

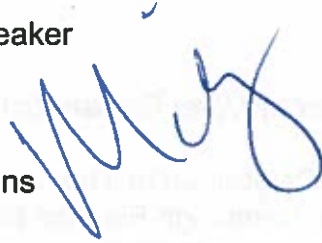
Mindy Tarlow
Director
mtarlow@cityhall.nyc.gov

253 Broadway
10th Floor
New York, NY 10007

+1 212 788 8821 tel
+1 212 788 1665 fax

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

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



Date: February 15, 2017

Re: Agency-Based Voter Registration Under LL29 of 2000, Mayoral
Directive One, LL61 of 2014 and LL63 of 2014

Period: July 1, 2016 through December 31, 2016

During this reporting period:

- The NYC Board of Elections reported receiving 14,021 registration forms originating from NYC agencies, continuing a steady increase in each reporting period since the implementation of Mayoral Directive One. In all of calendar 2013, there were only 4339 applications received by BOE from NYC agency forms distributions.
- Work continues on adding more opportunities to register to vote through electronic interactions with NYC agencies. DCAS, which was the pilot agency, continues to offer voter registration to the tens of thousands of people registering for City exams and employment. The Department of Health and Mental Hygiene (DOHMH) offers voter registration in connection with applications for dog licensing and Health Academy training. The City Clerk is developing online voter registration in conjunction with marriage license applications and several additional agencies are exploring the possibilities with their existing or in-development online systems. The current requirement that voter registration include an original signature continues to be a bar to fully electronic registration.

- **Examples of Agency Voter Registration Activities**

- In October 2016 The Department of Homeless Services (DHS) worked with the Campaign Finance Board to organize voter registration drives at nine homeless shelters across the Bronx, Manhattan and Brooklyn. Lobby tables were set up and DHS staff knocked on residents' doors to encourage them to register to vote.
- At the Parks Department's annual Field Day on November 8 at Queensbridge Park the NYC Board of Elections provided a voting booth for children to vote on family-friendly themes and registration was offered to parents.
- Staff from DOHMH participated in National Voter Registration Day on September 27, 2016, manning tables at four department locations.

Attached please find a table with stats for each of the 23 participating agencies for the reporting period and the individual reports filed by each agency.

MAYOR'S OFFICE OF OPERATIONS

Agency-Based Voter Registration- July 1 Through December 31, 2016

<u>Agency</u>	<u># Served</u>	<u># Apps Distributed</u>	<u># agency sent to BOE</u>	<u># Trained</u>	<u>Web "Clicks"</u>	<u>Weblink to NYC Votes</u>
Aging	30,000	285	192	500	NA	Y
Business Integrity Commission	824	7	0	0	0	Y
Children's Services	30,000	900	20	150	0	N
City Planning	0	10	0	0	0	N
Citywide Administrative Services	12,725	156	1	18	31,000	Y
Civilian Complaint Review Board	32	32	0	0	NA	N
Consumer Affairs	56,083	56,500	67	77	146	Y
Correction	4,955	2,700	1,106	17	0	N
Cultural Affairs	900	0	0	6	32	Y
Environmental Protection	24,832	10,687	90	3	46	Y
Finance	18,658	18,658	0	0	NA	Y
Fire	100,000	22	0	7	62	Y
Health and Mental Hygiene	NA	1,741	41	28	NA	Y
Homeless Services	*	8,095	146	NA	74	Y
Housing Preservation and Development	28,500	*	*	NA	NA	Y
Human Resources Administration	2,192,799	465,331	12,105	483	0	N
Human Rights Commission	2,148	2,148	8	0	*	Y
Parks and Recreation	1,800,000	57,499	0	25	5,169	Y
Probation	2,255	269	0	15	135	Y
DORIS	15	15	0	6	NA	Y
Small Business Services	57,291	424	107	43	0	N
Taxi and Limousine	92,000	70	0	6	NA	Y
Transportation	32,673	10,085	0	38	2,763	Y
Youth and Community Development	31,064	12,035	4,210	412	161	Y

* See agency report



Donna M. Corrado, Ph.D.
Commissioner

Steven Foo
General Counsel

2 Lafayette St.
New York, NY 10007

(212) 602-4100

Agency-Based Voter Registration –July 1, 2016 through December 31, 2016

Agency: Department for the Aging

Name of Agency Reporter: Jack Kupferman

Phone: 212-602-4140

Email: jkupferman@aging.nyc.gov

.....
of people served: 30000

of applications distributed to individuals: 285

of applications collected and sent to Board of Elections: 192

of front line staff trained: 500 (estimate)

of "clicks" on home page voter registration button unable to determine

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 special registration activities, if any
 - In addition to the regularly designed distribution opportunities at the various program sites, DFTA held a voter registration event specifically designed for employees at the DFTA Central Office.



