



Elections and Voter Registration

To provide each resident of Loudoun County with the opportunity to exercise their right to vote in an efficient and equitable manner and in accordance with the Constitution of the United States and the Code of Virginia.

Department Programs

Voter Services

This program oversees interactions with voters that would typically occur at the Office of Elections. To that end, this program provides comprehensive year-round services for voter registration and list maintenance, manages the early and mail voting processes, and provides services to candidates such as assistance with filing to run for office and management of campaign finances.

Activities

- Voter Registration and List Maintenance
- Early and Mail Voting
- Candidate Services

Election Services

This program focuses on those activities that would impact all voters. To that end, this program manages all aspects of operating the County's voting precincts during each election, processes election results, recruits and trains election officers, manages the County's voting technologies, ensures compliance with state and federal law, provides a comprehensive outreach and voter education program, and handles communication with the public at-large.

- Conduct of Elections
- Election Officer Management
- Training and Compliance
- Outreach and Communications

Financial Information

FY 2024 Adopted Information¹

| | Expenditures | Revenue | LTF | FTE |
|-------------------|--------------------|------------------|--------------------|--------------|
| Voter Services | \$1,419,920 | \$73,720 | \$1,346,200 | 11.00 |
| Election Services | 1,840,484 | 29,042 | 1,811,442 | 4.00 |
| Total | \$3,260,404 | \$102,762 | \$3,157,642 | 15.00 |

¹ Sums may not equal due to rounding.



Elections and Voter Registration: Voter Services

Voter Registration and List Maintenance

What We Do: The Voter Registration and List Maintenance activity provides comprehensive, year-round registration services. Residents may choose to register in a number of ways, including in-person at the office, through the Motor Voter program with the Virginia Department of Motor Vehicles by obtaining and mailing in a form, or by using the online system provided by the Virginia Department of Elections. Staff then processes all applications to register. Residents wishing to register have until 22 days before each scheduled election to submit their application, in order to be eligible to vote in that election. Following the registration period, eligible residents can utilize ‘same-day’ voter registration wherein they complete a voter registration application and vote via provisional ballot. Using the Virginia Elections and Registration Information System, staff processes all voter transactions. These transactions include determining the eligibility of voters, performing list maintenance on a regular basis, maintaining accurate voter registration records and street file data, and certifying candidate petitions. Additionally, this activity provides information to the public and access – to those eligible – to electronic lists of registered voters. This activity also manages the same-day registration and provisional voting processes for each election, and provides information to the Electoral Board regarding the status and eligibility of each provisional vote cast so that the Electoral Board can make informed decisions. Additionally, this activity compiles data and provides recommendations to management regarding process and procedure improvements, and manages temporary staff brought on to assist around elections.

Mandate Information: The Code of Virginia § 24.2-411 requires the County to establish a voter registration office with local funds to register eligible residents to vote. The Code of Virginia § 24.2-114 requires the Office of the General Registrar to make poll books available to the voting precincts to verify the eligibility of those showing up to vote in the precincts.

Who Does It: County staff delivers these services. Permanent staff is supplemented by temporary staff around elections as needed. The Virginia Department of Elections reimburses the County for a portion of the General Registrar’s salary.

Why We Do It: Ensuring that all eligible citizens have the ability to register and vote is one of the most important functions that a government performs; and this activity ensures that this role is carried out effectively. Ensuring that the voter registration list is up-to-date at all times is one of the most vital facets of securing elections.

How We Do It Now – Current Service Level: In the FY 2024 budget, the Board of Supervisors approved a resource request for the addition of a voter services manager to oversee the activities in the Voter Services program. Performance measure data follows the following four-year elections cycle: FY 2021 – presidential, congressional, and town elections; FY 2022 – gubernatorial and state house of delegates’ elections; FY 2023 – congressional and town elections; and FY 2024 – presidential primary, state, and local elections. Current service level reflects approximately 310,000 registered voters, with participation in both Election Day and absentee voting increasing.

The 2020 United States Census resulted in changes in the voting precincts for many registered voters of the County. The number of transactions processed in FY 2025 will greatly increase as it is a presidential election with a lot of interest.

How We Plan to Do It in the Future – Recommended Service Level: As the County grows, the continual review of data and processes will be vital to ensuring that the Office of Elections is able to continue to carry out its mission. Additional staff may be needed for this activity and may include a combination of permanent and temporary staff.



