

OVERVIEW OF LOCAL ELECTION OFFICIALS SURVEY

TO: Members of the Presidential Commission on Election Administration
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During late summer/early autumn, we conducted a national survey of local election officials.¹ The purpose of the survey was to ascertain, in a systematic way, the views of local officials about the challenges and successes they had in the conduct of the 2012 general election. This document provides a summary overview of the findings from that survey. We anticipate writing a fuller report of the survey's findings in the coming weeks. We have written this review trusting that the high-level findings we report will assist the Commission as it deliberates on its report to the President.

SUMMARY

SURVEY ADMINISTRATION

Universe

- 7,779 local election officials from all fifty states (plus D.C., American Samoa, and Guam).

Field Dates

- August 31-October 11, 2013.

Sample

- 3,191 completed surveys (1,856 from town/village/city officials, 1,272 from county officials, 60 from parish officials, 3 from state/region officials).

Response Rates

- 41.0 percent. Completed surveys were returned from every state except Wyoming.

RESULTS

Overall successes and concerns/challenges

Respondents were asked to list up to three aspects of the 2012 general election that went especially well or presented special problems and/or concerns. The following table reports the percentage of answers that identified each response options as either a positive or challenging aspect of the election. (Categories are listed in the order in which what went well dominated responses.)

	Worked well	Concern/problem
Voting Technology and voting machine capacity	31%	5%
Availability of Polling Places	19%	2%
Management and processing of Absentee Voting	23%	6%
Management, Operation, and Design of Polling Places	18%	2%

¹ Funding for the survey was provided by the William and Flora Hewlett Foundation. Additional support in the form of funding for research assistants was provided by Omidyar and the Democracy Fund. These groups bear no responsibility for the analyses found herein.

	Worked well	Concern/problem
Training and Management of Poll workers	22%	8%
Quality of Voter Registration Lists and Management of Poll Books	16%	2%
Keeping Lines to a Minimum	14%	6%
Management and processing of Early Voting	11%	3%
Staffing of the Election Office on Election Night	11%	3%
Accessibility for Uniformed and Overseas Voters	9%	4%
Accessibility for people with disabilities or other special needs	5%	1%
Ballot Simplicity and Ballot design	9%	7%
Ballot design, signage, and communications for people who do not speak English or with limited English proficiency	1%	1%
Vendor issues	-	1%
Availability of Poll Workers	16%	18%
Management and processing of provisional ballots	2%	4%
Other (specify)	2%	5%
Preparedness for natural disasters or other emergencies	0%	5%
Postal service issues	-	9%
Voter education	3%	13%
Lack of funding/resources	-	11%
Nothing in particular/Don't know	5%	23%

Local Officials' Assessments of particular issues in the 2012 Elections

Lines

- When asked whether their jurisdiction experienced long lines (approximately one hour or more) at precincts or early voting sites in 2012, 83 percent said there were no appreciable lines in their jurisdiction. Two percent said long lines were “common and widespread,” 4 percent said there were long lines at some locations, and 8 percent said there were long lines to one or two locations.
- Among the 14 percent of local officials who said there were long lines in some of their precincts or early voting locations in 2012, 5 percent identified “too many people showing up at the same time” as a contributing factor. Three percent identified “overly long or complicated ballots,” while 2 percent identified “inadequate space at the polling place” and another 2 percent identified “people showing up at the wrong precinct.”
- When asked (in a separate question) what percent of their jurisdictions averaged lines of an hour or more on Election Day, 89 percent of officials said 0 percent. The average percentage of jurisdictions where Election Day lines averaged an hour or more was 2.8 percent.
- 92 percent of officials say that they did not have any jurisdictions where Early Voting lines averaged at least an hour or more.
- The average percentage of jurisdictions where Early Voting lines averaged an hour or more was 3.5 percent.
- When asked “what worked particularly well” in 2012, 14 percent identified “keeping lines to a minimum.”

- Conversely, when asked about their “biggest concerns or problems” in 2012, 6 percent said “keeping lines to a minimum.”
- Only 2 percent identified “keeping lines to a minimum” as an area in significant need of improvement or upgrade over the next five to ten years.

Overseas and Domestic Military Ballots

- Nine percent said accessibility for uniformed and overseas voters was an area where things worked especially well in 2012. Four percent said that this was an area of concern. Six percent identify it as an area that will require significant improvement or upgrading over the next five to ten years.
- Ninety-one percent of officials said that their office handles uniformed and overseas votes or federal write-in absentee ballots.
- The average number of ballots received from uniformed personnel in 2012 was 98.3. The median number was 6.0. Sixty-one percent received between 0-10 ballots, while 39 percent received more than 10 ballots.
- The average number of overseas ballots from uniformed personnel was 38.9 (median = 5.0).
- The average number of domestic ballots from uniformed personnel was 77.9 (median = 4.0).
- Of military ballots from overseas, the average number rejected for any reason was 1.7 (median = 0.0). Eighty-three percent report rejecting none.
- Of military ballots from domestic addresses, the average number rejected for any reason was 1.7 (median = 0.0). Eighty-seven percent report rejecting none.