Department for
the Aging



- Describe challenges, both resolved and unresolved
 - 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 July 1, 2016 - December 31, 2016

Agency: New York City Business Integrity Commission

Agency Reporter: Nicholas Bon, Director of Licensing

Phone: 212-437-0532

Email: nbon@bic.nyc.gov

.....

of “clicks” on home page voter registration button : 28

of frontline staff trained: 6

of people serviced: 824

of applications distributed: 7

of applications collected and sent to board of elections: 0

.....



The City of New York
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Daniel D. Brownell
Commissioner and Chair

Agency – Based Voter Registration July 1, 2016 - December 31, 2016

Agency: New York City Business Integrity Commission

Agency Reporter: Nicholas Bon, Director of Licensing

Phone: 212-437-0532

Email: nbon@bic.nyc.gov

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.

Agency-Based Voter Registration – July 1, 2016 through December 31, 2016

Agency: Administration for Children Services

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

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

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

.....
of people served: 30000

of applications distributed to individuals: 900

of applications collected and sent to Board of Elections: 20

of front line staff trained: 150

of "clicks" on home page voter registration button 28

Narrative: One to 2 pages maximum. Bullets OK.

- Families are distrustful of ACS, and appear to believe that we have another motive other than to ensure that they are registered to vote.
- Clients and visitors show no interest in Voter Registration information
- As a legal office, FCLS has very little interaction with the public as service-providers. 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.

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



DEPARTMENT OF CITY PLANNING
CITY OF NEW YORK

Carl Weisbrod, *Director*
Department of City Planning

Agency-Based Voter Registration – July 1–December 31, 2016

Agency: Department of City Planning

Name of Agency Reporter: Dana Cohen

Phone: (212) 720-3650

Email: dcohen@planning.nyc.gov

.....
of people served: 0

of applications distributed to individuals: 10 (approximately)

of applications collected and sent to Board of Elections: 0

of front line staff trained: 0

of "clicks" on home page voter registration button 10

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 added to our agency's website on May 6, 2016, so we had a bit more activity during the second half of calendar year 2016. In addition to the main button, we also had an additional 3 clicks on the deadline vote button. The Board of Elections had been unresponsive to our requests for applications and unfortunately, I just learned that our staff did not follow up on our order. Now that I am aware of this, we are following up to ensure we are finally able to obtain applications so we can train all frontline staff and anticipate that we will be able to provide more information on the next report.

Although our office relocated at the end of 2015, 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 few months.



UNITED STATES DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL

Dear Mr. [Name]:
I am pleased to inform you that your application for [position] has been reviewed and your qualifications have been found to be satisfactory. We are pleased to offer you the position of [position] in the [department].

The position is a full-time, permanent position. The salary for this position is \$[amount] per year. The position is located in [location]. The position is classified as [grade].

The position is a [type] position. The position is a [type] position. The position is a [type] position. The position is a [type] position. The position is a [type] position.

The position is a [type] position. The position is a [type] position. The position is a [type] position. The position is a [type] position. The position is a [type] position.

The position is a [type] position. The position is a [type] position. The position is a [type] position. The position is a [type] position. The position is a [type] position.

Agency-Based Voter Registration –July 1- December 31, 2016

Agency: **DCAS**

Name of Agency Reporter: **Latesha Parks**

Phone: **212-386-6313**

Email: **Imparks@dcas.nyc.gov**

.....
of people served: 12,725

of applications distributed to individuals: 156

of applications collected and sent to Board of Elections: 1

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

DoITT 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



BILL DE BLASIO
MAYOR

CIVILIAN COMPLAINT REVIEW BOARD
100 CHURCH STREET 10th FLOOR
NEW YORK, NEW YORK 10007 ♦ TELEPHONE (212) 912-7235
www.nyc.gov/ccrb

RICHARD D. EMERY, ESQ.
CHAIR

MINA Q. MALIK, ESQ.
EXECUTIVE DIRECTOR

Agency-Based Voter Registration – July 1- December 31, 2016

Agency: CIVILIAN COMPLAINT REVIEW BOARD (CCRB)

Name of Agency Reporter: Jonathan Darche

Phone: 212-912-2097

Email: jdarche@ccrb.nyc.gov

.....
of people served: 32 civilians and an unknown number of members of the NYPD

of applications distributed: 32 applications

of applications collected and sent to Board of Elections: None. The civilians elected to use the self mailer and the forms were taken from the MOS waiting room but were not given upon request.

of front line staff trained: 0

of "clicks" on home page voter registration button: None (DOITT was not tracking whether users of the CCRB website used the voter registration button. We recently requested that they track this information).

