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## **2014 Professional Practices Program**

### **Election Day Response Team – Advanced Reporting Tools**

**Cuyahoga County Board of Elections**

**Submitted by:**

**Pat McDonald, Director  
Cuyahoga County Board of Elections  
2925 Euclid Ave.  
Cleveland, Oh 44115  
216-443-6445  
Pmcdonald@cuyahogacounty.us  
443vote.com**

# Election Day Response Team – Advanced Reporting Tools

## Abstract

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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

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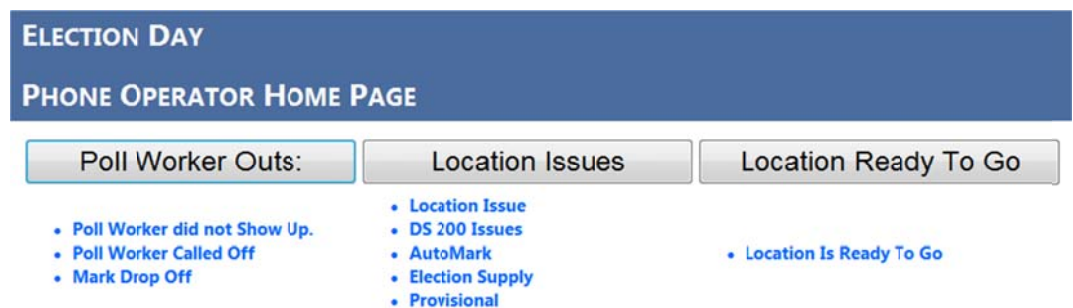
Cuyahoga County is home to nearly 900,000 registered voters, spread across 457 square miles. Its diverse communities, ranging from large urban centers to small outlying suburbs, have very different needs. Within the city of Cleveland, polling locations may house as many as four precincts, while in the 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

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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.

## Election Day Response Team – Advanced Reporting Tools

### 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

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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.

 <b>LOCATION TRACKING</b>								
<span>B</span> <span>C</span> <span>Cleveland</span> <span>E</span> <span>F</span> <span>G</span> <span>H</span> <span>I</span> <span>L</span> <span>M</span> <span>N</span> <span>O</span> <span>P</span> <span>R</span> <span>S</span> <span>U</span> <span>V</span> <span>W</span> <span style="float: right;">Home Page</span>								
<span style="color: green;">●</span> All is well								
Name	Address	Precincts	Monday Night Arrival	Monday Night Ready	Tuesday Arrival	Open & Ready	Close Poll Report	
A.J. RICKOFF ELEMENTARY SCHOOL	3500 E. 147TH STREET (CLEVELAND)	01-A,01-K,02-M,02-N,	●	●	●	●	●	
ABINGTON ARMS APARTMENTS	11501 MAYFIELD ROAD (CLEVELAND)	06-D,06-O,06-U,	●	●	●	●	●	
ABRAHAM LINCOLN ELEMENTARY SCHOOL	6009 DUNHAM ROAD (MAPLE HEIGHTS)	01-A,01-B,02-A,	●	●	●	●	●	
ADDISON SQUARE APARTMENTS	7400 WADE PARK AVENUE (CLEVELAND)	07-Q,	●	●	●	●	●	
ADLAI STEVENSON SCHOOL	18300 WOODLAND AVENUE (CLEVELAND)	01-L,01-N,01-P,01-Q,	●	●	●	●	●	
ADVENT LUTHERAN CHURCH CLEVELAND	15309 HARVARD AVENUE (CLEVELAND)	01-G,	●	●	●	●	●	
ADVENT LUTHERAN CHURCH SOLON	5525 HARPER ROAD (OLON)	05-A,05-A,05-B,05-C,	●	●	●	●	●	
AL KORAN SHRINE	1000 EAST EDGERTON ROAD (BROADVIEW HEIGHTS)	01-B,04-A,04-C,04-D,	●	●	●	●	●	
ALBION MIDDLE SCHOOL	11109 WEBSTER ROAD (STRONGSVILLE)	01-E,01-F,	●	●	●	●	●	
ALEXIA MANOR	5125 HECTOR AVENUE (CLEVELAND)	05-J,	●	●	●	●	●	
ALL SAINTS LUTHERAN CHURCH	7230 COLUMBIA ROAD (OLMSTED TWP)	00-B,	●	●	●	●	●	



