



BIPARTISAN POLICY CENTER

Presidential Commission on Election Administration: Update & Arizona Possibilities

ARIZONA ASSOCIATION OF COUNTIES
JUNE 23, 2016

WWW.BIPARTISANPOLICY.ORG



BIPARTISAN POLICY CENTER

Presidential Commission on Election Admin (PCEA)
The Report
The Work Continues (Technology, USPS, & Data Collection)

Report, videos and transcripts of
hearings, resources, & extensive
appendix available online at:

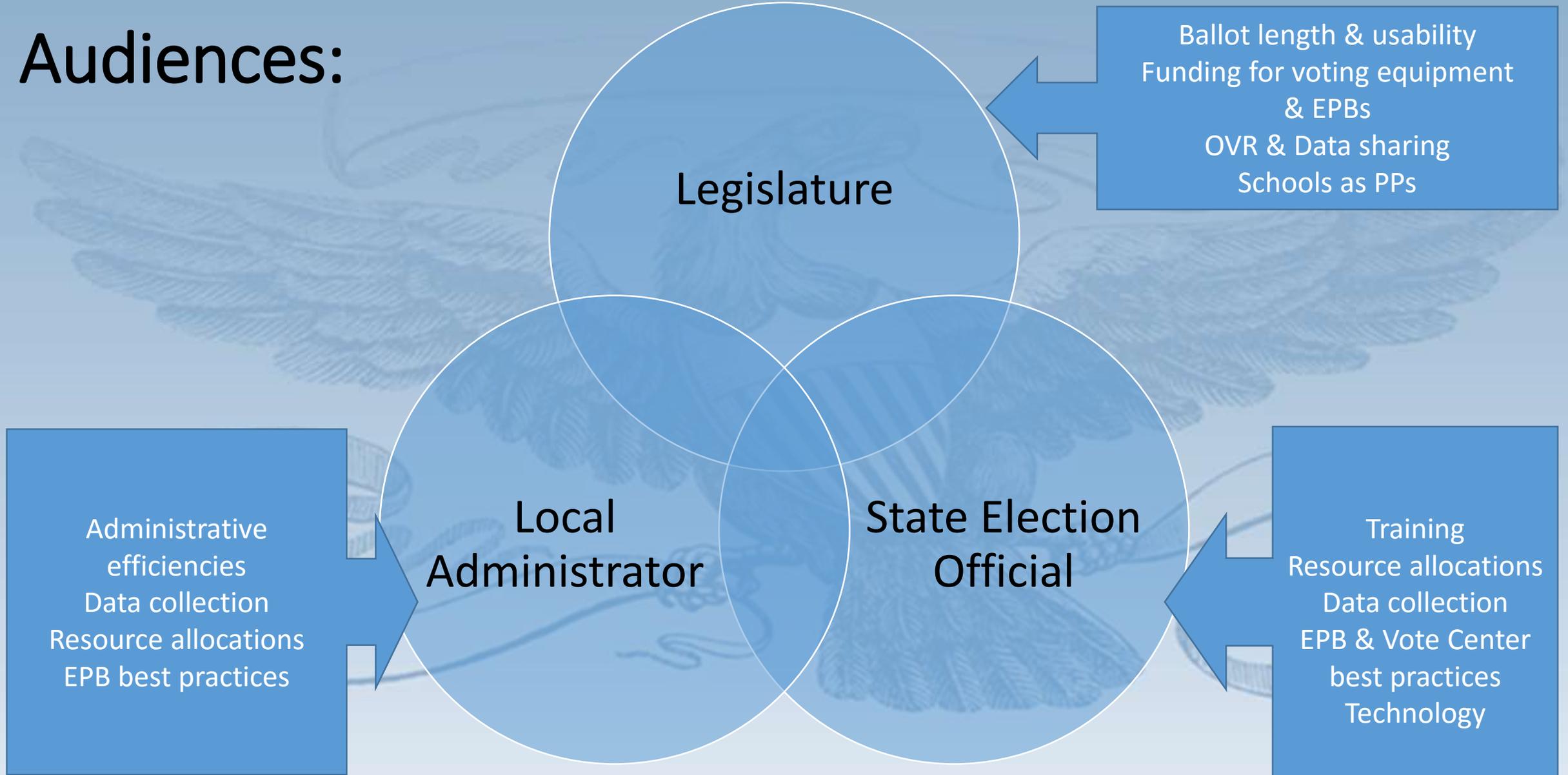
www.supportthevoter.gov

**The American Voting Experience:
Report and Recommendations
of the
Presidential Commission
on Election Administration**



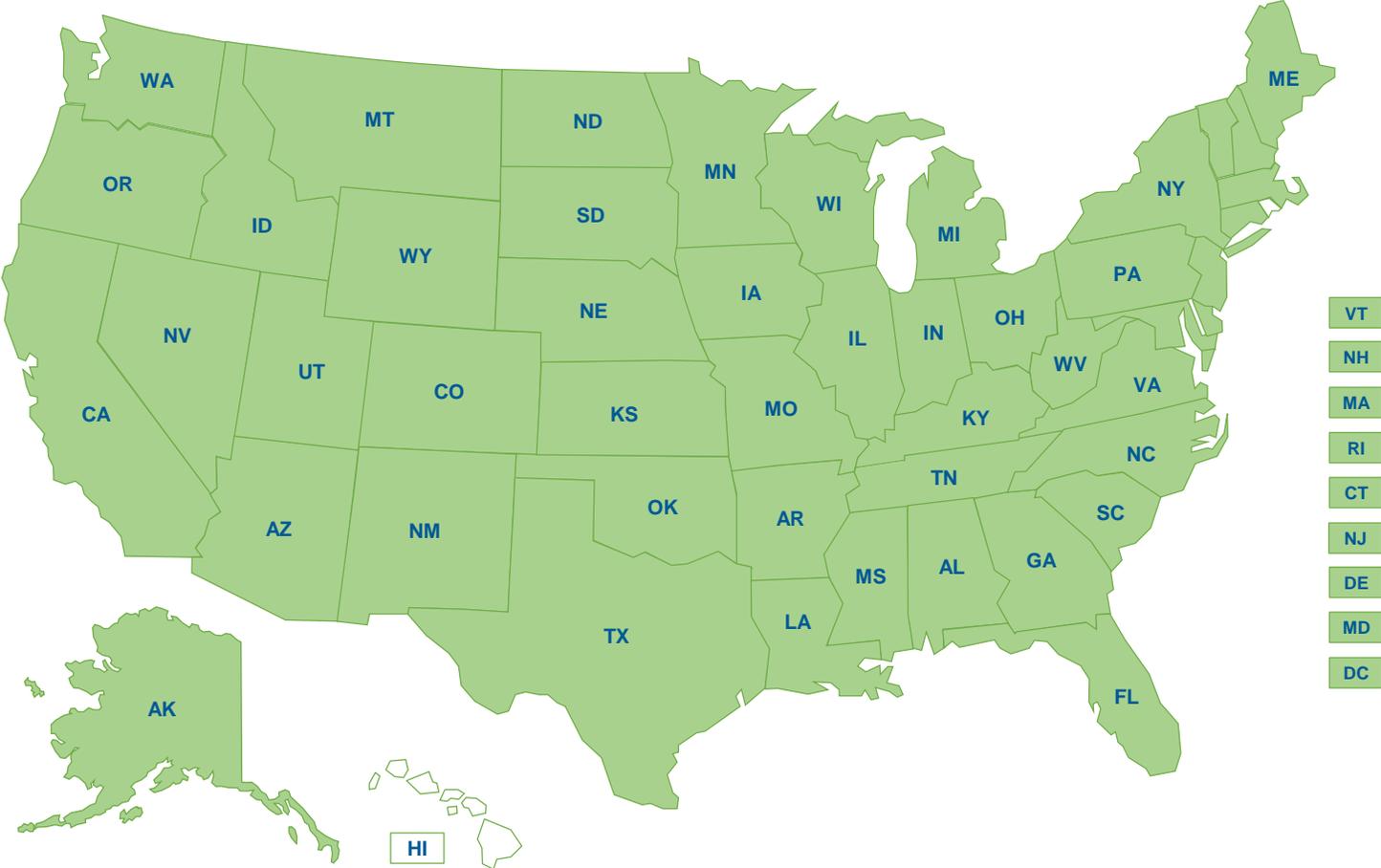
January 2014

Audiences:



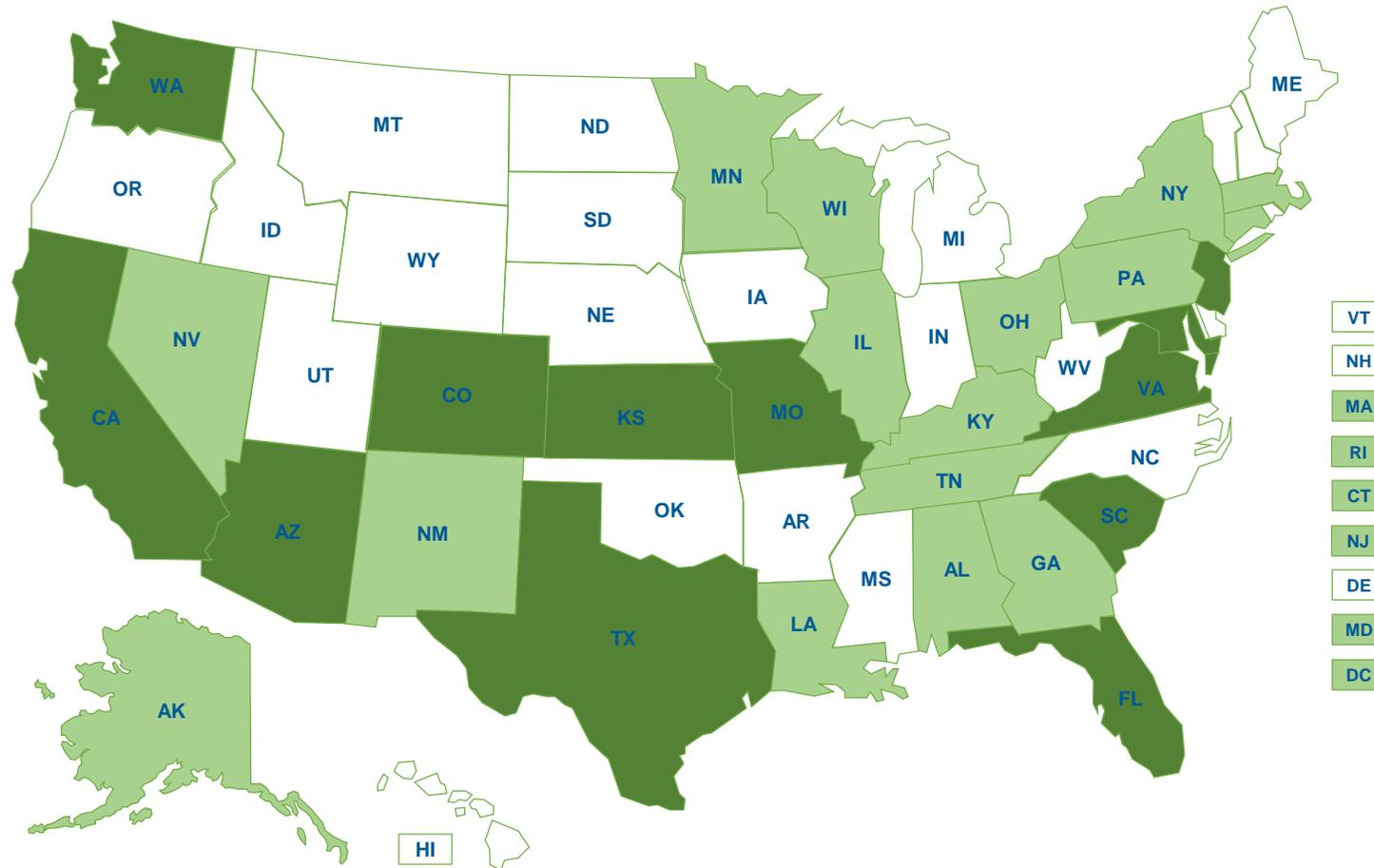
Contact Made With Election Administrators

This includes personal conversations with state &/or local administrators explaining the recommendations of the PCEA Report and the BPC supporting efforts as well as presentations to: NASS, NASED, IACREOT, & Election Center.



Presentations Given on PCEA Report & BPC Efforts

This includes presentations to: NCSL, CSG, NASS, NASED, IACREOT, ES&S Advisory Board, NACo, Election Center, State Legislatures/Assemblies and State Associations.



Federal Voting Assistance Program (FVAP) & Council of State Governments (CSG)



FVAP & CSG established technology & policy working groups to consider PCEA recommendations relating to UOCAVA voters

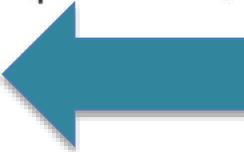
Federal Voting Assistance Program (FVAP) & Council of State Governments (CSG)



Sharing the work of the group with CSG members (legislators, executive branch elected officials and their staff) via webinars & presentations.

The Executive Order focused the Commission's work on several areas of concern:

- i. the number, location, management, operation, and design of polling places;
- ii. the training, recruitment, and number of poll workers;
- iii. voting accessibility for uniformed and overseas voters;
- iv. the efficient management of voter rolls and poll books;
- v. voting machine capacity and technology;
- vi. ballot simplicity and voter education;
- vii. voting accessibility for individuals with disabilities, limited English proficiency, and other special needs;
- viii. management of issuing and processing provisional ballots in the polling place on Election Day;
- ix. the issues presented by the administration of absentee ballot programs;
- x. the adequacy of contingency plans for natural disasters and other emergencies that may disrupt elections; and
- xi. other issues related to the efficient administration of elections that the Co-Chairs agree are necessary and appropriate to the Commission's work.

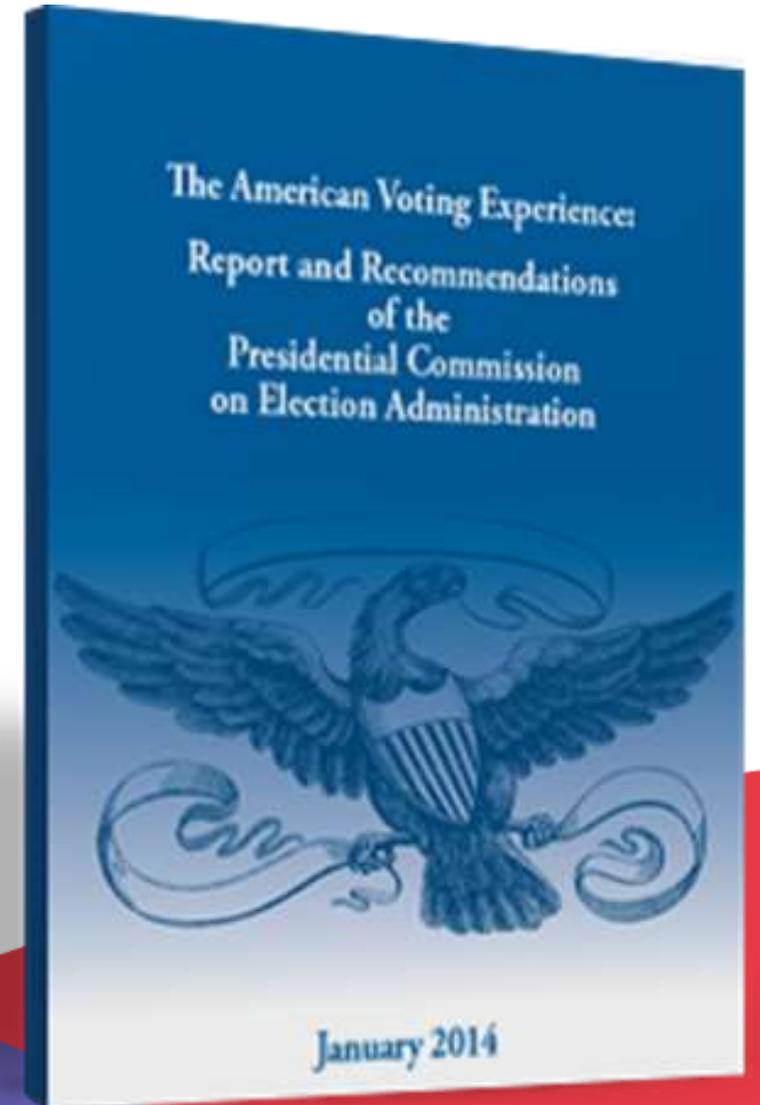


➤ Standards: What we heard in 2013

- Stifle innovation
- Too prescriptive
- Too voluminous
- Difficult to understand
- Out dated
- Lack of EAC Commissioners hinder advances



- **Standard Related Recommendations**
 - *Reform of the standard-setting and certification of voting equipment.*
 - Minimum, quorum of EAC Commissioners not necessary for standard setting.
 - Let the Boards continue their work.



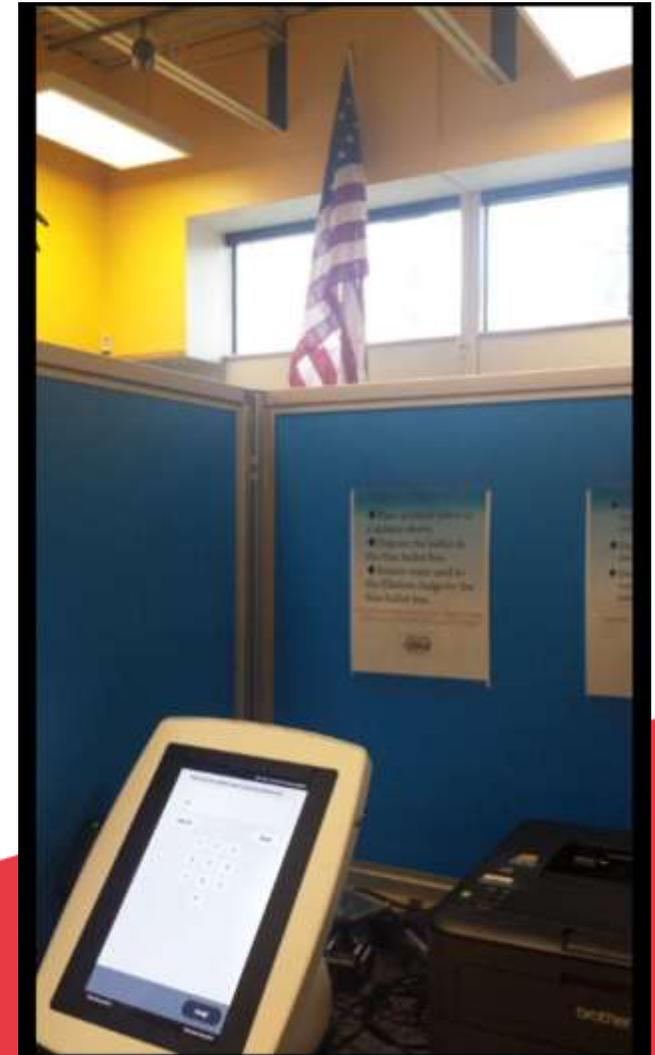
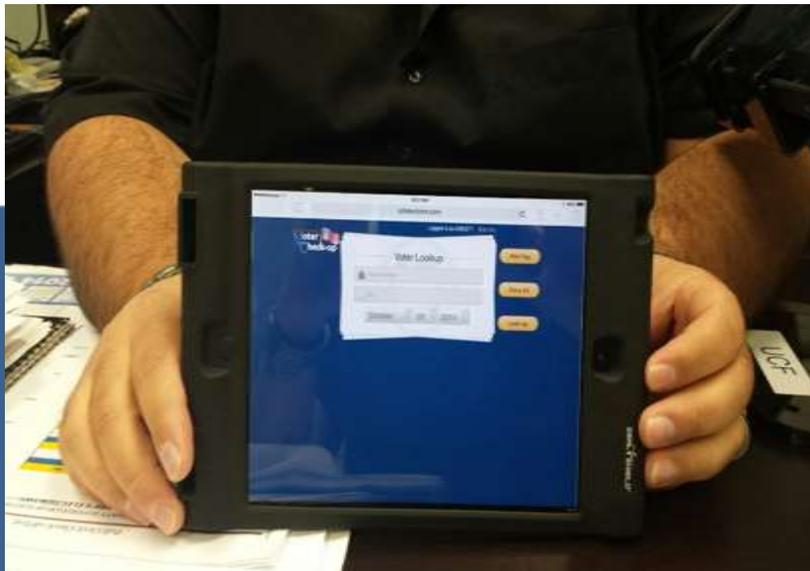


New path for the VVSG:

- Re-evaluation of scope
- Re-envisioning creation process
- Re-inventing format & application

Re-evaluation

- New working group format lends itself to the re-evaluation of what the current voting environment is.
- We now have
 - electronic ballot delivery
 - growing EPB & BOD usage
 - smart technology & COTS being used in the field



Anyone can join the working groups by signing up at:

www.eac.gov



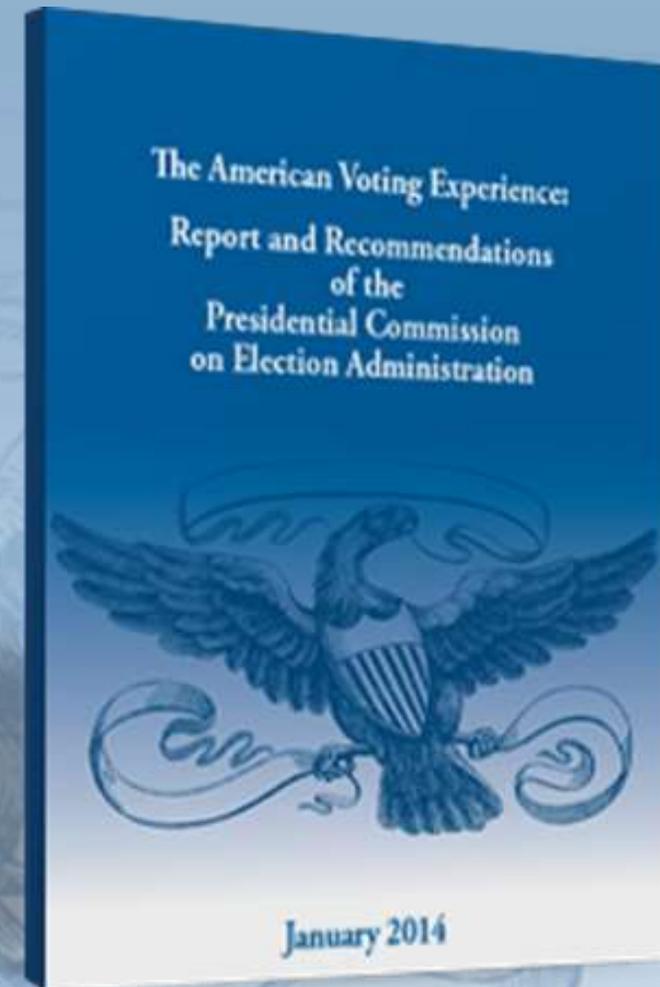
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There are various working groups:

- 1) Pre-Election Day
- 2) Election Day
- 3) Post-Election Day
- 4) Interoperability
- 5) Usability
- 6) Security

PCEA Recommendations & USPS

- Expansion of Voting Opportunities
 - USPS Communication
 - USPS Ballot Tracking
- Data Collection



A voter who requests a ballot by mail & successfully casts it should be one less voter at the polls

Communication

- USPS:
 - Local Post Master
 - Mail Design Analyst: MDA Support Center (855) 593-6093 or mda@usps.gov
 - Regional Election Mail representatives found online: about.usps.com/gov-services/election-mail/welcome.htm

Area	Lead Coordinators										
CapMetro	Area	Atlanta	Baltimore	Capital	Greater South Carolina	Greensboro	Mid-Carolinas	Northern Virginia	Richmond		
	Kevin Bray 404-792-3141	Nicole Spencer (770) 717-3708	Judy Wood (410) 347-4432	Sylvia Moss (202) 636-1027	Mike Lance (803) 926-6060	Paul Ludwig (336) 931-9497	Steve Place (704) 393-4566	Lisa Jones-Brown (703) 698-6491	Robin Stinson (804) 737-3571		
Eastern	Area	Appalachian	Central Pennsylvania	Cincinnati	Kentuckiana	Northern Ohio	Philadelphia Metro	South Jersey (1)	South Jersey (2)	Tennessee	Western
	Gene Schwemmer (412) 494-2197	Cynthia Coles (304) 561-1058	Angela Barto (717) 396-6994	Debbie Bleile (513) 684-5523	Alisa Zanetti (502) 454-1789	Leslie Farr (216) 443-4184	Joe Weygand (215) 863-5048	Nick Lamantia (856) 933-4263	Joe Painsi (856) 933-4397	Kelly Hirtzer (615) 885-9113	Diane (716) 8
Great Lakes	Area	Central Illinois	Chicago	Detroit	Gateway	Greater Indiana	Greater Michigan	Lakeland			
	Tim Anderson (630) 539-7471	Robert Petrowski (708) 563-7476	Elaine Ferba (312) 983-7661	Brenda Orton (248) 758-5715	Laurentine Owens (314) 436-3509	Staci Yerkes (317) 464-6282	Paula Carlson (616) 977-4745	Susan Janusz (608) 246-1259			
Northeast	Area	Albany	Caribbean	Connecticut Valley	Greater Boston	Long Island	New York	Northern New England	Northern New Jersey	Triboro	West
	William Bulger (860) 285-7099	Bob Matarese (518) 452-4006	Martin Caballero (787) 622-1791	Pat Dzialo (860) 524-6361	Rob Carrillo (617) 654-5892	Adriana Sallows (516) 221-1390	Chee K Chow (212) 330-3872	Kevin Clark (207) 482-7215	Rick Miller (973) 468-7178	Harold Spector (718) 348-3135	Catherine (914) 6
Pacific	Area	Bay-Valley	Honolulu	Los Angeles	Sacramento	San Diego	San Francisco	Santa Ana	Sierra Coastal		
	Kelly Porter (858) 674-2681	Sonja Thomas Warner (510) 874-8427	Sandra Mcdaniel (808) 423-3830	Mike McKoy (323) 586-1240	Aaron Wagner (916) 373-8054	Robert Davidson (858) 674-0182	Fernando Balcazar (415) 550-5024	Anthony Loera (714) 662-6447	John Chacanaca (661) 775-7834		
Southern	Area (1)	Area (2)	Alabama	Arkansas	Dallas	Fort Worth	Houston	Louisiana	Mississippi	Gulf Atlantic	Oklahoma
	Teresa Farley (214) 912-1841	Erika Ramirez (214) 783-5313	Andree Kater (205) 521-0349	Chris Phillips (501) 228-4121	Yolanda Applon (972) 462-2209	Rich Ward (817) 317-3863	Lewis Kindie (713) 226-3201	Mark Gilbert (504) 589-1104	Kathy Horne (601) 351-7125	Robin Lang (904) 645-3220	William E (405) 8
Western	Area	Alaska	Arizona	Central Plains	Colorado/Wyoming	Dakotas	Hawkeye	Mid-America	Nevada-Sierra	Northland	Port
	Al Cuiningham (303) 313-5973	Tito Tungul (907) 266-3368	Kevin Kiszczak (602) 225-3150	Sheila Othling Badge (316) 946-4633	Donna Walker (303) 853-6558	Ken Rothenbuehler (605) 333-2642	Dan Wilson (515) 283-7608	Donna Warren (816) 504-3200	Anitra Warren (702) 361-9286	Linda Engman (651) 661-2604	Ron S (503) 2

Official Election Material Mail Logo Use

Changes in design guidelines due to some being used that are too large infringing on cancellation and barcoding areas of the envelope.



Envelope Design Considerations

Consider also the design of the back of your envelope.

Formatting so that the voter's address and any barcodes you use internally are in the general where a delivery address would be can cause problems with the USPS orientation software (& send the ballot back to the voter...)

Envelope Design Considerations



This is right where a delivery address would be located...

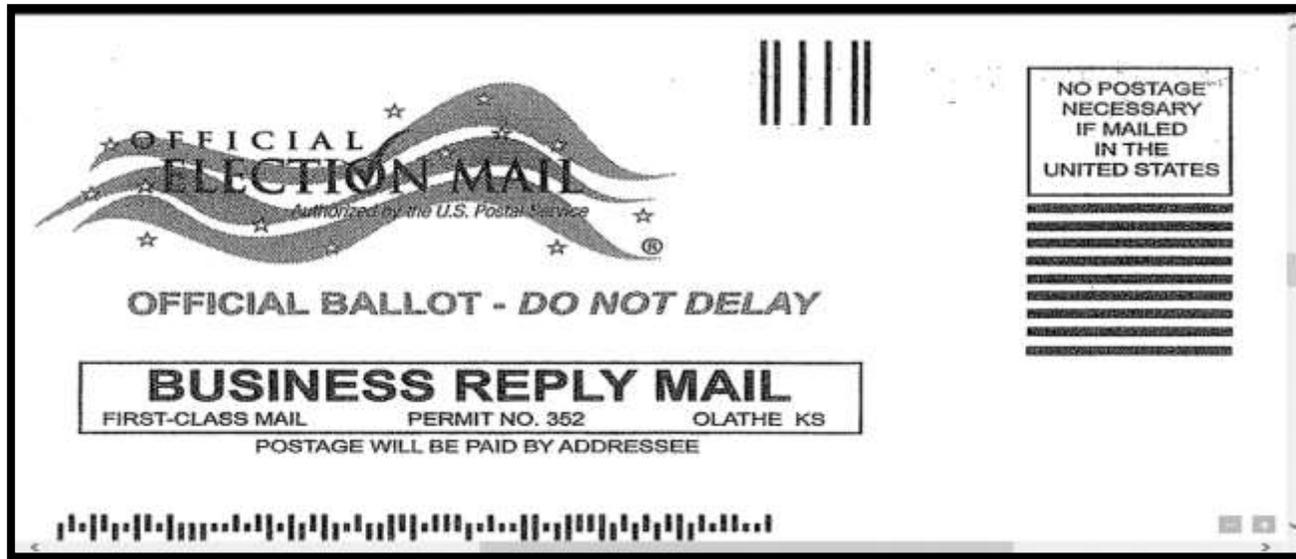
Communication: With USPS

- What to advise them:
 - Mailing dates & prospective volumes
 - Election Dates
 - Any changes you've had (or are considering) regarding design, size, content, etc.
 - Coordinate election night ballot pickup & facility sweep advise if you have colored envelopes or other visual indicators to look for (are you using Business Reply Mail?)

Business Reply Mail

Remember that BRM can add time to the return of the ballots for the attribution to your account – remember to put that into your voter instructions!

If you sweep the processing plant/offices on Election Day, remember to ask about BRM!

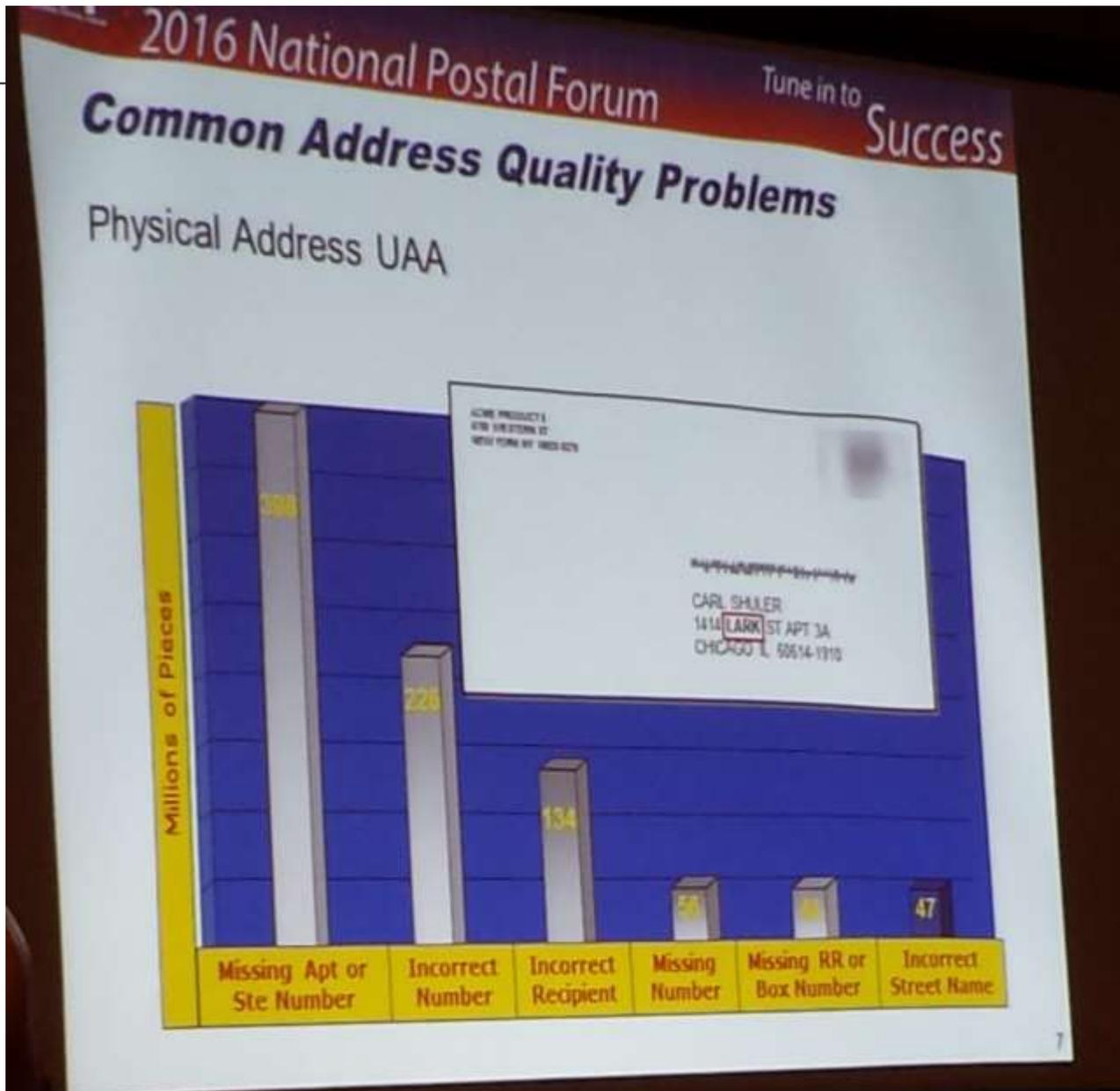


Even if the BRM is not fully processed, USPS directive is that they are to do a quick tally of the volume and turnover ballots to election officials.

Communication: Mail House/Vendor

- Ask about ballot tracking—you may be mailing out with an IMB, but not getting the benefit.
- If you are still keying all the yellow move tags, ask about Address Change Service (ACS) & get that information electronically





Insufficient addresses can be partially eliminated if you have OVR & a system prompt for unit # for known addresses

Missing Apt or Ste Number	Incorrect Number	Incorrect Recipient	Missing Number	Missing RR or Box Number	Incorrect Street Name
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Incorporating these known common failures in trainings can also reduce issues later in the process.

New Reality

Every election has a story, and no one wants that story to be that ballots didn't get delivered and counted.

Parallels between USPS & Elections abound:

Large, disparate work force & challenges with continuity,

Desire to modernize and automate,

Economic/resource considerations

Result:

Plant rationalization

Delivery standard changes

First-Class Mail: DMM 333.2.0

- Personal, handwritten, or typed information
- ***2-5 day delivery (Contiguous 48 United States)***
- Free forwarding and return
- Sealed against inspection

Standard Mail: DMM 243.2.0

- No personal, handwritten, or typed information
- ***3-10 day delivery (Contiguous 48 United States)***
- Forwarding/return require endorsement and a fee
- May be opened for postal inspection

Ballot Delivery to the Voter



Mailing Ballots at Standard Rate

If you mail out your ballots at a standard mail rate, which is subject to inspection, be certain to include an “example mailing” for review.

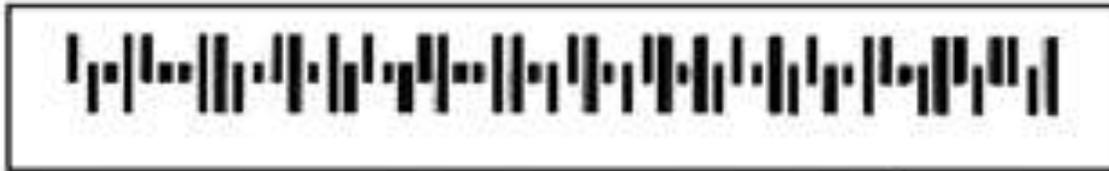
If you do not provide an example then an official balloting packet could be opened and a voter impacted.

ALWAYS
Use tag 191!!

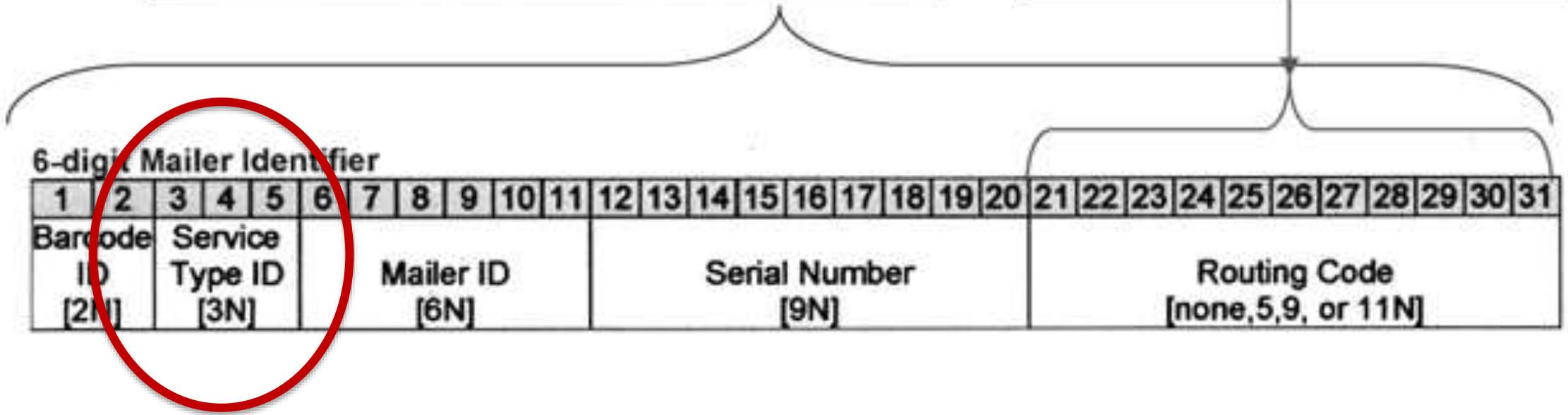


SERVICE TYPE ID FOR BALLOTS?

The Intelligent Mail barcode



The POSTNET barcode



Ballot Return: What to tell voters?

Unless you pay for the return of the ballot or you have an overage account your voter instructions need to advise the voter of the cost to mail back the ballot.



An insert with the information is ok.
REMEMBER:
Rates ***DROPPED***
April 10th



Ballot Return



DEADLINES & Options!!

Many return deadlines do not take into consideration the new delivery standards.

Be certain your materials clearly advise the voter of mailing dates.

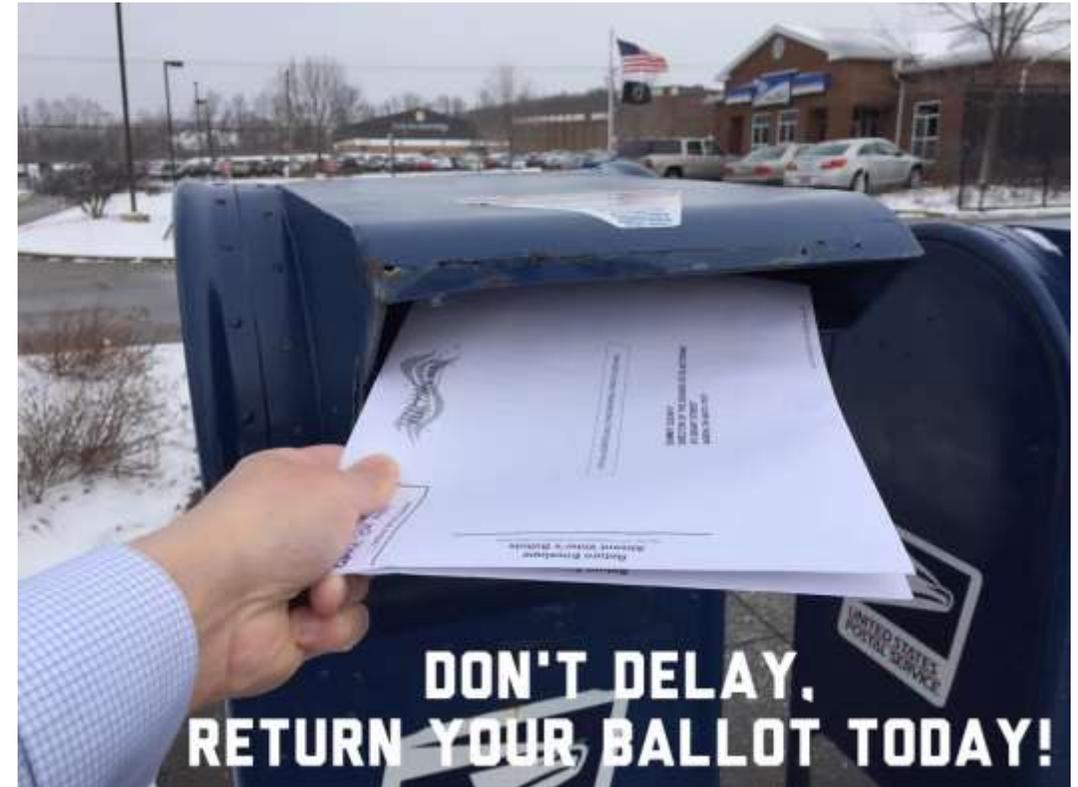
USPS advises:

IN HAND **Mail 5 days prior**

POSTMARK Mail 2 days prior

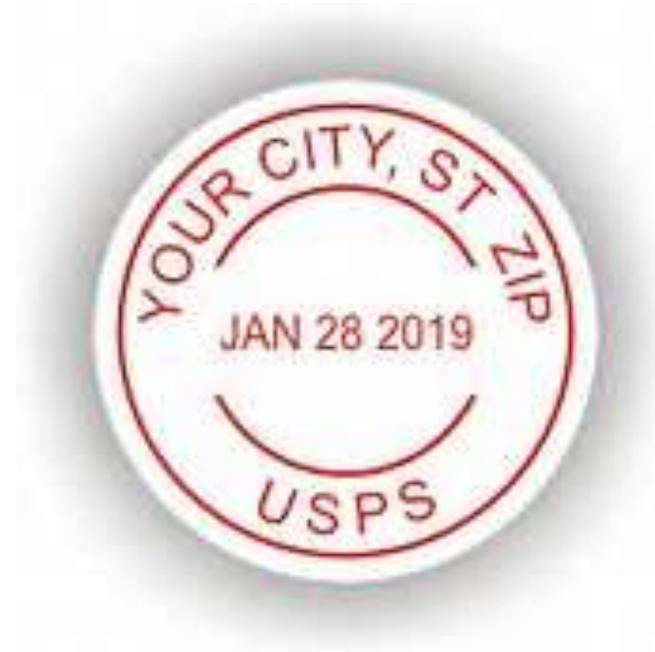
DEADLINES & Options!!

Voters need to be mindful when dropping ballots into blue boxes of pick-up/collection times...
Do your voter instructions clearly explain return options?



DEADLINES & Options!!

Voters can go into any USPS counter and ask that their ballot envelope be hand-cancelled (also referred to as a “round-stamp”).

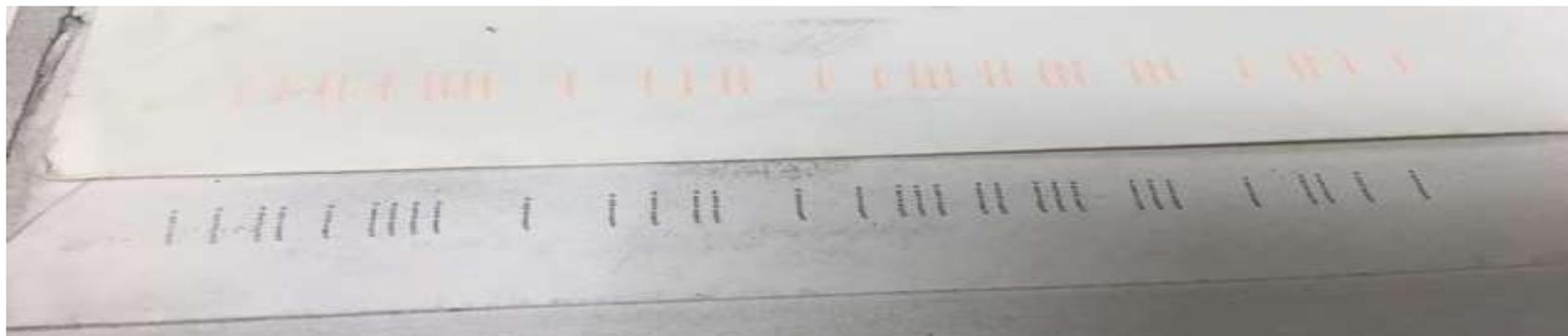


Ballot Return Considerations

Postmarking/cancellation does not occur on Sundays so this may be the cause of the increased delivery on Wednesdays

States that allow for ballot delivery after Election Day:

- Use of the date the voter used in signing the affidavit?
- Use of IMb data or other data from USPS



14 b. The sealed return envelope may be mailed to the commissioner by the registered voter or by
15 the voter's designee. If mailed by the voter's designee, the envelope must be mailed within
16 seventy-two hours of retrieving it from the voter or within time to be postmarked, or bear an
17 intelligent mail barcode showing the point of entry into the mail system, not later than the day
18 before the election, whichever is earlier.

19 2. In order for the ballot to be counted, the return envelope must be received in the
20 commissioner's office before the polls close on election day or be clearly postmarked by an
21 officially authorized postal service, or bear an intelligent mail barcode showing the point of entry
22 into the mail system, not later than the day before the election and received by the commissioner
23 not later than noon on the Monday following the election.

24 ~~2. If the law authorizing the election specifies that the supervisors receive the votes earlier than~~

Data Collection

Don't wait until ED+1 (Wednesday) to discover if there are issues!

Train staff to look for dates out of the delivery range as they process the incoming ballot envelopes.



Data Collection: Chicago, IL Study

Overall Statistics of IMb Test

	Barcoded Returns	Stamped Returns
Quantity mailed	320	320
Quantity received by City	245	248
% Response Rate	77%	78%
Quantity with first scan by PO	240	
% received by City AND had PO first scan	96%	
Quantity cancelled by PO		36
% cancelled by PO		15%
Quantity received by City, but not scanned	9	
Weighted Average # of Days to PO first scan of return envelope from initial mail date	7.8	

- The City received virtually the same number of returns for the stamped and barcoded envelopes.
- The International Global Forever stamps were accepted and processed by the Post Office. Only 1 envelope came back with postage due.
- Only 15% of the stamped envelopes were cancelled by the Post Office. Therefore, affixing a live stamp is not a viable option for capturing a postmark date. Basically, the Post Office does not cancel flat-size mail bearing a stamp.
- 96% of the return envelopes with a trackable IMb were scanned by the Post Office. An encouraging result.
- Based on a weighted average, it took almost 8 days from the initial drop date of October 9, for the returns to be first scanned by the Post Office.



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Resources



Join the Postal Task Force so that you get pertinent information on election mail, delivery, and best practices. Simply let Tim Mattice know that you are interested.

Check the Election Center website periodically for the posting of important information from USPS:

NEWS



USPS® RELEASES THE 2016 OFFICIAL MAIL KIT & RESOURCES

As another busy election season approaches, Election Center is pleased to announce that the USPS® is stepping up to help the community of election administration officials by providing the necessary tools for facilitating the processing of all election-related mail. The 2016 Official Election Mail Kit and additional resources are available now. Find out more today...

Contingency Planning

I would also recommend that you sign up for the Industry Alerts that will send you updates in the event of service outages.



The image is a screenshot of a USPS Industry Alert. It features the USPS logo in the top left corner, the text "United States Postal Service" at the top, and "INDUSTRY ALERT" in large, bold letters. Below this is the title "Additional New York Impacts Due to Papal visit" and a red warning message. The main body of text describes the impact on postal operations in the New York area, listing specific offices with suspended operations on Thursday, Sept. 24th, and a location with no mail delivery on Friday, Sept. 25th.

United States Postal Service®
INDUSTRY ALERT

Additional New York Impacts Due to Papal visit

The information below has been used to update the current Service Disruption Report located on USPS Service Alerts

Postal operations will be impacted in the New York area, resulting from the Papal visit as follows:

The following offices will have suspended operations on Thur. Sept. 24th.

- Appraiser Stores Finance Station, 10036 – located at 580 5th Ave

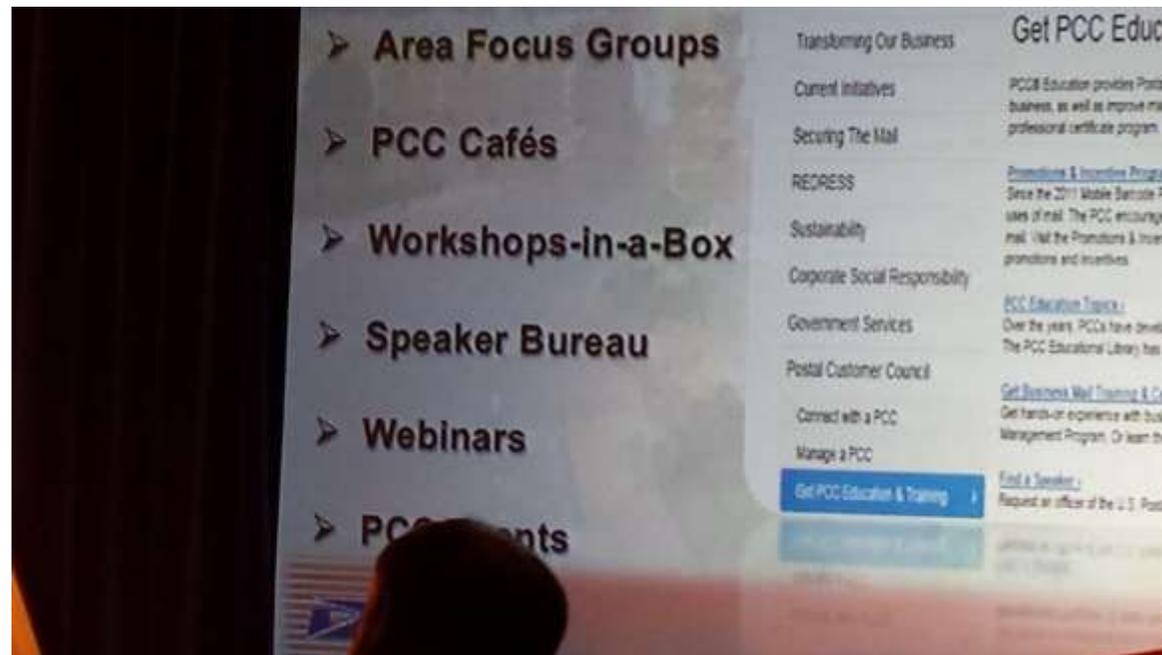
There will be no mail delivery at the following location on Fri. Sept. 25th

- World Trade Center

Postal Customer Council (PCC)

The PCC is an opportunity to get to know regional USPS management (which can come in handy).

If you have staff dedicated to postal responsibilities this would be a good channel of communication for them.



Data Collection



With a generous funding by the Democracy Fund, the Bipartisan Policy Center has partnered with Democracy Works to host an online repository of election mail issues and best practices.

www.electionmail.org

Will capture basic information regarding the postal issue that you are experiencing and report it directly to USPS

The screenshot shows the 'REPORT A PROBLEM WITH ELECTION MAIL' form on the ELECTIONMAIL.ORG website. The form includes a header with the site name and navigation links, a title bar, and a central text area with instructions. Below the instructions are several required input fields: Name, Email Address, Phone Number, and Election Jurisdiction. A 'Send this issue report' button is located at the bottom of the form.

ELECTIONMAIL.ORG [REPORT A PROBLEM](#) [ELECTION MAIL RESOURCES](#) [ABOUT THIS SITE](#)

REPORT A PROBLEM WITH ELECTION MAIL

Local and state election officials may use this form to report past or current issues with official Election Mail processed by the United States Postal Service. This form is intended as a supplement to official reporting, and should not replace communication with your local post office. If you see a voter experiencing a problem, please contact your local election official.

***Required**

Name *
Your contact information allows us to follow-up if necessary, but will not be posted publicly.

Email Address *

Phone Number *

Election Jurisdiction *
Please include county/parish/city/town/municipality and state.

[Send this issue report *](#)

Issues will be categorized so that we can isolate trends in problems and find solutions.

Solutions will be posted.

Individual reports will not.

What type of problem are you reporting? *

- Delivery delay
- Damaged mail
- Lost mail
- Undeliverable/returned mail
- Addressing/CASS/NCOA
- Rate/class qualification
- Postmark/cancellation
- Misdirected mail
- Intelligent Mail tracking
- Communication/responsiveness
- Other

UAA & Addressing:

They are doing a study to the carrier level of CASS certified addresses being labeled as UAA by carriers. If you have examples please enter them in to flag those routes!

