2014 Professional Practices Program

Election Day Response Team – Advanced Reporting Tools

Cuyahoga County Board of Elections

Submitted by:

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Abstract

In an effort to improve the quality and timeliness of service to voters and to Election Day Officials, an integrated, web-based program was developed to allow the Cuyahoga County Board of Elections to troubleshoot problems at polling locations in real time.

The program uses reporting tools that can be accessed anywhere within the Board of Elections to respond to issues ranging from broken and/or missing equipment to poll workers who fail to arrive on Election Day. Additionally, these tools allow the Board of Elections to track a polling location from arrival at 5:30 a.m. on Election Day through departure at the end of the night.

Needs Improvement

Cuyahoga County is home to nearly 900,000 registered voters, spread across 457 square miles. Its diverse communities, ranging from large urban centers to small outlying suburbs, have very different needs. Within the city of Cleveland, polling locations may house as many as four precincts, while in the village of Linndale, a single precinct is housed within the Council Chambers; a total of 260 square feet. The setup and specific needs of the 402 polling locations in Cuyahoga County are necessarily different.

Every polling location has a coordinator on site who is required to make five mandatory calls to the Board of Elections, and other calls as needed. In order to handle the call volume, as many as 80 temporary operators are brought in to answer phone calls. The Election Day Response Team must quickly identify problems and tailor their response accordingly. With information coming from many different sources on two different floors of headquarters, the logistics of this process can be daunting.

Description of the Program

A three-pronged approach was developed to efficiently collect data from multiple sources and integrate them into a single location, accessible from any internal computer.
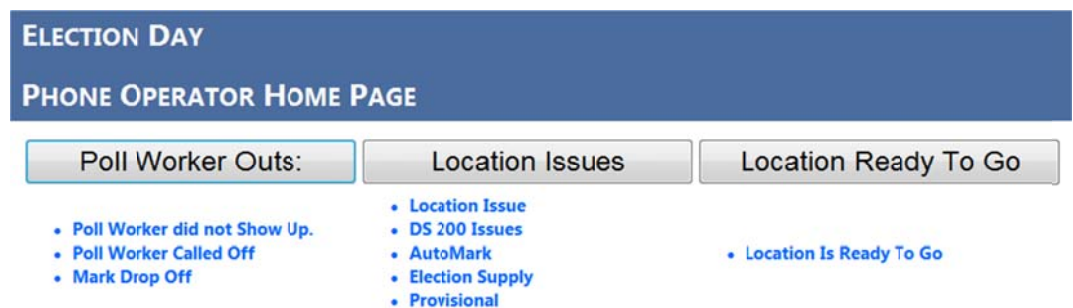
Each phone operator receives instruction on how to use the reporting tools. While they do not always resolve issues themselves, they help collect information so that it can be utilized by the Election Day Response Team.

1. **Location Ready to Go**

   This tool is used to report the five mandatory check-in calls made by each of the 402 polling locations. It allows the Election Day Response Team to identify locations that may be having problems getting into their building on Election morning or having trouble shutting down the polls at the end of the day. The Election Day Response Team is able to immediately send out a team member to resolve any issue that delayed the check-in.

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2. **Poll Worker "Outs"**

   In Cuyahoga County, nearly 300 scheduled Election Day Officials did not arrive at their polling location. This tool is used by phone operators to quickly identify locations where poll workers are missing. The Election Day Response Team is then able to send out reinforcements and update the list of workers for the location so that it is accurate in live time. It also helps ensure party balance at all locations.

3. **Location Issues**

   The most robust tool is the Location Issue Tracker which allows the Election Day Response Team to segment reported issues. They are then assigned to the correct team member, who determines whether the issue was resolved and how. Issues are broken down into subcategories including: (1) **Technical** (voting machine related); (2) **Zone Support** (supply issues, campaigners, power outages, etc.); and (3) **Personnel** (procedural issues, personality conflicts, etc.).

   The Location Issue Tracker doubles in function as it allows Election Day Observers to see reported problems and resolutions in real time. They have the ability to view these reports at the Board of Elections headquarters, with little to no interruption of the Board of Elections' staff.

Results - Time and Energy Saved

Prior to the switch to this web-based program, problems at the polls were reported by filling out colored sheets of paper which corresponded to the type of issue. Operators spent a significant amount of time filling out these forms, which then had to be carried to various parts of the building and transcribed. By implementing a web-based process, improvements were seen not only on Election Day, but when planning for future Elections.

- **Shorter response time**

  Supervisors of the Election Day Response Team can receive and assign issues to a team member without moving from their work station. Problems are identified instantly and can be triaged by senior staff. Major issues can be given higher priority rather than buried in a stack of paper.

- **Ensure issue resolution**

  The program gives a timestamp whenever an issue is identified and whenever it is resolved. Each check-in call, reported issue and missing worker can be seen by any member of the Election Day Response Team along with its resolution (or lack thereof). This prevents problems at the polls from going unresolved.

- **Accurate reporting**

  Having an accurate reporting tool aids the Board of Elections to plan for future elections. Do some polling locations consistently have more problems than others? Is there a problem with the software for the voting machines? This program aggregates the information, so that the Board of Elections can make informed administrative decisions based on historical data over multiple elections.

