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To: Melissa Mark-Viverito  
Speaker, New York City Council  
From: Mindy Tarlow  
Date: August 14, 2015  
Re: Agency-Based Voter Registration Under Local Law 29 and Mayoral Directive One



This is the first bi-annual report on the activities of agencies required to offer voter registration under Local Law 29 and Mayoral Directive One. The individual agency reports are attached as appendices.

Since the issuance of Directive One, the following milestones have been reached:

- The 17 participating agencies submitted their plans for implementation in September 2014
- All agencies designated a primary coordinator for voter registration
- Coordinators were convened by the Mayor's Office for an overall orientation on the requirements of the law and directive and for review of training for front line staff developed by the Campaign Finance Board (CFB).
- Meetings were held with all agencies to refine their initial plans, determine which locations and activities were appropriate for voter registration and to assist in logistical issues related to implementation
- Live training for front line staff and supervisors was presented by the CFB to 72 in-house agency trainers from 13 agencies.
- A web-based tracking system was developed and distributed to agencies to allow for reporting of registration activities specific to designated sites of each agency from any location
- The Board of Elections developed a fillable pdf Code 9 (City-originated) version of the voter registration form in English, Spanish, Chinese, Korean and Bengali for use in web applications.
- The Campaign Finance Board developed a visual guide to voter registration and FAQs for both registration and voting. These were distributed to the participating agencies. CFB has also developed signage for agency sites which it can tailor to specific agency needs.

- Bids were sought, a vendor selected and a contract was let to secure translation of the voter registration form, registration guide and FAQ's in all EO 120 and Department of Education languages. The translations are currently underway.
- The Campaign Finance Board developed an online voter registration link and website button using the Code 9 fillable pdfs and also including the DMV registration route. The link and button were distributed to participating agencies which were asked to upload them on their homepages. Agencies were asked to have their IT departments ensure that clicks on the links can be counted for inclusion in future reports.
- A pilot project for electronic voter registration (with the exception of the signature, which must be original) is under development and testing by TDC using the DCAS employment exam registration process as the vehicle.
- All agencies added as agency-administered voter registration agencies in Local Law 63 of 2014 have designated primary coordinators, have met with the Mayor's Office of Operations and will submit their implementation plans by September 30, 2015.

**Implementation Issues:**

- The New York State Board of Elections changed the voter registration form to add two new political parties and modify some language on the form. The new form was adopted at its mid-February meeting and Code 9 forms in all 5 BOE languages were not available to City agencies until late April-early May.
- Development of the revised fillable pdf Code 9 forms and the link using them was by necessity completed after the BOE developed those forms for its general public site, delaying their availability.
- Management of the distribution of forms in five languages in agencies with large numbers of sites, including contractor sites. The biggest multisite agencies range from 12 to 1900+ sites.
- Multi-site agencies wrestle with the difficulty of accurately capturing figures for forms distribution to individuals while maintaining acceptable productivity in its core functions
- Most people who receive the forms take them with them and there are few instances when the agency is asked to transmit to the BOE.
- Some agencies' high traffic operations do not involve covered functions, e.g., DOF centers for payment of fees and fines. Outreach at those locations is above and beyond application and renewal operations and is comprised of passive displays and signage.

**Targeted Large Volume Distributions:**

Several agencies will do mass distributions at certain peak times in their calendars. In several cases, these will not appear until the next period report in January 2016.

**Examples:**

- Finance -distribution of SCRIE and DRIE renewals (July): approximately 50,000 annually (These will have diminishing returns as the population is reached repeatedly and they are mainly seniors who tend to be registered voters)
- DYCD- afterschool (September) registrations and SYEP (Late Spring) applications
- DCAS- Major Civil Service Exam registrations (Varies)
- Consumer Affairs- License applications and renewals
- TLC- Licensing and renewals, emissions testing



