Orange County Registrar of Voters

Survey Results
72nd Assembly District
Special Election

Executive Summary

The Orange County Registrar of Voters recently conducted the 72nd Assembly District Special Elections. The primary election was held on November 17, 2009, followed by the general election on January 12, 2010. Over the course of these two elections a number of customer service surveys were distributed to various participants and stakeholders, and the results of these surveys are presented in this report.

The Orange County Registrar of Voters developed an initial report[1] containing the results of various customer service surveys following the May 19, 2009 Statewide Special Election. The purpose of this report was to evaluate the quality of service being provided to the voters of Orange County. The data collected was analyzed, and the results allowed the office to better understand its strengths and weaknesses. Overall, the results of this survey reflected extremely well on the department.

The goal of this report is to analyze once again the quality of service provided to the citizens of Orange County, and to compare the data to the May 19, 2009 Special Election. The Registrar of Voters continually strives to provide exceptional customer service to every individual we deal with, and the data presented in this report reflects that our efforts have been worthwhile.

The data included in this report was derived from surveys that were distributed following the November 17, 2009 Primary Election and the January 12, 2010 General Election. The following describes the content and questions of each survey.

The **Election Day Survey** is provided to all poll workers and asks them to evaluate their election experience. They are asked to provide their opinion about the quality of training they received, customer service at the Registrar of Voters, their ability to work with other poll workers, the usability of their poll site, among other topics. This is the longest and most comprehensive survey used by the office, and results provide an accurate picture of poll workers' Election Day experience.

The **Training Survey** is provided to all poll workers who attend a training class in preparation for the election. Different training requirements and opportunities were presented to poll workers during the general and primary elections. This survey asks respondents the rate the training class they attended, the quality of their trainer, and their overall experience with the Registrar of Voters.

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1 Orange County Registrar of Voters, Survey Results May 19, 2009 Special Election

Executive Summary

The **Delivery Survey** is completed by poll site hosts and provides the office with information on the level of service provided to poll site hosts by the delivery company. The brief phone survey asks about driver courtesy and scheduling.

The **Poll Site Survey** is completed by poll site hosts and asks them to evaluate their overall experience working with the Registrar of Voters. They are asked to share information about their motivation for serving, the delivery company used to drop off and pick up election supplies, the storage of voting equipment, the poll workers assigned to work at their site, and their overall interaction with the Registrar of Voters. The same poll sites were used for both the primary and general elections, and thus only one survey was distributed to poll site hosts following the general election.

The **Phone Bank Survey** asks poll workers who call the office's poll worker customer service line to evaluate the customer service representative who assisted them, as well as their overall experience with the Registrar of Voters.

The **Vote-by-Mail Boards Survey** asks board members to evaluate the quality of training provided to them, as well as their overall satisfaction serving in the election.

At the Registrar of Voters we strive to provide exceptional customer service to every individual who comes in contact with our office, whether they are a voter, candidate, poll worker, poll site host, or other member of the public. The data collected through the various surveys allows us to pinpoint the areas of our service that require improvement, and highlights our strengths. With each passing election and subsequent set of surveys, we are able to compare and contrast the opinions of our stakeholders to get an accurate picture of the overall election experience that is provided to the citizens of Orange County.

Neal Kelley
Registrar of Voters

Election Day Survey

The Election Day Survey asks poll workers to evaluate various aspects of their election experience.

72nd Assembly District
Special Primary Election
November 17, 2009

Overview

In order to gain an accurate picture of poll workers' Election Day experience, surveys were provided to all 609 poll workers who volunteered for the November 17, 2009 Primary Election. The 30 question surveys were included in poll site supply boxes, and most were returned to the Registrar of Voters on the night of the election. Poll workers were asked to evaluate the office on a variety of topics, including training and preparation, poll site facilities, fellow poll workers, tasks performed on Election Day, and overall experience with the Registrar of Voters. 74% of surveys were returned, and the results indicate that Orange County poll workers are highly satisfied with their overall election experience.

The highest rated aspects of the poll worker experience are:

1. Poll worker's ability to process voters efficiently and accurately throughout the day.
2. Poll worker's ability to keep wait times to a minimum and effectively manage lines.
3. The knowledge and helpfulness of Election Day Coordinators.

The areas with the most room for improvement are:

1. **The quality of poll worker training provided by the Registrar of Voters.** The format of poll worker training has transitioned from in-person to online, and adjustments are needed to the way this is communicated to poll workers.
2. **Ensuring poll sites are adequate spaces for voters and poll workers.** The office must assess any shortcomings with existing poll sites and make improvements in the areas of parking, lighting, and access.
3. **Poll worker training on how to process provisional voters.** Though poll worker understanding of this topic has increased since the May 19, 2009 Special Election, there is still room for improvement.
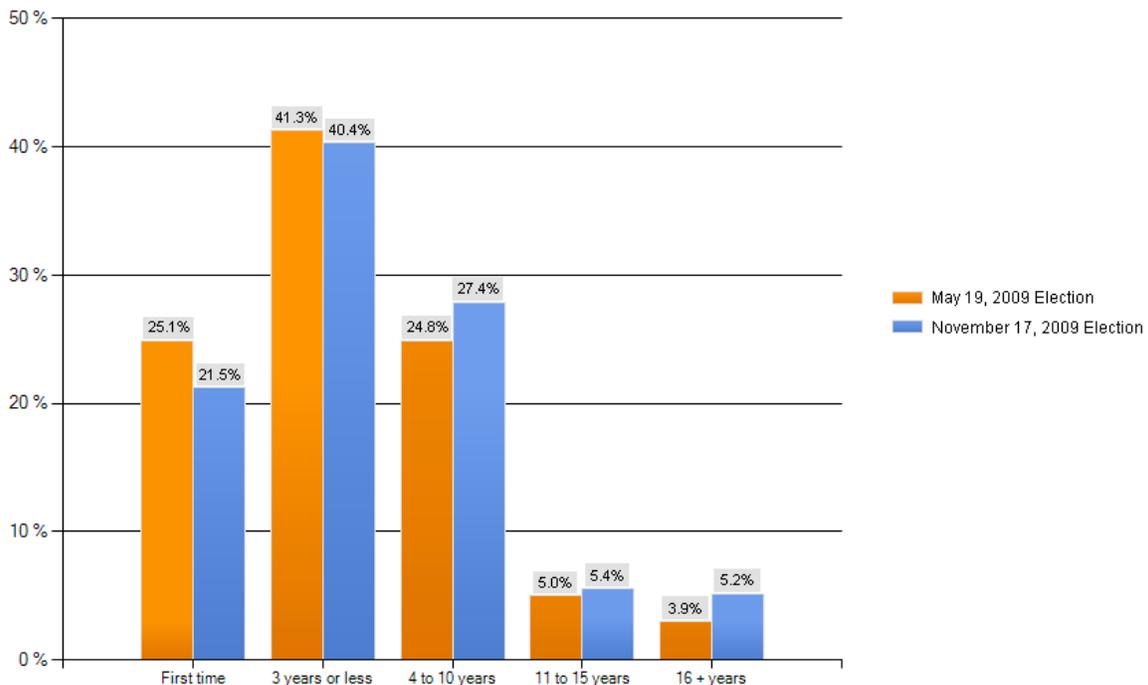
Poll Worker Experience

For the primary election the poll worker population generally consisted of experienced poll workers. 21% of poll workers had never served as poll workers before. Of the remaining 80%, half had served as poll workers for three years or less. 27% had served as poll workers for four to ten years, and the remaining 11% had more than 11 years of experience.

The May 19, 2009 Special Election saw slightly different numbers. In May the office had a large number of first time poll workers (25.1%), and a smaller number of poll workers who had served from four to ten years (24.8%). **The smaller first time poll worker population for the November 17, 2009 Primary Election can be attributed to the need for fewer poll workers, allowing the office to rely on experienced poll workers rather than recruit new ones.**

The graph below shows the varying experience levels of Orange County's poll worker population for the November 17, 2009 Primary Election compared to the May 19, 2009 Special Election.

Graph #1: Number of Years as a Poll Worker in Orange County, Comparing the May 19, 2009 Election to the November 17, 2009 Election

Years	May 19, 2009 Election	November 17, 2009 Election
First time	25.1%	21.5%
3 years or less	41.3%	40.4%
4 to 10 years	24.8%	27.4%
11 to 15 years	5.0%	5.4%
16 + years	3.9%	5.2%

66% of poll workers indicated that they had served in both the May 19, 2009 Special Election and the November 4, 2008 Presidential Election. These numbers speak to the ability of the office to retain poll workers, and is an indication that the poll worker population is satisfied with their overall election experience.

Poll workers can serve in one of two positions: Inspector or Clerk. Inspectors are generally more experienced poll workers, as they are responsible for overseeing all activities at their assigned poll site. This holds true for the primary election; nearly 50% of Inspector positions were filled by poll workers with four to ten years of experience. By comparison, only 3% of first time poll workers were assigned as Inspectors.

Motivation

Poll workers are asked to share their reasons for volunteering. They are provided the following motivations, and asked to rate them on a scale from one to seven, seven being the greatest motivator: academic or teacher influence, personal interest or curiosity, community service, friend or family member, patriotism, money, or another reason. Overwhelmingly, poll workers chose community service as their primary motivation for serving. 39% chose this as their primary motivation, and 64% chose it as one of their motivations.

The second highest reason given for serving was personal interest or curiosity. 16% listed this as their primary motivation, and 34% listed it as one of their motivations. Patriotism was close behind personal interest or curiosity, which is a reversal of the survey results for the May 19, 2009 Special Election. During this election poll workers listed patriotism ahead of personal interest or curiosity. Community service remained as the primary motivation for serving.

This election was one that sparked a large amount of media and public attention, which may explain why personal interest or curiosity was a greater motivator for serving than in past elections.

This data is important to the Registrar of Voters because it allows the office to understand poll workers' priorities and values, and will guide the office in its poll worker recruitment strategies. Graph #2 on the following page compares the motivations of poll workers from the May 19, 2009 Special Election and the November 17, 2009 Primary Election. Note that in the primary election poll workers were encouraged to choose more than one motivation.

Graph #2: Poll Workers' Primary Motivation for Serving, Comparing the May 19, 2009 Special Election to the November 19, 2009 Primary Election
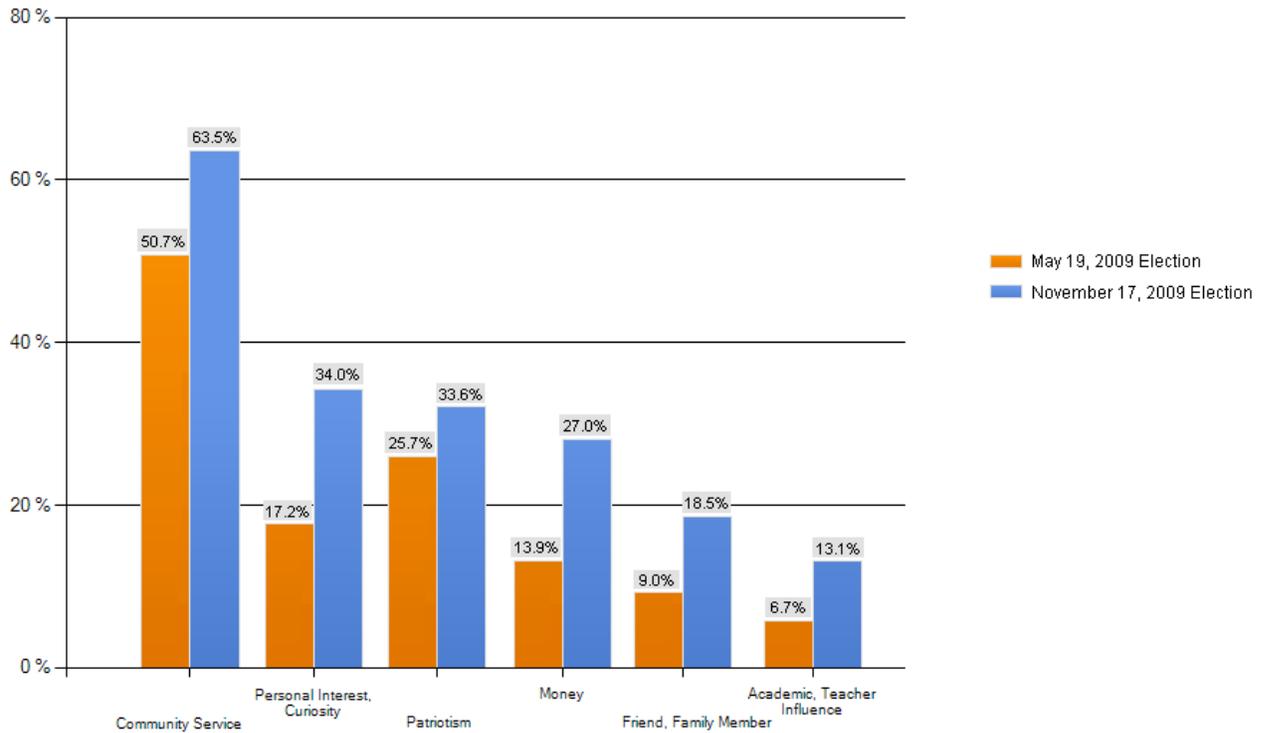
Training Opportunities

For the primary election the Registrar of Voters changed the format of poll worker training. Typically, all poll workers are required to attend a three hour in-person training class that guides them through their Election Day responsibilities. For the primary election the office eliminated in-person training classes for Clerks, and replaced these with online testing options. Inspectors were still required to attend an in-person training. Poll workers were asked to take an online test that by passing, allowed them to opt-out of in-person training. Individuals who were unable to pass the test after three tries were ineligible to serve as poll workers.

Understanding that not everyone would have access to the Internet or a computer at home, the office provided online testing opportunities at the Registrar of Voters office and during Poll Worker Practice Events. The majority of Clerks (62%) took the online test at home, while 6% took the test online at the Registrar of Voters office, and 8% took the test at a Poll Worker Practice Event. These online options were provided to poll workers in an effort to reduce the strain on office resources, and reduce the number of trainers needed.