Voter Education

- Three percent said voter education was an area where things worked especially well in 2012. Thirteen percent said that this was an area of concern. Eighteen percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.
- Fifty-two percent of officials indicated that their office sent some sort of information to all registered voters for the 2012 general election.
 - Nine percent sent information on where to vote.
 - Eight percent sent information on absentee or early voting.
 - Five percent sent a sample ballot, and another 4 percent sent a voter pamphlet or guide.
 - Five percent sent information on how to vote.
 - Five percent sent information about the person’s voter registration.
 - Four percent sent a list of candidates and questions on the ballot.
- When asked whether their office does any voter education on a regular basis, 34 percent said they publish a sample ballot in the newspaper.
 - Twenty-one percent conduct voter registration and education in public high schools. Another six percent hold these meetings in colleges and technical schools.
 - Ten percent hold town hall meetings.
 - Ten percent conduct voter registration and education in senior centers.
 - Six percent run voter education ads on TV or radio.

Polling Place Location and Design

- Eighteen percent said the management, operation, and design of polling places was an area where things worked especially well in 2012. Two percent said that this was an area of concern. Three percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.
- Nineteen percent said the availability of polling places was an area where things worked especially well in 2012. Two percent said that this was an area of concern. Seven percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.

- Thirty eight percent said that the number of polling places in their jurisdiction is the same every year. Twenty percent said that the number is determined by state law or formula, while 19 percent said it is proportional to the number of registered voters in the jurisdiction.

Language and Disability

- One percent said ballot design, signage, and communications for people who do not speak English or with limited English proficiency was an area where things worked especially well in 2012. One percent said that this was an area of concern. One percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.
- When asked whether they publish ballots in a non-English language, 61 percent said they only produce an English ballot. Five percent do a Spanish language ballot.
- Fifty-six percent publish voter information materials in a language other than English. Nine percent produce Spanish language voter information materials.
- Six percent translate their website into a language other than English.
- Two percent allocate poll workers based on language needs at the polling place.
- Five percent said accessibility for people with disabilities or special needs was an area where things worked especially well in 2012. One percent said that this was an area of concern. Two percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.
- Fourteen percent indicated that their website is accessible for people who use screen readers (74 percent don't know whether their website has this feature or not).

Ballot Design

- Nine percent said ballot simplicity and ballot design was an area where things worked especially well in 2012. Seven percent said that this was an area of concern. Nine percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.

Disaster Preparedness

- Zero (!) percent said preparedness for natural disasters or other emergencies was an area where things worked especially well in 2012. Five percent said that this was an area of concern. Nine percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.
- Forty-seven percent said that their office has an explicit plan for running an election in the event of natural disasters or other emergencies. Another 21 percent said they are developing a plan, while 25 percent said they neither had one nor were they planning one.

Local Officials' Resources

Budgets

- The mean total budget for 2012 was \$1,484,865, while the median was \$98,000. Twenty-one percent stated that their total budget was less than \$250. Forty-eight percent said it was over \$100,000.
- The mean total budget for election administration in 2012 was \$336,988, while the median was \$8,000. Twenty-six percent stated that their total budget was less than \$250. Twenty-one percent said it was over \$100,000.
- A back-of-the-envelope calculation (multiplying the mean by the total number of jurisdictions responding) estimates that \$11.5 billion was spent by local election offices in 2012. Similarly, we estimate that \$2.6 billion was devoted to election administration only.

Poll-workers

- The availability of poll workers was one area where respondents gave the most widely divergent set of answers. Sixteen percent said availability of poll workers was an area where

- things worked especially well in 2012. Eighteen percent said that this was an area of concern. Twenty-two percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.
- Twenty-two percent said poll worker training and management was an area where things worked especially well in 2012. Eight percent said that this was an area of concern. Eleven percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.
 - Eleven percent said staffing of the office on Election Night was an area where things worked especially well in 2012. Three percent said that this was an area of concern. Two percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.
 - Some facts about the allocation of poll-workers across jurisdictions...
 - 41 percent of local election officials said that the state determines this allocation.
 - 54 percent said they have at least some discretion over poll-worker allocation.
 - A number of factors influence poll-worker allocation, including the number of people who voted at the precinct in the most recent comparable election (23 percent), the number of registered voters (19 percent), and formulas determined by state law (17 percent). Twelve percent say that allocate workers evenly across precincts.
 - Some facts about poll-worker training...
 - On average, 5.8 percent of poll workers served for the first time. Fifty-four percent of local election officials said that 0 percent served for the first-time.
 - The typical first time poll-worker received, on average, 2.9 hours of training (median = 2.5 hours). Six percent received no training, 44 percent received 1-2 hours, 36 percent received 3-4 hours, and 15 percent received more than 4 hours.
 - For poll-workers with the “most responsibility,” the average amount of training was 4.9 hours. Thirty-four percent received more than 4 hours.

