

**DRE Analysis for May 2006 Primary
Cuyahoga County, Ohio**

August 2006

This is an excerpt from the full report found at <http://bocc.cuyahogacounty.us/GSC/election.htm>
or http://bocc.cuyahogacounty.us/GSC/pdf/esi_cuyahoga_final.pdf

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About ESI

Election Science Institute is a non-partisan, non-profit election science organization, which seeks to improve the election process using rigorous science-based approaches done in collaboration with the nation's foremost election science experts.

Our strategy is to bring county election officials and citizens together with expert researchers, engineers and leading technologies to create model election systems that are auditable and transparent. By embedding scientifically-based best practices into local election systems, our democratic ideals are well-served.

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Section 2

**Post Election Survey of
Booth workers & Election Day Technicians**

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Overview

To gain additional perspective on the election system, ESI surveyed Booth Workers and Election Day Technicians shortly after Election Day. Our focus was to understand: (i) how well the new Diebold DRE voting system met voters' needs on Election Day; (ii) how the new Diebold DREs and Optical Scan voting machines functioned as specified on Election Day; (iii) what types of difficulties occurred in the field on Election Day; (iv) how booth workers coped with Election Day issues; (v) what capacity the booth workers possessed to mitigate election-day issues in a timely manner; (vi) and how their training prepared them to address election-day challenges.

General Approach

ESI interviewed by telephone a random sample of Booth Workers (booth workers, judges, and presiding judges) and Election Day Technicians in order to collect data on the performance of the election system from the perspective of the booth worker. Specifically:

- ESI collaborated with the Cuyahoga BOE to produce post-election survey questionnaires specifically designed for Cuyahoga County Election Day Technicians and Booth Workers.
- ESI sent letters to all Election Day Technicians and Booth Workers, who were scheduled to work during the May 2nd election, notifying them that they may receive a survey telephone call.
- ESI then telephoned and conducted interviews with 527 Election Day Technicians and Booth Workers.

Methodology

A full list of approximately 5,800 election workers was obtained from the County. The list was divided by random assignment into 11 replicates of just over 500 each. The first two replicates were selected for participation in the survey. Prior to calling the election workers, the County sent an advance letter alerting potential survey respondents to the project and requesting their cooperation.

The questionnaire was developed after consultation with personnel at the Board of Elections, a review of County training materials, consultation of other booth worker surveys, and based on observations while conducting exit polling on Election Day.

A pilot survey was conducted on May 19 to test the questionnaire on a small number of booth workers. Some minor changes were made to the questionnaire as a result of the pilot. The survey was conducted from Tuesday May 23rd until Saturday May 29th. A total of 527 interviews were completed for a response rate (the proportion of eligible respondents participating) of 54% and a cooperation rate (the proportion of eligible respondents actually contacted that agreed to participate) of 85%. The interviews, which lasted an average of 19 minutes each, were conducted Promark Research Corporation of Houston, Texas.

The "sampling error" for each question can be calculated based on the number of respondents interviewed. For most questions asked of the entire sample of 527 the margin of sampling error is approximately plus or minus 4%. It should also be noted that there are other potential sources of error that can be caused by non-response, non-comprehension of the survey questions, or other factors.

Findings

Summary of Findings

In general, the following was found:

- The overwhelming majority of booth workers, like voters, generally approves of the new machines and has confidence in them.
- Many booth workers were recruited to work as a booth worker by another booth worker. Booth workers state that they are strongly motivated by their sense of civic responsibility and duty as well as the opportunity to work alongside friends.
- The booth workers generally expressed satisfaction with their job. Seventy-eight percent were at least “somewhat satisfied” with their experience on Election Day. Ninety-two percent of booth workers said they are likely to work again in November.
- About one third of booth workers said they had difficulty setting up the machines and 45% said they had difficulty “closing out” the machines at the end of the day. Specifically, 38% had some difficulty with the printers and/or paper spools.
- Once the machines were up and running, less than a quarter of the booth workers appear to have had many difficulties with them throughout the day.
- Forty-one percent of booth workers noticed differences between how they learned to use the machines in training and how the machines operated on Election Day. Of that 41%, a large majority (74%) thought the training and actual procedures were either “a lot different” or “somewhat different.”
- 53% of election workers also expressed concern that training on election law and administrative procedures was inadequate.
- 51% disagreed that the training provided them with enough information to do their job well; 57% disagreed that they had enough hands-on practice with the voting machine.
- 63% of booth workers and judges agreed that the Election Day Technician “was able to solve technical difficulties with the touch screen machines.”
- About half of the booth workers attempted to call the command center during the day on Election Day. 35% of those callers were able to speak to someone on the first try.

Issues requiring Attention

The data also suggest some areas to concentrate on for improvement including:

- The booth workers overwhelmingly saw the need for better training. Improved training will increase job satisfaction of booth workers and decrease the number of issues reported by booth workers on Election Day. Changes to training should include more hands on training and practice with the new equipment, especially regarding the procedures for setting up and closing down at the end of the day.
- Better election-day support so that issues that occur can be dealt with more quickly. The report below includes data on the type and frequency of problems, but one overarching issue that emerged in the comments from booth workers regarded the difficulty in accessing help and some lack of responsiveness up the line when problems were reported.
- Booth worker recruitment efforts that bring in new booth workers that possess a higher comfort level with computers and technology that will better facilitate the use of the touch screen voting machines as well as enough experience and maturity to handle the complexity of changing election laws and procedures.

Who are the Election-Day Workers?

This section briefly describes the demographic characteristics of the booth workers (Presiding Judges, Judges, and Booth Workers) who comprised 90% of the survey sample and the Election-Day Technicians (EDTs) who were 10% of the sample.

As displayed in the table below, election workers in Cuyahoga County are quite different from the general population in Cuyahoga County. Compared to the county as a whole, booth workers are disproportionately older women. They have a mean age of 66 and a median age of 69 while the mean and median for EDTs were both 55. The median age of the county is only 37. Only 29% of the booth workers are male and 45% of the EDTs are male while the county population is 47% male. Sixty-two percent of the booth workers are retired compared to only 35% of the EDTs. Only 20% of the booth workers are employed full or part time compared to 52% of the EDTs.

In terms of race, the booth workers approximate the county population. Sixty-seven percent of booth workers and 62% of EDTs are white, approximating the county proportion. Thirty percent of booth workers and 37% of EDTs are African American, again approximating the county proportion of 27%.

Booth workers have somewhat higher levels of education than the adult population of Cuyahoga County with 94% of the booth workers having completed at least a high school education compared to 82% of the adult population the county. About a quarter of election workers and the general population have a college degree. The EDT's in this sample have an even higher rate of high school education (100%) with nearly 40% having a college degree. EDTs are also more likely to report higher levels of family income.

Not surprisingly, most booth workers have tremendous prior experience as election workers. Only 12% have worked one or fewer elections prior to May 2nd compared to 39% of EDTs. The median number of prior elections worked was 10 for booth workers and only 2 for EDTs.

Large differences emerged between booth workers and EDTs in terms of their comfort level with computers. A minority of booth workers reported feeling “very comfortable” using a computer. Seventy-seven percent of EDTs feel very comfortable and 23% feel “somewhat comfortable”—somewhat surprising given the job description required some technical skill. Twenty-one percent of booth workers report being “not very comfortable” or “not at all comfortable” with computers.