Elections and Voter Registration: Voter Services

| | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected |
|--|-------------------|-------------------|-------------------|----------------------|----------------------|
| Provide each citizen of the County the opportunity to register to vote. | | | | | |
| Number of registered voters | 282,121 | 288,092 | 290,419 | 310,000 | 320,000 |
| Number of new registered voters ¹ | 17,851 | 10,269 | 13,749 | 10,000 | 15,000 |
| Number of transactions processed ² | 123,003 | 73,442 | 111,587 | 120,000 | 135,000 |

¹ The number of new registered voters is the number of residents registering to vote in Virginia for the first time. This does not include new registrants transferring to Loudoun County from other Virginia jurisdictions.

² Transactions include new voter registrations processed, address changes, name changes, etc.



Elections and Voter Registration: Voter Services

Early and Mail Voting

What We Do: The Early and Mail Voting activity processes absentee ballot applications and mails ballots, assists military and overseas voters with requesting and returning ballots, and conducts in-person early voting at both the main office and three satellite locations (the Claude Moore Recreation Center in Sterling, the Dulles South Multipurpose Center in South Riding, and the Carver Center in Purcellville). Ballots voted by mail are processed and counted by the Central Absentee Precinct on Election Day and are reported with the results from all other precincts. Ballots voted at an early voting location are processed onsite, with the results being tabulated at the Office of Elections on Election Day.

During the 2019 Session, the Virginia General Assembly approved the implementation of no-excuse absentee voting, starting with the November 2020 General Election. This allows a voter to cast an absentee vote (early in-person or by mail) without having to provide a reason why they were voting absentee. Early and mail voting are offered in the 45 days preceding each election, with a requirement that early voting locations be open the two Saturdays prior to each election. This change resulted in a significant increase in early and mail voting and a reduction in the lines on Election Day. The increased early voting also resulted in a delay for the need for new voting precincts and the potential to allow for larger precincts in some cases.

Mandate Information: The Code of Virginia § 24.2-706 outlines the duties of the General Registrar's Office regarding timely processing of absentee ballot applications. The Code of Virginia § 24.2-701 requires that the General Registrar's Office shall be open a minimum of eight hours between the hours of 8:00 a.m. and 5:00 p.m. on the first and second Saturday immediately preceding all elections.

Who Does It: County staff, temporary staff, and election officers provide this service.

Why We Do It: This activity allows voters who are unable to go to their regular polling location on Election Day to exercise their right to vote either by mail or early in-person. Providing multiple locations for voting early in-person greatly increases the accessibility of voting. State code requires that this function be carried out by the County. Implementing the no-excuse absentee voting during the November 2020 General Election made voting more convenient for voters.

How We Do It Now – Current Service Level: The performance measure data follows the following four-year elections cycle: FY 2021 – presidential, congressional, and town elections; FY 2022 – gubernatorial and state house of delegates elections; FY 2023 – congressional and town elections; and FY 2024 – state and local elections. Current service level includes processing approximately 85,000 absentee ballots voted in-person. The change in absentee voting law resulted in a significant increase in absentee voting and a reduction in the lines on election days.

How We Plan to Do It in the Future – Recommended Service Level: As interest in early and mail voting grows, the County may need to add additional early voting sites to handle demand. Additional staff may also be required to continue administering this activity, and may include a combination of permanent, temporary, and election officers, depending on the exact need.

| | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected |
|--|-------------------|-------------------|-------------------|----------------------|----------------------|
| Provide citizens with the opportunity to absentee vote.¹ | | | | | |
| Number of absentee ballots requested by email | 5,506 | 498 | 743 | 1,500 | 2,500 |
| Number of absentee ballots requested by mail | 79,589 | 20,469 | 32,515 | 80,000 | 100,000 |
| Number of absentee ballots voted in-person ² | 91,245 | 40,491 | 37,990 | 85,000 | 100,000 |

¹ The Office of Elections sends an absentee ballot to residents requesting to vote by absentee ballot and processes completed ballots returned prior to the deadline, counting them in the absentee voting precinct as part of the election results.

² The FY 2021 amount increased due to the implementation of no-excuse absentee voting, starting with the November 2020 General Election.



Elections and Voter Registration: Voter Services

Candidate Services

What We Do: The Candidate Services activity provides assistance to eligible residents wishing to run for local, state, and town public office positions. Staff assists candidates and officeholders with the filing of paperwork needed to run for office, and in compliance with campaign finance regulations. This activity manages the paperwork requirements for all local offices that may appear on the ballot in Loudoun County – i.e., constitutional officers, the County Board of Supervisors, the County School Board, mayor and town council in the seven incorporated towns in Loudoun County, and Soil and Water District directors. This activity also provides support to candidates for Virginia Senate and House of Delegates who are residents of Loudoun County.

Running for office can be complicated and involves numerous steps before the candidate can appear on the ballot. This activity assists these candidates with understanding the complex requirements, answers questions, assists with completion of required paperwork, and communicates with the Virginia Department of Elections on all issues related to candidate qualification.

Mandate Information: The Code of Virginia § 24.2-501 outlines the duties of the General Registrar regarding candidate qualification.

Who Does It: County staff provides this service.

Why We Do It: In order to run for office and appear on a ballot, candidates are required to qualify. The qualification process includes numerous forms and documents, and the filing of campaign finance documentation and reports. Ensuring that candidates meet all eligibility criteria is vital prior to approving a candidate name to appear on a ballot. This process can be complicated, and staff are a valuable resource to help prospective candidates navigate the requirements to run for office.

How We Do It Now – Current Service Level: Current service level includes the ability for staff to quickly and accurately respond to the needs of candidates, prospective candidates for office, and sitting officeholders.

How We Plan to Do It in the Future – Recommended Service Level: There is no major anticipated change to this activity in the future.

| | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected |
|--|-------------------|-------------------|-------------------|----------------------|----------------------|
| Process 97 percent of candidate petitions within 48 hours of receipt.¹ | | | | | |
| Percentage of candidate petitions processed within 48 hours | n/a | n/a | n/a | 97% | 97% |

¹ This objective and measure are new for this new activity. Historical data is not available.



Elections and Voter Registration: Election Services

Conduct of Elections

What We Do: The Conduct of Elections activity manages all aspects of operating the County's voting precincts during each election. This includes the logistics involved in conducting the election and certifying the election results; managing all election technology, documents, and manuals; overseeing the operations of voting precincts; ordering and reviewing ballots; and posting preliminary results for public inspection on election nights. Elections include the November General Election, and may include primary elections and/or special elections to fill vacancies. In addition, elections are conducted in November for the incorporated towns in Loudoun County. Elections may include federal, state, and local candidates and initiatives.

Federal, state, and local election redistricting is completed every ten years, following the United States Census, and often results in changes in the voting precincts for many registered voters. The Board of Supervisors, the Office of the County Administrator, and the Office of Mapping and Geographic Information participate in the redistricting effort. This activity provides information and advice during the redistricting process, including ensuring that the number of voters in each precinct is well below the state-mandated maximum of 5,000 voters, in order to handle growth and to keep lines manageable on Election Day. This activity changes the street files in the state system and notifies voters of changes after redistricting has been completed. Prior to each decennial United States Census, the Commonwealth of Virginia imposes a freeze—typically from the February before the year of the census through the May of the census year—on voting precinct changes to ensure that all parties involved are working with the same precinct lines during the redistricting process. In non-redistricting years, this activity makes recommendations to the Board of Supervisors, regarding precinct line adjustments in order to ensure a smooth voting process for all voters.

The Electoral Board provides policy oversight to the Office of Elections and certifies election results. It consists of three members (Chair, Vice-Chair, and Secretary), who are nominated by the political parties and appointed by the Circuit Court. The Electoral Board consists of two members from the party that controls the Governor's Office and one member from the party receiving the next highest number of votes. One Electoral Board seat comes up for reappointment each March; therefore, the makeup of the Electoral Board can change frequently.

Mandate Information: The conduct of elections by localities is mandated by Section II of the Constitution of Virginia and by the Code of Virginia § 24.2.

Who Does It: County staff in the Office of Elections provides this service. On Election Day, a team of 700 to 1,200 dedicated election officers staffs the precincts and ensures a smooth process for the voters. Election officers are paid a stipend for their work. The Virginia Department of Elections reimburses the County for a portion of the Electoral Board members' stipends.

Why We Do It: The conduct of elections is one of the most important functions for which a government body is responsible. Ensuring that all those eligible to vote can do so in a fair and accurate manner is essential to ensuring that our democracy continues to thrive.