Central Office Staff

- The average number of full-time central office staff is 3.4 (the median is 2.0). Twelve percent stated that they had no full-time central staff. Fifty-eight percent had 1-2 staff members, while 30 percent had 3 or more.
- The average number of part-time central office staff is 8.1 (the median is 1.0). Sixteen percent stated that they had no part-time central staff. Fifty-seven percent had 1-2 workers, while 28 percent had 3 or more.
- Again, a quick-and-dirty estimate multiplying averages across the total number of respondents suggests that there were 26,293 full-time personnel devoted to managing the 2012 election. We estimate that there were 63,165 part-time personnel in 2012.

Equipment

- Fifty-five percent report NOT having made a major purchase in the past year. Eight percent purchased computer systems, 7 percent electronic poll books, and 6 percent new voting equipment.
- Thirty-one percent said voting technology and voting machine capacity was an area where things worked especially well in 2012. Five percent said that this was an area of concern. Twenty-four percent identifies it as an area that will require significant improvement or upgrading over the next five to ten years.
- Of those using electronic voting machines (DREs), 19 percent stated that the same numbers are allocated to Election Day polling places every year. Fourteen percent say that allocation is driven by the number of registered voters, while 7 percent say the allocation is driven by a state formula, and another 7 percent say that at least two machines are allocated to every polling place.
- Of those using optical scan ballots or hand counted paper ballots, 21 percent say they are allocated in proportion to the number of people who voted in each precinct in the last

comparable election. Sixteen percent say ballots are allocated on the basis of predicted turnout in the precinct, while 12 percent say there are as many ballots as there are registered voters in the district.

- When it comes to the allocation of scanners to Election Day polling places, 25 percent stated that there is exactly one scanner per polling place, while 7 percent said that no scanners are sent to polling places and that the scanning of ballots is done in the election office.

Assessments, Ideas, and Suggestions from Local Officials

What Changes Have Made a Difference?

1. Technology. The most common responses referenced (1) statewide voter registration lists, (2) electronic poll books (3) electronic transmission of UOCAVA ballots, and (4) new voting machines and tabulators.
 - *“E-pollbook technology has improved the election process the most in my jurisdiction. Allowing many of the processes involved checking-in a voter to be automated and having to rely less on seasonally trained poll workers has led to significant improvements in operations at the polling places”*
2. Procedures and Communications. Local election officials identified many specific ways that procedures in offices and in their state had improved and the change in the relationship between the state and the local level.
 - *“The State Board of Elections has moved towards requiring a more uniform approach towards election process and procedures statewide. They are working diligently to provide quality resources and technical support services to the counties”*
3. Changes have not always produced positive changes. In fact, many officials mentioned that some changes have raised concerns.
 - *“I guess the biggest would be voter registration which had not been previously required. Improvements? In my opinion elections have become cumbersome, confusing, time consuming and costly to municipalities.”*

What Suggestions do Local Officials Have?

1. Continued incorporation of new technologies. iPads and tablets were commonly mentioned, along with electronic poll books.
 - *“Upgrading to electronic poll books. Keeps lines moving faster poll workers have the ability to look every registered voter in the entire county up, but only vote voters in their precinct.”*
 - *“The use of tablets. We had iPad operators that worked with voters while they waited in line to correct their voter record. If they could not assist the voter they were given a pass to the help desk.”*
2. Communication and Information. Several officials mentioned ways to acquire and disseminate information.
 - *“Mobile App voting information - provides access to election related information via a smart phone device; includes polling place locations, voting information (candidates, ballot measures, etc.), district representative names, links to office and other sites.”*

- *“Making more reports and information available on the internet helps the public access information. This frees the staff to work on other projects instead of doing research for the public on past elections.”*
3. Handling Multiple Election Processes. In particular, officials talked about handling early and absentee voting in addition to Election Day votes.
 - *“Hired an outside firm to review the flow of absentee voters in our office, which drastically improved our voter flow during absentee voting. Also developed a mail absentee system that reduced the timer per absentee ballot dramatically.”*
 4. Learning. Officials stressed the need to get everyone on the same-page and to learn from experience and mistakes.
 - *“Have meeting with other election official in near-by counties and share ideas.”*
 - *“Statewide systems where every county is on the same page, using the same equipment, following the same standards and rules. All voter info tied into one central system that can be accessed by all counties at any given time.”*
 5. Poll-worker training and Polling Places. Many stressed the need to maintain a consistent training program for poll-workers.
 - *“We have created a very thorough poll official training manual that provides written instruction, diagrams, images, and example forms. This has helped improve accuracy and efficiency in our polling places on Election Day.”*
 6. Basic Management.
 - *“I created a leadership team shortly upon my arrival 10 years ago. This team represents each major function of this office. The team meets weekly to discuss and plan all election strategies. This continuous communication link has proven invaluable.”*

