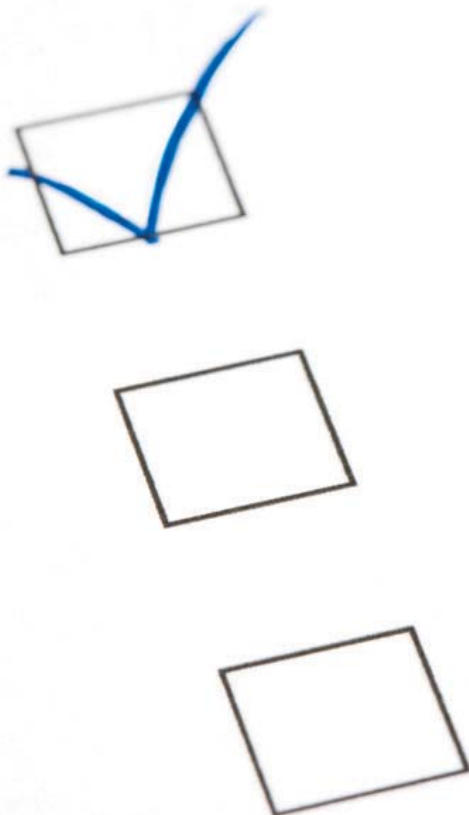




Orange County Registrar of Voters

Survey Results November 2, 2010 Statewide General Election



Executive Summary

The November 2, 2010 General Election was particularly intense for the Registrar of Voters. There were more poll sites, poll workers, and votes cast than in any of the previous four elections: May 19, 2009 Special Statewide, November 17, 2009 72nd Assembly District Primary, January 12, 2010 72nd Assembly District General, and June 8, 2010 Primary. Orange County was the first large county to post last results on Election Night and the first large county to certify the election. Almost 900,000 people voted in the November 2, 2010 General Election; 440,000 of them at the polls on Election Day. For the first time, more people voted by mail than at the polls in a Gubernatorial Election in Orange County. 52% of the ballots cast were by mail.

Despite the large amount of work that went into the November 2, 2010 General Election, the Registrar of Voters continued its quality improvement focus. There were a number of changes made in response to the survey results from the June 8, 2010 Primary Election.

- » The Inspector position was offered to experienced and qualified poll workers.
- » First time poll workers who take online training were required to also attend a Poll Worker Practice event.
- » The number of Poll Worker Practice events increased.
- » Polling place recruitment included looking for sites with large, accessible parking lots.
- » Two Inspector classes were offered; one for new and one for experienced Inspectors.
- » A quick reference guide was added to the training manual.
- » Precinct-specific supply distribution was offered for several days prior to the normal Saturday distribution that included an online reservation system.

At the same time, the Registrar of Voters ran its first ever Election Academy to educate the public about what it takes to put on an election. Forty participants were in the first class, which began on September 8, 2010 and graduated on October 20, 2010.

This report contains the results of eight surveys including poll worker, training, delivery, poll site, distribution, phone bank, recruitment, and the new Election Academy survey.

The **Poll Worker Survey** is distributed to poll workers and asked them to assess the various components of their volunteer experience. The surveys were provided to poll workers in their

Executive Summary

Election Day supply box. Some were completed at the poll site and returned in the supply box, and others were mailed to the office. They are asked to comment on their training and materials, their communication with the Registrar of Voters Department, any issues with their poll site, as well as their overall experience on Election Day.

The **Training Survey** was also distributed to poll workers in their Election Day supply box. The seven question survey asks poll workers about their trainers, as well as specific elements of their training such as the training video and manual. This survey is important for assuring high-quality training which leads to better prepared poll workers on Election Day and an overall higher quality experience.

The **Delivery Survey** asked the churches, clubhouses, residences, schools and senior centers which host poll sites on Election Day to assess the delivery service company tasked with delivering poll site supplies to their location. The survey asked them to note whether the delivery was on time, the driver was courteous, and if there were any issues. The satisfaction of the poll site hosts has a large impact on their decision to be a poll site in future elections.

The **Poll Site Survey** asked poll site hosts about their experiences receiving, storing and returning equipment and supplies. It evaluates their communication and experience with poll workers at their location, as well as with the Registrar of Voters. This survey is mailed to the poll site hosts after the election. This survey is a good indicator of poll site satisfaction with the election process and the likelihood of volunteering for future elections.

The **Distribution Survey** was provided to poll workers who picked up precinct-specific supplies in advance of Election Day. There were two opportunities for the poll worker to collect their supply box: by appointment at the Registrar of Voter's Linwood warehouse and at the Saturday distribution site. Poll workers were given the survey when they picked up their materials. The survey asks about the quality and efficiency of the process and staff when they collected their supplies. A satisfactory distribution experience is a factor in a poll workers decision to continue volunteering for future elections.

The **Phone Bank Survey** is taken by members of the public who call the Public Phone Bank and poll workers who call the Customer Service Phone Bank. Members of the public are transferred to the survey at the conclusion of their call. Poll workers are asked whether they wish to receive a phone survey later that evening before they are connected with an agent. The survey asks whether the caller's question was answered and to rate both the Customer Service Agent and the Registrar of Voters. The responses allow the office to evaluate on a daily basis the quality of customer service provided over the phone.

Executive Summary

The **Election Academy Survey** asked board members responsible for vote by mail ballot processing and the 1% manual tally to evaluate the improvements made to the board's experience, as well as their overall experience with the Registrar of Voters. The Vote by Mail Boards were mailed a survey after the completion of their duties, and were returned in the provided envelope. All the surveys showed positive results, and that the boards appreciate the improvements made. They approved of the training presentations and found the additional material provided to be helpful in accomplishing their assigned tasks. Their comments will allow the office to continue to make improvements and provide them with a satisfying experience.

Overall, the results of the surveys were consistent with the survey responses collected for the June 8, 2010 Primary Election. The Department will utilize the collected data to innovate and create new and better ways to serve the public, and meet our mission, "to provide election services for the citizens of Orange County to ensure equal access to the election process, protect the integrity of votes, and maintain a transparent, accurate and fair process."



Neal Kelley
Registrar of Voters



Poll Worker Survey





Overview

At the conclusion of Election Day poll workers are asked to fill out a 12 question survey detailing their experiences working with the Registrar of Voters. The surveys can be mailed, but many of the surveys are filled out and returned in the supply box on Election Night. The information gathered from the survey provides an overview of the services provided to our poll workers. They are asked about their reasons for becoming a poll worker, the training and materials they received to prepare them for Election Day, and their overall experience with the election. The survey provides the office with a comprehensive examination of our services, and information regarding what improvements need to be made.

Of the 6,267 poll workers hired for this election, 63% returned the survey. These surveys provide the office with an accurate assessment of our Election Day efforts from the perspective of our volunteers. The results of the Poll Worker Survey indicate that the highest rated aspects of the poll worker experience are:

1. The overall quality of their interaction with the Registrar of Voters.
2. The poll worker's overall experience serving in the election.
3. The Poll Worker Training Manual.

Overall, the survey results reflect very positively on the Department's efforts and improvements. The majority of poll workers felt they had excellent resources and training and enjoyed their experience with the Registrar of Voters. On average, 2-3% were unhappy with some aspect of the election. Only 2% described their overall election experience as negative or very negative, and 2% indicated that they were not interested in returning to volunteer again as poll workers.

The top three areas that require additional attention are:

1. Ensuring facilities have adequate space to set up and operate the poll site.
2. Encouraging poll workers to attend a Poll Worker Practice event.
3. Improving communication with poll workers regarding volunteering and on Election Day.



Poll Worker Experience

For almost half of the poll workers (48%), this was their first time serving in elections in Orange County. 24% responded that they had volunteered in elections for three years or less, 20% had volunteered for four to ten years, 4% responded that they had volunteered in elections for 11 to 15 years, and 4% had volunteered for more than 16 years.

When there are two elections in the same year, it is typical that volunteers will work both elections. In the November 2, 2010 General Election the number of first time poll workers was higher than any of the previous four elections. Over half of the Clerks that responded to the survey were serving for the first time. The new Clerks were recruited in response to an increase in the number of poll sites over the June 8, 2010 Primary Election, an increase in student poll workers, and the strong response to the refer-a-friend program.

Most Inspectors in the November election had served before, the largest group of those responding to the survey had served between four and ten years. This is a reflection of implementing the plan to offer the Inspector position to experienced poll workers rather than to individuals who are new to elections. Experienced poll workers tend to have a better overall experience serving and are more likely to serve again. They also have fewer difficulties at their poll site.

Past Elections:

- » In the May 19, 2009 Special Statewide Election, 25% of poll workers volunteered for the first time.
- » In the November 17, 2009 72nd Assembly District Primary Election, 22% of poll workers were first time volunteers. Due to the fact that this was a District-wide election rather than a County-wide election, the Department was able to recruit experienced poll workers throughout the County.
- » In the January 12, 2010 72nd Assembly District General Election, 12% of poll workers were volunteering for the first time. This is due to the high number of returning poll workers who had just served in the 72nd Primary Election.
- » In the June 8, 2010 Primary Election, 41% of the poll workers volunteered for the first time.

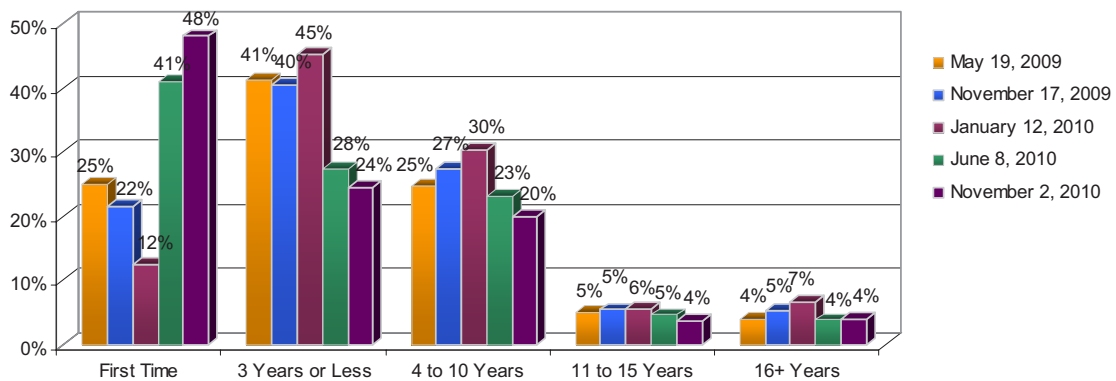


Future Plans:

In future election cycles, the Department will continue to focus on offering the Inspector position to experienced and qualified poll workers, as well as increasing communication and support to them.

Graph #1 below shows the experience level of Orange County's poll worker population over the last five elections.

Graph #1: Number of Years Served as a Poll Worker in Orange County, Past Five Elections



Motivation

The Poll Worker Survey asked poll workers to choose their primary motivation for volunteering in the election from the following options: academic/teacher influence, personal interest/curiosity, community service, friend/family member, patriotism, money or other. As in the previous four years, the most common reason selected was community service, at 51%. Secondly, poll workers identified personal interest/curiosity at 30%, patriotism at 28%, and money at 26%. Just 17% of the poll workers said their primary motivation was academic/teacher influence, 15% said friend/family member, and 4% said other.

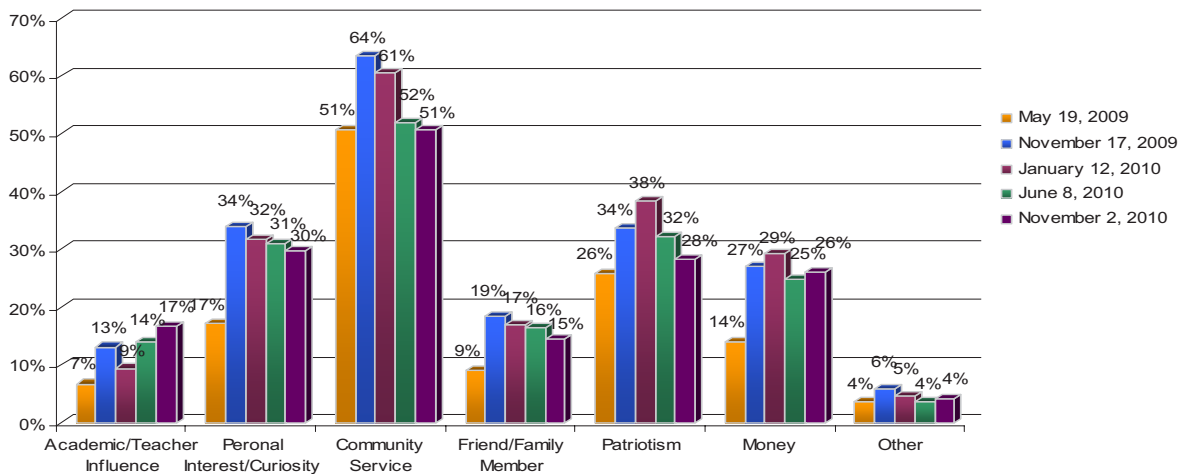
Academic/teacher influence was chosen as much as community service for first time poll workers, reflecting the growing numbers of students who are working at the polls. In addition, poll workers who have served for more than 11 years chose patriotism as a motivating factor at the same level as community service.



“Thank you for giving me the opportunity to serve my country.”
 - Poll Worker Survey Comment

Graph #2 below shows the various motivations for becoming a poll worker. Some respondents provided more than one reason for volunteering.

Graph #2: Poll Workers' Motivation for Serving in the Election, Past Five Elections



Training

Poll workers had a variety of tailored training options for the November election. Inspector classes were divided between new and returning Inspectors. Clerks had the choice of classroom training or online training. New Clerks who chose to take online training were also required to attend a Poll Worker Practice event. A Poll Worker Practice event is a hands-on opportunity to work through all of the rolls a Clerk might fill on Election Day.

Poll workers were asked to rate the four components of training: the training manual, training video, Poll Worker Practice events, and communication with our office. They were able to rate these components as excellent, very good, good, fair, poor or not applicable.