The survey results from the May 19, 2009 Special Election revealed that the opt-out testing option was not clearly communicated to poll workers. Some poll workers misunderstood the new format and thought that they were receiving online training, rather than taking a test. This confusion appears to have been remedied for the primary election, though a new confusion has arisen. Because poll workers were not attending training, they would not be receiving the typical training stipend of $20. A number of poll workers expressed that they were unaware they would not be receiving this additional compensation, though they understood that the stipend was associated with attending training. **In the future the office will need to emphasize this point more clearly to poll workers during the recruitment process.**

Quality of Training
While the majority of poll workers (87.6%) rated the training they received as either good or excellent, 5.3% felt that the training was fair and 7.1% thought it needed improvement. This is an increase from the May 19, 2009 Special Election where less than 2% of respondents felt that the training needed improvement. **Poll Workers who indicated the training they received needed improvement primarily felt that the training should be done in person rather than online, or that the training manual was too long and cumbersome.** These suggestions were written in the comments field of the survey. **Both of these are legitimate concerns, and as the office continues to explore online testing options, the needs of the poll worker population should be considered in order to provide the best training possible.**

Poll Worker Practice Events
Poll Worker Practice Events are opportunities for poll workers to gain hands-on experience with Orange County's voting equipment, and to have their questions answered by trainers. Attendance at these events is optional, and they are provided in addition to the regularly scheduled training classes. They events are extremely valuable for poll workers, yet only 20% attended an event in preparation for the primary election. This is a drop of 10% from the May 19, 2009 Special Election. The office's challenge in future elections will be to increase the number of poll workers attending these events.

According to the data collected, first time poll workers attended these events more than any other experience level. Following first time workers were those with 3 years or less experience. These are the groups that benefit the most from attending Poll Worker Practice Events, and the office should continue to encourage new poll workers to participate. Graph #3 on the following page compares attendance at Poll Worker Practice Events for May 19, 2009 Special Election and the November 17, 2009 Primary Election.

Graph #3: Poll Worker Attendance at Poll Worker Practice Events, Comparing the May 19, 2009 Election and the November 17, 2009 Election
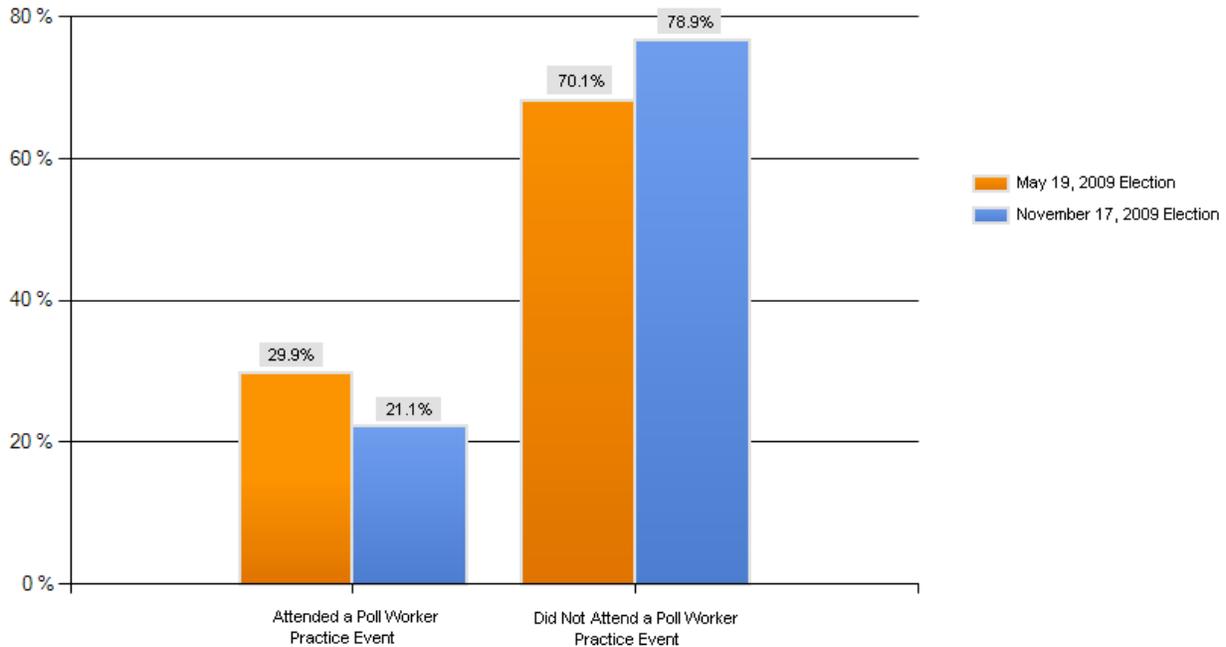
Training Resources

Of all the resources available to poll workers on Election Day, the most utilized was the training manual. This comprehensive manual describes all of the rules, practices, procedures, and responsibilities that guide a poll worker on Election Day. This manual is consistently the most widely used resource. 317 respondents chose this as their most valuable election resource, followed closely by the Quick Set Up/Take Down Guide, the Multi-colored Procedural Cards, and the "What to Do If" Guide. All of these resources were utilized by more than 50% of poll workers on Election Day.

Communication

The office has expanded the types of communication available to poll workers for staying informed about the latest election news. According to the survey data, poll workers use multiple methods for staying in touch with the office. In a new development, the newsletter was rated the most used resource by poll workers. In the May 19, 2009 Special Election poll workers primarily relied on the website, followed closely by phone calls to the office, followed by the newsletter.

# *November 17, 2009 Election Day Survey*

While the website and phone calls were still popular resources in this election, the newsletter was the primary method used by poll workers to obtain election updates.

The office recently began using Facebook and Twitter to stay in touch with the voters of Orange County. These were not greatly used by poll workers, but given time they should become more popular resources. **The office has an array of online resources available to poll workers, such as podcasts, newsfeeds, and video blogs; these will be included in the Election Day Survey for future elections.**

Graph #4 below shows the various ways poll workers stay informed about the election, comparing the May 19, 2009 Special Election with the November 17, 2009 Primary Election.

Graph #4: Methods for Staying Informed of Office News and Events, Comparing the May 19, 2009 Election to the November 17, 2009 Election
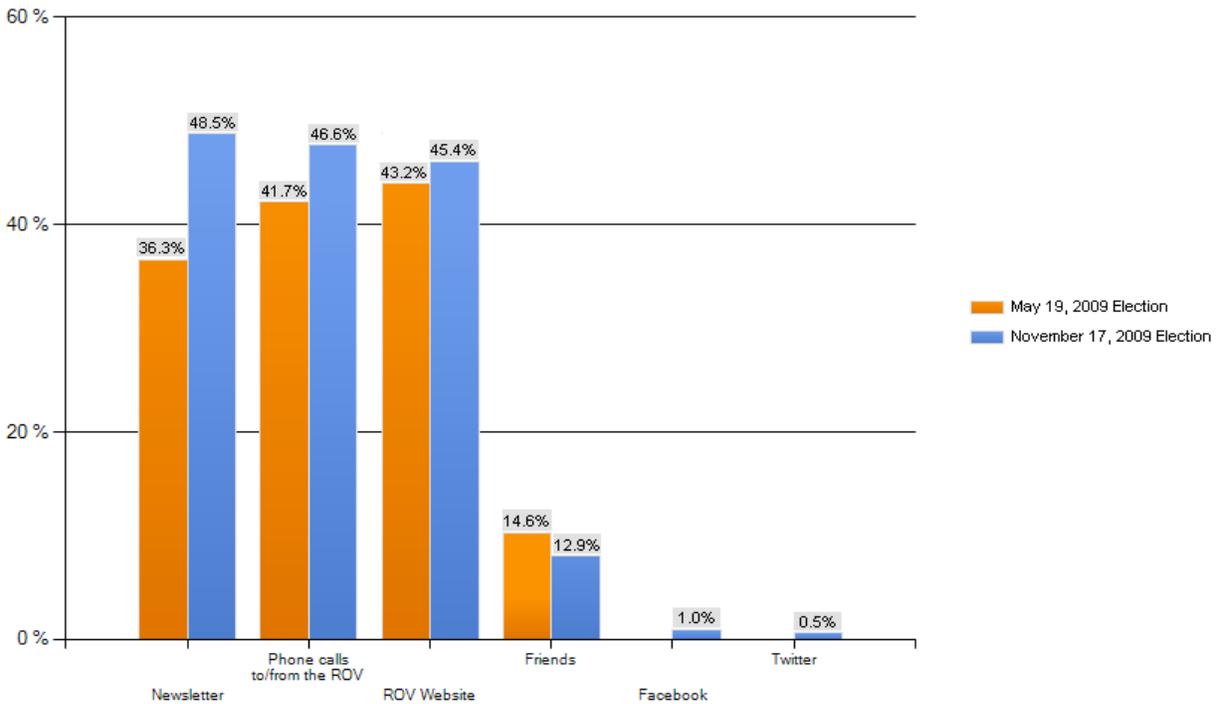
Poll Site Facilities

Poll workers were asked to evaluate the poll site they worked at and share whether or not the poll site had any shortcomings. 8% disagreed or strongly disagreed that their poll site was an adequate place for voters. This is an increase over the May 19, 2009 Special Election where only 4% of respondents indicated that their location was inadequate in some respect. **More than usual the comments received on this topic were directly related to the time of year. Poll workers expressed that lighting in the evenings was an issue, and that they were cold.** Both of these can be attributed to the time of year, as the sun sets early and the weather is generally cooler in November than in May.

Site access was listed as the primary problem faced at the poll site, followed by parking and lighting. Typically site access issues occur when the poll site host is not the individual who will be present the morning of the election. Though the Inspector has been in contact with the poll site host, they have not been in contact with the janitor or maintenance worker who is responsible for access. **Working out these details for each poll site in advance will help to prevent unnecessary problems the morning of the election.** The office is aware of site access concerns, and will continue to work on communication between poll workers and the poll site hosts.

Additional information about Orange County's poll sites can be found in the Poll Site Survey portion of this report, beginning on page 46.

Poll Worker Cooperation

When asked about their ability to work well with their fellow poll workers, a majority indicated that they had a good team and were able to cooperate well. More than 99% of respondents felt that the poll workers at their site shared the day's workload, processed voters efficiently and accurately throughout the day, kept wait times at a minimum, and effectively handled lines during busy periods. 97% felt that all poll workers at their site understood and performed their Election Day duties.

Coordinators

Coordinators work in the field on Election Day and are responsible for supervising and managing an assigned set of poll sites. Out of 435 responses from poll workers, 433 felt that their Election Day Coordinator was knowledgeable and helpful. This is an increase of 1% over the May 19, 2009 Special Election. In recent elections the office has expanded the training for Coordinators so that they can better troubleshoot voting equipment issues in the field. This training has been well received, and the office will continue to look for ways to provide effective in-field service to poll workers.

Chain of Custody

Chain of Custody documents are used to track the possession of voting equipment to and from the Registrar of Voters. These documents are fairly complex and the proper completion of these can be challenging for poll workers. Fortunately, nearly 99% of poll workers felt confident that they were able to understand and correctly complete the Chain of Custody documents. The office will continue to emphasize Chain of Custody procedures in training, as the proper execution of these documents is extremely important for voting equipment security and election transparency.

Provisional Voters

The processing of provisional voters can be challenging for poll workers, and the correct procedures for doing so are emphasized during poll worker training. Quick reference guides on this topic are provided to poll workers at their poll site. Just 3.7% of respondents felt that the training they received on this topic was inadequate. This is a slight improvement over the May 19, 2009 Special Election, where nearly 5% of poll workers felt that the provisional voter training was inadequate. The office will continue to develop new ways to communicate the correct procedures for processing provisional voters so all poll workers are clear on the process.

November 17, 2009 Election Day Survey

Quality of Service

The Registrar of Voters places a great emphasis on providing quality customer service to poll workers. When asked how they would rate the quality of service provided by the Registrar of Voters, 98.4% described it as excellent or good. Only 1.6% felt that the service they received was fair. Compared to the May 19, 2009 Special Election, 5% more poll workers this election described the service they received as excellent. Graph #5 below shows the breakdown between this election and the May 19, 2009 Special Election, and is reflective of the high level of service provided to poll workers.