What type of problem are you reporting? *

- Delivery delay
- Damaged mail
- Lost mail
- Undeliverable/returned mail
- Addressing/CASS/NCOA
- Rate/class qualification
- Postmark/cancellation
- Misdirected mail
- Intelligent Mail tracking
- Communication/responsiveness
- Other

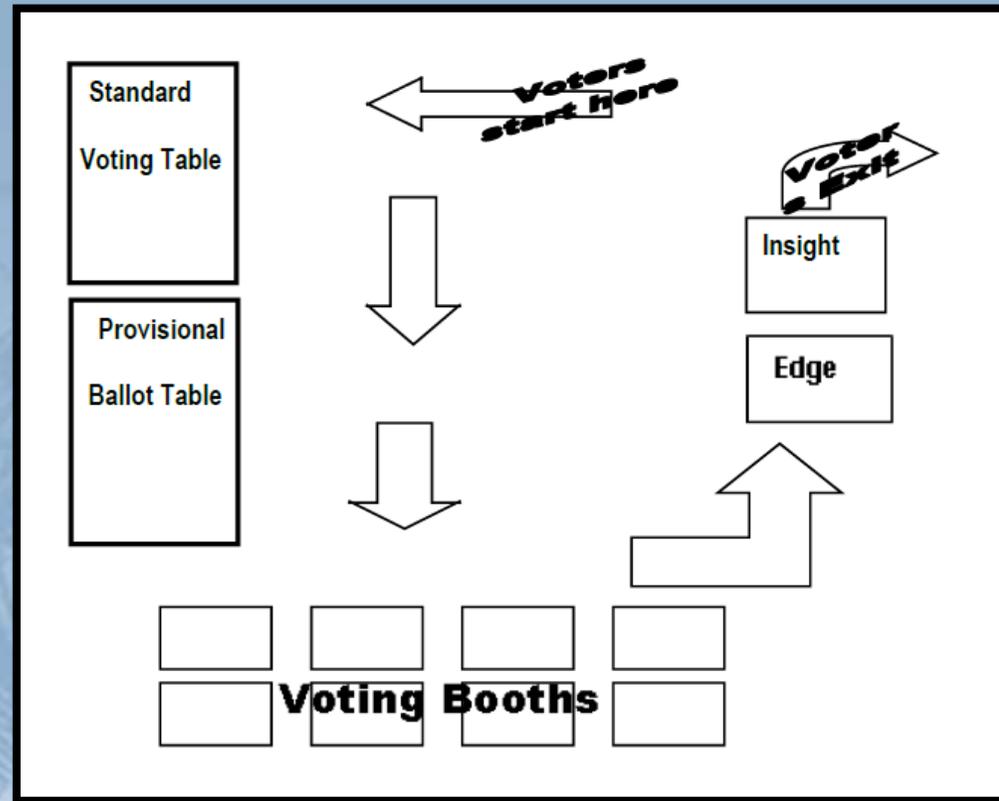




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Election Day Strategies

Polling Place Evaluations & Diagrams



- Getting correct room dimensions, verifying electrical outlets work, surveying the path voters will travel to the polls are all critical.
- Subsequent elections it is important to find out from the facility if there have been any structural changes.

PP ADA Evaluation



DOJ website has comprehensive checklist

- A call from a voter on Election Day is the worst possible way (and time) to find out that a polling place is inaccessible.
- Surveying facilities in advance and maintaining current information can inform where temporary accommodations can be made to ensure all voters have access.

A screenshot of a form titled 'POLLING SITE ACCESSIBILITY EVALUATION FOR ALL VOTERS' from Maricopa County. The form includes fields for 'DATE OF EVALUATION', 'PRECINCT NAME/NO.', and 'Facility Number'. It lists several evaluation criteria with 'YES' or 'NO' response options:

- 1. What is actual square footage? _____
- 2. Is seating available for elderly or disabled voters awaiting their turn to vote? ___ YES ___ NO
- 3. Is there more than one (1) working electrical outlet? ___ YES ___ NO
If YES, how many? _____
- 4. Is there sufficient lighting for voting? ___ YES ___ NO
- 5. Will the facility provide tables and chairs? (If yes, 2 tables/6 chairs; if NO, enter number to be delivered: Table(s) # _____ Chair(s) # _____
- 6. Is there a bathroom available for the boardworker's use? ___ YES ___ NO
(a) Is a key necessary? Where do they obtain the key? _____ YES ___ NO
- 7. Is there a phone in the room? (____) _____ YES ___ NO
Where is the phone located? _____
(a) Outbound Calls? ___ YES ___ NO
(b) Inbound Calls? ___ YES ___ NO

The form also has a section for 'OTHER ARCHITECTURAL FEATURES' and a 'Main Voter/Exterior Entrance' section with question 1: 'Does the main entrance have steps to inhibit voters entering the building? YES ___ NO ___'.

It can be condensed to a couple page evaluation

CITY OF MINNEAPOLIS

Applying Presidential Commission on Election Administration (PCEA) Recommendations

Grace Wachlarowicz , CERA
Assistant City Clerk,
Director of Elections & Voter Services

PCEA Recommendations

Accessibility and Voter Experience

“A well-managed polling place can be the most important factor contributing to the quality of the voter experience.”

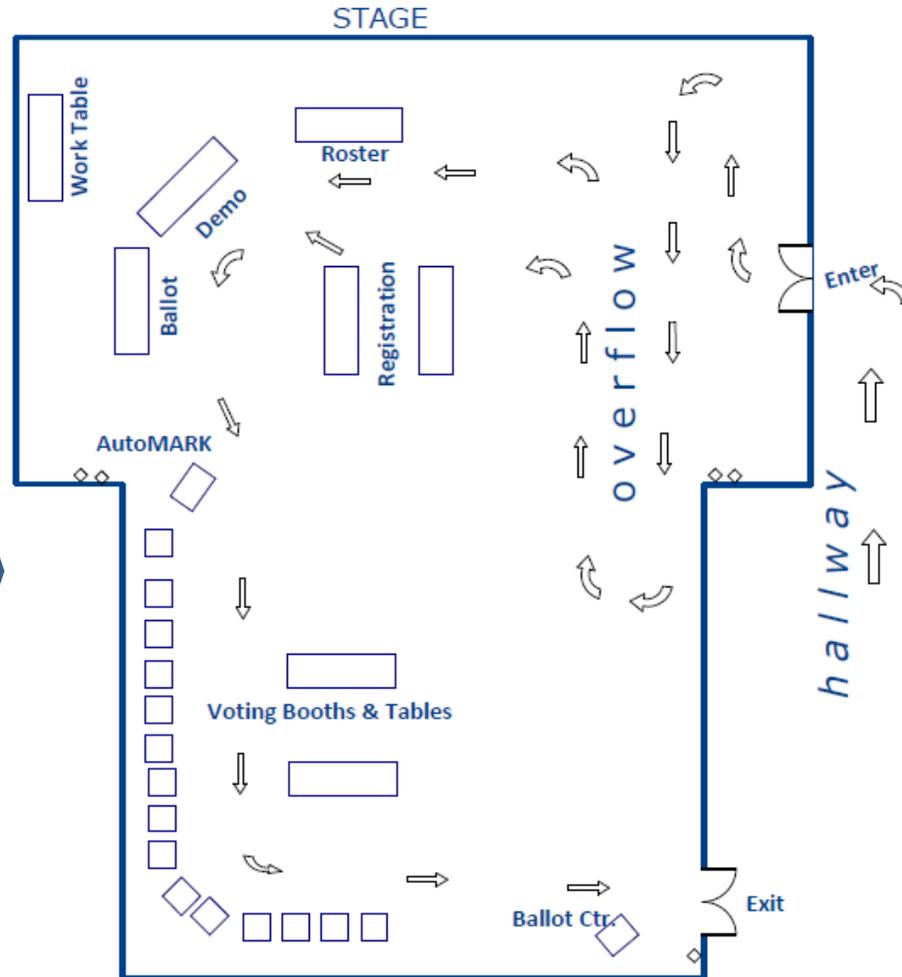
Communication to Policymakers

“The country’s election officials find themselves second-guessed & heavily criticized when elections run into problems, and praise is not forthcoming in comparable volume-or at all-when the process runs smoothly. At the same time, these officials are all too often given inadequate resources with which to carry out this critical function.”

Note: Adapted from Presidential Commission on Election Administration” (2014), (PDF document), Retrieved from <https://www.supportthevoter.gov/files/2014/01/Amer-Voting-Exper-final-draft-01-09-14-508.pdf>

Polling place layout plan

KEY: ◇ = power outlet



2-1 Holy Trinity (lower)

Minneapolis uses free software available online to map out their polling locations to scale for optimal efficiency.



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Resource Allocation & Data Collection

What you need to know: Estimated turnout



What you need to know: Estimated # check-in stations

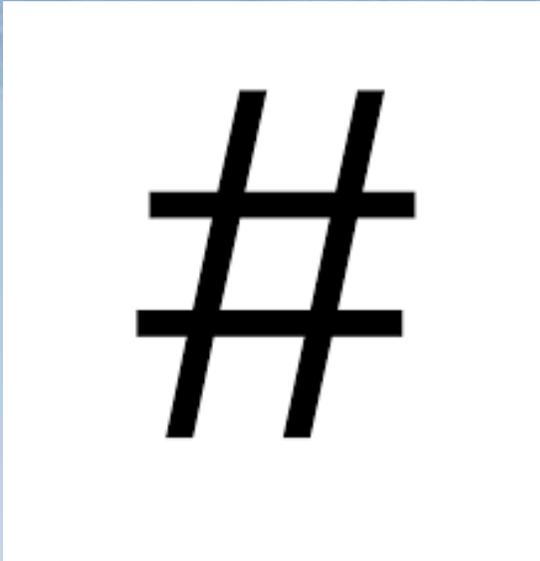
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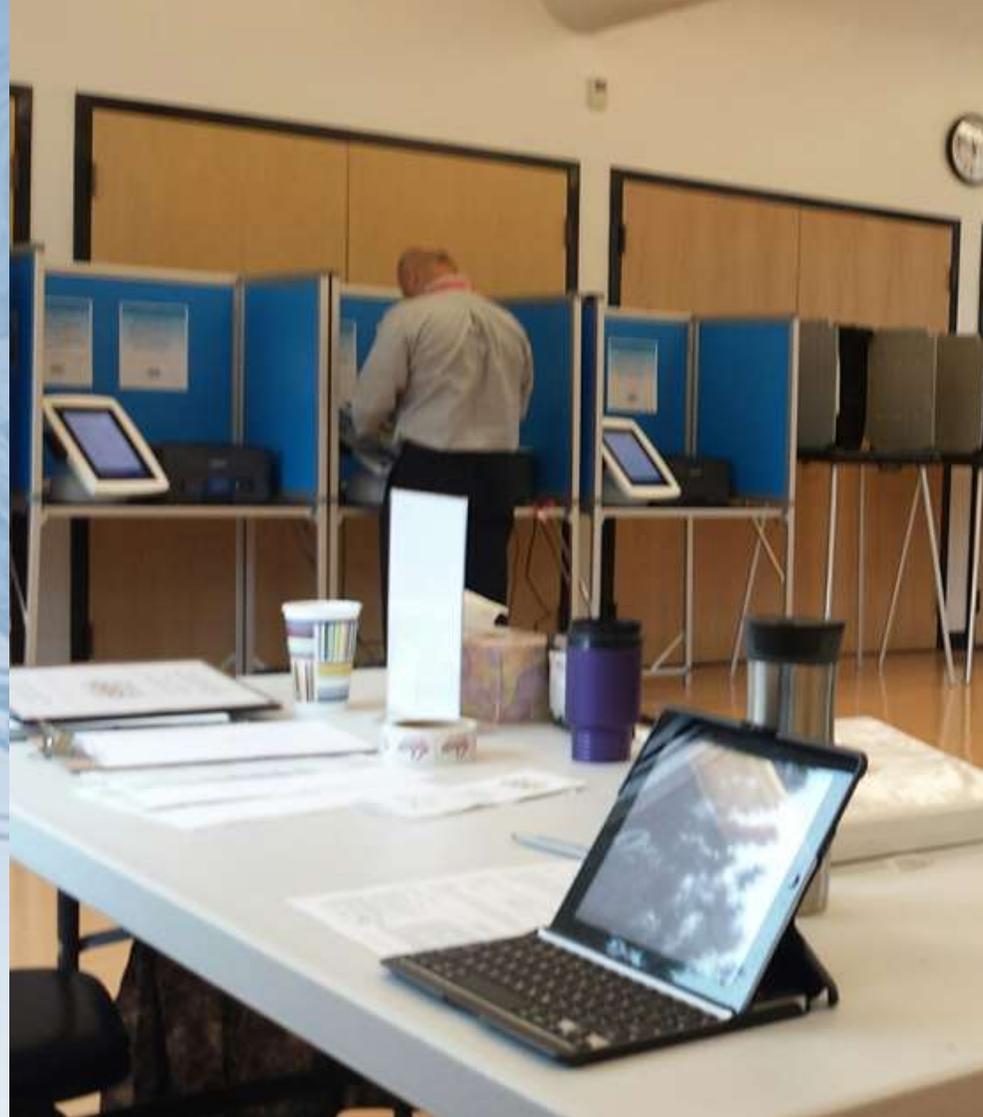
What you need to know: Estimated time to check in voter (& print ballot if using BOD)



What you need to know: Number of Voting Stations



What you need to know: Estimated time to vote/mark ballot



Resource Allocation Tools

Line Optimization

Mark Pelczarski

Load Precinct Data

Download Current Data

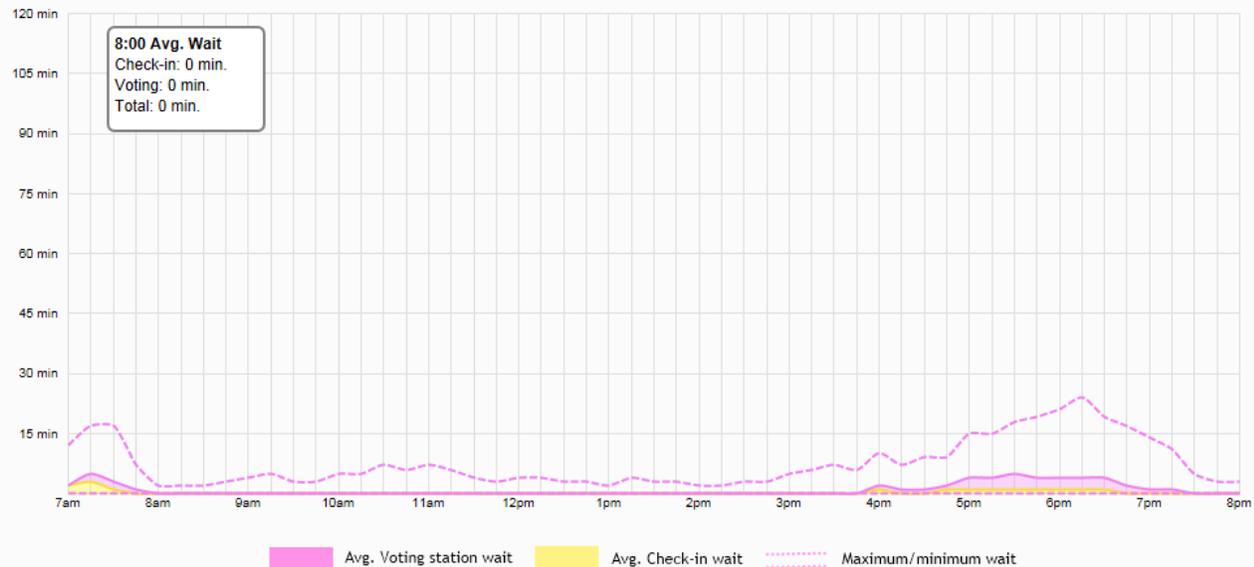
Help

Expected voters 500

Check-in stations 2

Voting stations 5

Poll is open 7:00am to 8:00pm



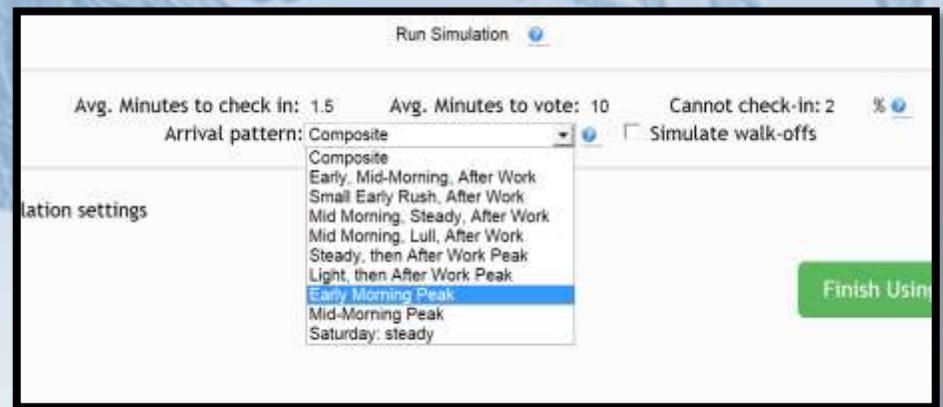
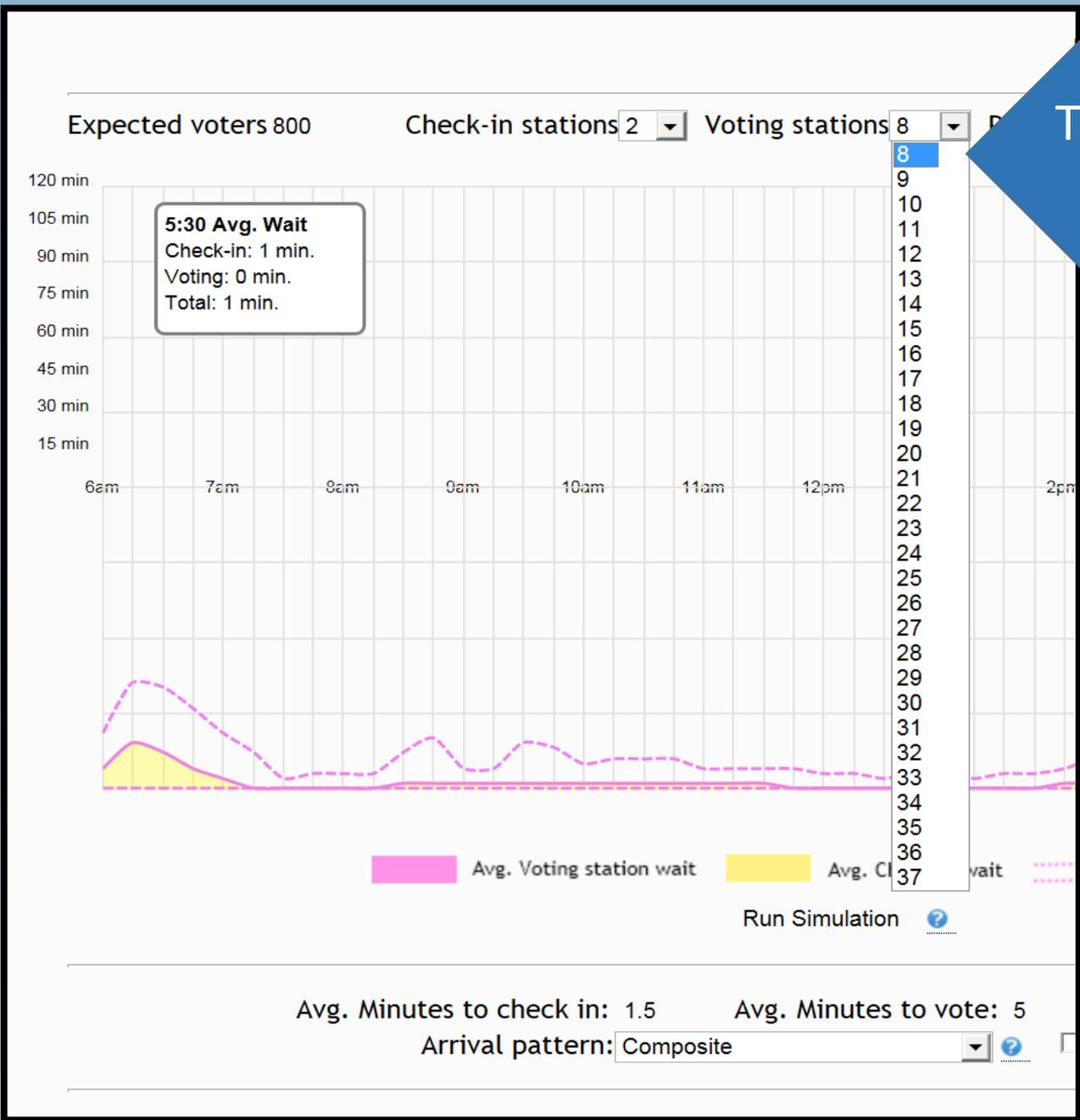
Run Simulation

