



Los Angeles County Registrar-Recorder/County Clerk

# **2012 Inspector Survey Analysis Report**

**November 6, 2012  
Presidential General Election**



# Inspector Survey Results

## November 6, 2012 Presidential General Election

### Survey Methodology

Results are based on 1,038 responses (23% response rate) from Inspectors who participated in either an online or mail-in survey. Responses are at a 95% confidence level and have a margin error of 2.68%. Surveys were sent to Inspectors about two weeks following Election Day and responses were collected through mid-December. Unless where specified, analyses of the bi-modal survey are presented as combined totals versus results of the paper and online survey, separately.

Whenever possible, comparison of the data to previous results is made to the 2008 Presidential General Election. Since 2008, additional questions were added to the survey; therefore, comparisons are made to the most comparable election since those revisions, usually the June 2012 Presidential Primary.

In this election, about 33% of respondents chose to use the online survey, which reduced the cost of mailing and required fewer data entry staff to manually enter paper surveys. The Department should continue to collect e-mail addresses whenever possible and use them to reduce operational costs and process time.

### Inspector Profile

In the November 2012 Presidential General Election, 61% of Inspectors were women and the largest age group represented was 51-61 years old (30%). Those who were 51-72 years old made up 53.5% of all Inspectors who served in this election. There were slightly fewer young people working as Inspectors, just 10% were 18-39 years old, when compared to 13% in 2008. Subtle shifts in the predominant age group or gender usually occur over time and these figures are mostly in line with historical data.

The survey found that 75.6% of Inspectors had served in 10 elections or less, which was the same for this group in November 2008. The percentage of first time Inspectors was nearly 17%.

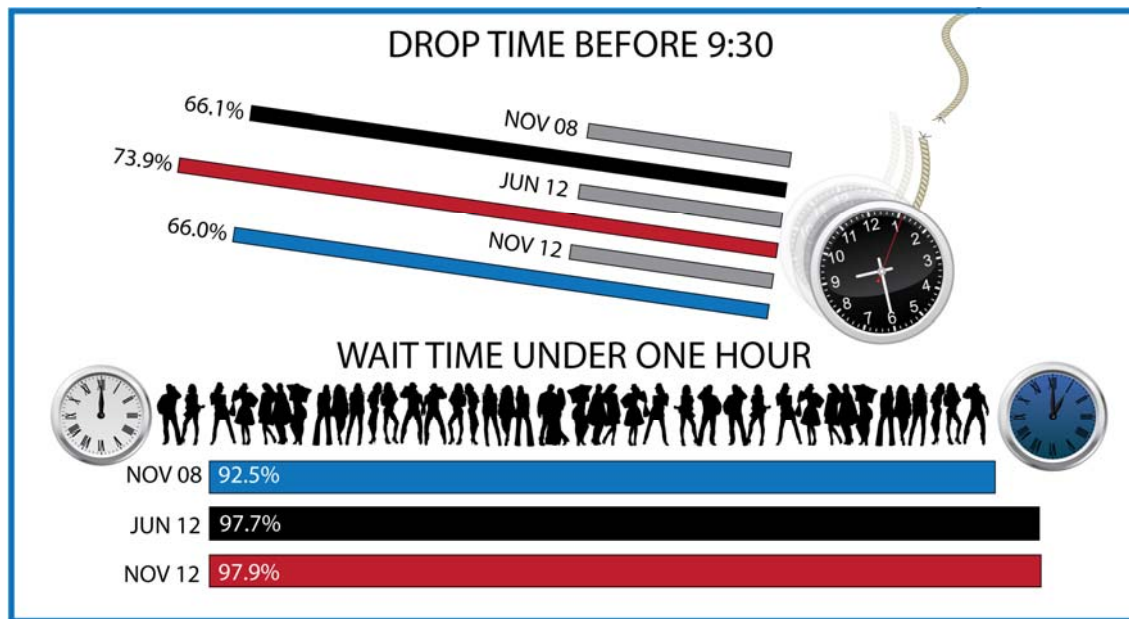
### Check-in-Center (CIC) Experience

Check in Centers (CIC) are located throughout the County and are operated by trained staff members who receive voting supplies and ballots from each Inspector after the polls close on Election Night.

In order to measure CIC performance, the survey asked respondents to report when they arrived and dropped off their ballots and how long they waited in line to do so. Questions were also asked to measure subjective aspects, such as the difficulty in locating the CIC and whether or not Inspectors felt staffing levels were sufficient at the CIC. When compared to the 2008 General Election, the results showed that **Inspectors are generally waiting shorter periods of time at the CIC.**

The survey found that 66% of Inspectors arrived at the CIC before 9:30 p.m., which was the same in the 2008 Presidential General Election when the turnout was significantly higher. However, the wait time at the CIC improved considerably. There were 5% more people waiting under one hour at the CIC in this

election (97.9%). In 2008, 7.5% waited over 1 hour compared with only about 2% in 2012. The percentage of wait times under 15 minutes stayed about the same (53%) since the June Primary<sup>1</sup>.



Nearly all Inspectors (98.6%) said that it was not difficult to locate their CIC after closing the polls. This is statistically about the same as responses from the June 2012 Primary. Additionally, there were 3.5% more Inspectors who said that staffing levels were sufficient at the CIC. In June, about 84% said that staffing levels were sufficient compared with 87.4% in November. Although this is positive news for CIC operations, analysis was conducted of the remaining 12.6% saying that staff levels were insufficient.