Graph #5: Quality of Service Provided by the Registrar of Voters, Comparing the May 19, 2009 Election to the November 17, 2009 Election
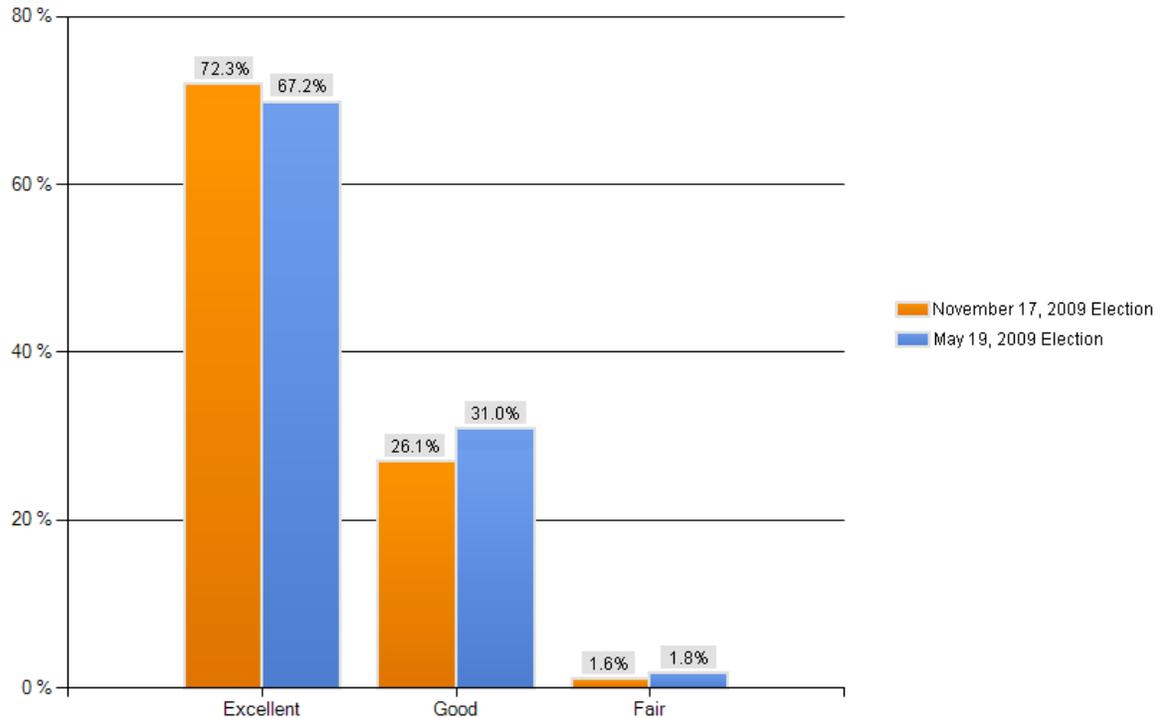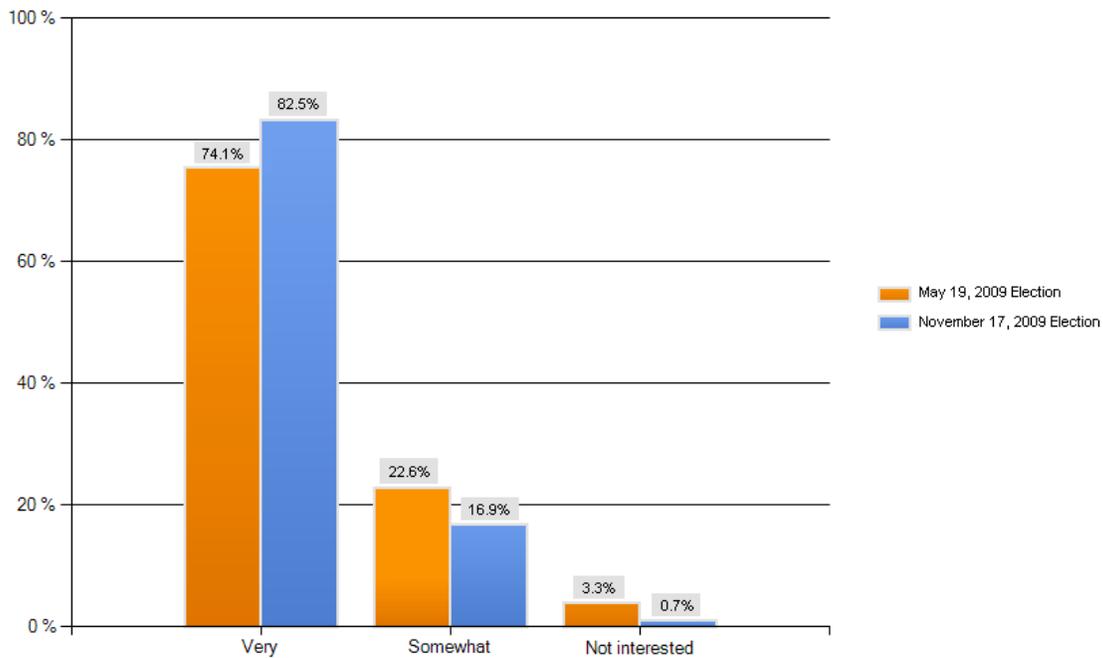
Overall Experience

More than 98% of poll workers indicated that their overall experience serving in the election was either very positive or positive. Less than 2% described their experience as negative or very negative.

Poll Worker Retention

Directly related to a poll workers experience with the Registrar of Voters and their Election Day experience is their desire to serve in future elections. Of 445 responses, only 0.7% expressed that they were not interested in serving in future elections. This is an improvement over the results of the May 19, 2009 Special Election survey, where 3% were not interested in serving in future elections. As the quality of service provided to our poll workers improves, so does their desire to serve in the future. Graph #6 below shows the responses to this question.

Graph #6: Poll Worker Interest in Serving in Future Elections, Comparing the May 19, 2009 Election to the November 17, 2009 Election

Legend:
- May 19, 2009 Election
- November 17, 2009 Election

	Very	Somewhat	Not interested
May 19, 2009 Election	74.1%	22.6%	3.3%
November 17, 2009 Election	82.5%	16.9%	0.7%

Two of the three poll workers who said that they were not interested in serving in the future were first time poll workers. Retaining first time poll workers is a priority for the office, and steps have and will continue to be taken to provide these poll workers with an exceptional experience.

Training Survey

Poll workers who attend an in-person training class prior to the election are asked to complete the Training Survey and evaluate various aspects of their training experience.

November 17, 2009
72nd Assembly District
Special Primary Election

Overview

For the November 17, 2009 Primary Election all Inspectors were required to attend an in-person training class, while Clerks were asked to take an online test that if passed, would allow them to opt-out of training. Out of the 237 training surveys distributed, 219 were returned, and overwhelmingly poll workers thought that the training they received from the Registrar of Voters was effective in preparing them for Election Day.

According to the survey results, the highest rated aspect of poll worker training was the quality of the trainers. 100% of respondents felt that their trainer answered all in-class questions and was knowledgeable regarding the Election Day process. 100% of respondents also felt that their trainer was courteous and fostered a professional, positive learning environment.

A greater number of poll workers than in the May 19, 2009 Special Election indicated that they did not learn new material in their training class. **This discrepancy is likely due to the larger number of experienced poll workers serving in the primary election.** There have been a greater than usual number of elections in the past year, and it is likely that the poll workers serving in the primary election had recently attended a training class prior to another election.

All aspects of the training experience were rated highly by the survey respondents, and the results of the survey can be found in Table #1 on the following page.

Table #1: Training Survey Questions and Results

Question	Agree/ Strongly Agree	Disagree/ Strongly Disagree	No Opinion
The trainer was courteous and fostered a professional, positive learning environment.	99.1%	0%	0.9%
I learned new material I had not known before I took this class.	89.4%	4.6%	6%
The new and improved Training Manual was straightforward and simple to understand.	86.5%	1%	12.6%
For Returning Poll Workers Only: Training adequately mirrored my Election Day experience from last year.	95.9%	1.5%	2.6%
The trainer answered all in-class questions and was knowledgeable regarding the process.	100%	0%	0.5%
The hands-on training helped me feel more comfortable about working with the electronic voting equipment.	94.9%	1.9%	3.2%
I feel sufficiently prepared and understand what is expected of me on Election Day.	97.7%	1%	1.4%
I plan to watch and review the poll worker DVD.	86.6%	7%	6.5%

Delivery Survey

Delivery vendors transport election supplies to poll sites. In the Delivery Survey, poll site hosts are asked to evaluate the quality of their election equipment delivery and the delivery vendor.

November 17, 2009
72nd Assembly District
Special Primary Election

Overview

Poll site voting equipment for the November 17, 2009 Primary Election was delivered to poll sites by a single delivery vendor. Voting equipment was delivered to all 144 poll sites, and each poll site host was asked to complete a brief telephone survey evaluating the quality of service they received from the delivery vendor.

A total of 45 out of 144 surveys were completed by poll site hosts. All 45 stated that the voting equipment delivery was made within the scheduled time frame. All poll site hosts felt that the delivery driver was courteous. Just one poll site host indicated that there was an issue with their delivery.
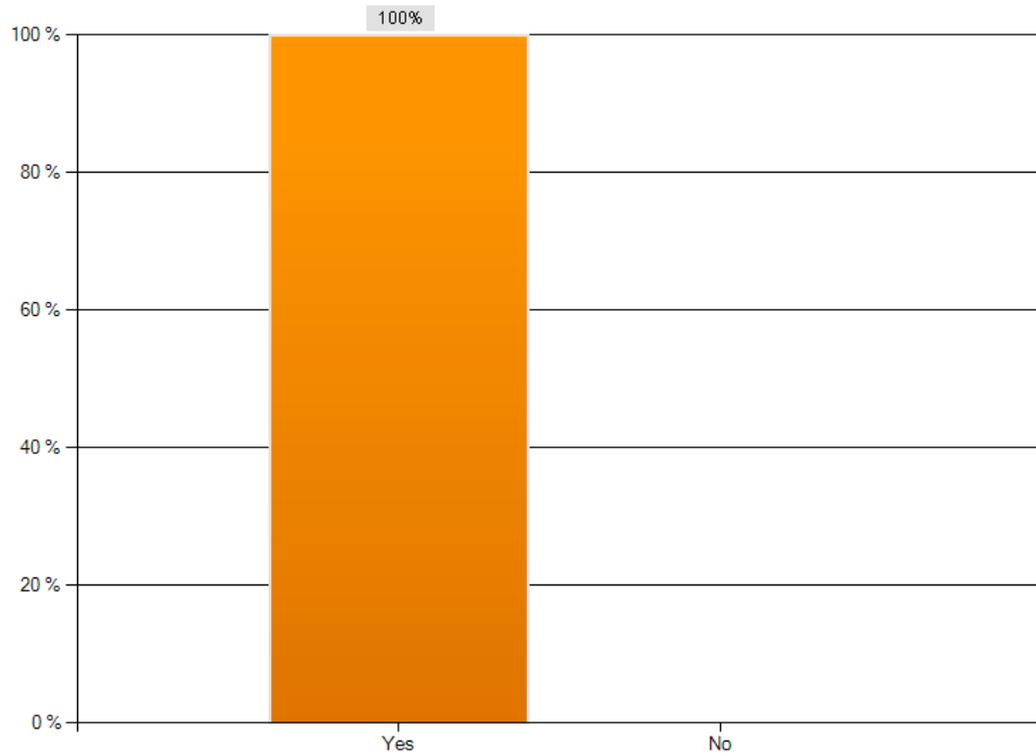
Graphs 7 and 8 below show the overall positive experience of poll site hosts in regards to equipment delivery. The Delivery Survey results for the November 17, 2009 Primary Election are nearly identical to those from the May 19, 2009 Special Election.

Graph #7: Driver Was Courteous Towards the Poll Site Host
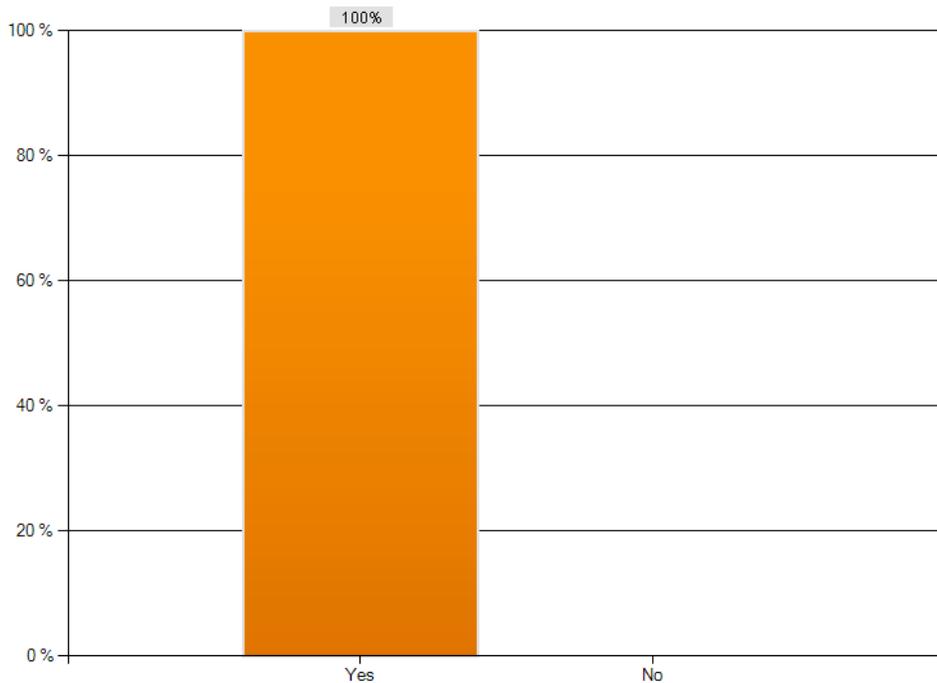
Graph #8: Poll Site Equipment Delivery Occurred On-Time

The Registrar of Voters over the past few election cycles has made an effort to communicate with the delivery vendor the quality of service expectations. Based on the delivery survey results it seems that these efforts have been worthwhile.

Phone Bank Survey

A Poll Worker Customer Service Phone Bank is utilized every election to assist poll workers and answer their questions. The Phone Bank Survey is completed by poll workers who call into the phone bank.

November 17, 2009
72nd Assembly District
Special Primary Election

November 17, 2009 Phone Bank Survey

Overview

A Poll Worker Customer Service Phone Bank was utilized for the November 17, 2009 election. The phone bank answered 697 poll worker calls and helped guide them through different poll worker tasks, such as taking the online training test, signing up for a training class, locating their poll site, and accessing the training manual.

The goal of the Phone Bank Survey is to evaluate the quality of service provided to poll workers who call the Registrar of Voters. At the conclusion of their call poll workers were transferred to a brief automated survey and asked to respond to the following three questions:

1. Was your question answered?

2. On a scale of one to five, five being the highest, how would you rate the customer service representative you spoke with?

3. On a scale of one to five, five being the highest, how you would rate your overall experience with the Registrar of Voters?

A total of 111 phone surveys were completed out of 697 total calls, and the results indicate that a high level of service was provided to poll workers. The phone bank received high scores on all three questions consistently, even during periods of high call volume. **The phone bank customer service representatives were well trained, experienced, and provided a high level of customer service at all times.**

Only four callers to the phone bank felt that their question was not answered, whereas 107 said that their question was answered. Graph #9 on the following page shows the responses to question one.

November 17, 2009 Phone Bank Survey

Graph #9: Phone Bank Responses to Question #1: Was Your Question Answered?