Table 17: Booth Worker Demographics

	Cuyahoga County Population (US Census) ³	Election Workers (includes booth workers, judges, and presiding judges)	Election Day Technicians
Median Age	37	69	55
% completed High School	81.6	93.8	100
% completed 4 or more years of college	25.1	26.7	39.7
% male	47.2	29.0	45.3
% employed	58.6	20.3	51.9
% white	67.4	67.4	61.5
% African American	27.4	30.0%	36.5%
Median number of elections worked	NA	10	2

Motivation and Recruitment

The survey makes it possible to investigate the motivations of the election workers and how they were recruited. These pieces of information can provide clues about how to recruit and train booth workers in the future.

The booth workers state that they are strongly motivated by their sense of civic responsibility and duty as well as the opportunity to work alongside friends. The survey listed ten possible reasons why they decided to be an election worker (Q8A-Q8J). Three stood out as especially important. They are:

- “I think it is my duty as a citizen” (74% very important)
- “I am the kind of person who does my share” (81% very important)
- “I can be with people I enjoy” (54% very important)

³ http://factfinder.census.gov/servlet/SAFFacts?_event=Search&_lang=en&_sse=on&geo_id=05000US39035&_county=Cuyahoga%20County

None of the other possible reasons included in the survey received over 40% “very important.”

One potential motivator for becoming a booth worker is the pay. Booth workers are paid a modest stipend for their long hours. Overall only 38% of election workers say that “I wanted to make some extra money” is “very important” to their decision to become a booth worker. As the table below shows, election workers with lower incomes place a higher importance on the money. Fifty-two percent of election workers with total annual incomes below \$20,000 said the extra money was “very important.”

Q8g I wanted to make some extra money. PROMPT IF NECESSARY Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

Table 18

		Q32 Which of the following income groups includes your TOTAL FAMILY INCOME in 2005 before taxes...						
		Up to \$20,000	\$20,000 to less than \$30,000	\$30,000 to less than \$40,000	\$40,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more
Very important		66	30	21	10	14	2	4
		52.4%	38.5%	33.3%	21.7%	35.9%	8.3%	26.7%
Somewhat important		45	29	23	22	11	9	5
		35.7%	37.2%	36.5%	47.8%	28.2%	37.5%	33.3%
Not very important		7	12	9	7	5	8	5
		5.6%	15.4%	14.3%	15.2%	12.8%	33.3%	33.3%
Not at all important		8	7	10	7	9	5	1
		6.3%	9.0%	15.9%	15.2%	23.1%	20.8%	6.7%
Total		126	78	63	46	39	24	15
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Retirees were no more likely to be motivated by the extra money than those employed full or part time, but students and those who were unemployed or looking for work appear more motivated by the money. Nearly a majority of student workers (47%) said the extra income was “very important” and 71% of unemployed workers said the money was “very important.”

The method of recruitment is another important factor in staffing elections. Thirty-seven percent of the election workers were recruited by another worker (Q11—see recoded responses in appendix). Recruitment by political party or board of election officials is named by 23%. Job postings appear to be less effective with only 7% naming an official job posting by the county and another 5% responding to an ad or report in the media. More election workers simply volunteered on their own (13%) than responded to job postings or advertisements.

However, one notable trend is that while the proportion of election workers recruited by job postings and advertising is relatively low, the table below is suggestive of the possibility of recruiting a different type of booth worker through job postings. Those workers recruited through ads and job postings appear to be different from the other election workers. The table below shows that 32% of election workers who are recruited through a job posting have full time employment and only about a third of them are retired. A much lower proportion of

those recruited by other election workers (12%) or political party officials (19%) are employed full time. In contrast, large majorities of those recruited through the political parties or other election workers are retired.

Q27 How would you describe your employment status? Are you employed full time, employed part time, looking for work, a student, a homemaker, or retired?

Table 19

		Q11 How were you first recruited as a booth worker?						
	Volunteered / pursued it on my own	BOE or political party official	Another booth worker, judge, or EDT	An ad in the local media	A teacher or professor	A job fair or official job posting by the county	A friend, family member	Other way (specify)
Employed full time	4	21	22	1	0	11	5	3
	6.3%	18.6%	12.2%	4.0%	.0%	32.4%	9.6%	18.8%
Employed part time	7	5	21	3	1	5	4	3
	11.1%	4.4%	11.6%	12.0%	16.7%	14.7%	7.7%	18.8%
Unemployed	6	7	8	2	0	5	7	0
	9.5%	6.2%	4.4%	8.0%	.0%	14.7%	13.5%	.0%
Student	1	3	3	1	3	0	2	0
	1.6%	2.7%	1.7%	4.0%	50.0%	.0%	3.8%	.0%
Homemaker	3	8	13	2	0	1	9	1
	4.8%	7.1%	7.2%	8.0%	.0%	2.9%	17.3%	6.3%
Retired	42	69	114	16	2	12	25	9
	66.7%	61.1%	63.0%	64.0%	33.3%	35.3%	48.1%	56.3%
Total	63	113	181	25	6	34	52	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Different recruitment methods can also bring booth workers with much higher comfort levels with computers. The table below shows that on average the booth workers recruited through official job postings had a much higher comfort level with computers as did the very small number recruited by a teacher.

Q29 Generally speaking, how comfortable do you feel using a computer...

Table 20

Q11 How were you first recruited as a booth worker?								
	Volunteered / pursued it on my own	BOE or political party official	Another booth worker, judge, or EDT	An ad in the local media	A teacher or professor	A job fair or official job posting by the county	A friend, family member	Other way (specify)
Very comfortable	27	48	70	9	5	26	26	7
	45.0%	43.2%	39.5%	42.9%	83.3%	78.8%	52.0%	43.8%
Somewhat comfortable	18	41	75	7	1	6	14	8
	30.0%	36.9%	42.4%	33.3%	16.7%	18.2%	28.0%	50.0%
Not very comfortable	5	9	6	3	0	1	8	1
	8.3%	8.1%	3.4%	14.3%	.0%	3.0%	16.0%	6.3%
Not comfortable at all	10	13	26	2	0	0	2	0
	16.7%	11.7%	14.7%	9.5%	.0%	.0%	4.0%	.0%
Total	60	111	177	21	6	33	50	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

The survey also examined the kinds of problems booth workers encountered on Election Day. A more detailed analysis of these problems appears later in this report, however it is worth noting here that booth workers recruited by other booth workers or by a political or party officials all experienced problems at about the same rate. A group recruited through one method did not seem to be more susceptible to problems as a group of booth workers recruited by some other means.

Overall, the booth workers are a highly motivated group and have a strong desire to do their share out of a sense of civic duty. Monetary concerns seem to be of secondary importance to the stronger motivations of civic duty. While most booth workers are recruited by other workers or party officials, the increased technological demands of the touch screen voting equipment require more technical expertise. The small proportion of workers recruited through teachers and official job postings self-reported a much higher comfort level with computers. These methods could be explored further in an attempt to recruit a higher proportion of computer savvy election workers.

Job Satisfaction and Retention

Booth workers are a critical link in the delivery of a smooth and efficient election. It is important for the County to recruit and retain a capable and satisfied cadre of booth workers to ensure success on Election Day. When asked how likely they are to work in the November election (Q10), 92% said they are very likely or somewhat likely to work in November. However, 28% of the booth workers indicated that at some point during the training process they considered not working on Election Day (Q9). Most of these concerns can be alleviated by increasing the booth workers' comfort level with the new voting machines through better training (see below).