Avg. Minutes to check in: 1.5 Avg. Minutes to vote: 5 Cannot check-in: 2 %

Arrival pattern: Composite Simulate walk-offs

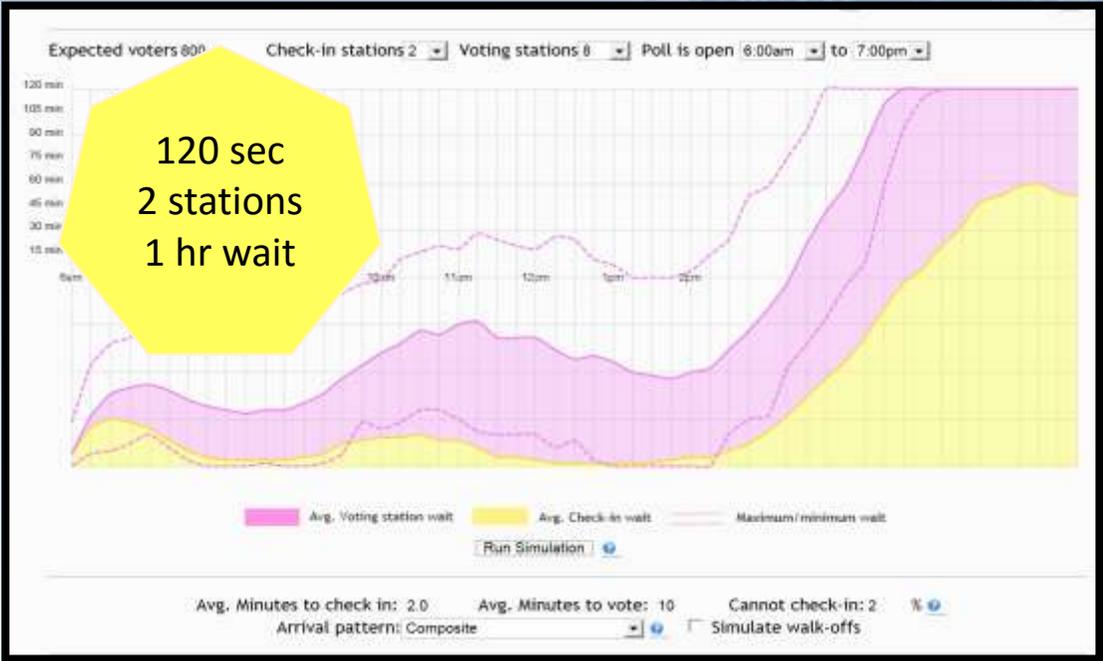
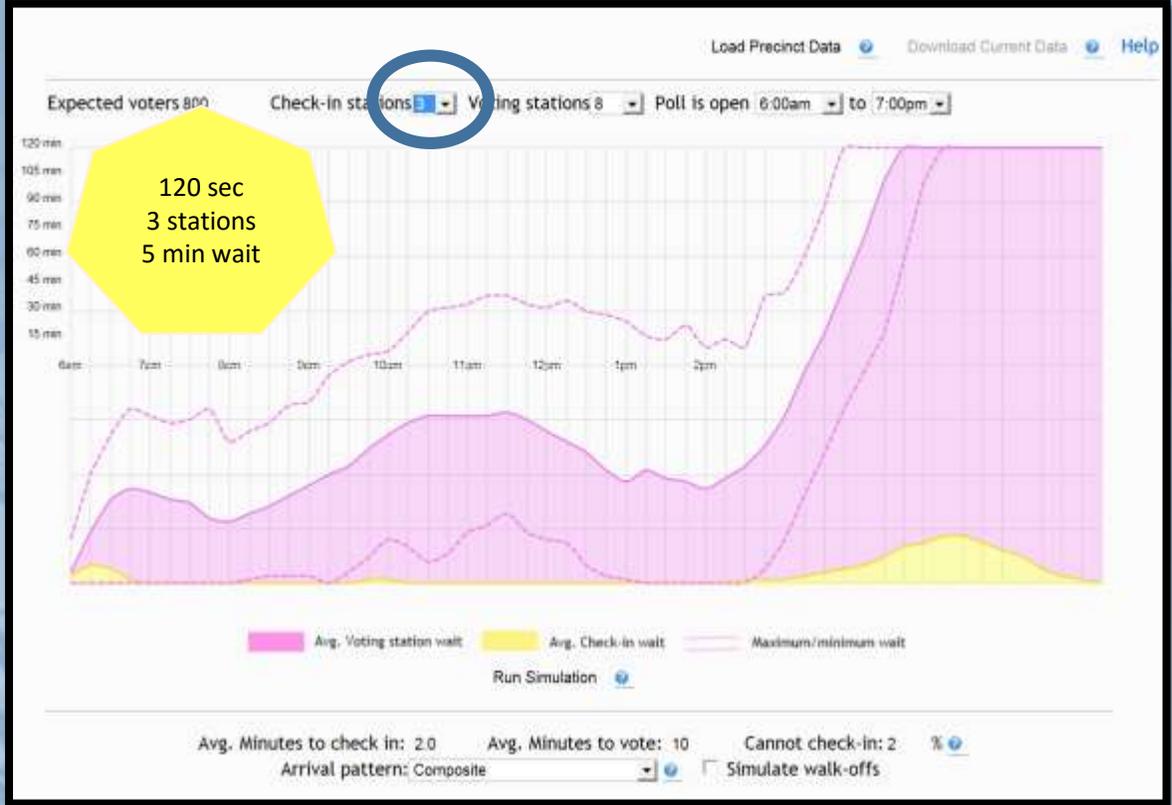
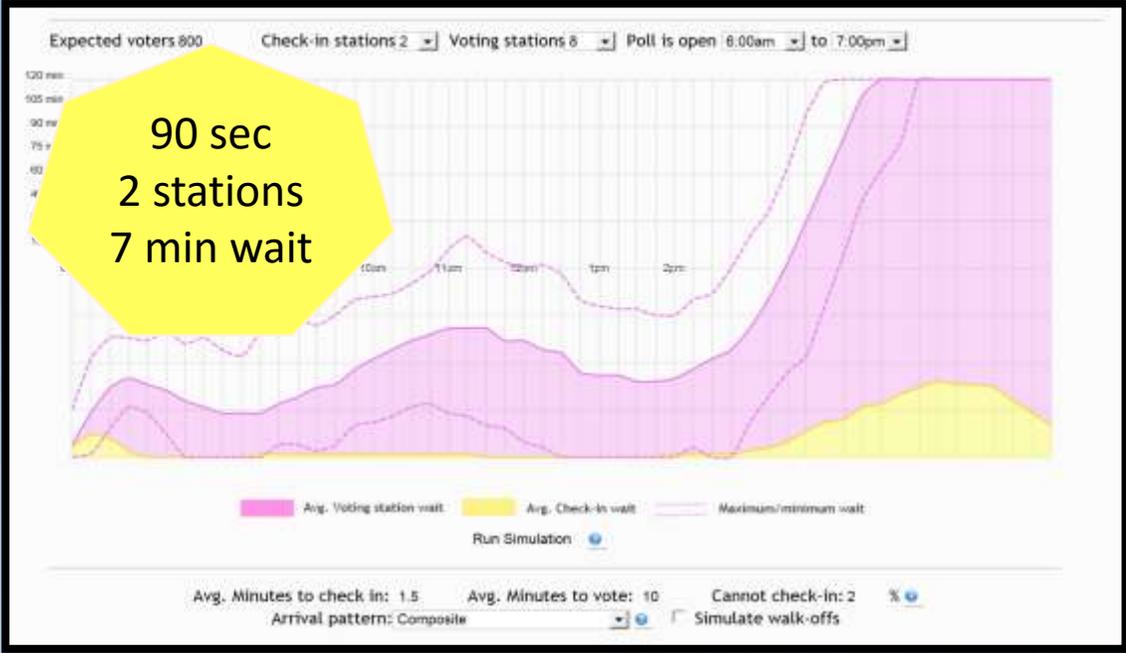
The # of Check-in & Voting Stations and # of expected voters

Critical to know the average time it takes to check-in and to vote the ballot as well as historical turnout trends

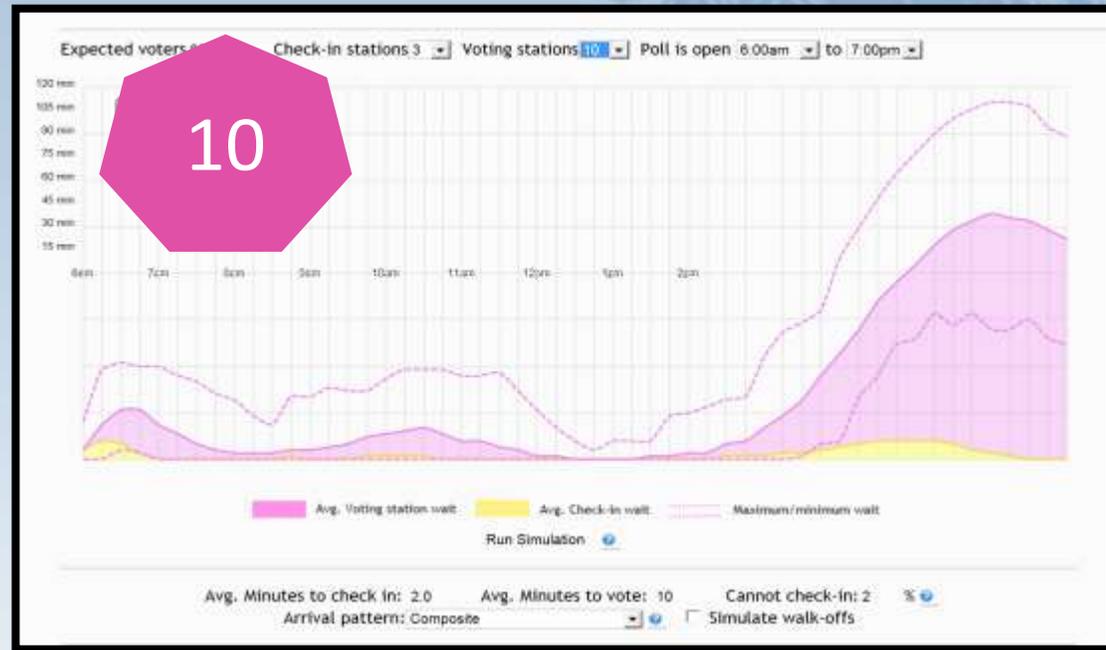
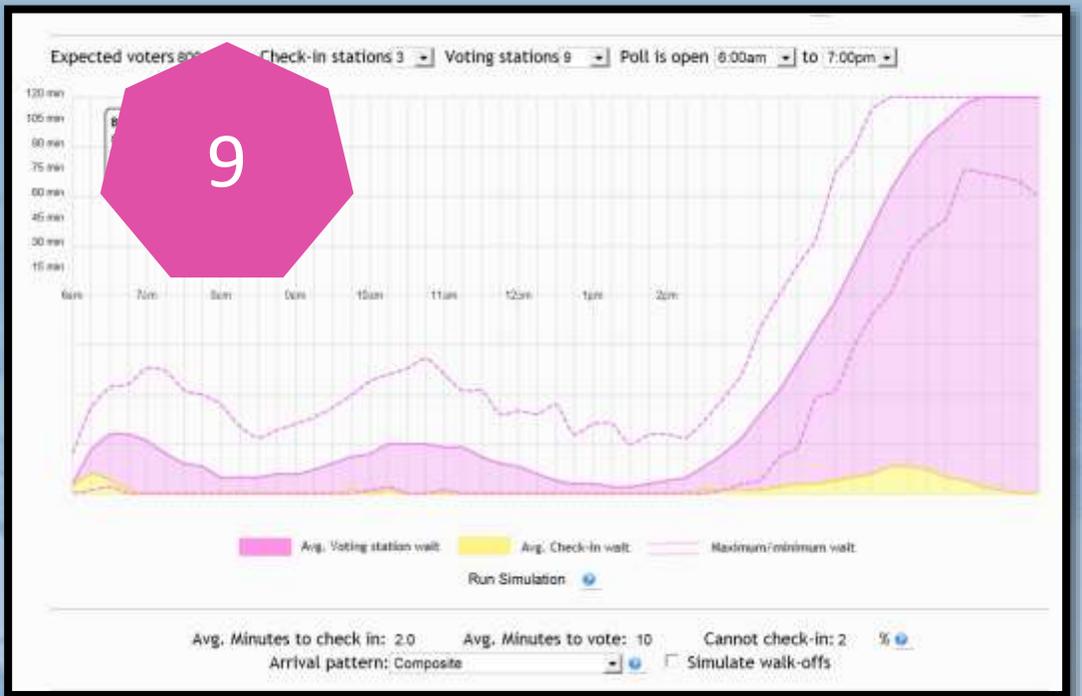
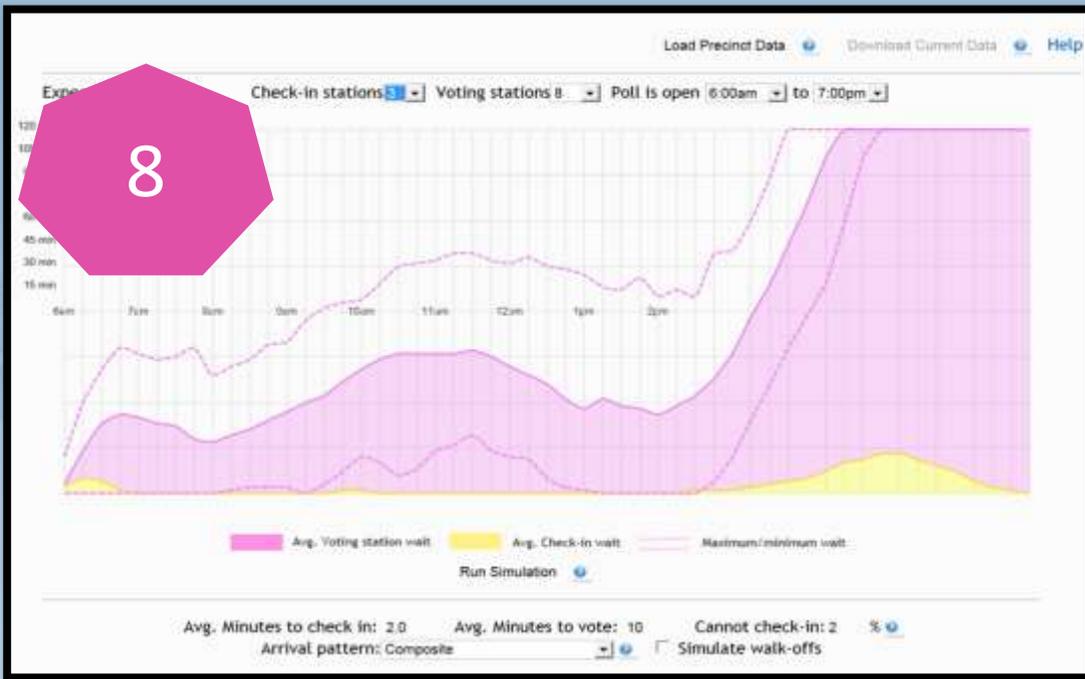


- Estimated 800 voters
- Polls open from 6 AM to 7 PM
- Standard 2 check-in points
- Standard voting stations of 8
- Time to check in takes 90 seconds
- Time to vote ballot averages 10 minutes

- What is the wait time going to be?



The addition of a single check-in station negates the hour long wait at the end of the day.