What Administrators Want

1. Electronic Poll Books. Over half of the respondents mentioned these.
 - *“An electronic poll-book for checking-in voters at the polling location. I believe it would cut down on provisionals and decrease lines. I wish my state would offer it as an option.”*
2. New Voting Equipment. The main complaint here was that equipment is either out-dated or soon will be.
 - *“Our current equipment in <state omitted> is VERY old. We are now experiencing more breakdowns on Election Day with the equipment.2. The coding process / design layout of the ballot is also VERY old equipment. It is NOT user friendly at all.”*
 - *“Love to replace <brand name> machines which I believe are a BOAT ANCHOR”*
3. Better office technology. Similar to the need for new voting equipment, new office equipment is a high priority.
 - *“At this point, new computers would be a vast improvement. (We have state-owned Dell's from 2002.)”*
 - *“I would like to have internet access at the Town Hall and another electronic voting machine.”*

4. Online registration. There was substantial support for moving to an online registration system.
 - *“On-line registration. Separate the voting machine hardware from the voting software. Allow software to run on various physical platforms. This would allow flexibility, a better product, and perhaps cost savings.”*
5. Integration of state systems. Several officials stated that they would very much like to see their state provide a more integrated, online system.
 - *“We are switching this year (2013) to a new program. Used to keep records and do updates in our software and transmit to the state. Now it is all under the state. We go on a website to do our updates now.”*
 - *“I would like to see an integrated on-line system (hosted by the Secretary of State's Office) to expedite the check-in of voters at the polling place. This would eliminate days of data entry after an election.”*

METHODOLOGY

The Survey

The Caltech/MIT Voting Technology Project survey was designed to solicit information on the administration of U.S. elections from those who are most knowledgeable about it: local election administrators. Funding for the project was provided by the Omidiyar Foundation. Sentis Research implemented the survey, collected the data, and created the data sets we rely on here for analysis.

Design

On August 31, 2013, invitations to participate in a comprehensive survey were sent out to 7,779 local election officials across all fifty states, as well as Guam. We tried to interview all offices. All local election offices were included in this list, which was derived from dozens of smaller lists provided by government offices and vendors.²

The survey was delivered to all available email and fax addresses for local administrators. Individuals were directed to a website, where the survey could be completed online. Paper responses were also accepted. After the initial invitation was sent out, reminders were sent out after 10 days, and then again after 17 days. Contact information for several additional administrators was added after the project commenced, and survey invitations were sent out to these individuals and offices.

This survey is not a poll. That is, we do not randomly select a sub-set of a larger population from which we estimate the overall distribution of opinion. Rather, we attempt to gain responses from all members of the population of interest. There is not, therefore, a margin of error or any of the other measure often used to describe traditional polls.

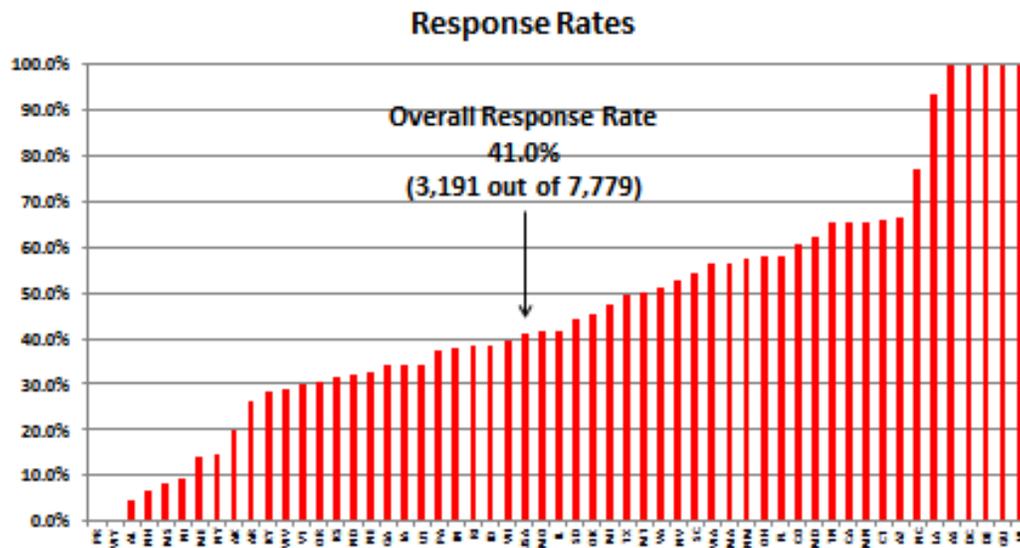
Responses

The final deadline for responses was October 11, 2013. A total of 3,191 responses were received, for an overall response rate of 41 percent. Responses were received from forty-nine of the fifty states (Wyoming did not respond to our repeated queries).