## Agency-Based Voter Registration - August 15, 2015

Agency	# Served	# Apps. Distributed	# to BOE	# TRAINED	ONLINE	WEBLINK
Children's Services	N/A	9,700 (1)	27	14/2936 (2)	N	N
Citywide Administrative Services	10,000	277	25	25	Y	Y
Civilian Complaint Review Board	183	183	0	2	N	N
Consumer Affairs	48,030	48,030	26	66	N	Y
Correction	11,000+	20,000 (3)	0	30	N	N
Environmental Protection	5,389	4,651	30	50	N	Y
Finance	332,275	351	0	2	N	Y
Health and Mental Hygiene	N/A	133 (6)	80	24	N	N
Homeless Services	N/A	14,483	47	2	N	N
Housing Preservation and Development	34,000 Households	8,000 (1)	0	20	N	Y
Human Rights (7)	N/A	N/A	0	N/A	N	N
Parks and Recreation	1,800,000	2,000	0	54	N	Y
Probation	1,826	1,826	0	25	N	Y
Small Business Services	70,111	357	10	43	N	N
Taxi and Limousine	37,260	26,729	0	156	N	Y
Transportation	26,853	6,120/14,000 (4)	0	30	N	Y
Youth and Community Development	N/A	250,000 (5)	0	N/A	N	Y

- (1) Represents # forms ordered and distributed to sites. Future reports will reflect distribution to individuals.
- (2) Fourteen trained in person and 2,936 received the online version of the training. Campaign Finance Board is developing mechanism to determine when someone completes the training module.
- (3) Forms are placed in visitors areas, law libraries and barber shops within all Rikers facilities
- (4) 6,120 distributed with 311 literature requests; 14,000 displayed at Public Service Centers
- (5) 250,000 forms distributed to 800+ contractors operating 1900+ sites. Agency awaiting reports from contractors.
- (6) Primarily Manhattan Vital Records. 19 Health Centers will participate starting in second reporting period
- (7) The Commission's Community Service Centers in the Bronx, Brooklyn, Queens and Staten Island, and the Commission's Law Enforcement Bureau/Community Service Center in Manhattan are all required to have voter registration materials at their welcome reception desks and receptionists are instructed to distribute voter registration materials to each person who appears for an intake. The Commission's Community Relations Bureau distributes voter registration materials at various events in the City throughout the year, including distributing these materials at Naturalization ceremonies. CCHR will provide numerical data on registration activities in the January 2016 report.





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

2. Describe how training was provided
  - a. ACS offered a training seminar, hosted by Stuart Armstrong of the CFB, for all staff that required training. If our staff was unable to attend this training, we provide the link to take the online training.
  
3. Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
  - a. ACS intends to distribute/offer this form when we are following-up with existing clients and engaging new/prospective clients.
  - b. ACS intends to have forms available at ACS facilities.
  
4. Describe special registration activities, if any
  - a. ACS conducts an annual voter registrations drive.
  - b. ACS distributes voter registration forms to all Interns assigned to our College/Graduate Intern, Ladder for Leaders and SYEP Programs
  
5. 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)
  - a. ACS routinely places a link 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 that require the training are 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. How to collect the forms to count the number being sent to the BoE



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

**Agency: DCAS**

**Name of Agency Reporter: Wes Gibson**

**Phone: 212-386-0374 Email: wgibson@dcas.nyc.gov**

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# of people served: 10,000

# of applications distributed: 277

# of applications collected and sent to Board of Elections: 25

# of front line staff trained: 18

**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

Email to: Bonda Lee-Cunningham at [bleecunningham@cityhall.nyc.gov](mailto:bleecunningham@cityhall.nyc.gov)

- 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. *CityStore: Manhattan City Clerk's Office and 1 Centre Street locations.*
2. *Vendor Relations: 1 Centre Street, 18<sup>th</sup> 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.*

***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.*



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

**Agency: CIVILIAN COMPLAINT REVIEW BOARD (CCRB)**

**Name of Agency Reporter: Brian K. Connell**

**Phone: 212-912-2092**

**Email: bconnell@ccrb.nyc.gov**

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**# of people served: 183 police officers and civilians**

**# of applications distributed: 183 applications**

**# of applications collected and sent to Board of Elections: None. Officers and civilians elected to use the self-mailers.**

**# of front line staff trained: 2**

**Narrative: One to 2 pages maximum. Bullets OK.**

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

The Civilian Complaint Review Board ("CCRB") investigate and mediate complaints which members of the public file against New York City police officers involving the use of force, abuse of authority, discourtesy or offensive language. The Board consists of 13 members who are appointed by the Mayor, the City Council and the Police Commissioner and who, along with the Executive Director, govern all operations of the agency. The CCRB investigates approximately 5,000 complaints each year. The CCRB also has an Administrative Prosecution Unit ("APU") which prosecutes all cases substantiated by the Board. The CCRB's staff consists of 180 employees, 131 of whom are investigators, mediation coordinators and attorneys who investigate complaints impartially, expediently and efficiently.

