



Los Angeles County Registrar-Recorder/County Clerk

2012 Inspector Survey Analysis Report

**June 5, 2012
Presidential Primary Election**

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www.lavote.net

Inspector Survey Results

June 5, 2012

Survey Methodology

Results of this survey are based on 2267 responses from Inspectors which represents a 49.6% response rate. Responses are at a 99% confidence level and have a margin of error of 1.92%. All surveys were mailed to Inspectors within one week following Election Day. Responses were collected through mid-July and information was entered into a database. In the future, surveys will be conducted online in addition to the paper survey in order to save on paper and mailing costs.

Inspector Profile

In the June 2012 Primary Election, 60% of Inspectors were women. The largest age group represented was 51-61 years old (29.6%). When combined with 62-72 year olds, 51-72 year olds make up over 50% of all Inspectors who served in this election. By June 5, most Inspectors (62%) had already served 1-10 times. Subtle shifts in the predominant age group or gender usually occur over time, but these figures are mostly in line with historical data.

Findings show that 1 out of 5 Inspectors were recruited as multilingual pollworkers and 1 out of 10 were County employees. By law, polling places require multilingual pollworkers to be present in areas where population needs meet the requirements according to U.S. Census data. By having more multilingual Inspectors, the department can comply with regulations more effectively. The County has already instituted a County Pollworker program that recruits existing County employees as pollworkers on Election Day. This effort has been highly successful, however, poll worker recruitment may benefit from increased awareness of the program throughout the County.

Inspector Profile	
Gender	Female
Age	51-61
Times Served	1-10 times
Multilingual	1 out of 5

Check in Center (CIC) Experience

Check in Centers are located throughout Los Angeles County and are operated by trained staff members who receive voting supplies and ballots from each Inspector after the polls close on Election Night along with an assigned Clerk.

In order to measure CIC performance, survey questions asked the respondents to report when they arrived and dropped their ballots off and how long they waited in line to do so. Questions were also asked to measure subjective aspects, such as the difficulty in locating the CIC and whether or not Inspectors felt staffing levels were sufficient at the CIC.

The survey found that 70% of Inspectors arrived at the CIC within the hour of 8:30 – 9:30 PM. Only 20% arrived after 9:30, as late as 11:30 PM.

Rush Hour at CIC

70% of Inspectors arrived between 8:30 and 9:30 PM



About 97% found their CIC without difficulty, whereas nearly 3% said it was difficult to locate their CIC. When asked if they thought staffing levels were sufficient at the CIC, about 84% of Inspectors said that they indeed were sufficient.

Inspectors' Wait Time at CIC



The wait time to drop off materials at the CIC was under 30 minutes for 76% of Inspectors. Although 96.8% of Inspectors waited under 1 hour to drop off their materials, there was just over 2% who waited at least 1.5 hours at the CIC. One person waited 3 hours.

About 16% of all Inspectors said that staffing levels were insufficient at the CIC. And 61% of those who said staffing levels were insufficient waited more than 30 minutes. This gives reason to believe that those who waited longer felt staffing levels could have been better. However, 17% of those who said levels were insufficient waited under 15 minutes. In total, almost 40% of this group waited under 30 minutes. Given these figures, more research should be done to find the amount of wait time that is acceptable to Inspectors. Further research would help define the parameters and goals for CIC operations.

Communication and Support

Coordinators contacted their Inspectors before Election Day 82.4% of the time, as reported by Inspectors. This figure is in line with previous elections. Nearly 98% of Inspectors reported that their coordinator visited them on Election Day. A correlation continues to exist between coordinators who contact their Inspectors before Election Day and visits their polling place. When visiting a polling place, only 20% of Coordinators visited 3 times or more – down from 39% in the last Primary. About 79% of Inspectors said their Coordinator visited at least twice.



Pollworker Staffing

Only 78% of Inspectors said that there was enough poll workers assigned to their polling place. This number has gone down 11.5% from the last election. There is no truly comparable data from a previous primary election since data for this question began being collected in November 2010. However, a correlation test suggests that a strong relationship exists between turnout percentage and whether Inspector's felt staffing levels were sufficient. Although a relationship exists, it may not necessarily be one of high significance since additional factors play a role in Inspector attitudes.