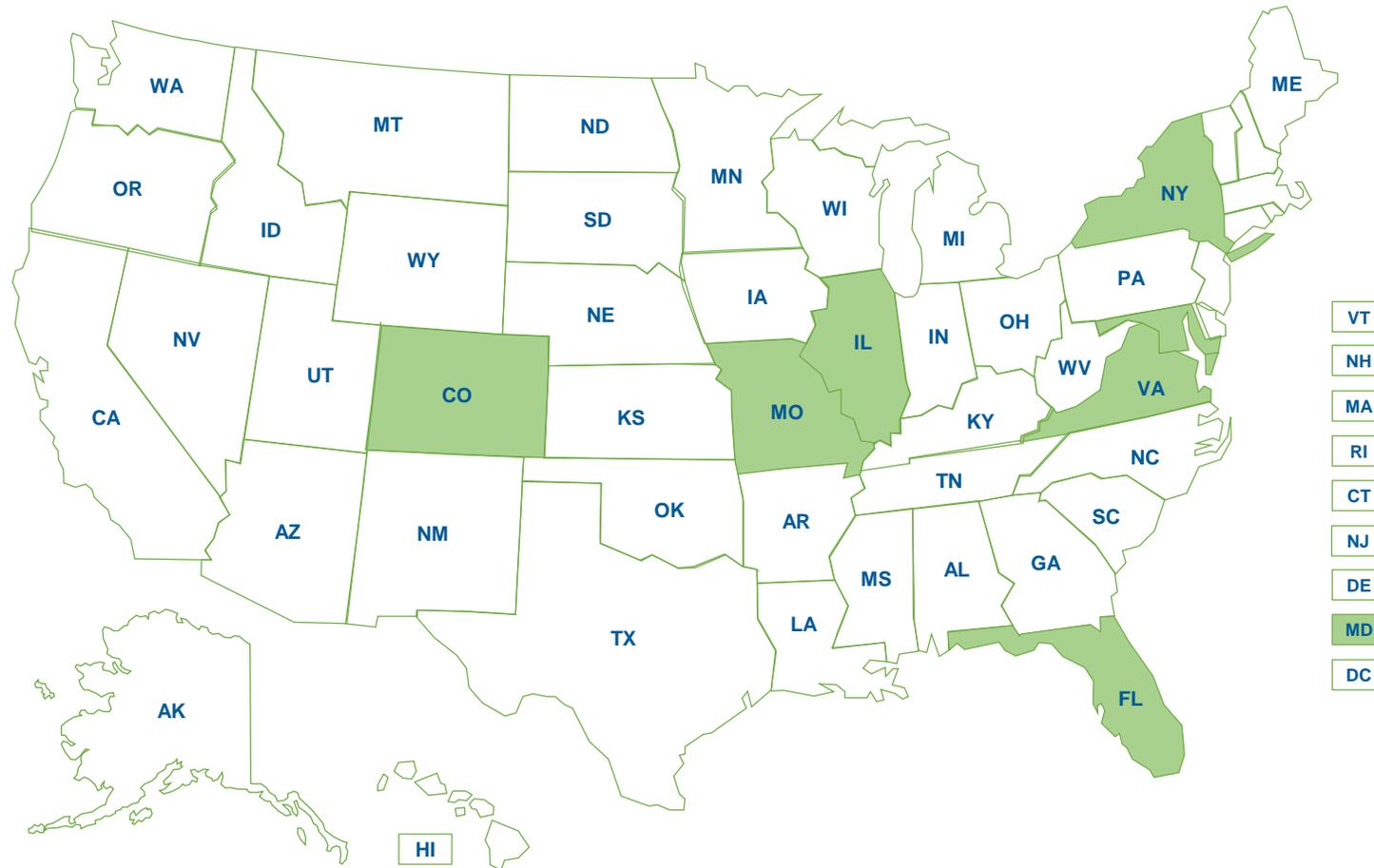


Wait Time Collection

- Jurisdictions collect wait times in different ways, some are real-time (preferable) while others are after the fact.
- REAL TIME:
 - Via pollworkers handing out a card with time on it to voters in line, write down time when they get to the check-in, communicate that information to election central.
 - Others use ePollbooks to prompt worker to input time, then it is conveyed electronically.
 - Field rovers/trouble shooters gather the average wait and call it in.
 - Voters and observers notify the elections office.
 - Monitoring social media for notification is also done.
- POST ELECTION:
 - Pollworker and voter surveys

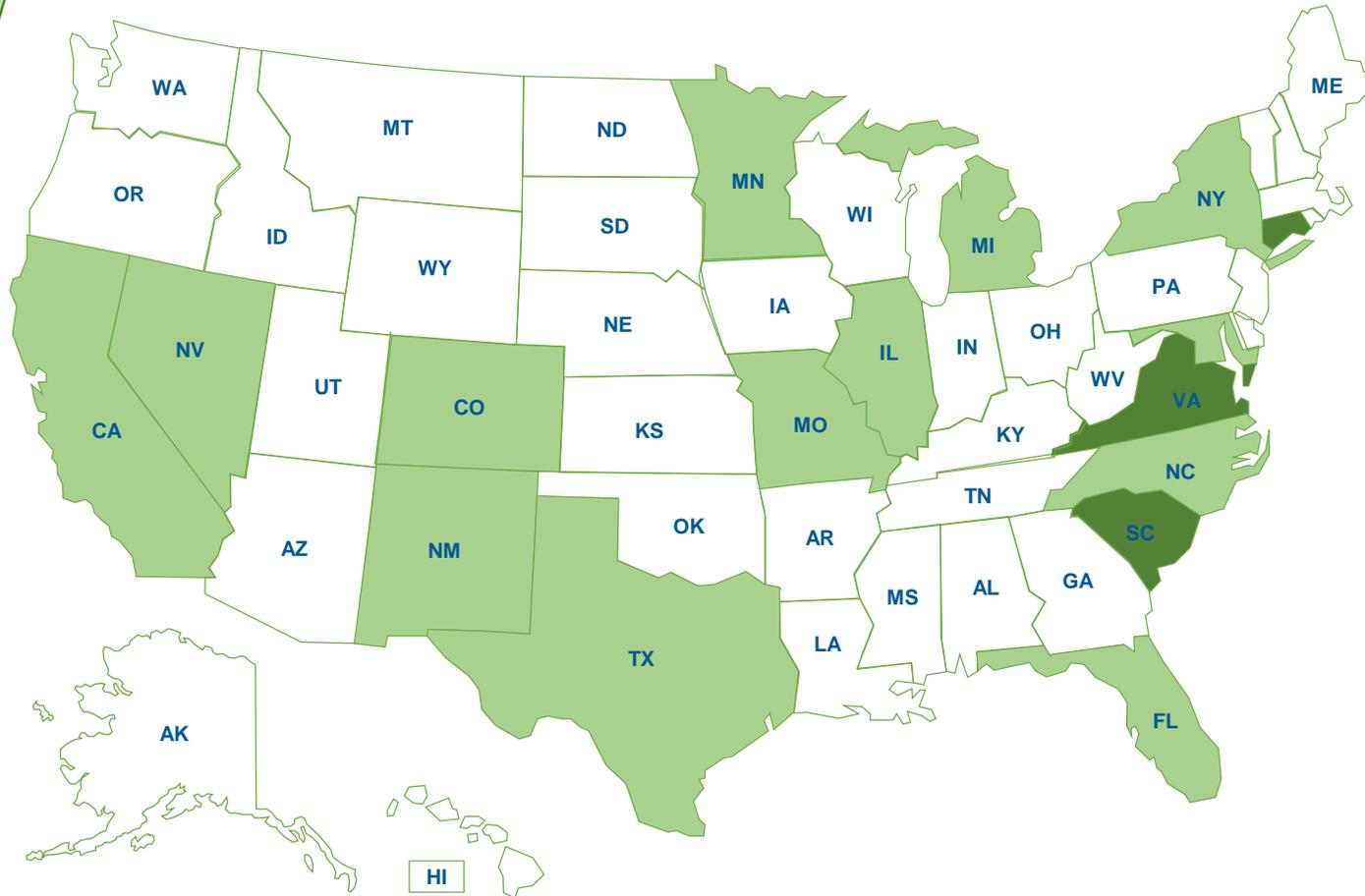


2014-2016 Data Gathering & Election Day/EV/AB Observations



Data Gathering & Election Day/EV/AB Observations

Partnership with
Charles Stewart, MIT
for 2016 data
gathering efforts



Election Day Data Collection Program

Charles Stewart III

May 23, 2016

Florida State Association of Supervisors of Elections



Caltech/MIT
Voting Technology Project



Little's Law

(Long term average) Length of queue

(Long term) Average wait time

$$L = \lambda W$$

(Long term) Arrival rate



Caltech/MIT

Voting Technology Project

Little's Law, rearranged

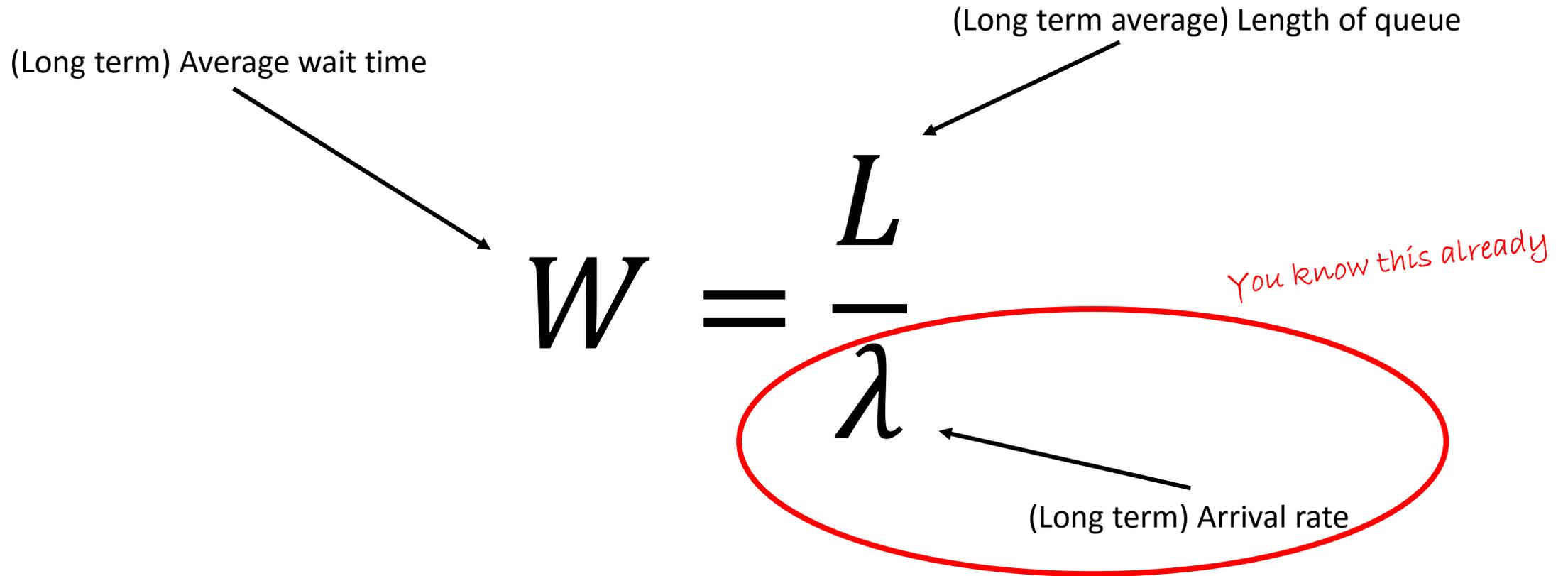
(Long term) Average wait time

(Long term average) Length of queue

$$W = \frac{L}{\lambda}$$

(Long term) Arrival rate

You know this already

The diagram shows the equation $W = \frac{L}{\lambda}$ with three arrows pointing to the variables: W is labeled "(Long term) Average wait time", L is labeled "(Long term average) Length of queue", and λ is labeled "(Long term) Arrival rate". A red oval is drawn around the λ symbol, and a handwritten red note "*You know this already*" is written next to it.





If 1,450 people arrived during the (13 hour) voting day...

$$W = 6.41 \text{ min.}$$

Form 1

Line Length Data Collection Sheet
[Jurisdiction]
[Date]

Precinct number/name: Franconia

Instructions. Please use this sheet to record the number of people standing in line to check in to vote *plus* the number checking in at the indicated times, along with the number of poll books available to accept voters to check in.

If there is no one standing in line at the indicated time *and* no one checking in, please enter a zero ("0").

If you are unable to record the line length at a particular time, enter an "X" in the corresponding space.

Time	Number in line†	Number of poll books
When polls open*	22	2
7:00 a.m.	10	2
8:00 a.m.	12	
9:00 a.m.	0	
10:00 a.m.	0	
11:00 a.m.	10	
12:00 noon	8	
1:00 p.m.	2	
2:00 p.m.	0	
3:00 p.m.	4	
4:00 p.m.	6	
5:00 p.m.	18	
6:00 p.m.	45	
7:00 p.m.	30	

†Include the number checking in at that time.

At what time did the last voter check in to vote? 7:10

*If the polls opened at some time other than 6:00 a.m., indicate that time here: N/A

[Instructions for returning the form]

Avg. line length = 11.9



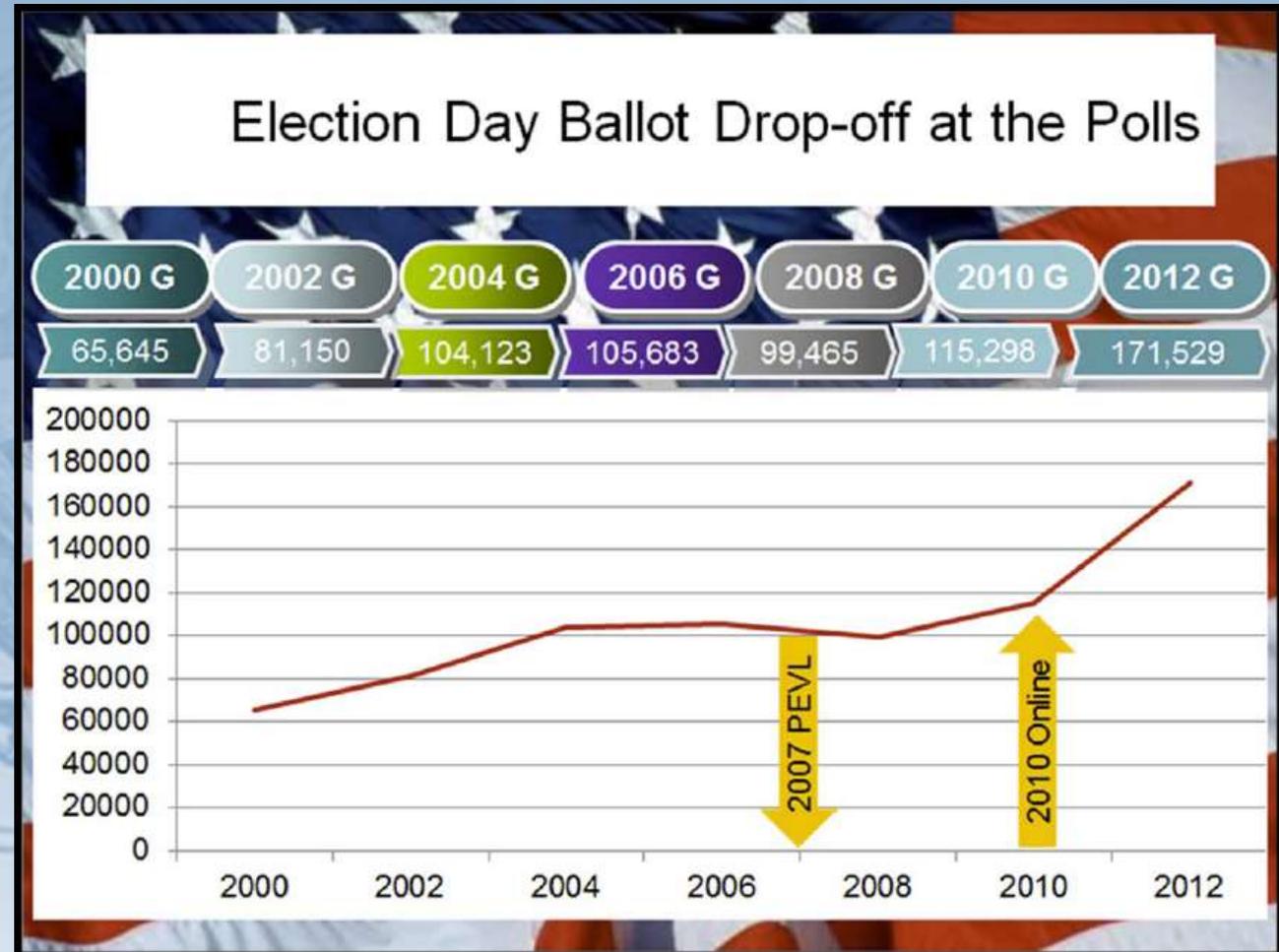
Caltech/MIT

Voting Technology Project

- Counties who are participating in the data collection program are:
 - Using the information to inform where they need resources & to tell their story
 - Assigning the once-an-hour-count to a specific worker—the Marshall, line walker/greeter, the lead, the student worker, the sticker-hander-outer (the most important job at the polls!)
 - Providing the data collection sheet to all the polling locations and briefing during training

Data Gathering

- Knowing your numbers can be the “antidote to the anecdotes”, help in resource allocations, and aid in telling your story to legislatures, media, and appropriators.
- Is there data that you have collected to help inform your preparations for 2016?
- What does your 2012, 2014 data show you?



- Other data points to think about for the fall:
 - Historical volume of provisionals cast in a given precinct
 - Closing times of the polls (either from EPBs or transactional data from voting equipment) as possible identification of where there were issues
 - Where polling locations have changed
 - Veteran boardworkers or a lot of newbies?

Data Gathering



Provisional Ballots	Total # of Provisionals	% of Total Ballots Cast
2014 General Election	980	0.04%
2012 General Election	65,263	2.50%
2010 General Election	39,361	2.10%

- Being able to quantify success is as important as identifying concerns
- In Colorado they have seen a HUGE drop in provisionals & considerable cost savings with mail ballot delivery and vote centers for in-person voting

ePollbooks



- EPBs offer a wealth of data—if you have EPBs, are you capitalizing on this additional information?
- Orange County, FL created an ePollbook solution that feeds data to their website about the wait time at their early voting/in-person absentee sites.



Contingency



User error?

Training as potential mitigation



System issue?

Architecture & capacity



**KEEP CALM
AND
MAKE IT UP
AS YOU
GO ALONG**



Good contingency plans include:

- Protocols about how to service voters during delays,
- Communication networks to disseminate updates to pollworkers in the field



- Identified leaders in each polling place tasked with maintaining order,
- The availability back-up equipment (additional laptops, PCs, phones, etc.)
- Easy guides for workers such as checklists and troubleshooting portions of manuals.

