



**ELECTION 2004:
A Report to the Community**

Board of Elections

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INTRODUCTION

On November 2, 2004, 533,564 people or 63% of the 845,720 registered voters of Franklin County cast a ballot at the Presidential General Election. This was one of the highest percentages of turnout in County history and clearly the largest number of actual voters presenting themselves to vote in County history.

Since the Election, questions have been raised about the performance of the Board of Elections in conducting its official responsibilities in administering the Election. Most of the concerns resulted from excessively long waiting times experienced by voters in nearly every area of Franklin County and post-election reports of a limited number of unused voting machines on Election Day.

As a part of its regular post-Election evaluation, the Board conducted an internal review of operations and activities related to the November 2004 General Election. In addition to this review, the Board sought public comment through an open forum on December 16, 2004. These two functions resulted in the identification of five primary areas for improvement. These areas are as follows: Voting Machine Allocation, Precinct Election Official Training, Voting Location Selection, Absentee Voting Procedures, and General Board Operations. This report will discuss these five areas and will conclude with an explanation of the misreported unofficial election results in Gahanna 1-B.

Clearly, during this election, there were multiple outside forces that placed unprecedented pressure on the Board, its employees, its precinct election officials, and the voting public, not the least of which included federal Court decisions, appeals, and reversed decisions that created an environment in which the Board found it difficult to execute its responsibilities flawlessly. However, the Board extends its full and part time staff and its nearly 5,000 precinct election officials thanks and support for the hard work and dedication provided to hold an election that was accurate, fair, and transparent.

1.0 VOTING MACHINE ALLOCATION

The Franklin County Board of Elections has a total inventory of 2,904 voting machines, or one voting machine for every 292 voters. In preparing for the November 2004 General Election, the final voting machine allocation was as follows: Original Voting Machine Assignment (2,741), November 1 Supplemental Voting Machine Assignment (44), November 2 Supplemental Voting Machine Assignments (33), Available yet Unassigned Machines (22), Training Class Demonstration Machines (20), Repair and Replacement Machines (28), Central Office Machines (2), Drop Off Zone Machines (10) and the remaining four machines were inoperable.

A total of 2,818 total machines were assigned for use on Election Day, or one voting machine for every 301 registered voters. For comparison purposes, 2,712 total machines were assigned for use on Election Day in 2000, or one voting machine for every 251 then-registered voters.

Historically, the Board has determined that a certain number of voting machines needed to be kept in reserve as a part of its disaster mitigation planning. The number of reserve voting machines in 2004 was 99. It was determined following the close of registration on October 4,

2004 that many, if not all, of these machines would need to be assigned for use in the Election, but not until all machines had been safely delivered by the Board's contract hauler.

Of the 44 voting machines that were assigned on November 1, 2004, 38 were delivered prior to Election Day and five were delivered on Election Day; one of the 44 machines malfunctioned during its logic and accuracy set-up testing and was not delivered. Of the 33 November 2 Supplemental Voting Machine Assignments, 17 recorded zero votes because either the poll workers refused delivery or the delivery was attempted so late that the polling location had already closed.

1.1 Total Voting Machine Inventory

The 2,801 assigned and used voting machines recorded a public count of 474,112 voters or an average of 169 voters per voting machine.

Under existing Ohio law, a voter is permitted up to five minutes to cast the voter's ballot. Using this rule as a base line, there are 156 total voting sessions available per machine during the thirteen hours that polls are open. While many voters clearly voted in less than five minutes, others, particularly those voters in the City of Columbus who had a minimum of fifty-seven offices and issues on which to vote, may have taken more than five minutes to vote. Assuming that each voter used the maximum period of time permitted to vote under Ohio law, the Board of Elections would have needed to deploy a minimum of 3,040 voting machines at a rate of one machine for every 279 registered voters, or 136 more machines than its current total inventory at an estimated cost of \$820,000.

Had the Franklin County Board of Elections sought to deploy voting machines at the same ratio of machines to registered voters as Election 2000 (1:251), it would have needed a total inventory of 3,430 voting machines, or 526 more voting machines than its current total inventory at an estimated cost of \$3.16 million.