All programming, design and instruction for these reporting tools was completed in-house resulting in no additional cost to the Board of Elections.

Location Ready to Go (Location Tracking)

- Provides the name, address and precincts of every polling location
- Provides a bubble for every mandatory check-in call. Bubble turns green once the call is completed.

Poll Worker Outs (Personnel Tracking)

- Provides a list of every worker assigned to a polling location and their current status
- Allows Election Day Response Team to send out a replacement poll worker
- Identifies which workers are responsible for returning election supplies
- Provides any additional comments recorded by the operator

ID	Precinct	Worker Name	Party	Job	Drop Off			Reason	Comments	
85583	CLEVE01G	CHERYL WACASEY	DEM	P	☑	Call Off	NOSHOW			Save
99451	CLEVE01G	DOUGLAS MARTIN	REP	J	☑	Call Off	NOSHOW			Save
9778	CLEVE01G	EDNA CRENSHAW	DEM	VATJ1	☐	Call Off	NOSHOW	Replacement		Save
46975	CLEVE01G	KELLY HARRIS	DEM	PLC	☐	Call Off	NOSHOW		216-374-1052 Re; No Sho	Save
97825	CLEVE01G	SHERRY PHILLIPS	X	J	☐	Call Off	NOSHOW			Save
49518	CLEVE01G	THURSTON COLEMAN	DEM	VATJ1	☐	Call Off	NOSHOW	NOSHOW		Save
40933	CLEVE01G	VIOLA WILLIAMS	DEM	J	☐	Call Off	NOSHOW			Save

Resolve NOSHOW   Supervisor   Bilingual

HAYES ELEMENTARY SCHOOL ▾   PLC Cell Phone: 2163253316

ID	Working Precinct	Worker Name	Party	Job	Reason	Status	Drop Off		Standby	
53931	LAKWD01A	BARBARA MEARS	DEM	PLC			☐	Replace		Reallocate
62899	LAKWD01A	DONALD AUGUSTINE	DEM	P			☑	Replace		Reallocate
98896	LAKWD01A	HUGH CAMPBELL	NOP'Y	SPW			☐	Replace		Reallocate
99263	LAKWD01A	MARGERY NAUMANN	REP	J			☐	Replace		Reallocate
78642	LAKWD01A	PATRICIA LUND	REP	J			☑	Replace		Reallocate
88279	LAKWD01A	STEPHEN BENNETT	DEM	VATJ1			☐	Replace	-- Select Standby -- A--ALFRED EDWARDS---DEM A--ANEESAH JEWELL---DEM A--ANGELIQUE HOLDEN---DEM	Reallocate
91081	LAKWD02H	ARLENE DIFIORE	REP	J			☑	Replace	A--ANITA KIRKMAN---DEM A--AVERY SAVREN---X	Reallocate
59309	LAKWD02H	GUY SHEAFFER	DEM	P			☑	Replace	A--BENJIE ALATISE---DEM A--BERNADETTE ALLEN---DEM A--CANDACE BUSH---X	Reallocate
88226	LAKWD02H	KIMBERLY REYNOLDS	DEM	J			☐	Replace	A--CENITHIA SELINAS---DEM A--CLARA LAWRENCE---DEM A--CLIFFORD JOHNSON---X	Reallocate
98928	LAKWD02H	ZIVKO PEZULEV	NOP'Y	SPW			☐	Replace	A--CYNTHIA COMPTON---DEM A--DALLAS OPRIAN---DEM A--DARLA ALEXANDER---DEM	Reallocate
98930	LAKWD02J	CAROLINE REED	NOP'Y	SPW			☐	Replace	A--DAVITRA WASHINGTON---DEM A--DEBORAH HARRIS---DEM A--DEBRA DREWERY---DEM	Reallocate
90721	LAKWD02J	DENISE GRAHAM	REP	J			☑	Replace	A--DEBRA WOODY---X A--DENISE TAYLOR---DEM A--DONNA MCMICKENS---DEM	Reallocate
5384	LAKWD02J	DIANE HOSTACKY	DEM	P			☑	Replace	A--ELISHA LANDON---DEM A--FRANCES KILGORE---DEM A--GLORIA MCKINNEY---X	Reallocate
85205	LAKWD02J	EDWARD DENK	REP	VATJ2			☐	Replace	A--GLORIA MYERS---DEM A--GUS BEY---DEM A--IRMA WILLIAMS---DEM	Reallocate
79557	LAKWD02J	JULIANA BRANCH	X	J			☐	Replace	A--JASMINE MCCALL---DEM A--JOHN STEVENSON---X A--JOHN WEBB---DEM	Reallocate
98931	LAKWD02J	KYLA RABLE	NOP'Y	SPW	CallOff		☐	Replace	-- Select Standby -- ▾	Reallocate

Location Issues (Issue Tracking)

- Allows phone operators to record, categorize and prioritize issues

Reporting

- Allows Election Day Response Supervisors to triage and assign team members
- Allows all Election Day Response Team members and phone operators to see whether a reported issue has been resolved

Resolution

- Allows on-site Election Day Observers to follow resolution progress
- Provides historical data to allow for future Election Administration planning

Observing Report