Poll Worker Training Manual

The Poll Worker Training Manual is a step-by-step guide to all aspects of Election Day operations. This election a pocket reference guide was included with key information and checklists. The manual is provided at all classroom trainings and in the Inspector supply box. The manual is available online for poll workers taking online training. The manual was rated excellent or very good by 77% of respondents, good by 14% and fair or poor by only 2%. Inspectors found the manual to be more useful overall than Clerks. 87% of Inspectors found the manual to be excellent or very good in comparison to 75% of Clerks.

Poll Worker Training Video

The Poll Worker Training Video is an instructional and educational review of all aspects of serving on Election Day. It complements the manual by showing video with explanations of poll site operations. The goals of the video are to provide content in a way that is easy to understand, engaging and professional.

The training video was rated excellent or very good by 59% of poll workers, good by 15% and either fair or poor by 4%. This is a decrease from the June 2010 results, primarily due to an increase in the number of poll workers who did not watch the training video. 22% of respondents chose “not applicable,” which would indicate that they did not watch the video.

The number of poll workers watching the video may have decreased due to the number of returning Inspectors, as well as due to the increased number of Clerks taking online training who would not have received a hard copy manual with the training video inside.

Past Elections:

- » In the May 19, 2009 election just 53% of poll workers watched the training video.
- » In the November 17, 2009 election 61% of poll workers watched the training video.
- » In the January 12, 2010 election 56% of poll workers watched the training video.
- » In the June 8, 2010 election 86% of poll workers watched the training video due to the production of an entirely new and updated video.



Poll Worker Practice Events

Poll Worker Practice events are an opportunity for poll workers to prepare for Election Day through hands-on training and practice. Poll workers can review how to issue ballots, process provisional voters, set up equipment and troubleshoot potential obstacles. Poll workers are able to stop by anytime during the practice.

The Registrar of Voters implemented its future plans regarding the Poll Worker Practice events. New Clerks, who elected to take online training, were required to attend a practice as part of their training. In addition, the number of practices increased for the November Election. The practice was held on 14 different dates and at 13 different locations.

Almost 900 poll workers attended a Poll Worker Practice event for the November 2, 2010 General Election, which is a sharp increase from the 295 poll workers who attended in June. This was due predominantly to the requirement that all new Clerks who take online training also attend a Poll Worker Practice event. When asked to rate the event on the survey, 3,195 poll workers responded. This could be a mistake by poll workers who think the question is about their regular training class.

Communication

Poll workers have a variety of ways to stay informed of election news and events. The survey asked poll workers about their preferred methods for staying informed about news and events with the Registrar of Voters. They were provided with the following choices: newsletter, friends, website, phone calls, Facebook, Twitter, or other. Respondents overwhelmingly selected the website at 51% as their preferred method of communication, followed by 40% who preferred phone calls, and 18% who preferred newsletters.

This is a sharp increase in the percent of poll workers selecting the website over past elections. The Department has two aspects to its website which are relevant for poll workers. First, ocvote.com has a wide variety of information regarding volunteering for an election including information about Election Day positions and training resources. Second, each poll worker is also issued a Poll Worker *PASS* which they can use to login to their personal portal with information tailored specifically for them. In their Poll Worker *PASS* portal, a poll worker can review the location of their poll site, find the members of their board, and look at their training selection, accessing their online training, if applicable. We feel the shift to using the website is due to the Inspectors becoming comfortable with the Poll Worker *PASS* portal. 62% of

November 2, 2010 Poll Worker Survey



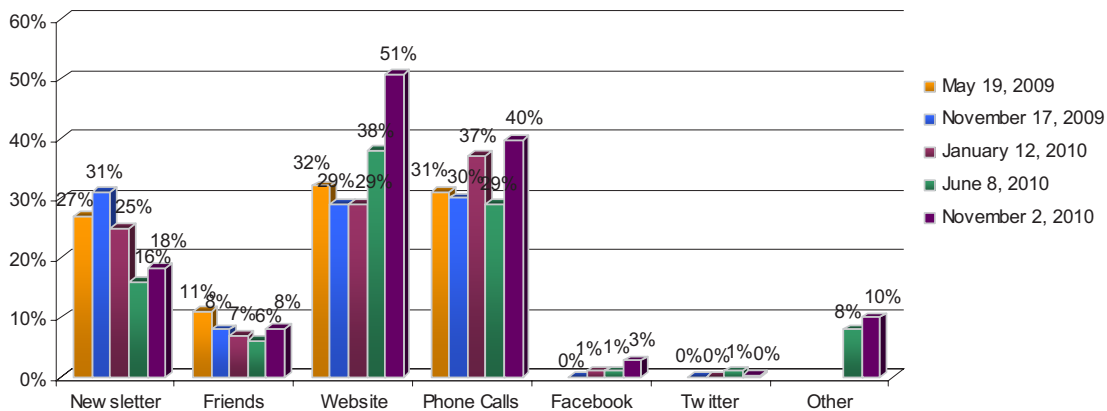
Inspectors selected the website as their primary means of staying informed versus only 40% of Clerks.

Past Elections:

- » For the May 19, 2009 election 32% of poll workers preferred using the website.
- » For the November 17, 2009 election and the January 12, 2010 election only 29% of poll workers preferred using the website.
- » For the June 8, 2010 election the website was the most preferred way of staying informed at 38%.

Graph #3 below shows the various methods poll workers prefer for staying informed of election news and events for the past five elections.

Graph #3: Methods for Staying Informed of Office News and Events, Past Five Elections



Poll workers were also asked to rate their communication with our office. For the November 2, 2010 General Election 66% felt that their communication was excellent or very good, 17% responded that it was good, and 7% thought it was fair or poor. 10% did not provide an opinion on the topic. This is comparable to the responses for the June 8, 2010 Primary Election.

However, the survey comments noted different issues than in June. In the November 2, 2010 General Election survey respondents in particular commented on their ability to reach the Department and receive assistance or a timely response on Election Day. In addition, several



poll workers commented that they informed the Department of their willingness to serve, but that it took a number of days for someone to get back to them to confirm.

Future Plans:

The office will continue to look at ways to improve its Election Day communications, including better training for Help Desk staff, improving the process for elevating issues, and providing callers with an estimate of when to expect a response.

Polling Place Challenges

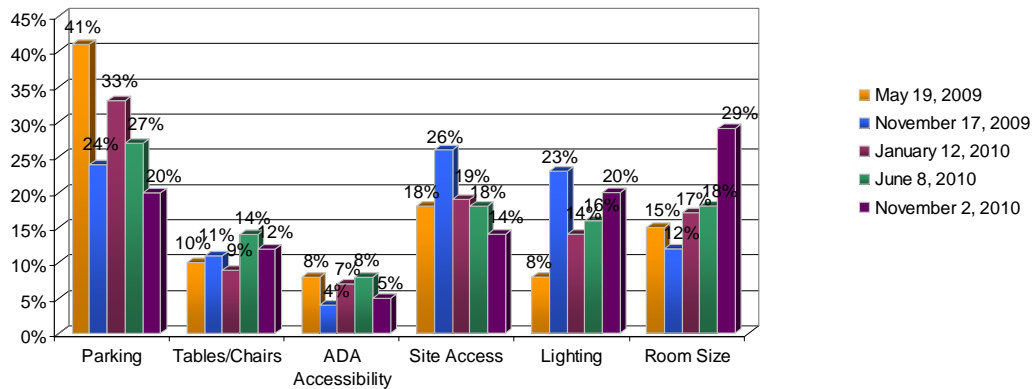
Poll sites are found in a variety of locations, including churches, schools, community centers, senior centers, and voters' homes. These locations play a critical role in any election, and their accessibility and maintenance are crucial to a positive voting experience.

We received very few complaints about our poll site facilities. 71% of respondents noted that they encountered no issues with their poll site. Of those that did have an issue at their poll site, 29% noted the room size. Comments indicated that the poll sites were either too small or had too many poll sites at the same location. This issue was followed by 20% who indicated a lack of parking and 20% who indicated lighting. Lighting included both indoor at the cardboard voting booths and outside when voters were waiting to vote. This is a change from the June 8, 2010 Primary Election where parking was the single largest issue at 27%. The Department's practice of reviewing poll sites and working closely with the poll site hosts has improved the quality and accessibility of poll sites used.

Graph #4 on the next page shows the primary issue at a poll site, if any. Additional information about our poll sites can be found in the Poll Site Survey portion of this report.



Graph #4: Poll Workers' Primary Issue at Their Polling Place, If Any, Past Five Elections



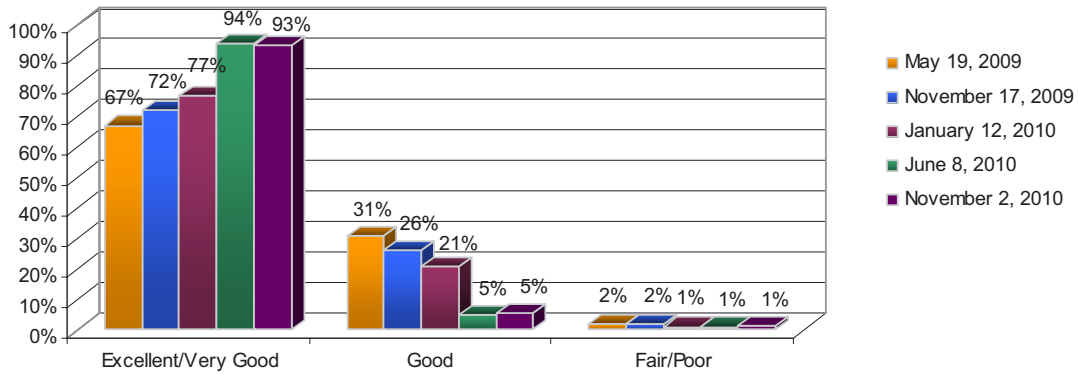
Overall Experience

Poll workers were asked to rate the overall quality of service they received from the Registrar of Voters, their overall experience serving in the election, and the likelihood that they would volunteer again in future elections.

When asked to rate the quality of service provided by the Registrar of Voters, 61% of respondents rated it as excellent, 32% rated it as very good, and 5 percent rated it as good. Only 1% of respondents rated it as fair or poor. Graph #5 on the next page shows the high ratings that poll workers have given the Registrar of Voters over the past five elections.



**Graph #5: Quality of Service Provided by the Registrar of Voters,
Past Five Elections**

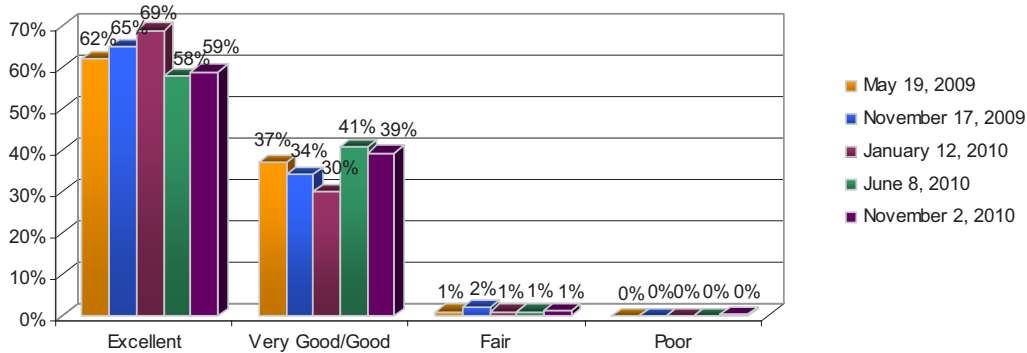


The Department continues to receive high ratings from poll workers. Inspectors, in particular, gave high ratings to the service provided by the Department. All Inspectors rated the Registrar of Voters' service as excellent, very good, or good. We believe the high rating is due to the focus on customer service standards and expectations, which is communicated to all employees. **The Department will look at ways to increase its customer service through training and staff development, especially during critical Election Day operations.**

When asked to rate their overall experience serving in the November 2, 2010 General Election, 59% of poll workers rated it as excellent, 39% rated it as very good or good, and just 1% rated it as fair. No poll workers assessed their overall experience as poor. This is consistent with the scores from the June 8, 2010 Primary Election. Graph #6 on the next page shows the answers to this question over the last five years.



Graph #6: Poll Workers Overall Experience Serving in the Election, Past Five Elections



When asked to rate the likelihood that a poll worker would serve in a future election, 86% indicated that they were very interested, 10% said that they were somewhat interested and only 4% indicated that they were not interested in serving in future elections.

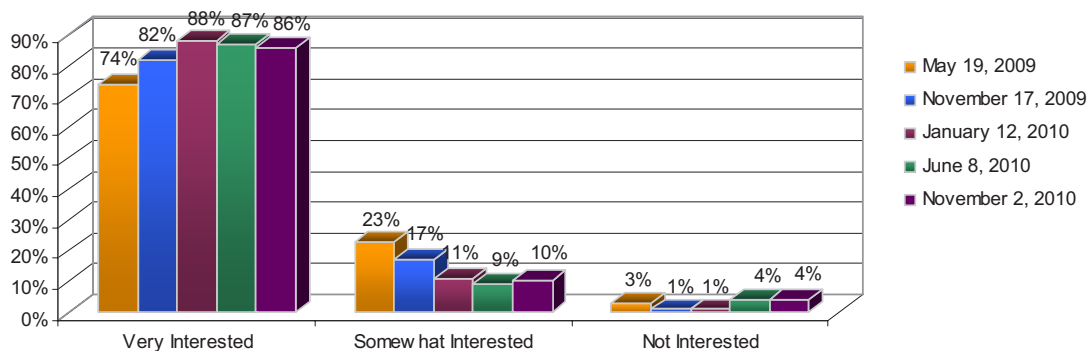
Past Elections:

- » In the May 19, 2009 election 97% of poll workers expressed an interest in serving in future elections.
- » In the November 17, 2009 election 99% of poll workers expressed an interest in serving in future elections.
- » In the January 12, 2010 election, 99% of poll workers expressed an interest in serving in future elections.
- » In the June 8, 2010 election, 96% of poll workers expressed an interest in serving in future elections.