The CCRB has one office location at 100 Church Street – 10<sup>th</sup> floor, New York, NY. The Agency's investigators conduct interviews of police officers and civilians as part of

the investigative process. 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**

The DED for Administration and the Director of Communication attend training at Campaign Finance Board.

- **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 receptionists in these areas distribute voter registration cards daily and encourage police officers and civilians to complete them. The waiting areas, therefore, presents a captured audience to where we can distribute voter registration cards. Officers and 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 300 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)**

The voter registration link has not been place on the agency's website. We will work with the CFB and DOITT to have this installed on our website.

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

The CCRB has worked on identifying ways in which to distribute voter registration forms and info to the clients it serves. We have identified a couple very effective options, but there are other options which may present some challenges. The agency will proceed with getting training 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 and forms.

The agency has developed a frontline approach to disseminating voter registration forms. The receptionists present clients with voter registration information and forms at the initial encounter with the agency at its only location, 100 Church Street, New York, NY. This location is also the walk-in facility were clients can come in-person to file complaints of police misconduct.

Clients are directed to the visitor waiting areas where they are met by an investigator to discuss the incident they had with the police and provide a sworn statement regarding the incident. Clients also come to this location for scheduled interviews. These are interviews which are scheduled after the investigators have taken the complaint via phone, email or website. When the clients visit our location for scheduled interviews, they are directed to the waiting area and presented with voter registration information and cards.

The other approach focuses on NYPD officers who also come to the CCRB for scheduled interviews. As many as 50 to 60 police officers visit the CCRB for interviews daily. Officers against whom the complaints have been filed must appear at the CCRB to be interviewed by an investigator. The investigators are called to the officer waiting area when the police officers arrive. While police officers wait for the investigators to arrive, they are presented with voter registration information and forms. Police officers who are not yet registered to voter or have not renewed their application would have sufficient time to complete the voter registration form.

We would like the police officers and clients to complete the voter registration forms and return them to the receptionists in order to ensure that the forms are completed and returned. The receptionists would then forward these forms to the Board of Elections. However, police officers and clients, thus far, have chosen to take the forms with them when they leave the CCRB and complete it at their own convenience.

The two approaches mentioned above have worked well and we have distributed almost 200 registration forms to date. However, we would like to be assured that the voter registration forms are being completed and returned to the Board of Elections. This would be achieved by having the officers and clients fill out the forms while they wait to be interviewed and return the forms to us before they leave. It has been a constant challenge to convince the officers and clients to complete the forms on-site. They all chose to take the forms with them.

The agency is looking at other approaches to disseminating voter registration forms and information. We have develop a couple approaches for doing so which we would like to implement in the upcoming year. They may have cost implications. One option is to send out the voter registration forms along with agency correspondence which we currently send out. The correspondence consists of a disposition letter which is addressed to officers or to clients. Disposition letters are sent out after the investigation is completed and the CCRB Board had



rendered its decision regarding the complaint. The second option is to produce new CCRB walk-in forms with perforated voter registration forms attached. As clients come to our location or other locations where our forms are placed, they will also take the attached voter registration forms with them. Clients can detach the form, fill it out and mail it to the Board of Elections. The challenge we face with these two options are the same as our current one: ensuring that the forms are completed and returned to the Board of Election.

Email to: Bonda Lee-Cunningham at [bleecunningham@cityhall.nyc.gov](mailto:bleecunningham@cityhall.nyc.gov)





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

**Agency: Department of Consumer Affairs**

**Name of Agency Reporter: Mary Cooley**

**Phone: 212-436-0392**

**Email: mcooley@dca.nyc.gov**

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**# of people served: 48,030** \_\_\_\_\_

**# of applications distributed: ~50,000** \_\_\_\_\_

**# of applications collected and sent to Board of Elections: 26** \_\_\_\_\_

**# of front line staff trained: 66** \_\_\_\_\_

**Narrative: One to 2 pages maximum. Bullets OK.**

- List the locations and types of agency operations where voter registration was actually offered
  - Licensing center at 42 Broadway, provided in lobby/waiting area and with applications
  - Financial Empowerment Centers, in lobbies
- Describe how training was provided
  - Three HR staff trained at a "train the trainer" session (Sonia Villamil, Monique Jones , Tom Lempin) for onboarding of new employees
  - As the primary public-facing division within the agency, all current/new staff at the licensing center are trained.
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
  - Applications provided with all new and renewal license

applications.