The response rate is roughly 40% for both county and town offices. The response rate varies somewhat by region but not much, and the southern states as a whole had higher response rates than other regions. Among the larger states, the highest response rate was Louisiana at over 90%. Thank you to all of the parish administrators in Louisiana for their cooperation and effort.

² We compared two contact lists (one was about four years older than other) and discovered significant differences – roughly half of the names on the lists of contacts differed. This reveals that even in a relatively short time span—between two presidential elections—there is a lot of turnover in the offices. Moreover, this turnover does affect responses to some items. For example, in response to open-ended questions about the allocation of poll workers or voting machines across precincts, we saw numerous answers along the lines: “I am a new election official and I don’t really know the answer.”

Responses from States



Questionnaire

We designed the questionnaire so that it (1) addressed directly the charges of the commission, (2) filled gaps in available information, and (3) would complement what Election Administration Committee learned from the EAVS and other sources of information. More specifically, we asked about office operations, budgets and resource allocation, poll-workers, voting machines, lines, language issues, disaster preparedness, voter education, and overseas and domestic military ballot counts.

In order to increase response rates, we divided the survey into a shorter, first part, and a more detailed, second part. The first part consists of ten questions, focusing on budgets, workers, common practices, and issues (for example, lines on Election Day). These provide “nuts and bolts” information essential for a basic understanding of election administrator functioning. The second part consists of innovations and thoughts about the future, poll workers, training, and equipment, websites, foreign language and disability-related accommodations, and military and overseas ballots. These provide information that supplements what we have from the EAVS, while also covering several topics germane to the Commission for which we have no other good information.

SURVEY OF LOCAL ELECTION ADMINISTRATORS

N=3,191

August 31-October 11, 2013

Q1. Which of the following aspects of the election does your office manage?
[Please check all that apply]

78%	Registration Lists
87%	Absentee Voting
84%	Voting Equipment
52%	Early Voting
37%	Drawing Precincts
76%	Selecting & setting up polling places
54%	Voter outreach and/or education
0%	None of the above
9%	Other
0%	Don't know

Q2. What was the total budget of your office last year? (including non-election activities)

21%	less than \$250
2%	\$250-\$1,000
9%	\$1,000-\$10,000
12%	\$10,000-\$50,000
8%	\$50,000-\$100,000
30%	\$100,000-\$500,000
18%	\$500,000+

Median \$98,000

Q3. What was your budget devoted to election administration only? (including non-election activities)

26%	less than \$250
6%	\$250-\$1,000
22%	\$1,000-\$10,000
16%	\$10,000-\$50,000
9%	\$50,000-\$100,000
12%	\$100,000-\$500,000
9%	\$500,000+

Median \$8,000

Q4. In the past year did your office make major purchases of any of the following?
[Please check all that apply]

6%	New Voting Equipment
2%	New or Upgraded Registration System
7%	Electronic Poll Books
8%	Computer systems for the Election Office
55%	None of the above
6%	Other
1%	Don't know

Q5. Excluding precinct workers, how many full and part-time personnel in your office were devoted to managing the 2012 election?

[An estimate is fine.]

Full-Time

12%	0
33%	1
25%	2
11%	3
6%	4
9%	5-10
4%	10+

Mean	3.38
Median	2.00
Minimum	0
Maximum	600

Part-Time

16%	0
41%	1
16%	2
6%	3
5%	4
10%	5-10
7%	10+

Mean	8.12
Median	1.00
Minimum	0
Maximum	1,200

Q6. Does your office have an explicit plan for running the election in the event of natural disasters or other emergencies that may disrupt elections?

47%	Yes, we have an explicit plan
21%	No, but we have a planning process under way
25%	No, and we have no planning process currently under way
8%	Don't know

Q7. Is the head of or director of your office elected or appointed?

60%	Elected
40%	Appointed
0%	Don't know

Q8A. In 2012, what percent of Election Day polling places in your jurisdiction experienced lines of at least an hour?
[Please provide a percent between 0 and 100.]

89%	0 percent
7%	1-10 percent
5%	11-100 percent
Mean	2.76 percent
Median	0.00 percent
Minimum	0.00 percent
Maximum	100 percent

Q8B. In 2012, what percent of early voting locations in your jurisdiction experienced lines of at least one hour?
[Please provide a percent between 0 and 100.]

92%	0 percent
3%	1-10 percent
5%	11-100 percent
Mean	3.53 percent
Median	0.00 percent
Minimum	0.00 percent
Maximum	100 percent

Q9. Again, thinking about the 2012 elections, which of the following aspects of election administration worked especially well in your jurisdiction?

