RR/CC

Los Angeles County Registrar-Recorder/County Clerk

2009 Inspector Survey
Analysis Report

May, 2009 Special Statewide Election

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Preparation Date: August, 2009

The Los Angeles County Registrar-Recorder/County Clerk's Office (RR/CC) releases its 5th Inspector Survey Analysis Report[1]. The Reports, begun in 2006, track polling place, Check in Center (CIC) and equipment issues as reported by the County's polling place Inspectors.

The surveys are mailed to each of the Inspectors who are confirmed to have worked in the current election, and are sent approximately two weeks after Election Day.

The surveys offer valuable insights into how RR/CC operations respond to the demands of elections and how these responses differ, if at all, between elections.

> For this election approximately 55 percent of the Inspectors filled out and returned their surveys. The return rate was slightly below prior elections.

The responses show that some key indicators of Election Day operations have improved since the 2008 Presidential Election, some have remained about the same, and a few others showed a small decrease. It is important to note that all indicators measured in this report have improved since the first analysis conducted after the 2006 Gubernatorial election.

Several important highlights include:

◆ 82 percent of those surveyed dropped their ballots off at CICs before 9:30 p.m. and 97 percent dropped them off before 10:00 p.m. This statistic represents an increase of nearly 20 percent in two years;

◆ 98 percent of respondents waited less than 1 hour when depositing their ballots and supplies. This represents a 23 percent increase over 2006[2];

◆ Coordinators contacted 81 percent of Inspectors before Election Day. This showed a 3 percent decline from November of 2008 when 84 percent reported that Coordinators had contacted them;

◆ 98 percent of Inspectors reported that their Coordinator visited their polling place on Election Day; an increase of over 10 percent since November 2006. However, only 25.3 percent reported that their Coordinator visited 3 times or more, a decrease of 31 percent from the last election studied and 25 percent from November, 2006;

> *(Note: The decline is explained by polling place consolidation , cost saving initiatives, and a new online training program that were implemented in the last two elections. The RR/CC reduced the number of Coordinators which increased the number of precincts each Coordinator was assigned. The reduction is partially based on the fact that poll workers have increased their operational capabilities with the PBR/ABB configuration through experience*

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[1]The title was changed from "Poll Worker" to "Inspector" to more accurately reflect the respondents. Previous Reports include the November, 2008 General Election, the February, 2008 Presidential Primary Election, the June, 2008 Statewide Direct Primary and the November, 2006 Gubernatorial General Election.

[2] The November, 2008 statistic for this category was erroneous; the percentage should have been 92.5 but was reported as 97.

and with addition of online training. Therefore, there is less need to rely on Coordinators' advanced knowledge of the voting system. This cost-saving policy will be implemented in all elections for the foreseeable future.)

◆ The most notable indicators were found in equipment function. 86 percent of respondents said their equipment functioned properly, a 16 percent increase compared with the 2006 election. This constitutes a steady increase since statistics were first kept (69.7 percent of respondents reported proper equipment function in November, 2006).

Statistical tests were performed on sets of variables and are included in Appendix A. The tests, using correlation measures, show the following results:

◆ If a Coordinator contacted an Inspector before Election Day, the Coordinator was more likely to visit the polling place;

◆ Inspectors who dropped off their ballots later tended to wait longer at Check in Centers;

◆ If a Coordinator visited an Inspector before Election Day that Coordinator was more likely to visit the polling place more than once;

◆ Malfunctioning units tended to be replaced on a rolling basis; if a unit malfunctioned in the morning it tended to be replaced in the morning.

Based on results of the full Report, recommendations include the following along with status updates from the previous November 2008 General Election.

◆ Continue recruitment and training practices established for the November 2008 General Election. Recruitment may be difficult for subsequent elections due to "election burnout" or disinterest but November, 2008 goals should be kept in place.

STATUS: Recruitment and training procedures were kept in place for this election. Polling places were consolidated which resulted in 1,300 fewer precincts (and therefore decreased need for poll workers) than in the Presidential Election but all recruitment and training was completed a week before the election with a reserve built into the program. There were no poll worker shortages for this election.