Graph #7 on the next page shows the poll worker responses from the past five elections to the question of whether they would be interested in serving again in future elections.



Graph #7: Poll Worker Interest in Serving in Future Elections, Past Five Elections



Graph #7 above shows a small increase in poll workers who were not interested in serving in future elections after the June 8, 2010 and November 2, 2010 elections. For the most part, those who responded that they were not interested in serving in future elections were first time volunteers. All poll workers who served at least three elections stated that they would be somewhat or very interested in serving. **The Department will increase communication with recruited poll workers with a particular focus on first time poll workers to increase their knowledge of and satisfaction with their election experience.**



Training Survey





Overview

All poll workers are required to attend training prior to serving at the polls on Election Day. For the November 2, 2010 General Election new Inspectors and returning Inspectors were trained in separate classes. The two classes responded to comments received from Inspectors after the June 8, 2010 Primary Election that the hands-on classes were difficult for new Inspectors since they did not have the same familiarity with Election Day operations as a returning Inspector. The Inspector training included a significant hands-on component. The new Inspector training also included a complete review of the role and responsibilities of an Inspector. Clerks had the option to complete a standard in-person training class or take an online tutorial. New Clerks, who chose the online tutorial, were also required to attend a Poll Worker Practice event in order to give them hands-on experience of their duties on Election Day.

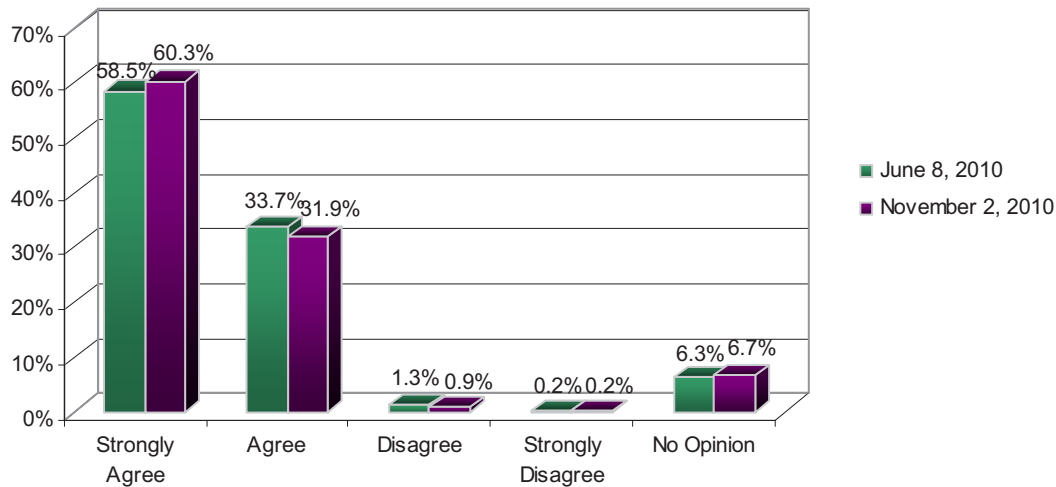
There were 6,302 poll workers who completed training. 41% were in a Clerk class, 13% in a returning Inspector class and 7% in a new Inspector class. 30% of poll workers took the online training; all of them were Clerks. 63% were returning Clerks and 37% were new Clerks, who were also required to attend a Poll Worker Practice event. The average passing score for online training was 86.7%. Over 3,600 poll workers completed this survey, and the results indicate a highly satisfied poll worker population.

Trainers

Beginning with the June 8, 2010 Primary Election, training surveys were provided at the end of Election Night instead of at the end of class. The survey asks poll workers to rate both the trainers and the training they received. When asked if the poll worker felt their trainer was courteous and professional, over 60% strongly agreed, 32% agreed and 1% disagreed or strongly disagreed. Almost 7% did not have an opinion, due to the fact that they took online training. Graph #8 on the next page shows the rating of the trainers.

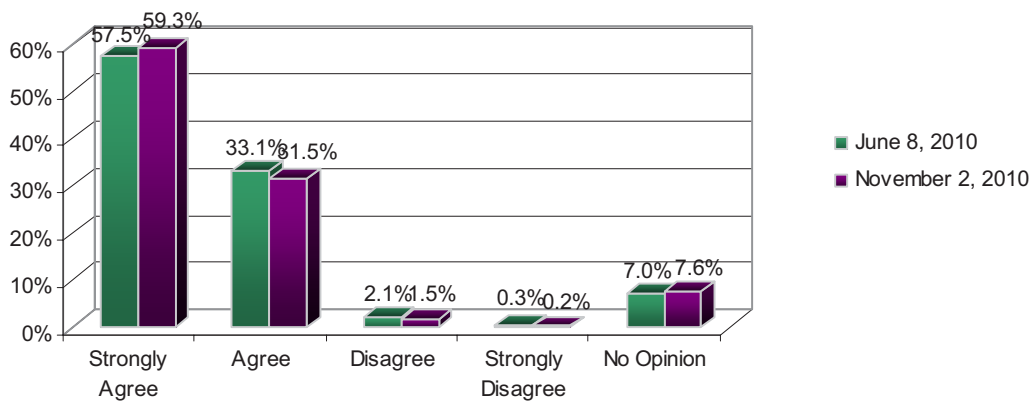


Graph #8: Poll Worker Felt Trainer was Courteous and Professional



Similarly, poll workers overwhelmingly felt that their trainer was knowledgeable and answered their questions. 59% responded that they strongly agreed, 32% agreed, and only 2% disagreed or strongly disagreed that their trainer answered in-class questions and was knowledgeable. Again the Clerks who accessed the online training, tended to respond with no opinion. Graph #9 below show how the respondents felt about their trainer’s knowledge and response to questions.

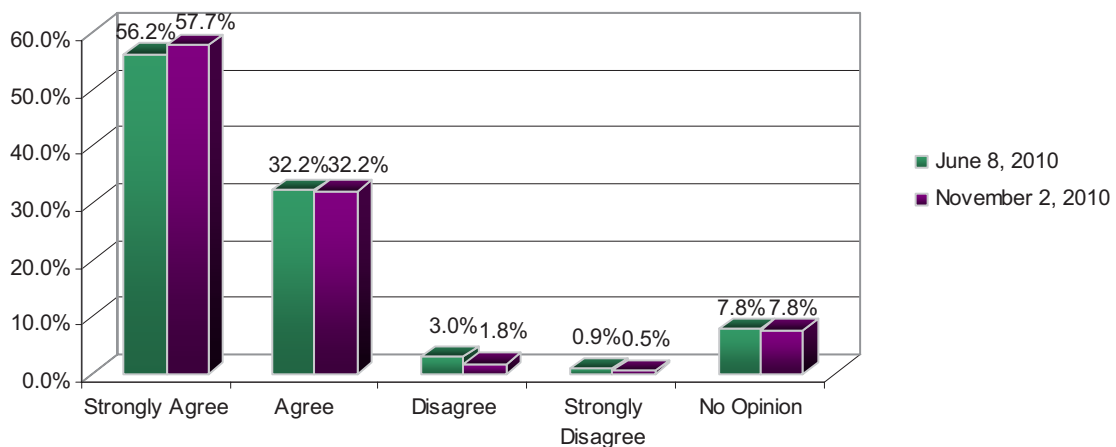
Graph #9: Poll Worker Felt Trainer Answered All In-Class Questions and Was Knowledgeable





Poll workers also felt that their trainer provided valuable hands-on training. 58% of poll workers strongly agreed and 32% agreed that the trainer provided valuable hands-on training. Only 2% of poll workers disagreed or strongly disagreed. This is an increase in the number of respondents who strongly agreed from the June 8, 2010 Primary Election. Graph #10 below shows the response regarding hands-on training.

Graph #10: Poll Worker Felt Trainer Provided Valuable Hands-On Training



Training Materials

Poll workers were also asked to rate several components of their training. Almost 7% of poll workers either disagreed or strongly disagreed that training on provisional voters was adequate. Of those who disagreed or strongly disagreed 50% of them took the Clerk classroom training. We believe that the concern with provisional voting reflects the relatively large number of new Clerks recruited for the November 2, 2010 General Election. In addition, poll workers tend to process more provisional votes during a countywide election which may impact their response.

This has been an ongoing concern of poll workers and is noted in the survey comments.

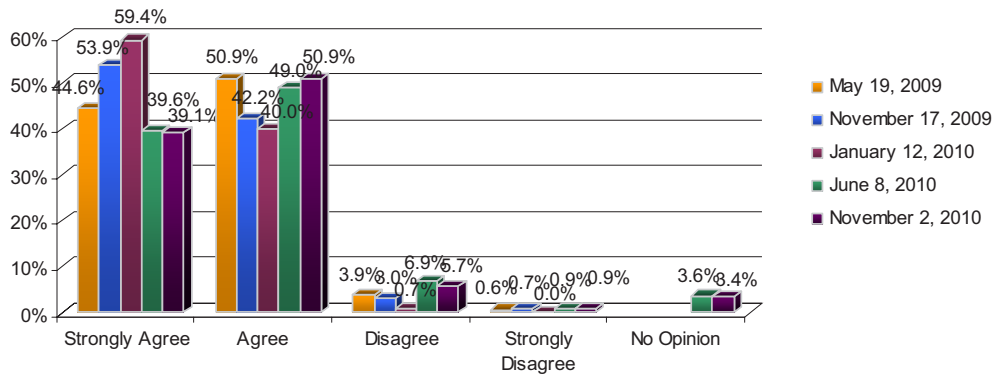
“Give more hands on experience during training with provisional ballots.”

- Training Survey Comment



Graph #11 below shows how the poll workers felt about the training on provisional voters over the last five elections.

Graph #11: Poll Worker Felt Training on Provisional Voters Was Adequate, Past Five Elections



Poll workers consistently respond that they feel the training manual is easy to understand. 86% of poll workers strongly agreed or agreed that the training manual was easy to understand and only 2.9% of them disagreed or strongly disagreed. 11% did not have an opinion of the training manual because they did not receive one at in-class training or avail themselves of the online version.

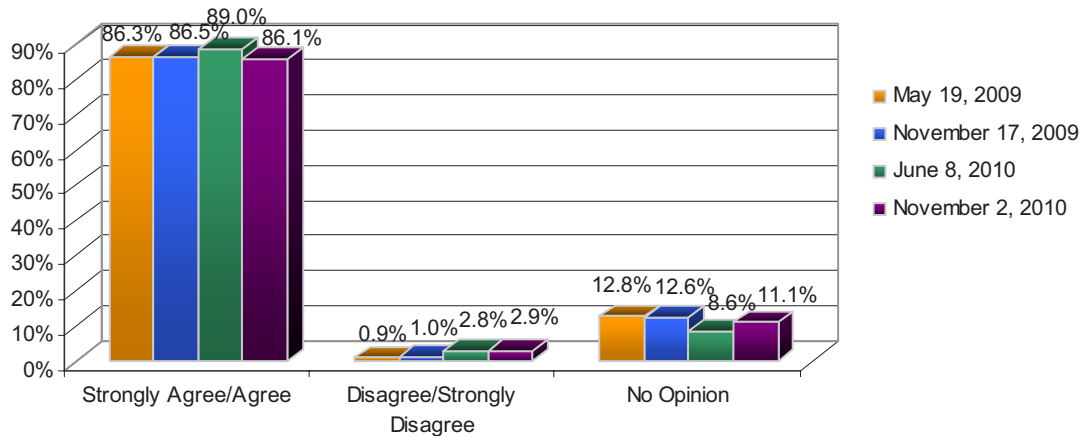
“The training manual is awesome!”

- Training Survey Comment

Graph #12 on the next page shows the distribution of responses from poll workers regarding the training manual.



Graph #12: Poll Worker Felt the Training Manual Was Easy To Understand



Poll workers were also surveyed regarding the overall quality of the facility where their training was held. A poor training facility can have a negative impact on the ability to focus and learn at training. All training facilities were carefully screened before the November 8, 2010 General Election. Overall, poll workers were pleased with their training facilities. 83% rated their training facility as excellent or very good, 8% noted their training facility was good and just 2% claimed their training facility was fair or poor. Survey comments provide insight into the concerns with the training facilities. Room size was a common concern of poll workers who noted that some training classes were crowded and too small for the training. In addition, parking and ease of finding the facility was noted by others.

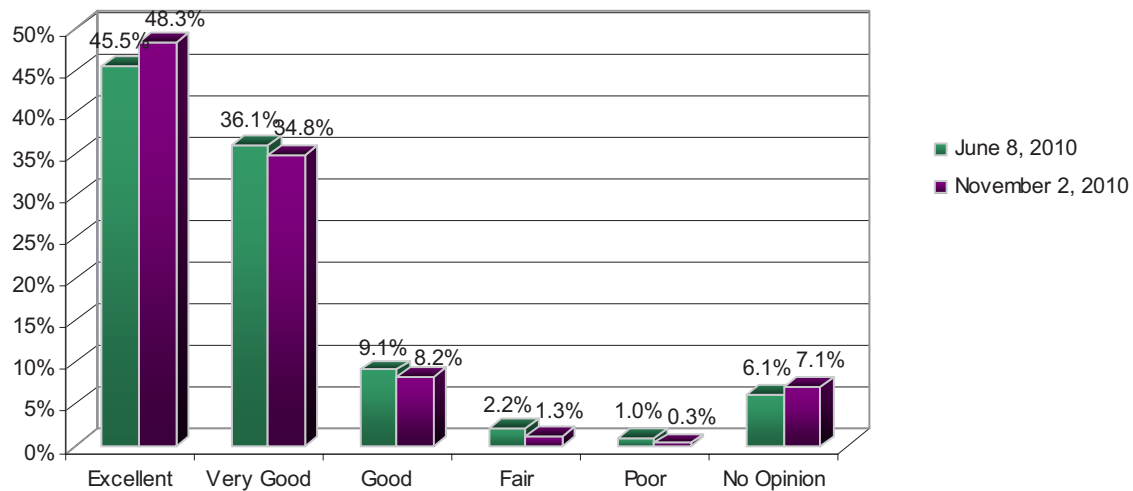
“Space was a bit small and cramped for size of class.”