Update Check Point Status For: Monday Night Arrival

A.J. RICKOFF ELEMENTARY SCHOOL  
3500 E. 147TH STREET (CLEVELAND)

Phone: 2167672100  
Cell Phone: 2163154074

All is well

Update Cancel Undo

## 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

# PERSONNEL TRACKING

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[Home Page](#)

Location: ADVENT LUTHERAN CHURCH CLEVELAND      Phone: 2169213399

Address: 15309 HARVARD AVENUE (CLEVELAND)      Cell Phone: 2163254099

ID	Precinct	Worker Name	Party	Job	Drop Off		Reason	Comments	
85583	CLEVE01G	CHERYL WACASEY	DEN	P	<input checked="" type="checkbox"/>	Call Off	NOSHOW		Save
99451	CLEVE01G	DOUGLAS MARTIN	REP	J	<input checked="" type="checkbox"/>	Call Off	NOSHOW		Save
9778	CLEVE01G	EDNA CRENSHAW	DEN	VATJ1	<input type="checkbox"/>	Call Off	NOSHOW	Replacement	Save
46975	CLEVE01G	KELLY HARRIS	DEN	PLC	<input type="checkbox"/>	Call Off	NOSHOW	216-374-1052 Re; No Sho	Save
97825	CLEVE01G	SHERRY PHILLIPS	X	J	<input type="checkbox"/>	Call Off	NOSHOW		Save
49518	CLEVE01G	THURSTON COLEMAN	DEN	VATJ1	<input type="checkbox"/>	Call Off	NOSHOW	NOSHOW	Save
40933	CLEVE01G	VIOLA WILLIAMS	DEN	J	<input type="checkbox"/>	Call Off	NOSHOW		Save

