the agency held a celebration of the 200th birthday of Elizabeth Cady Stanton and the Women's Suffrage Centennial at Cooper union. The events' themes of activism and voter rights were used to issue a call to action to attendees to register to vote or register someone else to vote. During that event, we issued 1018 voter registration forms.

Prior to our March 2016 registration drive and two other major Agency events, we publicized that the Agency will be registering voters at these events on our social media. In addition, we have partnered with the NYC Campaign Finance Board to have their staff or trained agency staff at our agency events.

- **Describe challenges, both resolved and unresolved**

Our agency is a small one and does not receive significant foot traffic. Moreover, many of the patrons who are receiving agency services are either already registered or not eligible because they live outside of New York City.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: Department of Small Business Services

Name of Agency Reporter: Tim Currier

Phone: 212-513-6412 Email: tcurrier@sbs.nyc.gov

.....

of people served: 57,334

of applications distributed to individuals: 550

of applications collected and sent to Board of Elections: 81

of "clicks" on home page voter registration button: n/a we are in the process of updating our website.

of front line staff trained: 43

Narrative:

Voter Registration Forms were distributed at 17 Workforce1 (WF1) Career Centers & 5 NYC Business Solutions Center (BSC);

- **Brooklyn**
 - **Downtown Brooklyn (WF1)**
 - **Brooklyn (BSC)**
 - **Coney Island (WF1)**
 - **Brooklyn Industrial & Transportation Center (BAT) (WF1)**
- **Queens**
 - **Jamaica (WF1)**
 - **Flushing (WF1)**
 - **Far Rockaway (WF1)**
 - **Long Island City (WF1)**
 - **Queens (BSC)**
 - **Industrial & Transportation (Jamaica) (WF1)**
- **Bronx**
 - **Fordham Rd (WF1)**

- Hunts Point (WF1)
 - Bronx Industrial & Transportation Center (Port Morris) (WF1)
 - Bronx (BSC)
 - Manhattan
 - Upper Manhattan (WF1)
 - Upper Manhattan/Washington Heights (BSC)
 - Midtown (WF1)
 - Healthcare (Lower Manhattan) (WF1)
 - Lower Manhattan (BSC)
 - Staten Island
 - North Shore (WF1)
 - South Shore (WF1)
 - Staten Island Industrial & Transportation Center (WF1)
- **Staff Training: Workforce1 & NYC Business Solutions center manager staff was trained at a session facilitated by the Campaign Finance Board on Feb 4th 2015, at 100 Church Street. Subsequent trainings took place at SBS during monthly meetings with various Workforce1 & NYC Business Solutions Operations & Career Services staff members.**
 - **Targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.); SBS has instructed Workforce1 & NYC Business Solutions staff to incorporate information regarding voter registration into their Introduction to Services presentation that all new customers receive. Proper signage is posted at the front desk & in resource rooms, high traffic areas of the centers. Line staff was also trained to ask customers about voter registration during one-on-one appointments.**

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov



Agency-based Voter Registration
Under Local Law 29 and Mayoral Directive No. 1:
Reporting Period: Jan 1 – June 30, 2016
July 29, 2016

Agency: New York City Department of Transportation
Name of Agency Reporter: Eleanor DiPalma, Ph.D., Director
Customer Service/Language Access
Phone/Email: (212) 839-7108/edipalma@dot.nyc.gov

No. of people served ¹ :	32,937
311 Service Requests: (5,486)	
Visitors to Public Service Centers: (27,451)	
No. of applications distributed (in connection with 311 literature requests) ² :	9,727
No. of applications distributed (provided to Public Service Centers) ³ :	<u>N/A</u>
No. of applications collected and sent to Board of Elections ⁴ :	N/A
No. of Front Line staff trained ⁵ :	N/A
No. of “clicks” on home page voter registration button:	1,769
No. of “clicks” on voter registration buttons on other DOT webpages ⁶ :	198

- List the locations and types of agency operations where voter registration was actually offered

There are eight locations – Public Service Centers – where voter registration forms are available to the public:

1. 55 Water Street, Manhattan – Permit Management (Permits)
2. 59 Maiden Lane, Manhattan – Highway Inspection and Quality Assurance (HIQA)
3. 16 Court Street, Brooklyn – Permits and HIQA
4. 1400 Williamsbridge Road, Bronx – Permits and HIQA
5. 10 Richmond Terrace, Staten Island – Permits and HIQA

¹ See, Report Methodology, Sections 1.0, 1.1, and 1.2, attached.