Of the 12.6% who felt staffing levels were *insufficient* at the CIC, nearly 60% waited over 30 minutes. This statistic is about the same as the June Primary when 61% waited over 30 minutes and felt staffing levels were insufficient. Since the June Primary, data has shown that the longer the wait time, the more likely Inspectors say staffing was insufficient at the CIC. Reports of insufficient staff levels decrease dramatically for those who wait under 30 and 15 minutes, 23.5% and 8.8% respectively. It can be assumed that Inspectors do not expect to have zero wait time, but the threshold for what is considered reasonable waiting time appears to be somewhere around 30 minutes.

	Sufficient Staff Levels at CIC?		Total	If you waited to drop off materials for each given time...	
	NO	YES			
Dropwait	0-15 min	19 (16%)	498	517	4% said staff levels insufficient
	16-30 min	30 (25%)	228	258	12% " "
	31-45 min	37 (30%)	92	129	29% " "
	46 min to 1 hr	21 (17%)	20	41	51% " "
	1.5 hrs	9 (7%)	5	14	64% " "
	2 hrs	6 (5%)	1	7	86% " "
Total	122 (100%)	844	966		

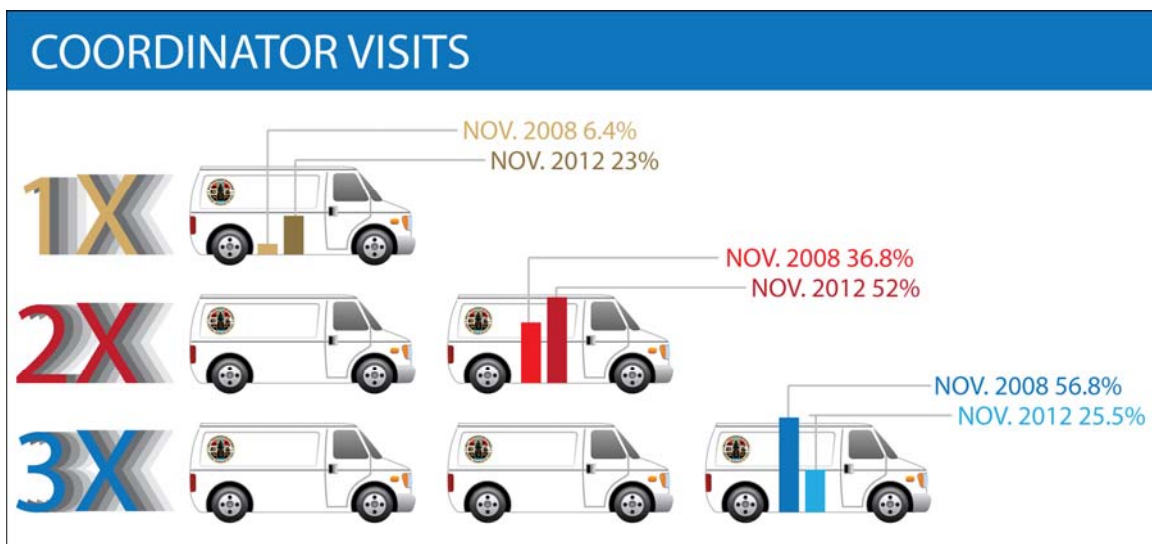
<sup>1</sup> The survey was revised in November 2011 to include 15 minute increments of the first hour. The most comparable election since this change was the June 2012 Primary Election.

## Communication and Support

Communication is vital to the success of an election, especially when assistance is needed at the polling place. The survey asked Inspectors about their experience when communicating with their assigned Coordinator and Norwalk Headquarters, if applicable.

The survey found that 82% of Inspectors reported that their Coordinator contacted them prior to Election Day, which is near the average response for major elections including the 2008 General Election and 2012 Presidential Primary. Figures also remain mostly unchanged when asked if their Coordinator visited their polling place on Election Day. The survey indicated that 97.4% Inspectors said their Coordinator visited in November 2012, compared with 98.5% in November 2008.

A significant change in the frequency of Coordinator visits was seen from 2008 to 2012. In 2008, almost 57% visited a polling place 3 or more times, dropping by more than half that in 2012 to 25.5%. In this election, about 52% of Inspectors said their Coordinator visited just 2 times and nearly 23% reported just 1 time.



### Pollworker Staffing

Responses showed that slightly more Inspectors felt there were enough pollworkers assigned to their polling place. 83% of Inspectors said there were enough pollworkers assigned to their precinct compared to just 78% who reported the same in the June Primary. This could partially be attributed to the 11.5% decline in voter turnout from 2008. Statistical tests suggest that a strong correlation exists between turnout percentage and whether Inspectors felt they had enough staff assigned to them.

When asked to rate the performance of their fellow pollworkers, 91.3% of Inspectors rated them positively as either excellent or very good (56.4% and 34.9% respectively). These numbers are consistent with those from the June Primary where an overall positive rating of 90% was observed. Negative ratings of poor and very poor were minimal and also the same since June.

### Communication with Norwalk

Calling the Norwalk office is a crucial service that must run efficiently in order for Inspectors to serve voters throughout the County. On Election Day, Inspectors will call Norwalk headquarters to resolve

critical and time sensitive issues. It is important that communication between polling places and Norwalk remain an area for improvement.