◆ Expand the online poll worker training program to all Inspectors, Coordinators and Neighborhood Voting Center (NVC) Directors. Lead Election Day workers should be as knowledgeable as possible to assist clerks in their job functions. Mandatory training will refresh information from previous elections and stress changes in procedures and policies from past elections.

STATUS: Online training is now mandatory for Coordinators and Inspectors; Coordinators must take the full course while Inspectors must complete the Provisional module. Poll workers are encouraged to visit the site and take part in some, if not all, of the training.

◆ Design and implement a survey at the end of the online poll worker training program that tracks demographic, usability and other pertinent data.

STATUS: A survey was written and implemented for the May, 2009 election. The survey asks questions about opinions on the usability of the site, the length of time involved in taking the course, and demographic information among other questions. The survey is now a non mandatory part of the training and can be used to compare with all future elections (please see Appendix E for online survey questions and results).

◆ Standardize definitions of equipment "repairs" and "replacements" and log statistics for each election. This practice allows management to differentiate between the two terms to determine if there are pieces of equipment that are left inoperable, missing or not repaired.

STATUS: Clarification of these terms resulted in the questions regarding "repairs" being removed from the survey. Repairs are only made by Inspectors in the polling place and do not involve RR/CC technical staff. Only machines that are inoperable are removed and replaced.

◆ Set goals to require Coordinators to visit 100 percent of their precincts on Election Day. 98.5 percent of all Coordinators visited their polling places on Election Day.[3] RR/CC policy should establish verification protocols that ensure all Coordinators comply with this policy.

STATUS: Investigation is underway to determine which Coordinators did not show up to polling places, if anyone at all. However, 1.5 percent falls within the margin of error (MOE). Therefore, the differential might be explained by MOE or survey bias.

Section I
The May, 2009 Inspector Survey Report: Components

The Inspector Survey Report focuses on three main areas: CIC operations, Coordinator and Poll Worker interaction, and equipment issues. Specifically, it presents information about Coordinator contact with Inspectors before and during Election Day, equipment usage and function, and CIC wait times for Inspectors after the polls close.

This Report is presented in the three critical policy areas mentioned above. It analyzes questions relevant to each area and discusses possible variable relationships that might explain links between policy and performance.

The Methodology and Justification sections are included in Appendix A and discuss changes made to the survey and the statistical tests used to determine relationships. Appendix B includes the Data Entry and Analysis code book used for this particular survey report and Appendix C presents the survey used for this Report. Finally, Appendix D presents the online poll worker survey and responses for the May, 2009 Special Statewide election.

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[3] The 1.5 percent difference could be attributed to a margin of error or another survey-related bias. However, an Election Day reporting mechanism should be installed at Norwalk Headquarters to ensure that 100 percent of Coordinators visit their assigned polling places.
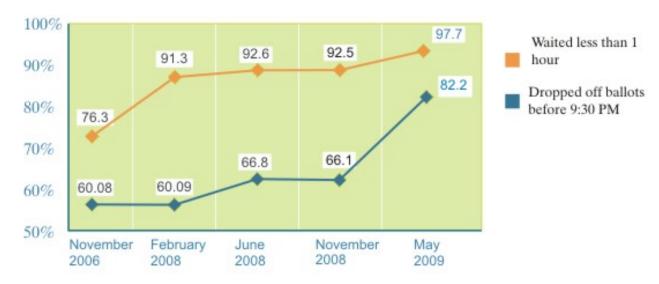
Check in Centers are located throughout Los Angeles County and are operated by trained staff members who receive voting supplies and ballots from each Inspector after the polls close on Election Night along with an assigned clerk.

Voted ballots are sealed in red boxes, scanned at CICs and prepared for secure transport to Norwalk Headquarters. Provisional and Vote By Mail (VBM) ballots are also transported in separate security envelopes to Norwalk where they are prepared for signature verification.

In order to measure CIC performance, survey questions asked the respondents to report when they arrived and dropped their supplies off and how long they waited in line to do so. Graph 1 below tracks the percentage of respondents who dropped their ballots off before 9:30 PM on Election Night and who waited at their CICs less than one hour.