Substitute House Bill 262, enacted in 2004, establishes a state minimum number of registered voters to voting machines at one machine for every 200 registered voters. Had the Franklin County Board of Elections sought to comply with this new mandate in time for Election 2004, it would have needed a total inventory of 4,229 voting machines, or 1,325 more voting machines than its current total inventory at an estimated cost of \$7.95 million.

Regardless of the measure used, the bottom line is that the current inventory of 2,904 voting machines is insufficient to handle high turnout countywide elections.

ACTION ITEM: The Franklin County Board of Elections will seek to expand its total inventory of voting machines to 4,229 by the 2006 General Election (1,325 machines, \$7.95 million) and will purchase voting machines in order to maintain its ratio one machine to each 200 registered voters even as voter registration rolls continue to increase.

1.2 Voting Machine Reserve

When the Franklin County Board of Elections evaluates its inventory of voting machines to determine allocation for an election, it begins by setting aside the equivalent of one load of voting machines as a part of its disaster mitigation planning. Past disasters have included the destruction by fire of voting machines already delivered to a location and these contingencies defend against vandalism of machines at a voting location or a delivery accident that renders an entire load useless for Election Day. The reserve could also be used to respond to unexpected turnout increases in isolated precincts.

In the past, voter registration growth and anticipated Election Day turnout did not warrant the widespread assignment of these reserve machines. However, Board staff wisely determined that the Election environment in 2004 did indeed necessitate the use of these machines. To that end, seventy-seven of the ninety-nine reserve machines were assigned for delivery and use following the safe delivery of the final load of machines by the contract hauler on November 1. However, only sixty were actually delivered and used.

There was an internal breakdown in communication on the total number of reserve machines that were to have been assigned on November 1 resulting in only forty-four machines being assigned the day before the Election. There was a subsequent breakdown in communication on Election Day that resulted in twenty-two voting machines never being assigned for use at all. Finally, the lengthy time necessary to assign a machine, print its ballot, program its machine cartridge, perform the set-up logic and accuracy tests, and then deliver a machine – and personnel constraints for performing these and other Election Day tasks – reduced the ability of the Board to nimbly and timely respond to significant increased voter turnout.

ACTION ITEM: The Board will continue to maintain its prudent policy of maintaining a 100-machine reserve. However, for expected high turnout elections (such as federal General Elections) the Board will have in place an assignment list for all of the reserve machines prior to the day before Election Day and will engage its contract vendor in assisting with the delivery of these machines. For municipal elections and other low turnout Elections, the Board will have its contract vendor on standby to provide assistance in delivering voting machines on or before Election Day.

1.3 Voting Machine Allocation Formula

When determining voting machine allocation, the Franklin County Board of Elections considers the number of active voters per precinct as the primary measure, and supplements this data with precinct registration change, past turnout, and the relative political interest in candidates and issues on the ballot for the Election in question within any given precinct. These are both objective and subjective measures making allocation decisions a little bit of math and a little bit of art.

For Election 2004, Board staff began its voting machine assignment process in July in order to prepare for the programming, printing, and set-up processes that began in late August. To begin with, the Board allocates a minimum of two machines to each precinct, regardless of any indicator. Starting with two machines per precinct as the baseline, or 1,576 machines, staff began allocating the remaining 1,165 initially available machines based upon active voters and the other indicators. Because the number of voting machines available for use was fixed, staff

had to continually increase the threshold of active registered voters required for adding a machine, until all of the 2,741 initially available machines were allocated.

Accusations have been made that partisanship or bigotry played a role in voting machine allocation. This is untrue and baseless. However, the Board recognizes that with the partially subjective nature of the allocation decision it opens itself to potential criticism and skepticism.

ACTION ITEM: Prior to the 2006 General Election, the Franklin County Board of Elections will allocate available machines among the precincts at the rate of one machine per 200 registered voters per precinct with the exception that each precinct shall have at least two machines. If the total inventory of available voting machines is insufficient to meet this criterion, a mathematical equation shall be written governing the equal distribution of voting machines based upon the sole factor shall be registration.