Yes: 96.3% (107)
No: 3.7% (4)
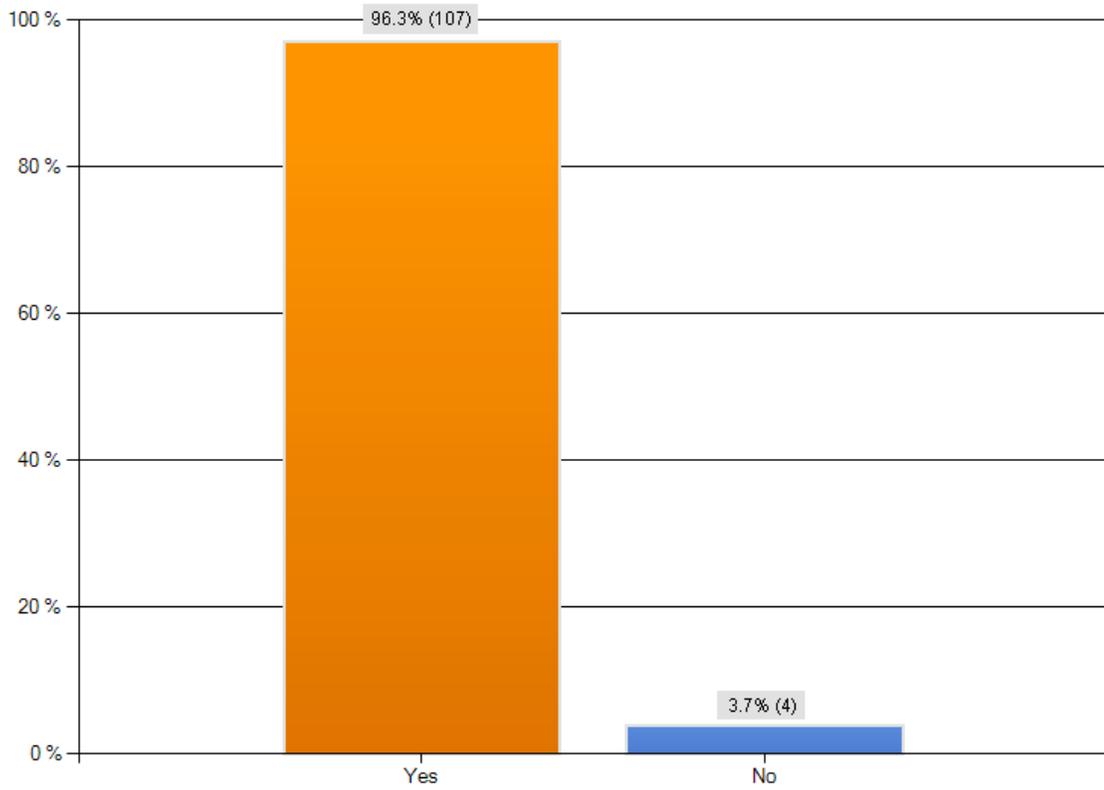
November 17, 2009 Phone Bank Survey

Graph #10 below shows the survey results of questions two and three, which asked callers to rate the customer service representative they spoke with, as well as their overall experience with the Registrar of Voters. The overall average rating that callers gave the customer service representative they spoke with was 4.75. The overall average rating that callers gave their experience with the Registrar of Voters was 4.83.

Graph #10: Phone Bank Responses to Questions 2 & 3
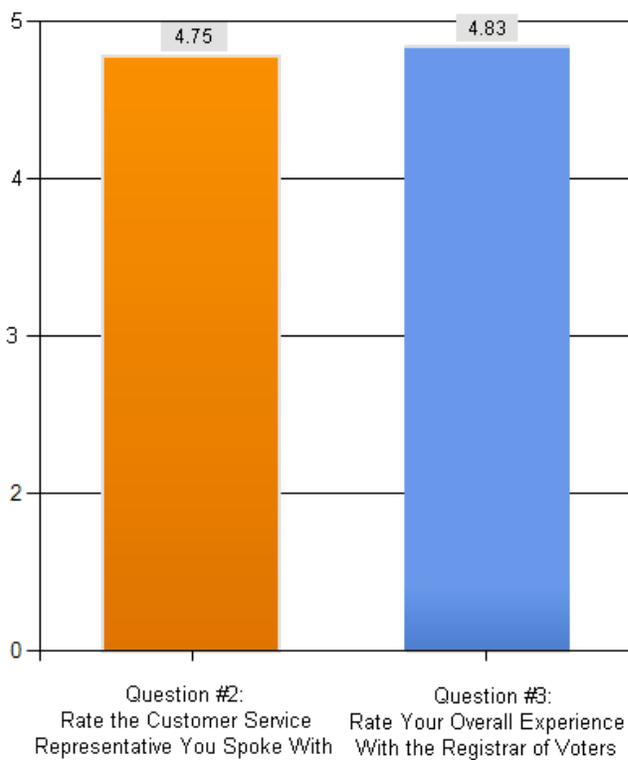
On average, callers rated the Customer Service Representative they spoke with 4.75 out of a possible 5.

On average, callers rated their overall experience with the Registrar of Voters 4.83 out of a possible 5.

The results of the Phone Bank Survey for the November 17, 2009 Primary Election were nearly identical to the May 19, 2009 Special Election. Over time the office is able to maintain a consistently high level of customer service, regardless of the size or type of election.

Vote-By-Mail Boards Survey

Vote-By-Mail Boards are responsible for conducting various post-Election Day activities, such as removing vote-by-mail ballots from envelopes, sorting through precinct supplies, and conducting a manual tally of ballots.

November 17, 2009
72nd Assembly District
Special Primary Election

November 17, 2009 Boards Survey

Overview

Vote-by-Mail Boards assist the Registrar of Voters with various post-Election Day tasks, including opening vote-by-mail envelopes, removing supplies from poll site supply bags, and conducting the 1% Manual Tally. For the November 17, 2009 Primary Election, eight experienced board members were selected to participate.

At the conclusion of their duties as board members, each individual was mailed a survey to complete evaluating the level of training and service they received from the Registrar of Voters. A total of six surveys were returned, and overall the respondents seemed satisfied with their experience.

Motivation

When asked about their motivation for becoming a board member, the primary answer given was a friend or family member. Other answers given included patriotism, community service, and personal interest or curiosity, with many people choosing more than one motivation. These results are consistent with the results of the May 19, 2009 Special Election where friend or family member was the primary motivating factor as well. Graph #11 on the following page shows the breakdown of votes.

Graph #11: Vote by Mail Boards' Primary Motivation for Serving
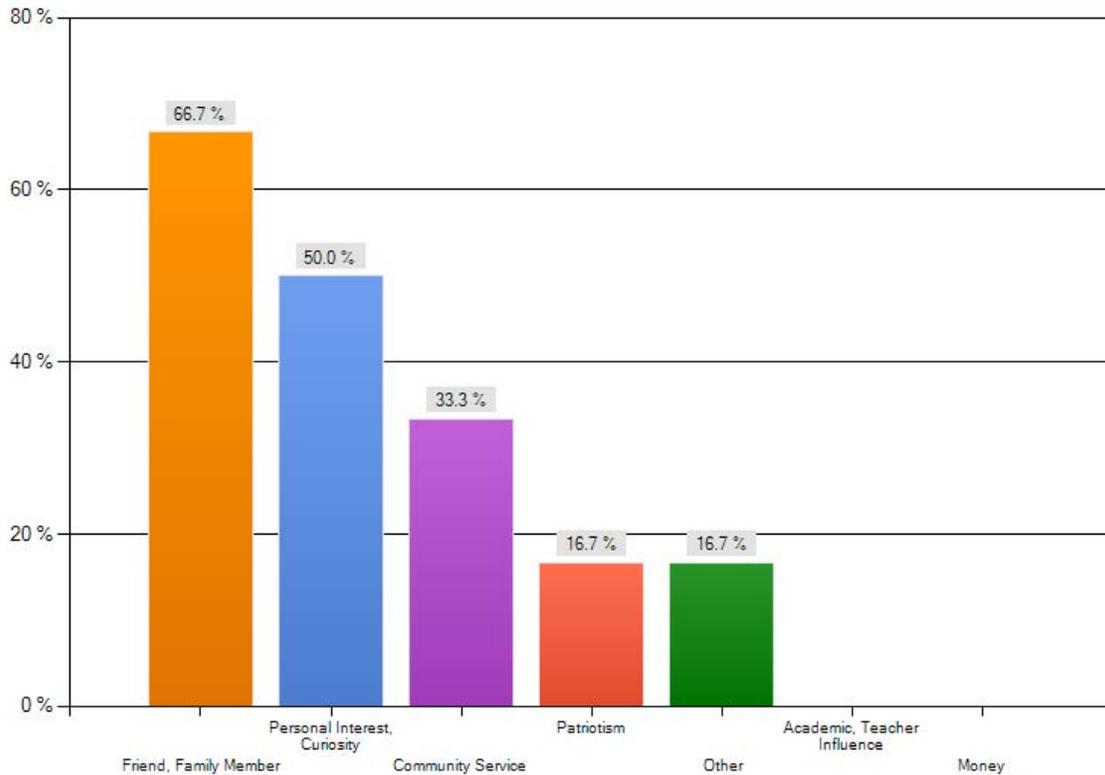
Board Training

Over the past few election cycles the office has made an effort to improve the quality and comprehensiveness of training provided to board members. When asked about improvements made to the training, all respondents felt that the changes were positive. Specifically, board members were asked if they found the training to be comprehensive and informative, and whether the 1% Manual Tally training and Vote-by-Mail training improved their understanding of their duties and responsibilities. All respondents indicated that these trainings had been effective.

Continued Interest

When asked if they were interested in serving as a board member in future elections, all but one respondent expressed that they were. For the one person who was not interested, they listed old age as the reason for not returning. The office will continue to make improvements to the board training so that all board members continue to be satisfied with their election experience. This will help to ensure that future boards are staffed with trained and experienced individuals.

Election Day Survey

The Election Day Survey asks poll workers to evaluate various aspects of their election experience.

January 12, 2010
72nd Assembly District
Special General Election

Overview

The General Election in the 72nd Assembly District was held on January 12, 2010. Election Day Surveys were distributed in poll site supply boxes to all 569 poll workers, and 461 were returned, or 81%. The questions on the general election survey were nearly identical to the questions on the primary election survey.

Overall, the survey results reflect positively on the office's efforts to provide poll workers with an enjoyable Election Day experience.

The highest rated aspects of the poll worker experience are:

1. Poll worker's ability to process voters efficiently and accurately throughout the day.
2. Poll worker's understanding of how to complete Chain of Custody documents.
3. Poll worker training on how to process provisional voters. Recall that this topic was one that needed improvement in the primary election.

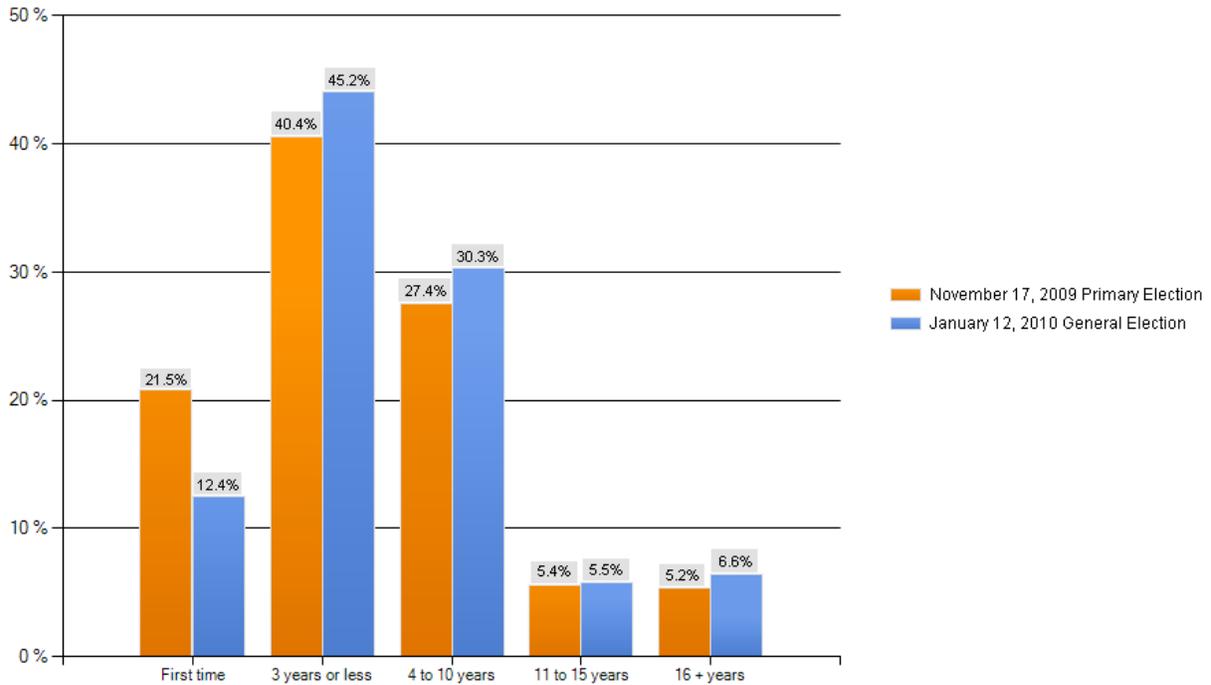The areas with the most room for improvement are:

1. **The quality of poll worker training provided by the Registrar of Voters.** The format of poll worker training has transitioned from in-person to online, and adjustments are needed to the way this is communicated to poll workers.
2. **Ensuring poll sites are adequate spaces for voters and poll workers.** The office must assess any shortcomings with existing poll sites and make improvements to issues like parking, lighting, and access.
3. **Encouraging participation in Poll Worker Practice Events, particularly for new poll workers.** These events are extremely beneficial to poll workers, but not well attended.

Poll Worker Experience

80% of poll workers who served in the general election had also served in the primary election. The majority of poll workers had served with the Registrar of Voters for three years or less (45%). 30% had served for four to ten years, and just 12% were first time poll workers. This is a substantial drop from the 21% of first time poll workers in the primary election, and speaks to the office's increasing ability to retain experienced poll workers. Graph #12 on the following page shows the varying experience levels of general election poll workers compared to primary election poll workers.