There were 69 CICs for the May 2009 election. Each accommodated approximately 44 precincts.

Percent Reporting That They Waited Less Than 1 Hour And Dropped Off Ballots Before 9:30 PM

The graph above shows dramatic increases in the number of respondents who waited less than one hour at Check in Centers after the polls closed on Election Day, and the number who dropped their ballots off before 9:30 PM; polls in Los Angeles County close at 8:00 PM. These statistics reflect that most poll workers are cognizant of the proper closing procedures and can process closing paperwork and ballot tally sheets and transport their materials in a timely fashion. There is no correlation of the number of ballots processed in polling places to wait times or drop off times.

Coordinators contact Inspectors before Election Day to give them their contact information and to discuss any issues prior to Election Day. They act as liaisons with RR/CC Headquarters and also monitor their assigned polling places throughout the day.

Graph 2 below shows marked improvement in Coordinator contact since the November, 2006 election. 81.1 percent of Inspectors reported that their Coordinators contacted them prior to Election Day. This represents a 15 percent increase from 2006. However, there was a slight drop in this statistic from November, 2008 election to the May, 2009 election.

Coordinators are highly trained individuals who are assigned approximately 15 polling places each to monitor on Election Day. Coordinators are required to attend specialized training courses and to participate in and pass an extensive online poll worker training course.

Percent Reporting That Coordinator Contacted Them Before Election Day

As previously noted, Coordinators visit polling places on Election Day to monitor proper poll set-ups, supply polling places with any missing supplies and either correct machine malfunctions or report to Regional Distribution Centers (RDCs) to pick up and deliver replacement equipment to precincts. Coordinators are responsible for 10-20 precincts on average and are required to visit their assigned polling places, on a rotating basis, from when polls open at 7:00 AM until they close at 8:00 PM.

According to the survey nearly 100 percent of Coordinators – 97.7 percent - visited their polling places. However, only 25.3 percent – a decline of 31 percent from November, 2008 – reported that they visited 3 times or more. To reiterate, recruitment and consolidation was due to increased poll worker performance and cost-saving measures.

Percent Reporting That Their Coordinator Visited and Those Reporting That They Visited 3 or More Times on Election Day

Legend:
- ■ Reporting that their Coordinator visited their polling place on Election Day
- ■ Reporting that their coordinator visited their polling place 3 or more times on Election Day

Data points (Reporting Coordinator visited): November 2006: 87.9; February 2008: 97.4; June 2008: 94.4; November 2008: 98.5; May 2009: 97.7

Data points (visited 3 or more times): November 2006: 50.3; February 2008: 50.5; June 2008: 52.1; November 2008: 56.8; May 2009: 25.3

——— Section IV ———

Questions 7 through 14: Voting Equipment Function

The InkaVote Plus system was implemented in 2004 and consists of a Precinct Ballot Reader (PBR), which provides voters with "second chance" voting.[4] The system also includes an Audio Ballot Booth (ABB) which assists voters with special needs. The ABB consists of a key pad and headphones and provides audio instructions and ballot choices in seven languages. Voters navigate through the ballot, make choices, and cast their ballots.

The PBR and the ABB are programmed in advance of Election Day, checked, and shipped to distribution centers for Inspectors to pick up and install in their respective polling places.

In the most recent survey, 86 percent of respondents reported that their equipment functioned without problems the entire day – an increase of 16 percent from 2006. Of the 14 percent who had problems, most of them (67.5 percent) said that they experienced problems with their PBR. This statistic shows a decline in the number of respondents reporting problems with their PBR and continues a downward trend from the June 2008 Statewide Direct Primary election.[5]

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[4] Second chance voting consists of a function in the PBR that kicks back a ballot if there is an "over vote". An over vote occurs when a voter votes for more candidates than a contest allows. That voter can either over ride the ballot and have it counted as is or, they can choose to invalidate the ballot and vote a new one. Blank ballots – those with no votes cast – fall into the same category and can either be cast or invalidated and voted again.

[5] It is important to note that reports of specific problems with machinery are not articulated in this survey.