- Describe special registration activities, if any
  - N/A
- 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, in several locations. License new application page: <http://www1.nyc.gov/site/dca/businesses/licenses-apply.page>
  - License renewal page: <http://www1.nyc.gov/site/dca/businesses/licenses-renew.page>
  - License update page: <http://www1.nyc.gov/site/dca/businesses/licenses-update-information.page>
- Describe challenges, both resolved and unresolved
  - According to our staff, many people simply don't fill out and return the voter registration forms, despite distribution to all licensees.

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

**Agency: NYC Department of Correction**

**Name of Agency Reporter: Winette Saunders**

**Phone: 718 546-0447 Email: Winette.saunders@doc.nyc.gov**

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Pursuant to Local Law 29, the Department of Correction continues to provide voter registration material to inmates, individuals visiting inmates in custody, and Department staff. Currently, the Department distributes voter registration forms in all available languages including, English, Spanish, Chinese, and Korean, which are obtained from the Board of Elections. In addition, the Department displays voters' rights informational fliers and posters (available in Spanish and English). During election years, the Department distributes applications for absentee ballots.

**# 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 forms throughout the year. These areas include but are not limited to law libraries, social service areas, ministerial, barbershops, and visit areas. Due to the fact the materials are distributed department wide we do not have a specified number of individuals who took advantage of the opportunity.

**# of applications distributed:** For the reporting covered in this report, there were 20,000 voter registration forms placed throughout the Department for utilization by the population, staff, and visitors.

**# of applications collected and sent to Board of Elections:** The population has the ability to mail absentee ballot applications and voter registration forms at their leisure, therefore we do not collect and deliver to the Board of Elections regularly. However, during most election seasons the Department in partnership with several partner agencies conducts various voter rights awareness drives where voter registration cards and absentee ballots are collected and delivered to the Board of Elections on specified dates.

# of front line staff trained: Approximately 30 frontline personnel including managerial staff were trained.

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, Ministerial Offices and other designated congregate areas. Visitors can access this information in the Benjamin Ward I 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**  
The former agency representative provided an overview of LL29 to staff at two program staff meetings for frontline and managerial staff.
- **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:**  
During this time frame there were no special registration activities held.
- **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) – The link was received after this reporting period, therefore the update will be provided in the upcoming report.**
- **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.**

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

**Agency: Department of Environmental Protection**

**Name of Agency Reporter: Corinne Martin**

**Phone: (718) 595-5843**

**Email: [CorMartin@dep.nyc.gov](mailto:CorMartin@dep.nyc.gov)**

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**# of people served: 5,389**

**# of applications distributed: 4,651**

**# of applications collected and sent to Board of Elections: 30 (from our local offices, we don't know how many people who received them as part of their bill mailed them in)**

**# of front line staff trained: 50**

**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 - 6<sup>th</sup> Floor
    - Brooklyn: 250 Livingston Street - 8<sup>th</sup> Floor
    - Manhattan: 1250 Broadway - 8<sup>th</sup> Floor
    - Queens: 96-05 Horace Harding Exp. - 1<sup>st</sup> Floor
    - Staten Island: 60 Bay Street - 6<sup>th</sup> Floor

- Describe how training was provided
  - Our head trainer in the Bureau of Customer Service, Michelle Risher, attended the January 21<sup>st</sup> training from the Mayors Office. She then brought all of our Frontline Supervisors, and the borough office counter and greeting desk staff together on April 28 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.
- 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
- 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)
  - The link has been placed on our customer forms page:  
[http://www.nyc.gov/html/dep/html/customer\\_assistance/customer\\_forms.shtml](http://www.nyc.gov/html/dep/html/customer_assistance/customer_forms.shtml)
- 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](mailto:bleecunningham@cityhall.nyc.gov)



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

**Agency: New York City Department of Finance (NYC DOF)**

**Name of Agency Reporter: Alex Camarda**

**Phone: 212-602-7054**

**Email: camardaa@finance.nyc.gov**

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**# of people served: 332,275**