# PERSONNEL TRACKING

Resolve NOSHOW
Supervisor
Bilingual

HAYES ELEMENTARY SCHOOL      PLC Cell Phone: 2163253816

ID	Working Precinct	Worker Name	Party	Job	Reason	Status	Drop Off		Standby	
53931	LAKWD01A	BARBARA MEARS	DEM	PLC			<input type="checkbox"/>	Replace		Reallocate
62899	LAKWD01A	DONALD AUGUSTINE	DEM	P			<input checked="" type="checkbox"/>	Replace		Reallocate
98896	LAKWD01A	HUGH CAMPBELL	NOPI	SPW			<input type="checkbox"/>	Replace		Reallocate
99263	LAKWD01A	MARGERY NAUMANN	REP	J			<input type="checkbox"/>	Replace		Reallocate
78642	LAKWD01A	PATRICIA LUND	REP	J			<input checked="" type="checkbox"/>	Replace		Reallocate
88279	LAKWD01A	STEPHEN BENNETT	DEM	VATJ1			<input type="checkbox"/>	Replace	<div style="border: 1px solid black; padding: 2px; font-size: 8px;">                     -- Select Standby --                      A-ALFRED EDWARDS---DEM                      A-ANEESAH JEWELL---DEM                      A-ANGELIQUE HOLDEN---DEM                      A-AINITA KIRKMAN---DEM                      A-AVERY SAVREN---X                      A-BENJIE ALATISE---DEM                      A-BERNADETTE ALLEN---DEM                      A-CANDACE BUSH---X                      A-CENTHIA SELNAS---DEM                      A-CLARA LAWRENCE---DEM                      A-CLIFFORD JOHNSON---X                      A-CYNTHIA COMPTON---DEM                      A-DALLAS OPRIAN---DEM                      A-DARLA ALEXANDER---DEM                      A-DAVITRA WASHINGTON---DEM                      A-DEBORAH HARRIS---DEM                      A-DEBRA DREWERY---DEM                      A-DEBRA WOODY---X                      A-DENISE TAYLOR---DEM                      A-DONNA MCMICKENS---DEM                      A-ELISHA LANDON---DEM                      A-FRANCES KILGORE---DEM                      A-GLORIA MCKINNEY---X                      A-GLORIA MYERS---DEM                      A-GIS BEY---DEM                      A-IRMA WILLIAMS---DEM                      A-JASMINE MCCALL---DEM                      A-JOHN STEVENSON---X                      A-JOHN WEBB---DEM                      -- Select Standby --                 </div>	Reallocate
91081	LAKWD02H	ARLENE DIFIORE	REP	J			<input checked="" type="checkbox"/>	Replace		Reallocate
59309	LAKWD02H	GUY SHEAFFER	DEM	P			<input checked="" type="checkbox"/>	Replace		Reallocate
88226	LAKWD02H	KIMBERLY REYNOLDS	DEM	J			<input type="checkbox"/>	Replace		Reallocate
98928	LAKWD02H	ZIVKO PEZULEV	NOPI	SPW			<input type="checkbox"/>	Replace		Reallocate
98930	LAKWD02J	CAROLINE REED	NOPI	SPW			<input type="checkbox"/>	Replace		Reallocate
90721	LAKWD02J	DENISE GRAHAM	REP	J			<input checked="" type="checkbox"/>	Replace		Reallocate
5384	LAKWD02J	DIANE MOSTACKY	DEM	P			<input checked="" type="checkbox"/>	Replace		Reallocate
85205	LAKWD02J	EDWARD DENK	REP	VATJ2			<input type="checkbox"/>	Replace		Reallocate
79557	LAKWD02J	JULIANA BRANCH	X	J			<input type="checkbox"/>	Replace		Reallocate
98931	LAKWD02J	KYLA RABLE	NOPI	SPW	CallOff		<input type="checkbox"/>	Replace		Reallocate

## Location Issues (Issue Tracking)

- Allows phone operators to record, categorize and prioritize issues

**POLL WORKER DEPARTMENT - ISSUE TRACKING**

Issue Entry | Resolution | Reports | Clear | About | Home Page

**ISSUE INFORMATION**

Election: MAY 6, 2014 PRIMARY ELECTION  
 City: BEDFORD HEIGHTS  
 Location: BEDFORD HEIGHTS COMMUNITY CENTER  
 Workers: JOHNSON, ARI FINE F -- Polling Loc. Coord  
 Precinct: BEDFORD HEIGHTS -01-C  
 PLC Phone: 4404391773  Others

**ISSUE ENTRY**

Issue Type: --Select--  
 Default Category/Group:  
 Priority: --Select--  
 Comments:

**REPORTED ISSUES**

Precinct	Issue	Reported By Worker	Resolved	
BEDFORD HEIGHTS -02-401000	Miscellaneous/Others/Misc. Item keeps shutting down	03	200 keeps shutting down	YES

**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

**POLL WORKER DEPARTMENT - ISSUE TRACKING**

Issue Entry | Resolution | Reports | Clear | About | Home Page

**ISSUE RESOLUTION**

Issue List: All  
 Priority: --Select--  
 Issue Type: --Select--  
 Issue Group: --Select--  
 Logged By: --Select--  
 Location: --Select--