The workers at the polls generally expressed satisfaction with their job. Seventy-eight percent (Q3) were at least “somewhat satisfied” with their experience on Election Day. Satisfaction is important because it appears to be part of the motivation that brings workers back to work in subsequent elections. For example, in the table below, of those who were “very dissatisfied” with their job as an election worker, a majority (53%) considered not working at the polls on Election Day. The proportion who considered not working goes down as satisfaction increases until it reaches 18% of those who were “very satisfied” with their job as an election worker.

Q9 At any time during the training and recruiting process, did you consider not working at the polls on Election Day?

Table 21

	Q3 Overall, how satisfied are you with your job as an election worker in Cuyahoga County...			
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Yes	38	59	29	16
	18.0%	30.7%	37.2%	53.3%
No	173	133	49	14
	82.0%	69.3%	62.8%	46.7%
Total	211	192	78	30
	100.0%	100.0%	100.0%	100.0%

Likewise, job satisfaction appears to influence the likelihood of election workers returning to work in future elections. As shown in the table below, as job satisfaction goes from “very satisfied” to “very dissatisfied” the proportion of election workers saying they will return to work in November decreases from 88% to 47%.

Q10 How likely are you to work as a booth worker in the elections this coming November...

Table 22

	Q3 Overall, how satisfied are you with your job as an election worker in Cuyahoga County...			
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Very likely	189	131	36	14
	87.9%	67.9%	46.8%	46.7%
Somewhat likely	21	48	32	7
	9.8%	24.9%	41.6%	23.3%
Not very likely	4	9	7	3
	1.9%	4.7%	9.1%	10.0%
Not at all likely	1	5	2	6
	.5%	2.6%	2.6%	20.0%
Total	215	193	77	30
	100.0%	100.0%	100.0%	100.0%

Employment status appears to have some relationship to job satisfaction (table not shown). Discounting students (there are only 15 in the sample), retired persons were more likely to say they are dissatisfied with their experience as an election worker. Close to 27% of retirees are somewhat or very dissatisfied. Over 90% of individuals employed full time and 88% of individuals employed part time state that they are at least “somewhat satisfied” with their job as an election worker.

The analysis that follows focuses on the relationship between concerns election workers reported and their overall levels of job satisfaction. The table below shows that individuals who strongly agreed the booth worker training prepared them well for Election Day also expressed the highest job satisfaction. Almost 72% of individuals who “strongly agreed” that the training prepared them well said they were very satisfied with their job. Only 24% of election workers who “strongly disagreed” that the “training prepared them well” said they were “very satisfied.”

Q3 Overall, how satisfied are you with your job as an election worker in Cuyahoga County...

Table 23

	Q16i The training prepared me well for Election Day.			
	Strongly agree	Agree	Disagree	Strongly disagree
Very satisfied	51	86	50	24
	71.8%	50.6%	28.9%	24.2%
Somewhat satisfied	17	63	77	36
	23.9%	37.1%	44.5%	36.4%
Somewhat dissatisfied	3	17	37	22
	4.2%	10.0%	21.4%	22.2%
Very dissatisfied	0	4	9	17
	.0%	2.4%	5.2%	17.2%
Total	71	170	173	99
	100.0%	100.0%	100.0%	100.0%

The experience on Election Day is also related to the satisfaction election workers express. A series of survey questions measured the problems the election workers experienced on Election Day (Q23a-i). Not surprisingly, election workers who experienced the fewest problems are also the most satisfied workers. Nearly 60% of workers that didn't report any problems said they were "very satisfied." The proportion of individuals reporting they are "very satisfied" drops as the number of problems increases. Only 31% of booth workers saying they experienced two or more problems said they were "very satisfied" with their job.

Q3 Overall, how satisfied are you with your job as an election worker in Cuyahoga County...

Table 24

	Count of the number of problems (Q23a - i)		
	Zero	One	Two or more
Very satisfied	89	49	80
	59.7%	43.4%	30.9%
Somewhat satisfied	46	45	103
	30.9%	39.8%	39.8%
Somewhat dissatisfied	12	15	52
	8.1%	13.3%	20.1%
Very dissatisfied	2	4	24
	1.3%	3.5%	9.3%
Total	149	113	259
	100.0%	100.0%	100.0%

Satisfaction with the job is important for retention of election workers and it is vital to retaining an experienced and trained cadre of election workers. The survey results indicate that the satisfaction the election workers express could be raised by making improvements to the training process and focusing on efforts to minimize problems at the polls on Election Day. In turn, these improvements would likely increase retention and reduce absenteeism on Election Day.

Training

Effective training is a key factor in satisfaction and retention. Concerns by election workers over the quality and amount of training surfaced in several survey questions and should be a major focus of the County leading into the fall election.

Of the election workers who considered not working on Election Day (Q9) the largest proportion (48%) named concerns about the training as their top reason (Q9a). As a group, the election workers are not only civic-minded, but they are also dedicated to doing their jobs well. Nearly a third of the election workers attended more than one pre-election training session (Q13) and the training materials and DVD were widely read prior to Election Day (Q14A and Q15A).

However, the election workers wanted better training and instruction before Election Day than they received. When they were asked a series of questions about the training, only a narrow majority (51%) disagreed that the training provided them with enough information to do their job well (Q16A), a majority (57%) disagreed that they had enough hands-on practice with the voting machine (Q16B), and large majorities disagreed with statements suggesting that the training sessions were too long (Q16D) or boring (Q16E).

Another significant concern is that many election workers thought that the training differed significantly from the experience they had on Election Day. When asked if they noticed differences between how they learned to use the voting machines in training and how the voting machines operated on Election Day 41% said yes (Q17). Of those that said yes, a large majority (74%) thought the training and actual procedures were either “a lot different” or “somewhat different” (Q17A). This finding suggests that training materials do not accurately or adequately represent how the machines operate and the likely scenarios for Election Day.

The need to develop new training materials and to pass along this information to a group of experienced election workers presented a series of challenges. Less than a majority (48%) of all election workers agreed that the training provided them with enough information to do their jobs well. The table below displays agreement with the statement “The training session provided me with enough information to do my job well” by age category of the booth worker. Younger election workers may have had a less difficult time because of familiarity with technology and because they did not need to learn a different set of procedures. Large majorities of the election workers in the younger age groups agreed that the training session provided them with enough information. The number drops to below a majority for every age group 65 years old and older.

Q16a The training session provided me with enough information to do my job well. PROMPT IF NECESSARY Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree? (collapsed into Agree/Disagree)

Table 25

Election Worker Age Group								
	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Agree	8	6	20	46	48	61	52	8
	66.7%	75.0%	64.5%	62.2%	52.2%	37.9%	41.3%	47.1%
Disagree	4	2	11	28	44	100	74	9
	33.3%	25.0%	35.5%	37.8%	47.8%	62.1%	58.7%	52.9%
Total	12	8	31	74	92	161	126	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

The importance of improved training is not confined solely to the use of the touch screen machines. The election workers need to know election law and how it applies in particular situations. Preparation for the use of the new machines was coupled with changes in election procedures and law. Thirty-five percent of election workers agreed that they were not sure they were doing their jobs correctly “because the laws keep changing.” As the table below shows, this uncertainty is more concentrated among older election workers. As age increases, workers more readily agree that constant changes in election law decrease their ability to do their job correctly. This is presumably because they must forget old practices and learn new ones and are unable rely as much on their past experience.

