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April 22, 2008 General Primary Election Election Day Experience Report

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Note: An electronic copy of the Parallel Test Report for the Primary Election, April 22, 2008 performed by Parente Randolph is attached.

Election Day Overview

Thanks to the efforts of 191 voting machine technician “rovers”, over 7,560 poll workers and deputy constables, as well as the full-time Elections Division staff, the April 22, 2008 General Primary was a success.

The few voting issues that occurred were minor in nature, as evidenced by the various media accounts of Election Day activities. The most common issue was from voters who were not aware that they were registered as non-partisan and mistakenly felt they had the right to vote in a “closed” primary.

Of the registered voters, 56.11% Democratic voters and 24.24% Republican voters made their choices from the 617 candidates which appeared on over 2,642 ballot-style combinations. In all, 379,238 voters cast their ballots to determine their party nominees for President of the United States, Congress, State-wide, State Senate, and State House public offices in addition to electing political party Convention Delegates and Committee Members. The 178 Reform party voters registered in Allegheny County were also eligible to vote for their local precinct party committee members.

As we continue to move forward to each primary and election, those of us “behind the scenes” as well as the voting public continue to become more proficient and comfortable with the voting system. This can only bode well for the future, especially as we prepare for the November 4, 2008 Presidential Election.

New On-Line and Television Recruitment

On January 25, 2008, we launched an on-line Election Volunteer Recruitment form on the Allegheny County website. A description of the Election Officers’ general job duties was listed along with the training and workday requirements. This description enabled interested, qualified and registered Allegheny County citizens an opportunity to sign up and become an Election Officer. The requirements for any student at least 17 years of age desiring to become a Majority or Minority Clerk were also linked on the Elections homepage.

Karen Simpson, Project Manager, appeared on the televised *Comcast Newsmakers* program this past March. During that informative segment, Ms. Simpson educated the general public about the lack of Election Officers that exists throughout Allegheny County. In addition, she informed the audience that the average age of our poll workers is 72, and many of them have served for nearly 40 years. These dedicated people have proven and continue to demonstrate their loyalty and commitment to civic duty.

Ms. Simpson challenged the viewers, inspired by the passion of the Presidential Primary, to step up and become an Election Officer. Additionally, she spoke about a new initiative underway called “**Youth at the Booth**” which targets high

school seniors. This program encourages them to become active voters and citizens while at the same time influencing their peers.

Comcast provides this free forum for non-profit and community organizations to present events and issues important to the Pittsburgh region.

Comcast Newsmakers was seen at 25 and 55 minutes past the hour on *CNN Headline News* on Comcast Cable. More than 675,000 households in the Pittsburgh region saw the interview which aired approximately 40 times. Each interview airing was valued at \$15,000.00.

The results generated by both the on-line Election Volunteer Recruitment form and the Comcast recruitment efforts were extremely positive. We received a response from over 200 individuals who were excited about becoming an Election Officer. Furthermore, concerted efforts were made to accommodate the new recruits and place them in areas which were convenient to them and where a shortage existed. For the Presidential Primary Election, we were able to train and place approximately 50% of these respondents.

Voting Machine Technician (VMT)

A new election board member role, Voting Machine Technician (VMT), was implemented this past Primary to reduce potential problems at the Presidential General Election. A high-quality training curriculum was designed to provide specialized training to experienced election board members who are responsible for opening, operating, closing and troubleshooting the iVotronic Voting Machines at their precincts on Election Day within the scope of their role. The curriculum was implemented in the format of a mock election to mirror Election Day. To ensure success, the VMT training curriculum consisted of visual aids, job aids, role-playing scenarios, self-paced exercises, an audio voting scenario script and highly-qualified trainers (one trainer per two VMTs). This curriculum allowed training to cohesively cover any State or federal mandates, County directives, standard procedures, and high-profile issues that may have an impact on a VMT on Election Day. The competency of a VMT was evaluated by their trainer and a certification exam.

The role of the VMT played a significant role in the success of the 2008 General Primary.

Machine Preparation

Automated Logic and Accuracy (L&A) testing was conducted on April 2, 2008. All iVotronic machines and PEBS (Personalized Electronic Ballots) were used for this test. The Manual L&A was conducted on April 5, 2008. All 80 ballot configurations were used for this test. The Audio Ballot L&A was conducted on April 6, 2008. The results for all three tests were 100% correct.

Chain-of-Custody

When the voting machines are stored in the warehouse, there are at least two County workers with the machines at all times. When the machines leave the warehouse to be delivered, a full-time County employee accompanies the trucks. At each polling site, the employee secures each machine with a tamper-evident seal which is numbered and recorded. These numbers are given to each Judge of Election for verification on election morning. The number sequence and color are known only by the Elections Division. All 1,321 districts were verified on April 22, 2008.