Command Center Case Studies

Orange County, CA

Maricopa County, AZ

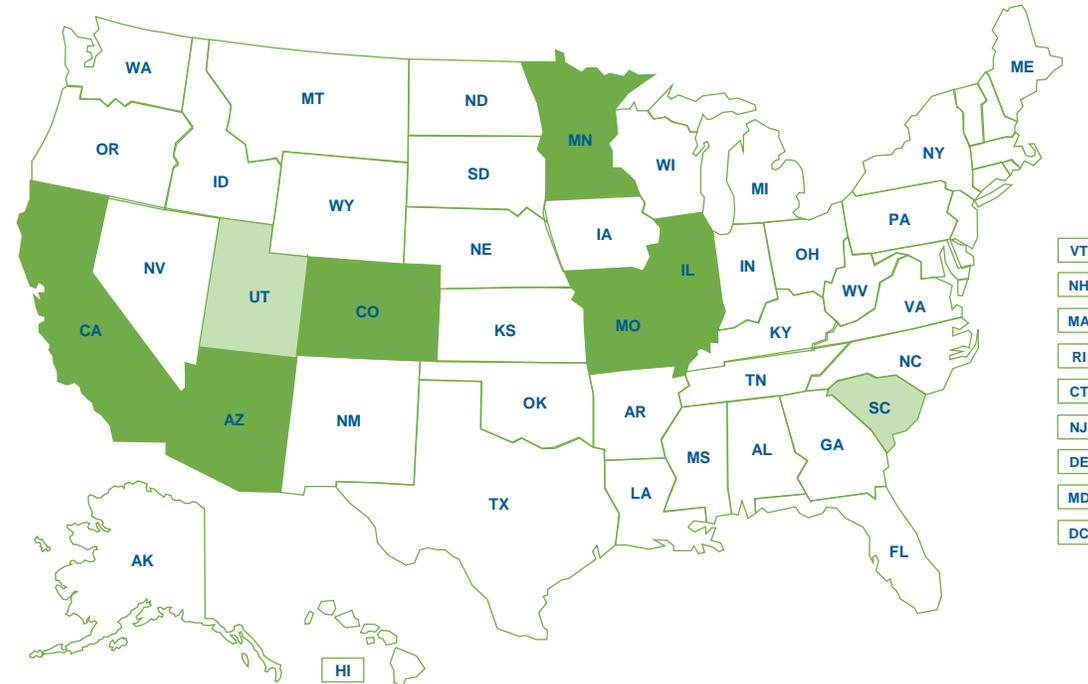
Denver, CO

Minneapolis, MN

Chicago, IL

Cook County, IL

Kansas City, MO



Maricopa County, AZ



BIPARTISAN POLICY CENTER

Polls open?
Pollworkers showed
up?
Equipment
functioning?
Ballot supplies?
Correct materials?



Montgomery County, MD



BIPARTISAN POLICY CENTER

2016 Primary Election Check-in List						2016 Primary Election Check-in List						
D-P	POLLING PLACES	EVE OK	Time	DAY OK	Time	COMMENTS	D-P	POLLING PLACES	EVE OK	Time	DAY OK	Time
04-30	ST. ELIZABETH CATHOLIC SCHOOL						07-05	ROLLINGWOOD SCHOOL CENTER				
04-31	WALTER JOHNSON HIGH SCHOOL						07-06	CHEVY CHASE ELEMENTARY SCHOOL				
04-32	IVYMOUNT SCHOOL						07-07	WESTBROOK ELEMENTARY SCHOOL				
04-34	SHADY GROVE PRESBYTERIAN CHURCH						07-09	LYNBROOK SCHOOL CENTER				
04-35	SHADY GROVE CONFERENCE CENTER						07-10	ST. JANE FRANCES DE CHANTAL CATHOLIC CHURCH				
05-01	DR. CHARLES DREW ELEMENTARY SCHOOL						07-11	SOMERSET ELEMENTARY SCHOOL				
05-02	GREENCASTLE ELEMENTARY SCHOOL						07-12	BETHESDA LIBRARY				
05-03	FRANCIS SCOTT KEY MIDDLE SCHOOL						07-13	WESTLAND MIDDLE SCHOOL				
05-04	RIDERWOOD VILLAGE						07-15	THOMAS W. PYLE MIDDLE SCHOOL				
05-05/05-22	SPRINGBROOK HIGH SCHOOL						07-16	NORTH CHEVY CHASE ES				
05-05	WHITE OAK MIDDLE SCHOOL						07-18	WASHINGTON WALDORF SCHOOL				
05-08	WILLIAM TYLER PAGE ELEMENTARY SCHOOL						07-19	NORTH BETHESDA MIDDLE SCHOOL				
05-09	WESTOVER ELEMENTARY SCHOOL						07-20	ASHBURTON ELEMENTARY SCHOOL				
05-10	CREETHAVEN ELEMENTARY SCHOOL						07-21	CHEVY CHASE UNITED METHODIST CHURCH				
05-11	CANNON RD ELEMENTARY SCHOOL						07-22	BANNOCKBURN ELEMENTARY SCHOOL				
05-12	GALWAY ELEMENTARY SCHOOL						07-23	WALT WHITMAN HIGH SCHOOL				
05-13	WHITE OAK COMMUNITY RECREATION CENTER						07-24	LITTLE FLOWER SCHOOL HALL				
05-14	JOANN LELECK ELEMENTARY SCHOOL						07-25	GROSVENOR, ALEF BET MONTESSORI SCHOOL				
05-15	CLOVERLY ELEMENTARY SCHOOL						07-26	FRIENDSHIP HEIGHTS VILLAGE CENTER				
05-16	STONEGATE ELEMENTARY SCHOOL						07-27	ST. DUNSTAN'S EPISCOPAL CHURCH				
05-17	FAIRLAND SCHOOL CENTER						07-28	BRADLEY HILLS ELEMENTARY SCHOOL				
05-18	BURTONSVILLE ELEMENTARY SCHOOL						07-31	THE PROMENADE PARTY ROOM				
05-19	BENJAMIN BANNEKER MIDDLE SCHOOL						07-32	CHEVY CHASE LIBRARY				
05-21	EAST COUNTY COMMUNITY REC CENTER						08-01	OLNEY ELEMENTARY SCHOOL				
05-23	MARILYN J. PRANSNER COM. REC. CENTER						08-02	GREENWOOD ELEMENTARY SCHOOL				
06-01	JONES LANE ELEMENTARY SCHOOL						08-03	FLOWER VALLEY ELEMENTARY SCHOOL				
06-02	SS. PETER AND PAUL ORTHODOX CHURCH						08-04	SEQUOYAH ELEMENTARY SCHOOL				
06-03	RIDGEVIEW MIDDLE SCHOOL						08-05	BELMONT ELEMENTARY SCHOOL				
06-04	DUFIEF ELEMENTARY SCHOOL						08-06/13-60	SHERWOOD HIGH SCHOOL				
06-05	QUINCE ORCHARD HIGH SCHOOL						08-07	SHERWOOD ELEMENTARY SCHOOL				
06-06	TRAVILAH ELEMENTARY SCHOOL						08-08/08-15	COL. ZADOK MAGRUDER HIGH SCHOOL				
06-07	SPARK M. MATSUNAGA ELEMENTARY SCHOOL						08-09	CASHELL ELEMENTARY SCHOOL				
06-08	STONE MILL ELEMENTARY SCHOOL						08-10	OLNEY SWIM CENTER				
06-09	DARNESTOWN ELEMENTARY SCHOOL						08-11	BROOKE GROVE ELEMENTARY SCHOOL				
06-10	GREAT SENECA CREEK ELEMENTARY SCHOOL						08-12	ROSA M. PARKS MIDDLE SCHOOL				
06-13	QUINCE ORCHARD LIBRARY						09-01	GAITHERSBURG ELEMENTARY SCHOOL				
06-14	TEMPLE BETH AM						09-02	GAITHERSBURG HIGH SCHOOL				
06-15/06-11	NORTHWEST HIGH SCHOOL						09-03	THURGOOD MARSHALL ELEMENTARY SCHOOL				
07-01/07-08	BETHESDA-CHEVY CHASE HIGH SCHOOL						09-04	MILL CREEK TOWNE ELEMENTARY SCHOOL				
07-02	CHEVY CHASE VILLAGE HALL						09-05	MONTGOMERY VILLAGE MIDDLE SCHOOL				
07-03	CLARA BARTON COMMUNITY CENTER						09-06	FIELDS ROAD ELEMENTARY SCHOOL				
07-04	BETHESDA ELEMENTARY SCHOOL						09-07	SOUTH LAKE ELEMENTARY SCHOOL				

Richland Co, SC



Text: Precinct Number

“Open” or “Issue”



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Triage Strategies

Cook County, IL



BIPARTISAN POLICY CENTER



Cook County, IL “How” do I do it? Line:



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BIPARTISAN POLICY CENTER

Cook County, IL “I can’t” do it! Line



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Entry Data & System Profiles

In-house Reporting System

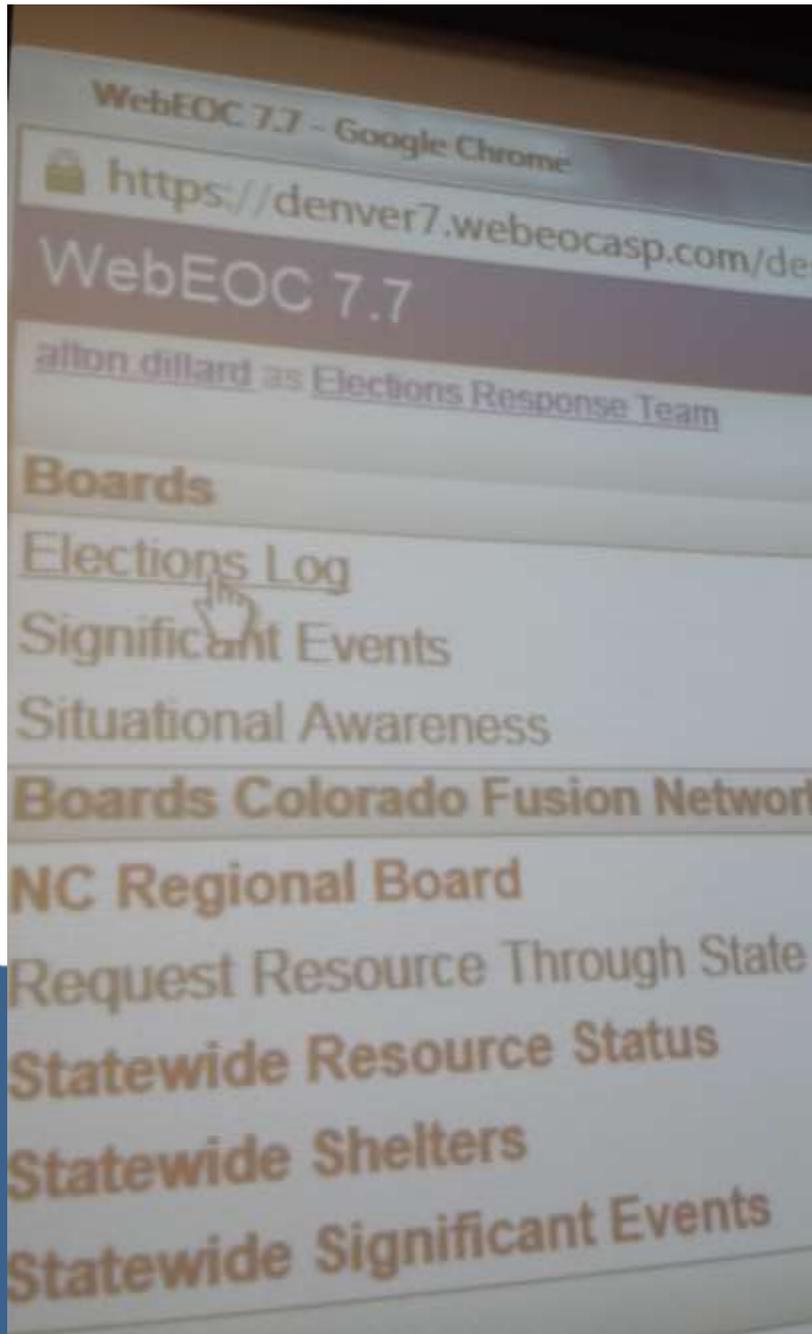
 MARICOPA COUNTY ELECTIONS DEPARTMENT			
ELECTION REPORTING SYSTEM			
COMPLAINT NUMBER		COMPLAINT DATE 5/16/2007 12:32:22 PM	
ELECTION NO. 1034	ELECTION TITLE JURISDICTIONAL ELECTION, 5/15/2007	PRECINCT/CPC NO. 5306	PRECINCT/CPC NAME PPNO 6 - CHANDLER
FACILITY NAME GOODMAN SCHOOL		FACILITY ADDRESS 2600 W KNOX RD, CHANDLER, AZ 85224	
TROUBLESHOOTER NAME AND NUMBER DANIELLE CERNIK - 12		INSPECTOR NAME JOANNE SMITH	
Source of complaint:			
<input checked="" type="radio"/> Elections Hotline <input type="radio"/> Attorney Hotline <input type="radio"/> Troubleshooter Hotline <input type="radio"/> Star Center <input type="radio"/> Mesa <input type="radio"/> Email <input type="radio"/> Phone Call <input type="radio"/> Written Correspondence <input type="radio"/> Voter Survey <input type="radio"/> BW Survey <input type="radio"/> TS Survey			
Person reporting information:			
Boardworker <input type="button" value="v"/>	NAME Betty Boardworker	VOTER ID	
	CONTACT PHONE NUMBER (XXXXXXXXXX - no dashes) 6021112222	EMAIL	
	RESIDENTIAL ADDRESS		

← → ↻ nissan/troubleshooting/form.asp?pctid=2612

Apps iGoogle Lenovo Recommen... Login Orange County Regi... New Tab Get T

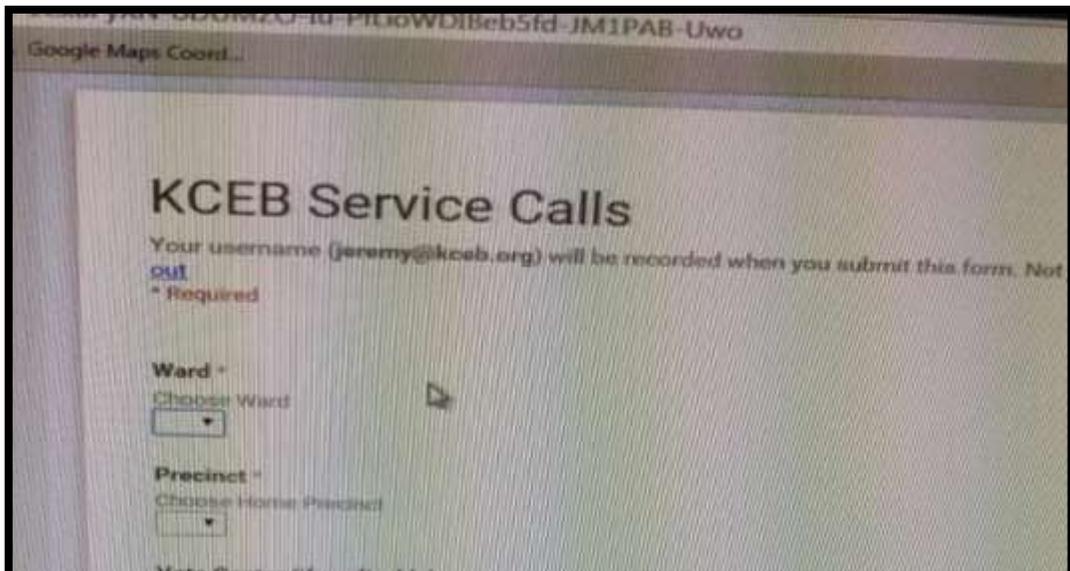
Precinct Number	2612
Polling Place Name	Crescent Elementary School
Polling Place Address	5001 E Gerda Dr
Polling Place Address (cont.)	Anaheim, CA 92807
County Issued Cell Phone:	714-470-6041
Caller Name	<input type="text"/>
Call Back Number 000-000-0000 (if different then Cell Phone above):	<input type="text"/>
Call Category	Select One ▾
Voting Machine Problem Category	Select One ▾
VVPAT Problem Category	Select One ▾
Brief Description of Problem	<input type="text"/>
Will A-team deployment completely resolve this ticket?	no ▾
Brief Description of Resolution (e.g. JBC Replaced)	<input type="text"/>
Send Ticket To:	choose ▾

[Click Here to see the Poll Workers for this precinct](#)