Q16g Sometimes I am not sure I am doing my job correctly because the laws keep changing. PROMPT IF NECESSARY Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree? (collapsed into Agree/Disagree)

Table 26

Election Worker Age Group								
	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Agree	2	3	9	23	27	52	49	7
	16.7%	37.5%	31.0%	32.9%	32.9%	33.8%	40.8%	46.7%
Disagree	10	5	20	47	55	102	71	8
	83.3%	62.5%	69.0%	67.1%	67.1%	66.2%	59.2%	53.3%
Total	12	8	29	70	82	154	120	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

The survey does contain some evidence that older election workers faced different challenges during training than younger workers. Overall, 55% of respondents either “strongly agree” or “agreed” with the statement “The training was easy to understand.” As the table below shows, narrow majorities of the groups of election workers over age 65 disagreed with the statement while large majorities of younger workers agreed.

Q16h The training was easy to understand. PROMPT IF NECESSARY Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree? (collapsed into Agree/Disagree)

Table 27

	Election Worker Age Group							
	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Agree	10	6	24	49	59	76	54	8
	76.9%	75.0%	77.4%	66.2%	65.6%	47.8%	43.5%	47.1%
Disagree	3	2	7	25	31	83	70	9
	23.1%	25.0%	22.6%	33.8%	34.4%	52.2%	56.5%	52.9%
Total	13	8	31	74	90	159	124	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

A very similar pattern is evident in the relationship between age group and level of agreement with the statement “The training prepared me well for Election Day” (Q16i). A minority of all respondents agreed with the statement but as the table below shows, a large majority of election workers under age 55 agreed with the statement while the majority of those over 65 disagreed with the statement.

Q16i The training prepared me well for Election Day. PROMPT IF NECESSARY Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree? (collapsed into Agree/Disagree)

Table 28

	Election Worker Age Group							
	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Agree	10	4	19	44	45	65	48	8
	76.9%	57.1%	63.3%	59.5%	48.4%	40.1%	39.0%	47.1%
Disagree	3	3	11	30	48	97	75	9
	23.1%	42.9%	36.7%	40.5%	51.6%	59.9%	61.0%	52.9%
Total	13	7	30	74	93	162	123	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Overall, the election workers expressed some reservations about the quality of the training they received. The new machines, the changes in election law and procedures, and general perception that the training they received was inadequate created uncertainty in their minds. This is particularly true of the older election workers. Consequently, in addition to improving the overall content of the training, consideration should be given to calibrating the training so that it meets the needs of the various groups of election workers on which the election process depends. In particular, the election workers expressed a desire for more opportunities for practice with the touch screen machines. Only 42% of all election workers agreed with the statement “I was able to spend enough time doing hands-on practice with the voting machines” (Q16b). Only 16% “strongly agreed” with this statement.

At the end of the survey, respondents were given the opportunity to voice any additional concerns they had about the survey or their jobs as booth workers. Even after being on the phone with an interviewer for an average of 19 minutes, nearly one in five respondents chose to share additional comments with an interviewer. The vast majority of these comments did not address the survey content; rather, they addressed complaints about being a booth worker and offered suggestions for improvement. Most of these comments focused on the training and how ill-prepared the workers felt they were for Election Day.

Sampling of comments from election workers regarding training

“Everything in training was a rush job. My instructor was a very good instructor, but it was difficult to keep up with the amount of workers and each individual. I think there should have been individual attention...”

“I need more training. We need more training. All of us. I went back afterwards--most people just went one time. [Interviewer probed for additional comments] No I think that’s it. The main thing is just training.”

“...the hours were long and the pay was very low and the meeting was long and hard to understand and it would’ve been better if we had actual hands-on practice.”

“The people that did the training weren't trained enough because the three women giving training, one will tell you one thing and another will come over and tell something different, I found that a little frustrating.”

“I had no hands on experience before the election. At the two sessions I attended there were not enough machines and too many people...”

“I would like to have more classes to be thorough on how to work the machines well on Election Day. Basically, have a class where they could answer the question that I may have on working the machines, instead of guessing my own answers.”

“The trainings were poorly executed and the instructors were poor. They stunk. That caused a lot of problems that occurred there. I knew what [I] was doing but we lost a lot of older people.”

“I wish they [had] show[ed] us more how to zero out the machines. I wish they [had] sent someone that knew more about the machines. I [knew] more than the trainer. The problem I had was the zero machines--they should have [spent] more time on the zero [machines].”

“...Most of the workers I worked with didn't have a thorough understanding of the process.”

“People were confused on setting up the machines. There wasn't enough training.”

Election-Day Experience

Overall, Cuyahoga County booth workers gave high marks to the new voting machines, confirming positive evaluation of voters in the exit poll results. An extremely high proportion of the booth workers (87%) and voters (94%) expressed confidence that votes in the May 2nd primary were recorded correctly. The booth workers and voters also gave comparably high ratings when comparing the new touch screen voting machines to the punch card system with 90% and 92% of booth workers and voters rating the new system as much better or somewhat better.

Table 29: Rating the new voting system

Question	Booth workers	Voters (exit poll)
How confident are you that votes in the May 2nd primary were recorded correctly? (booth worker Q6) How confident are you that your vote today will be recorded correctly? (exit poll question G) % very confident or somewhat confident	87%	94%
How would you compare the touch screen voting system to the punch card system that had been used previously at your polling place? (booth worker Q7 and exit poll question J) % much better or somewhat better	90%	92%

The booth workers received positive feedback about the new touch screen machines from voters, with 94% of booth workers agreeing with the statement that “Generally speaking, voters were satisfied with the touch screen voting machines” (Q18D) and 92% of booth workers agreeing with the statement that “Most voters had no problems using the touch screen voting machines” (Q18F). These findings confirm the widespread public satisfaction and ease of use expressed by voters in the exit poll conducted by ESI.

Most of the problems experienced by booth workers on Election Day occurred at the beginning and end of the day. A majority said that there were problems setting up the machines (Q18A) and shutting them down (Q18B). Asked later in the survey about their own experience, about a third of booth workers said they had difficulty setting up the machines (Q23A) and 45% said they had difficulty “closing out” the machines at the end of the day (Q23I). Specifically, the printers and paper spools (Q23C, Q23D, and Q23E) appear to have caused some difficulty.

The setting up and closing out of the machines in the May primary required skills that election workers did not need in prior elections. It is quite possible that individuals who possess skills and experience with computers encounter fewer difficulties completing such tasks. As shown in the table below, the individuals who do not feel “comfortable at all” are most likely to agree that there are setup problems. But this proportion is not much larger than it is for individuals who feel “very comfortable” (25.5% to 22.6%).