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
The CCRB has one office location at 100 Church Street – 10th floor, New York, NY. The Agency’s investigators conduct interviews of police officers and civilians as part of the investigative process, and the Administrative Prosecution Unit prosecutes the most serious cases in the Trial Room at One Police Plaza. We have two separate waiting areas for police officers and civilians. The receptionists in these waiting areas are responsible for distributing voter registration cards to police officers and civilians who are waiting to be interviewed by CCRB investigators.
- Describe how training was provided

No training was provided about voter registration during the period covered by this report.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
The waiting areas are frequented by 50 or more officers and 10 to 15 civilians daily. The receptionist in the civilian waiting area distributes voter registration cards. Voter registration cards are displayed for members of the NYPD to take in the MOS waiting room next to their sign in book. Civilians usually wait for some time before they are interviewed and this presents an opportunity for our receptionists to discuss the voter registration process with these individuals. Our target or goal is to distribute approximately 200 voter registration forms within a six-month period.
- 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)
Yes. The voter registration link has been placed on the Agency's website.
- Describe challenges, both resolved and unresolved
The CCRB's decision to distribute voter registration forms in the civilian and MOS waiting areas is the best way for the Agency to reach the members of the public who it serves. The Agency would like to seek formal training from CFB for its reception staff, although they are already doing a commendable job. We will also identify more innovative, customized ways to easily disseminate the voter registration information forms.

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

Agency-Based Voter Registration –July 1, 2016 through December 31, 2016

Agency: Department of Consumer Affairs

Name of Agency Reporter: Mary Cooley

Phone: 212-436-0392

Email: mcooley@dca.nyc.gov

.....
of people served: 56,083

of applications distributed to individuals: ~56,500

of applications collected and sent to Board of Elections: 67

of front line staff trained: 77

of "clicks" on home page voter registration button 146

Offsite Link	Visits (07/01/2016 ~ 12/31/2016)
http://www.nyccfb.info/nyc-votes/agency-registering-vote	141
http://votersedge.nyccfb.info/	5

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
 - Financial Empowerment Centers
 - DCA's website, which links on numerous pages
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Voter registration cards were included in some renewal application packets
- Describe special registration activities, if any
 - Icons on website were changed for the voting registration deadline, per the request from CFB.
- Describe challenges, both resolved and unresolved

- o We are not aware of any challenges for this reporting period.

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

Agency-Based Voter Registration –July 1, 2016 through December 31, 2016

Agency: Department of Correction

Name of Agency Reporter: Frankie Mitchell

Phone: 718-546-0436

Email: Frankie.mitchell@doc.nyc.gov

.....
of people served: _____ 4955 (voter education, ballots and training) _____

of applications distributed to individuals: _____ Approximately 2700 _____

of applications collected and sent to Board of Elections: _____ 1106 _____

of front line staff trained: _____ 17 _____

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

Narrative: One to 2 pages maximum. Bullets OK.

- In all the housing units within ten (10) facilities on Rikers Island under the authority of the Department of Corrections.
- There were no targeted distributions.
- Voter education presentations to all the inmates.
- Lack of voters right information and the misinformation received by the population

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



Agency-Based Voter Registration –July 1, 2016 through December 31, 2016

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

Name of Agency Reporter: Kwame Belle

Phone: (718) 729-2047

Email: kbelle@mfta.nyc.gov

.....
of people served: 900 per month

of applications distributed to individuals: 0

of applications collected and sent to Board of Elections: 0

of front line staff trained: 6

of "clicks" on home page voter registration button: 32

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

- N/A

Describe challenges, both resolved and unresolved

- N/A

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



Agency-Based Voter Registration – July 1, 2016 through December 31, 2016

Agency: DEP

Name of Agency Reporter: Corinne Martin

Phone: (718) 595-5843

Email: cormartin@nyc.dep.gov

.....
of people served: 24,832

of applications distributed to individuals: 10,687

of applications collected and sent to Board of Elections: 90

of front line staff trained: 3

of "clicks" on home page voter registration button 46

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:
 - o Bronx: 1932 Arthur Avenue - 6th Floor
 - o Brooklyn: 250 Livingston Street - 8th Floor
 - o Manhattan: 1250 Broadway - 8th Floor
 - o Queens: 96-05 Horace Harding Exp. - 1st Floor
 - o Staten Island: 60 Bay Street - 6th Floor

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 –July 1- December 31, 2016

Agency: Department of Finance

Name of Agency Reporter: Scott Adlerberg

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

.....
of people served: 18,658

of applications distributed to individuals: 18,658

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.