How We Do It Now – Current Service Level: Current service level includes conducting two to three elections annually, supported by more than 1,300 election officers. At current service level, election officers receive a performance rating from the Chief Election Officer of the precinct in which they worked of "very good" or higher 97 percent of the time.

How We Plan to Do It in the Future – Recommended Service Level: As the County continues to grow, it may become necessary to add additional precincts to handle demand. This increase in precincts could potentially be offset by continued increases in early and mail voting.

| | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected |
|---|-------------------|-------------------|-------------------|----------------------|----------------------|
| Ensure that election officers achieve a rating of "very good" or higher at least 95 percent of the time. | | | | | |
| Number of elections held | 2 | 2 | 2 | 3 | 2 |
| Percentage of serving election officers receiving a "very good" or higher rating from the precinct's Chief Election Officer | 97% | 93% | 92% | 97% | 95% |



Elections and Voter Registration: Election Services

Election Officer Management

What We Do: The Election Officer Management activity manages the approximately 1,500 Loudoun County residents who serve as election officers. For each election, between 700 and 1,200 election officers are necessary to successfully conduct the election. Loudoun County currently has 107 precincts, each requiring between six and ten election officers depending on the election and expected turnout. The County also operates four early voting sites and one Central Absentee Precinct that process mail ballots. This activity communicates, assesses availability, and assigns election officers to work at the precincts and early voting sites, including the Central Absentee Precinct. Election officers can choose to represent one of the political parties or to serve on a non-partisan basis. All voting locations are required by state code to have a Chief Election Officer and an Assistant Chief Election Officer of opposite parties, and to balance election officers serving in the precinct between the parties as much as practicable. This activity works with the parties to obtain approval to represent the respective party and then with the Electoral Board to have the election officers appointed for a three-year term.

After each election, this activity handles payroll for the election officers, conducts after-election surveys, and ensures that election officers are reviewed by the Chief Election Officer, as required by Virginia Code. This data is collected and presented to management for review. This activity serves as the main point of communication for the election officers who serve the voters of Loudoun County. Additionally, this activity reviews processes and procedures for improvement on a continual basis.

Mandate Information: The appointment and management of election officers is required by the Code of Virginia § 24.2 sections 115 through 118.

Who Does It: County staff performs this activity and is occasionally supplemented by temporary staff as needed.

Why We Do It: The conduct of elections relies on a dedicated and well-trained team of citizens who volunteer their time to ensure that those with the right to vote can do so safely, securely, and efficiently. The Office of Elections utilizes and manages a database of up to 2,000 election officers to adequately staff precincts for each election.

How We Do It Now – Current Service Level: Current service level includes actively managing the recruitment, onboarding, approval, and appointment processes and assignment of election officers for each election.

How We Plan to Do It in the Future – Recommended Service Level: As the County grows, additional precincts may be required to keep voter wait times manageable. In that event, the number of election officers needed may increase, which may lead to the need for more permanent and/or temporary staff to assist with the management of election officers.

| | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected |
|--|-------------------|-------------------|-------------------|----------------------|----------------------|
| Total number of election officers appointed to serve in Loudoun County | 1,978 | 1,500 | 1,576 | 1,400 | 1,600 |
| Number of new election officers onboarded | 324 | 409 | 504 | 200 | 500 |



Elections and Voter Registration: Election Services

Training and Compliance

What We Do: The Training and Compliance activity manages the training of election officers, staff, and temporary staff of the Office of Elections. Loudoun County has a team of approximately 1,500 election officers and uses between 600 and 1,000 per election depending on the type of election and the expected turnout. Each election officer serving in an election is required by state code to attend a training session within the 30 days preceding each election. This activity also handles staff training as needed, including ensuring that security awareness training is complete as well as special security training and training on the handling of sensitive information, all of which is required of employees in the Office of Elections. Additionally, this activity provides supplemental year-round training to officers of elections on an opt-in basis on topics such as precinct management, voter processing, voting technology, and others as needed.

Mandate Information: The training of election officers is required per Virginia Code § 24.2-115.2.

Who Does It: County staff performs this activity and is supplemented with assistance from temporary staff and experienced election officials, as needed.