IssueID	Priority	Group	Issue Type	Phone	Location	Precinct	Issue Type	Assigned To	Resolution
1246	High	Technical/Other	Other	4404391773	BEDFORD HEIGHTS LUTHERAN CHURCH	BEDFORD HEIGHTS -01-A	ISSUE/Miscellaneous/Others/Plc worker took out memory stick prematurely, then returned it. Can't get memory stick to work. (Task not working)	181 PM	ELIAS SHAY -> Others -> Duplicate Ticket
1239	High	Technical/Other	Other	4404391773	WINNAPOLY SQUARE SUBSIDIARY SCHOOL	WESTVALE -01-A	ISSUE/Miscellaneous/Others/Plc worker took out memory stick prematurely, then returned it. Can't get memory stick to work. (Task not working)	182 PM	ELIAS SHAY -> Others -> Resolved another not a paper and completed results type
1238	High	Technical/Other	Other	4404391773	WITTEN COLOMATED COMMUNITY CHURCH	OLMSTEAD FALLS -02-A	ISSUE/Miscellaneous/Others/Plc worker took out memory stick prematurely, then returned it. Can't get memory stick to work. (Task not working)	180 PM	ELIAS SHAY -> Others -> Got the unit open and the issue seems resolved. Will accounting ballot.
1237	High	Technical/Other	Other	4404391773	8822270 NORTH ROYALTON BRANCH LIBRARY	NORTH ROYALTON -02-B	ISSUE/Miscellaneous/Others/Plc worker took out memory stick prematurely, then returned it. Can't get memory stick to work. (Task not working)	140 PM	ELIAS SHAY -> Others -> Instructed them to bring ballot and stick to warehouse and explain the issue.
1236	High	Technical/Other	Other	4404391773	2302070 WARDEN MIDDLE SCHOOL	LAKEWOOD -02-C	ISSUE/Miscellaneous/Others/Plc worker took out memory stick prematurely, then returned it. Can't get memory stick to work. (Task not working)	144 PM	ELIAS SHAY -> Others -> 4 emergency bar ballot get issued in with scanned ballot.
1235	High	Other/Other	Other	4404391773	8822270 NORTH ROYALTON HIGH SCHOOL	NORTH ROYALTON -01-C	ISSUE/Miscellaneous/Others/Plc worker took out memory stick prematurely, then returned it. Can't get memory stick to work. (Task not working)	172 PM	ELIAS SHAY -> Others -> PLC will bring ballot (DPA) to C.C. prior to closing the polls.

**Resolution**

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

**POLL WORKER DEPARTMENT - ISSUE TRACKING**

Issue Entry | Resolution | Reports | Clear | About | Home Page

TOTAL NUMBER OF ISSUES: 500  
 ISSUES RESOLVED: 462  
 ISSUES UNRESOLVED: 38  
 ISSUES IN PROGRESS: 17

Issue Status: --Select--  
 Issue Priority: --Select--  
 Issue Group: --Select--

IssueID	Location	Precinct	Issue Type	Resolution	Logged Time	Resolution Time
1169	SHOREVIEW ELEMENTARY SCHOOL	EUCLID -07-A	Personnel/Plc worker not following procedures/Patricia Baltimore was difficult to work with, she was cursing the whole day and she was disobeying the PLC		3:34 PM	
1166	BRATENAHL COMMUNITY CENTER	BRATENAHL -00-A	Personnel/Plc workers arguing/plc complained about worker who became iritated and no-complaint, was able to resolve issue just wantal documented		9:38 PM	
1165	ST. JOHN LUTHERAN CHURCH	CLEVELAND -08-	Supply/Others/no security seats and the gray ballot box zipper was broken		9:35 PM	
1164	MEMORIAL SCHOOL	CLEVELAND -08-2	Personnel/Plc workers arguing/Alycia PLC called in and stated that she had a personnel issue with Miranda and Lawrence. Some precincts left 1 hour before finish early.		9:27 PM	
1163	HAYES ELEMENTARY SCHOOL	LAKEWOOD -02-H	Others/Others/memory stick pick up - resolved - no memory stick p.u. was ever ordered - error - PLC and Rep will do drop off now/memory stick pick up		9:26 PM	

**Observing Report**