FDNY

www.nyc.gov/fdny

Agency-Based Voter Registration –July 1, 2016 through December 31, 2016

Agency: FDNY

Name of Agency Reporter: Maryana Chouchereba

Phone: 718-999-1102

Email: chouchm@fdny.nyc.gov

.....
of people served: 100,000 +

of applications distributed to individuals: 22

of applications collected and sent to Board of Elections: 3

of front line staff trained: 7

of "clicks" on home page voter registration button 62

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 level of the FDNY headquarters.

- 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
- Did not experience any challenges within this time frame.

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





NEW YORK CITY DEPARTMENT OF
HEALTH AND MENTAL HYGIENE
Mary T. Bassett, MD, MPH
Commissioner

Oxiris Barbot, M.D.
First Deputy Commissioner
obarbot@health.nyc.gov

Julie A. Friesen
Deputy Commissioner
Division of Administration
jfriesen@health.nyc.gov

Gotham Center,
42-09 28th Street
CN-29A, Room 16-59
Queens, NY 11101-4132
1.347.396.6509 tel

Agency-Based Voter Registration –July 1, 2016 through December 31, 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

(Mostly passive distribution taken as visitors passed through lobby areas of Health Centers.)

of applications distributed to individuals: 1,741

of applications collected and sent to Board of Elections: 41

of front line staff trained: 28

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

Staff trainings were held at the three Health Action Centers, in Tremont (Bronx), Bedford (Brooklyn), and East Harlem (Manhattan). The staff in attendance has regular interaction with the public as visitors enter the Action Centers, as well as when attending community meetings and events.

Several staff that attended the training also participated in National Voter Register Day (September 27, 2016) activities. Tables were set-up at four locations resulting in a combined total distribution of 261 forms. 41 forms were completed on site and sent into the Board of Elections.

Form distribution has continued at our Health Centers. Forms are available in the lobby of most locations, as well as some program offices. New voter registration related signage was provided to the priority Action Center locations.

Over the summer, DOHMH worked with The Mayor's Office of Technology and Innovation, and DCAS, on implementing a pilot for adding Voter Registration options in two of our most used public applications: Dog Licensing and Health Academy Training Course Registration.

Both of these applications now have an option box within the application process flow where users can opt (click a box) to register to vote. Once they have completed their business in the application the user is taken to the Board of Elections voter registration form site.

The DOHMH home page continues to feature 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.

In advance of the November 8th election, DOHMH retweeted messages sent out by the Campaign Finance Board, reminding/informing the public of the registration deadline.

C: J. Friesen



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

Mark L. Neal
General Counsel

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

33 Beaver Street
17th Floor
New York, NY 10004

212.607.5135 tel
212.361.8010 fax

Agency-Based Voter Registration – Semi-Annual Report
(July 1, 2016 – December 31, 2016)

Date: January 17, 2017

Agency: New York City Department of Homeless Services

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

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

of voter registration forms distributed to individuals: 8,095.

of completed forms collected and sent to Board of Elections: 146.

of front line staff trained: Not yet determined.

of “clicks” on home page voter registration button: 74.

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

Franklin Women’s Shelter (Single Women)
1122 Franklin Avenue (near 166th Street)
Bronx, NY 10456



Adult Family Intake Center (AFIC) (Adult Families)

400-430 East 30th Street
New York, NY 10016

Prevention Assistance and Temporary Housing (PATH) (Families with Children)

151 East 151st Street
Bronx, NY 10451

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 which 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 September 2016, this pamphlet was updated with 2016 voter registration deadlines and distributed to all intake sites ahead of the national election. (*See Exhibit 2*).

On October 1, 2016, DHS’s Office of Communications and External Affairs worked with the New York City Campaign Finance Board (CFB) to organize voter registration drives at nine homeless shelters across the Bronx, Manhattan, and Brooklyn. At each drive, DHS and local community board staff set up tables in the shelter lobby with voter registration materials, and DHS staff knocked on clients’ doors to invite them to participate in the drive. In total, the nine registration drives resulted in DHS staff collecting and submitting 120 completed forms to the Board of Elections. As described in DHS’s previous report, similar registration initiatives were conducted in February and March of 2016.

Additionally, in August 2016, a number of DHS Homebase locations and the DHS Office of the Ombudsman received voter registration forms in all five languages offered by the Board of



Elections. These sites began making voter registration forms available to visiting clients (Ombudsman's Office) and potential DHS applicants (Homebase) prior to the registration deadline to vote in the national election.

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 CFB. In September 2016, DHS restocked voter registration forms at all intake sites and reminded staff of the importance of distributing voter registration forms at intake centers ahead of the October deadline to register to vote in the national election.

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. Applicants may avail themselves of a voter registration form multiple times during their shelter application process. Applicants also may choose not to take a voter registration form when visiting intake. Therefore, DHS is not able to capture an accurate statistic on the number of people served.