- Training Survey Comment

Graph #13 on the next page shows the poll worker opinion of the overall quality of the training facility. Respondents who took online training did not give an opinion on the training facility.



Graph #13: Poll Worker Opinion of Overall Quality of Training Facility



Future Plans:

The Department will continue to review the training locations and make adjustments where needed. This is a continual focus and requires long-term planning, which we are working towards on a consistent basis. **We will work to replace inadequate training facilities to improve the space, parking and signage.**



Delivery Survey





Overview

Poll site supply and equipment deliveries for the November 2, 2010 General Election were conducted by five delivery companies contracted by the Registrar of Voters. Four of them had delivered election equipment previously. One delivery company was new to the Department. Customer service was stressed to the delivery companies at meetings prior to the election. The delivery companies also received the results of the June 8, 2010 Primary Election delivery survey. The companies delivered poll site supplies and voting equipment to the 1,210 poll sites around the county during the ten days leading up to Election Day.

Poll site hosts were asked to respond to a brief phone survey regarding the service provided by the delivery companies. The following three questions were asked in the survey:

1. Was the driver who delivered your supplies courteous?
2. Was the delivery completed on-time?
3. Were there any issues with your delivery?

Of the 354 phone surveys taken by poll site hosts, 98% indicated that their driver was courteous, which is consistent with previous elections.

“Our plant supervisor especially liked the drivers who delivered the equipment.”

- Poll Site Survey Comment

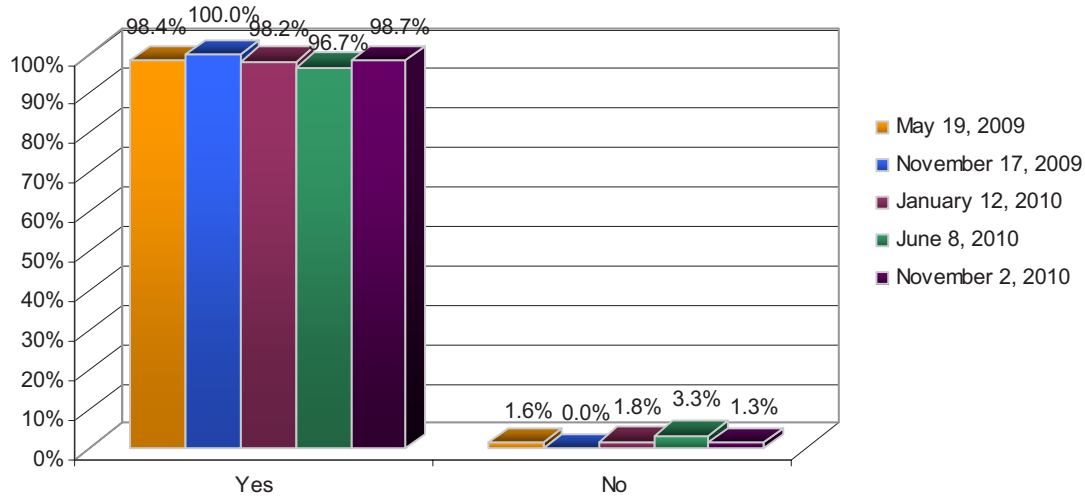
Past Elections:

- » In the May 19, 2009 election 98.4% of poll site hosts felt the driver was courteous.
- » In the November 17, 2009 election 100% of poll site hosts felt the driver was courteous.
- » In the corresponding January 12, 2010 election 98.2% of poll site hosts felt the driver was courteous.
- » In the June 8, 2010 election 97% of poll site hosts felt the driver was courteous.

Graph #14 on the next page shows the consistently positive experience over the last five elections that poll site hosts have with the delivery driver.



Graph #14: Polling Place Host Felt Driver was Courteous



Poll site hosts next indicated if their equipment delivery occurred on-time. 93% of those responding had their Election Day supplies and equipment delivered in a timely manner. This is a return to the high levels before the June 8, 2010 Primary Election where only 59% of respondents indicated that the equipment was delivered as scheduled.

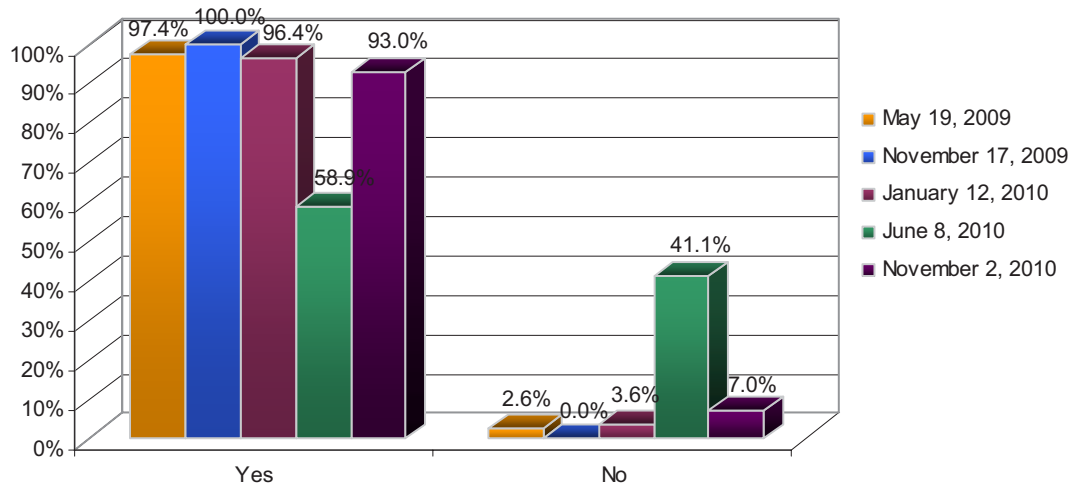
Past Elections:

- » In the May 19, 2009 election 97.4% of respondents indicated that their delivery occurred on-time.
- » In the November 17, 2009 election 100% of respondents indicated that their delivery occurred on-time.
- » In the January 12, 2010 election 96.4% of respondents indicated that their delivery occurred on-time.
- » In the June 8, 2010 election only 58.9% of respondents indicated that their delivery occurred on-time.

Graph #15 on the next page shows the results of this survey question over the past five elections.



Graph #15: Polling Place Host Indicated the Equipment Delivery Occured On-Time



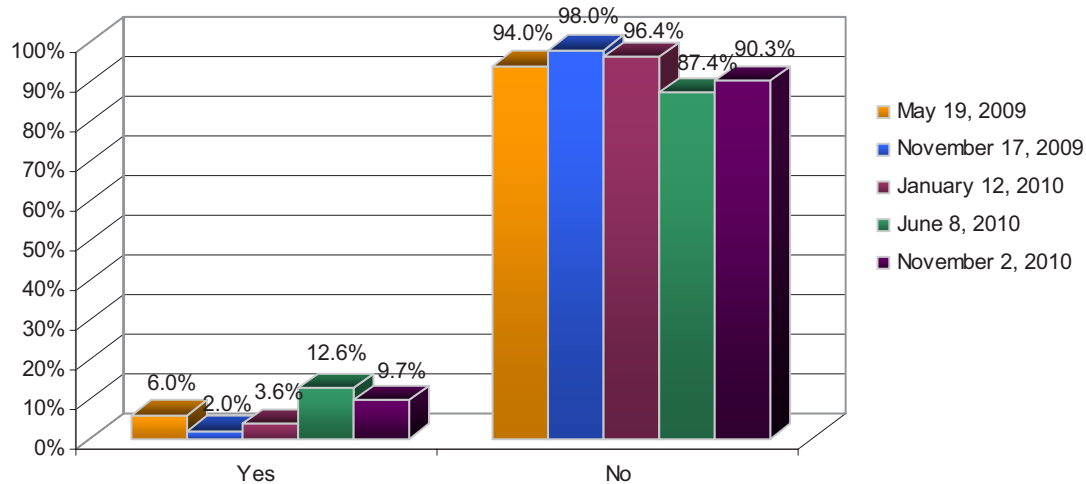
Future Plans:

The Department will continue to stress customer service and provide our survey results to the delivery companies. **The Department will also explore an electronic receipt for delivery slips to better monitor poll site deliveries and provide timely information to poll workers.**

Poll site hosts were asked if there were any issues with their delivery. 9.7% of respondents said that there was an issue. This is a reduction from June 8, 2010 Primary Election where 12.6% of respondents had an issue, because the Department replaced a delivery company that failed to perform up to our expectations. However, the poll site hosts continued to have issues with the lack of confirmation of a specific date and time for delivery and pick-up of the voting equipment. The results of this question over the past five elections are shown in Graph #16 on the next page.



Graph #16: Polling Place Hosts Who Had an Issue with Their Equipment Delivery



Future Plans:

The Registrar of Voters will continue to monitor and provide feedback to the delivery companies regarding their performance each election. In addition, we will stress areas for improvement with our delivery companies. A particular focus will be for the delivery vendors to schedule delivery and pick-up times with the poll site hosts. By following up with the poll site hosts and conducting random spot checks of delivery and pick-up, specific issues will be identified and addressed sooner.



Poll Site Survey





Overview

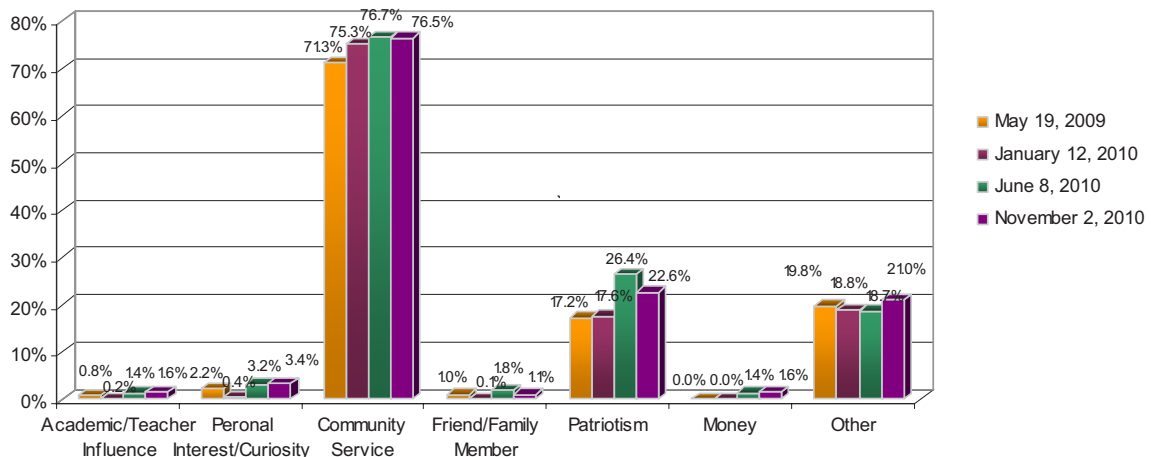
For the November 2, 2010 General Election there were 1,210 poll sites utilized across the County. After the election a survey was mailed to them, asking them to evaluate several aspects of their election experience. 572 poll site hosts responded providing valuable information and feedback. The survey results are used to help provide quality service and improve our election operations.

Motivation

Poll site hosts were asked to identify their primary motivation for serving as a poll site. The overwhelming majority of poll site hosts, 76.5%, responded that community service was their main reason for serving, followed by 22.6% who noted patriotism. This is consistent with previous elections. Respondents who selected “Other” tended to be school districts and other public agencies that are required to serve as poll sites.

Graph #17 below shows the motivation of poll sites for serving in the election. There is no separate data for the November 17, 2009 election because a single survey was distributed following the January 12, 2010 election.

Graph #17: Polling Place Host Motivation for Serving in the Election, Past Four Elections



Equipment Delivery and Storage

Poll site hosts were asked a series of questions regarding the delivery, storage, and pick-up of the election supplies and voting equipment.



First, the poll site hosts were asked if they were able to schedule a time for equipment pick-up to which 85.5% responded that they were. This is consistent with the June 8, 2010 Primary Election. In some cases the poll site hosts were given limited scheduling options or were simply told what day the voting equipment would be picked up.

Past Elections:

- » In the May 19, 2009 election 95.4% of poll site hosts were able to schedule an equipment pick-up.
- » In the January 12, 2010 election 97.8% of poll site hosts were able to schedule an equipment pick-up.
- » In the June 8, 2010 election 86.0% of poll site hosts were able to schedule an equipment pick-up.

“After contacting the delivery and pick-up carrier and giving him my personal cell phone number, he only called the site number, making the pick-up of the equipment difficult.”

- Poll Site Survey Comment

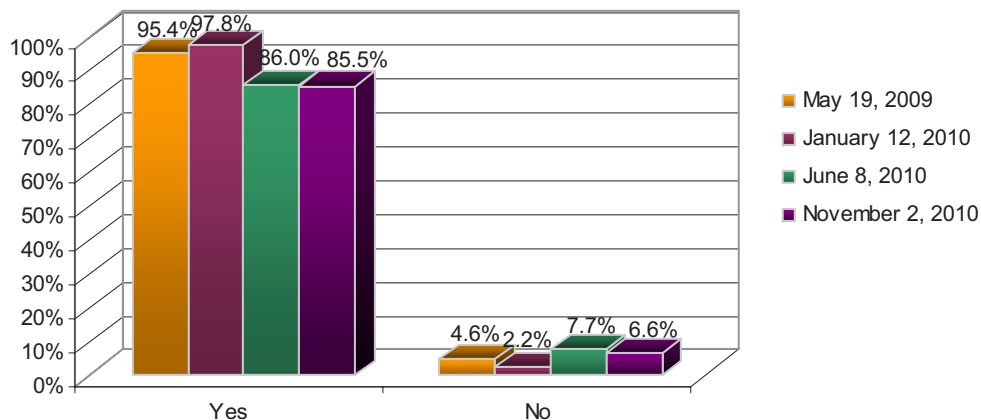
“After contacting the delivery and pick-up carrier and giving him my personal cell phone number, he only called the site number, making the pick-up of the equipment difficult.”

- Poll Site Survey Comment

Graph #18 on the next page shows the trend of poll site hosts’ ability to schedule their equipment pick-up.