### Call Frequency and Reasons

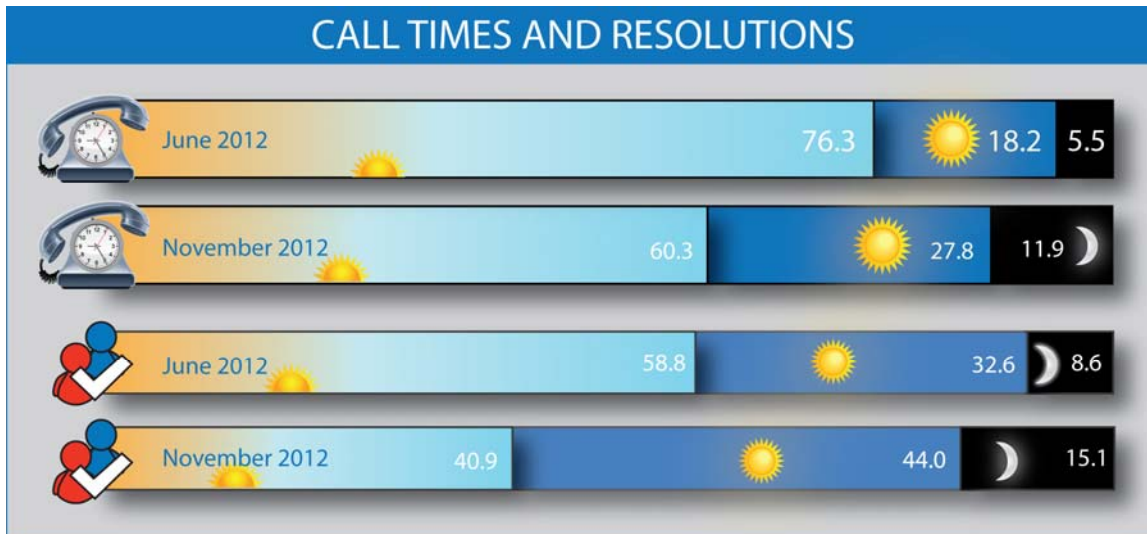
Compared to the June Primary, calls to Norwalk from Inspectors were slightly lower. In this recent election, **about 24% said that they called headquarters for assistance or troubleshooting**. This is down from 27% in June. Another slight shift was in the number of calls an Inspector made to our office. In June, 53% called once compared with November when 48.4% called just once. In this election, Inspectors were more likely to call at least 2 or 3 times (29.8% and 21.8% respectively). It is unclear whether these Inspectors called more than once about the same issue or if their additional calls were unrelated. The survey could be enhanced to indicate if the calls were about the same issue.

Of those who called on Election Day, the most frequently reported reason was a problem with the equipment (29.2%). This figure is relatively unchanged since June when 30.3% of the reasons were due to malfunctioning equipment. The second most frequent reason, besides “other”, was that Inspectors had a question about procedures (17%). This figure is also unchanged since June. Inspectors who called because they did not have enough pollworkers decreased by almost 10% since June, but those who called because they needed additional supplies increased by about the same amount.



### Call Times and Resolution

Of those who called Norwalk for assistance, **60.3% placed their first call in the morning (6:00-11:59 a.m.) compared to 76% who called in June** during that same time period. This means that in the November General Election, there were more calls placed in the afternoon (+9.6%) and evening (+6.4%) than in June. Similarly, those reporting the time their issue was resolved changed proportionally with when they placed the call. The survey showed an increase of 11.4% in the afternoon and 6.5% in the evening, for those indicating when their issue was resolved.



Overall, the number of Inspectors who said their issue was resolved by calling Norwalk headquarters remained unchanged at approximately 64%. Although many Inspectors remarked that they resolved it on their own, it is uncertain how many of these cases account for the remaining 36%. Future surveys should ask why their phone call was not resolved when calling Norwalk.

## Training

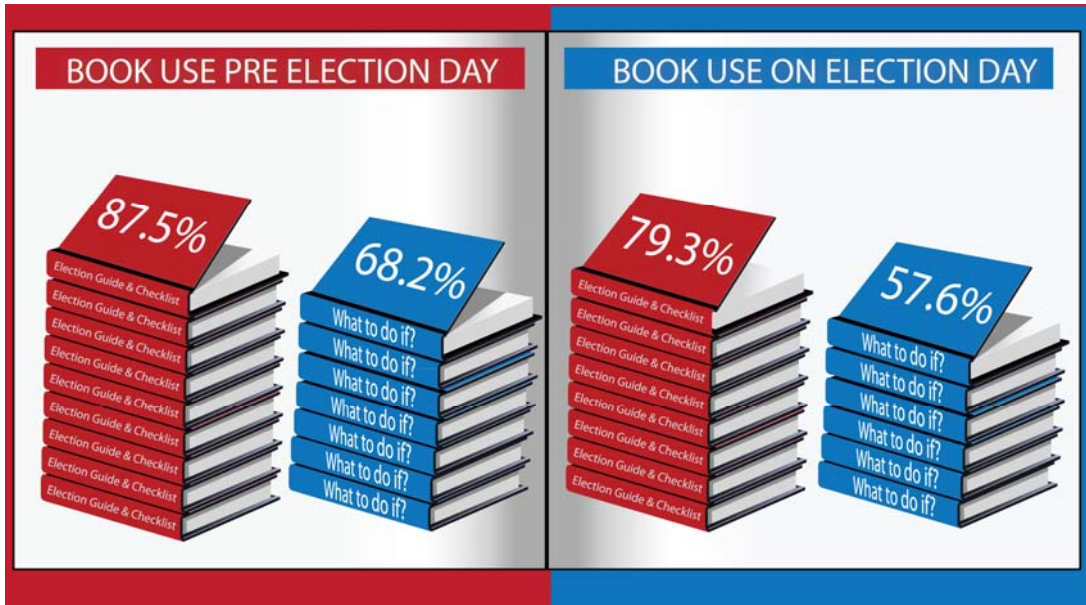
**Nearly 95% of Inspectors said that training prepared them for Election Day**, which is slightly more compared to 93% in June. Those who said training did not prepare them provided comments and suggestions such as: training is too repetitive for experienced Inspectors; more training is needed in closing procedures and special circumstances/procedures; and more time is needed for questions after training.