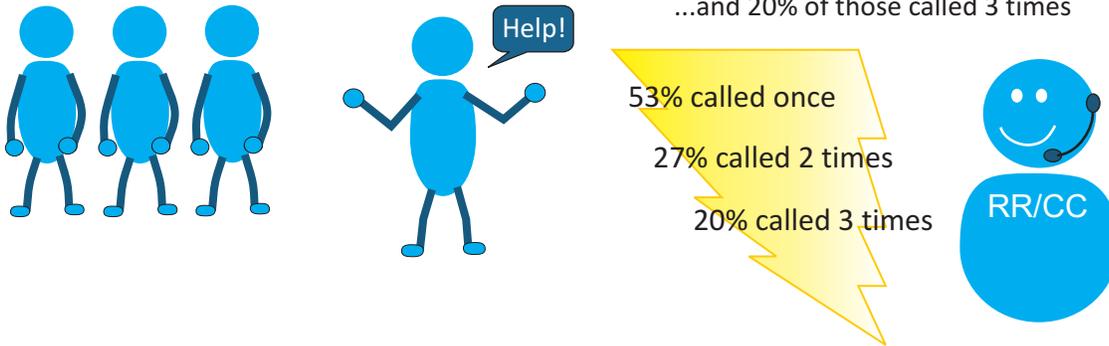
When asked to rate the performance of their fellow poll workers, **90%** of Inspectors rated them as either excellent or very good (58% and 32% respectively). Only 1% rated their poll workers' performance as being poor, and 0.3% as very poor.

Communication with Norwalk

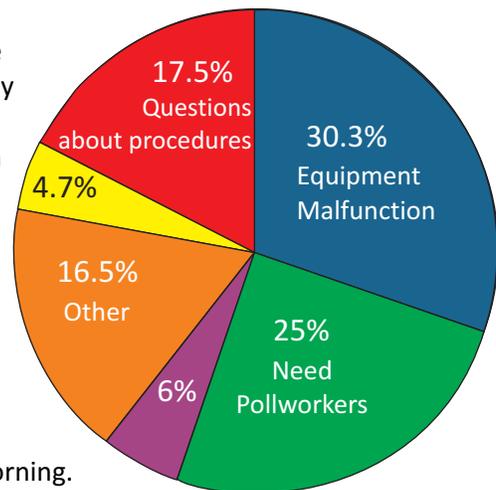
Calling the Norwalk office is a crucial service that must run efficiently to effectively serve voters throughout Los Angeles County. On Election Day, Inspectors will call Norwalk headquarters to resolve critical and time sensitive issues. It is important that communication between polling places and Norwalk remain an area for discussion and improvement.

Call Frequency

1 out of 4 Inspectors called Norwalk Headquarters for assistance or troubleshooting ...and 20% of those called 3 times



Only 27% of all Inspectors called Norwalk headquarters for assistance or troubleshooting on Election Day. About 53% of those called only once; however, 19.7% called Norwalk three times or more. The most frequently reported reason for calling was a problem with malfunctioning equipment (30%), followed by a request for more pollworkers (25%). Almost 18% said that they called because they had questions about procedures on Election Day. This is a large figure considering that training materials are provided in election supplies and could potentially resolve many issues.



Call times and resolution

Of those who called Norwalk for assistance, 76% did so in the morning. About 64% of all callers said that their issue was resolved by calling Norwalk. Issues tended to be resolved in the morning, but as many as 33% were resolved in the afternoon (between 12:00-5:00 p.m.) This suggests that calls left unresolved in the morning were eventually resolved in the afternoon. A correlation test shows that a strong and significant relationship exists between the time a call was made and the time it was resolved. This means that calls were resolved in a timely manner as calls were being made by Inspectors.

Reasons for calling

- Poll not open ■
- Needed supplies ■

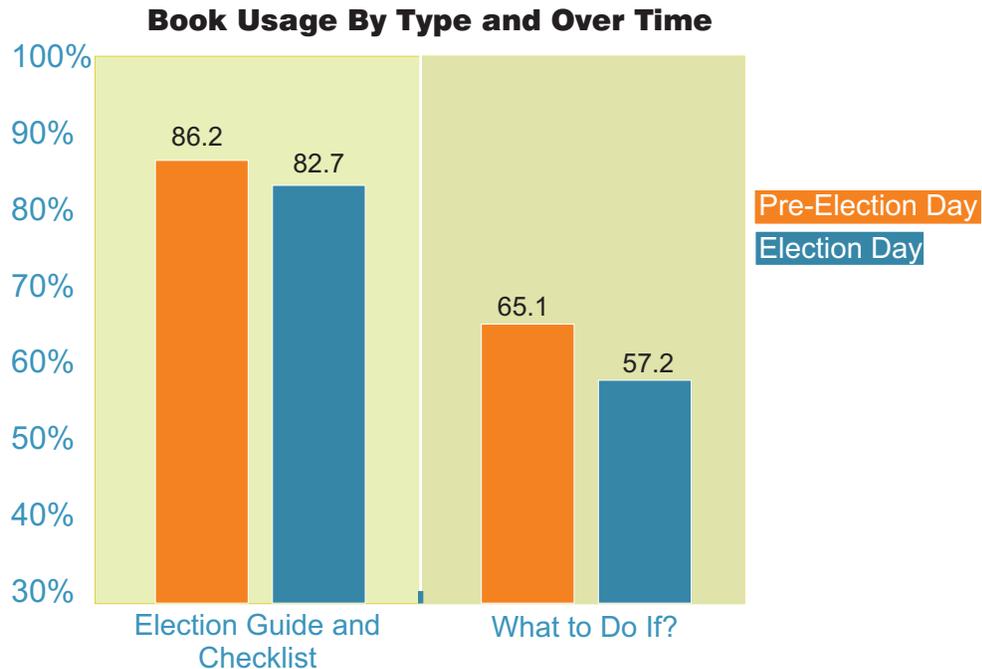
Training

Over 93% of Inspectors indicated that training prepared them for the election. This is down slightly from 97% from November 2011. Overall, data shows that Inspectors are utilizing their training materials more often than last November, whether they reviewed them prior to the election or on Election Day. Use of *The Election Guide and Checklist* went up 2% and use of *What To Do If?* increased by up to 11% from last November.

Responses show that Inspectors tend to review their training books before Election Day rather than on the day itself. Of all respondents, 93% said that they reviewed at least one of their books prior to the election. The *Election Guide and Checklist* was reviewed by 86% of Inspectors, compared to 65% who reviewed the *What to Do If* training manual.



Survey responses show that 80% of Inspectors use their training books on Election Day. The most frequently used book was the *Election Guide and Checklist* (83%), while the *What to Do If* was used 57% of the time on Election Day.



Equipment Function

Nearly 99% of Inspectors reportedly received their precinct ballot reader (PBR) and audio ballot booth (ABB). Only 1.2% said that they did not receive both pieces of equipment.

The **ABB was used in about 10% of all precincts** during this election, the most ever. This rise in usage is due in part to the emphasis of offering the service during training.

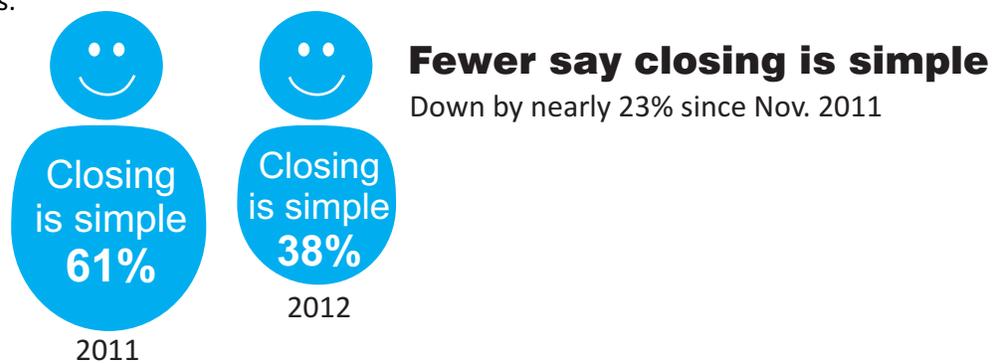
12% of respondents indicated that their PBR did not function properly the entire day, and 7% said their ABB did not function properly the entire day. Both of these figures are about the same as last year. If a unit malfunctioned, Inspectors reported that 68% of the time it was the PBR. This is a typical figure because the PBR is used far more often than the ABB, and many Inspectors indicate that there's no way for them to know if the ABB functioned properly all day because no voter used it.

Generally, the malfunctions occur in the morning when setting up the equipment and then taper off as the day goes on. **59% of malfunctions were reported to occur before 7 a.m.** The most frequent type of malfunction (23.7%) was that the zero report did not print from the PBR. Nearly 17% of respondents cited that the PBR did not turn on, and 16% said that they received an error message of some kind.

A malfunctioning piece of equipment did not typically need to be replaced during the June Primary. Data shows that only 31.5% of Inspectors said their equipment was replaced, and of those 58% said it was replaced in the morning between 6:00 and 11:59 a.m. Statistical tests suggest that there is a significant correlation between the time a unit malfunctioned and when it was replaced. This demonstrates that staff was able to replace a unit as it malfunctioned and that issues were resolved timely.

Overall Experience

Inspectors were asked to rate how strongly they agreed or disagreed with several statements in order to gauge their attitudes toward election procedures and related issues. In a Primary, the rules and reasons behind who can vote for any given party are not always clear to workers. To further complicate things, election legislation often changes without a strong enough presence in the public eye. The training program at the RR/CC must ensure that each Inspector understands the most updated legislation and its effects on procedures.



Most notably, only 38% said they strongly agree that closing procedures are simple, down from 60.6% in November 2011. In contrast, 11.6% said they somewhat disagreed with the same statement, which was up from 3.7% last November. This shift in attitude toward closing procedures could be due to the fact that primary elections are typically more complex than general elections, as in November 2011 when data in this area was first tracked.

A similar shift in attitude appeared when Inspectors were asked if setting up the polling place was quick and easy. This time only 43% said they strongly agreed that setting up was quick and easy, compared to nearly 63% last November. Those who somewhat disagreed with the statement rose to 12%, up from 4.5% last year.

Fewer Inspectors said that they strongly agreed that they are confident they have the resources to address problems on Election Day. This figure dropped from 87% in 2011 to 75% in the June 2012 election, or -12%. Those that said they somewhat agreed rose to 22% in June, which accounts for a 10.5% change from 2011 to 2012. Those who disagreed to some degree remain minimal at just under 3%, which is close to the margin of error of 1.9.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Closing procedures are simple	38.3%	46.2%	11.6%	3.9%
Setting up the polling place is quick and easy	43.1%	41.2%	12%	3.7%
Setting up the voting equipment is quick and easy	57.4%	34.9%	6.2%	1.5%
I feel confident that I can process provisional voters correctly	85%	13.5%	1.2%	0.4%
I am confident I have the resources to address problems on Election Day	75.1%	22.1%	2.3%	0.6%
The quality of my work on Election Day is important to what the Registrar does after the election	88.5%	11.1%	0.2%	0.3%
I know who to call if I have trouble on Election Day	85%	12.9%	1.4%	0.7%

Overall Experience Rating

90% of Inspectors rated their overall experience as being either excellent or very good. This is slightly lower than last year when 95.5% rated their experience this way. Slightly more respondents rated their experience as fair (+4.5%), which might explain the shift in responses. Despite the minor shift from extremely positive experiences to more neutral ones, 95.5% of Inspectors said that they would be willing to work again in the future based on their recent experience. Last November, this figure was 98.6%. Future surveys will study the relationship between those reporting an excellent experience and those willing to work again in future elections.

Comments

A total of 202 (9%) of Inspectors included comments with their surveys. An analysis of those comments revealed common themes among respondents. By far, comments regarding poll worker behavior were the most frequent (25%). The top ten issues presented by Inspectors are categorized below along with descriptions that contain actual words from Inspectors.

25%	Poll Worker Behavior - wasn't there, didn't know procedures, no training
13.8%	Polling Place - too small for more than one precinct, hard to find parking, rude host, unclean
11.2%	Equipment - broken, malfunctioning, missing pieces, assembled wrong
10.3%	Supplies - not enough, too much, need different types (tape)
8%	CIC - wait time is too long
7.4%	Training - online is useless, too much, not enough, needs to be longer
4.8%	Voter Materials - right precinct but no name, not included in roster book
4.8%	Coordinator Behavior - lost, didn't know what to do, rude
3.8%	Communication with Norwalk - on hold for long time, no answer, no call returns, no help
3.2%	Multilingual Material - too much, not enough for specific language in area

APPENDIX A: DESIGN METHODOLOGY AND RESEARCH FINDINGS

DESIGN METHODOLOGY

A. Questionnaire and Database Redesign

Both the survey questionnaire and the database were redesigned in order for data to be collected and entered to facilitate effective analysis.

B. Database Coding and Re-Coding Methodology

Data was imported from MS Access into SPSS for coding, recoding, and analysis. Variable fields were renamed and some were recoded to rearrange categories within questions. An explanation of the recoding procedure follows below.

Yes/No answers were given new variable names but were not recoded; only chronological data was recoded. It was necessary to reorder some chronological information because several database categories did not correspond to logical chronology (i.e. 8:30-9:30 before 7:30-8:30). It was also necessary to categorize and code the variable (Time Served) that designates how many elections each respondent has served.

The answers to multiple response questions were considered as separate variables in order to perform analyses using SPSS software. Each answer was treated as a Yes/No response and recoded (2 = Yes, 3 = No) to maintain uniformity in the data.

The table on the next page shows the MS Access variable name and whether it was binary or ordinal, and the new SPSS data table name. An explanation and justification of each recoded item follows. Note that the new variable names may be different from the previous report but the data remains the same.

Timeserve was recoded to produce proper chronological time frames. The original data was entered as a string variable (single number) from 0 to 75. The recode grouped numerical data into categories for presentation and measurement purposes (i.e. "0-10, 11-20", etc).

Age was recoded to produce age in years and placed in proper chronological time frames. The original data was entered as birth date, (mm/dd/yyyy) and calculated to produce age in years. Following that calculation, age in years was grouped into ordered categories for presentation and measurement purposes.

RESEARCH FINDINGS

A. Frequency Reports

The frequency report provides responses to each question included in the survey as well as percentages of responses within the category where the majority of responses reside¹. Also included in the table below are responses from the RR/CC's previous surveys for comparison purposes.

Variable Name	Category	Percentage									
		June '12	Nov '11	Nov '10	June '10	Nov '09	May '09	Nov '08	June '08	Feb '08	Nov '06
Timeserve	0 to 10 times	61.7	43.5	75.2	77.6	60.6	61	75.6	68	37.5	N/A
Age	62-72	23.7	31.9	22.9	22.9	30.2	29.8	29.1	28.9	29.9	26.2
Gender	Female	60.1	59.5	59.7	59.6	64.5	57.4	63.5	63.2	61	61.9
Droptime	9-9:30 PM	48.8	32.3	46.5	42.8	10	46.4	46.9	44.4	43.9	47.4
Dropwait	0-30 minutes	76.5	97.5	75.3	81.4	93.6	85.2	85.2	76.9	75.4	67.6
Coorcontact	Yes	82.4	83.2	82.1	80.2	81.9	81.1	83.8	75.4	77.3	66.1
Coorvisit	Yes	97.9	98	97.8	91.8	96.5	97.7	98.5	94.4	97.4	87.9
Coortimes	3 times	20.4	23.1	31.7	39.2	23	25.3	56.8	52.1	50.3	50.3
Abused	No	90.1	88.6	86.6	90.9	95	93.1	83.2	89.7	89.7	82.2
Pbrfunc	Yes	88.3	89.4	86.5	87.7	91.2	-	-	-	-	-
Abfunc	Yes	93.1	92.8	93.6	95.1	94.3	-	-	-	-	-
Malunit	PBR	68.4	60.6	74	84.1	68.7	67.5	70.1	78.7	70	71.8
Maltime	Before 7 AM	59.2	57.1	37.5	54.3	66.7	54.6	32.6	46.8	46.2	28.4
Replaced	No	68.5	60.6	68.6	62	54.9	67.6	64.6	75.1	79	N/A
Replacetime	Afternoon (12-5 PM)	37.9	21.6	44.6	22.8	22	43.5	48.1	51.1	47.8	35.1
Pbrabbreceived	Yes	98.8	99.7	99.8	99.3	98.7	99.5	99.2	75.8	N/A	N/A
Locatecic	No	97.2	98.1	96.7	-	-	-	-	-	-	-
Cicstaff	Yes	83.9	96.9	-	-	-	-	-	-	-	-
Pwassigned	Yes	77.9	89.5	79.5	-	-	-	-	-	-	-
Pwperform	Excellent	58.1	59.7	54.2	-	-	-	-	-	-	-
Trainingprep	Yes	93.7	97	96.1	-	-	-	-	-	-	-
Callhq	No	73.3	79.4	-	-	-	-	-	-	-	-
Callfreq	1 time	53	76	-	-	-	-	-	-	-	-
Callreason	Equipment mal.	30.3	28.5	-	-	-	-	-	-	-	-
Firstcall	Morning (6-11:59 AM)	76.3	83.6	-	-	-	-	-	-	-	-
Callresolved	Yes	64.3	75.4	-	-	-	-	-	-	-	-
Resolvetime	Morning (6-11:59 AM)	58.8	73.3	-	-	-	-	-	-	-	-
Bookuse	Yes	80	76.4	-	-	-	-	-	-	-	-
Bookreview	Yes	93.3	89	-	-	-	-	-	-	-	-
Maltype	No Zero Report	23.7	27	-	-	-	-	-	-	-	-
Workfuture	Yes	95.5	98.6	98	-	-	-	-	-	-	-
Overallexp	Excellent	43.4	57.9	49.7	-	-	-	-	-	-	-

¹ As time has elapsed, the majority of responses for some variables have shifted into other categories. For instance, a downward trend in Coortimes is due to the fact that the majority of responses now fall in the "2 times" category, which is not detailed in this table. Historical data is shown here for comparison purposes only.

B. Response Tables

Responses to each question are shown in the following tables.

PROFILE QUESTIONS

Times Served Before June 5, 2012				
		Frequency	Valid Percent	Cumulative Percent
Valid	First Time	535	12.0	12.0
	1-10 Times	2752	61.7	73.7
	11-20 Times	762	17.1	90.7
	21-30 Times	280	6.3	97.0
	31-40 Times	86	1.9	98.9
	Over 40 Times	48	1.1	100.0
	Total	4463	100.0	
Missing	System	111		
Total		4574		

Age at Election Day				
		Frequency	Valid Percent	Cumulative Percent
Valid	18-28 yrs	369	8.8	8.8
	29-39 yrs	402	9.6	18.4
	40-50 yrs	706	16.8	35.2
	51-61 yrs	1243	29.6	64.8
	62-72 yrs	995	23.7	88.6
	73 yrs or older	480	11.4	100.0
	Total	4195	100.0	
Missing	System	379		
Total		4574		

Gender				
		Frequency	Valid Percent	Cumulative Percent
Valid	Female	1513	60.1	60.1
	Male	1003	39.9	100.0
	Total	2516	100.0	
Missing	System	2058		
Total		4574		

CHECK-IN-CENTER OPERATIONS

Time Dropped Off at CIC				
		Frequency	Valid Percent	Cumulative Percent
Valid	8:00- 8:30 PM	61	2.7	2.7
	8:31- 9:00 PM	504	22.3	25.0
	9:01- 9:30 PM	1102	48.8	73.9
	9:31-10:00 PM	483	21.4	95.3
	10:01-10:30 PM	83	3.7	98.9
	10:31-11:00 PM	21	.9	99.9
	11:01-11:30 PM	3	.1	100.0
	Total	2257	100.0	
Missing	System	2317		
Total		4574		

Wait Time at CIC				
		Frequency	Valid Percent	Cumulative Percent
Valid	0-15 min	1199	53.3	53.3
	16-30 min	520	23.1	76.5
	31-45 min	347	15.4	91.9
	46 min- 1hr	130	5.8	97.7
	1.5 hrs	42	1.9	99.6
	2 hrs	9	.4	100.0
	3 hrs	1	.0	100.0
	Total	2248	100.0	
Missing	System	2326		
Total		4574		

Was It Difficult To Locate The CIC?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	2068	97.2	97.2
	Yes	60	2.8	100.0
	Total	2128	100.0	
Missing	System	2446		
Total		4574		