Graph #18: Polling Place Host Was Able to Schedule Equipment Pick-Up, Past Four Elections



Future Plans:

Many poll site hosts commented that they did not have a choice as to when the equipment was picked up. They either felt they were told the date and time or the driver stopped by without advance notice. **By the end of the year, delivery vendors will be required to schedule pick-up dates and times with the poll site hosts.**

Next, poll site hosts were asked if the voting equipment was delivered to them at the agreed upon date and time. 94% said that it was, and just 4% said that it was not. This is again similar to the results from previous elections.

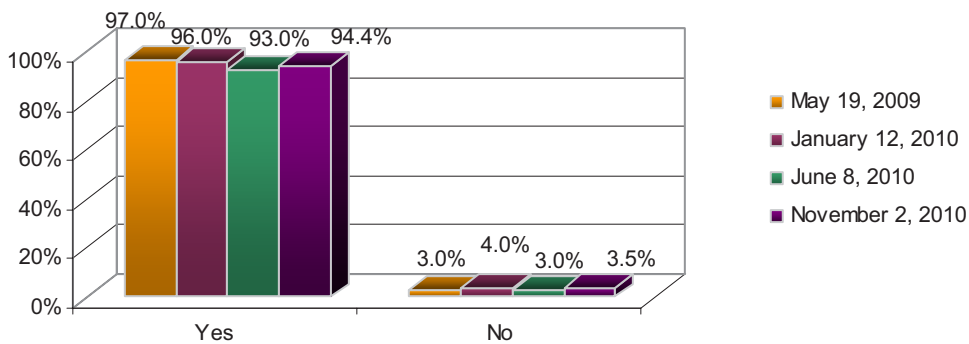
Past Elections:

- » In the May 19, 2009 election 97% of poll site hosts said the equipment was delivered at the agreed upon date and time.
- » In the January 12, 2010 election 96% of poll site hosts said the equipment was delivered at the agreed upon date and time.
- » In the June 8, 2010 election 93% of poll site hosts said the equipment was delivered at the agreed upon date and time.



Graph #19 below shows the trend of equipment deliveries at the agreed upon date and time.

Graph #19: Polling Place Host Stated Equipment Delivered at Agreed Upon Date and Time, Past Four Elections



The next question asked if the polling place host was able to store the equipment caddy without difficulty. 98% were able to store the equipment caddy without difficulty. This is again similar to the results of the previous elections.

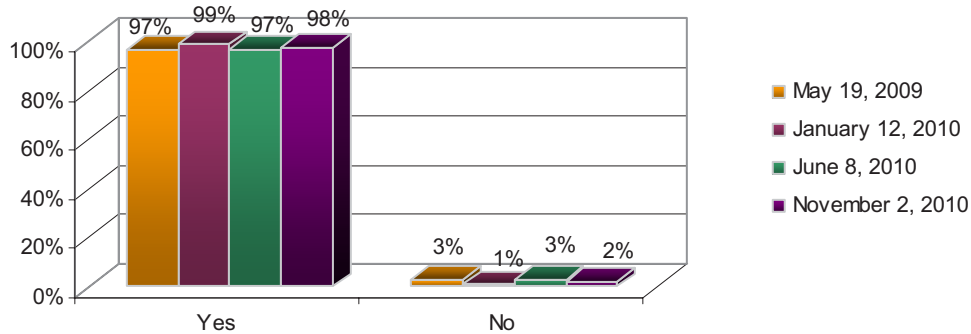
Past Elections:

- » In the May 19, 2009 election 97% of poll site hosts were able to store the equipment without difficulty.
- » In the January 12, 2010 election 99% of poll site hosts were able to store the equipment without difficulty.
- » In the June 8, 2010 election 97% of poll site hosts were able to store the equipment without difficulty.

Graph #20 on the next page demonstrates the ability of poll site hosts to store the equipment without difficulty.



Graph #20: Polling Place Host Able to Store Equipment Without Difficulty, Past Four Elections



Then poll site hosts were asked if the electronic voting booths were picked up from their facility on the agreed date and time. Consistent with the June 8, 2010 Primary Election, 91% said that the electronic voting booths were picked up as scheduled.

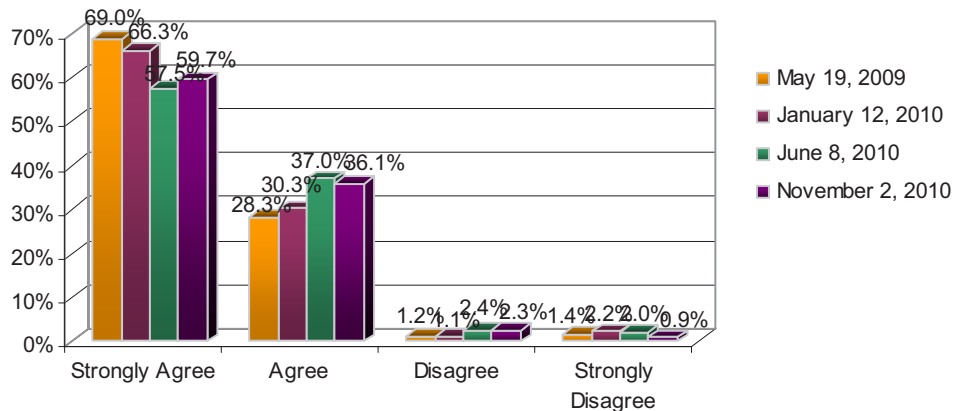
Poll Worker Behavior and Communication

While the Registrar of Voters recruits both the poll sites and poll workers for an election. It is important for Election Day Operations that the two work well together. The following questions asked the poll site hosts to rate different components of the behavior and communication with the poll workers. When asked whether the poll workers assigned to their location communicated with them when needed, 96% agreed or strongly agreed. Only 3% of poll site hosts felt that the poll workers did not communicate with them as needed. This is due to poor communication between Inspectors who strongly desired to set up the poll site up before 6:00 am on Election Day and poll site hosts that could not accommodate them.

Graph #21 on the next page shows the results over the past four elections.



Graph #21: Polling Place Host Felt Poll Workers Communicated With Them As Needed, Past Four Elections



Future Plans:

The Department will increase communication with poll workers through newsletters and the Poll Worker PASS portal to better bridge the gap in expectations for early set up.

Next poll site hosts were asked whether the poll workers followed the rules set out by the facility. 97% of poll site hosts agreed or strongly agreed that the poll workers abided by the poll site rules. These results are similar to previous elections, reversing a slight downward trend from the June 8, 2010 Primary Election.

- » In the May 19, 2009 election 97% of poll site hosts said the poll workers at their facility followed their rules.
- » In the January 12, 2010 election 97% of poll site hosts said the poll workers at their facility followed their rules.
- » In the June 8, 2010 election 95% of poll site hosts said the poll workers at their facility followed their rules.

Poll site hosts responded similarly when asked if the facility was left clean and in good condition. 98% strongly agreed or agreed that they were left with an orderly facility and only 2% disagreed or strongly disagreed. This is a slight improvement from the June 8, 2010 Primary Election where 97% of poll site hosts indicated the facility was returned in its original condition.



Returning a poll site to its former condition is particularly important to maintaining poll site relationships. The Department follows up with poll site hosts whose location was not left in the proper condition to assess what can be changed for the future. In addition, the need to respect the poll sites and follow their rules is stressed in the poll worker training, which has been enhanced following previous survey results.

Future Elections:

The Department will increase its communication with the poll sites, including hosting a webinar designed for school districts to educate on our need for public facilities to be poll sites and how the process works.

Overall Election Experience

The survey asked polling site hosts to assess the Registrar of Voters in three areas: overall quality of Registrar of Voters service, overall experience for serving this election, and likelihood of serving in a future election. Overall, poll site hosts were pleased with their experiences.

First, poll site hosts were asked to rate the overall quality of the Registrar of Voters service and 99% noted that it was excellent, very good or good. Only 1% of poll site hosts chose fair or poor. This is consistent with previous elections.

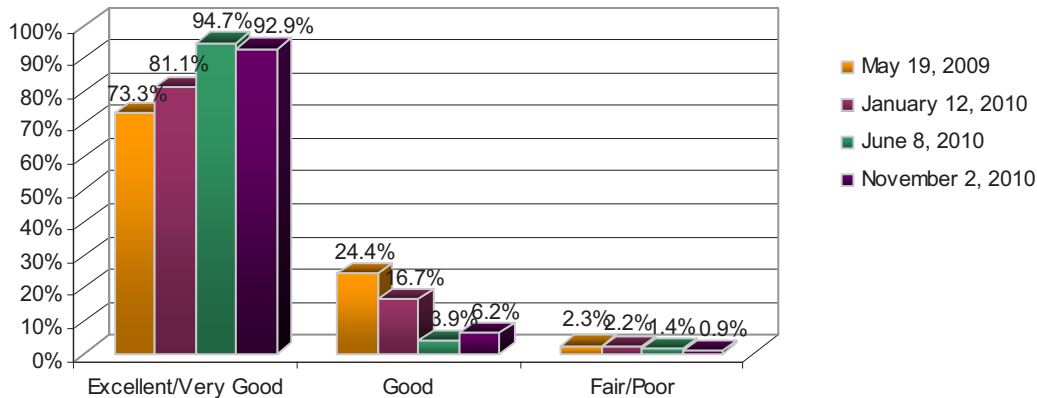
Past Elections:

- » In the May 19, 2009 election 98% of poll site hosts rated the service they received as either excellent or good.
- » In the January 12, 2010 election 98% of poll site hosts rated the service they received as either excellent or good.
- » In the June 8, 2010 election 99% of poll site hosts rated the service they received as either excellent or good.

Graph #22 on the next page shows that poll site hosts are pleased with the service provided by the Registrar of Voters.



Graph #22: Polling Place Host Rating of Quality of Service Provided by the Registrar of Voters, Past Four Elections



Poll site hosts also responded positively when asked to rate their overall experience serving in the election. Over 98% described their experience as either positive or very positive, and less than 2% described it as negative or very negative.

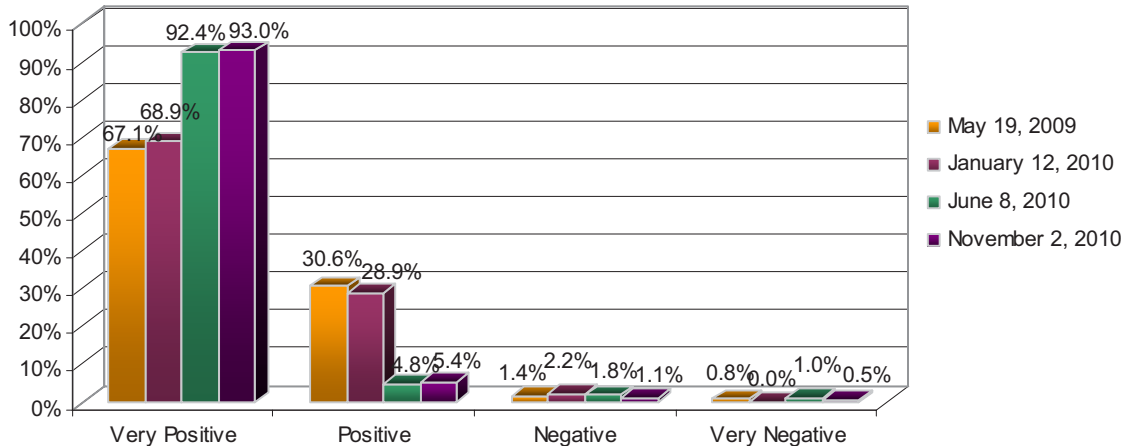
Past Elections:

- » In the May 19, 2009 election 98% of poll site hosts described their overall experience serving in the election as either positive or very positive.
- » In the January 12, 2010 election 98% of poll site hosts described their overall experience serving in the election as either positive or very positive.
- » In the June 8, 2010 election 97% of poll site hosts described their overall experience serving in the election as either positive or very positive.

Graph #23 on the next page shows the consistent results of this question over the last four elections.

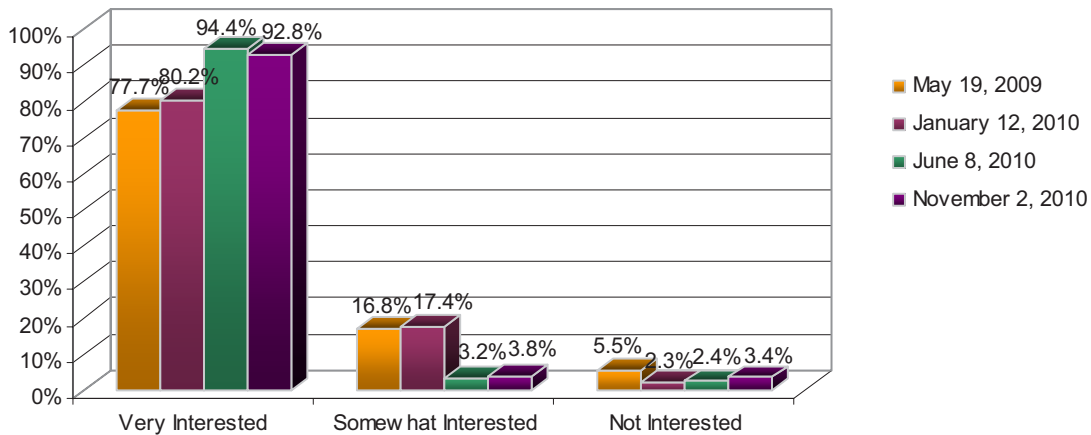


Graph #23: Polling Place Host Rating of their Overall Experience Serving in the Election, Past Four Elections



The final question asks poll site hosts to rate the likelihood that they will offer their facility as a polling place in future elections. 97% were willing to host a poll site in a future election with 77% saying there was an excellent likelihood they would. This is consistent with the June 8, 2010 Primary Election due to an increased emphasis with poll workers and our staff on the valuable roll the volunteer poll site hosts play in an election. The results of this question over the last four years are in Graph #24 below.