[PLEASE CHOOSE UP TO 3]

31%	Voting Technology and voting machine capacity
19%	Availability of Polling Places
18%	Management, Operation, and Design of Polling Places
16%	Availability of Poll Workers
22%	Training and Management of Poll workers
9%	Ballot Simplicity and Ballot design
3%	Voter education
2%	Management and processing of provisional ballots
23%	Management and processing of Absentee Voting
11%	Management and processing of Early Voting
9%	Accessibility for Uniformed and Overseas Voters
5%	Accessibility for people with disabilities or other special needs
1%	Ballot design, signage, and communications for people who do not speak English or with limited English proficiency
16%	Quality of Voter Registration Lists and Management of Poll Books
11%	Staffing of the Election Office on Election Night
14%	Keeping Lines to a Minimum
0%	Preparedness for natural disasters or other emergencies
2%	Other (specify)
5%	Nothing in particular/Don't know

Q10. What were the biggest concerns or problems in 2012?
[PLEASE CHOOSE UP TO 3]

5%	Voting Technology and voting machine capacity
2%	Availability of Polling Places
2%	Management, Operation, and Design of Polling Places
18%	Availability of Poll Workers
8%	Training and Management of Poll workers
7%	Ballot Simplicity and Ballot design
13%	Voter education
4%	Management and processing of provisional ballots
6%	Management and processing of Absentee Voting
3%	Management and processing of Early Voting
4%	Accessibility for Uniformed and Overseas Voters
1%	Accessibility for people with disabilities or other special needs
1%	Ballot design, signage, and communications for people who do not speak English or with limited English proficiency
2%	Quality of Voter Registration Lists and Management of Poll Books
3%	Staffing of the Election Office on Election Night
6%	Keeping Lines to a Minimum
5%	Preparedness for natural disasters or other emergencies
11%	Lack of funding/resources
9%	Postal service issues
1%	Vendor issues
5%	Other (specify)
23%	Nothing in particular/Don't know

Your input and ideas on improving the way elections are administered would be very helpful to the President's Commission.

This rest of the survey will take about 10 minutes. If, at any time you need to leave the survey simply press Resume Later and you can re-enter the survey where you left off by clicking on the link you received by email.

The Future Of Election Administration

Q11. Over the past few years, what have been the biggest innovations or improvements in the way elections are administered in your jurisdiction?

Q12. Have you implemented any innovations that you think would help other jurisdictions like yours? Could you briefly describe those?

Q13. Are there technologies or new administrative procedures that you would like to try (even if you cannot afford them)?

Q14. What geographic areas of your jurisdiction (precincts, neighborhoods, overseas ballots, etc.) create the biggest problems for election administration? And what is the nature of the problems?

Q15. What actions, if any, could your office take to reduce those problems?

Q16. Looking forward, over the next 5 to 10 years what areas of election administration are in significant need of improvement or an upgrade?

[Please choose up to 3]

24%	Voting Technology and voting machine capacity
7%	Availability of Polling Places
3%	Management, Operation, and Design of Polling Places
22%	Availability of Poll Workers
11%	Training and Management of Poll workers
9%	Ballot Simplicity and Ballot design
18%	Voter education
5%	Management and processing of provisional ballots
8%	Management and processing of Absentee Voting
5%	Management and processing of Early Voting
6%	Accessibility for Uniformed and Overseas Voters
2%	Accessibility for people with disabilities or other special needs
1%	Ballot design, signage, and communications for people who do not speak English or with limited English proficiency
4%	Quality of Voter Registration Lists and Management of Poll Books
2%	Staffing of the Election Office on Election Night
2%	Keeping Lines to a Minimum
9%	Preparedness for natural disasters or other emergencies
10%	Postal service issues
1%	Vendor issues
3%	Professional training
5%	Other (specify)
7%	Don't know

How Your Office Administers Elections.

Q17. How do you determine how many polling places there will be in your jurisdiction? [Please check all that apply]

- 38% The number of polling places is approximately the same every year.
- 19% The number of polling places is proportional to the number of registered voters
- 2% The number of polling places is proportional the number of people who voted in the last similar election
- 3% The number of polling places depends on available locations.
- 1% The number of polling places depends on the number of voting machines I have.
- 1% The number of polling places depends on the number of poll workers I am able to recruit.
- 20% The number of polling places is based on a formula that is determined by a state law or regulation
- 10% Other (specify)

Q18. Does your state have any rules regarding the number of poll workers that must be allocated to each polling place or is that left entirely up to your office?