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 as requested by the CFB between July 2016 and October 2016 to reflect upcoming voter registration deadlines. Between July 1, 2016 and December 31, 2016, 74 unique visitors were led to the CFB's website by clicking on the voter registration button on the DHS homepage.

Finally, on October 13, 2016 and October 14, 2016, DHS's Office of Communications and External Affairs issued an email to all DHS staff and published a message through its Twitter account urging staff and the public to register to vote in the national election prior to the deadline.

VICKI BEEN
Commissioner
DON SHACKNAI
First Deputy Commissioner
Melissa Hester
Assistant Commissioner

Division of Human Resources
100 Gold Street
New York, N.Y. 10038

nyc.gov/hpd

Agency-Based Voter Registration –July 1, 2016 through December 31, 2016

Agency: **Housing Preservation & Development**

Name of Agency Reporter: Ericka M. Williams

Phone: 212-863-8231

Email: wilier@hpd.nyc.gov

.....
of people served: ~28,500

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

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 in site offices. These areas generally service the Section 8 program participants and property owners. The forms are on open display for all to take.
 - There is also a voter registration button on our home page and intranet.
 - HPD included voter spotlight links on our website and intranet.
- 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.
 - HPD included voter spotlight links on our website and 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 4,000 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 out-going mailbox without the assistance of front line staff.
 - Voter cards are made available to the public, employees and vendors. There is no way to manually track how many are taken and sent to the BOE.
 - 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
(July 1 – December 31, 2016)

Agency: **DSS | HRA**

Name of Agency Reporter: Erin Drinkwater

Phone: 929.221.8516

Email: drinkwatere@hra.nyc.gov

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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
HCSP	5145			804			34	318	0
MICSA	1,995,245**			453,240			1,930	24	0
HASA	12,592			8,896			828	12	0
OCSE	38,684			2,391			176	51	0
APS	54,145			11,107			0	0	0
total	2,192,799	195,743	767,921	465,331	132,003	189,332	12,105	483	0
*Include Domenstic Violence Programs									
** through Nov 2016									

Summary by Program Area:

Family Independence Administration:

of people served:

195,412 average monthly Cash Assistance cases July – December 2016

755,609 average monthly Non-Cash Assistance SNAP cases July – December 2016

of applications distributed to individuals:

173,292 total Cash Assistance applications July – December 2016

207,876 total Non-Cash Assistance SNAP applications July – December 2016

of applications collected and sent to Board of Elections:

17,930 through December 31, 2016 (15,257 from Job Centers

2,673 from SNAP Centers)

of front line staff trained:

5,816 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 HRA centers that administer Cash Assistance (aka Public Assistance) and Supplemental Nutrition Assistance Program (aka SNAP) benefits.
 - The Voter Registration form is also included in the PDF for all online CA and SNAP applications and recertification submissions. The PDF is saved in the client's account on ANYC and accessible at any time (client would need to print then submit the form.) Totals for SNAP and CA online submissions between July and December 2016 are below:
 - SNAP E-Apps = 154,618
 - SNAP E-Recerts = 36,072*
 - CA E-Apps = 3,190
 - CA E-Recerts = 2,150

*SNAP E-Recert data is from July - November 2016. December 2016 data is still pending

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Voter Registration included in all application and recertification kits, which are provided to all applicants for Public Assistance and available to recipients of Public Assistance.
 - Voter Registration included in online CA and SNAP applications.
 - Voter Registration forms provided at all Front Door Reception areas at the FIA Operations centers.
- 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

- Advised staff to promote and ask about Voter Registration at all points of interactions with clients, and in particular, when providing application and recertification kits.
- Describe challenges, both resolved and unresolved
 - None reported

Special Services/Home Care Services Program (HCSP):

of people served:

5145 (each was offered voter registration assistance)

of applications distributed to individuals:

804

of applications collected and sent to Board of Elections:

34

of front line staff trained:

318

of “clicks” on home page voter registration button: **Not Applicable**

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:

- Bronx CASA- 888 Garrison Ave 3rd floor Bronx NY 10474
- Brooklyn CASA- 88 Third Ave 3rd Floor Brooklyn NY 11217
- Queens CASA- 165-08 88th Avenue 6th floor Jamaica NY 11432
- Staten Island CASA- 215 Bay Street 2nd Floor Staten Island, NY 10301
- Manhattan CASA – 132 W 125th Street 5th Floor NY 10027
- 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 provided by the State Board of Elections during July 1-Dec 31 2016 .HCSP NVR Training was provided on 10/13/16 and 10/14/16. On 10/18/16 the State Board of Elections confirmed 13 HCSP NVRA Liaisons staff, including two of the HCSP trainers, attended the Agency Based Voter Registration training held at the State Building, 250 Broadway 19th floor, New York. Training was also provided by the Special Services Home Care Services Program Trainers/Curriculum Developers to 93 frontline staff during the month of December 2016. The Field Offices continue to 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 and provide NVRA training during their monthly meetings with their Field staff all resulting in a total of 318HCSP staff receiving NVRA training. 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

None during this time period.