**# of applications distributed: 351**

**# of applications collected and sent to Board of Elections: 0**

**# of front line staff trained: 0**

**Narrative: One to 2 pages maximum. Bullets OK.**

- **List the locations and types of agency operations where voter registration was actually offered**
  - *Registration was offered at kiosks in our business centers in each of the 5 boroughs*
- **Describe how training was provided**
  - *We did not conduct any special voter registration training.*
- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)**
  - *We began in July to mail voter registration applications with our Rent Freeze renewal applications for seniors and disabled tenants. Over a two-year period this will result in over 50,000 mailings with voter registration forms included.*
- **Describe special registration activities, if any**
  - *N/A*

- 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)
  - *This is on our agency home page. See <http://www1.nyc.gov/site/finance/index.page>*
- Describe challenges, both resolved and unresolved

Email to: Bonda Lee-Cunningham at [bleecunningham@cityhall.nyc.gov](mailto:bleecunningham@cityhall.nyc.gov)





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

**Agency: Department of Health and Mental Hygiene**

**Name of Agency Reporter: Barry J. Novack**

**Phone: 347-396-6416      Email: bnovack@health.nyc.gov**

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We are implementing Voter Registration Form tracking as staff receive training and are available to provide assistance. The number of forms distributed and assistance provided will continue to grow as training continues. The numbers below do not include forms that were taken by visitors passing through common areas (where forms are available). Future tracking reports will attempt to capture common area distribution.

**# of applications distributed/taken: 133**

**# of applications collected and sent to Board of Elections: 80**

**# of front line staff trained: 24**

Voter registration forms are available at our primary points of contact with the public. This includes our Vital Records Office at 125 Worth Street, Manhattan, and most of our Health Centers located throughout the city.

Now that the new versions of the forms are available, we have been replenishing our forms stock at our Health Centers. By the end of this month, all 19 Health Centers will have forms available in the lobby area and within several of our program/service offices.

This year, we have provided training to our Child Care staff and Facility Managers at the Health Centers. The agency representatives who attended the "train the trainer" sessions will be providing training to other staff.

We have not held any special events but plan to do so for the fall election season.



We have placed a voter registration link on the agency home page. The link takes visitors to the Board of Elections page.

DOHMH provides health services to all NYC residents, including undocumented residents as well as people seeking confidential screenings/testing. Some visitors have the misperception that the voter registration form is related to the health services they are seeking. Others prefer to only share the minimum personal information needed to acquire services. We are committed to promoting voter registration but need to take into consideration the privacy concerns of our patients/customers.

c: J. Friesen

Email to: Bonda Lee-Cunningham at [bleecunningham@cityhall.nyc.gov](mailto:bleecunningham@cityhall.nyc.gov)



**Department of  
Homeless Services**  
Gilbert Taylor  
Commissioner

Mark Neal  
General Counsel  
mneal@dhs.nyc.gov

33 Beaver Street  
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212.361.7912 fax

**Agency-Based Voter Registration Under Local Law 29 & Mayoral Directive One**

Date: July 15, 2015

Agency: New York City Department of Homeless Services

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

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# of people served: See Section III below

# of applications distributed: 14,483

# of applications collected and sent to Board of Elections: 47

# of front line staff trained: Not yet determined 2 at T-thoT

**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

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

**Franklin Shelter (Single Women)**  
1122 Franklin Avenue (near 166th Street)  
Bronx, NY

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



**Department of  
Homeless Services**

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

As of August 13, 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 provides each family and individual applying for shelter services with a Code 9 Form.

DHS staff coordinates ordering Code 9 forms from the Board of Elections and ensure intake centers have an ample number of Code 9 Forms on hand, and designated DHS staff orders additional Code 9 Forms on a quarterly basis, 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 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.

## **II. Training**

On January 21, 2015, DHS Human Resources Training Manager Kimberly Wynn attended the Agency-Based Voter Registration “Train-the-Trainer” session held by the New York City Campaign Finance Board. DHS has scheduled its voter registration training for the August 2015 Adult Shelter Director’s meeting. DHS holds these meetings to provide important information and training to all DHS Adult Shelter senior staff. Kimberly Wynn and DHS Legal will conduct the training and present the New York City Campaign Finance Board PowerPoint. (*See Exhibit 3*) After the PowerPoint presentation, the shelter staff will have the opportunity to ask questions. In addition, DHS will provide the following informational materials for each shelter:

- NYC Votes Guide to the New York State Voter Registration Form (*See Exhibit 4*)
- NYC Votes Election Day FAQ (*See Exhibit 5*)
- NYC Votes Voter Registration FAQ (*See Exhibit 6*)
- DHS Register to Vote signs (*See Exhibit 7*)



**Department of  
Homeless Services**

On July 15, 2015, DHS sent the Families with Children shelters the above-mentioned PowerPoint and informational materials<sup>1</sup>. DHS has instructed all shelter staff that have direct contact with clients to view the PowerPoint presentation and review the informational materials. (See Exhibit 8)

**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.

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<sup>1</sup> DHS Families with Children shelters do not have a monthly Shelter Director's meeting. DHS has over 150 Families with Children shelters in its portfolio, making it infeasible to conduct onsite training at each shelter. Therefore, DHS is sending the training materials to each shelter.





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

Agency: Housing Preservation and Development

Name of Agency Reporter: Rockelle Lloyd

Phone: 212-863-6819 Email: lloyd@hpd.nyc.gov

.....  
# of people served: ~34,000 households (Section 8); Code Enforcement traffic not captured

# of applications distributed: 8,000 (various languages ordered in late CY 2014)

# of applications collected and sent to Board of Elections: None

# of front line staff trained: None

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

Email to: Bonda Lee-Cunningham at [bleecunningham@cityhall.nyc.gov](mailto:bleecunningham@cityhall.nyc.gov)

- **List the locations and types of agency operations where voter registration was actually offered**  
100 Gold Street and site offices.
- **Describe how training was provided**  
Approximately 20 front line employees were trained in September 2014 by members of the Campaign Finance Board for the National Voter Registration Drive.
- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)**  
N/A
- **Describe special registration activities, if any**  
N/A
- **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)  
This addition has been requested. HPD is working with DoITT to implement.
- **Describe challenges, both resolved and unresolved**  
Agency is still in the process of fully implementing the plan.  
Accurately tracking number of people served and number of applications distributed. (The public is not required to return completed applications to the agency. Additionally, HPD included voter spotlight links on our website.)





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**Agency-Based Voter Registration**  
**Under Local Law 29 & Mayoral Directive One -July 15, 2015**  
**Reporting Period: January 1 – June 30, 2015**

**Agency: Parks & Recreation**

**Name of Agency Reporter: Stephanie Jones**

**Phone: (212) 360-3303**

**Email: stephanie.jones@parks.nyc.gov**

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**# of people served: \_\_1.8 million\_\_\_\_\_**

**# of applications distributed: \_\_26,600\_\_\_\_\_**

**# of applications collected and sent to Board of  
Elections: \_\_\_\_\_ Unknown \_\_\_\_\_**

**# of front line staff trained: \_\_54\_\_\_\_\_**

**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  
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



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

**Agency: NYC Department of Probation**

**Name of Agency Reporter: Stephen Cacace**

**Phone: 718-802-4500**

**Email:scacace@probation.nyc.gov**

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**# of people served: \_\_\_\_\_ 1826 \_\_\_\_\_**

**# of applications distributed: \_\_\_\_\_ 1826 \_\_\_\_\_**

**# of applications collected and sent to Board of Elections: \_\_\_\_\_ 0 \_\_\_\_\_**

**# of front line staff trained: \_\_\_\_\_ 25 \_\_\_\_\_**

**Narrative: One to 2 pages maximum. Bullets OK.**

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

**All clients were given voter registration forms at their DOP Intake by an Officer citywide**

**Clients were also able to access the forms in our Resource Hubs throughout the 5 boroughs**

- **Describe how training was provided**

**Training was provided as a "train the trainer" Staff that were trained by at the Voter Registration training session- trained staff in their borough**

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

All clients upon receiving Probation and meeting with an officer receive an application

- 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)

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

- Describe challenges, both resolved and unresolved

No difficult challenges at this time

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

**Agency: Department of Small Business Services**

**Name of Agency Reporter: Tim Carrier**

**Phone: 212-513-6412    Email: [tcurrier@sbs.nyc.gov](mailto:tcurrier@sbs.nyc.gov)**

.....  
# of people served: 70,111

# of applications distributed: 357

# of applications collected and sent to Board of Elections: 10

# of front line staff trained: 43

**Narrative:**

**Voter Registration Forms were distributed at 17 Workforce1 (WF1) Career Centers & 4 NYC Business Solutions Center (BSC);**