- 41% State rules determine the number of poll workers per precinct
- 41% My state imposes some rules on the number of poll workers, but the local office has discretion
- 13% The number of poll workers at each precinct is entirely up to the local offices
- 5% Don't know

Q19. How do you determine how many poll workers there will be in each polling place?
[Please check all that apply]

- 19% I allocate poll workers in proportion to the number of registered voters
- 23% I allocate poll workers in proportion to the number of people who voted in each precinct in the last similar election.
- 12% I allocate the same number of poll workers to each polling place.
- 6% I allocate poll workers based on problems at polling places such as long lines at the last election.
- 17% I allocate poll workers based on a formula that is determined by state law or regulation.
- 7% I allocate based on the amount of voting equipment assigned to the polling place to support the turnout
- 2% I allocate based on language needs at the polling place
- 12% Other (specify)

Q20. Approximately what percent of poll workers in the November 2012 election served for the first time?

- 54% 0 percent
 - 30% 1-10 percent
 - 16% 11-50 percent
 - 1% 51-100 percent
- | | |
|---------|----------------|
| Mean | 5.77 percent |
| Median | 0.00 percent |
| Minimum | 0.00 percent |
| Maximum | 100.00 percent |

Q21. How much training did the typical first-time poll-worker receive prior to the November, 2012, election?
[An estimate is fine.]

6%	0 hours
14%	0-1 hour
31%	1-2 hours
24%	2-3 hours
12%	3-4 hours
14%	4-10 hours
1%	more than 10 hours

Mean	2.88 hours
Median	2.50 hours
Minimum	0.00 hours
Maximum	100.00 hours

Q22. How much training did the typical poll-workers with the most responsibility (for example, polling place supervisors) receive prior to the November, 2012, election?
[An estimate is fine.]

3%	0 hours
10%	0-1 hour
22%	1-2 hours
19%	2-3 hours
13%	3-4 hours
29%	4-10 hours
5%	more than 10 hours

Mean	4.86 hours
Median	3.00 hours
Minimum	0.00 hours
Maximum	800.00 hours

Q23. If your jurisdiction uses electronic voting machines (DREs), how do you allocate voting machines to Election Day polling places?

[Please check all that apply]

- 19% There is the same number of machines in each polling place.
- 14% The number of voting machines allocated to each precinct is based on the number of registered voters in the precinct.
- 4% The number of voting machines allocated to each precinct is based on the number of people who voted in the precinct.
- 5% More voting machines are allocated to precincts that are expected to have higher turnout.
- 7% There are at least two machines per polling place.
- 1% The allocation of machines takes into account the number of people in a precinct who are likely to vote absentee or early.
- 7% The allocation of machines is based on a formula that is contained in state law or regulation.
- 3% The allocation takes into account the length of the ballot and expected turnout.
- 10% Other (specify)
- 22% Does not apply (Do not use electronic voting machines)

Q24. If you use optically scanned paper ballots or hand counted paper ballots, how do you allocate ballots to Election Day polling places?

[Please check all that apply]

- 12% There are as many ballots as there are registered voters in each precinct.
- 21% Ballots are allocated in proportion to the number of people who voted in each precinct in the last similar election
- 16% Ballots are allocated on the basis of predicted turnout in the precincts
- 2% The same number of ballots is allocated to each polling place.
- 9% Statutory requirements (for example, 110% of last election's ballot total)
- 9% Other (specify)
- 15% Does not apply (do not use optically scanned paper ballots) GO TO Q26

Q25. How do you allocate scanners to Election Day polling places?

[Please check all that apply]

- 7% No scanners are sent to polling places; scanning of ballots is done in the election office.
- 25% There is exactly one scanner per polling place.
- 2% There are at least two machines per polling place.
- 3% The number of scanners allocated to each precinct is based on the number of registered voters in each precinct.
- 2% The number of scanners allocated to each precinct is based on the number of people who voted in each precinct in past elections.
- 3% The allocation of scanners is based on a formula that is contained in state law or regulation.
- 6% Other (specify)
- 9% Does not apply (do not use optically scanned paper ballots)

Q26. Did your jurisdiction experience long lines (approximately one hour or more) at any precincts or early voting sites in the 2012 general election?

- 2% Yes, long lines were common and widespread
- 4% Yes, but only at some locations
- 8% Yes, but only at one or two locations
- 83% There were no appreciable lines in my jurisdiction GO TO Q28
- 3% Don't know GO TO Q28

Q27. Which factors do you believe contributed most to those lines?

[Please check all that apply]

- 1% Registration problems
- 1% Insufficient numbers of poll books
- 2% Inadequate space at the polling place
- 1% Insufficient numbers of voting machines or ballots
- 1% Insufficient numbers of poll workers at the location
- 3% Overly long or complicated ballots
- 0% Limited English proficiency of many voters
- 1% Inadequate education of Voters on How to Vote
- 2% People in the Wrong Precincts
- 5% Too many people showed up at the same time
- 1% Not enough early voting days/Increase in voters in last few days of early voting
- 2% Other (specify)
- 0% Don't know

Q28. Does your office have a website?