Medical Insurance and Community Services Administration (MICSA):

of people served:
1,995,245 (as of November 2016)

of applications distributed to individuals:
453,240 (Jun-Nov 2016)

of applications collected and sent to Board of Elections:
1,930 (Jun-Nov 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 MICA Community office locations are as follows:

BRONX

LINCOLN HOSPITAL MEDICAID OFFICE - 234 East 149th Street
NORTH CENTRAL BRONX HOSPITAL 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 HOSPITAL MEDICAID OFFICE - 441 Clarkson Avenue

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:

12,592 (Number of public assistance applications taken and recertifications completed)

of applications distributed to individuals:

8,896

of applications collected and sent to Board of Elections:

828

of front line staff trained:

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

- Additional training needed for liaisons

- Will work with Board of Elections to have additional training schedule

Office of Child Support Enforcement (OCSE):

of people served:

99,274 (Family Court Offices – 50,075 and Customer Service Walk-In Center- 49,204)

of applications distributed to individuals:

5,238 (Family Court Offices - 4,838 and Customer Service Walk-In Center – 400). 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:

504 (Family Court Offices - 377 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:

64(Family Court Offices - 14 and Customer Service Walk-In Center - 14)

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 staff in our Family Court Offices. Training was also provided by the location Director to 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. Extra emphasis was applied on September 27, 2016 at our Customer Service Walk-In Center for National Voter Registration Day.

- Describe special registration activities, if any

None

- Describe challenges, both resolved and unresolved

Most customers in the Customer Service Walk-In Center indicate that they are either already registered voters or are not open to accepting the form.

Adult Protective Services:

of people served:

54,415 clients (new referrals and accepted cases are included in this figure), July – December 2016

of applications distributed to individuals:

11,107 applications distributed (each newly referred client was offered voter registration assistance during the initial home visit), July – December 2016

of applications collected and sent to Board of Elections:

176 through December 31

of front line staff trained:

51 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

APS offers Voter Registration during initial Home Visits for assessments, and monthly home visits for eligible clients.

The Locations

HCSP has seven (7) Field Office locations throughout the five boroughs in which voter registration was offered when Home Visits were conducted:

- Bronx APS – Halsey Street, Bronx NY 10474
- Brooklyn APS (North and South) - 250 Livingston Street, 3rd floor, Brooklyn NY 11201
- Queens APS- 165-08, 88th Avenue – 6th Floor, Jamaica, NY 11435
- Staten Island CASA- 215 Bay Street 2nd Floor Staten Island, NY 10301
- Manhattan APS (North and South) 400 8th Avenue, 6th, New York, NY 10001

Agency Operations

APS seeks to resolve promptly the risks faced by eligible clients by arranging for services and support that will enable these individuals to live independently and safely within their communities. APS works collaboratively with many community organizations to provide comprehensive services to this vulnerable population.

- Describe how training was provided:

The initial State Board of Elections training was conducted in October 2016. NVRA site liaisons from all APS sites, director of training and the director of procedures were trained by State Board of Elections. Additional field staff was trained by the APS Director of training. An on-line training has been designed and completed, APS staff will receive automated training and it is projected that all staff will be trained by April 2017.

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

APS will continue to target client through home visits and on rare occasions, office visits.

- Describe special registration activities, if any

N/A

- Describe challenges, both resolved and unresolved

APS continues to face the challenge of offering voter registration to clients who are not capable of making decisions or unwilling to cooperate with the process due to mental illness.



COMMISSION ON HUMAN RIGHTS
22 READE STREET, NEW YORK, NY 10007
MAILING ADDRESS: PO BOX 2023, NEW YORK, NY 10272
Dial 311 www.nyc.gov
Carmelyn P. Malalis
Commissioner and Chair

Agency-Based Voter Registration –July 1, 2016 through December 31, 2016

Agency: Commission On Human Rights

Name of Agency Reporter: Milagros Navarro-Tilley

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

of people served: 2,148

of applications distributed to individuals: 2,148

of applications collected and sent to Board of Elections: 8

of front line staff trained: 0

of "clicks" on home page voter registration button: 0 *(See note below)

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
 1. Naturalization Ceremony at Brooklyn Federal Courthouse (25 Cadman Plaza East, Brooklyn, NY)
 2. Brooklyn Community Service Center Reception area (25 Chapel Street, Brooklyn, NY)
 3. Brooklyn Housing Court (141 Livingston Street, Brooklyn, NY)
 4. Queens Housing Court (89-17 Sutphin Boulevard Jamaica, New York)
 5. Town Hall with Concerned Citizens of Laurelton (228-20 137th Ave, Laurelton, NY)
 6. Immigration & Social Services Town Hall at Queens Library (89-11 Merrick Blvd, Queens, NY)
 7. Bronx Housing Court (167th Street and Grand Concourse, Bronx, NY)
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

Staff brought voter registration forms to the various town hall meetings and events.