Graph #24: Polling Place Host Interest in Serving in Future Elections





Distribution Survey





Overview

Each election Inspectors pick up precinct-specific supplies and take them to the poll site on Election Day. These supplies include poll site rosters, signs, flags, pens stickers, and more. Historically, this was done the Saturday before the election at distribution sites throughout Orange County. Over 750 poll site Inspectors picked up their election supply boxes for the November 2, 2010 General Election at the Saturday distribution day.

The November 2, 2010 General Election included supply pickup at the Department's second warehouse located on Linwood Avenue in Santa Ana which began the Wednesday before the election and lasted through the Sunday before the election. New for this election, Inspectors were able to make a reservation to pick up their supplies through their Poll Worker *PASS* account or by calling a Poll Worker Customer Service Agent. Orange County was the only California county to offer options for our Inspectors to pick up their supplies early and via online reservations. The day before distribution was scheduled to begin nearly 300 Inspectors had already reserved a time to pick up their supplies from the Linwood warehouse.

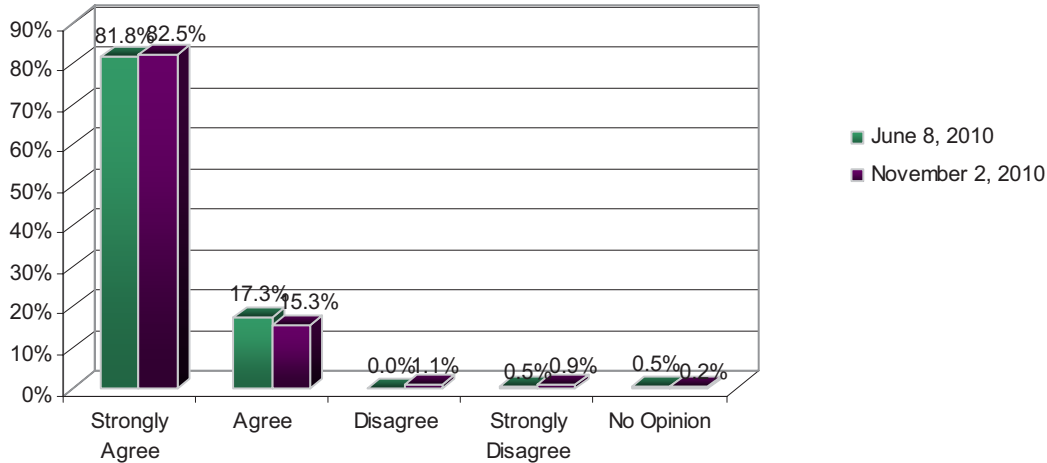
The Distribution Survey was given to each Inspector as they were picking up their supply box. Of the 1,210 Inspectors who picked up their supply box at one of our distribution options, 458 provided a response to the survey.

Organization and Efficiency

Inspectors were asked if the process of picking up their supply box was organized and efficient. 98% strongly agreed or agreed that their supply pick-up ran efficiently. Only 2% disagreed or strongly disagreed. Poll workers were equally pleased with the Saturday distribution day as they were with the centralized early pick-up at our Linwood warehouse. The results of this question appear in Graph #25 on the next page.



Graph #25: Poll Worker Felt Process was Organized and Efficient



“In spite of the parking lot being full of cars, the distribution area was organized and the Registrar of Voters staff quickly loaded my supplies. The turnaround time was short.”

- Election Supply Distribution Survey Comment

Next poll workers were asked about their wait time to pick up their supplies. Almost every poll worker felt that the wait time was not excessive, 97% strongly agreed or agreed. Only 3% indicated that the wait time was greater than expected. Poll workers were equally satisfied with the wait time at the Linwood warehouse as with the Saturday distribution sites.

“My appointment was on October 28, 2010 at 2:20 pm. I arrived at 2:19pm. I was out in one minute!! Fantastic idea! Very well organized!”

- Election Supply Distribution Survey Comment

Last, poll workers were asked if their paperwork was in order and the process was explained adequately. 98% of respondents strongly agreed or agreed this statement. This is a slight increase over the 97% who strongly agreed or agreed for the June 8, 2010 Primary Election. Poll workers



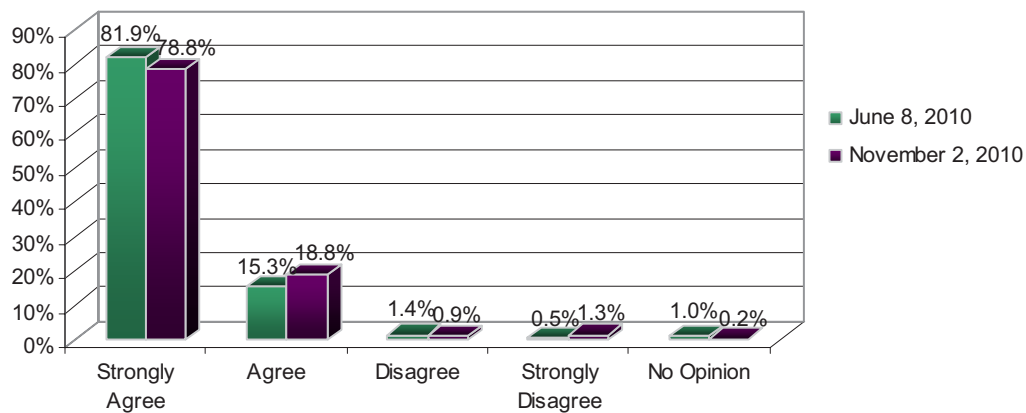
responded equally positively whether they went to the Linwood warehouse or to a Saturday distribution site.

**“The folks there are always efficient and polite.
A good experience each time.”**

- Election Supply Distribution Survey Comment

Graph #26 below shows the results of this question.

Graph #26: Poll Worker's Paperwork was In Order and the Process was Explained

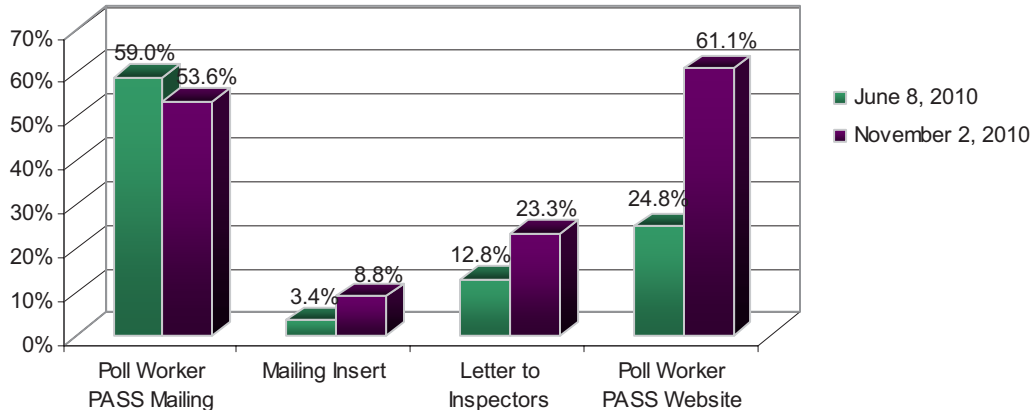


Poll workers are informed about their supply distribution options in a number of ways: Poll Worker *PASS* mailing, mailing insert, letter to Inspectors, and the Poll Worker *PASS* website. When asked to identify how they heard about supply distribution, 61% obtained information through their Poll Worker *PASS* online account. This is a large increase from the June 8, 2010 Primary Election when only 24.8% of poll workers learned about supply distribution this way. 54% found out the details of supply distribution in the Poll Worker *PASS* mailing, 23% in a letter to Inspectors, and only 9% learned from the mailing insert.

The Poll Worker *PASS* has become a key source of information for poll workers. Graph #27 on the next page shows the dramatic change in how poll workers obtained information about supply distribution.



Graph #27: How Poll Worker Obtained Information About Supply Distribution



Poll workers were asked if they would prefer to pick up their supplies at an event prior to their normal Saturday distribution. 38% would prefer a distribution event prior to Saturday pick-up, 47% favored the normal Saturday pick up and 16% had no opinion. This is markedly different from the June 8, 2010 Primary Election where 78% prefer a distribution event prior in comparison to 5% who like normal Saturday pick up.

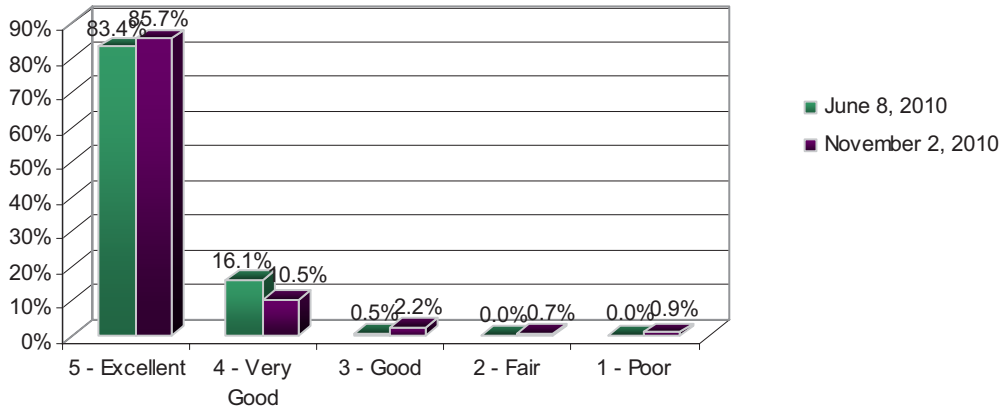
“It was very helpful to have another option – during the week –where I could pick up supplies.”

- Election Supply Distribution Survey Comment

Finally, poll workers were asked to rate their overall experience with supply distribution, on a scale of one to five, five being excellent and one being poor. 85.7% of poll workers rated their experience a five, 10.5% rated it a four, and 2.2% rated it a three. Only 0.7% rated it a two and 0.9% rated it a one. Graph #28 on the next page shows the positive experience of poll workers during supply distribution. Poll workers had equally positive experiences whether picking up their election day supplies at our Linwood warehouse or at their Saturday distribution site.



Graph #28: Overall Experience with Supply Distribution, on a Scale of One to Five, Five Being Excellent and One Being Poor



“This was my best supply pickup experience in my 15 years of working.”

- Distribution Survey Comment

“This was my best supply pickup experience in my 15 years of working.”

- Election Supply Distribution Survey Comment

Future Plans:

The Department continues to innovate and find ways to make it easier and more convenient for poll workers to pick up their precinct specific supplies. **It will continue to expand its appointment system and explore providing more supply distribution options in southern Orange County.**



Phone Bank Survey





Overview

For each countywide election, the Registrar of Voters employs Customer Service Agents to staff two phone banks. The Public Phone Bank answers voter inquiries regarding registration status, voting-by-mail, polling place locations, and other election information. They are able to provide services in English, Chinese, Korean, Spanish and Vietnamese in compliance with Federal Law. The Public Phone Bank received 28,259 phone calls for the November 2, 2010 General Election.

The Poll Worker Customer Service Phone Bank took 15,453 calls exclusively from poll workers. The Customer Service Agents answer all poll worker questions, as well as ensure that all poll workers are scheduled for (and complete) training and assist with recruitment. In response to previous surveys, we implemented a new phone system which allowed better tracking and monitoring of incoming calls.

The phone banks were in operation for 30 days prior to the election, and on Election Day. The Public Phone Bank transferred every person who called the office in the month leading up to the election to a brief survey at the completion of their call. This survey was offered in English, Spanish, Vietnamese, Chinese, and Korean. Poll workers calling into the Poll Worker Customer Service Phone Bank could opt to take a survey before they spoke with an agent. After the call was completed, an automatic out-going call was placed to the poll worker inviting them to participate in the survey. For both phone banks, each caller was asked to respond to the following three questions:

1. Was your question answered?
2. On a scale of 1 to 5, 5 being the highest, how would you rate the Customer Service Agent you spoke with?
3. On a scale of 1 to 5, 5 being the highest, how would you rate your overall experience with the Registrar of Voters?

A total of 2,595 surveys were completed between the public and poll worker phone banks. The collected data was reviewed by the management team on a daily basis, allowing for follow up where needed and increased training for specific individuals.

The Public Phone Bank increased its customer service scores during the November 2, 2010 General Election, as compared to the previous two elections. In contrast, the Poll Worker



Customer Service Phone Bank experienced a notable decrease in its poll worker response in comparison with the June 8, 2010 Primary Election.

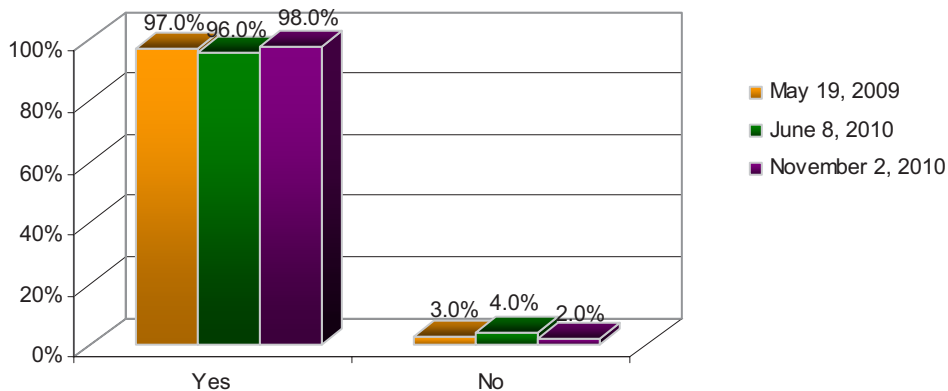
Public Phone Bank

The Public Phone Bank answered 28,259 calls from the general public. Of the 1,716 callers who participated in the survey, 98% felt that the Customer Service Agent they spoke with had answered their question. The Graph #29 below shows the responses to this question. There is no data for the November 17, 2009 or January 12, 2010 elections because the Public Phone Bank was not operational.

Past Elections:

- » In the May 19, 2009 election 97% of callers said that the Public Phone Bank Customer Service Agent answered their question.
- » In the June 8, 2010 election 96% of callers said that the Public Phone Bank Customer Service Agent answered their question.