Overall, the use of training books remained relatively unchanged since the June Primary. The survey found that 92.5% of Inspectors reviewed their books prior to Election Day and 79.7% used them on Election Day. Typically, fewer Inspectors use the books on Election Day instead choosing to review them leading up to Election Day.

This remains true when looking at the use of each training book type. In this election, the *Election Guide and Checklist* was reviewed by 87.5% before Election Day and used by 79.3% once Election Day arrived (drop of 8.2%). The *What To Do If?* book was reviewed by 68.2% prior to Election Day and used by 57.6% on Election Day (drop of 10.6%). **Generally, more Inspectors say they use the *Election Guide and Checklist* rather than the *What To Do If?* book.**

### INSPECTOR SUGGESTION

One Inspector suggested that Inspectors be offered an incentive to keep their books to avoid costs of printing new ones since the books do not often go through major changes. Those who keep their books would receive an addendum of any important changes at the training class.



**Do experienced Inspectors use the books just as much as less experienced Inspectors?**

Inspectors who served fewer than 11 times were more likely to use their books on Election Day than those who served 11-30 times. In fact, of those who used either of their books on Election Day, 72% of them served under 11 times. **More experienced Inspectors tend to rely less on their training manuals.** However, the results also show that after serving 31-40 times, the proportion of book usage increased by 15%. Although every group showed that the majority of respondents used their training books, the least likely group was those who served 11-20 times. Additional studies of book use by experience could inform decisions about reducing costs for printing and distribution of training materials.

		Did you use your books on Election Day?		
		No	Yes	
Times Served	First time	4.7%	95.3%	100%
	1-10 times	22.3%	77.7%	100%
	11-20 times	32.6%	67.4%	100%
	21-30 times	30.2%	69.8%	100%
	31-40 times	15.4%	84.6%	100%
	Over 40 times	30%	70%	100%

**Equipment Function**

In this election, 99.6% of Inspectors said they received both the Precinct Ballot Reader (PBR) and Audio Ballot Booth (ABB). Use of the ABB went up from 10% in June to 16.4% in November; however, this number was the same compared to the Presidential General in 2008.

Overall, equipment functionality is about the same as 2008, with those who said their equipment functioned properly all day increasing slightly to 82.1% in 2012. Compared to 2008, there was also a slight increase in cases where the PBR was the malfunctioning unit. Four years ago, 70% said the PBR



was the malfunctioning unit, but the PBR accounted for 76% of cases with a malfunctioning unit<sup>2</sup> in 2012.

### ABB Functionality

Most of those who took the mail-in survey said that their ABB functioned properly all day, 91.9%. However, the online survey was expanded to account for an Inspector's uncertainty since not many voters use the ABB and Inspectors may not test it throughout the day. Of the online responses, 54.9% said they were not sure if it functioned properly all day because nobody used it. Only 39% of these respondents said with certainty that their ABB functioned fine the entire day.