- Describe special registration activities, if any

None

- Describe challenges, both resolved and unresolved

Most people wanted to take the forms home to fill out, so it's a challenge to track them.

*** Note:** When the Commission's redesigned website launched in July, 2016 the link to the voter registration was inadvertently excluded. This issue has already been corrected and the link is back on the Commission's home page.

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

Agency-Based Voter Registration –July 1, 2016 through December 31, 2016

Agency: City of New York Department of Parks & Recreation

Name of Agency Reporter: Stephanie Jones

Phone: (212) 360-8181

Email: stephanie.jones@parks.nyc.gov

.....
of people served: 1.8 million

of applications distributed to individuals: 57,499

of applications collected and sent to Board of Elections: N/A

of front line staff trained: 25

of "clicks" on home page voter registration button 59 clicks on voter registration button.
5,110 page views of the voter registration form which is included on the Recreation Center membership form.

Narrative: One to 2 pages maximum. Bullets OK.

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

**Administrative Buildings/Permit
Offices (Ballfield, Tennis and Special
Events)**

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

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
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

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

The voter registration form has been incorporated into the Recreation Center membership registration form in-person and online, so all new or renewing members will receive a copy of it. The forms are also available at the front desk, and many of our facilities have chosen to create featured bulletin boards or separate tables of voter forms that highlight their availability.

- Describe special registration activities, if any

Voter education themes were again incorporated into Parks' annual Fall Field Day event, held on November 8, 2016, 11:00 a.m. – 3:00 p.m. at Queensbridge Park in Queens. The NYC Board of Elections provided us with a voting booth for kids to try out, with family-friendly themes for them to vote on. An estimated 3000 people attended the event.

- Describe challenges, both resolved and unresolved

The amount of people receiving the voter registration form has risen dramatically since incorporating the form into our Recreation Center membership registration package both online and in-person earlier this year. This makes providing the forms to members of the public more automatic for our staff. However, it doesn't ensure that recipients are filling the form out, and in fact, our staff still report that many Recreation Center members do not want the voter registration form or are already current with their registration. Also, our staff continue to sense fear from non-citizen members when they receive the form.

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



Ana M. Bermúdez
Commissioner

33 Beaver Street
23rd Floor
New York, NY 10004

212-361-8976 tel
212-361-8985 fax

Agency-Based Voter Registration –July 1, 2016 through December 31, 2016

Agency: NYC Department of Probation

Name of Agency Reporter: Stephen Cacace

Phone: 718-802-4500

Email: scacace@probation.nyc.gov

.....
of people served: 2,225

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 135

Narrative: One to 2 pages maximum. Bullets OK.

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

.....

- **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 available in our HUBS (waiting rooms) citywide.**

- **No new training was offered to staff at this time**

- **Targeted distribution occurs at Intake - a client receiving Probation and**



meeting with a Probation Officer receives a Voter registration packet

- No challenges at this time

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



DEPARTMENT OF RECORDS & INFORMATION SERVICES
 31 Chambers Street, Room 304
 New York, NY 10007 (212)341-6022 Fax (212)788-8625
LaTonya C. Jones, Special Assistant to the Commissioner/EEO Officer
LCJones@records.nyc.gov

Agency-Based Voter Registration –July 1, 2016 through December 31, 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: _____ 15 _____

of applications distributed to individuals: _____ 15 _____

of applications collected and sent to Board of Elections: _____ 0 _____

of front line staff trained: _____ 6 _____

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**

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

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

Voter registration forms were made available at the agency's public programming and WomensActivism NYC events between July and September of 2016.

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

In addition to offering voter registration at agency events, DORIS also used its social media to amplify messages on voter registration and upcoming deadlines, particularly ahead of the October 2016 deadline. The agency also frequently reposted content provided by the NYC Campaign Finance Board and the Mayor's Office.

- 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.