1.4 Staff Synergy, Communication, and Accountability

President Abraham Lincoln said during the Civil War, “a house divided against itself cannot stand.” While the Franklin County Board of Elections has an exceptionally professional and experienced staff, the command and control system is broken by the fact that essential and related Board operations are divided between two physical locations.

Voting machines are stored and maintained at the Warehouse. Voting machine assignment decisions are made at the Central Office. Voting machine serial number assignment is made at the Warehouse while subsequent system programming, cartridge burning, and ballot printing takes place at the Central Office. Voting machines are set-up and the logic and accuracy tests performed at the Warehouse. While the Board’s phone system allows precinct election officials to self-route their calls to the appropriate department for Election Day assistance, voting machine problems and additional supply needs are handled at the Warehouse while all other Election Day issues, including those of precinct election officials and the public, are processed at the Central Office.

This physical distance between the Central Office and the Warehouse inhibits staff synergy, impedes communication, and provides for only partial accountability particularly during the frenetic pace during the ten-day run-up to and on Election Day.

ACTION ITEM: The Franklin County Board of Elections will seek to unite all of its operations under one roof by the 2006 General Election.

2.0 PRECINCT ELECTION OFFICIAL TRAINING

For the 2004 General Election, the Franklin County Board of Elections recruited, trained, and placed a record 4,728 precinct election officials, including 788 Presiding Judges, in response to expected increased turnout. Precinct election officials received mandatory training during one of fifty-four total training sessions held over a period of four weeks that began on Monday, October 11 and continued through Monday, November 1. Training included a revised training manual, a live narrated PowerPoint presentation, group questions and answers, hands on voting machine training, and a four-page letter mailed the weekend before the Election outlining the most recent

information on Provisional Voting and Challengers and Witnesses, the two subjects of popular litigation.

It is imperative to note at this point that the precinct election officials are truly on the vanguard of Election Day activities and are the unsung heroes of the success of each Election. They are poorly paid and over worked and deserve the gratitude of each and every Franklin County voter and resident for their dedication to ensuring access to the democratic process. To the precinct election officials of Franklin County, the Board offers its sincere thanks and deepest respect.

The Board faces a series of challenges in recruiting and training precinct election officials. Few registered voters are interested in working a fifteen-hour day for paltry compensation. Adult precinct election officials generally, and senior adults specifically, require a unique style of training. Many precinct election officials are experienced and knowledgeable and require only a refresher course; some are experienced yet need thorough training; and others are first time workers who require detailed information, extensive instruction, and hands-on experience.

Finally, to avoid confusion and to further consolidate communication, the Board eliminated its previous practice of providing multiple phone numbers to precinct election officials used to contact the Board for assistance. The new single precinct election official hotline had an automated menu that allowed the precinct election official to self-route the call to the appropriate department. Due to technological limitations, this hotline proved insufficient to handle the high inbound call traffic from precinct election officials seeking assistance.

2.1 Training Review and Revision

Public comment and calls from precinct election officials demonstrated that despite the best efforts of the Board to adequately train its precinct election officials, many precinct election officials were overwhelmed by their Election Day responsibilities. Reported problems included unfamiliarity with voting machine operation, inequitable enforcement of voting rules and procedures, poll book processing problems, provisional voting errors, and the poor general administration of the polling place. Precinct election officials lacked instruction on how to provide adequate accessibility assistance to special-needs voters at the polling place and how to react to the operational demands of high turnout.

However, many precinct election official training classes are already two hours in length. Printed take-home material is not likely to be sufficiently reviewed and understood and when training is not mandatory, compensation alone for attending a training class is not an adequate inducement.

While the Board has maintained the *status quo* despite difficult outside influences, the entire process for training precinct election officials needs to be thoroughly reviewed and revised.

ACTION ITEM: The Franklin County Board of Elections will seek to partner with The Ohio State University or other entity to conduct a thorough evaluation of Election Day precinct operations through onsite evaluation including but not limited to polling site set-up, poll book administration, voting machine operation, opening and closing procedures, curbside voting, provisional voting administration, and queuing strategies.