² See, Report Methodology, Section 2.1, attached.

³ See, Report Methodology, Section 2.2, attached.

⁴ See, Report Methodology, Section 3.0, attached.

⁵ See, Report Methodology, Section 4.0, attached.

⁶ See, Report Methodology, Section 5.0, attached.

6. 120-55 Queens Blvd., Kew Gardens, Queens – Permits and HIQA
7. 30-30 Thomson Ave, Long Island City, Queens – Parking and Permits (*new location*)
8. St. George Ferry Terminal, Staten Island – Passenger Service Office

- Describe how training was provided

In our last report, we referred to DOT's plan to provide customer service training that includes a "voter registration assistance" module. This plan was initiated in connection with Mayor de Blasio's Small Business First initiative. Plans are still underway to provide this training. However, DOT is also planning to offer online "voter registration assistance" training to front-line staff in DOT's Public Service Centers prior to rolling out the customer service training. The online curriculum format will include pertinent slides from the "Web-Based LL29 Voter Registration" slides published by the NYC Campaign Finance Board. This curriculum is currently in development and is scheduled for online distribution via DOT's Intranet early Fall 2016.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

There were no targeted distributions beyond the 9,727 distributed in connection with 311 literature requests and at DOT Public Service Centers.

- Describe challenges, both resolved and unresolved

Customers who walk into DOT's public service centers in some cases are repeat customers; so not all transactions will be followed by a DOT employee's offer to assist them in voter registration. However, DOT has resolved this challenge by: 1) ensuring that Voter Registration signage is clearly visible and Voter Registration forms are easily accessible; 2) continuing to distribute Voter Registration forms to customers who request hard copies of DOT brochures, applications and forms through 311.

DOT continues to ensure easy access for the public to find voter registration forms and information; for example, DOT has included a link to the NYC Campaign Finance Board website (<http://www.nyccfb.info/nyc-votes/agency-registering-vote>) on the home page of DOT's website. Since the last reporting period of this Voter Registration report, DOT has included the link on more than 900 pages of DOT's website.

**SEMI-ANNUAL AGENCY BASED VOTER REGISTRATION REPORT
METHODOLOGY (revised January 14, 2016¹)**

1.0 # of people served

DOT distributes Voter Registration forms primarily in two ways: (1) when satisfying requests for hard-copies of DOT applications and literature through 311, and (2) at DOT Public Service Centers. “# of people served” represents a combination of data from both methods, as described below.

1.1 311 Service Requests

DOT’s Language Access Unit (LAU) is responsible for the distribution of literature resulting from requests for “hard-copy” copies of DOT brochures, applications and forms through 311. A caller may request one copy of one document, multiple copies of a single document, or single copies of several documents. DoITT assigns a discrete Service Request number to each document requested by a caller, regardless of the number requested. Hence, a request from a caller for one copy of one document will result in one “SR#”, a request from a caller for multiple copies of one document will, similarly, result in one “SR#”, and a request from a caller for one copy of, for example, five different documents will result in five “SR#s”.

LAU periodically exports Excel spreadsheets from the 311 Siebel database identifying Service Requests.

Based on a presumption that most callers request hard-copies of only one document during a call to 311, DOT will use the number of Service Requests made during the reporting period as one component of the total “# of people served.”

1.2 Visitors to Public Service Centers

Voter Registration forms are available at DOT’s Public Service Centers, including the Staten Island Ferry Passenger Service Office. Based on guidance from the Mayor’s Office of Operations (see, email from Bonda Lee-Cunningham to Agency-based Voter Registration Coordinators, dated June 18, 2015, 2:21 PM), DOT will use the number of visitors to these Public Service Centers in the reporting period as the second component of “#of people served.”

The number of visitors to each Public Service Center is derived as follows:

55 Water Street, Manhattan – Permit Management [Actual number based upon QNOMY queuing system]

59 Maiden Lane, Manhattan – Highway Inspection and Quality Assurance (HIQA) [Estimated number provided by management of unit]

¹ Revised to reflect new request for “# of ‘clicks’ on home page voter registration button”(see, Section 5.0.) and to clarify that LAU does not provide forms with the NYC Bike Map and Truck Route Map.