Graph #29: Caller Felt the Public Phone Bank Customer Service Agent Answered Their Question, Past Three Elections



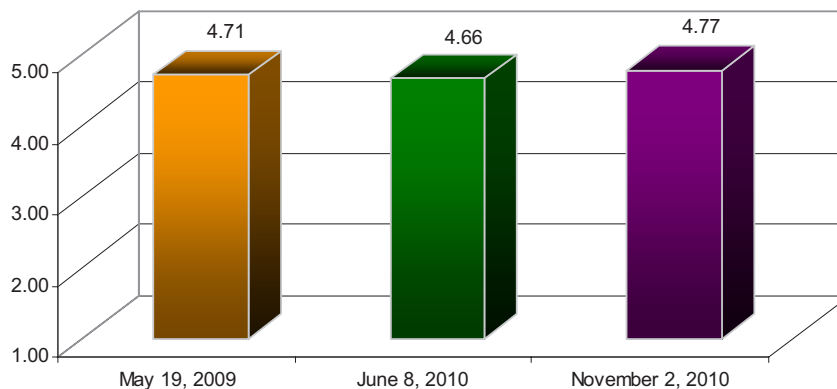


In response to the second question, callers rated the Public Phone Bank Customer Service Agent they spoke with 4.77 out of a possible 5. Graph #30 below shows the respondents' rating of the Public Phone Bank Customer Service Agents over the past three elections.

Past Elections:

- » In the May 19, 2009 election callers rated the Public Phone Bank Customer Service Agents as 4.71 on a scale of one to five, five being the highest.
- » In the June 8, 2010 election callers rated the Public Phone Bank Customer Service Agents as 4.66 on a scale of one to five, five being the highest.

Graph #30: Rating of Public Phone Bank Customer Service Agents, On a Scale of One to Five, Five Being the Highest, Past Three Elections



When asked to rate the quality of service provided by the Registrar of Voters, callers to the Public Phone Bank rated the Department 4.78 out of a possible 5. Graph #31 on the next page shows the Registrar of Voters' ratings by Public Phone Bank callers over the past three elections.

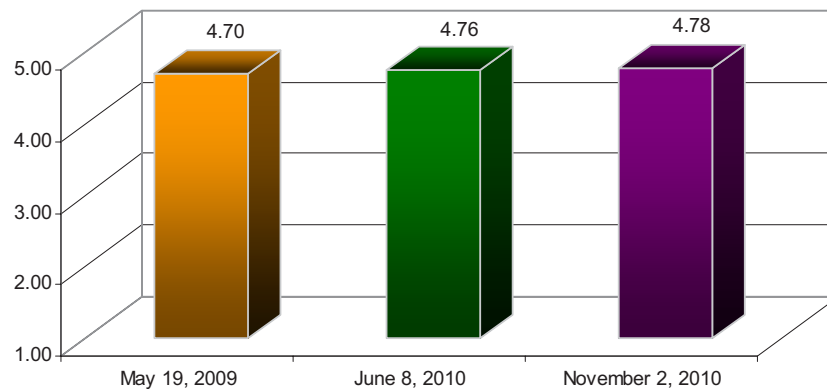
Past Elections:

- » In the May 19, 2009 election Public Phone Bank callers rated the Registrar of Voters as 4.70 on a scale of one to five, five being the highest.



- » In the June 8, 2010 election Public Phone Bank callers rated the Registrar of Voters as 4.76 on a scale of one to five, five being the highest.

Graph #31: Public Phone Bank Caller Rating of the Registrar of Voters, On a Scale of One to Five, Five Being the Highest, Past Three Elections



Poll Worker Customer Service Phone Bank

The Poll Worker Customer Service Phone Bank received 15,453 calls from poll workers. Of the 879 poll workers who participated in the survey, only 85% felt that their question was answered. The Poll Worker Customer Service Phone Bank changed their survey process for the November 2, 2010 General Election. Previously, the Poll Worker Customer Service Agent transferred a poll worker to the survey immediately after assisting them. For the November 2, 2010 General Election, the poll worker could opt out of the survey before speaking with a Poll Worker Customer Service Agent. Those poll workers who chose to participate would receive a phone survey several hours after being helped. This new system may have contributed to the lower number of surveys taken and the lower scores overall. In the longer term, people are more likely to remember a bad experience and are less likely to report a satisfactory one.

Past Elections:

- » In the May 19, 2009 election 99% of poll workers said that their question was answered by a Poll Worker Customer Service Agent.
- » In the November 17, 2009 election 96% of poll workers said that their question was answered by a Poll Worker Customer Service Agent.

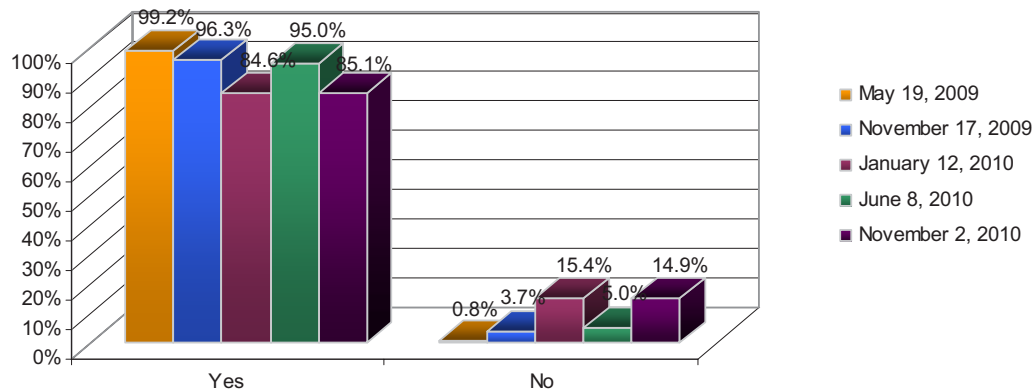
November 2, 2010 Phone Bank Survey



- » In the January 12, 2010 election 85% of poll workers said that their question was answered by a Poll Worker Customer Service Agent. For this election only 13 callers participated in the survey out of 831 phone calls, preventing an accurate picture of the service provided to callers.
- » In the June 8, 2010 election 95% of poll workers said that their question was answered by a Poll Worker Customer Service Agent.

Graph #32 below shows the responses to this question.

Graph #32: Caller Felt the Poll Worker Phone Bank Customer Service Agent Answered Their Question, Past Five Elections



Future Plans:

The Department will increase its training for Customer Service Agents to include reviewing with the customer what questions were answered and issues resolved in the call. In addition, more resources will be provided to the Customer Service Agents in order for them answer a broader array of questions.

Next the poll workers were asked to respond to the question, on a scale of 1 to 5, 5 being the highest, how would you rate the Customer Service Agent you spoke with, callers rated the Poll Worker Customer Service Agents as 4.45.

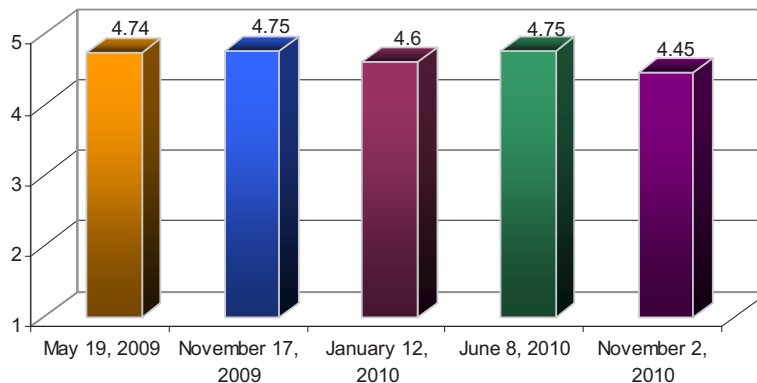


Past Elections:

- » In the May 19, 2009 election Poll Worker Customer Service Agents were rated as 4.74.
- » In the November 17, 2009 election Poll Worker Customer Service Agents were rated as 4.75.
- » In the January 12, 2010 election Poll Worker Customer Service Agents were rated as 4.6.
- » In the June 8, 2010 election Poll Worker Customer Service Agents were rated as 4.75.

Graph #33 below shows the responses to this question.

Graph #33: Caller Rating of Poll Worker Customer Service Agent, On a Scale of One to Five, Five Being the Highest, Past Five Elections



Future Plans:

The Department will invest more resources in training and monitoring the Customer Service Agents. Agents that do not meet minimum customer service levels will be mentored closely to improve their performance.

Finally, poll workers were asked on a scale of 1 to 5, 5 being the highest, how would you rate your overall experience with the Registrar of Voters? Callers to the Poll Worker Customer Service Phone Bank rated the Department as 4.51.

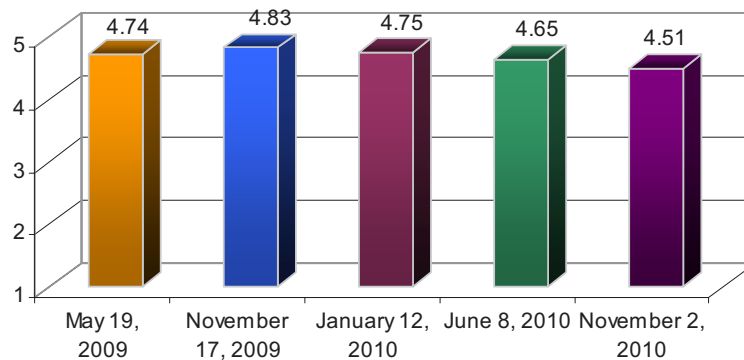


Past Elections:

- » In the May 19, 2009 election poll workers calling the Poll Worker Customer Service Phone Bank rated their overall experience with the Registrar of Voters as 4.74.
- » In the November 17, 2009 election poll workers calling the Poll Worker Customer Service Phone Bank rated their overall experience with the Registrar of Voters as 4.83.
- » In the January 12, 2010 election poll workers calling the Poll Worker Customer Service Phone Bank rated their overall experience with the Registrar of Voters as 4.75.
- » In the June 8, 2010 election poll workers calling the Poll Worker Customer Service Phone Bank rated their overall experience with the Registrar of Voters as 4.65.

Graph #34 below shows the responses over the past five elections.

Graph #34: Poll Worker Customer Service Phone Bank Caller Rating of Overall Experience with the Registrar of Voters, On a Scale of One to Five, Five Being the Highest, Past Five Elections



Future Plans:

The Department is exploring inserting wait times on the Poll Worker Customer Service Phone Bank lines for volunteers that are waiting. In addition, the frequency and breadth of content of communication between the Registrar of Voters and poll workers will be increased.



Recruitment Survey





Overview

For the November 2, 2010 General Election, the Registrar of Voters recruited 6,267 volunteer poll workers. Community Program Specialists, Field Representatives, and Election Aides are responsible for recruiting volunteers to fill thousands of poll worker positions every election. A recruitment survey was used to evaluate the level of service provided by the Department recruiters on the phone with the poll worker volunteers. Poll workers who are satisfied during their recruitment are more likely to return to serve in another election.

Once a volunteer is recruited and assigned to a poll site, an automatic out-going call is placed to the poll worker inviting them to participate in the survey. The survey asked the poll workers to evaluate the following five statements:

1. My representative was courteous and professional.
2. My representative explained the features of the Poll Worker *PASS* program.
3. My representative answered all of my questions.
4. My overall interaction with my representative was positive.
5. My overall experience with the Registrar of Voters has been positive.

The results of the survey were shared on a regular basis with the individuals involved in recruitment, allowing the Department to ensure that quality service was being provided on a consistent basis. Those with lower scores were provided further training and guidance in an effort to bring their survey scores up to our goal of 4.5 (or 90%) satisfaction.

A total of 538 surveys were completed by poll workers. The results are very positive, as well as consistent with the June 8, 2010 Primary Election survey results. Overall, poll workers have a positive assessment of the recruitment process, which helps retain them from election to election.

My Representative Was Courteous and Professional

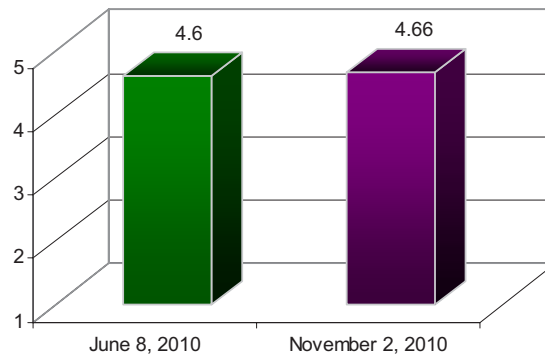
Volunteer poll workers have many options as to where to invest their available time. Since the Registrar of Voters needs a significant number of volunteers each election it is important that every interaction between a volunteer and their recruiter is courteous and professional.

When asked to rate the statement, my representative was courteous and professional, the average score received was 4.66 out of five. This compares favorably with the June 8, 2010 Primary Election where the average score was 4.6.



Graph #35 below shows the results.

Graph #35: Poll Worker Rated Recruiter as Courteous and Professional on a Scale of One to Five, Five Being the Highest

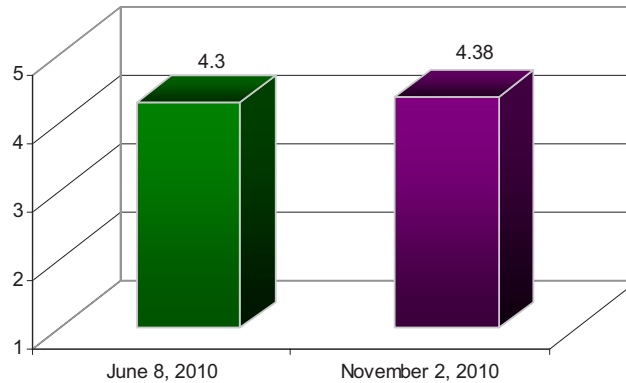


Next, poll workers were asked to rate the statement, my representative explained the features of the Poll Worker *PASS* program. The Poll Worker *PASS* program gained widespread use during the November 2, 2010 General Election and was the most used method by poll workers for staying informed. The Poll Worker *PASS* is both an individualized bar-coded card that can be used to track poll worker attendance, as well as an online portal where poll workers can access their personal election information. The recruitment team was responsible for explaining the Poll Worker *PASS* program to volunteers.