January 12, 2010 Election Day Survey

Graph #12: Number of Years as a Poll Worker in Orange County, Primary Election Versus General Election

Legend:
- November 17, 2009 Primary Election
- January 12, 2010 General Election

|	First time	3 years or less	4 to 10 years	11 to 15 years	16 + years
Primary	21.5%	40.4%	27.4%	5.4%	5.2%
General	12.4%	45.2%	30.3%	5.5%	6.6%

Motivation

Poll workers are asked to identify their motivations for serving in the election, and rate them from greatest motivator to lowest motivator. Once again, as with the primary election, community service received the greatest number of votes, with 36% of poll workers choosing this as their top motivator for volunteering. This was followed by patriotism, which 19% of poll workers chose as their primary motivator. 16% of poll workers chose personal interest or curiosity as their primary motivator. These results are in line with the motivations poll workers provided for volunteering in the May 19, 2009 Special Election. They are similar to the motivations for volunteering in the primary election, though in the primary election there were a greater number of poll workers who listed personal interest or curiosity as a motivating factor. Graph #13 on the following page shows the breakdown.

Graph #13: Poll Workers' Primary Motivation for Serving, Comparing the
November 19, 2009 Primary Election to the January 12, 2010 General Election
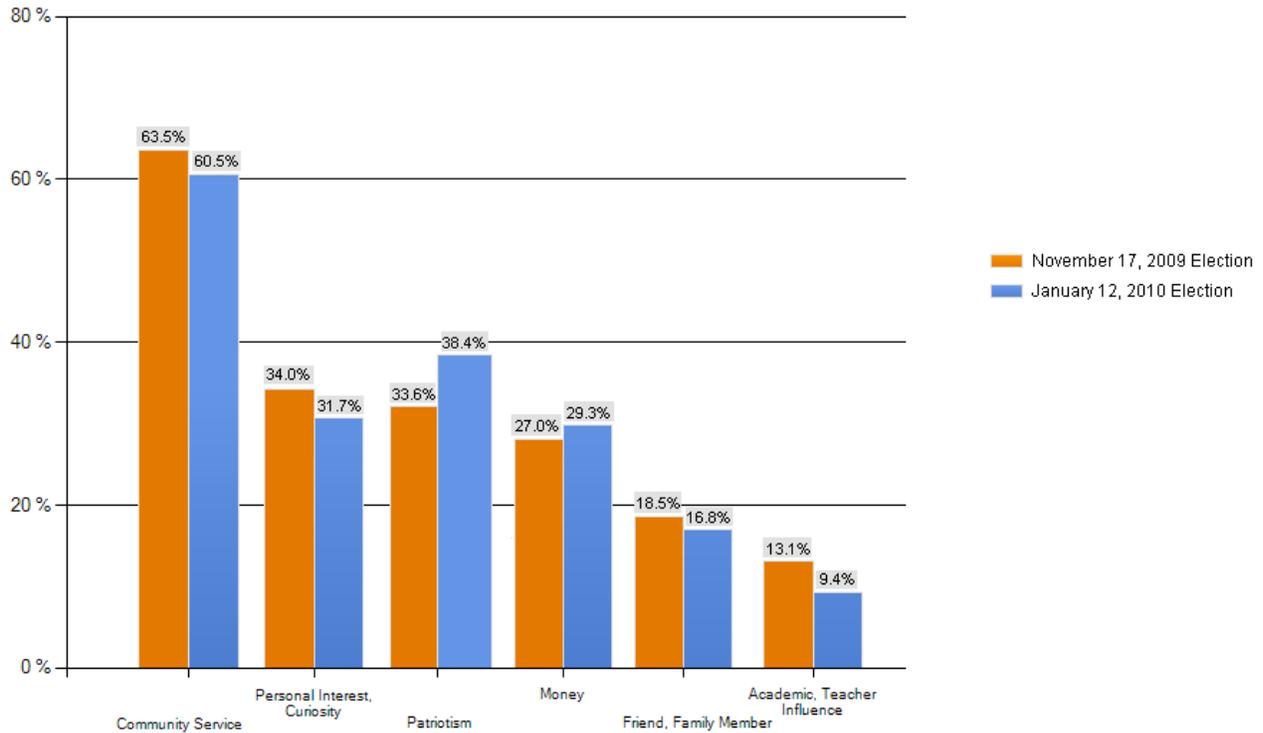
Training Opportunities

For the general election those experienced poll workers who would be serving as Clerks were not required to attend an in-person training, and were not required to take the online test. Those poll workers who were serving for the first time were required to take the online test that would allow them to opt-out of in-person training. Returning Inspectors were also required to take the online test. As with the primary election, those without computer or Internet access were welcome to take the test at the Registrar of Voters office or during Poll Worker Practice Events.

30% of poll workers were not required to attend any sort of training. Of those who were required to take the online test, 54% chose to take this test at home. Nearly 6% took the test at the Registrar of Voters office, while 12.5% took the test at a Poll Worker Practice Event.

Quality of Training

When asked to evaluate the quality of training they received for the election, 91.1% of poll workers felt that the training they received was either excellent or good, while 6.5% described it as fair, and 2.4% felt that it needed improvement. The number of poll workers who felt that the training needed improvement is significantly less than in the primary election, where 7.1% thought it needed improvement. As poll workers become more familiar with the online test and become more accustomed to this style of training, it seems likely that fewer will feel the training needs improvement. **The office should continue to enhance the online testing option, both in its usability and in the ways its function is communicated to poll workers.**

Poll Worker Practice Events

There was an increase in the number of people who attended a Poll Worker Practice Event in preparation for the general election. 26% of respondents attended one of these training opportunities, compared to 21% who attended prior to the primary election. This increase is likely due to the fact that no in-person training classes were offered to Clerks for the general election, whereas during the primary election they took the online training test. 86% of poll workers who attended one of these events were Clerks, while only 14% were Inspectors.
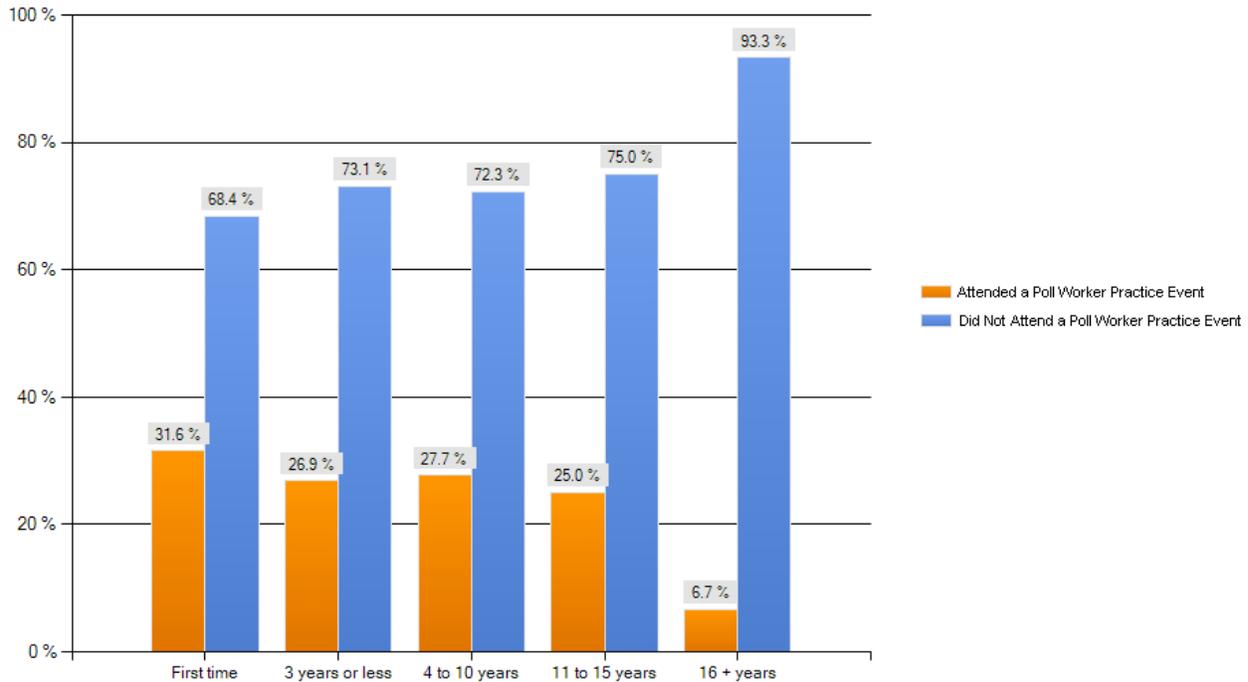
Though these are extremely beneficial for first time poll workers, less than 32% of first time poll workers attended a Poll Worker Practice Event. **This has been an on-going challenge for the office, and the benefits of attending these classes should be emphasized during the recruiting process.** Recall that during the May 19, 2009 Special Election 42.8% of first time poll workers attended a Poll Worker Practice Event, and during the November 17, 2009 General Election 33% of first time poll workers attended an event.

Not surprisingly, the majority of poll workers who attended a Poll Worker Practice Event found it to be beneficial.

Graph #14 on the following page shows the attendance at Poll Worker Practice Events by experience level. While first time poll workers participated in these events at a higher rate than others, the need still exists to increase their participation. Experienced poll workers were least likely to attend these events.

Graph #14: Poll Worker Attendance at Poll Worker Practice Events, by Experience Level

Legend:
- Attended a Poll Worker Practice Event
- Did Not Attend a Poll Worker Practice Event

Experience Level	Attended	Did Not Attend
First time	31.6 %	68.4 %
3 years or less	26.9 %	73.1 %
4 to 10 years	27.7 %	72.3 %
11 to 15 years	25.0 %	75.0 %
16 + years	6.7 %	93.3 %

Training Resources

The training manual was once again the most widely used resource for poll workers on Election Day. 311 poll workers used this as a resource on Election Day, followed by the Quick Set Up/ Take Down Guide, which was used by 300 poll workers.

Of all the resources available to poll workers on Election Day, none appear to be under-utilized or in need of re-evaluation. All available resources are widely used by poll workers, which overall helps them to run an efficient poll site. This data is consistent with the May 19, 2009 Special Election and the November 17, 2009 Primary Election.

Communication

When asked how they stay informed of office news and events at the Registrar of Voters, 256 poll workers responded that phone calls to and from the office was their preferred method of communication. This was closely followed by the office's website, with 204 votes, and the newsletter, with 176 votes. Twitter and Facebook were not highly utilized for staying informed,

though the number of people using these resources has increased since the primary election. **As the office continues to reach out to poll workers through Facebook and Twitter, the number of people who use these websites to obtain election information will grow.** Though the process of adding followers on these websites is gradual, these mediums provide a new and innovative way of connecting with the poll worker population.

Graph #15 below shows the various ways poll workers stayed informed during the general election, with many utilizing multiple resources.

Graph #15: Methods for Staying Informed of Office News and Events
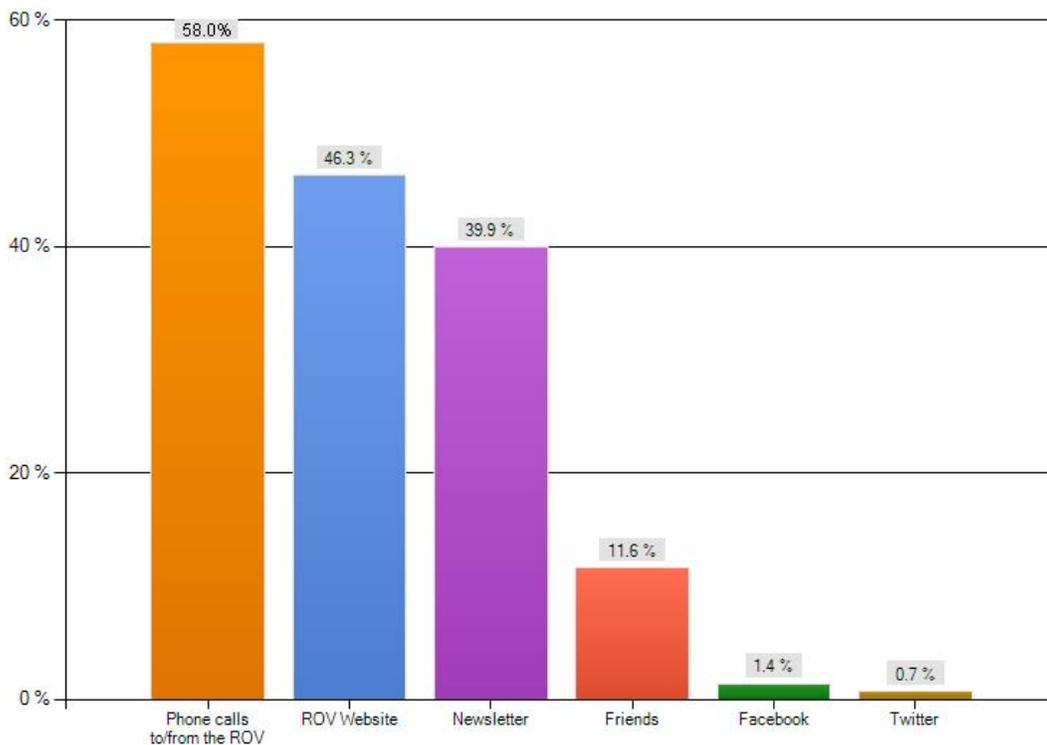
Poll Site Facilities

When asked whether or not their poll site was an adequate place for voters, 93% felt that it was. The majority of poll workers who had issues at their poll site chose parking as the primary problem. For some the issue was too little parking, while for others the parking lot was too far from the poll site entrance.