Other Warehouse Security

Steve Helberg, the owner of the warehouse at 901 Pennsylvania Ave. agreed to deadbolt all doors leading from the County-leased area to his space. The doors will be locked from both sides. Mr. Helberg will notify us in advance when his employees need to access County space, and we will monitor anyone who enters. He understands our situation and is willing to do whatever it takes to help us out.

Accessibility

Allegheny County has 1,321 polling locations of which only seven were deemed inaccessible and which are shown at the end of this section. Surveys of the polling places were conducted utilizing standards established by the Help America Vote Act (HAVA) and consistent with the Americans with Disabilities Act (ADA). It was determined that 10% of those polling locations require the use of accessibility tools.

Various products were purchased such as threshold or suitcase ramps designed for short steps, doorways and raised landings. Other products included door grips which instantly changed knob handles into lever-handles; mobi-mat and versa-mat for wheelchair access on gravel, grass, sand or dirt walkways; pathway ramps with handrails suitable for steps up to 6 inches; and custom ramps for steps over 6 inches.

Ballot call systems (which include a wireless ADA-compliant button to notify that a disabled voter is outside and which are combined with a portable ramp) were utilized at various polling locations to assist voters. The lightweight accessibility tools were secured by the Election Officers while the heavier items were delivered and put in place by the Accessibility Team Members.

Directional signs, parking cones and temporary "No Parking" signage were used to designate the parking space for the disabled voters on Election Day which were put in place by 7:00am that morning.

In our continued effort toward making certain the needs of our disabled voters are met, the iVotronic voting machine can also be taken out of the case and placed on the voter's lap or on a wheelchair-accessible table for voting. Additionally, we have purchased mouth wands and headphones for disabled voters to use.

If special assistance is necessary to assist a disabled voter, the voter or their representative may schedule this assistance by calling (412) 350-4501 prior to Election Day. On Election Day, it is necessary that the disabled voter or their representative call the County's Call Center (412) 350-7272, and a technician will be sent out to their polling location.

INACCESSIBLE POLLING LOCATIONS				
APRIL 22, 2008 PRIMARY				
M	W	D	MUNICIPAL	POLLING LOCATION
130	01	04	DUQUESNE	1209 KENNEDY AVE - ST MARY'S BYZANTINE CHURCH HALL
130	02	03	DUQUESNE	1209 KENNEDY AVE - ST MARY'S BYZANTINE CHURCH HALL
153	00	01	HAYSVILLE	#1 OHIO RIVER BLVD - STOREROOM
166	04	02	MCCANDLESS	8713 HARMONY PARK WAY - BETHANY BAPTIST CHURCH
166	04	03	MCCANDLESS	8713 HARMONY PARK WAY - BETHANY BAPTIST CHURCH
166	24	01	PITTSBURGH	1011 HASLAGE ST - ST. AMBROSE SCHOOL
188	26	17	PITTSBURGH	18 SCHUBERT ST - ST. PETER'S UNITED CHURCH OF CHRIST

Call Center - Design

During the November 2007 General Election, a new application was developed for the Call Center which was designed as a two-tiered system. Level 1 collected statistical data on the call, and Level 2 diagnosed the problem. The collected data was instrumental in our refining of the application for the 2008 Presidential Primary.

Level 1 was staffed by eight individuals. They collected the time of the call, polling place, caller's name, caller type, caller's phone number and problem type. The problem types that were tracked included the following: opening problems, printing zero tapes, voting, ADA voting, closing, printing results tape, judge who was not present, unable to gain admittance, administrative/paperwork and miscellaneous issues.

Level 2 was staffed by seven individuals, five of whom were ES&S representatives. They collected the details of the problem as well as provided the resolution. The call center system allows the user to change the status of the problem and to enter text describing why the status was changed. Users were instructed to mark the problem as “Level 2 Received” and to enter a description of the problem as soon as a call was received. This notation allowed us to document how long the call waited in the queue between Level 1 and Level 2, as well as record how long it took to resolve the problem.

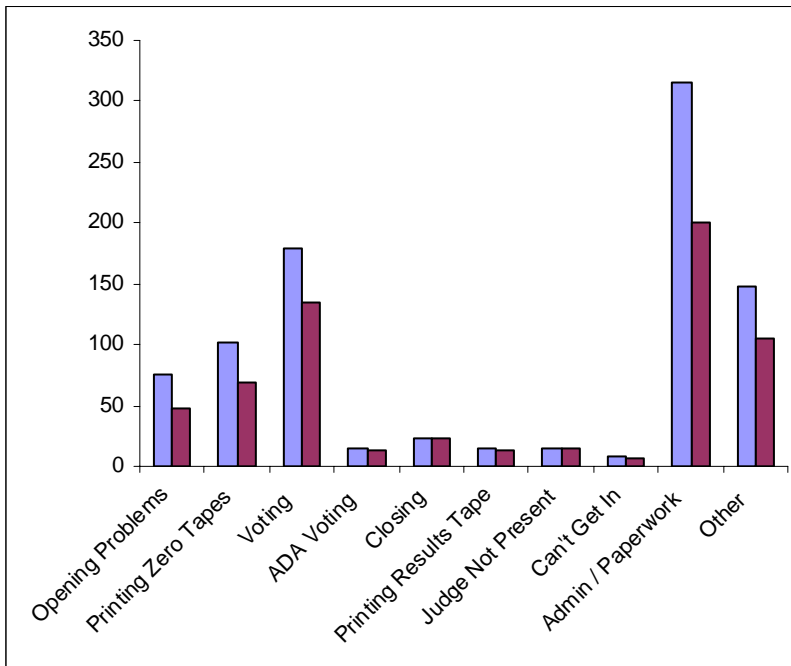
The Specialty Dispatch Unit handled calls concerning Election Board members, access to polling places, accessibility issues, administrative paperwork, remarks from concerned citizens and any other issues unrelated to the voting machines. This unit consisted of three individuals: one intake coordinator and two dispatch runners. Level 1 channeled those specific issues to the intake coordinator who addressed, dispatched and followed up on these issues accordingly.

The application worked successfully. The calls that were received and resolved on Election Day totaled 896. Six hundred and twenty-six (626) precincts (69.87%) made calls to the Call Center which were handled by Level 2 workers, and 488 precincts (54.46%) called with administrative/paperwork (Level 1) issues.

Call Center - Metrics

Following is the updated Call Center summary report. The two columns with the call breakdown are labeled “Calls Logged” and “Precincts Called.” The “Calls Logged” column is the total number of calls received, and the “Precincts Called” column is the number of unique precincts which called. The “Precincts Called” number can be assumed to be the total number of “Tickets” received, but it may be slightly off if the same precinct called about two different problems in the same category. As a result, the total of the “Precincts Called” column shows 626 whereas the number of precincts calling was 454. This discrepancy is due to the fact that some precincts called about different categories of problems.

	Calls Logged		Precincts Called	
Opening Problems	75	8.37%	48	7.67%
Printing Zero Tapes	102	11.38%	69	11.02%
Voting	179	19.98%	134	21.41%
ADA Voting	14	1.56%	13	2.08%
Closing	23	2.57%	23	3.67%
Printing Results Tape	15	1.67%	13	2.08%
Judge Not Present	15	1.67%	14	2.24%
Unable to Gain Admittance	9	1.00%	6	0.96%
Admin / Paperwork	316	35.27%	201	32.11%
Other	148	16.52%	105	16.77%
Total	896		626	
Concerned Citizen	83	9.26%	31	6.24%
Lead Man	41	4.58%	30	6.04%
Poll Worker	697	77.79%	377	75.86%
Rover	62	6.92%	47	9.46%
VMT	13	1.45%	12	2.41%
Total	896		497	



Tabulation

Tabulation went well on Election night. Twenty-four percent of the precincts were reported by 9:00pm, ninety-four percent were reported by 10:00 pm, and over ninety-nine percent were reported by 11:00 pm.

Thirteen PEB/flash card binders were returned to the CTC on Election night with two more identified the following day. This amount is a decrease from the nineteen binders that were returned at the 2007 Municipal Election.

The State's SURE system was used to transmit results to the State; the information was uploaded approximately every thirty minutes.

All of the regional tabulation centers worked well, and it is recommended that they continue to be staffed with the same personnel for future elections.

Transparency

Allegheny County is the first county in the Commonwealth of Pennsylvania to utilize Data Acquisition Manager (DAM) for end-of-night tabulation. As part of the certification to operate DAM and Unity Election Tabulation Software, Allegheny County is required to operate both products on a stand-alone network without connections to the Internet or other computer network. Allegheny County has complied with this requirement by creating a stand-alone (air-gapped) tabulation network in its election warehouse. As an assurance of compliance with this requirement and in support of its stance on election transparency, Allegheny County employs a third-party security vendor, Solutionary, to verify that the election network is air-gapped prior to and after each election.

Issues to Be Addressed

- Ameliorate the bottleneck at the precinct official's pay-station
- Refine provisional ballot instructions
- Determine why the external website did not update return information more quickly
- Analyze the read of the last 50 PEBs in order to identify judges who experienced closing difficulties
- Kick off a public campaign which highlights the County's on-line polling place look-up tool two weeks prior to the Election with a press conference by the Chief Executive
- Research the possibility of enhancing the on-line look-up tool to include maps, sample ballots and links to media websites
- Evaluate the e-poll product from ES&S
- Determine how to eliminate the use of "header cards" which are used to tabulate optical scan ballots.
- Ensure that a sufficient number of machines are deployed for the November election.
- Re-evaluate the number of VMTs and Rovers needed for the November election