Poll workers rated this statement a 4.38 out of 5. This is a slight improvement over the June 8, 2010 Primary Election response of 4.3 due to increased emphasis in both training and one-on-one meetings with the representatives. Graph #36 on the next page shows the responses.



Graph #36: Poll Workers Rated Representative on Explanation of the Features of the Poll Worker PASS on a Scale of One to Five, Five Being the Highest

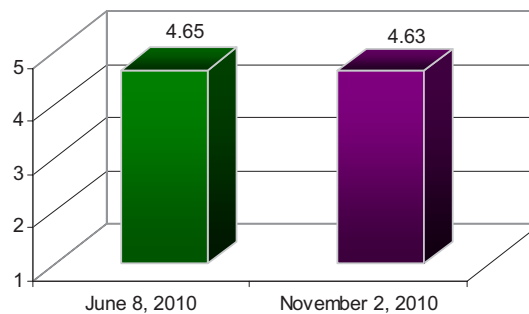


Future Plans:

The Department will continue to enhance its training and monitoring of representatives regarding explaining the features of the Poll Worker PASS. Continuous feedback will be provided for future elections and well as sharing of best practices.

The third question asked poll workers to rate the statement; my representative answered all of my questions. This statement received an average score of 4.63 out of 5, which is comparable to the 4.65 received for the June 8, 2010 Primary Election. Graph #37 below shows the responses.

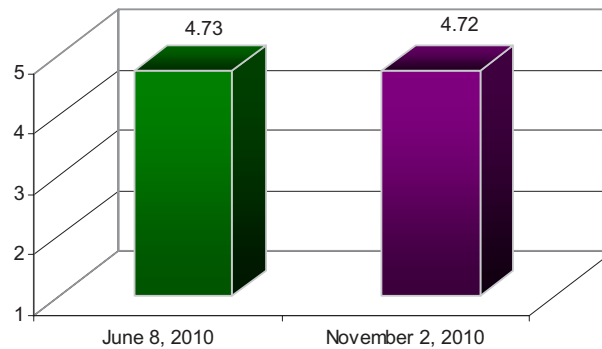
Graph #37: Poll Workers Agreed Representative Answered All of Their Questions On a Scale of One to Five, Five Being the Highest





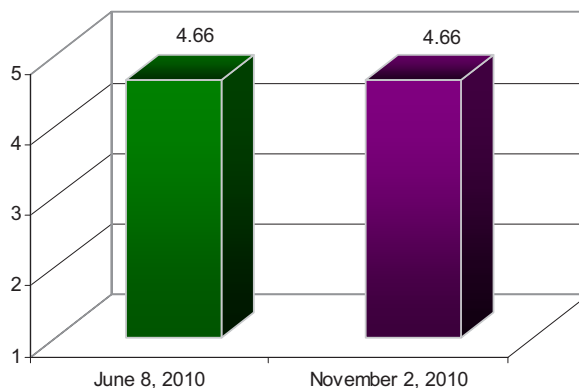
Then poll workers were asked to rate the statement, my overall interaction with the representative was positive, and the recruiting staff received a 4.72 out of 5. This is relatively the same score as the June 8, 2010 Primary Election when the recruiting staff received a 4.73. The results of this question are in Graph #38 below.

Graph #38: Poll Workers Agreed Overall Interaction with Representative was Positive On a Scale of One to Five, Five Being the Highest



Finally, poll workers were asked to evaluate the statement, my overall experience with the Registrar of Voters has been positive. Poll workers rated this statement of average 4.66 out of 5. This is exactly the same as the score given for the June 8, 2010 Primary Election. Graph #39 below demonstrates this fact.

Graph #39: Poll Workers Agreed Overall Interaction with Registrar of Voters was Positive On a Scale of One to Five, Five Being the Highest





Election Academy Survey





Overview

The Orange County Election Academy is an 8-week long academic program designed to teach participants about elections in Orange County, California. Participants receive comprehensive instruction on the various components of an election. The curriculum includes candidate filing, campaign finance, ballot creation, communications and more. The Election Academy provides unique insight into what it takes to process candidates, build ballots and count votes. It also provides interested citizens the opportunity to experience first-hand all of the elements that go into running a transparent election operation.

The first session of the Election Academy ran from September 8, 2010 through October 20, 2010. There were 40 participants in the inaugural session from a variety of backgrounds such as city clerks, political party members, academics, poll workers, voters, and others. Overall, participants were very pleased with the course content, delivery and value of attending the Election Academy.

Election Academy Ratings

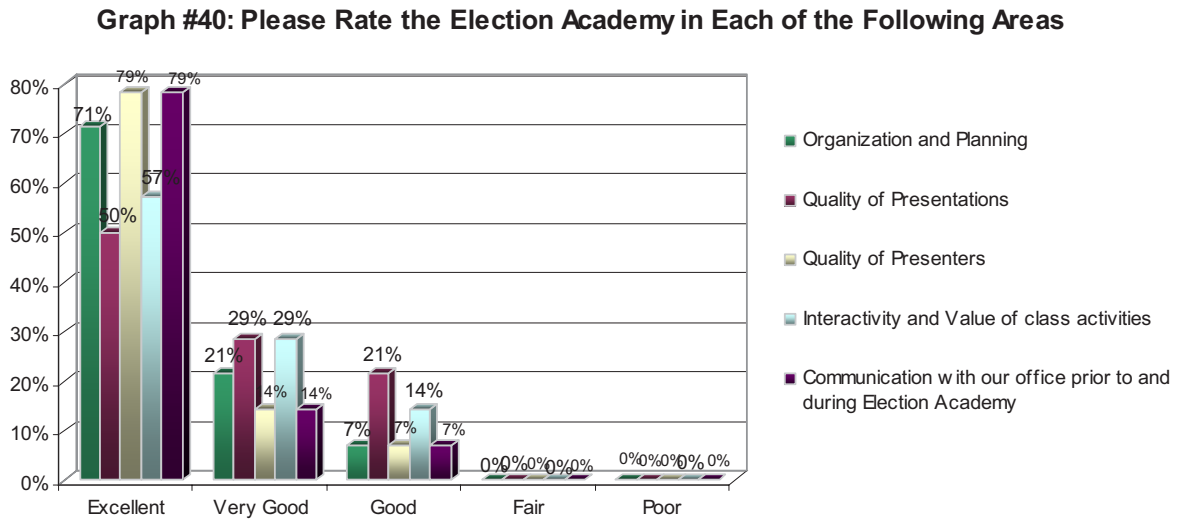
When asked to rate the Election Academy in the following areas: class organization and planning, quality of presentations, quality of presenters, interactivity and value of class activities, and communication with the Registrar of Voters office prior to and during Election Academy, all of the respondents rated the Election Academy as Good, Very Good or Excellent. The Election Academy was strongest in its organization and planning, quality of presenters and communication with the Registrar of Voters office. The Election Academy could have done better in its quality of presentations and interactivity and value of class activities. The Election Academy was taught by Registrar of Voters subject matter experts, who may not have had presentation experience previously. Class activities, while valued by many, were not as appealing to other students. At times those activities may have felt rushed due to the large amount information that needed to be covered at each Election Academy session. None of the respondents thought that any aspect of the Election Academy was fair or poor.

“This was an excellent class. I really can’t express how impressive the instruction was by the staff and how interesting and compelling they made the content. That this was the first time they’ve done this makes it even more amazing.”

- Election Academy Survey Comment



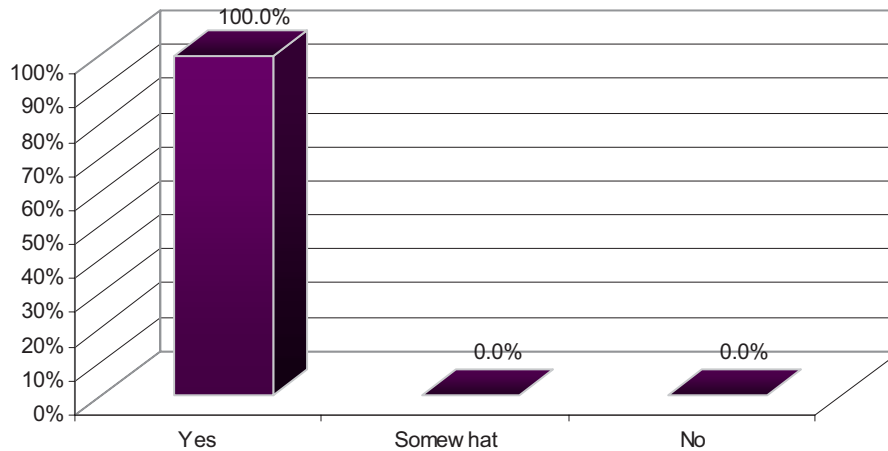
Graph #40 below shows the various ratings the Election Academy received.



Material Covered

When asked if they found the material covered in the Election Academy classes to be interesting, informative, and valuable, the respondents overwhelmingly stated yes.

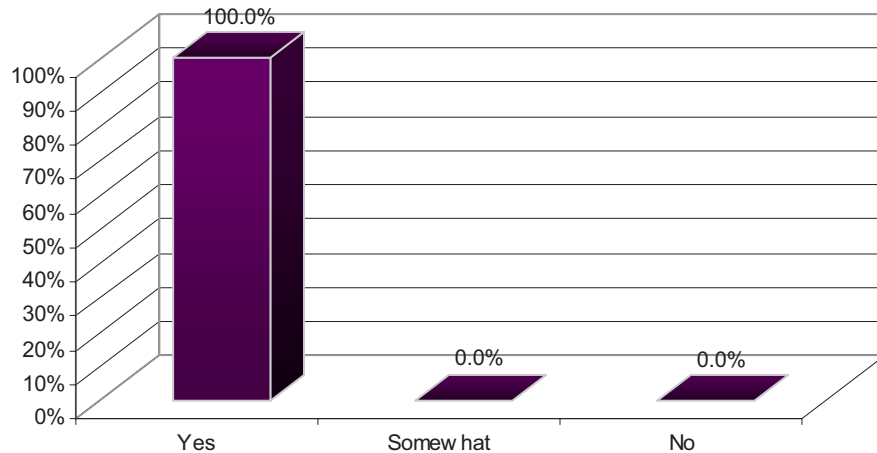
Graph #41: Did You Find the Material Covered in the Classes To Be Interesting, Informative, and Valuable?





The respondents would also recommend the Election Academy to a friend or colleague.

Graph #42: Would You Recommend Election Academy to a Friend or Colleague?



Overall Quality and Experience

The following two questions asked the respondent to rate quality of the Registrar of Voters' service and overall experience attending Election Academy on a scale of 1 to 5, 5 being excellent. All of the respondents rated the Registrar of Voters' service as Very Good or Excellent.

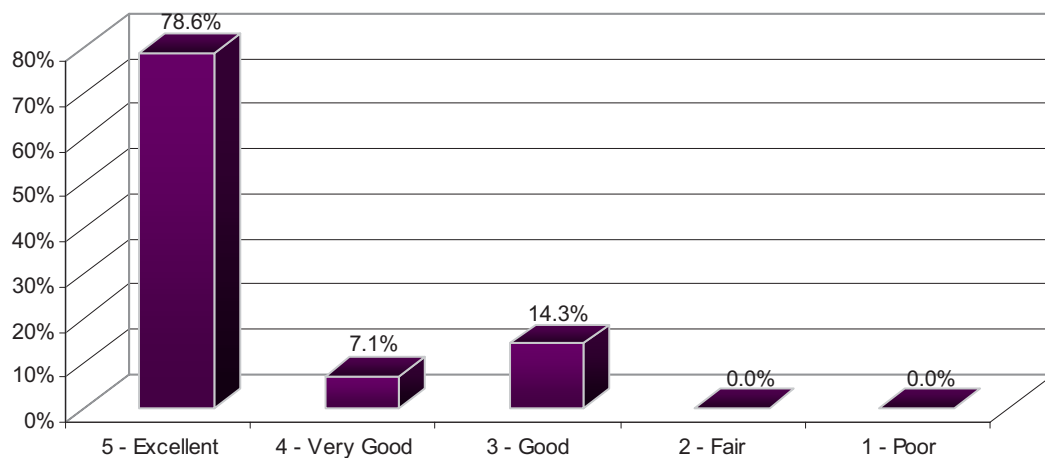


Graph #43: Overall Quality of Registrar of Voters Service, on a Scale of One to Five, Five Being Excellent and One Being Poor



The majority of the respondents rated their experience attending Election Academy as excellent without any respondents rating it as fair or poor.

Graph #44: Overall Experience Attending Election Academy, on a Scale of One to Five, Five Being Excellent and One Being Poor





The survey results for the November 2, 2010 General Election were overwhelmingly positive and generally consistent with the June 8, 2010 Primary Election.

Notable changes from previous elections include:

- » A high percent of first time poll workers
- » A significant increase in poll workers using the website to stay informed of Registrar of Voters news and events
- » A large jump in the percent of poll workers obtaining information about supply distribution through the Poll Worker *PASS* website
- » The addition of the Election Academy Survey results

Areas that increased their rating consist of:

- » A strong rating from poll workers of the quality of service provided by the Registrar of Voters
- » High scores from poll site hosts of the quality of service provided by the Registrar of Voters
- » A very positive response from poll site hosts regarding their overall experience serving in the election
- » A greater interest by poll site hosts in serving in future elections

Responses that require an increased response from the Department are:

- » Training on provisional voters
- » Issues with equipment deliveries
- » Communication between poll workers and poll site hosts
- » Customer service provided by the Poll Worker Customer Service Phone Bank
- » Representative explanations of the features of the Poll Worker *PASS*
- » The quality of Election Academy presentation and the interactivity and value of class activities

The Registrar of Voters will continue to work to improve its service levels and address issues brought up by the November 2, 2010 General Election survey results.