ACTION ITEM: Subsequently, the Franklin County Board of Elections will seek to partner with The Ohio State University and/or private sector experts to evaluate current and develop new precinct election officials training programs and materials for integration concurrent with the implementation new voting system, including but not limited to separate classes for experienced precinct election officials, and separate classes for Presiding Judges.

2.2 Phone System Support

While many precinct election officials liked the convenience of having only one phone number to call in order to obtain assistance from Board staff, the existing Franklin County phone system was insufficient to handle the unprecedented inbound traffic of 788 precincts calling for assistance. In order to facilitate the number of calls to the precinct election official hotline, Franklin County Public Facilities Management telecommunications personnel acted as human phone switches rather than relying on the county's outdated analog system to switch the calls.

ACTION ITEM: While Franklin County Public Facilities Management is seeking to upgrade the county's analog phone system to a modern, advanced, digital system, the County or the Franklin County Board of Elections may need to seek unique system upgrades to handle the unique call volume demands of Election Day.

ACTION ITEM: The Franklin County Board of Elections will increase the number of seasonal, part-time employees available to answer voter questions during the Election Cycle and will bring the employees in early enough so as to provide adequate election information training.

3.0 VOTING LOCATION SELECTION

For Election 2004, the Franklin County Board of Elections had 788 precincts that voted in 514 different locations. Of these, 201 locations are in public schools, 12 locations are in private schools, and 86 locations are in other public facilities. The remaining 215 locations are in other private locations such as Churches. Private locations must sign a one-year contract that outlines the requirements of the Board and grants compensation of \$20 per voting machine used at the private location in each Election for which the private location is used.

3.1 Accessibility

Federal and Ohio law require accessibility of the voting location but provide for very little guidance as to the specifications that make a location legally accessible. The Board established an Accessibility Advisory Committee late in 2004, but because of Election activities, the Committee was only able to meet once. The Board received several complaints that voting locations that it considered accessible were not. Additionally, while there may be standards for accessibility, issues such as chairs for senior voters who are waiting and other issues may also fall into accessibility requirements for voting locations.

ACTION ITEM: The Franklin County Board of Elections will more actively engage the Accessibility Advisory Committee and will develop, using the United States Justice Department ADA Checklist for Polling Locations, will develop a Franklin County-specific accessibility checklist to ensure acceptable voting location accessibility by the first federal election of 2006.

ACTION ITEM: The Franklin County Board of Elections will engage the Ohio Secretary of State in securing accessibility upgrade grants through the United States Health and Human Services Department as a result of the Help America Vote Act to be used for temporary accessibility solutions or permanent improvements. The Board will work with the County to develop a local grant program to be administered by the Board to supplement these federal funds.

3.2 Logistics

From parking to building entrances to the location of the voting station within the building, some voters found voting locations difficult to find, regardless of whether it was a single precinct or multiple precinct location. Once at the polling station, few voters reviewed the public notices, particularly the sample ballot, and some voters reported confusion in not knowing whether to stand in the line to sign the poll book first or to stand in the line for the machines first.

ACTION ITEM: The Franklin County Board of Elections will purchase voting location signage for each precinct, including but not limited to external signage identifying the building as a voting location for a respective precinct (Vote Here: Columbus 21-A), voter parking signage, additional directional signage, queuing signage or devices, and sample ballot handouts. In expected high turnout elections such as Election 2004, the Board may seek to hire Precinct Greeters to answer voter questions and provide “traffic cop” services.

ACTION ITEM: The Franklin County Board of Elections will enhance the current features of its online voter registration and voting location search engines that will provide the user with links to a map identifying the location of the poll site.

3.3 Congestion and Confusion

Perhaps the most pervasive concerns raised about voting locations were that the location was too small to handle the number of voting machines and/or long lines as a result of the high turnout or that voters waited in line for one precinct before realizing or being directed to another line in which to wait for a different precinct in a multiple precinct location. Additional signage, queuing devices, and Precinct Greeters alone cannot mitigate this problem.

ACTION ITEM: The Franklin County Board of Elections will seek to eliminate as many multiple precinct locations as possible before the November 2005 General Election. Only when the Director or Deputy Director evaluate a site and sign a policy waiver shall any precinct vote in a multiple precinct location after Election 2006. It shall be the official policy of the Board that all future precincts created shall be placed in single precinct voting locations.

ACTION ITEM: In adopting accessibility standards, the Franklin County Board of Elections will also adopt minimum physical location standards such as the minimum square feet for actually voting site within a location, the minimum number of voter-use parking spaces, etc.

4.0 ABSENTEE VOTING PROCEDURES

For Election 2004, more than 60,000 – twice the number as during Election 2000 – Franklin County registered voters cast an absentee ballot.

4.1 Tracking and Delivery

The most frequently voiced concerns over absentee voting revolved around the inability of Board staff to track absentee ballot requests, mailed ballots, and returned ballots. While a vast majority of the applications received by the Board were processed into ballots that were successfully received by voters, a limited few of the mailed ballots were returned as undeliverable. And while the vast majority of successfully mailed ballots were returned as voted ballots, there remains a legitimate concern about the ability of a voter to track the progress of an absentee voting request from receipt of an application at the board, to the mailing of the ballot to the voter, to the return of the voted ballot back to the Board, and the processing of the voted ballot by the Board. In an age when an individual can follow a catalog order for a sweater via the internet from the vendor warehouse to the carrier's various distribution hubs, to final delivery at the individual's front door, government agencies should aspire to provide similar information.

ACTION ITEM: The Franklin County Board of Elections will engage outside vendors including but not limited to its Voter Registration and Election Management System vendor (Sequoia), its mail processing vendor (Pitney-Bowes), the United States Postal System, FedEx, or some other carrier to create a complete tracking system by the 2006 General Election.

5.0 VOTER INFORMATION

Voter information is at the center of the functions of the Board of Elections. Whether it is providing a voter with information pertaining to his or her right to register and vote, the means of registering, how to use the voting machine, answering questions about the delivery of their wife's overseas military absentee ballot, or how and if ballots were counted to arrive at the official certified result, all functions of the Board must focus on informing the voters and potential voters of our jurisdiction.

5.1 Voter Information – Phone System

Between November 1 and 2 (Election Day) more than 60,000 inbound phone calls were logged by the Franklin County Board of Elections' automated phone system. Of these callers, nearly half requested or required assistance by a live Board Clerk. During this two-day period, as well as the thirty-day period running up to the Election, the main line to the Board of Elections rang busy most of the time, despite a 100-line automated switching and voting location look-up feature and a 100-place on-hold queue for Voter Services Clerks. While the automated system

requires some improvement as a result of complicated and varied requirements of the Help America Vote Act (HAVA) it was sufficient to handle the workload. However, human assets were insufficient to handle the number of callers seeking live assistance.

ACTION ITEM: The Franklin County Board of Elections will hire and train additional part time employees in the forty-five days before a federal general election to staff a formal call center to provide greater voters services.

5.2 Voter Information – Website

The Franklin County Board of Elections has dramatically increased the data and information available to the public on its website. From October 1 through Election Day, the Board's website had nearly seven million hits and more than 157,000 visitors. The most frequently used services of the website were the Voter Registration Form, the Absentee Ballot Request Form, and the Voter Registration and Voting Location Search functions. However, answers to the most frequently asked questions are difficult to find and navigate, email questions to the Board have to go through one person to be routed to the proper department, and the Board lacks Voter Information personnel to relieve Election Technology personnel from having to respond to requests.

ACTION ITEM: The Franklin County Board of Elections must work in conjunction with the Franklin County Data Center to enhance email routing, thus easing website content navigation, and to develop automated responses to frequently asked questions. The Board must work with it's Voter Registration and Election Management System vendor (Sequoia) or Voting System vendor (Danaher) to enhance the online Voter Registration and Voting Location search functions to include maps and ballot images. The Board shall also move email responses from Election Technology department to a new Voter Information / Outreach department.

5.3 Voter Information – Outreach

Despite the absence of Voter Information and Outreach resources and personnel, the Board reached out to the Community through conferences, festivals, and other public meetings during Summer 2004. Outreach included voter registration information, absentee ballot applications, precinct election official recruitment, and voting machine training. However, the Board came under some criticism for not being visible and accessible enough, particularly to voters with unique needs. The Board made significant strides through its countywide mailing of voting location information to all registered voters, but more detailed communications are required.

ACTION ITEM: The Franklin County Board of Elections will hire a Voter Information / Outreach coordinator to oversee regular community outreach. Additionally, the Board will seek to provide an annual General Election mailing to all registered voters providing voting location information, unique voter ballot image for education purposes, and detailed information on how to cast a ballot.

6.0 MISREPORTED UNOFFICIAL RESULTS

6.1 Gahanna 1-B

Before a detailed description of the root cause of the misreported unofficial Election results in Gahanna 1-B, a detailed description of the actual voting system must be undertaken.

The ELECTronic 1242 Voting System, manufactured and supported by Danaher Controls, has multiple, redundant safeguards to prohibit unauthorized access to the system and to ensure the secure and accurate recording, tabulation, and reporting of results. When a voter presses the VOTE button thereby casting a ballot on the ELECTronic 1242 machine, the voter's selections are simultaneously recorded in each of five memory tables. Three of the memory tables are saved within the machine itself. The final two memory tables are saved within the removable cartridge. The contents of each of these memory tables can be produced in printed form as accumulated results from the machine (machine memory dump), as accumulated results from the cartridge (cartridge memory dump), and as randomized ballot images (ballot image retention) wherein each ballot with each voter's unique selections are reproduced in random order. When the precinct election officials activate the "close polls" function, the accumulated results are printed in hard copy (results tape) and used for public posting and post-election auditing purposes. The cartridge is then removed by the precinct election official and delivered to a regional tabulating zone where Board of Elections personnel plug the cartridge into a Memory Cartridge Reader/Programmer (MCRP) that reads and transfers the data to a laptop computer that accumulates results from multiple cartridges before transmitting the data to a central tabulator that reports the countywide unofficial Election Night results.

When the misreported results were discovered, (for President and Vice President – Bush results were overstated by 3,893 and Write-In's were overstated by 87 and for County Commissioner (FTC 1-2-05) – Brooks results were understated by 97 and Shoemaker was understated by 87) the Board produced both machine memory and cartridge memory table printouts from Machine and Cartridge 13717, respectively, and compared the results to those from the Election Night close of polls results tape. The results were consistent across all memory and cartridge result records. Board personnel then re-read the cartridge into a copy of the Election Night database. The re-read results were consistent with the results tape and the machine and cartridge memory dumps. Staff then reviewed the Election Night database from the regional zone laptop computer. The unofficial results as read on Election Night at the MCRP and laptop level did not match the results tape and the memory dumps, isolating the error at the cartridge reading level. Staff then tested the tabulation software to eliminate outside tampering or hacking as a possible cause. The act of reading a cartridge overwrites any data previously hand entered for a cartridge and the software locks out the user's ability to hand enter data once the cartridge has been read.

Danaher Controls was then asked to provide detailed technical analysis to determine the root cause at the MCRP-laptop computer level. Danaher completed a comprehensive review of the mission critical processes of its system. Additionally, it thoroughly analyzed the election data, the MCRP code, the tabulation software, and the steps the data takes during the transmission process from the MCRP to the PC and then into the tabulation software. Finally, Danaher analyzed the differences between the expected data stream and the actual data stream that produced the unexpected results.

Danaher has determined that the discrepancies were the result of a communications block between the laptop computer and the MCRP; at the exact moment the MCRP sent the memory cartridge data to the laptop, the laptop was busy completing another task. As a result, the laptop did not receive the data as fast as it was sent by the MCRP and consequently, data was lost. Danaher has traced the data loss to the exact bytes that were dropped during the transmission process and it consistently replicated the same values that were misreported in the unofficial election night results.

ACTION ITEMS: Danaher Controls has developed an additional level of error checking between the MCRP, the laptop, and the tabulation software that will alert the user of similar errors in the future.

CONCLUSION

A thorough review of the actions of the Franklin County Board of Election in 2004 would be incomplete without at least partial listing of many of the major positive advances enacted by the Board in order to provide for an informed electorate and the efficient administration of the 2004 elections:

- ✓ A Countywide Street and Road Guide was distributed to each polling location, listing each address range for every street in the County as well as the corresponding precinct and voting location to that address, enabling the Presiding Judges and other precinct election officials to guide voters to the correct precinct, thus reducing the number of provisional ballots cast in the wrong precinct.
- ✓ The Board solicited matching advertising slots from each of the four local broadcast television stations and the local cable service providers and produced two television commercials the first of which was a strong voter registration message and the second was a strong election day participation message, both of which prominently featured important contact information for the Franklin County Board of Elections.
- ✓ Knowing that voter turnout for the General Election would be high and that there would be an increased demand on just 4 precinct election officials per precinct, the Board increased the minimum number of poll workers to six per precinct.
- ✓ The Board implemented the Champions of Democracy that encouraged local labor, business, government, and civic organizations to give their employees a “day off for democracy” to be a precinct election official on Election Day. Nearly 100 public, private, and civic organizations participated significantly increasing the number of poll workers that had to be recruited through other means. Additionally, the Board provided special training classes at the organization’s location for the convenience of the new poll workers.
- ✓ Following the close of registration, the Board mailed a post card size notice to the address on file of every registered voter with the registered voter’s name. The

post card gave each specific voter their assigned voting location (location name and address) and information for contacting the Board.

- ✓ In 2003, the Board launched a voter registration search engine on its website. For the 2004 General Election, the Board enhanced the feature with a voting location lookup feature, primarily designed for provisional voters who had to vote at a new voting location and needed to search by address only rather than by name.
- ✓ Responding to the possibility that various groups or individual might challenge voters on a widespread basis, the Board developed a special Challenged Voter Workbook with special instructions to the poll worker, special instructions to the Challenger, and special instructions for challenged voters who had to use a redesigned Affidavit of Challenged Voter.
- ✓ Given the recent changes to federal and state law, the Board increased opportunities for training and the dissemination of information to employees and poll workers alike. Full and part time employees were required to attend poll worker training classes and additional informational and question and answer sessions were held. All precinct election officials were required to attend poll worker training classes, regardless of their number of years of service. Additionally, the Board mailed a detailed four-page letter to each poll worker the weekend prior to the Election to outline final instructions such important topics as provisional voting and challenged voters.
- ✓ Though voters and the media wouldn't have known unless an emergency did arise, the Board had worked closely with local law enforcement and other county entities in preparing redundant back up systems to ensure that Board operations continued on Election Day despite a problem.
- ✓ The Board printed and distributed more than 100,000 voter registration cards at County's expense to assist individuals and organization in registering to vote for the Election. The Board also took a proactive position with local media to encourage voter registration prior to the close of registration on October 4. On October 4, the Board set up a "drive-through" voter registration system at its Central Office to efficiently assist individuals seeking to register or change their address at the last minute.
- ✓ Knowing that there would be multiple legal questions on Election Day from provisional voting to challengers and witnesses to possible demonstrations or disruptions, the Board established an exclusive line on its self-routing poll worker hotline that was answered by Assistant Franklin County Prosecuting Attorneys. Local law enforcement also provided a radio-dispatcher to ensure the safety and security of the voters, precinct election officials, and physical voting locations.
- ✓ To reduce the response time of the part time employees who were responsible for providing voting machine technical support and to increase the response time for the replacement of basic precinct supplies or dispatches for problems at polling

locations, the County was divided into multiple zones with “day drivers” who were pre-stocked with replacement supplies, could respond to problems, and visited every polling location to make sure that it was open.

- ✓ An easier to use poll book was designed to more easily reflect HAVA-ID voters, and registered voters having previously requested an absentee ballot were pre-printed in the poll book with the “ABS” designation so that poll workers no longer had to pour over separate lists to find absentee voters and mark them of the rolls.