Agency-Based Voter Registration --July 1, 2016 through December 31, 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: 57,291

of applications distributed to individuals: 424

of applications collected and sent to Board of Elections: 107

of front line staff trained: 43

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

Narrative: Voter Registration Forms were distributed at 20 Workforce1 (WF1) Career Centers & 6 NYC Business Solutions Center (BSC);

- Brooklyn
 - Downtown Brooklyn (WF1)
 - Brooklyn (BSC)
 - Coney Island (WF1)
 - Brooklyn Industrial & Transportation Center (BAT) (WF1)
 - East New York (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)

- West Farms (WF1)
 - Bronx Industrial & Transportation Center (Port Morris) (WF1)
 - Bronx (BSC)
 - Manhattan
 - Upper Manhattan (WF1)
 - Upper Manhattan/Washington Heights (BSC)
 - Washington Heights (WF1)
 - Midtown (WF1)
 - Healthcare (Lower Manhattan) (WF1)
 - Lower Manhattan (BSC)
 - Staten Island
 - North Shore (WF1)
 - South Shore (WF1)
 - Staten Island Industrial & Transportation Center (WF1)
 - Staten Island (BSC)
- **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 –July 1, 2016 through December 31, 2016

Agency: **Taxi and Limousine Commission**

Name of Agency Reporter: Jugba Santi

Phone: 212-676-1204

Email: santij@tlc.nyc.gov

.....
of people served: 92,000

of applications distributed to individuals: 70

of applications collected and sent to Board of Elections: 0

of front line staff trained: 6

of "clicks" on home page voter registration button n/a

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
 - At our Inspection Facility in Woodside
 - At our office at 33 Beaver Street
 - Externally at community events
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - New hire packets
- Describe special registration activities, if any
 - None
- Describe challenges, both resolved and unresolved
 - NA

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: July 1 – December 31, 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, 673
311 Service Requests:	5,222	
Visitors to Public Service Centers:	21,872	
No. of applications distributed (in connection with 311 literature requests) ² :		9,635
No. of applications distributed (provided to Public Service Centers) ² :		450
No. of applications collected and sent to Board of Elections ³ :		N/A
No. of Front Line staff trained ⁴ :		38
No. of “clicks” on home page voter registration button:		2,611
No. of “clicks” on voter registration buttons on other DOT webpages:		152

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

There are (9) nine 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 2.0, 2.1, and 2.2, attached.
³ See, Report Methodology, Section 3.0, attached.
⁴ See, Report Methodology, Section 4.0, 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. 34-02 Queens Blvd, Long Island City, Queens – Prepaid Parking
9. St. George Ferry Terminal, Staten Island Ferry – Passenger Service Office

- Describe how training was provided

Our plan to offer online “voter registration assistance” training to front-line staff in DOT’s Public Service Centers initiated in the first half of 2016 was implemented in the second half of 2016. DOT Customer Service/Language Access partnered with the DOT Learning Center to utilize computer training resources for the launch of DOT’s Voter Registration Assistance eLearning program. The online curriculum includes slides from the “Web-Based LL29 Voter Registration” slides published by the NYC Campaign Finance Board.

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

There were no targeted distributions beyond the 5,222 distributed in connection with 311 literature requests and at DOT Public Service Centers.

- Describe challenges, both resolved and unresolved

As explained in the prior 2016 report, our challenges related to the nature of business transactions made at the DOT walk in centers. Customers who walk into DOT’s public service centers are repeat customers; so not all transactions will be followed by a DOT employee’s offer to assist them in voter registration.

DOT has addressed 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.

In 2016, DOT has adopted widespread use of electronic signage first proposed by Customer Service Language Access. This agency wide system will enhance DOT’s ability to get Voter Registration Assistance information out to customers in our Public Service Centers first at 55 Water Street and soon after at other DOT locations listed in this report. The upgraded system allows the immediate posting of signage, more accessible signage and updates to postings much easier to manage.

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 (as of January 1, 2017)**

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 obtains periodic spreadsheets from 311 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]

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 – Authorized Parking [Estimated number provided by management of unit]
St. George Ferry Terminal – Passenger Service Office [Estimated number provided by management of unit]
34-02 Queens Blvd, Long Island City, Queens – Prepaid Parking [Estimated number provided by management of unit]

2.0 # of applications distributed

LAU is the liaison with the NYC Board of Election 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.

(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, 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 staff trained

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



**Department of
Youth & Community
Development**

Bill Chong
Commissioner

2 Lafayette Street, 19th
Floor
New York, NY 10007

646 343 6800 tel

www.nyc.gov/dycd

Memo:

To: Bonda Lee-Cunningham

From: Andrew Miller 

Date: February 6, 2017

Subject: Agency-Based Voter Registration Report

Please find DYCD's report for voter registration activity reported by CBOs from July 1 - December 31st. For comparative statistics, we included data from January – June 2016.

	July 1 – December 31, 2016	January 1 - June 30, 2016
# served	31,064	27,184
# voter forms distributed	12,035	8,368
# returned to BOE	4,210	596
# staff training	412	308

We received a total of 161 Hits at: <http://www.nyccfb.info/nyc-votes> --
"Voter Registration" link on our website during the same period.