Q18a Thinking back on your experience during Election Day on May 2nd, please tell me whether you agree or disagree with each of the following statements...The first one is: There were problems with setting up the touch screen voting machines. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

Table 30

q29 Generally speaking, how comfortable do you feel using a computer...				
	Very comfortable	Somewhat comfortable	Not very comfortable	Not comfortable at all
Strongly agree	51	36	4	14
	22.6%	20.5%	12.1%	25.5%
Agree	73	58	14	20
	32.3%	33.0%	42.4%	36.4%
Neither	3	3	1	1
	1.3%	1.7%	3.0%	1.8%
Disagree	58	51	11	16
	25.7%	29.0%	33.3%	29.1%
Strongly disagree	41	28	3	4
	18.1%	15.9%	9.1%	7.3%
Total	226	176	33	55
	100.0%	100.0%	100.0%	100.0%

As shown below, a more pronounced trend emerges when examining the problems associated with “shutting down the touch screen machines at the end of the day.” Thirty-eight percent of those “not comfortable at all” strongly agreed that they had problems shutting down the machines compared to 29% of those “very comfortable.” It is worth noting that at all levels of computer comfort, majorities of respondents expressed some level of agreement with the statement suggesting that computer experience alone was not enough to mitigate trouble.

Q18b Thinking back on your experience during Election Day on May 2nd, please tell me whether you agree or disagree with each of the following statements...The first one is: There were problems shutting down the touch screen machines at the end of the day. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

Table 31

q29 Generally speaking, how comfortable do you feel using a computer...				
	Very comfortable	Somewhat comfortable	Not very comfortable	Not comfortable at all
Strongly agree	64	44	7	21
	28.6%	25.1%	21.9%	38.2%
Agree	64	51	12	14
	28.6%	29.1%	37.5%	25.5%
Neither	1	5	0	0
	.4%	2.9%	.0%	.0%
Disagree	55	48	12	15
	24.6%	27.4%	37.5%	27.3%
Strongly disagree	40	27	1	5
	17.9%	15.4%	3.1%	9.1%
Total	224	175	32	55
	100.0%	100.0%	100.0%	100.0%

The problems experienced setting up and shutting down the machines again point to the importance of improved training, especially training materials and training sessions that include proven, effective training techniques, such as hands-on practice and repetition for every booth worker with established procedures. This is even more important because the training does not appear to have been enough for many election workers to overcome their uncertainty about setting up and shutting down the machines regardless of their comfort level with computers. As the table below indicates, substantial majorities of those indicating they were “very comfortable” or “somewhat comfortable” using a computer agreed with the statement, “After the training, I was confident in my ability to do my job on Election Day.” However, a third of those “very comfortable” with computers still expressed disagreement with the statement.

Q16j After the training, I was confident in my ability to do my job on Election Day. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

Table 32

q29 Generally speaking, how comfortable do you feel using a computer...				
	Very comfortable	Somewhat comfortable	Not very comfortable	Not comfortable at all
Strongly agree	69	31	6	5
	30.3%	17.5%	17.1%	9.1%
Agree	82	73	12	18
	36.0%	41.2%	34.3%	32.7%
Disagree	49	48	16	17
	21.5%	27.1%	45.7%	30.9%
Strongly disagree	28	25	1	15
	12.3%	14.1%	2.9%	27.3%
Total	228	177	35	55
	100.0%	100.0%	100.0%	100.0%

Once the machines were up and running, less than a quarter of the booth workers appear to have had many problems with them throughout the day (Q18C). Three-quarters of the booth workers agreed with the statement that the touch screen machines are reliable (Q18G). Confidence in the reliability of the machines is related to their own personal experience and is not a function of attention paid to post-election media reports about the machines. As shown in the table below, as election workers experienced fewer problems, they were more likely to agree that the machines were reliable. Of those that indicated that they “strongly agreed” that there were problems with the touch screen machines, only 40% “strongly agreed” and 17% “agreed” that the machines are reliable for a total of 57%. Of those who “strongly disagreed” that they had problems with the machines throughout the day, 64% “strongly agreed” and 26% “agreed” that the machines were reliable for a total of 91 percent.

Q18g Thinking back on your experience during Election Day on May 2nd, please tell me whether you agree or disagree with each of the following statements...The first one is: **The touch screen voting machines are reliable. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?**

Table 33

q18c There were problems with the touch screen machines throughout the day.					
	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Strongly agree	14	6	3	41	95
	40.0%	10.2%	33.3%	19.2%	64.2%
Agree	6	35	3	150	39
	17.1%	59.3%	33.3%	70.4%	26.4%
Neither	1	2	2	8	5
	2.9%	3.4%	22.2%	3.8%	3.4%
Disagree	7	13	0	11	2
	20.0%	22.0%	.0%	5.2%	1.4%
Strongly disagree	7	3	1	3	7
	20.0%	5.1%	11.1%	1.4%	4.7%
Total	35	59	9	213	148
	100.0%	100.0%	100.0%	100.0%	100.0%

Booth workers, presiding judges, and judges were asked about the Election Day Technicians (EDTs). A substantial majority (63%) of booth workers and judges agreed that the EDT “was able to solve technical problems with the touch screen machines.” An area of possible concern is that about a third of booth workers and judges did not think that the EDT at their polling place was capable of solving technical problems. This concern emerged in the open comments at the end of the survey as well. More investigation needs to be done into the nature of those technical problems and whether or not they are problems that EDTs can reasonably be expected to solve on site or not.

About half of the booth workers attempted to call the command center during the day on Election Day (Q19) but only 35% of those callers were able to speak to someone on the first try (Q19A). Clearly the command center did not have sufficient capacity to handle the influx of calls from booth workers in a timely manner. The variety of problems reported in calls to the command center is unclear from these data but the calls are summarized in the analysis of the incident reports.

Identification

Survey respondents were asked how often they requested that voters showed identification before voting (Q22). When the analysis is limited to just the booth workers, judges, and presiding judges, most workers responded that they “never” (42%) or “hardly at all” (27%) asked for id while 14% said “some of the time,” 7% said “most of the time” and 9.7% said all of the time.

Those that responded that they had asked voters for ID were then asked to give the most common reason why they asked for ID. The responses to these questions varied considerably and survey interviewers had difficulty fitting the response options into the available pre-coded categories. The majority of the time interviewers coded the response in an “other” category.

A look at the other category indicates that the vast majority of the responses are related to an indication in the poll book that ID should be requested or that there was some confusion or discrepancy about the voter’s address.

The ID requirements in Ohio have changed since the primary and are still being clarified suggesting that additional analysis of these data, while interesting, will not directly apply to the November election. However, the variety of answers given by the election workers strongly suggests that great care be taken in future training so that booth workers clearly understand the ID requirements and how the law should be applied so that voters are treated fairly.

Appendix 2 – Post Election Survey of Booth workers & Election Day Technicians

2.1 Selected Topline Results

Q3:

Overall, how satisfied are you with your job as an election worker in Cuyahoga (KI-YA-HO-GA) County...

N =	527	100%
Very satisfied.....1	218	41%
Somewhat satisfied2	194	37%
Somewhat dissatisfied3	79	15%
Very dissatisfied.....4	30	6%
Don't know / Uncertain (DO NOT READ)8	2	0%
Refused (DO NOT READ).....9	4	1%

Q4:

How much attention have you paid to news media reports since the May 2nd primary election about the touch screen voting machines, the performance of election officials, and the certification of the election results? Have you given the media reports...

N =	527	100%
A lot of attention1	211	40%
Some attention2	198	38%
Not very much attention, or3	87	17%
No attention at all4	26	5%
Don't know / Uncertain (DO NOT READ)8	5	1%
Refused (DO NOT READ).....9	0	0%

Q6:

How confident are you that votes in the May 2nd primary were recorded correctly?