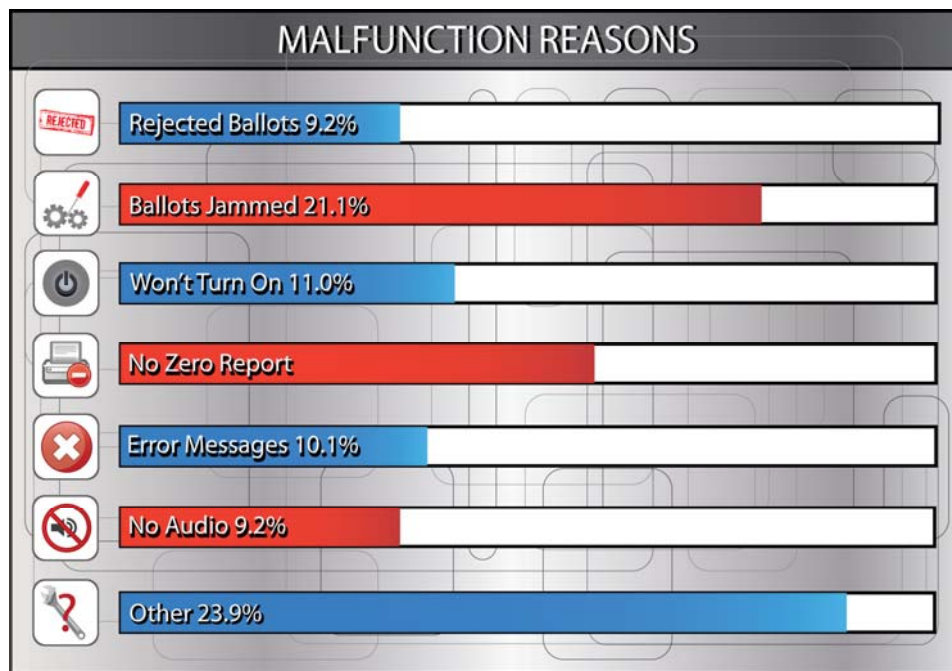
### PBR Functionality

Survey data indicates that 82% of Inspectors said their reader functioned properly all day. Although figures in 2008 did not distinguish functionality rates between the ABB and PBR, there has been a decrease in PBR functionality since data started being collected in November 2009. Compared to other November elections, **the rate of the PBR working properly all day has declined from 91% in 2009 to 83% in 2012.** With the exception of a spike in November 2011 where functionality jumped back to 89.4%, more PBR machines were having some type of trouble on Election Day.

### Malfunction Reasons

Reasons for equipment malfunctions began being tracked in November 2011. Inspectors were allowed to select more than one reason from a list and indicate additional reasons that are not listed in the survey.

Of all responses, "other" reasons took 23.9%, increasing from 20% in 2011. Most of these Inspectors indicated that the machine simply "stopped reading" or "working". Other major reasons specified under "other" were that the screen went blank, the ABB didn't start or the audio was inaudible, and issues with the ballot header cards.



<sup>2</sup> The 76.3% factors in responses that "both" units malfunctioned.

Aside from “other”, the most frequently selected reason was that ballots jammed in the PBR (21%). In November 2011 and June 2012, the most frequent reason was that the PBR did not print the zero report, but this issue has since fallen to the third biggest reason at 15.6%. The chart on the previous page shows the share of malfunction reasons. Because some reasons listed as “other” may overlap with pre-selected choices, the actual share of reasons may be greater for some choices than depicted here.

### **Malfunction Times and Replacement Rate**

Equipment tends to malfunction in the early morning during set-up. Survey results show that 32.4% of issues occurred before 7:00 a.m., which is consistent with results from November 2008. In this election, by 11 a.m. 64% of all malfunctions had occurred. Although these results are on par with 2008, even more malfunctions tended to occur before 7 a.m. during the past four years. Every election since 2008, except November 2010, experienced at least 55% of malfunctions before 7 a.m. In this recent election, the malfunctions happened more often throughout the day instead of being primarily isolated to the morning. **Considering that there is a trend of more malfunctioning PBRs, election staff should be ready to assist more inspectors later in the day.**

The survey found that a piece of malfunctioning equipment was replaced in 33.5% of cases, slightly fewer than four years ago. By a narrow margin, the majority of replacements were done in the morning (48.7%), which is about the same as in 2008. There continues to be a correlation between when a malfunction occurred and when it was replaced, suggesting that units are replaced as they malfunction.

### **Overall Experience**

Inspectors were asked to rate how strongly they agreed or disagreed with several statements in order to gauge their attitudes toward election procedures and related issues. Data collection on these measures began in November 2011.

The percentage saying that they strongly agreed that closing procedures were simple was 44.9% in this election, up from 38% in the June Primary. Although this figure is up from June, it is down from 61% in November 2011. This is likely because the Presidential Election is much higher volume compared to 2011, but less complicated compared to the June Primary. Similar patterns of fluctuation appeared when Inspectors were asked about setting up the polling place. Nearly 58% in this election said they strongly agree setting up the polling place is quick and easy, but this figure was 43% and 63% in the Primary and November 2011 election, respectively.

The most prominent shift in attitudes seemed to be when **only 27.6% of Inspectors strongly agreed that they are “confident (they) have the resources to address problems on Election Day”**. This has dropped consistently since 2011 when 87% strongly agreed with the statement. The survey showed most responses shifting to “somewhat agree” and “somewhat disagree”, 59% and 12.9%, respectively.

Despite the overwhelming record volume of provisional voters at the polls, 85% of Inspectors strongly agreed that they feel confident in processing provisional voters correctly, about the same as in June.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Closing procedures are simple	44.9%	42.2%	10.4%	2.4%
Setting up the polling place is quick and easy	57.5%	33%	7.8%	1.7%
Setting up the voting equipment is quick and easy	68.4%	27.1%	3.8%	0.7%
I feel confident that I can process provisional voters correctly	85.6%	13.4%	0.8%	0.2%
I am confident I have the resources to address problems on Election Day	27.6%	59%	12.9%	0.5%
The quality of my work on Election Day is important to what the Registrar does after the election	88.9%	10.5%	0.3%	0.3%
I know who to call if I have trouble on Election Day	87.1%	11.5%	0.8%	0.6%

### Overall Experience Rating

92% of Inspectors rated their overall experience working in the recent election as either excellent or very good. This is a slight increase from 90% the June Primary. Also up by a similar margin, the percentage of Inspectors who said that they would be willing to work in future elections inched up to 97%, up 1.5% from June.

### Comments

A total of 408 Inspectors included comments with their survey, or 39.3% of all respondents. An analysis of those comments revealed common themes. By far, comments regarding poll worker behavior were the most frequent (20.9%), followed by polling place issues (15.7%) and training (14.1%). These figures are mostly in line with previous surveys; however, comments on training have doubled since June surpassing equipment and supplies issues. The top ten issues reported by Inspectors are categorized below along with descriptions that contain key phrases from Inspectors.