27 poll workers had trouble accessing their poll site, which can prevent a poll site from opening on time on Election Day. This has been a common poll site concern in the past, and the office is continuing to look for ways to improve this process. **Improved communication and planning between Inspectors and the poll site operators will go a long way towards ensuring poll sites open on time.**

The concerns raised during the primary election about poor lighting in the evenings and the cold weather were again listed as poll site concerns for the general election. These were not listed as concerns following the May 19, 2009 Special Election, and will most likely continue to be concerns only during elections held in colder months.

Poll Worker Cooperation

Poll workers regularly rate their ability to work well with their fellow poll workers highly, and the general election was no exception. 99% of poll workers felt that their team understood and performed their Election Day duties, shared the workload and cooperated well, and were able to process voters effectively and efficiently. Though a small turnout prevented any significant lines from forming, poll workers felt that they were able to keep waiting at a minimum and effectively manage voter lines during busy times.

Coordinators

Coordinators are a crucial piece of the Election Day puzzle, and 99% of poll workers felt that their Coordinator was knowledgeable and helpful. Enhanced training and a large pool of experienced Coordinators to pull from helps to improve the Election Day experience for Coordinators, poll workers, and the Registrar of Voters. **For future elections the office plans to provide a more formalized Coordinator training that will focus on voting equipment troubleshooting and repairs.**

Chain of Custody

When asked about their confidence in completing Chain of Custody documents, all but one poll worker indicated that they were confident they could complete these correctly. More poll workers felt confident about Chain of Custody documents than ever before. **This is likely a reflection**

on the increased emphasis provided during training, as well as the effectiveness of the resources provided to poll workers at the poll site on this topic. During the primary election, 99% of poll workers felt confiendent in their ability to correctly complete these documents, and similar results were found for the May 19, 2009 Special Election.

Provisional Voters

Less than 1% of poll workers felt that the training on how to process provisional voters was inadequate. This is compared to the 5% of poll workers from the May 19, 2009 Special Election and the 3.7% of poll workers in the November 17, 2009 General Election who felt this training was inadequate. This continually improving result is reflective of the office's efforts to clarify and simplify the rules for processing provisional voters. Graph #16 below shows the answers to this question over the past three elections.

Graph #16: Poll Workers Who Felt Training on Processing Provisional Voters Was Adequate, Past Three Elections
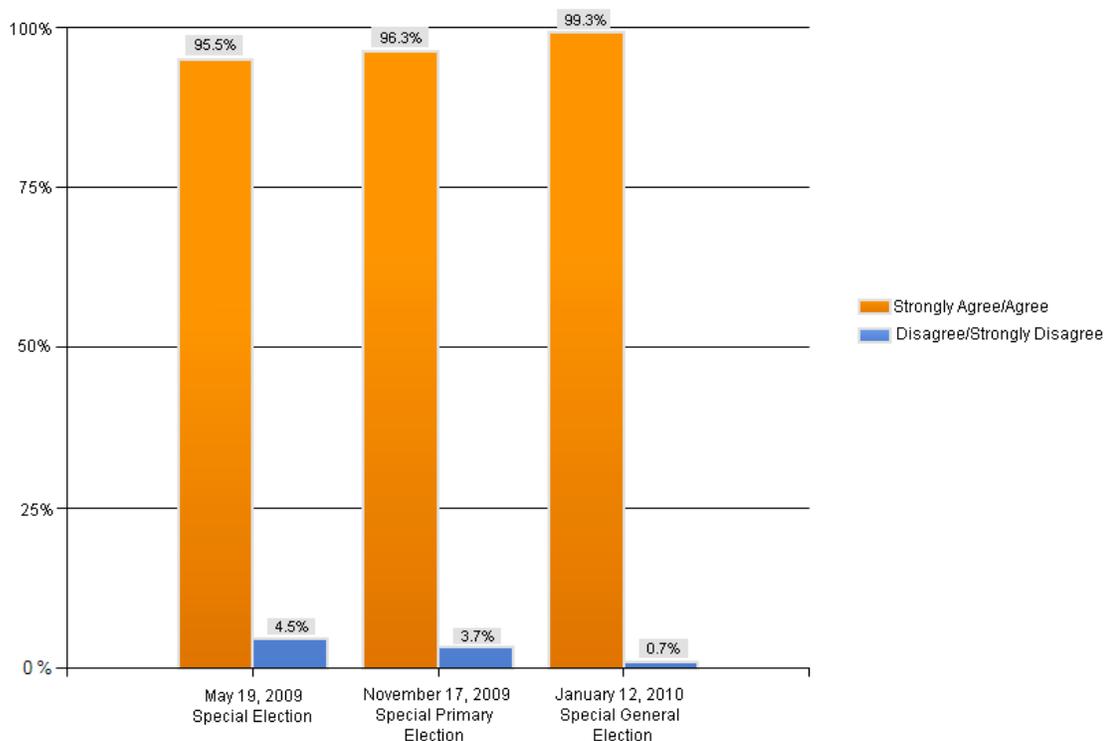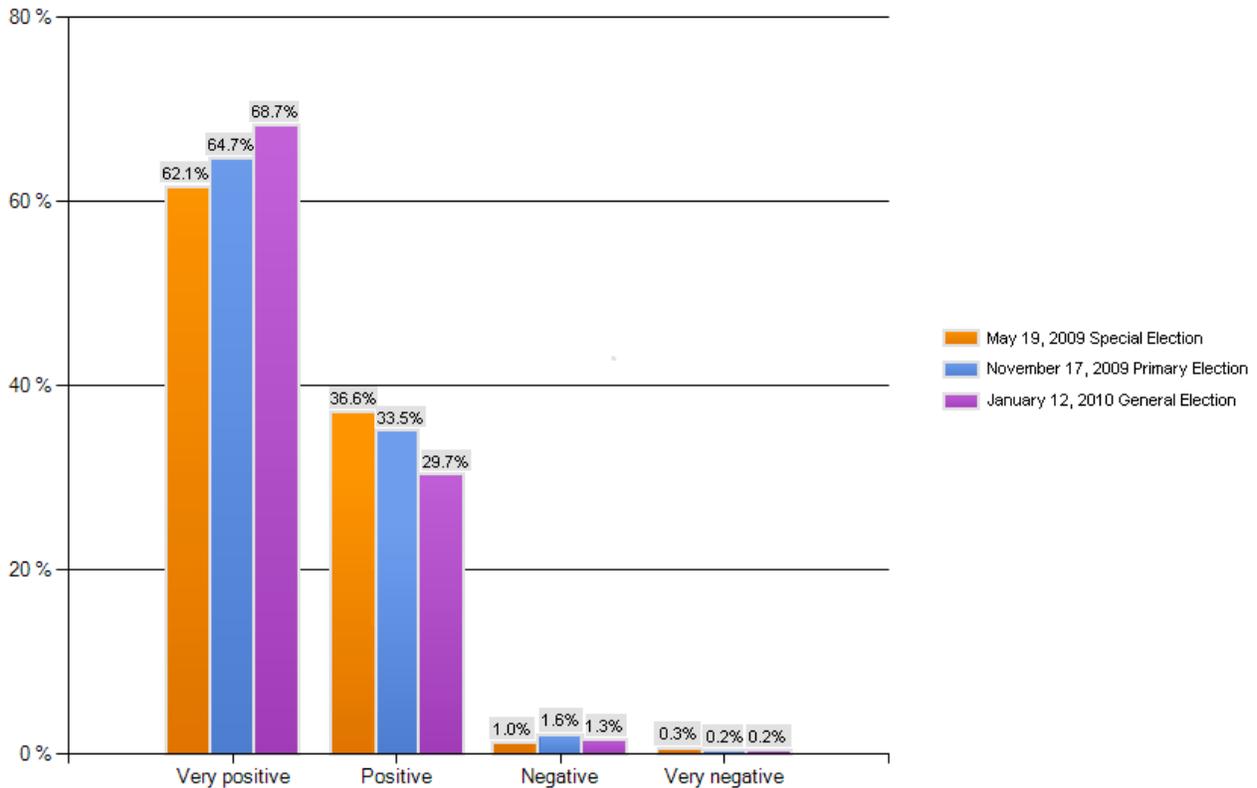
Quality of Service

As in the primary election, poll workers rated highly the level of service provided to them by the Registrar of Voters. 77% described the quality of service as excellent, 21% described it as good, and just 1.3% described it as fair.

When asked to rate their overall election experience, 69% described it as very positive, 30% described it as positive, and just 1.5% described it as negative or very negative. Graph #17 below shows these results, compared to the primary election and the May 19, 2009 Special Election. The results are an indication that the majority of poll workers are satisfied with the volunteer experience provided by the Registrar of Voters.

Graph #17: Overall Election Experience, Past Three Elections

Legend:
- May 19, 2009 Special Election
- November 17, 2009 Primary Election
- January 12, 2010 General Election

|	Very positive	Positive	Negative	Very negative
May 19, 2009 Special Election	62.1%	36.6%	1.0%	0.3%
November 17, 2009 Primary Election	64.7%	33.5%	1.6%	0.2%
January 12, 2010 General Election	68.7%	29.7%	1.3%	0.2%

Poll Worker Retention

Of the 454 poll workers who answered the question, "How interested are you in serving as a poll worker again in the future?," just 4 indicated that they would not be interested in working future elections. This is just 1% of all poll workers, which is an improvement over the retention rate of the May 19, 2009 Special Election. For this election, 6% of poll workers expressed that they were not interested in returning to volunteer. The office has taken steps to improve the poll worker experience through a commitment to exceptional customer service, improved training, and a plethora of Election Day resources.

In the May 19, 2009 Special Election Survey Report the concern was raised that nearly 6% of first time poll workers were not interested in volunteering in the future. Graph #18 below highlights the shift that has occurred in first time volunteer retention for both the November 17, 2009 Primary Election and the January 12, 2010 General Election. Following the general election, all first time volunteers indicated that they were interested in returning to volunteer in the future. This is a positive step in the right direction in terms of volunteer retention.

Graph #18: First Time Poll Worker Interest in Volunteering in Future Elections, Comparing the Past Three Elections
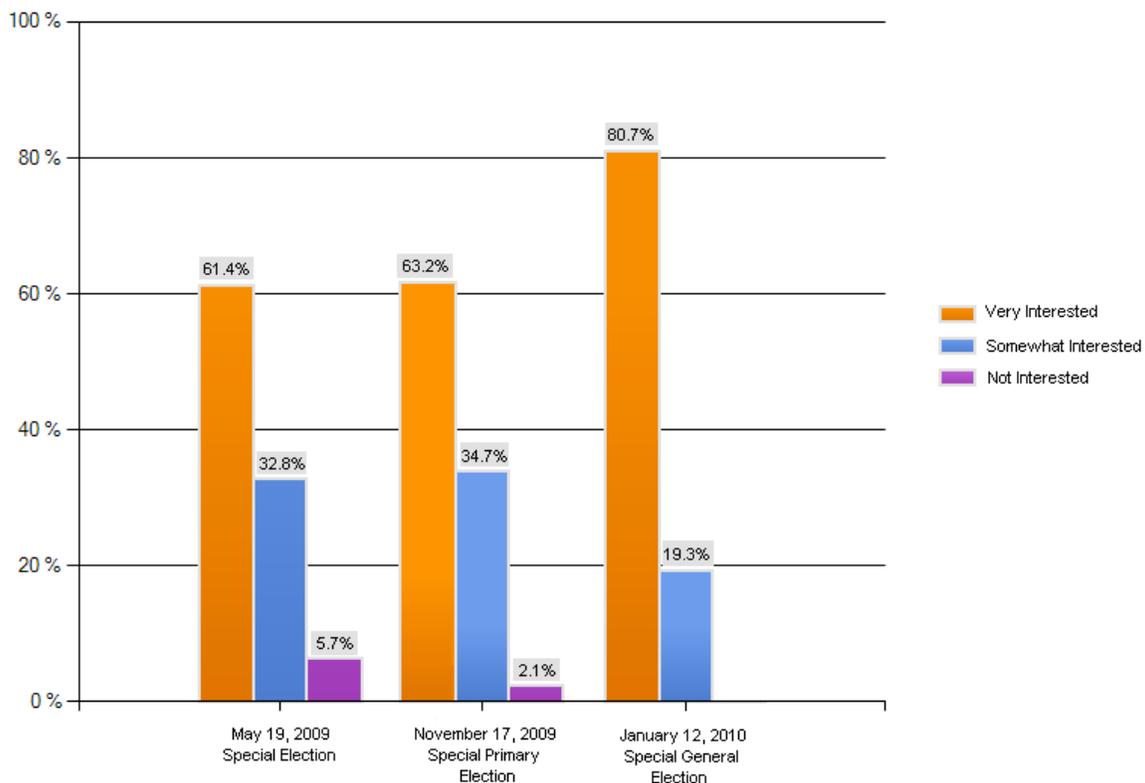
Delivery Survey

Delivery vendors transport election supplies to poll sites. In the Delivery Survey, poll site hosts are asked to evaluate the quality of their election equipment delivery and the delivery vendor.

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Overview

Voting equipment deliveries for the January 12, 2010 General Election were conducted by the same delivery vendor that was used during the primary election. All 144 poll site hosts were asked once again to complete a brief phone survey to evaluate the level of service provided by the delivery vendor.