16 Court Street, Brooklyn – Permits/HIQA [Estimated number provided by management of unit]
1400 Williamsbridge Road, Bronx – Permits/HIQA [Estimated number provided by management of unit]

10 Richmond Terrace (Staten Island Borough Hall) – Permits/HIQA [Estimated number provided by management of unit]

120-55 Queens Blvd., Queens – Permits [Estimated number provided by management of unit]

120-55 Queens Blvd., Queens – HIQA [Estimated number provided by management of unit]

28-11 Queens Plaza North, Queens – Parking and Permits [Estimated number provided by management of unit]

St. George Ferry Terminal – Passenger Service Office [Estimated number provided by management of unit]

2.0 # of applications distributed

LAU is the liaison with the NYC Board of Elections with respect to receipt of all Voter Registration forms for distribution by DOT. Consequently, all forms distributed by DOT pass through LAU. To determine the “# of applications distributed,” DOT will provide two numbers: (1) the number of forms actually distributed by LAU during the reporting period in connection with 311 Service Requests for literature, (2) the number of forms given to the Public Service Centers by LAU during the reporting period.

2.1 311 Literature Service Requests

In fulfilling requests of hard-copy copies of DOT brochures, applications and forms through 311, LAU provides up to five Voter Registration forms with each request; that is, where the Service Request calls for one to five copies of a document, DOT will provide an equal number of Voter Registration forms. If the Service Request calls for more than five copies of a DOT document, DOT will provide five Voter Registration forms.

Note: LAU does not distribute Voter Registration forms when satisfying requests for the “NYC Bike Map” and “Truck Route Map.”

(Where the Service Request is for a DOT document which has been translated into Spanish, Chinese, Bengali and Korean, DOT will similarly provide up to five Voter Registration forms in the requested language. For translated documents in any other languages, DOT will provide up to five forms in English.)

Therefore, using information provided on the 311 Service Request spreadsheets, DOT will calculate the number of Voter Registration forms distributed during the reporting period and will use that number as one component of “# of applications distributed”.

2.2 Public Service Centers

LAU monitors the adequacy of the supply of Voter Registration forms at the Public Service Centers. When supplies are low, LAU re-supplies Voter Registration forms in bulk to the Public Service Centers (generally, in batches of 1,000), and will, in the semi-annual report, provide the number of forms given to the Public Service Centers by the LAU during the reporting period. The frequency of re-supplying Centers and the number provided will, from reporting period to reporting period, reflect the number of forms distributed by the Centers.

3.0 # of applications collected and sent to Board of Elections:

LAU has provided a drop box for Public Service Center to use when customers ask that DOT mail their completed VR form directly to the BOE. Staff is instructed to insert the completed form into the box and notify the public service manager. The manager notifies LAU of the number of forms collected and this number is noted for reporting purposes.

4.0 # of front line staff trained

DOT will provide a number representing the total of: (1) the number of employees, including managers and supervisors, who have attended briefings and/or executive level training offered by, for example, the Mayor's Office of Operations on the Voter Registration initiative, and (2) the number of front line employees who have been trained.

5.0 # of "clicks" on home page voter registration button

DOT's Web Maintenance Supervisor has provided LAU with the number of "visits" and "views" to both the link on DOT's home page and links at other DOT web pages. The Supervisor has explained that one click on the link is both a visit and a view; a second click on the link within 15 minutes would be recorded as one visit and two views. For this query, DOT will provide, unless directed otherwise, the number of views for both the home page link and the links at other DOT sites.

Agency-Based Voter Registration –January 1- June 30, 2016

Agency: Department of Youth and Community Development

Name of Agency Reporter: Andrew Miller

Phone: 646-343-6738

Email: amiller@dycd.nyc.gov

.....
of people served: 27,194

of applications distributed to individuals: 9,368

of applications collected and sent to Board of Elections: 596

of front line staff trained: 308

of "clicks" on home page voter registration button 503

Narrative: One to 2 pages maximum. Bullets OK.

- **List the locations and types of agency operations where voter registration was actually offered.**

(See attached report listing CBOs.)

- **Describe how training was provided**
Given the thousands of locations funded by DYCD, CBOs are requested to provide online training provided by the Campaign Finance Board.
- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.) At enrollment in DYCD programs, parent days, and voter registration days.**

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

1. Name of the person/organization: _____

2. Address: _____

3. Contact details: _____

4. Date: _____

5. Signature: _____

6. Stamp: _____

7. Remarks: _____

8. Date: _____

9. Signature: _____

10. Date: _____

11. Signature: _____

12. Remarks: _____

13. Date: _____

14. Signature: _____

15. Date: _____

16. Remarks: _____

17. Date: _____

18. Signature: _____

19. Date: _____

20. Remarks: _____