Of Those Reporting Malfunctions - Percent Reporting That If Their Unit Malfunctioned It Was The PBR

71.8	70.0	78.7	70.1	67.5
November 2006	February 2008	June 2008	November 2008	May 2009

■ Those reporting if their unit malfunctioned it was the PBR

Percent Reporting That Their Units Functioned Properly All Day

69.7	73.8	77.4	81.2	86.0
November 2006	February 2008	June 2008	November 2008	May 2009

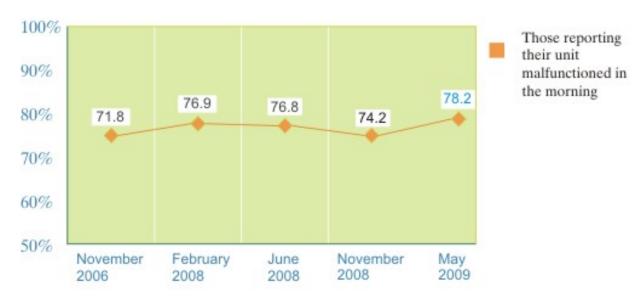■ Those reporting their units functioned

It is noted that the above question has a binary response. Therefore, no determination can be made about "no" responses to this question. These responses could be made up of individual definitions of "malfunction" which may not be consistent with the accepted definition used in this report.

According to the graph below a majority of respondents reported that their units malfunctioned in the morning, that is, before 11:00 AM. On average, three quarters of Inspectors said their machines ceased to operate properly and called their Coordinator.

Percent Reporting That Their Unit Malfunctioned in the Morning

71.8	76.9	76.8	74.2	78.2
November 2006	February 2008	June 2008	November 2008	May 2009

■ Those reporting their unit malfunctioned in the morning

Additionally, those who reported malfunctions in the morning tended to have their units repaired in the morning. Statistical tests in Appendix A show some evidence that there is a relationship between when a unit was reported to malfunction and when it was replaced.

Percent Reporting That Their Unit Was Replaced In The Morning

57.1	45.2	51.1	48.1	49.3
November 2006	February 2008	June 2008	November 2008	May 2009

■ Malfunctioning unit was replaced in the morning

Females have consistently outpaced males as Inspectors in every election studied. There have been no large fluctuations in percentages, with females serving between 57 and 63 percent since at least November, 2006.

Percent Females Serving

The graph below shows that 68 percent of respondents working in the May, 2009 election served in 10 or fewer elections which is a dramatic increase from the February, 2008 Primary Election where only 37.5 percent of respondents had served in at most 10 elections.

Percent Serving In 10 or Fewer Elections

18-39 year olds make up the least number of Inspectors serving in any age group, but more of them served in the November, 2008 Presidential Election than at any other time studied. As seen below, the number declined somewhat in the subsequent election.

Percent of 18-39 Year Olds Serving

10.3	7.4	13.2	13.3	12.6
November 2006	February 2008	June 2008	November 2008	May 2009

Inspectors Age 18-39

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.

The Microsoft Access database was also modified to accommodate the questionnaire redesign and to provide ordered categories in order to reduce the number of variable recodes.

Database Coding and Re-Coding Methodology

Data was imported from MS Access into SPSS statistical software 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.

The table below shows the MS Access variable name and whether it was binary or ordinal, and the new SPSS data table name. An explanation and justification of each recoded item follows. Note that the new variable names may be different from the previous report but the data remains the same.

Table 1. Variable Changes and Recodes

MS Access Variable Name	Binary/Chron./Numerical	SPSS Variable Name	Recode
Time Served	Chronological (Ordinal)	Timeserve	Yes
Drop off time	Chronological (Ordinal)	Droptime	No
Wait at drop off	Chronological (Ordinal)	Dropwait	No
Contact w/Pct Coor	Binary	Coorcontact	No
Did Coord visit	Binary	Coorvisit	No
If yes # times	Numerical	Coortimes	No
Voters use ABB	Binary	Abbused	No
Reader/ABB function	Binary	Abbpbrfunc	No
Unit Malfunction	Binary	Malunit	No
Time of Malfunction	Chronological (Ordinal)	Maltime	No
Was unit replaced	Binary	Replaced	No
What time	Chronological (Ordinal)	Replacetime	No
PBR received	Binary	Pbrrecvd	No
DOB	Chronological (Ordinal)	Age	Yes
Gender	Binary	Gender	No

◆ 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.