- o **Brooklyn**
  - **Downtown Brooklyn (WF1)**
  - **Brooklyn (BSC)**
  - **Sunset Park (WF1)**
  - **Central Library (WF1)**
  - **Coney Island (WF1)**
- o **Queens**
  - **Jamaica (WF1)**
  - **Flushing (WF1)**
  - **Far Rockaway (WF1)**
  - **Long Island City (WF1)**
  - **Industrial & Transportation (Jamaica) (WF1)**

- Bronx
  - Fordham Rd (WF1)
  - University Heights (WF1)
  - Hunts Point (WF1)
- 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)
- **Staff Training:** Workforce1 & NYC Business Solutions center manager staff was trained at a session facilitated by the Campaign Finance Board on Feb 4<sup>th</sup> 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.
- **Describe any 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.
- **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). NO**

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

**Agency:** Taxi & Limousine Commission

**Name of Agency Reporter:** Karen Martin, Policy Analyst

**Phone:** 212-676-1179

**Email:** martinka@tlc.nyc.gov

.....

**# of people served:** 37,260

**# of applications distributed:** 26,729

**# of applications collected and sent to Board of Elections:** 0

**# of front line staff trained:** 156

**\* Please note that TLC data was collected only for April, May and June**

**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

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**NARRATIVE:**

The New York City Taxi and Limousine Commission (TLC), created in 1971, is the agency responsible for licensing and regulating New York City's medallion (yellow) taxicabs, for-hire vehicles (community-based liveries and black cars), Boro Taxis, commuter vans, paratransit vehicles (ambulettes) and certain luxury limousines. The TLC licenses and regulates over 50,000 vehicles and approximately 100,000 drivers, and performs safety and emissions inspections of all licensed vehicles.

The agency currently maintains a staff of approximately 600 employees, many of whom interface daily with TLC licensees. Employees who work on our front-lines in customer service capacities have received training on Local Law 29/Mayor Directive 1 through the Voter Registration Etiquette Job Aid training packets that were distributed on May 15, 2015. The packet was distributed to a total of 156 TLC employees.

Voter registration forms are currently distributed in four separate ways by various TLC divisions and departments:

- **Human Resources** (located in Lower Manhattan) includes registration forms in hiring packets for new employees.
- **Policy/External Affairs** (located in Lower Manhattan) distributes voter registration forms at outreach events to licensees that occur about 4 to 6 times per week across all 5 boroughs.
- **Licensing Division** (located in Long Island City, Queens) mails voter registration forms in licensee renewal packets that are mailed to each licensee at the time of their license expiration. The forms are also available in person at their facility that hundreds of licensees visit each week for transactions such as new licenses applications, vehicle licenses, etc.
- **Safety + Emissions Division** (located in Woodside, Queens) has forms available for distribution at its counter operations that licensees must visit on a regular basis (ranging from three times a year to once every two years) for inspections on their vehicle.

By using these targeted strategies, TLC has ensured that all TLC licensees (and incoming employees) will receive voter registration forms. The large majority of TLC licenses are valid for a period of two years which results in each licensee receiving a renewal packet with a voter registration form at least once every two years, in addition to the opportunity to pick up a form in person if they choose.

The voter registration link does not currently appear on TLC's website homepage. However, if provided, our web team would be able to post it. We currently post numerous citywide initiatives on our page and it would be relatively easy to add information regarding voter registration. The Agency Reporter will follow up to ensure that this is completed.





Current challenges to voter registration form distribution are minimal at the TLC. The agency's structure provides for ample opportunity to distribute the forms to our licensees through mailings and in-person interactions. The largest challenge we face is a lack of follow-up once forms are distributed. Forms are mailed to licensees' homes or businesses or licensees pick up the forms at our facilities, there is rarely the opportunity for them to be returned to the TLC. We do not have any accurate records on the number of forms being collected and sent to the Board of Elections. The forms are almost never brought back to the TLC by a licensee.

As a result, we do not know if our distribution strategies are resulting in any voter registrations and if the registrants are returning any completed forms to the Board of Elections on their own. However, we remain confident that we are providing our licensees with the opportunity to complete the forms and become registered voters if they so choose.