Of the 55 telephone surveys completed by poll site hosts out of the 144 total poll sites, two indicated that their deliveries did not occur on time. 54 of 55 poll site hosts felt that the delivery driver was courteous, and 53 had no issues with their delivery. These results are similar to the primary election, where all survey respondents felt the delivery truck driver was courteous and that their delivery occurred on time.
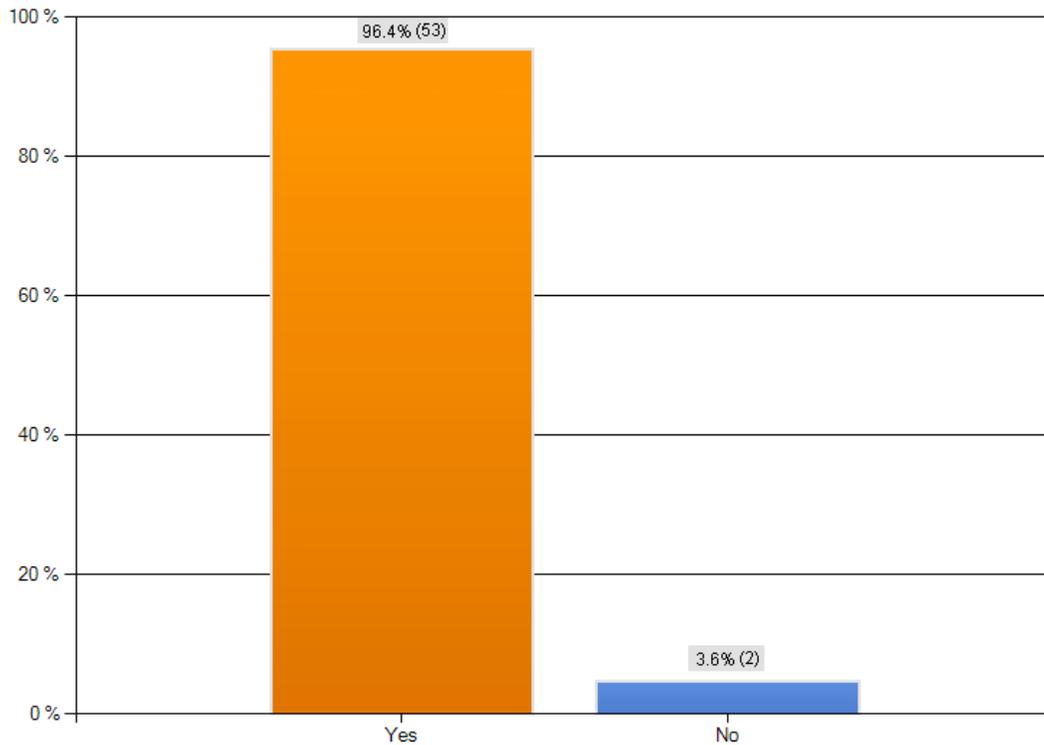
Graphs #19 and 20 reflect the positive experience of poll site hosts in regards to election equipment delivery.

Graph #19: Driver Was Courteous Towards the Poll Site Host

January 12, 2010 Delivery Survey
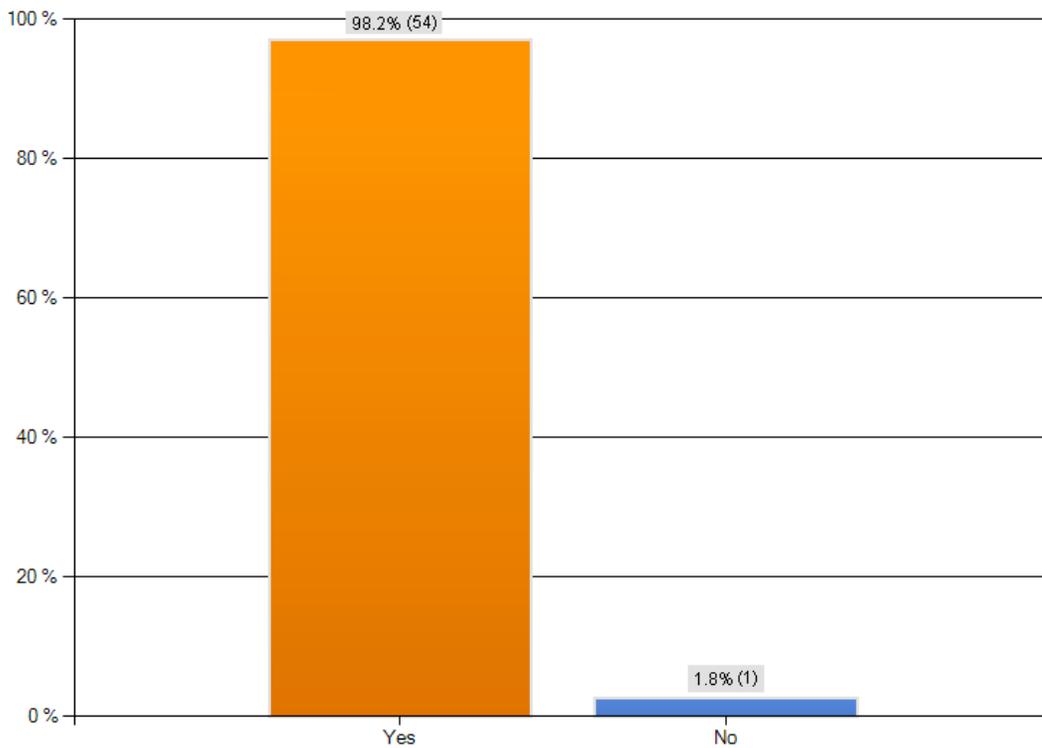
Graph #20: Poll Site Equipment Delivery Occurred On-Time

Overall the office's efforts to improve communication with the delivery company by setting clear goals and expectations have helped to enhance the customer service provided by the delivery company. As always, the goal is to eliminate early or late deliveries and provide exceptional customer service to all poll site hosts.

Poll Site Survey

Poll site hosts were asked to complete the Poll Site Survey in order to evaluate the level of service provided to them, and to assess their overall election experience.

January 12, 2010
72nd Assembly District
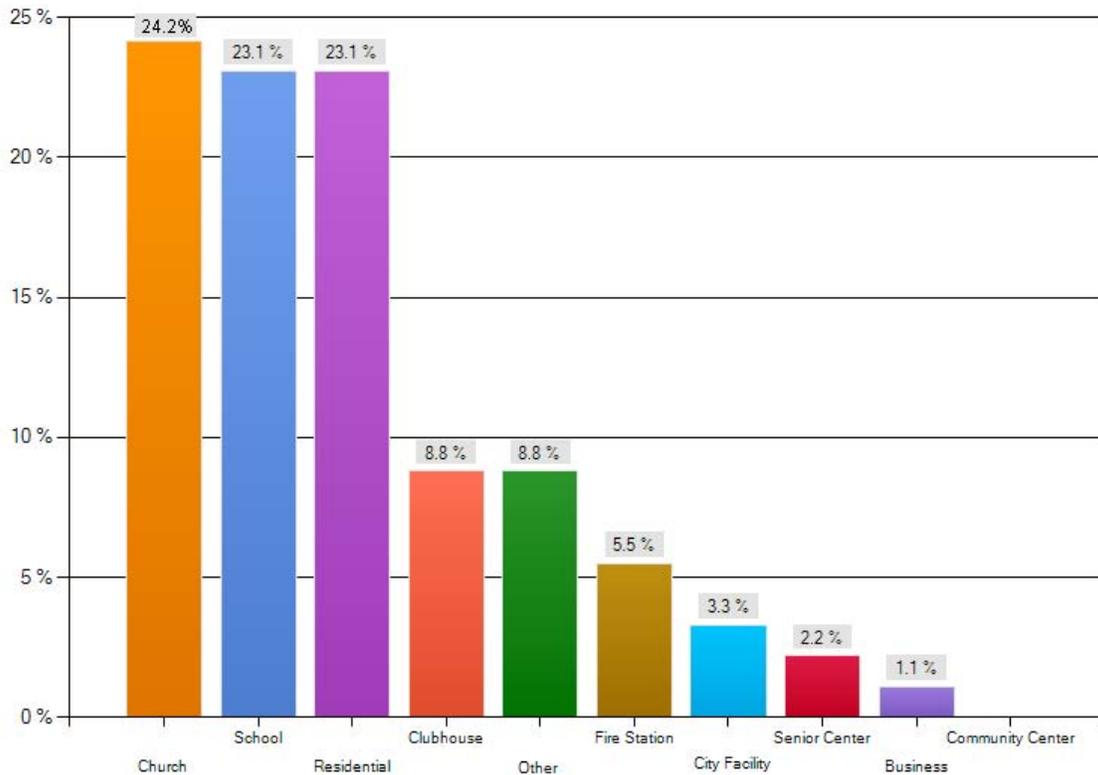Special General Election

Overview

Poll site surveys are provided to all poll site hosts and the results are used to evaluate the host's overall election experience. The 28 questions on the Poll Site Survey cover topics of equipment, delivery, pre-Election Day activities, Election Day, poll workers' use of the facility, and the service provided by the Registrar of Voters. A total of 144 surveys were distributed, and 92 were completed and returned.

Facility Type

A new question was added to the Poll Site Survey for the general election that asked poll site hosts to identify themselves as a type of polling place, whether a school, church, community center, fire station, city facility, residence, business, senior center, clubhouse, or other. Churches were the most common type of facility, at 24%, followed by schools and residences, both at 23%. The graph below shows the breakdown of poll site by facility type.

Graph #21: Poll Site Type

Experience and Motivation

For the January 12, 2010 General Election the office was able to use primarily experienced poll sites. Just five poll sites were newly recruited locations, and 38 had been poll sites for four to ten years. 24 hosts had been poll sites for more than 16 years. 89% of poll site hosts had participated in the May 19, 2009 Special Election, and 90% had hosted a poll site in the November 17, 2009 Primary Election. Consistency in the location of poll sites is advantageous to voters and reduces the stress on the office to recruit and assess new poll sites.

Mirroring the results of the Election Day Survey, community service was listed as the primary motivator for hosting a poll site. 59 respondents chose community service as their primary motivator. Following that was patriotism, which was chosen by 12 respondents.

Equipment Delivery and Storage

96% of poll site hosts had their voting equipment deliveries occur at the agreed upon date and time. For those who did not, the deliveries occurred earlier than scheduled. 98% of hosts were either very satisfied or satisfied with the delivery company.

Voting equipment is delivered to the poll site in a large caddy, and poll sites are asked to store this equipment until Election Day. All but one poll site host was able to store the voting equipment caddy without difficulty.

When it came time to pick up the voting equipment following the election, 98% of hosts were able to schedule a time and date for pick up. 93% had the voting equipment picked up by the delivery vendor at the correct time and on the correct date. Three of the six hosts whose deliveries did not occur on time had the equipment picked up one day earlier than expected.

## Poll Worker Behavior and Communication

Inspectors are encouraged to contact their poll site host prior to the election to make any arrangements that may be necessary. 90% of poll sites were contacted by the Inspector ahead of time to confirm the date and time that the space would be used on Election Day.

Some locations require a key in order to unlock and enter the poll site, and in the majority of these situations the key was picked up one to two days before the election. **In order to avoid site access problems the morning of the election, it would behoove Inspectors to pick up the key earlier than the day of or day before the election.**

Overall, poll site hosts were satisfied with the behavior and communication of the poll workers at their facility. 97% of poll site hosts strongly agreed or agreed that the poll workers were punctual and communicated with them when needed. 97% also felt that all poll workers followed the facility rules and utilized the space provided effectively. 98% of hosts agreed that at the end of the day, their facility was left clean and as the poll workers found it. This aspect of poll workers behavior is especially important, as the respect they show to the poll site contributes to whether or not that poll site will allow the Registrar of Voters to use their space in future elections. **In future surveys the office will need to include a follow up question to those poll sites who indicated that their facility was not left clean and as the poll workers found it, in order to determine what the exact problem was, and how to fix it.** Graph #22 below shows the results of this question.

Graph #22: Poll Site was Left Clean and in Good Condition
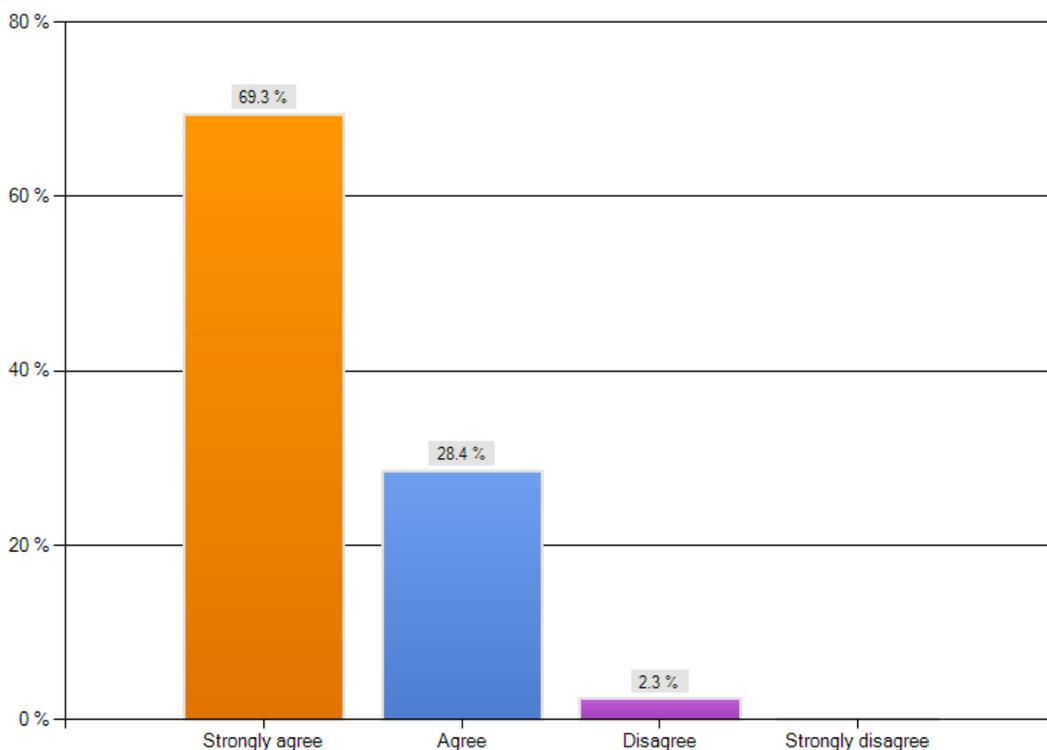
Early Equipment Set-Up

Often poll sites allow poll workers to set up voting equipment prior to Election Day. This allows the poll workers to take their time in setting up the equipment, and reduces the number of tasks they have to complete the morning of the election. According to poll site hosts, 89% were able to accommodate early set-up. Of those who were able to provide an early set-up time, only one site had poll workers who did not arrive at the scheduled time.