Table 2. Variable Definitions

SPSS Variable Name	Variable Definition
Timeserve	What time did you arrive at CIC
Droptime	What time did you drop off ballots at CIC
Dropwait	How long did you wait at CIC
Coorcontact	Did Coordinator contact you before election day
Coorvisit	Did Coordinator visit you before election day
Coortimes	If yes, how many times
Abbused	Did voters use the Audio Ballot Booth
Abbpbrfunc	Did your unit function properly
Malunit	If no, which unit malfunctioned
Maltime	What time was the malfunction
Replaced	Was unit replaced
Replacetime	What time was the unit replaced
Pbrabbreceived	Did you receive a PBR/ABB
Age	Age range
Gender	Gender

Data Analysis Methodology

The analysis contains three methods of measurement. These are frequencies, cross tabulations, and correlation measurements.

Frequencies are the number of times an event occurs, calculated numerically (i.e. 356 respondents answered "yes" to question 3), and percentages (47 percent of respondents answered "yes"). The measurement is useful for an overview of complete responses and is used to design charts and graphs for single variables. Frequencies are also valuable to track changes in responses over time.

Cross tabulations are numerical and percentage comparisons of two or more variables. Cross tabulations are used in this report to measure potential relationships between two variables or to show the relationship in percent of one variable to another (i.e. 74 percent of African American voters voted for John Kerry). Cross tabulations are beneficial for two reasons: they present findings in tabular form and they can measure relationships by performing standard statistical tests for linearity. For example, one can determine the relationship between Droptime and Dropwait by a cross tabulation table that applies a correlation measure for the strength of the relationship.

The current analysis uses correlations between two variables, although they can also be used for multiple variables. Correlation measures are presented in Table 4. They show statistical significance, direction and strength of the association. For example, the correlation between Droptime and Dropwait showed a positive and significant relationship with a significance level of .000 (anything above .05 is considered not significant) and a Pearson correlation coefficient which portrays a weak but significant and positive

relationship. Therefore, one could say with .99 percent confidence that the two variables could be related. Further, one could test the assumption that the wait time at a CIC depended on when the Inspector arrived to drop off ballots

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. Also included in the table below are responses from the RR/CC's November 2006, February 2008 and June 2008 Surveys for comparison purposes.

Table 3. Frequency Responses

Variable Name	Grouping[7]	Percentage May '09	Percentage Nov '08	Percentage June '08	Percentage Feb '08	Percentage Nov '06
Timeserve	0 to 10 times	61.0	75.6	68.0	37.5	N/A [8]
Droptime	9-9:30 PM	46.4	46.9	44.4	43.9	47.4
Dropwait	0-30 minutes	85.2	85.2	76.9	75.4	67.6
Coorcontact	Yes	81.1	83.8	75.4	77.3	66.1
Coorvisit	Yes	97.7	98.5	94.4	97.4	87.9
Coortimes	3 times	53.1	56.8	52.1	50.3	50.3
Abbused	No	93.1	83.2	89.7	89.7	82.2
PBRABBfunc	Yes	86.0	81.2	77.4	73.8	69.7
Malunit	PBR	67.5	70.1	78.7	70.0	71.8
Maltime	Before 7 AM	54.6	32.6	46.8	46.2	28.4
Replaced	No	67.6	64.6	75.1	79.0	N/A [9]
Replacetime	Afternoon (12-5 PM)	43.5	48.1 [10]	51.1	47.8	35.1
Pbrreceived	Yes	99.5	99.2	75.8	N/A	N/A
Age	62-72 [11]	29.8	29.1 [12]	28.9	29.9	26.2
Gender	Female	57.4	63.5	63.2	61.0	61.9

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[7] Grouping is the response category where the majority of responses fall.
[8] Figures not available for 2006.
[9] 2006 data base category improperly constructed – yes and no answers grouped together.
[10] For the 2009 Survey, the majority fell into the AM category.
[11] The category for June '08 shifted to the 51-61 category.
[12] For the 2009 survey the majority age category switched to 51-61 year olds.