<b>20.9%</b>	<b>Poll Worker Behavior</b> – wasn't there, didn't know procedures, Clerks had no training
<b>15.7%</b>	<b>Polling Place Issues</b> – too small for more than one precinct, hard to find parking, rude host, unclean
<b>14.1%</b>	<b>Training</b> – online is useless, too much, not enough, needs to be longer
<b>12%</b>	<b>Supplies</b> – not enough, too much, need different types (tape)
<b>9.9%</b>	<b>Voter Materials</b> – voters claimed not to be VBM, not in roster book
<b>9.4%</b>	<b>Equipment</b> – broken, malfunctioning, assembled wrong
<b>4.2%</b>	<b>CIC Issues</b> – wait time is too long
<b>3.1%</b>	<b>Communication</b> – on hold for long time, no call returns, no answer, no help
<b>2.6%</b>	<b>Payment</b> – pay is too low, pay sooner, check takes too long
<b>2.1%</b>	<b>ML Material</b> – too much, not enough for specific language in area

Although comments regarding payment were among the lowest at the time of the survey, many Inspectors called several weeks after the election to check the status of their stipend. Therefore, the number of complaints regarding this issue is actually greater than depicted above.

## **Next Steps: Recommendations**

Election staff are currently working to improve the process of issuing stipends to all pollworkers so that they are rewarded for their work more quickly. The Department should continue to find ways to acknowledge the value of pollworkers in order to retain these qualified and indispensable volunteers.

Overall, feedback from Inspectors has been positive. The wait time is lower at Check-in-Centers, fewer Inspectors called headquarters for help, more Inspectors felt they had enough pollworkers, and more felt that training prepared them for their Election Day tasks.

Areas that can be improved include: increasing communication between Coordinators and Inspectors, reducing equipment malfunctions, and enhancing pollworker training to more effectively disseminate information.

In order to better evaluate Election Day issues and improve service to Inspectors and voters, additional data points should be collected to identify:

- Preferred mode of communication such as e-mail, text message, website, phone call, Facebook, Twitter, etc.
- Specific polling location issues such as parking, ADA accessibility, room size, site access, and coordination with the host
- Reasonable wait time and expectations at the Check-in-Centers
- Motivational reasons for becoming an Inspector
- The biggest factor that would make someone quit the role of Inspector
- Why phone calls are not resolved by calling Norwalk

## **APPENDIX A: DESIGN METHODOLOGY AND RESEARCH FINDINGS**

### **DESIGN METHODOLOGY**

#### **A. Questionnaire and Database Redesign**

Both the survey questionnaire and the database were redesigned in order for data to be collected and entered to facilitate effective analysis.

#### **B. Database Coding and Re-Coding Methodology**

Data was imported from MS Access into SPSS for coding, recoding, and analysis. Variable fields were renamed and some were recoded to rearrange categories within questions. An explanation of the recoding procedure follows below.

Yes/No answers were given new variable names but were not recoded; only chronological data was recoded. It was necessary to reorder some chronological information because several database categories did not correspond to logical chronology (i.e. 8:30-9:30 before 7:30-8:30). It was also necessary to categorize and code the variable (Time Served) that designates how many elections each respondent has served.

Timeserve was recoded to produce proper chronological time frames. The original data was entered as a string variable (single number) from 0 to 75. The recode grouped numerical data into categories for presentation and measurement purposes (i.e. "0-10, 11-20", etc.)

Age was recoded to produce age in years and placed in proper chronological time frames. The original data was entered as birth date, (mm/dd/yyyy) and calculated to produce age in years. Following that calculation, age in years was grouped into ordered categories for presentation and measurement purposes.

The answers to multiple response questions were considered as separate variables in order to perform analyses using SPSS software. Each answer was treated as a Yes/No response and recoded (2 = Yes, 3 = No) to maintain uniformity in the data.

#### **C. Web Survey Database Design and Coding**

Data was also imported from Survey Monkey, a web based survey tool. The variables were renamed to remain consistent with previous data sets, but recoding was unnecessary since the online survey data was already organized in a logical manner. However, Survey Monkey does not use the coding scheme used in existing data sets (i.e. 1 = Yes and 2 = No, instead of 2 = Yes and 3 = No). Therefore, the data was treated as two separate data sets, paper and online. In the future, the paper survey data should be coded to coincide with the online survey data set in order to easily produce analyses and reports.

## RESEARCH FINDINGS

### A. Frequency Reports

The frequency report provides responses to each question included in the survey as well as percentages of responses within the category where the majority of responses reside<sup>1</sup>. Also included in the table below are responses from the RR/CC's previous surveys for comparison purposes.

Variable Name	Category	Percentage			
		Nov '12	Nov '10	Nov '08	Nov '06
Timeserve	1 to 10 times	75.6	75.2	75.6	N/A
Age	51-61*	30.2	29.5	29.2	29.3
Gender	Female	60.9	59.7	63.5	61.9
Droptime	9-9:30 PM	47.2	46.5	46.9	47.4
Dropwait	0-30 minutes*	79.5	75.3	85.2	67.6
Coorcontact	Yes	82.4	82.1	83.8	66.1
Coorvisit	Yes	97.4	97.8	98.5	87.9
Coortimes	2 times*	51.7	50.6	36.8	49.7
Abbused	No	83.6	86.6	83.2	82.2
Pbrfunc	Yes	82.1	86.5	-	-
Abbfunc	Yes	91.9	93.6	-	-
Malunit	PBR	77.3	74	70.1	71.8
Maltime	Before 7 AM	32.4	37.5	32.6	28.4
Replaced	No	66.5	68.6	64.6	N/A
Replacetime	Morning (6-11:59 AM)*	48.7	49.1	48.1	57.1
Pbrabreceived	Yes	99.6	99.8	99.2	N/A
Locatecic	No	98.6	96.7	-	-
Cicstaff	Yes	87.4	-	-	-
Pwassigned	Yes	83	79.5	-	-
Pwperform	Excellent	56.4	54.2	-	-
Trainingprep	Yes	94.9	96.1	-	-
Callhq	No	75.9	-	-	-
Callfreq	1 time	48.4	-	-	-
Callreason	Equipment mal.	29.2	-	-	-
Firstcall	Morning (6-11:59 AM)	60.3	-	-	-
Callresolved	Yes	64.4	-	-	-
Resolvetime	Morning (6-11:59 AM)	58.8	-	-	-
Bookuse	Yes	79.7	-	-	-
Bookreview	Yes	92.5	-	-	-
Maltype	Other*	23.9	-	-	-
Workfuture	Yes	97	98	-	-
Overallexp	Excellent	51.9	49.7	-	-

<sup>1</sup> As time has elapsed, the majority of responses for some variables have shifted into other categories, indicated in this table as an asterisk (\*). For instance, a downward trend in Coortimes is due to the fact that the majority of responses now fall in the "2 times" category, which is not detailed in this table. Historical data is shown here for comparison purposes only.

## B. Response Tables

Responses to each question are shown in the following tables.

### PROFILE QUESTIONS

Times Served Before November 6, 2012			
		Valid Percent	Cumulative Percent
Valid	First Time	16.7	16.7
	1-10 Times	58.9	75.6
	11-20 Times	15.7	91.3
	21-30 Times	5.9	97.2
	31-40 Times	1.8	99.0
	Over 40 Times	1.0	100.0
	Total	100.0	
Total			

Age at Election Day			
		Valid Percent	Cumulative Percent
Valid	18-28 yrs	8.2	8.2
	29-39 yrs	10.1	18.3
	40-50 yrs	16.9	35.2
	51-61 yrs	30.2	65.4
	62-72 yrs	23.4	88.8
	73 yrs or older	11.2	100.0
	Total	100.0	
Total			

Gender			
		Valid Percent	Cumulative Percent
Valid	Female	60.9	60.9
	Male	39.1	100.0
	Total	100.0	
Total			

## CHECK-IN-CENTER OPERATIONS

Time Dropped Off at CIC		
	Valid Percent	Cumulative Percent
8:00- 8:30 PM	2.3	2.3
8:31- 9:00 PM	17.2	19.5
9:01- 9:30 PM	47.2	66.7
9:31-10:00 PM	25.2	91.9
10:01-10:30 PM	6.2	98.1
10:31-11:00 PM	1.2	99.3
11:01-11:30 PM	0.2	99.5
11:31-12:00 AM	0.5	100.0

Wait Time at CIC		
	Valid Percent	Cumulative Percent
0-15 min	53.3	53.3
16-30 min	26.2	79.5
31-45 min	14.0	93.5
46 min- 1hr	4.4	97.9
1.5 hrs	1.4	99.3
2 hrs	0.8	100.0
3 hrs	0.0	100.0

Was It Difficult To Locate The CIC?		
	Valid Percent	Cumulative Percent
No	98.6	98.6
Yes	1.4	100.0

Were Staffing Levels Sufficient at CIC?		
	Valid Percent	Cumulative Percent
No	12.6	12.6
Yes	87.4	100.0



## COMMUNICATION AND SUPPORT

Coordinator Contact Prior to E-Day		
	Valid Percent	Cumulative Percent
No	17.6	17.6
Yes	82.4	100.0

Coordinator Visit on E-Day		
	Valid Percent	Cumulative Percent
No	2.6	2.6
Yes	97.4	100.0

Times Coordinator Visited		
	Valid Percent	Cumulative Percent
1	22.8	22.8
2	51.7	74.5
3 or more	25.5	100.0

Enough Pollworkers Assigned?		
	Valid Percent	Cumulative Percent
No	17.0	17.0
Yes	83.0	100.0

Pollworker Performance Rating		
	Valid Percent	Cumulative Percent
Excellent	56.4	56.4
Very Good	34.9	91.3
Fair	7.3	98.6
Poor	1.0	99.6
Very Poor	0.4	100.0

Did You Call HQ?		
	Valid Percent	Cumulative Percent
No	75.9	75.9
Yes	24.1	100.0

How Many Times Did You Call?		
	Valid Percent	Cumulative Percent
1	48.4	48.4
2	29.8	78.2
3 or more	21.8	100.0

Call Reason	
	Percent of Responses
Pollnotopen	2.2
Needsupplies	16.5
Needpws	16.1
Qsprocedures	15.8
Equipmalfunc	29.2
Other	20.2
Total	100.0