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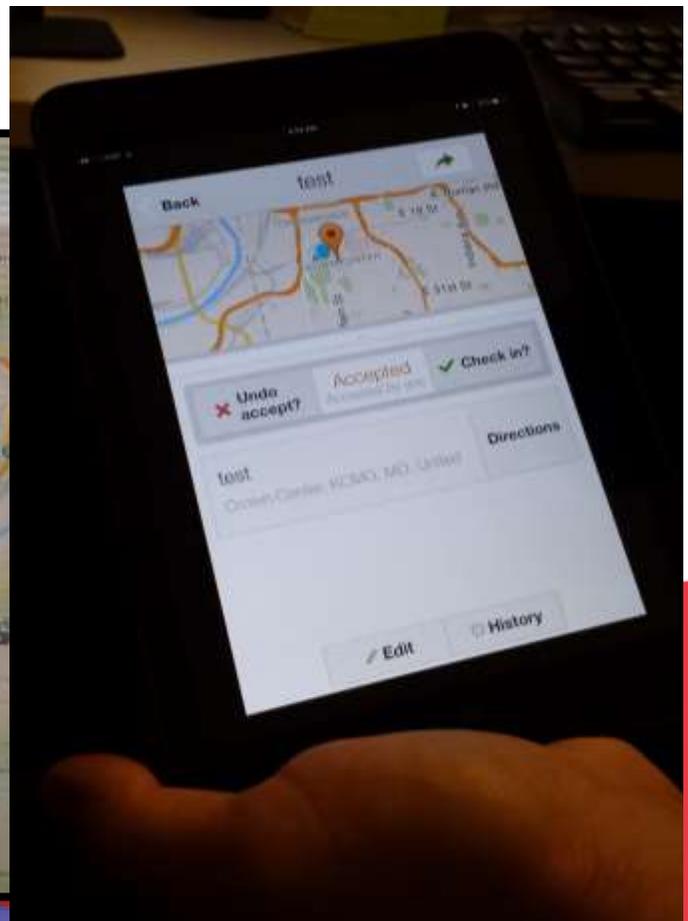
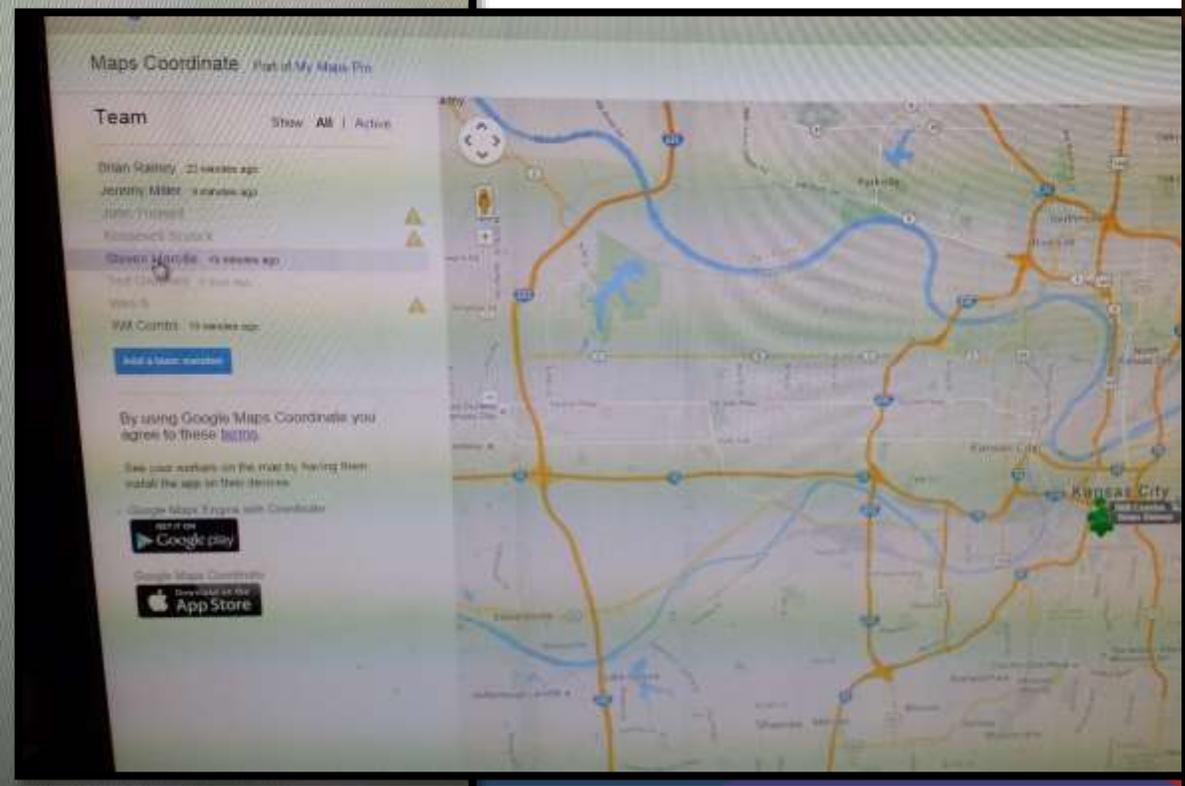
Denver, CO WebEOC



Kansas City, MO



- Google Forms & Coordinate
- Hello Tracks
- Breadcrumbs



Chicago, IL Vendor solution



BIPARTISAN POLICY CENTER

ask ED Election Decision Support System HELP DESK

Enter Call
ALERTS CANCEL MENU

Enter ID of Transferred Call to Pick Up PICK UP TRANSFER

Caller Info:

- Voter
- Pollworker
- Field Tech
- Media
- Pollwatcher
- Commissioner/Political Party
- Spanish Speaking Caller

Poling Place Filter: GO

1003-HAMILTON PARK PACESETTER
8301 TOWNS STREET
DALLAS 75243

Poling Place (Use Poling Place filter above)
1003-HAMILTON PARK PACESETTER

Caller Name: Last Name First Name
Johnson Henry
Caller Phone:

Issue Type:

- Find Poling Place
- Ballot Issue
- Campaigning/Electioneering
- Election Procedures
- Emergency Procedures
- Equipment Issue
- Judge / Pollworker Issues
- Poling Place/Supply Issue
- Media
- Voter Issue

Standard Problem
1. Find by Voter's Name
Priority: Standard
Select a standard issue.
Notes:

HND SOLUTION >>

Ask Voter: [Edit Step](#) ?

Voter's registration is cancelled. They are not eligible to vote. If voter believes this is an error they may vote provisionally at the precinct listed below. (If you would like to search voters again to see if there is another voter record for this same voter, click YES, otherwise click NO to be done.)

3038-01
3038-THE WAY-TRUTH-LIGHT CHRISTIAN CHUR
1702 S DENLEY DRIVE
DALLAS 75216

YES NO
HELP MENU BACK



BIPARTISAN POLICY CENTER

Communication Strategies



BIPARTISAN POLICY CENTER

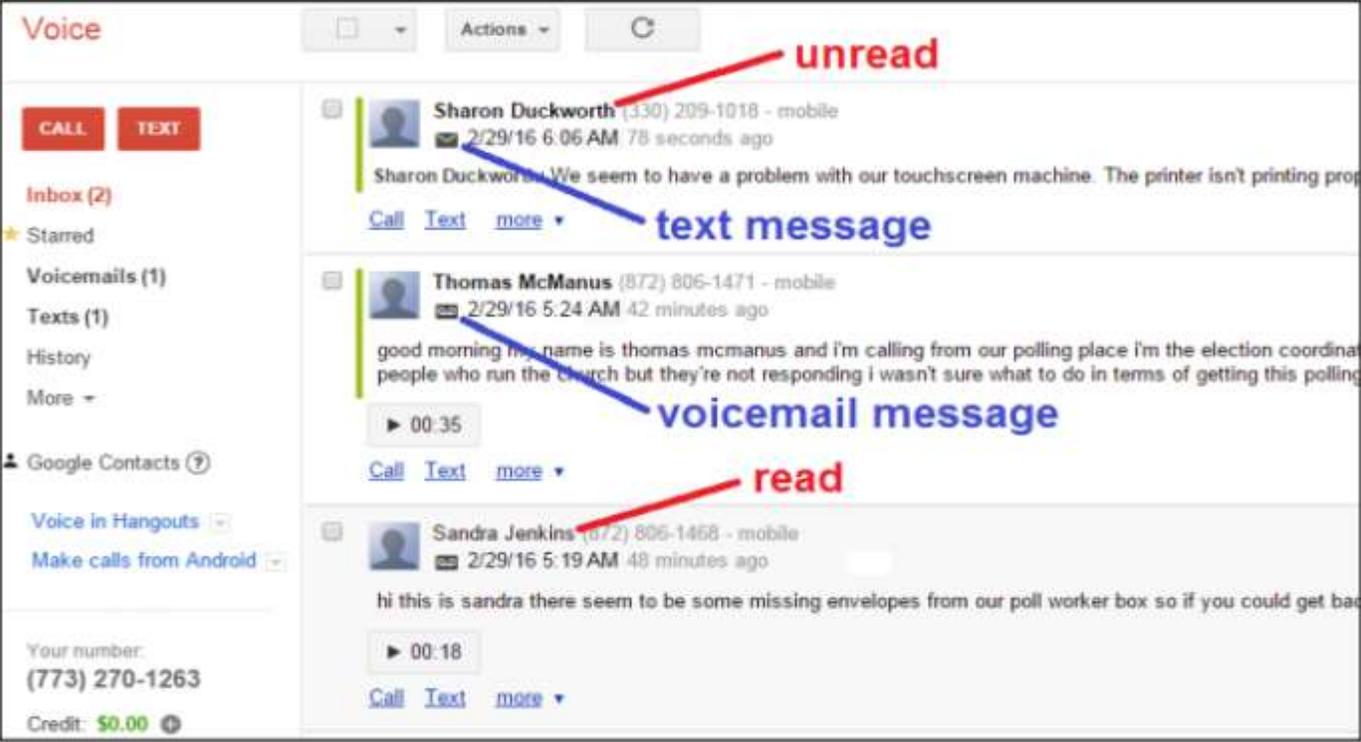
Many election departments utilize their county 311 phone system to divert calls from the public and allow them to focus on the administration of the election.

Weber Co, UT

Google Voice (as featured by CTCL)

MANAGING YOUR INBOX

Just like an email inbox, Google Voice has a central inbox where all calls, voicemails, and texts are displayed.



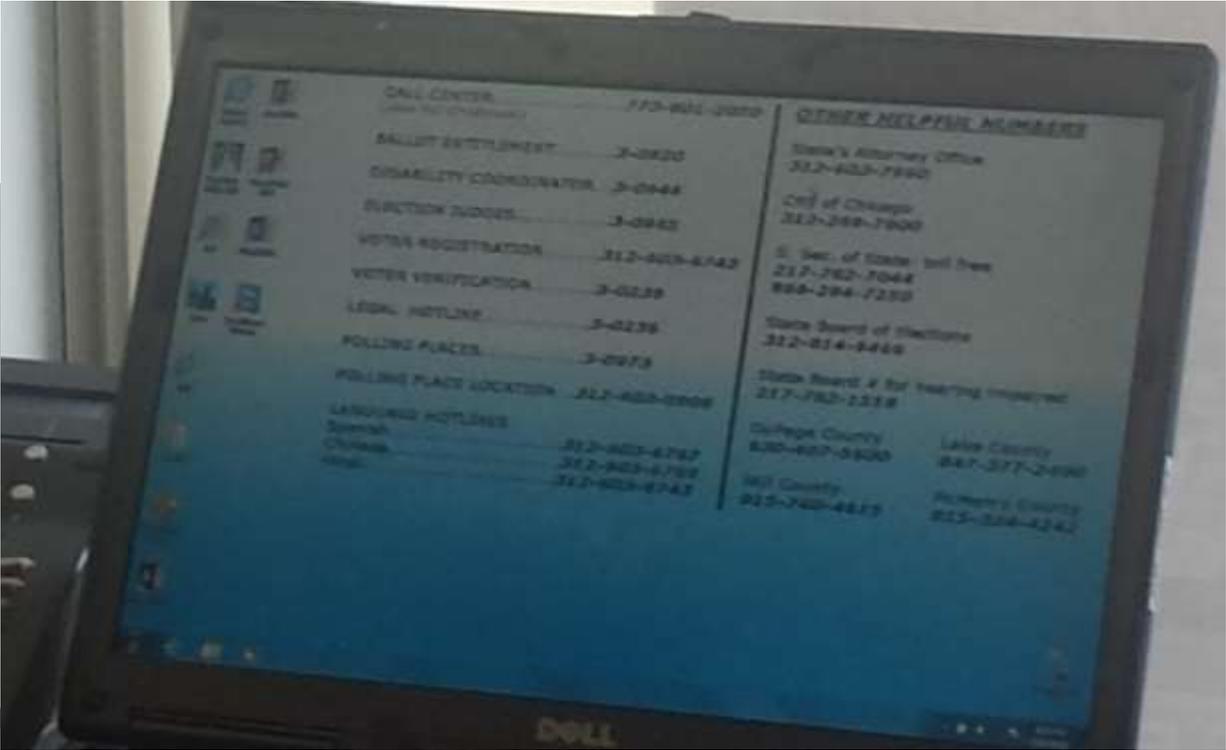
The screenshot shows a Google Voice inbox interface. On the left is a sidebar with navigation options: CALL, TEXT, Inbox (2), Starred, Voicemails (1), Texts (1), History, More, Google Contacts, Voice in Hangouts, and Make calls from Android. The main area displays three messages. The top message is from Sharon Duckworth, a text message, with a red arrow pointing to the word 'unread' and a blue arrow pointing to the message content labeled 'text message'. The middle message is from Thomas McManus, a voicemail message, with a blue arrow pointing to the message content labeled 'voicemail message'. The bottom message is from Sandra Jenkins, a voicemail message, with a red arrow pointing to the word 'read'. The interface includes a 'Voice' header, 'Actions' and 'Refresh' buttons, and a sidebar with 'Your number: (773) 270-1263' and 'Credit: \$0.00'.

In the example above, the Google Voice inbox contains two voicemail messages and one text message. The inbox is set up so that texts, missed calls, and voicemails are shown there.

Cook homepage reflects important numbers



BIPARTISAN POLICY CENTER



Cook County, IL



BIPARTISAN POLICY CENTER



Chicago, IL

Voters who left the polls:



BIPARTISAN POLICY CENTER

PRIMARY ELECTION / MARCH 15, 2016
BOARD OF ELECTION COMMISSIONERS - CITY OF CHICAGO
FORM 204

List of Persons Not Voting Because the Polling Place is Not Open for Voting at 6:00 a.m.

Pct. _____ Wd. _____
Polling Place Address: _____
PP Not Open - Reason: _____

#	NAME OF VOTER	ADDRESS	PHONE #	TIME VOTER APPEARED AT POLLING PLACE	DOES VOTER INTEND TO RETURN TO PP BEFORE 7:00 P.M.?	
					YES	NO
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

TIME PP OPEN FOR VOTING: _____
NAME OF PERSON RECORDING INFORMATION: _____
SIGNATURE : _____

JE: INV:

Pollworkers



BIPARTISAN POLICY CENTER





Election Day A-Team Checklist

A-TEAM SET UP READY

- LAPTOPS SET UP (EIMS, GOOGLE, DATABASE) SET
- PRINTER INSTALLED AND TESTED CONFIRMED
- PHONE INSTALLED AND TESTED CONFIRMED
- CELL PHONES CHARGED CONFIRMED
- TABLES AND CHAIRS SET UP CONFIRMED
- PROJECTOR INSTALLED INSTALLED
- A-TEAM STAFF BRIEFED CONFIRMED

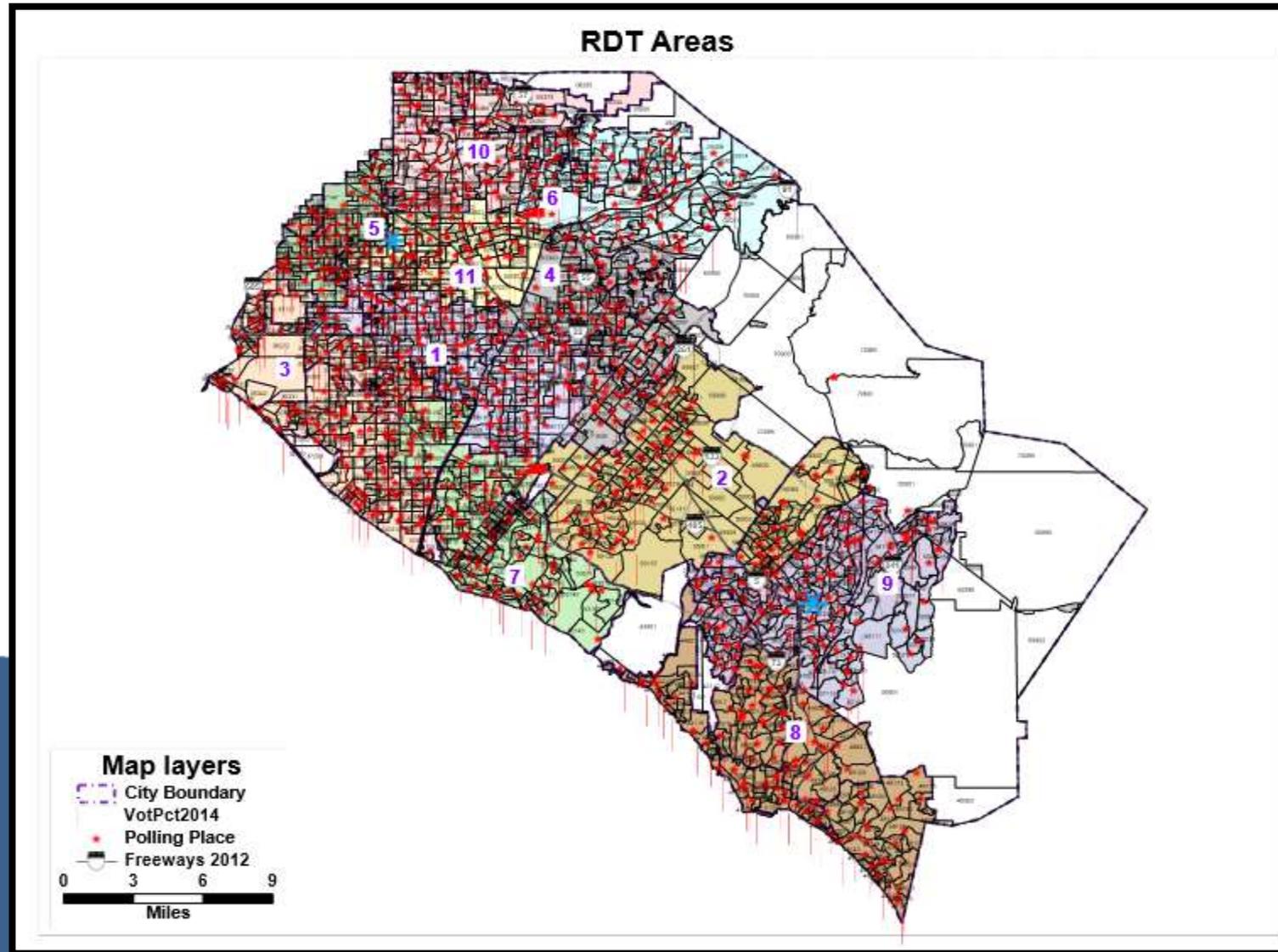
A-TEAM VOLUNTEERS READY

- A-TEAM MEMBERS VERIFIED IN SUPPORT STAFFING CONFIRMED
- A-TEAM LANGUAGE VERIFIED IN SUPPORT STAFFING CONFIRMED
- VERIFIED TRAINING COMPLETED CONFIRMED
- MEGAN LAW COMPLETED AND VERIFIED IN EIMS COMPLETED
- REMINDER MESSAGE SENT TO ALL A-TEAM MEMBERS TO REPORT TO ROV AT 6:00 A.M. ELECTION MORNING CONFIRMED
- A-TEAM MILEAGE FORMS AND ENVELOPES PREPARED .. CONFIRMED
- SIGN IN SHEET PREPARED SET

Orange Co, CA Rapid Deployment Teams (RDTs)



BIPARTISAN POLICY CENTER





Consider:

Many places have a hard time filling quotas, so they first hire the initial workers and then reserves are staffed.

Some do parallel recruitments when individuals inquire in areas that are already full.

Data on previous no-shows is critical.

Tammy Patrick
Democracy Project Fellow
Bipartisan Policy Center



tpatrick@bipartisanpolicy.org

602.471.7878
@aztammyp