B. Cross Tabulations

Cross tabulations are performed to determine which variables have potential relationships and to determine the strength and direction of those relationships. The analysis includes variables with the highest measures of association, making them likely candidates for further testing.

C. Correlations

Correlation testing was also performed on selected variable sets to test the strength, direction and significance of their relationships based on a cross tabulation grid. All relationships proved significant, though moderate to weak, and positive. That is, they are probably not independent of each other. There is some evidence that the hypothetical statements following each set of variable relationships above are supported at the 99th percentile.

The following correlation table shows the variable relationships, their correlation coefficient, and the significance of the relationship. Significance is suggested if the value in column three is <.05.

Table 4. Correlation Tests [13]

Variable Relationship	Correlation Coeff. (Kendall's tau-b and Pearson's R)	Significant (Y/N)	Direction (+/-)
Maltime*Replacetime	.290 - tau [14]	Y (.000)	+
Dropwait*Droptime	.061 - tau	Y (.000)	+
Coorcontact*Coortimes	.172 - Pearson's	Y (.000)	+
Coorcontact*Coorvisit	.148 - Pearson's	Y (.000)	+

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[13]**What Correlation Tests Suggest;** Statistical measures above are tests used to determine if there are potential relationships between (in this case) two variables, or if one is independent of the other. That is, if variables are linearly related, a change in the x variable corresponds with some type of change in the y variable. For example, in the strongest relationship we observe -Maltime*Repairtime- the time a machine is repaired is dependent on the time it malfunctioned. It would be intuitively erroneous to state the reverse.
[14]Kendall's tau-b is an accepted statistic to measure ordinal variables (categories of time, age, income levels, etc.) while Pearson's R is usually used to measure nominal variables (yes/no/maybe, democrat/republican, etc.).

Although all measurements in Table 5 show potential relationships we can only state with some confidence that they may not be independent of one another because of their weak correlation coefficients. If these numbers approached 1 there would be very strong evidence that the independent and dependent variables are directly related to each other and would have a perfect linear relationship (a unit change in x produces the same unit change in y). The significant variable relationships are listed below with descriptive assumptions.

◆ Maltime*Repairtime: The time of the malfunction is related to the time of repair. If a malfunction was reported in the morning it tended to be repaired in the morning.

◆ Dropwait*Droptime: The time that Inspectors waited at the CIC depended on when they dropped off their ballots. Inspectors who dropped them off later tended to wait longer

◆ Coorcontact*Coortimes: If a Coordinator contacted an Inspector before Election Day that Coordinator tended to visit the Inspector more times on Election Day.

◆ Coorcontact*Coorvisit: If a Coordinator contacted an Inspector before Election Day that Coordinator tended to visit the Inspector on Election Day.

May, 2009 Special Statewide Election

SPSS Variable: 1
Variable Name: Timeserve
Variable Description: How Many Times Have You Served?
Coding: 2 = First Time
                         3 = 1-10 Years
                         4 = 11-20 Years
                         5 = 21-30 Years
                         6 = 1-40Years
                         7 = Over 40 Years

SPSS Variable: 2
Variable Name   Droptime
Variable Label: Drop off time
Coding: 2 = 8:00 – 8:30PM
                         3 = 8:30 – 9:00PM
                         4 = 9:00 – 9:30PM
                         5 = 9:30 – 10:00PM
                         6 = 10:00 – 10:30PM
                         7 = 10:30 – 11:00PM
                         8 = 11:00 – 11:30PM
                         9 = 11:30 – 12:00

SPSS Variable: 3
Variable Name: Dropwait
Variable Label: Drop off wait
Coding   2 = 0-30 mins.
                         3 = 1 hr.
                         4 = 1.5 hrs.
                         5 = 2 hours
                         6 = Other

SPSS Variable: 4
Variable Name: Coorcontact
Variable Label: Coordinator contact
Coding: 2 = No
                         3 = Yes