What Time Was The First Call?		
	Valid Percent	Cumulative Percent
Morning (6-11:59)	60.3	60.3
Afternoon (12:00-5:00)	27.8	88.1
Evening (5:01-8:00)	11.9	100.0

WasThe Issue Resolved by Calling?		
	Valid Percent	Cumulative Percent
No	35.6	35.6
Yes	64.4	100.0

What Time Was It Resolved?		
	Valid Percent	Cumulative Percent
Morning (6-11:59)	40.9	40.9
Afternoon (12:00-5:00)	44.0	84.9
Evening (5:01-8:00)	15.1	100.0

## TRAINING

Did Training Prepare You For E-Day?		
	Valid Percent	Cumulative Percent
No	5.1	5.1
Yes	94.9	100.0

Did You Use The Books on E-Day?		
	Valid Percent	Cumulative Percent
No	20.3	20.3
Yes	79.7	100.0

Did You Review The Books Prior to E-Day?		
	Valid Percent	Cumulative Percent
No	7.5	7.5
Yes	92.5	100.0

Which Book Did You Use On E-Day?	
	Percent of Responses
EGCused	57.9
WTDIused	40.1
Dontremused	2.0
Total	100.0

Which Book Did You Review Prior to E-Day?	
	Percent of Responses
EGCused	55.9
WTDIused	42.3
Dontremused	1.8
Total	100.0

## Equipment Function

Received PBR and ABB?		
	Valid Percent	Cumulative Percent
No	0.4	0.4
Yes	99.6	100.0

Any Voter Use ABB?		
	Valid Percent	Cumulative Percent
No	83.6	83.6
Yes	16.4	100.0

PBR Function Properly All Day?		
	Valid Percent	Cumulative Percent
No	17.9	17.9
Yes	82.1	100.0

ABB Function Properly All Day?			
		Valid Percent	Cumulative Percent
Paper	No	8.1	8.1
	Yes	91.9	100.0
Online	No	5.8	5.8
	Yes	39.2	45.0
	Not sure, nobody used it.	54.9	100.0

Which Unit Malfunctioned?	
	Valid Percent
Ballot Reader	77.3
Audio Ballot Booth	23.6

What Time Did Unit Malfunction?		
	Valid Percent	Cumulative Percent
Before 7 AM	32.4	32.4
7:01-9:00 AM	16.4	48.8
9:01-11:00 AM	16.0	64.8
11:01-1:00 PM	12.3	77.1
1:01-3:00 PM	10.0	87.1
3:01-5:00 PM	3.7	90.8
5:01-8:00 PM	9.1	99.9

Reason For Malfunction	
	Percent of Responses
Rejected ballot	9.2
Jammed ballot	21.1
Not turning on	11.0
No zero report	15.6
Error message	10.1
Audio didn't work	9.2
Other malfunction	23.9

Was Unit Replaced?		
	Valid Percent	Cumulative Percent
No	66.5	66.5
Yes	33.5	100.0

What Time Was Unit Replaced?		
	Valid Percent	Cumulative Percent
Morning (6-11:59)	48.7	48.7
Afternoon (12:00-5:00)	47.4	96.1
Evening (5:01-8:00)	3.8	99.9

## Overall Experience

Closing Is Simple		
	Valid Percent	Cumulative Percent
Strongly Agree	44.9	44.9
Somewhat Agree	42.2	87.1
Somewhat Disagree	10.4	97.5
Strongly Disagree	2.4	99.9

Setting Up The Poll Is Easy		
	Valid Percent	Cumulative Percent
Strongly Agree	57.5	57.5
Somewhat Agree	33.0	90.5
Somewhat Disagree	7.8	98.3
Strongly Disagree	1.7	100.0

Setting Up Voting Equipment Is Easy		
	Valid Percent	Cumulative Percent
Strongly Agree	68.4	68.4
Somewhat Agree	27.1	95.5
Somewhat Disagree	3.8	99.3
Strongly Disagree	0.7	100.0

<b>I'm Confident I Can Process Provisionals Correctly</b>		
	Valid Percent	Cumulative Percent
Strongly Agree	85.6	85.6
Somewhat Agree	13.4	99.0
Somewhat Disagree	0.8	99.8
Strongly Disagree	0.2	100.0

<b>I'm Confident I Have Resources to Address Problems On E-Day</b>		
	Valid Percent	Cumulative Percent
Strongly Agree	27.6	27.6
Somewhat Agree	59.0	86.6
Somewhat Disagree	12.9	99.5
Strongly Disagree	0.5	100.0

<b>Quality of My Work Is Important to Registrar After The Election</b>		
	Valid Percent	Cumulative Percent
Strongly Agree	88.9	88.9
Somewhat Agree	10.5	99.4
Somewhat Disagree	0.3	99.7
Strongly Disagree	0.3	100.0

<b>I Know Who To Call If I Have Trouble On E-Day</b>		
	Valid Percent	Cumulative Percent
Strongly Agree	87.1	87.1
Somewhat Agree	11.5	98.6
Somewhat Disagree	0.8	99.4
Strongly Disagree	0.6	100.0

Overall Experience Rating		
	Valid Percent	Cumulative Percent
Excellent	51.9	51.9
Very Good	40.1	92.0
Fair	7.1	99.1
Poor	0.9	100.0
Very Poor	0.0	100.0

Would You Work Again In The Future?		
	Valid Percent	Cumulative Percent
No	3.0	3.0
Yes	97.0	100.0