When asked whether or not they felt that early set-up is beneficial to the start of Election Day, 92% said that it was. **When recruiting or scheduling poll sites in the future, the office should communicate to poll site hosts the multiple benefits of early set-up.**

Poll Site Challenges

Poll site hosts were asked to identify any difficulties they observed at the poll site on Election Day. Of the 92 surveys returned, 16% indicated some kind of issue at their poll site. Not surprisingly, lack of parking was cited as the most common issue. The majority of poll sites that indicated parking was an issue were schools. Parking is a common poll site issue for poll site hosts, voters, and poll workers alike. The office strives to find the best poll site in a given area, and takes into consideration the availability of parking before committing to a location. Despite the office's best efforts, occasionally parking may not be as readily available as would be ideal.

ADA accessibility was listed as an issue for three poll sites. **Additional questions requesting the specific nature of the concern or issue will need to be included in future surveys in order to better assess the nature of the problem.**

Graph #23 on the following page shows the primary concerns of poll site hosts who felt there was an issue with their site on Election Day.

Graph #23: Primary Concern of Poll Site Hosts Who Indicated Any Issue
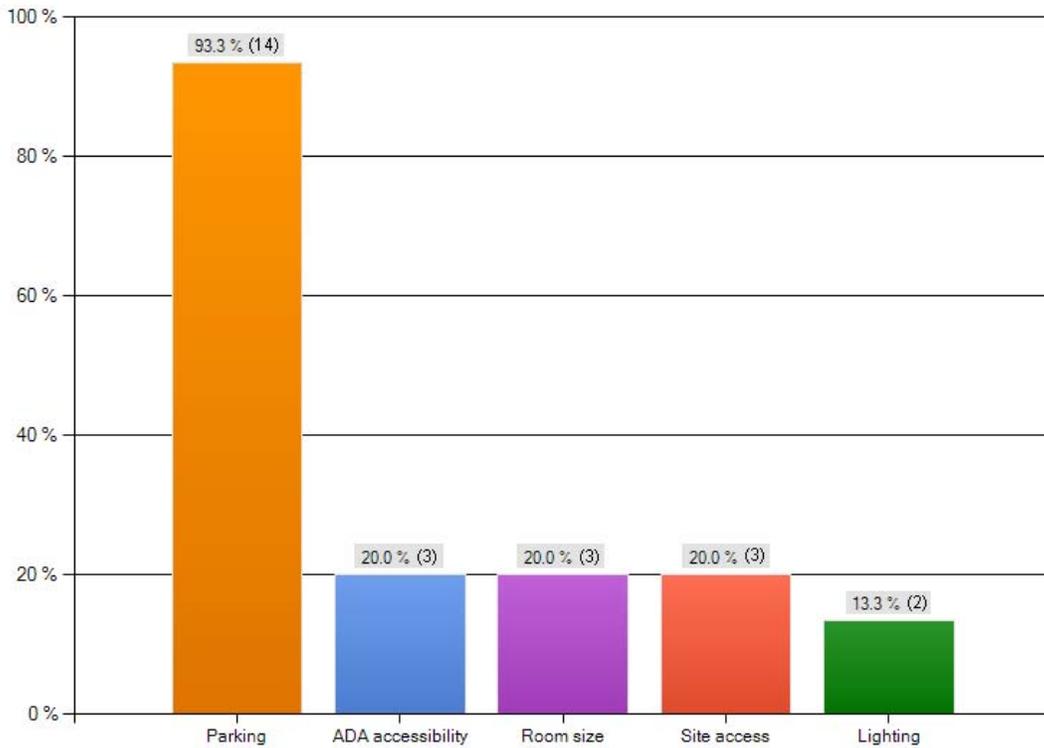
Quality of Service

When asked to evaluate the quality of service provided by the Registrar of Voters, 81% described it as excellent, and 17% described it as good. Only 2.3% felt the service provided was fair. When asked to describe their overall election experience, 98% of poll site hosts described it as excellent or good. 2% indicated that they had a negative experience. These results are consistent with the results from the May 19, 2009 Special Election.

Retaining poll sites for use in future elections in beneficial to all parties involved, and nearly 98% of poll sites expressed an interest in hosting in future elections. Graph #24 on the following page shows the large number of poll sites that are interested in serving in the future, compared to the May 19, 2009 Special Election. During the May 19, 2009 Special Election 5.5% of poll sites were not interested in serving in the future. Over the past three elections the number of poll sites interested in returning has gradually increased.

Graph #24: Interest in Serving as a Poll Site in the Future
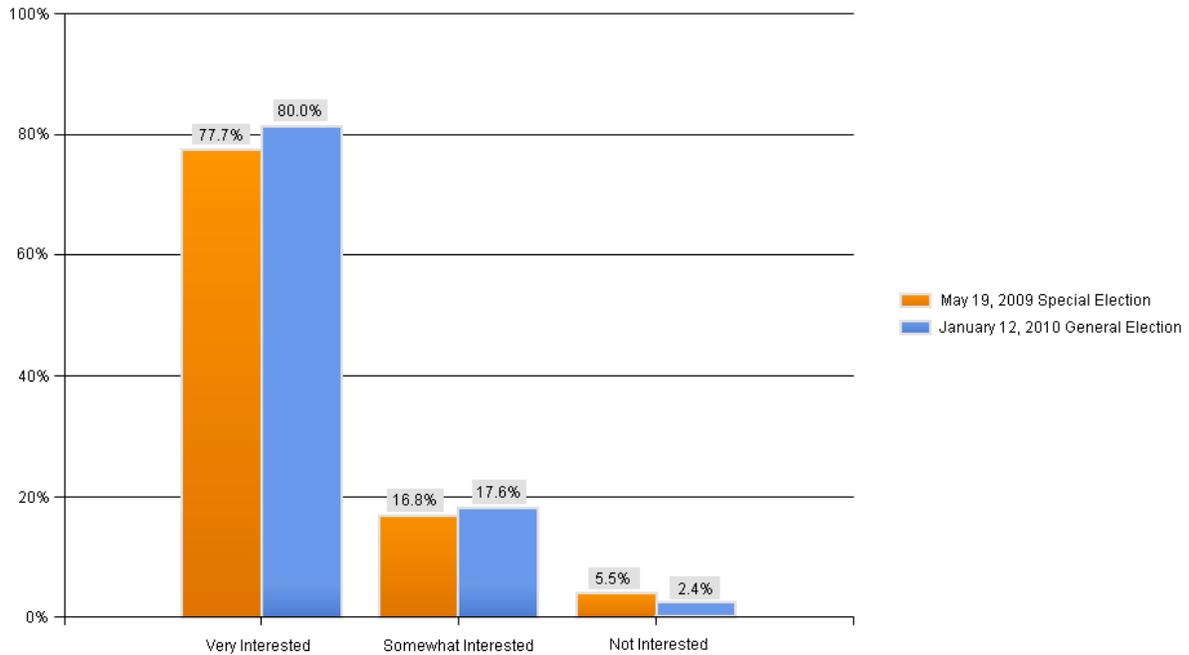
Of the two poll site hosts who indicated they were not interested in serving again in the future, one was an elementary school that felt the lunch room being used was overcrowded, and the other was a church that felt a school would be a better location for a poll site.

Phone Bank Survey

A Poll Worker Customer Service Phone Bank is utilized every election to assist poll workers and answer their questions. The Phone Bank Survey is completed by poll workers who call into the phone bank.

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January 12, 2010 Phone Bank Survey

Overview

The Poll Worker Customer Service Phone Bank was once again utilized to answer poll worker questions and to assist them with other pre-Election Day tasks. For the general election the customer service representatives were actively engaged in calling poll workers to schedule training, assist them with locating their poll site, and helping them in a number of other ways.

The phone bank received a total of 831 phone calls, though few poll workers were transferred to the automated customer service survey. A total of 13 callers participated in the survey, and the positive results are consistent with the high level of service expected from the customer service representatives. **The phone bank will need to increase the rate of transfers to the survey in order to obtain a more accurate assessment of the service being provided.**

Once again poll workers were asked to respond to the following three questions:

1. Was your question answered?

2. On a scale of one to five, five being the highest, how would you rate the customer service representative you spoke with?

3. On a scale of one to five, five being the highest, how you would rate your overall experience with the Registrar of Voters?

Two of the 13 callers felt that their questions were not answered. In response to the second question evaluating the customer service representative, all callers but one rated the person they spoke with a five. When asked to rate their overall experience with the Registrar of Voters, all but two callers gave the office a five. On average, the customer service representatives and the office both received ratings of four point six. Though these ratings are slightly lower than normal, the small number of surveys taken negatively affects the overall results.

Vote By Mail Boards Survey

Vote-By-Mail Boards are responsible for conducting various post-Election Day activities, such as removing vote-by-mail ballots from envelopes, sorting through precinct supplies, and conducting a manual tally of ballots.

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January 12, 2010 Boards Survey

Overview

Vote by Mail Boards for the January 12, 2010 General Election were staffed entirely by experienced board members, most of whom worked on a board in the primary election. A 12-question survey was mailed to each of the eight board members following the completion of their duties, and five responses were received.

Experience and Motivation

The board members who responded to the survey had varying levels of experience. All had served on a board for the May 19, 2009 Special Election, and three of four had served on a board in the November 17, 2009 Primary Election. Two board members had four to ten years of experience, two had more than 16 years of experience, and one had three years or less of experience.

When asked to identify their various motivations for serving on a board, three respondents chose community service as their primary reason. Two board members also chose personal interest or curiosity, a friend or family member, and money as additional motivations. Patriotism and academic or teacher influence each received one vote. Graph #25 on the following page shows the various motivations of board members for serving in the election.

Graph #25: Vote by Mail Boards' Primary Motivation for Serving
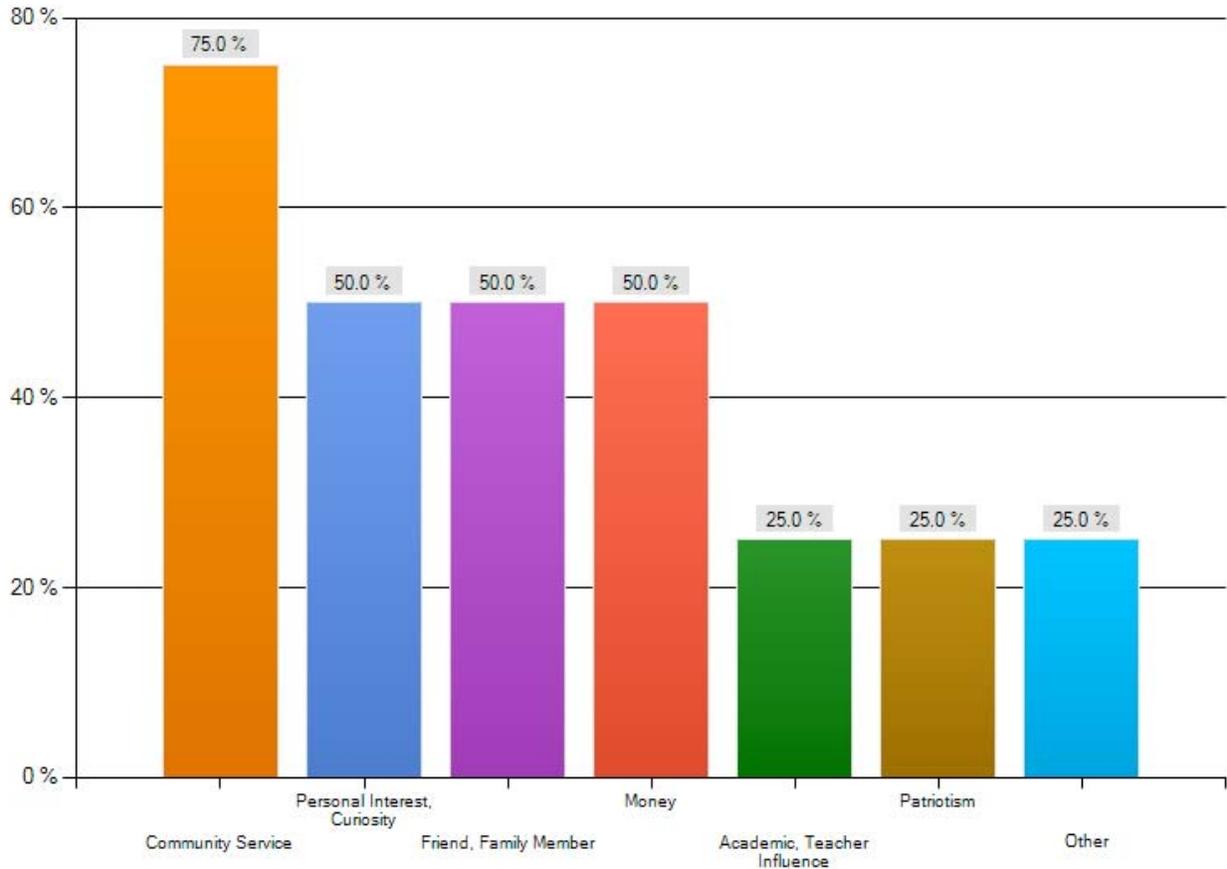
Board Training

Because most board members were experienced with the process, and most of them had served on a board during the primary election, the training they received for the general election was not the comprehensive training that is typically provided. A brief overview of their duties and the process was provided, and questions were answered on an as-needed basis.

All board members responded positively to the training they received. All respondents felt that the training they received helped to improve their understanding of their duties and responsibilities for both the vote by mail processes and the 1% Manual Tally.

In recent elections the office has taken steps to formalize the board experience. This has included a professionalized powerpoint training presentation, an improved check-in and

badging system, and assigned roles for office staff who are assisting with the process. When asked whether or not these changes were an improvement to the board experience, all board members strongly agreed that they were.

Continued Interest

All board members indicated that they were interested in serving on a board in future elections. Having experienced board members to call on during an election is a tremendous asset to the office and to the election process. These board members have an understanding of their role and responsibilities, and take pride in completeing their tasks efficiently and accurately. The office will continue to enhance and professionalize the board experience, in an effort to retain quality, experienced board members.