



**25th Annual
National Conference
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**2009 Professional Practices Program
AUTOMATION OF INFORMATION**

FRANKLIN COUNTY, OHIO

Submitted by:

Carolyn S Gorup

Manager, Election Technology

280 E. Broad St. Rm 100

Columbus, OH 43315

(614) 462-2478

csgorup@vote.franklincountyohio.gov

www.vote.franklincountyohio.gov

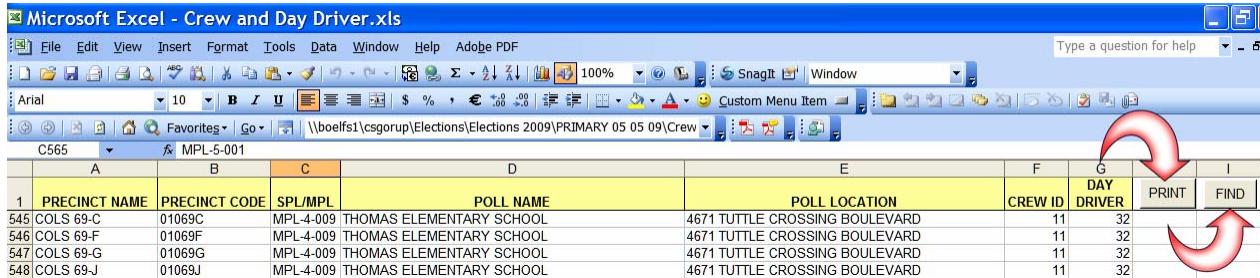
PROBLEM: Our Election Day response center takes calls from poll workers who may identify themselves and their voting location in a number of different ways, by a Precinct Name, a Polling Location Number, the Name of the Location and sometimes by the actual Street address. The information is written on the action form and is handed off to the supervisor who has several 40 to 50 page reports to search to find additional information. Taking information found on the first report additional information is looked up on another report. Information from both reports is written on the action form and the form given to the dispatch group who attempted to read what was writing on the report and looks up the technician district and crew numbers to assign the issue then the form given to the dispatcher to send someone to work the issue. The information for the various reports comes from several sources and is not finalized until just days before the election. On Election Day, especially in the morning as the polls are opening, the calls are coming in fast and locating the correct information on various reports and writing the information legible can be a challenge. The location of the phone center is a temporary area without computer network connection. Additionally, noise also sometimes causes problems in this area and the phone operators may record incomplete information on the forms as a result.

SOLUTION: A laptop computer with a label printer was supplied to the response center. As the information from the different areas is finalized it is combined into one spreadsheet. The spreadsheet includes any way that the location may identify its self and information on the technician districts and crew assignments. Two buttons were programmed to the spreadsheet to enable those with limited computer skills to make easy use of the program to do searches and print labels. The top row of the spreadsheet with the column labels was locked and the buttons were placed on that row so they would always be visible. The one of the buttons added was the FIND button. If the user was not comfortable using the find option in the software which comes up labeled as FIND AND REPLACE by clicking the FIND button they were asked what to search for and then it would locate the required information. The other button programmed was PRINT. Pressing the print button copied the information from the selected row of the spreadsheet to another area, formatting it and adding a date and time stamp and the label immediately printed to the label printer. Searching was improved as tired and rushed eyes did not overlook the necessary information and there was no time lost looking at the multiple reports and the dispatch group and dispatcher did not have to decipher the hand writing. The search for correct information was quicker and the time to tear off the label and stick it on the action form was considerably less than the time to write the information on the form, and readability of the information was greatly improved allowing the action forms to be more

quickly and correctly processed and getting the help to the polling location in a timely manner.

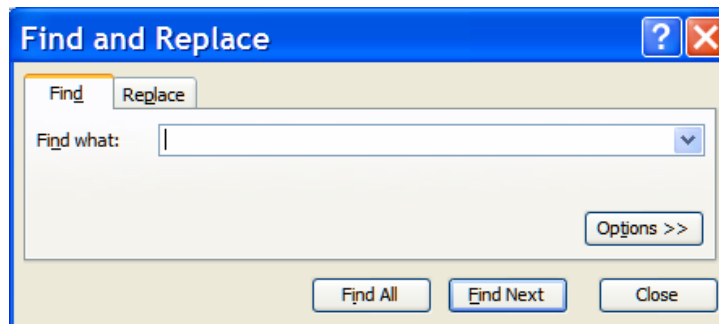
REVIEWS: All the users gave a positive response and we are now looking to make enhancements for the next election. I wanted to add phone numbers but was told the numbers used for the technician district and crew were speed dials and they did not want to clutter the label with phone number.

Below is a screen shot of the spreadsheet with the Print and Find Buttons:

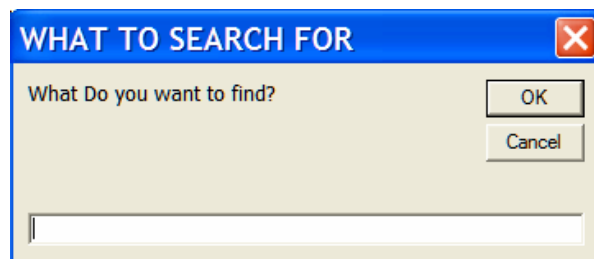


	A	B	C	D	E	F	G		I
1	PRECINCT NAME	PRECINCT CODE	SPL/MPL	POLL NAME	POLL LOCATION	CREW ID	DAY DRIVER	PRINT	FIND
545	COLS 69-C	01069C	MPL-4-009	THOMAS ELEMENTARY SCHOOL	4671 TUTTLE CROSSING BOULEVARD	11	32		
546	COLS 69-F	01069F	MPL-4-009	THOMAS ELEMENTARY SCHOOL	4671 TUTTLE CROSSING BOULEVARD	11	32		
547	COLS 69-G	01069G	MPL-4-009	THOMAS ELEMENTARY SCHOOL	4671 TUTTLE CROSSING BOULEVARD	11	32		
548	COLS 69-J	01069J	MPL-4-009	THOMAS ELEMENTARY SCHOOL	4671 TUTTLE CROSSING BOULEVARD	11	32		

The find option of the spreadsheet – some were concerned that it was labeled Find and Replace:



The find option by clicking the Find Button:



When the Print button was pressed the information was formatted, a date time stamp was add and the label was printed with the click on one button:

