



League of Women Voters of New York State
62 Grand Street, Albany, NY 12207
Telephone: 518-465-4162
Fax: 518-465-0812
Email: lwny@lwny.org
Web Site: www.lwny.org

2012 ELECTION SURVEY REPORT

February 6, 2013

Authors:

Aimee Allaud, Elections Specialist, LWVNYS
Adrienne Kivelson, LWV New York City
Kate Doran, LWV New York City
Barbara Thomas, LWV Saratoga County
Francine Rodger, LWV Saratoga County
Maggie Moehringer, LWV Albany County
Sally Robinson, LWVNYS President

**League of Women Voters of New York State
2012 Election Survey Report**

Background

For the November 2012 general election the League of Women Voters of New York State again provided an opportunity for League members and the general public to report on their voting experiences by participating in an online survey. The League had conducted similar surveys in 2009 and 2010, the latter election being the first time that the paper ballot optical scanning voting system was used statewide. That survey report, issued in December, 2010, is available at www.lwvny.org.

Methodology

The 2012 survey consisted of 15 questions and an optional general comment question space for the voter to provide specifics on any part of her voting experience. A test survey was sent to the League's Constant Contact list serve and others one week in advance of the election to prepare potential respondents before participating in the survey on Election Day. Participants were instructed to print a copy of the survey and take to the polling place when they voted so their observations would be as accurate as possible. After voting, a respondent would open the online survey and fill in the answers and comments. Once opened, the survey had to be completed at that time. The survey closed on November 14. The survey deadline was extended an additional week after the November 7th election to allow late responses because of the impact of Hurricane Sandy upon the voting process. A copy of the survey questions can be found in Attachment 1 of the full report.

Responses

- A total of one thousand and seventy nine (1,079) responses were received.
- Respondents reported from 46 counties in the state including four counties in New York City. A list of responses by county (number and percentage of overall responses) is provided in Attachment 2. Responses on this attachment do not equal total responses received for the survey because some respondents did not identify their county of residence or preferred to be anonymous.
- A general comment option was offered as Question 18 on the survey. Approximately 566 voters used this option to record impressions of their experiences.
- The 2012 survey reduced the number of questions to 15 (from 17 in the 2010 survey) by combining similar elements of the voting process and providing more options for clarification of the response. For that reason the attached chart compares responses only for identical questions in the 2010 survey.
- The survey was not limited to League members. Three Hundred Forty (340) responders identified themselves as non-League members.

League of Women Voters of New York State 2012 Election Survey Report

- Survey responses were analyzed by a team of League members from Suffolk, Albany, Saratoga counties.
- Comments from 118 respondents in four New York City counties (New York, Queens, Kings, and Bronx) were analyzed by the League of Women Voters of New York City in a separate report, and provided as Attachment #4.
- A comparison of 2012 Survey responses to 2010 Survey responses on selected questions are shown in Attachment #3.

Summary

A Presidential election year always presents challenges to boards of elections; however, this year presented unique challenges: administering four separate elections within five months in a redistricting cycle year, fully implementing the MOVE Act and then responding to a hurricane occurring one week before Election Day. Boards of elections in the affected counties are particularly to be commended for their dedicated response to almost impossible tasks. Survey responses from NYC region voters cited problems unique to the region because of the impact of Hurricane Sandy on election boards and operations.

Administrative problems such as poll worker competency, poll site layout, lack of information as the voter enters the polling place about finding her correct election district, and lengthy lines continue to be issues influencing voter satisfaction throughout much of the state. These may have been complicated because of the number of voters in a presidential election and extenuating circumstances, such as displacement of voters due to the hurricane.

Many of these are local county board of elections issues that can best be solved at that level.

Recommendation: County boards of elections should consider using a simple voter survey at every polling place to obtain the most accurate snapshot of how each polling place operates and what improvements might be possible. Voting is a customer service operation as well as a defined legal requirement, and voters often have a pragmatic view of the scene.

Overall the 2012 survey indicated an improvement in how voters perceived their voting experience in most areas compared to the results obtained in the 2010 survey. Conclusions and recommendations are grouped by subject area.

Voting Machine Issues

- *Adequacy of Instructions in Using the Voting Machine* – Respondents indicated a 6.2% decrease in voter satisfaction with receiving adequate instructions on using the voting machine. This percentage decrease is in contrast to the response to the question asking if instructions to complete the ballot were easy to understand which improved by a +6.7%. Clearly, voters do not yet understand how the scanners work. The general comment question (no. 18) responses also showed lack of understanding of the scanner, for
-

League of Women Voters of New York State 2012 Election Survey Report

example, in the ballot cast notification function and when a scanner jammed. 2.6% of these respondents indicated they did not receive a ballot cast confirmation and 1.8% indicated problems with scanner jams.

Recommendation: Improve voting machine instructions by utilizing the mandatory privacy sleeve as an opportunity to deliver specific instructions on marking the ballot and scanner operation. Another method would be to have a separate laminated instruction sheet which would be given to each voter upon presenting at the registration table. The laminated sheet would be returned to the table before the voter leaves the polling place. SHOEBOX funds can be used for these purposes.

The SBOE should work with county boards to develop uniform instruction materials for the two optical scan machines used in NYS, in addition to the online portals for each of the two paper ballot optical scan systems used in the state.

The League survey included a question on Ballot Marking Device usage with multiple choice answers. A significant number of responses indicated that respondents (1) did not know the term "BMD," (2) its purpose (3) location (4) were advised it was "broken," and (5) inspectors did not know how to use it.

According to a Citizen Union report of November 2012, "County Boards of Elections and Sample Ballots," fourteen counties in NYS do not have information on their websites on how to use the voting machines. Most counties provide a link to the NYS BOE website and a video demonstration. Every county should have minimal information on the board of elections website on using the voting machines.

Paper Ballot Issues

- **Privacy issues** in marking the ballot in the privacy booth, availability and use of a privacy sleeve, and in scanning the ballot. While there was a slight percentage improvement by respondents to the question, "Did you use the privacy sleeve?" in 2012, (64%) over 2010 (62%), privacy in voting emerged as a concern when responses to the general comment question 18 were evaluated. 13% indicated that privacy sleeve was not available and 12% did not know to ask for a privacy sleeve.
- However, privacy issues dominated responses to the general comment question: 14.3% of responders (81) commented on various privacy concerns in the polling place from location of the privacy booth to hovering inspectors at the scanner to lack of understanding of the privacy sleeve.

Recommendations: Giving a voter a privacy sleeve should not be optional for poll workers. A designated privacy sleeve produced for that purpose with written instructions on the front on how to complete the ballot and use the scanner would be an educational tool that would also reassure the voter that the ballot is a secret ballot. A number of counties have devised their own lower-cost alternative to the vendor produced sleeves. The SBOE could be the catalyst for sharing this information by obtaining exemplary samples.

League of Women Voters of New York State 2012 Election Survey Report

Boards of Elections should continue to look for appropriate venues to serve as polling places and work with the election inspectors who regularly serve at their polling places to develop site plans that address privacy issues of the voters.

- **Marking the paper ballot.** When responding to a series of questions on marking the paper ballot, there was a noticeable improvement over 2010 responses. (See attached chart for responses to three questions on this issue.) However, 2.6% of the respondents to the general comment question indicated that they thought that ballot design was poor, and 2% identified poor information regarding location of a ballot issue. A small number of voters had difficulty filling in the ovals and recommended that ovals should be larger, especially for those voters who have tremor or Parkinson's disease.

Recommendations: Improving the design of the ballot will continue to be a factor in voter satisfaction and accuracy. Uniformity in ballot design throughout the state would result in fewer spoiled ballots and greater confidence in the voting process by the voters. The League supports Assemblyman Kavanagh's Voter Friendly Ballot Act which passed the Assembly in 2012 but was not acted on by the Senate. We urge the Senate to do so during the current legislative session.

Polling Place Management Issues

- Because the 2010 survey did not ask if there were more than five voters waiting in line to sign in at the registration table, it is not possible to compare this part of the process. The 2012 survey compared wait lines at the scanner with 2010 responses and showed an improved performance. Responses indicated that there was a significant decrease, -54.2%, in waiting to use the scanner. (Note: the LWV of New York City attached report notes significant problems with lines at the registration tables that may be attributable to Hurricane Sandy impact on the voting process but are also unique to NYC use of voter cards)
- However, general comment responses told a different story. Regarding *signage* in the polling place, 2.7% described a need for improvement. On *election district identification*, 2.9% described congestion, excessive waiting time and inaccurate information as they entered the polling place. On *polling place layout*, 2.2% felt that this was an issue which needed to be addressed.

Recommendations: With the new paper ballot optical scan system, poll sites need to be evaluated to maximize best flow of traffic, unlike the lever voting machine system.

- The CalTech/MIT Voting Technology Project Report (October 18, 2012), chapter on Polling Places and Poll Workers, reports “that 60% of voters still used traditional polling places in the 2008 presidential election; that percentage is likely to be the same, if just a bit lower in 2012. Thus, maintaining well-functioning polling places remains a critical element of election administration in the U.S.” Further, “that the combination of several precincts into a single polling

League of Women Voters of New York State 2012 Election Survey Report

place is a development that is making the task of getting the right ballot to voters more challenging.”

- “The ideal system is to have a poll site coordinator or at least a reception table/area where voters first enter the polling place. Poll site coordinators should be familiar with streets and boundaries in the jurisdiction and could also be provided with cell phones. Oftentimes there is no phone available at the polling place and inspectors must use their own cell phones. Also, after about 2 p.m. we had hit or miss contact with the board of elections and it would be most helpful for inspectors to have different access phone numbers to the local board” – as reported by an experienced Albany County election inspector.
- “Greeters” could assist at this entry point in the process and might be utilized in other ways in the polling place to facilitate traffic flow and provide general information.
- “Because ballot scanners can record multiple ballot styles, it is no longer necessary that all of the voters who use a particular scanner have the same ballot form.” (Commissioner Douglas Kellner, December 5, 2012, testimony to the NYC Council Committee on Government Operations). *The Legislature should revise the NYSEL to change the unit of election administration from the election district to the poll site as recommended by the NYS Election Commissioners Association. Poll books could be arranged alphabetically for the poll site instead of by election district since voters often do not know what their election district is. This change would allow better management of resources at the polling place so that different functions could be assigned as needed and according to the skills of personnel at the polling place.*
- The lack of adequate *signage in the polling place* was also cited by 2.7% of respondents as needing improvement.
- Traffic congestion in the polling place can be mitigated if adequate signage is used to guide voters where they should go. The right kind of well-placed signage can improve traffic flow.
- Inspectors should have ID badges which they are required to wear.
- Boards of elections should provide adequate supplies of standardized signage that can be used at the discretion of the election inspectors in charge of the polling place. Sample ballots should be visible in the polling place and a *laminated voting instruction sheet could be provided to each voter for use during the voting period. Voters could deposit the sheet at the registration table when exiting the polling place.*

Poll Workers

- While overall survey respondents reported that 90% of the poll workers were courteous and helpful, 14.3% of the general comment respondents described poll workers as “poorly trained.” This is probably the most important conclusion of the survey because poll workers are the gatekeepers to the voting experience and can determine the success or failure of that experience.
- Poll workers are responsible for the major tasks of voting in the polling place: verifying voter identification, giving the voter the correct ballot, making sure voting equipment is functioning properly, and helping voters with questions and problems they have with correct information throughout a 16-hour day and then accurately perform the exacting closing procedures at the end of the day.

Recommendations: Improve inspector training statewide by creating a model procedure based on the DMV training model. In her testimony to the NYC Council Committee on Governmental Operations Oversight of the NYC Board of Elections, of December 5, 2012, Kate Doran, LWVNYC Elections Specialist, suggested that the *Board of Elections should create a training procedure modeled along the lines of applying for driver’s license in New York State: the DMV Model.* The Board of Elections could make available copies of the Poll Worker’s Manual all year long. Citizens who want to be inspectors could pick up hard copies, or download the Manual from the Board’s website. After studying the manual, the prospective inspector would come to a Board office and take an “open book” written test. If the prospective inspector passes the written test, he/she moves to hands-on training on the scanner and BMD (analogous to receiving a “learner’s permit”)

Greater emphasis needs to be made on training election inspectors and persons with disabilities on using the Ballot Marking Device (BMD) in use in their county. Substantial voter education and outreach funds are still available to counties but may expire in 2014 and the State Board of Elections can assist counties in applying for these funds to establish, expand and improve access to and participation in the election process.

- Better signage in the polling place about the ballot marking device would help all voters to learn of their availability.
- The New York State Independent Living Council (NYSILC) and Voting Access Solutions (a non-partisan consulting firm providing education for voters and election workers) are experts in working with the disability population and could be partners with local boards of elections in providing education and outreach to this population.

County boards of elections should make recruitment and retention of competent election inspectors a high priority by implementing procedures for split shifts in the polling place. An election inspector in Albany County described “inspector fatigue” as a factor when an inspector

League of Women Voters of New York State
2012 Election Survey Report

had difficulty in finding names in the poll book and in following procedures. Rotating responsibilities throughout the long day helped alleviate the situation. Boards could reach out to local high schools and boards of education to gain their cooperation in recruiting eligible youth to serve as inspectors or in other capacities.

Amending the NYS Election Law to permit unaffiliated voters to serve as inspectors or in some other capacities not required or defined in the NYS Election Law would also increase the potential pool of personnel.

Conclusions

According to the United States Election Project report on voter turnout in the November 2012 General Election (McDonald, Michael P. 2012. “General Election Turnout Rates” *United States Elections Project*. January 29, 2013), New York’s voting eligible population turnout was 53.5%, a decrease from the 2008 General Election (59.6%).

The League does believe that there is a correlation between voter confidence and satisfaction with the process and voter turnout. The League maintains that improvements to the voting process will yield greater positive voter experiences as citizens make their voices heard in the voting booth. Changes identified in the report, therefore, have the potential to increase voter participation.

Many of the problems identified by the respondents to the Survey can be addressed by boards of elections using remaining HAVA funds which are allocated to each county. Some purchases for equipment and training are 100% reimbursable and some funds will expire in 2014. We urge the NYS Board of Elections to help counties access those funds before the expiration dates.

With 92 years of advocacy on behalf of the voter, The League of Women Voters of New York State encourages the informed and active participation of citizens in government, works to increase understanding of major public policy issues, and influences public policy through education and advocacy.

We will continue to work with election administrators, legislators, and policymakers in the state to help implement the recommendations of this report.

#



LEAGUE OF WOMEN VOTERS®

Constant Contact Survey Results

Survey Name: 2012 Voter Survey

Response Status: Partial & Completed

Filter: None

11/15/2012 5:20 PM EST

TextBlock:

In the 2010 General Election, LWNYS members and friends participated in a survey of their experiences in using the new voting equipment. The League received over 1,000 responses from 47 counties which provided useful information for our testimony submitted at post-election hearings held by the NYS Senate and shared with election officials. This year we would like to follow up with a similar survey to update our findings from 2010. We are asking for your cooperation in a simple survey detailing your experience in using the system and your observations of the procedures in use while you are in the polling place to vote. It is not necessary for you to question the poll inspectors. The survey results will be shared with the local boards of elections, the chairpersons of the Assembly and Senate Elections Committees, and the NYS Board of Elections so that corrections and improvements to the process can be made.

ATTACHMENT #1

2012 LWVNYS Election Survey Results

Please enter the information indicated below.

| Answers | Number of Response(s) |
|---------------------------------|------------------------------|
| First Name | 986 |
| Last Name | 986 |
| Email Address | 960 |
| Address 1 | 960 |
| Address 2 | 162 |
| City | 970 |
| State/Province (US/Canada) | 979 |
| Postal Code | 979 |

Your County is:

995 Response(s)

If you are a member of the League, please state the name of your local league (not necessary to be a League member to participate in the survey):

739 Response(s)

Your Election District Number (or name of polling place if you do not know your District Number):

971 Response(s)

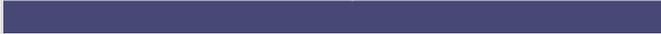
ATTACHMENT #1

2012 LWVNYS Election Survey Results

Was the Poll Worker: (choose as many answers as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|--|------|-----------------------|----------------|
| Courteous and helpful |  | | 894 | 90.4 % |
| Helpful in finding correct Election District |  | | 417 | 42.2 % |
| Able to assist you with the Street Finder or map to find your Election District |  | | 112 | 11.3 % |
| Willing to allow you to find your own name in the poll book if they could not find your name |  | | 139 | 14.0 % |
| Able to offer you an affidavit ballot if your name was not in the poll book and you were in the correct poll site |  | | 39 | 3.9 % |
| Other |  | | 117 | 11.8 % |
| Totals | | | 988 | 100% |

Was the poll site generally accessible? (choose as many as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|---|------|-----------------------|----------------|
| Yes, it was easily accessible |  | | 933 | 94.2 % |
| No, it was difficult to enter the building |  | | 16 | 1.6 % |
| No, it was not accessible for wheelchairs or for persons with other disabilities |  | | 15 | 1.5 % |
| Other |  | | 81 | 8.1 % |
| Totals | | | 990 | 100% |

TextBlock:

Questions on Voting

ATTACHMENT #1

2012 LWVNYS Election Survey Results

Were you given adequate instructions on how to use the voting machine by the poll workers? (choose as many answers as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Yes | | | 750 | 76.0 % |
| No, I was not asked if I would like instructions | | | 176 | 17.8 % |
| No, I did not understand "under voting" or "over voting" | | | 22 | 2.2 % |
| No, I did not know my election district number and the scanner was specific to that number | | | 10 | 1.0 % |
| No, there were no instructions on inserting the ballot into the scanner posted | | | 58 | 5.8 % |
| No, there were no instructions on what to do if the scanner rejected my ballot | | | 39 | 3.9 % |
| No, there were no instructions on write-in voting | | | 56 | 5.6 % |
| Other | | | 116 | 11.7 % |
| Totals | | | 986 | 100% |

Did the privacy booth give you adequate space and privacy? (choose as many answers as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Yes | | | 755 | 76.6 % |
| No, poll worker stayed too close | | | 19 | 1.9 % |
| No, not enough light to see ballot | | | 32 | 3.2 % |
| No, privacy booth was too flimsy or unsteady | | | 72 | 7.3 % |
| No, privacy booths were too close together | | | 115 | 11.6 % |
| Other | | | 136 | 13.8 % |
| Totals | | | 985 | 100% |

ATTACHMENT #1 2012 LWVNYS Election Survey Results

Were the instructions to complete the ballot easy to understand and in large enough print? (choose as many answers as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Yes | | | 780 | 80.1 % |
| No, there were no instructions to tell me that the ballot continued on the back side | | | 87 | 8.9 % |
| No, there were no instructions posted for completing the ballot | | | 55 | 5.6 % |
| No, there were no sample ballots posted | | | 56 | 5.7 % |
| Other | | | 122 | 12.5 % |
| Totals | | | 973 | 100% |

Were races and candidate names in large enough print? (choose as many answers as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|----|------|-----------------------|----------------|
| Yes | | | 853 | 86.5 % |
| No, I did not know there were magnifying lenses available | | | 71 | 7.2 % |
| No, the print was too small | | | 94 | 9.5 % |
| No, the font style was unreadable | | | 9 | <1 % |
| Other | | | 63 | 6.3 % |
| Totals | | | 986 | 100% |

ATTACHMENT #1

2012 LWNYS Election Survey Results

Was the layout of the ballot clear so that you could easily determine how to vote for the candidates selected? (choose as many answers as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|----|------|-----------------------|----------------|
| Yes | | | 851 | 86.4 % |
| No, the print was too small | | | 71 | 7.2 % |
| No, the size of the oval or square was too small | | | 52 | 5.2 % |
| No, it was hard to complete when voting for more than one candidate in a race | | | 15 | 1.5 % |
| No, multiple columns for the same office were confusing | | | 32 | 3.2 % |
| No, it was hard to determine which oval or square was for which candidate | | | 10 | 1.0 % |
| No, the write-in space was too small for candidate name | | | 7 | <1 % |
| No, the print was unreadable | | | 1 | <1 % |
| Other | | | 68 | 6.9 % |
| Totals | | | 984 | 100% |

TextBlock:

Questions on Scanning Your Ballot

Did you use the privacy sleeve? (choose as many answers as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Yes | | | 634 | 64.7 % |
| No, privacy sleeve was not available | | | 131 | 13.3 % |
| No, I did not know how to use the privacy sleeve | | | 13 | 1.3 % |
| No, I did not know to ask for the privacy sleeve | | | 120 | 12.2 % |
| No, the poll worker took the ballot out of the privacy sleeve to insert in scanner | | | 24 | 2.4 % |
| Other | | | 138 | 14.0 % |
| Totals | | | 979 | 100% |

ATTACHMENT #1

2012 LWVNYS Election Survey Results

Did you have any problem putting your ballot in the scanner? (choose as many answers as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|---|------|-----------------------|----------------|
| Yes, I did not know which end or side to put into scanner |  | | 109 | 11.1 % |
| Yes, the privacy sleeve caused problems when putting ballot into scanner |  | | 21 | 2.1 % |
| Yes, I had to remove the ballot from privacy sleeve to put in scanner |  | | 69 | 7.0 % |
| No problems |  | | 750 | 76.8 % |
| Other |  | | 124 | 12.7 % |
| Totals | | | 976 | 100% |

Did the scanner accept or reject your ballot? If rejected, please choose further explanation. Choose all answers that are appropriate.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|--|------|-----------------------|----------------|
| Accepted ballot |  | | 912 | 93.3 % |
| Rejected ballot and received new ballot to correct ballot |  | | 13 | 1.3 % |
| Rejected ballot but left ballot as voted | | | 4 | <1 % |
| Rejected ballot but had no instructions on what to do | | | 2 | <1 % |
| Rejected ballot and received no help from poll worker | | | 1 | <1 % |
| Rejected ballot and poll worker then removed ballot from privacy sleeve to resubmit into scanner | | | 5 | <1 % |
| Rejected ballot and poll worker handled ballot to resubmit into scanner |  | | 12 | 1.2 % |
| Other |  | | 46 | 4.7 % |
| Totals | | | 977 | 100% |

ATTACHMENT #1 2012 LWVNYS Election Survey Results

Did any problems occur with the scanner while you were using it? (choose as many answers as applicable)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Yes, there was no confirmation that ballot was accepted | | | 22 | 2.2 % |
| Yes, I was not able to press "cast ballot" button to verify ballot was submitted | | | 14 | 1.4 % |
| No problems | | | 887 | 91.6 % |
| Other | | | 68 | 7.0 % |
| Totals | | | 968 | 100% |

While you were in the polling place, did you observe how rejected ballots were handled by poll workers? If yes, please choose appropriate answer.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|----|------|-----------------------|----------------|
| Yes, rejected ballots were not kept confidential | | | 19 | 2.0 % |
| Yes, rejected ballots were in a pile on the table | | | 6 | <1 % |
| I don't know what happened to rejected ballots | | | 789 | 85.7 % |
| Other | | | 119 | 12.9 % |
| Totals | | | 920 | 100% |

Were there any delays or lines of more than five voters? Choose all answers that are appropriate.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Lines of more than 5 people to check in or sign poll book | | | 159 | 16.8 % |
| Lines of more than 5 people to use privacy booth | | | 41 | 4.3 % |
| Lines of more than 5 people to use scanner | | | 31 | 3.2 % |
| Lines of more than 10 people to check in or sign poll book | | | 115 | 12.2 % |
| Lines of more than 10 people to use privacy booth | | | 17 | 1.8 % |
| Lines of more than 10 people to use scanner | | | 23 | 2.4 % |
| Lines were less than 5 people for all | | | 616 | 65.4 % |
| Other | | | 119 | 12.6 % |
| Totals | | | 941 | 100% |

ATTACHMENT #1 2012 LWVNYS Election Survey Results

Optional: provide your comments, general or specific, on the machine, the process or the poll workers.

566 Response(s)

TextBlock:

Ballot Marking Devices (BMD) The Ballot Marking Devices are to assist any voters with disabilities or voters who may need some assistance in completing a paper ballot. Please answer the following questions, even if you did not use the BMD.

Choose all appropriate answers if you used the Ballot Marking Device (BMD).

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|---|------|-----------------------|----------------|
| BMD was in location to protect voter's privacy |  | | 164 | 30.2 % |
| There were no instructions on using the BMD |  | | 65 | 11.9 % |
| Poll workers were assigned to assist the voter using a BMD |  | | 67 | 12.3 % |
| Poll workers provided no assistance to voters using BMD |  | | 11 | 2.0 % |
| BMD worked well and instructions were available |  | | 56 | 10.3 % |
| Other |  | | 276 | 50.9 % |
| Totals | | | 542 | 100% |

ATTACHMENT #1
2012 LWVNYS Election Survey Results

Did you observe any voters using the Ballot Marking Device and having any problems? If you are able, describe the problem.

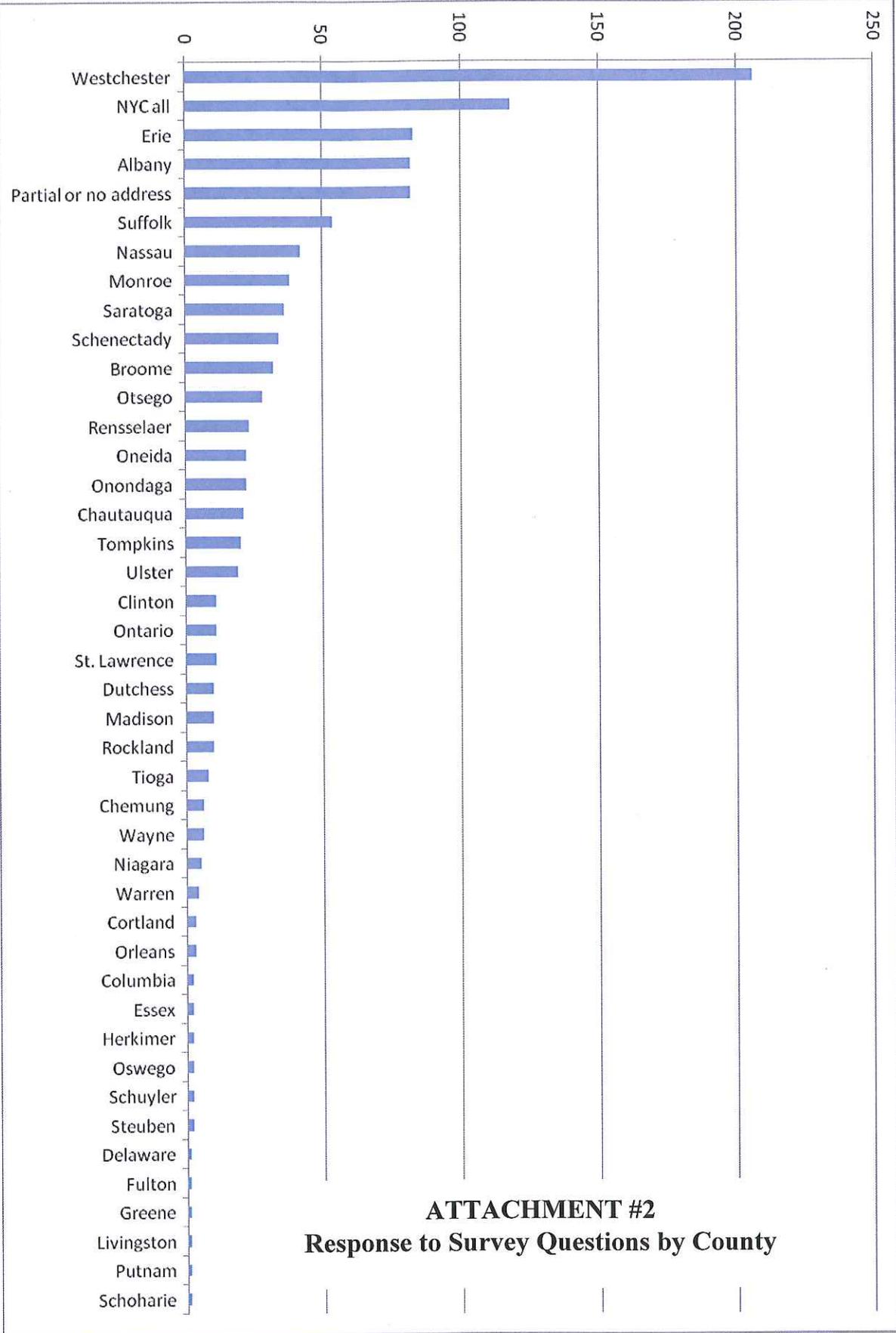
406 Response(s)

TextBlock:

Thanks for your help.

ATTACHMENT #2
Responses to Survey Questions by County

| County | Number | Percentage |
|-----------------------|---------------|-------------------|
| Albany | 82 | 7.60% |
| Broome | 32 | 2.97% |
| Chautauqua | 21 | 1.95% |
| Chemung | 6 | 0.56% |
| Clinton | 11 | 1.02% |
| Columbia | 2 | 0.19% |
| Cortland | 3 | 0.28% |
| Delaware | 1 | 0.09% |
| Dutchess | 10 | 0.93% |
| Erie | 83 | 7.69% |
| Essex | 2 | 0.19% |
| Fulton | 1 | 0.09% |
| Greene | 1 | 0.09% |
| Herkimer | 2 | 0.19% |
| Livingston | 1 | 0.09% |
| Madison | 10 | 0.93% |
| Monroe | 38 | 3.52% |
| Nassau | 42 | 3.89% |
| Niagara | 5 | 0.46% |
| NYC all | 118 | 10.94% |
| Oneida | 22 | 2.04% |
| Onondaga | 22 | 2.04% |
| Ontario | 11 | 1.02% |
| Orleans | 3 | 0.28% |
| Oswego | 2 | 0.19% |
| Otsego | 28 | 2.59% |
| Putnam | 1 | 0.09% |
| Rensselaer | 23 | 2.13% |
| Rockland | 10 | 0.93% |
| Saratoga | 36 | 3.34% |
| Schenectady | 34 | 3.15% |
| Schoharie | 1 | 0.09% |
| Schuyler | 2 | 0.19% |
| Seneca | 1 | 0.09% |
| St. Lawrence | 11 | 1.02% |
| Steuben | 2 | 0.19% |
| Suffolk | 54 | 5.00% |
| Tioga | 8 | 0.74% |
| Tompkins | 20 | 1.85% |
| Ulster | 19 | 1.76% |
| Warren | 4 | 0.37% |
| Wayne | 6 | 0.56% |
| Westchester | 206 | 19.09% |
| Partial or no address | 82 | 7.60% |
| Total | 1079 | 100.00% |



ATTACHMENT #2
Response to Survey Questions by County

ATTACHMENT #3

Election Survey Report Comparison of 2010 Responses to 2012 Responses

| | <u>2010</u> | <u>2012</u> | <u>Percentage Change</u> |
|--|-------------|-------------|------------------------------|
| (1) Instructions to complete ballot easy to understand and in large enough print? (yes response) | 73% | 80% | +6.7% |
| (2) Races and candidates in large Enough print? (yes response) | 70% | 86.5% | +23.6% |
| (3) Was the ballot layout clear? (yes response) | 80% | 86.4% | +8% |
| (4) Were you given adequate instructions on how to use the voting machine? (yes response) | 81% | 76% | -6.2% |
| (5) Did you use the privacy sleeve? (yes response) | 62% | 64.7% | +4.35% |
| (6) Did any problems occur with the scanner while you were using it? (no problem) | 81% | 91.6% | +5.3% |
| (7) Were there any delays or lines of more than 5 voters to use the scanner? (yes response) | 7% | 3.2% | -54.2% |

Note: Chart compares responses only for identical questions in the two survey years.

ATTACHMENT # 4

LEAGUE OF WOMEN VOTERS OF NEW YORK CITY ELECTION SURVEY RESULTS FOR NYC

The majority of our respondents had a positive experience at the polls on November 6th.

More than 76% reported that the poll workers were courteous and helpful and 87% found the poll site easily accessible.

62% responded that they were given adequate instructions on how to use the voting machines and 72% found the privacy booths adequate.

While 57% felt the instructions to complete the ballot easy to understand and in large enough print, 43% found too few instructions or no sample ballots in the poll site

62% reported that the races and candidates names were in large enough print while 25% thought the print was too small and 14% didn't know that a magnifier was available in the privacy booth.

62% thought the ballot layout was clear but 37% thought the print was too small or the oval was too small.

68% used the privacy sleeve..

92% said the scanner accepted their ballots with only 1 voter reporting that the ballot was rejected at first but accepted after help from the poll worker. 81% said there was no problem with using the scanner.

56% of respondents reported lines of 10 or more voters waiting to use the scanner

Comments

While 20% of the respondents commented that their voting experience went smoothly, 37% of survey respondents complained about incompetent poll workers and inoperable scanners.

The most complaints were about poll workers and were accompanied by descriptions such as: incompetent, slow, confused, impatient, poorly trained, inept, rude, could not read, didn't know the alphabet, didn't know what they were doing, disorganized. Many complained that the poll workers didn't know how to use the alphabetical poll books and couldn't find their names. Some poll workers asked for ID and when challenged by voters said it was only to see the spelling to look up the name. Even where the voter books were divided A-L, M-Z respondents reported that the poll worker on one line took much longer to find the names than did the other poll worker.

There were also significant complaints relating to long lines and overcrowded poll sites. 21% reported long lines, with at least 10 people waiting more than an hour to vote. The greatest delays were at the sign-in tables where poll workers had to write each voter's name on a white card which the voter took with the ballot and the privacy sleeve. After filling out the ballot the voter handed the card to the poll worker at the scanner. We understand this card system is only used in New York City and is a holdover from the lever machines. When we had the lever machines, the card was given by the voter to the poll worker at the lever machine. The number of cards was checked against the public counter number on the lever machine. With voters from each election district using multiple scanners the card can no longer be used this way.

The voters also complained that there were long lines at some and tables and no lines at others. They didn't understand why voters could not be directed to another table or workers re-deployed to help where there were long lines. Respondents expressed great frustration with standing on a long line while watching workers at other tables doing nothing.

We had a number of reports of broken or jammed scanners. In two cases all of the scanners were broken at the same time and poll workers were unclear as to what to do with the unscanned ballots.

Some voters commented on the problem of large numbers of people using affidavit ballots in their poll site because they were displaced by Hurricane Sandy or were taking advantage of the Governor's last minute Executive Order allowing voters in any of the 9 affected counties to vote anywhere in the state. As a result of these unanticipated voters poll sites ran out of affidavit ballots and affidavit ballot envelopes causing confusion and more delays. We cannot really measure how this situation added to the lines and confusion at the polls.

A number of voters commented that the poll sites were poorly laid out with scanners and privacy booths at opposite ends of the room or lines intermingling. They also complained of poor lighting.

We had several comments regarding access to the poll site, particularly about narrow hallways where voters were standing in line to enter while other voters were trying to exit. Voters standing on the lines would likely interfere with disabled voters entering or exiting in wheelchairs or with walkers.

Adrienne Kivelson
Kate Doran
LWV New York City Election Specialists
December, 2012

