

November 2020 General Election

Site Coordinator Feedback - Received 2/9/2021 – 2/11/2021

Overall, Site Coordinators reported positive experiences working during Early Voting and on Election Day. Returning Site Coordinators were especially pleased with the changes made prior to the November General Election. In particular, Site Coordinators praised the utilization of Vote Centers instead of precinct-based voting. They also liked the option to vote by mail. Overwhelmingly, Site Coordinators would like to see Vote Centers and Mail Voting continue in future elections.

Vote Centers were well staffed and Site Coordinators saw few, if any, lines. Site Coordinators really enjoyed the influx of new, younger election workers. The new election workers had good energy and learned very quickly.

While there were some technical issues and challenges with communication, Early Voting and Election Day voting were largely uneventful. There were frustrations with delivery delays of equipment to the Vote Centers.

Election Workers

Site Coordinators were very happy to have a lot of new and youthful election workers who were eager to work and learn. Many indicated that Vote Centers were over-staffed. Site Coordinators commended election workers on retaining information from training and their willingness to cross-train on other positions. Many site coordinators appreciated having more workers than they did during the Primary Election because it made Vote Center operations smoother and easier. One of the concerns that many Site Coordinators expressed was having different election workers at their Vote Centers on Election Day than they had for Early Voting. This caused some confusion due to the nuanced differences between Vote Centers. There were no issues with the In-Precinct technicians, however Site Coordinators questioned the need for them because they were not busy as there were few technical issues throughout the day. Site Coordinators continuously expressed how safe they felt while working at the Vote Centers. Initially, a lot of people had reservations about working during the pandemic. In the end, Site Coordinators believed everyone was properly trained about conducting themselves while executing their job duties. They appreciated the abundance of Personal Protective Equipment (PPE) available for themselves and for voters entering Vote Centers. Overall, the feedback about elections workers was positive and many Site Coordinators look forward to building their teams with election workers moving forward.

Technical Issues

Site Coordinators reported few technical issues. A minor issue was reported regarding some of the Ballot On-Demand printers. Some of the printers printed crooked ballots and had ballot jams. Another reported issue was with printing of the zero and closing tapes from the DS200. These issues were due to the use of Vote Centers instead of precinct-specific sites. The longer tapes, encompassing all precincts,

led to paper shortages. There were also some issues with the DS200 dropping mechanism. In some instances, the DS200 was not properly depositing the ballots into the bin after they were scanned (misalignment issue). The most consistent issue was with the Site Coordinator Poll Pad that was mainly used for signing election workers in and out. This was the first time the process had been introduced and Site Coordinators were, at times, overwhelmed and confused about making sure election workers were properly signed in and out for their shifts.

Training

While Site Coordinators were pleased with the election worker training, many felt they did not receive enough training as Site Coordinators and would have like to have more materials (Site coordinators notebook, manual, SOPs, etc.) prior to Election Day. Specifically, Site Coordinators wanted to have more in-depth training sessions on each position. The Site Coordinators mentioned that working during the Early Voting process helped them prepare for Election Day. They were able to observe processes first hand while working different positions during Early Voting and it helped prepare them for their Vote Centers on Election Day. They requested more hands-on training (possibly two days) to make sure they fully understand their roles and the equipment. Site Coordinators also referenced some confusion with the Poll Pads and the curbside process in general.

Vote Centers and Absentee Voting

All Site Coordinators agreed with the use of Vote Centers. The Election Day process was much smoother because voters could vote at any location. The Super Vote Centers were well received by election workers and voters. Site Coordinators also thought the mail-in ballot process was extremely successful. They would like to see the Board of Elections continue both practices for all elections.

Call Center/Help Desk

Site Coordinators expressed concerns with communications. Site Coordinators were not well informed about the delays with the trucks carrying the equipment and supplies. Site Coordinators did not have extremely busy days and did not encounter major issues at the Vote Centers. However, some were not able to easily reach the Call Center with the minor issues they encountered. They believe expanding the Call Center on the Monday before the General Election (set-up day) and on Election Day would be a big help.

BOE Staff

The Site Coordinators were very appreciative of BOE staff for all of the work and energy they put into planning and executing the General Election. They all enjoyed their roving technicians and noted their helpfulness with Vote Center setup, Vote Center opening and closing, and ensuring Vote Centers had the proper materials during Early Voting and on Election Day. Everyone complimented BOE staff

members on their availability and willingness to answer questions. Overall, Site Coordinators said the General Election was well-executed.

Suggested Improvements

- Some Site Coordinators had issues using Poll Pads to sign election workers in and out. Site Coordinators suggested having a paper back-up attendance system.
- Review the curbside voting process. Some locations had Poll Pad connectivity issues.
- Make sure the ADA coordinators receive clear guidance about processes and procedures. There was some miscommunication.
- Make sure all Vote Centers have plenty of Voter Guides.
- Have Site Coordinators and election workers report one hour prior to the opening of the Vote Center instead of 30 minutes before. It is challenging to get everyone checked in and prepare all of the equipment within the same 30-minute window.
- Continue training Registration Clerks that serve as Check-in Clerks and Special Ballot Clerks.
- Provide additional training on interacting and communicating with the media.
- Provide a mechanism to contact BOE separate from the Call Center.
- Ensure the procedures for opening and closing the Vote Centers are properly articulated.
- Ensure the Delivery Confirmation Forms are accurate.
- In addition to Standard Operating Procedures, Site Coordinators would like a manual.