Were Staffing Levels Sufficient at CIC?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	334	16.1	16.1
	Yes	1737	83.9	100.0
	Total	2071	100.0	
Missing	System	2503		
Total		4574		

COMMUNICATION AND SUPPORT

Coordinator Contact Prior to E-Day				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	398	17.6	17.6
	Yes	1864	82.4	100.0
	Total	2262	100.0	
Missing	System	2312		
Total		4574		

Coordinator Visit on E-Day				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	48	2.1	2.1
	Yes	2216	97.9	100.0
	Total	2264	100.0	
Missing	System	2310		
Total		4574		

Times Coordinator Visited				
		Frequency	Valid Percent	Cumulative Percent
Valid	1	507	23.0	23.0
	2	1245	56.6	79.6
	3 or more	449	20.4	100.0
	Total	2201	100.0	
Missing	System	2373		
Total		4574		

Enough Pollworkers Assigned?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	485	22.1	22.1
	Yes	1710	77.9	100.0
	Total	2195	100.0	
Missing	System	2379		
Total		4574		

Pollworker Performance Rating				
		Frequency	Valid Percent	Cumulative Percent
Valid	Excellent	1286	58.1	58.1
	Very Good	714	32.3	90.4
	Fair	180	8.1	98.6
	Poor	25	1.1	99.7
	Very Poor	7	.3	100.0
	Total	2212	100.0	
Missing	System	2362		
Total		4574		

Did You Call HQ?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	1652	73.3	73.3
	Yes	601	26.7	100.0
	Total	2253	100.0	
Missing	System	2321		
Total		4574		

How Many Times Did You Call?				
		Frequency	Valid Percent	Cumulative Percent
Valid	1	330	53.0	53.0
	2	170	27.3	80.3
	3 or more	123	19.7	100.0
	Total	623	100.0	
Missing	System	3951		
Total		4574		

What Time Was First Call?				
		Frequency	Valid Percent	Cumulative Percent
Valid	Morning (6-11:59)	474	76.3	76.3
	Afternoon (12:00-5:00)	113	18.2	94.5
	Evening (5:01-8:00)	34	5.5	100.0
	Total	621	100.0	
Missing	System	3953		
Total		4574		

WasThe Issue Resolved by Calling?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	225	35.7	35.7
	Yes	406	64.3	100.0
	Total	631	100.0	
Missing	System	3943		
Total		4574		

What Time Was It Resolved?				
		Frequency	Valid Percent	Cumulative Percent
Valid	Morning (6-11:59)	233	58.8	58.8
	Afternoon (12:00-5:00)	129	32.6	91.4
	Evening (5:01-8:00)	34	8.6	100.0
	Total	396	100.0	
Missing	System	4178		
Total		4574		

Call Reason				
		Responses		Percent of Cases
		N	Percent	
Callreason	Pollnotopen	37	4.7%	5.7%
	Needsupplies	47	6.0%	7.3%
	Needpws	197	25.0%	30.5%
	Qsprocedures	138	17.5%	21.4%
	Equipmalfunc	239	30.3%	37.0%
	Other	130	16.5%	20.1%
Total		788	100.0%	122.0%

TRAINING

Did Training Prepare You For E-Day?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	142	6.3	6.3
	Yes	2108	93.7	100.0
	Total	2250	100.0	
Missing	System	2324		
Total		4574		

Did You Use The Books on E-Day?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	446	20.0	20.0
	Yes	1785	80.0	100.0
	Total	2231	100.0	
Missing	System	2343		
Total		4574		

Did You Review The Books Prior to E-Day?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	147	6.7	6.7
	Yes	2051	93.3	100.0
	Total	2198	100.0	
Missing	System	2376		
Total		4574		

Which Book Did You Use On E-Day?				
		Responses		Percent of Cases
		N	Percent	
Bookuse	EGCused	1428	58.6%	82.7%
	WTDIused	987	40.5%	57.2%
	Dontremused	21	.9%	1.2%
Total		2436	100.0%	141.1%

Which Book Did You Review Prior to E-Day?				
		Responses		Percent of Cases
		N	Percent	
Bookreview	EGCreviewed	1674	56.4%	86.2%
	WTDIreviewed	1265	42.6%	65.1%
	Dontremreview	28	.9%	1.4%
Total		2967	100.0%	152.7%