Are you...

N =	527	100%
Very confident.....1	229	43%
Somewhat confident.....2	233	44%
Not very confident, or.....3	36	7%
Not confident at all4	16	3%
Don't know / Uncertain (DO NOT READ)8	13	2%
Refused (DO NOT READ).....9	0	0%

Q7:

How would you compare the touch screen voting system to the punch card system that had been used previously at your polling place? Is the touch screen...

N =	527	100%
Much better1	327	62%
Somewhat better2	146	28%
Somewhat worse, or3	19	4%
Much worse4	19	4%
Never used the punch card system (DO NOT READ)5	4	1%
Don't know / Uncertain (DO NOT READ)8	10	2%
Refused (DO NOT READ).....9	2	0%

Q8 Introduction:

I'm going to read you a list of reasons that people give for being an election worker. Thinking about your decision to be an election worker, please tell me if each of these reasons was very important, somewhat important, not very important, or not at all important in your decision to be an election worker...

Q8A:

The first one is: I found it exciting. Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	207	39%
Somewhat important.....2	172	33%
Not very important.....3	73	14%
Not at all important.....4	71	13%
Don't know / Uncertain.....8	1	0%
Refused.....9	3	1%

Q8B:

The next one is: I wanted to learn about politics and government. Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	170	32%
Somewhat important.....2	176	33%
Not very important.....3	95	18%
Not at all important.....4	77	15%
Don't know / Uncertain.....8	6	1%
Refused.....9	3	1%

Q8C:

I was asked to be an election worker by someone in my political party.

PROMPT IF NECESSARY: Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	153	29%
Somewhat important.....2	105	20%
Not very important.....3	66	13%
Not at all important.....4	170	32%
Don't know / Uncertain.....8	31	6%
Refused.....9	2	0%

Q8D:

I like to be with people who share my ideals.

PROMPT IF NECESSARY: Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	201	38%
Somewhat important.....2	164	31%
Not very important.....3	76	14%
Not at all important.....4	79	15%
Don't know / Uncertain8	5	1%
Refused.....9	2	0%

Q8E:

I think it is my duty as a citizen.

PROMPT IF NECESSARY: Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	389	74%
Somewhat important.....2	106	20%
Not very important.....3	17	3%
Not at all important.....4	15	3%
Don't know / Uncertain8	0	0%
Refused.....9	0	0%

Q8F:

I am the kind of person who does my share.

PROMPT IF NECESSARY: Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	428	81%
Somewhat important.....2	84	16%
Not very important.....3	9	2%
Not at all important.....4	4	1%
Don't know / Uncertain8	1	0%
Refused.....9	1	0%

Q8G:

I wanted to make some extra money.

PROMPT IF NECESSARY: Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	202	38%
Somewhat important.....2	197	37%
Not very important.....3	69	13%
Not at all important.....4	56	11%
Don't know / Uncertain8	2	0%
Refused.....9	1	0%

Q8H:

I received recognition from people I respect.

PROMPT IF NECESSARY: Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	205	39%
Somewhat important.....2	137	26%
Not very important.....3	92	17%
Not at all important.....4	85	16%
Don't know / Uncertain8	7	1%
Refused.....9	1	0%

Q8I:

I can be with people I enjoy.

PROMPT IF NECESSARY: Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	286	54%
Somewhat important.....2	151	29%
Not very important.....3	46	9%
Not at all important.....4	36	7%
Don't know / Uncertain8	7	1%
Refused.....9	1	0%

Q8J:

I did not want to say no to someone who asked.

PROMPT IF NECESSARY: Please tell me if this was very important, somewhat important, not very important, or not at all important to your decision to be an election worker.

N =	527	100%
Very important.....1	99	19%
Somewhat important.....2	93	18%
Not very important.....3	120	23%
Not at all important.....4	187	35%
Don't know / Uncertain8	23	4%
Refused.....9	5	1%

Q9:

At any time during the training and recruiting process, did you consider not working at the polls on Election Day?

N =	519	100%
Yes.....1	146	28%
No.....2	371	71%
Don't know / Uncertain8	2	0%
Refused.....9	0	0%

Q9A:

What was the most important reason you considered not working at the polls on Election Day?

N =	146	100%
Illness..... 01	5	3%
Had to work other job..... 02	0	0%
Felt training wasn't good enough / Training didn't prepare me well enough..... 03	70	48%
Concerned about operating the new voting equipment / New equipment too complicated..... 04	33	23%
Could not find transportation / Get a ride to the poll..... 05	0	0%
Could not get child care..... 06	0	0%
Pay was too low..... 07	3	2%
Booth worker pay was unfair compared to EDT / Technician pay..... 08	0	0%
Did not think I could do a good job..... 09	2	1%
Day was too long..... 10	5	3%
Was assigned to a location I didn't like..... 11	0	0%
My assigned location was changed a few days before election..... 12	0	0%
Other reason (SPECIFY)..... 13	26	18%
Don't know / Uncertain..... 88	2	1%
Refused..... 99	0	0%

Q10:

How likely are you to work as a booth worker in the elections this coming November...

N =	527	100%
Very likely..... 1	375	71%
Somewhat likely..... 2	109	21%
Not very likely..... 3	23	4%
Not at all likely..... 4	14	3%
Don't know / Uncertain (DO NOT READ)..... 8	6	1%
Refused (DO NOT READ)..... 9	0	0%

Q11:

How were you first recruited as a booth worker? Were you recruited by...

N =	527	100%
A political party official..... 1	96	18%
Another booth worker..... 2	182	35%
An advertisement in the local media..... 3	23	4%
A teacher or professor..... 4	6	1%
An official job posting by the county..... 5	30	6%
Or some other way (SPECIFY)..... 6	159	30%
Don't know / Uncertain (DO NOT READ)..... 8	29	6%
Refused (DO NOT READ)..... 9	2	0%

Q13:

Cuyahoga (KI-YA-HO-GA) County sponsored training sessions for booth workers prior to the May 2nd primary to teach workers how to use the new touch screen voting machines. How many training sessions did you attend?

N =	527	100%
Zero.....0	3	1%
One.....1	359	68%
Two.....2	135	26%
Three.....3	26	5%
More than three.....4	3	1%
Don't know / Uncertain8	1	0%
Refused.....9	0	0%

Q14:

Did you receive a copy of the <Q14FI> from the Board of Elections?

N =	527	100%
Yes.....1	511	97%
No.....2	16	3%
Don't know / Uncertain8	0	0%
Refused.....9	0	0%

Q14A:

About how much of the <q14fi> supplied to you by the Board of Elections did you read prior to Election Day? Did you read...

N =	511	100%
All of it.....1	345	68%
Most of it.....2	134	26%
Some of it, or.....3	27	5%
None of it.....4	5	1%
Don't know / Uncertain (DO NOT READ)8	0	0%
Refused (DO NOT READ).....9	0	0%

Q15:

Did you receive a copy of the training video or DVD from the Board of Elections?

N =	527	100%
Yes.....1	445	84%
No.....2	81	15%
Don't know / Uncertain8	1	0%
Refused.....9	0	0%

Q15A:

About how much of the training video or DVD supplied to you by the Board of Elections did you watch prior to Election Day? Did you watch...