Agency-based Voter Registration
Under Local Law 29 and Mayoral Directive No. 1:
Reporting Period: January 1 - June 30, 2015
Report Due: July 15, 2015

Agency: New York City Department of Transportation
Name of Agency Reporter: Mitchell J. Paluszek, Senior Advisor
Phone/Email: (212) 839-6414 / mpaluszek@dot.nyc.gov

Table with 2 columns: Metric and Value. Metrics include: No. of people served, No. of applications distributed (in connection with 311 literature requests), No. of applications distributed (provided to Public Service Centers), No. of applications collected and sent to Board of Elections, No. of Front Line staff trained.

- 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
6. 120-55 Queens Blvd., Kew Gardens, Queens – Permits and HIQA
7. 28-11 Queens Plaza North, Long Island City, Queens – Parking and Permits
8. St. George Ferry Terminal, Staten Island – Passenger Service Office

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.

- Describe how training was provided

Both face-to-face and over-the-phone training sessions were provided to DOT Public Service Center staff in all five boroughs. The new voter registration forms (English, Spanish, Chinese, Bengali and Korean) were reviewed, as well as two hand-outs: "Voter Registration FAQs" and "Guide to New York State Voter Registration Form."

Employees are encouraged, when appropriate, to ask customers whether they like to register vote or update their registration.

Managers and staff of DOT's Language Access Unit (LAU) – the unit responsible for, among other things, DOT's voter registration efforts – received training and voter assistance materials from both the New York City Campaign Finance Board and the Office of the Mayor.

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

While DOT participated in late 2014 Voter Registration campaigns, and intends to participate again, DOT did not undertake any targeted distributions in this reporting period.

- Indicate whether voter registration link has been placed on agency home page

At present, the DOT website provides links to voter registration forms at the DOT Motorist Information/Parking Permits webpage.

[See, <http://www.nyc.gov/html/dot/html/motorist/pppdinfo.shtml>]

### **Voter Registration**

**Register to Vote!** Government services are not conditioned on being registered to vote. Voter registration forms are available on NYC.gov or by calling 311 or (212) NEW-YORK if outside of NYC.

- Describe challenges, both resolved and unresolved

In this first reporting period, a challenge for DOT has been to arrive at a methodology for capturing numbers of persons served and applications distributed which are, given operational limitations, as accurate as possible. We believe we have succeeded. However, we are attaching to this first report a copy of our Report Methodology, both to be entirely transparent in how we arrived at our numbers and to afford the Mayor's Office an opportunity to offer their suggestions as to how we might arrive at more accurate numbers.

While DOT is exceedingly proud of the number of voter registration forms we distributed in this reporting period (and, for that matter, in earlier years, as well), we are also confronted with the fact that this report reflects that no forms were collected and sent to the Board of Elections during this reporting period. We are not yet prepared to call this a failure. Our Public Service Centers, by and large, deal with business owners either seeking permits to undertake major roadwork or coming to remedy violations. This is not an easy audience to engage in conversations regarding voter registration. That being said, DOT will, nevertheless, continue in this next reporting period to consider ways to appropriately engage the public.



**SEMI-ANNUAL AGENCY BASED VOTER REGISTRATION REPORT  
METHODOLOGY (as of July 15, 2015)**

**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 Sicbel 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]

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.

(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.





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

**Agency: Department of Youth and Community Development**

**Name of Agency Reporter: Andrew Miller**

**Phone: 646-343-6738**

**Email: amiller@dycd.nyc.gov**

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**# of people served: DYCD is in the process of obtaining information from the contracted vendors who have distributed applications.**

**# of applications distributed: 250,000 applications were sent to DYCD funded CBOS, for distribution.**

**# of applications collected and sent to Board of Elections: See above.**

**# of front line staff trained: 330 CBOs received a link to online training offered by the Campaign Finance Board.**

**Narrative: One to 2 pages maximum. Bullets OK.**

- **Because DYCD does not provide direct services but rather contracts with CBOs which operate an array of programs across thousands of locations, DYCD has had to rely on the contracted providers to train staff, distribute forms, and report data back to DYCD.**
- **The 2014 Governor's election resulted in the creation of two new political parties, which required the Board of Elections to print new forms. DYCD worked with the Board of Elections and paid for the delivery of 250,000 new forms in five languages directly to CBOs when they became available in early June.**
- **On June 22, DYCD asked all CBOs to have their frontline staff obtain training provided online by the Campaign Finance Board at [www.nyccfb.info/LL29online](http://www.nyccfb.info/LL29online).**