Why We Do It: Having a well-trained team of election officers managing the voting precincts on Election Day is vital to the success of elections in Loudoun County. The Loudoun County Office of Elections offers year-round training opportunities as well as election-specific training prior to each election. This comprehensive training program ensures that Loudoun election officers have all the tools they need to serve the voters of Loudoun County.

How We Do It Now – Current Service Level: Current service level includes approximately 40 required training sessions offered in the 30 days prior to each election, and ten supplemental sessions are offered monthly during non-election times. Loudoun County is the only county in Virginia that offers year-round training for election officers.

How We Plan to Do It in the Future – Recommended Service Level: As the County population grows, the number of precincts and election officers needed to manage elections will increase. This growth may lead to the need for additional staff to handle training and may include the need for permanent and/or temporary staff.

| | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected |
|------------------------------------|-------------------|-------------------|-------------------|----------------------|----------------------|
| Number of election trainings held | 50 | 30 | 53 | 75 | 60 |
| Number of specialty trainings held | 40 | 50 | 62 | 75 | 75 |



Elections and Voter Registration: Election Services

Outreach and Communications

What We Do: The Outreach and Communications activity provides year-round education to the community on voter registration and elections, assists with recruiting election officers, and manages the High School Student Election Page Program. Each fall, the High School Student Election Page Program provides opportunities for interested students to serve their community on Election Day by working in a voting precinct. Each spring, the Outreach and Communications activity works with high school administrators and civics teachers to conduct voter registration for high school seniors and other eligible students. The program provides several different formats to meet the needs of each school. Additionally, students registering are provided with follow-up support for their first time voting through a custom texting program that sends them reminders, deadlines, etc. The activity also offers an elementary and middle school voting education program to interested schools to help young Loudoun residents understand the importance of voting from an early age. Events are held year-round to educate the public and to provide in-person voter registration, access to photo ID as needed, and information on elections. These events are held at fairs; during community festivals and events; or for homeowners' associations, retirement communities, senior centers, and assisted living facilities.

This activity creates educational materials for use by the public and manages the Office of Elections' web presence. This activity also manages the Office of Elections' Freedom of Information Act (FOIA) requests and serves as the liaison to requesters, County Administration, and other departments to ensure that FOIA requests are fulfilled quickly and accurately.

Mandate Information: The Code of Virginia § 24.2-411 requires the County to establish a voter registration office with local funds to register eligible residents to vote. The Code of Virginia § 24.2-412 outlines voter registration at locations other than the main office when practicable.

Who Does It: County staff, including a full-time outreach coordinator, provides this activity.

Why We Do It: The Outreach and Communications activity enables the County to meet its responsibility to ensure that the public receives accurate and impartial information concerning their right to vote. It provides citizens who are registered to vote – and those that wish to be registered – with information about voter registration, voting procedures, and upcoming elections. By educating the public on the importance of keeping their information up-to-date, this activity also helps ensure the accuracy of voter registration records. Additionally, this activity notifies the public about legal changes to voting, thereby avoiding voter confusion and turning voters away.

The High School Student Election Pages Program provides valuable help in the precincts for the November General Election. In return, the students gain first-hand experience with the electoral process in addition to receiving community service credit and a commendation from the Office of Elections.

How We Do It Now – Current Service Level: Current service level includes participating in 12 events to educate and provide information about elections and provide in-person voter registration. The Office of Elections relies on a pool of approximately 1,500 election officers to conduct elections. At current service level, approximately 200 new election officers are recruited each year to replace those that leave, and as the number needed increases. Approximately 100 students participate in the High School Student Election Page Program.

How We Plan to Do It in the Future – Recommended Service Level: In the future, additional staff may be required to assist with this activity to continue providing excellent response times to residents submitting FOIA requests; and to be able to provide the voter outreach and education that ensures the voters of Loudoun County are well informed.



Elections and Voter Registration: Election Services

| | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected |
|--|-------------------|-------------------|-------------------|----------------------|----------------------|
| Participate in at least ten events to provide year-round education on voter registration and elections. | | | | | |
| Number of events to educate the public and provide in-person voter registration | 14 | 12 | 14 | 12 | 12 |
| Recruit election officers to meet the needs of each election. | | | | | |
| Net number of new election officers recruited for elections | 324 | 409 | 504 | 200 | 500 |
| Manage the High School Student Election Page Program. | | | | | |
| Number of high school student election pages used during the November election | 137 | 106 | 91 | 100 | 150 |