N =	446	100%
All of it.....1	343	77%
Most of it.....2	21	5%
Some of it, or.....3	11	2%
None of it.....4	68	15%
Don't know / Uncertain (DO NOT READ)8	3	1%
Refused (DO NOT READ).....9	0	0%

Q15X:

Which did you find most helpful in preparing for Election Day, the printed manual or the video/DVD?

N =	438	100%
Manual	177	40%
Video	147	34%
Both equally (DO NOT READ)	91	21%
Neither one was helpful (DO NOT READ)	18	4%
Don't know / Uncertain (DO NOT READ)	5	1%
Refused (DO NOT READ).....	0	0%

Q16 Introduction:

Thinking back on your training before the May 2nd primary election, please tell me whether you agree or disagree with each of the following statements. The first one is...

Q16A:

The training session provided me with enough information to do my job well.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....	91	17%
Agree.....	158	30%
Disagree.....	181	34%
Strongly disagree.....	91	17%
Don't know / Uncertain	5	1%
Refused.....	1	0%

Q16B:

I was able to spend enough time doing hands-on practice with the voting machine.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....	84	16%
Agree.....	139	26%
Disagree.....	175	33%
Strongly disagree.....	126	24%
Don't know / Uncertain	2	0%
Refused.....	1	0%

Q16C:

I thought the new touch screen voting machines were easy to use.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....1	264	50%
Agree.....2	220	42%
Disagree.....3	25	5%
Strongly disagree.....4	8	2%
Don't know / Uncertain8	10	2%
Refused.....9	0	0%

Q16D:

The training sessions were too long.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....1	42	8%
Agree.....2	74	14%
Disagree.....3	289	55%
Strongly disagree.....4	116	22%
Don't know / Uncertain8	5	1%
Refused.....9	1	0%

Q16E:

The training sessions were boring.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....1	32	6%
Agree.....2	71	13%
Disagree.....3	282	54%
Strongly disagree.....4	132	25%
Don't know / Uncertain8	10	2%
Refused.....9	0	0%

Q16F:

The training sessions spent enough time covering election law and procedures.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....1	87	17%
Agree.....2	150	28%
Disagree.....3	187	35%
Strongly disagree.....4	95	18%
Don't know / Uncertain8	8	2%
Refused.....9	0	0%

Q16G:

Sometimes I am not sure I am doing my job correctly because the laws keep changing.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....1	32	6%
Agree.....2	140	27%
Disagree.....3	212	40%
Strongly disagree.....4	106	20%
Don't know / Uncertain8	35	7%
Refused.....9	2	0%

Q16H:

The training was easy to understand.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....1	83	16%
Agree.....2	203	39%
Disagree.....3	154	29%
Strongly disagree.....4	76	14%
Don't know / Uncertain8	10	2%
Refused.....9	1	0%

Q16I:

The training prepared me well for Election Day.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....1	73	14%
Agree.....2	170	32%
Disagree.....3	176	33%
Strongly disagree.....4	100	19%
Don't know / Uncertain8	8	2%
Refused.....9	0	0%

Q16J:

After the training, I was confident in my ability to do my job on Election Day.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	527	100%
Strongly agree.....1	112	21%
Agree.....2	198	38%
Disagree.....3	137	26%
Strongly disagree.....4	73	14%
Don't know / Uncertain8	7	1%
Refused.....9	0	0%

Q17:

Did you notice any differences between how you learned to use the voting machines in training and how the voting machines operated on Election Day?

N =	519	100%
Yes	211	41%
No	302	58%
Don't know / Uncertain	6	1%
Refused.....	0	0%

Q17A:

To what extent did the training differ from the actual procedures? Was it...

N =	211	100%
A lot different	59	28%
Somewhat different, or	97	46%
Just a little bit different	53	25%
Don't know / Uncertain (DO NOT READ)	2	1%
Refused (DO NOT READ).....	0	0%

Q18 Introduction:

Thinking back on your experience during Election Day on May 2nd, please tell me whether you agree or disagree with each of the following statements...

Q18A:

The first one is: There were problems with setting up the touch screen voting machines. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	519	100%
Strongly agree.....	114	22%
Agree	173	33%
Neither	8	2%
Disagree	140	27%
Strongly disagree.....	79	15%
Don't know / Uncertain	4	1%
Refused.....	1	0%

Q18B:

There were problems shutting down the touch screen machines at the end of the day. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	519	100%
Strongly agree.....	144	28%
Agree	143	28%
Neither	7	1%
Disagree	140	27%
Strongly disagree.....	74	14%
Don't know / Uncertain	11	2%
Refused.....	0	0%

Q18C:

There were problems with the touch screen machines throughout the day.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	519	100%
Strongly agree.....1	38	7%
Agree.....2	66	13%
Neither.....3	9	2%
Disagree.....4	238	46%
Strongly disagree.....5	165	32%
Don't know / Uncertain.....8	3	1%
Refused.....9	0	0%

Q18D:

Generally speaking, voters were satisfied with the touch screen voting machines.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	519	100%
Strongly agree.....1	266	51%
Agree.....2	222	43%
Neither.....3	3	1%
Disagree.....4	12	2%
Strongly disagree.....5	11	2%
Don't know / Uncertain.....8	5	1%
Refused.....9	0	0%

Q18E:

The booth workers in my precinct worked well together.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	519	100%
Strongly agree.....1	284	55%
Agree.....2	187	36%
Neither.....3	3	1%
Disagree.....4	28	5%
Strongly disagree.....5	16	3%
Don't know / Uncertain.....8	1	0%
Refused.....9	0	0%

Q18F:

Most voters had no problems using the touch screen voting machines.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	519	100%
Strongly agree.....1	256	49%
Agree.....2	222	43%
Neither.....3	2	0%
Disagree.....4	28	5%
Strongly disagree.....5	9	2%
Don't know / Uncertain.....8	2	0%
Refused.....9	0	0%

Q18G:

The touch screen voting machines are reliable.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	519	100%
Strongly agree.....1	160	31%
Agree.....2	233	45%
Neither.....3	19	4%
Disagree.....4	34	7%
Strongly disagree.....5	21	4%
Don't know / Uncertain8	52	10%
Refused.....9	0	0%

Q18H:

The touch screen voting machines provide voters with enough privacy as they vote.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	519	100%
Strongly agree.....1	177	34%
Agree.....2	243	47%
Neither.....3	6	1%
Disagree.....4	59	11%
Strongly disagree.....5	32	6%
Don't know / Uncertain8	2	0%
Refused.....9	0	0%

Q18I:

The booth workers knew how to operate the touch screen voting machines.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	51	100%
Strongly agree.....1	11	22%
Agree.....2	26	51%
Neither.....3	0	0%
Disagree.....4	8	16%
Strongly disagree.....5	6	12%
Don't know / Uncertain8	0	0%
Refused.....9	0	0%

Q18J:

The Election Day Technician at my polling place was able to solve technical problems with the touch screen voting machines.

PROMPT IF NECESSARY: Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

N =	468	100%
Strongly agree.....1	127	27%
Agree.....2	167	36%
Neither.....3	13	3%
Disagree.....4	73	16%
Strongly disagree.....5	77	16%
Don't know / Uncertain8	10	2%
Refused.....9	1	0%

Q19:

Did you need to call the command center at any time during the Primary Election Day?