SPSS Variable: 5
Variable Name: Coorvisit
Variable Label: Did coordinator visit
Coding: 2 = No
                         3 = Yes

SPSS Variable:	6
Variable Name:	Coortimes
Variable Label:	How many times did coordinator visit
Coding:	2 = 1
	3 = 2
	4 = 3

SPSS Variable:	7
Variable Name:	Pbrreceived
Variable Label:	Did you receive a PBR and an ABB
Coding:	2 = No
	3 = Yes

SPSS Variable:	8
Variable Name:	Abbused
Variable Label:	Did voters use Audio Ballot
Coding:	2 = No
	3 = Yes

SPSS Variable:	9
Variable Name:	Pbrabbfunc
Variable Label:	Reader/Audio Function Properly
Coding:	2 = No
	3 = Yes

SPSS Variable:	10
Variable Name:	Malunit
Variable Label:	Which unit malfunctioned?
Coding:	2 = ABB
	3 = PBR
	4 = Both

SPSS Variable:	11
Variable Name:	Maltime
Variable Label:	What time was malfunction?
Coding:	2= Before 7AM
	3 = 7 – 9AM
	4 = 9 – 11AM
	5 = 11 – 1PM
	6 = 1 – 3PM
	7 = 3 - 5PM
	8 = 5 – 8PM
	9 = Other

SPSS Variable: 12
Variable Name: Replaced
Variable Label: Was unit replaced
Coding: 2 = No
                      3 = Yes

SPSS Variable: 13
Variable Name: Replacetime
Variable Label: Time of replacement
Coding: 2 = AM(6-11:59)
                      3 = Afternoon(12:00-5:00)
                      4 = PM(5:00-8:00)

SPSS Variable: 14
Variable Name: Gender
Variable Label: Gender
Coding   2 = F
                      3 = M

SPSS Variable: 15
Variable Name: Age
Variable Label: Age Range
Coding: 1 = 18 to 28
                      2 = 29 to 39
                      3 = 40 to 50
                      4 = 51 to 61
                      5 = 62 to 72
                      6 = 73 and over

Poll Worker Survey

STATEWIDE SPECIAL AND   05/19/2009

<div style="border:1px solid;">TEST</div>

Please submit this survey in the enclosed postage paid envelope. Please mail by December 10, 2008. The survey will help us improve services to poll workers and voters in future elections. *Thank you!*
PLEASE ANSWER ALL QUESTIONS.

PRECINCT: 0050004B
INSPECTOR
Rec # 1
6/2/09   3:11 pm

Ballot Drop-Off

1. Where did you drop off your ballots and other equipment on Election Night?
_____

2. Approximately what time did you arrive at the ballot drop off site?
   - ☐ 8:00-8:30PM
   - ☐ 9:01-9:30PM
   - ☐ 10:01-10:30PM
   - ☐ 11:01-11:30PM
   - ☐ 8:31-9:00PM
   - ☐ 9:31-10:00PM
   - ☐ 10:31-11:00PM
   - ☐ 11:31-12:00PM

3. How long was your wait at the ballot drop off site?
   - ☐ 0-30 minutes
   - ☐ 1 hr.
   - ☐ 1.5 hrs.
   - ☐ 2 hrs.
   - ☐ 3 hrs.
   - ☐ Other

Communication/Support

4. Did you have contact with your Precinct Coordinator before Election Day?   ☐ NO   ☐ YES
5. Did your Precinct Coordinator visit your polling place on Election Day?   ☐ NO   ☐ YES
6. If **YES**, how many times did your Precinct Coordinator visit your polling place?   (Circle One)   1   2   3

InkaVote Plus Reader - Equipment Function

7. Did you receive a BALLOT READER and an Audio Ballot Booth?   ☐ NO   ☐ YES
8. Did any voter use the Audio Ballot Booth?   ☐ NO   ☐ YES
9. Did your Reader and/or Audio Ballot Booth function the entire day?   ☐ NO   ☐ YES

If NO, to QUESTION 9 ABOVE, please complete the following:

10. Which unit malfunctioned?
   - ☐ **BALLOT READER**
   - ☐ **AUDIO BALLOT BOOTH**
   - ☐ **BOTH**

11. Approximately what time did the unit malfunction?
   - ☐ Before 7:00 AM
   - ☐ 11:01-1:00PM
   - ☐ 5:01-8:00PM
   - ☐ Other
   - ☐ 7:01-9:00AM
   - ☐ 1:01-3:00PM
   - ☐ Other AM
   - ☐ 9:01-11:00AM
   - ☐ 3:01-5:00PM
   - ☐ Other PM

12. Please describe the malfunction? _____

13. Was unit replaced?   ☐ NO   ☐ YES
14. If YES, what time?   ☐ AM(6-11:59)   ☐ AFTERNOON (12:00-5:00)   ☐ PM(5:01-8:00)

Please add any additional comments on reverse.   Thank you for your service.

Question 1. **Please mark the choice that best describes how you used the online training site:**

Answer	Percent Coordinators	Percent Inspectors
I used it as a refresher before Election Day	68.20%	55.72%
I tested myself on specific sections	15.78%	9.75%
I reviewed items I didn't understand in class	5.78%	11.65%
I just looked around to see what it was like	5.55%	17.37%
I helped others review procedures	1.80%	.85%
None of the above	2.89%	4.66%

Question 2. **Approximately how long did it take you to complete one online course:**

Answer	Percent Coordinators	Percent Inspectors
15-20 minutes	18.01%	26.88%
21-30 minutes	15.47%	16.17%
31-40 minutes	17.37%	19.69%
41-50 minutes	24.58%	16.56%
Over 50 minutes	21.61%	19.06%
None of the above	2.97%	1.64%

Question 3. **Where did you first log into the online training course:**

Answer	Percent Coordinators	Percent Inspectors
On my computer at home	71.17%	78.39%
On my computer at work	12.27%	8.69%
At a friend's house	3.36%	2.54%
At the library	4.45%	3.81%
I used a family member's computer (not my own)	6.88%	4.03%
None of the above	1.88%	2.54%

Question 4. Please check the term that best describes how you would use the online training course site in the future:

Answer	Percent Coordinators	Percent Inspectors
To review items I didn't understand in class	8.12%	13.98%
To test myself on specific sections	9.84%	11.44%
As a refresher before Election Day	66.48%	62.5%
To help other review procedures	2.38%	3.18%
I probably won't use it again unless required	11.25%	6.57%
None of the above	1.72%	2.33%

Question 5. Please check how easy or difficult it was to navigate through the online courses and to find the things you wanted.

Answer	Percent Coordinators	Percent Inspectors
Easy	79.30%	76.06%
Moderate	17.58%	21.61%
Difficult	1.41%	.42%
None of the above	1.72%	1.91%

Question 6. Did you complete all of the training?

Answer	Percent Coordinators	Percent Inspectors
Yes	91.88%	96.61%
No	6.33%	1.69%
None of the above	1.80%	1.69%

Question 7. If you answered "yes" above please check the statement that most closely describes how you feel about the program.

Answer	Percent Coordinators	Percent Inspectors
It was informative and easy to use	61.09%	65.25%
I will use it again	20.39%	23.73%
I thought it was average	9.22%	7.84%
I found it difficult to operate	1.17%	n/a
I didn't understand it	.16%	.21%
None of the above	7.97%	2.97%

Question 8. How many years have you been a poll worker?

Answer	Percent Coordinators	Percent Inspectors
First time	4.61%	49.36%
1-5 years	43.44%	35.59%
6-10 years	23.67%	8.05%
11-15 years	10.08%	2.54%
Over 15 years	16.48%	2.12%
None of the above	1.72%	2.33%

Question 9. What age range do you fall under?

Answer	Percent Coordinators	Percent Inspectors
18-28	5.23%	36.86%
29-39	9.06%	8.90%
40-50	19.69%	15.04%
51-60	25.62%	19.07%
61-70	24.84%	10.17%
Over 70	13.75%	6.36%
None of the above	1.80%	3.60%