- 74% Yes
- 26% No SKIP TO NEXT SECTION (Q32)

Q29. Does the website have a precinct or polling place locator?

- 66% Yes
- 28% No
- 6% Don't know

Q30. Is your website accessible for people who use screen readers?

- 14% Yes
- 12% No
- 74% Don't know

Q31. Is your website translated into a language other than English?

6% Yes
 79% No
 15% Don't know

Q32. Did your office send any of the following information directly to all registered voters in advance of the November, 2012, general election? [Please check all that apply]

5% A sample ballot
 5% Instructions on How to Vote
 9% Information about Where to Vote
 8% Information about Absentee or Early Voting
 5% Information about the person's voter registration
 4% A list of candidates and questions on the ballot
 2% Full text statements by candidates or about ballot questions
 4% A voter pamphlet or guide
 10% Other (specify)
 46% None of the above
 2% Don't know

Q33. Does your office regularly do any of the following? [Please check all that apply]

21% Conduct Voter Registration and Education in Public High Schools
 6% Conduct Voter Registration and Education in Colleges and Technical Schools
 10% Conduct Voter Registration and Education in Senior Centers
 2% Conduct Voter Registration and Education for people with Limited English Proficiency or who Speak Languages other than English
 4% Conduct Voter Registration and Education for people with access issues
 6% Run Voter Education Ads on TV or Radio
 34% Publish a sample ballot in the newspaper
 10% Hold town hall meetings
 10% Other (specify)
 16% None of the above
 2% Don't know

Q34. Do you publish ballots in languages other than English?
[Please check all that apply]

5.2%	Spanish
0.3%	Chinese
0.2%	Tagalog
0.0%	French
0.2%	Vietnamese
0.0%	German
0.0%	Korean
0.0%	Russian
0.0%	Arabic
0.0%	Italian
0.0%	Unwritten languages
1.3%	Other (specify)
61.6%	No, just English
1.3%	Don't know

Q35. Do you publish voter information materials in languages other than English?
[Please check all that apply]

9.1%	Spanish
0.4%	Chinese
0.3%	Tagalog
0.3%	French
0.4%	Vietnamese
0.1%	German
0.2%	Korean
0.2%	Russian
0.1%	Arabic
0.0%	Italian
0.1%	Unwritten languages
2.5%	Other (specify)
56.0%	No, just English
2.2%	Don't know

Q36. Does your office handle Uniformed and Overseas Votes or Federal Write-In Absentee Ballots?

91%	Yes
7%	No
2%	Don't know

Q37. Approximately how many ballots from Uniformed Personnel did your office receive in the 2012 general election?

17%	0 Ballots
44%	1-10 Ballots
28%	11-100 Ballots
9%	101-1,000 Ballots
2%	1,000+ Ballots

Mean	98.3 Ballots
Median	6.0 Ballots
Minimum	0 Ballots
Maximum	9,000 Ballots

Q38. How many ballots from Uniformed Personnel came from overseas, and how many were domestic?

Overseas

8%	0 Ballots
63%	1-10 Ballots
23%	11-100 Ballots
5%	101-1,000 Ballots
1%	1,000+ Ballots

Mean	38.9 Ballots
Median	5.0 Ballots
Minimum	0 Ballots
Maximum	2,700 Ballots

Domestic

7%	0 Ballots
65%	1-10 Ballots
22%	11-100 Ballots
6%	101-1,000 Ballots
2%	1,000+ Ballots

Mean	77.9 Ballots
Median	4.0 Ballots
Minimum	0 Ballots
Maximum	7,074 Ballots

Q39. Of the military ballots from overseas, how many were rejected for any reason?

Overseas

83%	0 Ballots
15%	1-10 Ballots
2%	10+ Ballots

Mean	1.70 Ballots
Median	0.00 Ballots
Minimum	0 Ballots
Maximum	228 Ballots

Q40. Of the military ballots from domestic addresses, how many were rejected for any reason?

Domestic

87%	0 Ballots
11%	1-10 Ballots
2%	10+ Ballots

Mean	1.69 Ballots
Median	0.00 Ballots
Minimum	0 Ballots
Maximum	350 Ballots

Wrap Up: A Few Questions About You

Q41. How long have you had your current position?

5%	less than a year
9%	1-2 years
8%	2-3 years
11%	3-4 years
12%	4-5 years
11%	5-6 years
12%	6-7 years
11%	7-8 years
8%	8-9 years
8%	9-10 years
29%	10-20 years
15%	20+ years

Mean	10.91 years
Median	8.00 years
Minimum	0 years
Maximum	58 years

Q42. Are you the director or head of the election office?

88%	Yes
12%	No

Q43. What position or job did you have before working in the election office?

Q44. What best describes the highest level of education you have completed?

0%	Did not finish High School
18%	High School
30%	Some College
30%	College
7%	CERA, professional certification
6%	Some other Post-College Training
9%	Graduate School