N =	519	100%
Yes	254	49%
No	258	50%
Don't know / Uncertain	7	1%
Refused.....	0	0%

Q19A:

Generally speaking, when you called the command center...

N =	254	100%
Did you speak to someone on the first try.....	90	35%
Did you have to call back to speak to someone, or.....	93	37%
Were you unable to speak to someone	45	18%
Don't know / Uncertain (DO NOT READ)	26	10%
Refused (DO NOT READ).....	0	0%

Q20:

Did your polling location have all the workers it needed?

N =	519	100%
Yes	328	63%
No	187	36%
Don't know / Uncertain	4	1%
Refused.....	0	0%

Q21:

Were you missing any supplies at your polling location?

N =	519	100%
Yes	148	29%
No	366	71%
Don't know / Uncertain	5	1%
Refused.....	0	0%

Q22:

How often did you ask voters to present identification before allowing them to vote...

N =	519	100%
All of the time.....	49	9%
Most of the time	33	6%
Only some of the time.....	68	13%
Hardly at all, or.....	127	24%
Never	222	43%
Don't know / Uncertain (DO NOT READ)	18	3%
Refused (DO NOT READ).....	2	0%

Q23 Introduction:

I'm going to read you a list of possible problems that you may have experienced with the new voting machines. For each one please answer yes or no about whether or not you experienced the possible problem with the touch screen voting machines at your polling place...

Q23A:

Did you have any difficulty setting up the machine? Please answer yes or no about whether or not you experienced this possible problem with the touch screen voting machines at your polling place.

N =	519	100%
Yes	165	32%
No	351	68%
Don't know / Uncertain	2	0%
Refused.....	1	0%

Q23B:

Did you have any difficulty connecting the machine to a power source? Please answer yes or no about whether or not you experienced this possible problem with the touch screen voting machines at your polling place.

N =	519	100%
Yes	30	6%
No	486	94%
Don't know / Uncertain	3	1%
Refused.....	0	0%

Q23C:

Did you have any difficulty with the printer spools or loading paper in the printer?
 PROMPT IF NECESSARY: Please answer yes or no about whether or not you experienced this possible problem with the touch screen voting machines at your polling place.

N =	519	100%
Yes	196	38%
No	322	62%
Don't know / Uncertain	1	0%
Refused.....	0	0%

Q23D:

Did you have any difficulty attaching the security seal to the paper roll?
 PROMPT IF NECESSARY: Please answer yes or no about whether or not you experienced this possible problem with the touch screen voting machines at your polling place.

N =	519	100%
Yes	108	21%
No	404	78%
Don't know / Uncertain	6	1%
Refused.....	1	0%

Q23E:

Did you have any difficulty with a printer jam?

PROMPT IF NECESSARY: Please answer yes or no about whether or not you experienced this possible problem with the touch screen voting machines at your polling place.

N =	519	100%
Yes	133	26%
No	377	73%
Don't know / Uncertain	9	2%
Refused.....	0	0%

Q23F:

Did you have any difficulty inserting the memory card into the machine?

PROMPT IF NECESSARY: Please answer yes or no about whether or not you experienced this possible problem with the touch screen voting machines at your polling place.

N =	519	100%
Yes	35	7%
No	481	93%
Don't know / Uncertain	3	1%
Refused.....	0	0%

Q23G:

Did you have any difficulty with the security tape on the memory card?

PROMPT IF NECESSARY: Please answer yes or no about whether or not you experienced this possible problem with the touch screen voting machines at your polling place.

N =	519	100%
Yes	42	8%
No	467	90%
Don't know / Uncertain	10	2%
Refused.....	0	0%

Q23H:

Did you have any difficulty with the card encoder?

PROMPT IF NECESSARY: Please answer yes or no about whether or not you experienced this possible problem with the touch screen voting machines at your polling place.

N =	519	100%
Yes	70	13%
No	439	85%
Don't know / Uncertain	9	2%
Refused.....	1	0%

Q23I:

Did you have any difficulty closing out the machines at the end of the day?
 PROMPT IF NECESSARY: Please answer yes or no about whether or not you experienced this possible problem with the touch screen voting machines at your polling place.

N =	519	100%
Yes	234	45%
No	277	53%
Don't know / Uncertain	8	2%
Refused.....	0	0%

Q24II:

I'm going to read you a few statements about the polling place location and equipment for the May 2nd primary. Please rate each one of the following polling place conditions on a scale of 1 to 10, where 1 is "very poor" and 10 is "excellent"...

Q24A:

The overall condition of the polling place location where you worked on election day. On a scale of 1 to 10, where 1 is "very poor" and 10 is "excellent," please rate this polling place condition.

N =	519	100%
One (Very poor).....	4	1%
Two.....	3	1%
Three.....	4	1%
Four	6	1%
Five.....	22	4%
Six.....	18	3%
Seven	40	8%
Eight.....	92	18%
Nine.....	56	11%
Ten (Excellent)	274	53%
Don't know / Uncertain	0	0%
Refused.....	0	0%

Q24B:

The accessibility of the polling place location for people with disabilities. On a scale of 1 to 10, where 1 is "very poor" and 10 is "excellent," please rate this polling place condition.

N =	519	100%
One (Very poor).....	17	3%
Two.....	3	1%
Three.....	8	2%
Four	4	1%
Five.....	24	5%
Six.....	8	2%
Seven	24	5%
Eight.....	62	12%
Nine.....	66	13%
Ten (Excellent)	299	58%
Don't know / Uncertain	4	1%
Refused.....	0	0%

Q24C:

The availability of parking at the polling place.

PROMPT IF NECESSARY: On a scale of 1 to 10, where 1 is "very poor" and 10 is "excellent," please rate this polling place condition.

N =	519	100%
One (Very poor).....	01	7 1%
Two.....	02	6 1%
Three.....	03	6 1%
Four	04	4 1%
Five.....	05	18 3%
Six.....	06	14 3%
Seven	07	23 4%
Eight.....	08	56 11%
Nine.....	09	49 9%
Ten (Excellent)	10	333 64%
Don't know / Uncertain	88	3 1%
Refused.....	99	0 0%

Q24D:

Adequate space to operate the equipment at the polling place.

PROMPT IF NECESSARY: On a scale of 1 to 10, where 1 is "very poor" and 10 is "excellent," please rate this polling place condition.

N =	519	100%
One (Very poor).....	01	4 1%
Two.....	02	0 0%
Three.....	03	3 1%
Four	04	4 1%
Five.....	05	15 3%
Six.....	06	6 1%
Seven	07	22 4%
Eight.....	08	42 8%
Nine.....	09	55 11%
Ten (Excellent)	10	367 71%
Don't know / Uncertain	88	0 0%
Refused.....	99	1 0%

Q24E: Electrical outlets to plug in touch screen voting machines.

PROMPT IF NECESSARY: On a scale of 1 to 10, where 1 is "very poor" and 10 is "excellent," please rate this polling place condition.

N =	519	100%
One (Very poor).....	01	6 1%
Two.....	02	5 1%
Three.....	03	5 1%
Four	04	2 0%
Five.....	05	11 2%
Six.....	06	7 1%
Seven	07	18 3%
Eight.....	08	64 12%
Nine.....	09	45 9%
Ten (Excellent)	10	354 68%
Don't know / Uncertain	88	1 0%
Refused.....	99	1 0%