Equipment Function

Received PBR and ABB?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	26	1.2	1.2
	Yes	2219	98.8	100.0
	Total	2245	100.0	
Missing	System	2329		
Total		4574		

Any Voter Use ABB?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	2019	90.1	90.1
	Yes	222	9.9	100.0
	Total	2241	100.0	
Missing	System	2333		
Total		4574		

PBR Function Properly All Day?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	262	11.7	11.7
	Yes	1968	88.3	100.0
	Total	2230	100.0	
Missing	System	2344		
Total		4574		

ABB Function Properly All Day?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	141	6.9	6.9
	Yes	1913	93.1	100.0
	Total	2054	100.0	
Missing	System	2520		
Total		4574		

Which Unit Malfunctioned?				
		Frequency	Valid Percent	Cumulative Percent
Valid	Ballot Reader	236	68.4	68.4
	Audio Ballot Booth	68	19.7	88.1
	Both	41	11.9	100.0
	Total	345	100.0	
Missing	System	4229		
Total		4574		

What Time Did Unit Malfunction?				
		Frequency	Valid Percent	Cumulative Percent
Valid	Before 7 AM	209	59.2	59.2
	7:01-9:00 AM	46	13.0	72.2
	9:01-11:00 AM	25	7.1	79.3
	11:01-1:00 PM	17	4.8	84.1
	1:01-3:00 PM	20	5.7	89.8
	3:01-5:00 PM	12	3.4	93.2
	5:01-8:00 PM	24	6.8	100.0
	Total	353	100.0	
Missing	System	4221		
Total		4574		

Reason For Malfunction				
		Responses		Percent of Cases
		N	Percent	
Malreason	Rejected ballot	54	11.5%	15.0%
	Jammed ballot	49	10.5%	13.6%
	Not turning on	79	16.9%	21.9%
	No zero report	111	23.7%	30.8%
	Error message	75	16.0%	20.8%
	Other malfunction	100	21.4%	27.8%
Total		468	100.0%	130.0%

Was Unit Replaced?				
		Frequency	Valid Percent	Cumulative
				Percent
Valid	No	263	68.5	68.5
	Yes	121	31.5	100.0
	Total	384	100.0	
Missing	System	4190		
Total		4574		

What Time Was Unit Replaced?				
		Frequency	Valid Percent	Cumulative
				Percent
Valid	Morning (6-11:59)	77	58.3	58.3
	Afternoon (12:00-5:00)	50	37.9	96.2
	Evening (5:01-8:00)	5	3.8	100.0
	Total	132	100.0	
Missing	System	4442		
Total		4574		

Overall Experience

Closing Is Simple					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	846	18.5	38.3	38.3
	Somewhat Agree	1021	22.3	46.2	84.5
	Somewhat Disagree	257	5.6	11.6	96.1
	Strongly Disagree	86	1.9	3.9	100.0
	Total	2210	48.3	100.0	
Missing	System	2364	51.7		
Total		4574	100.0		

Setting Up The Poll Is Easy					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	957	20.9	43.1	43.1
	Somewhat Agree	915	20.0	41.2	84.3
	Somewhat Disagree	266	5.8	12.0	96.3
	Strongly Disagree	82	1.8	3.7	100.0
	Total	2220	48.5	100.0	
Missing	System	2354	51.5		
Total		4574	100.0		

Setting Up Voting Equipment Is Easy					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	1261	27.6	57.4	57.4
	Somewhat Agree	767	16.8	34.9	92.3
	Somewhat Disagree	136	3.0	6.2	98.5
	Strongly Disagree	34	.7	1.5	100.0
	Total	2198	48.1	100.0	
Missing	System	2376	51.9		
Total		4574	100.0		

I'm Confident I Can Process Provisionals Correctly					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	1888	41.3	85.0	85.0
	Somewhat Agree	299	6.5	13.5	98.4
	Somewhat Disagree	27	.6	1.2	99.6
	Strongly Disagree	8	.2	.4	100.0
	Total	2222	48.6	100.0	
Missing	System	2352	51.4		
Total		4574	100.0		

I'm Confident I Have Resources to Address Problems On E-Day					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	1679	36.7	75.1	75.1
	Somewhat Agree	494	10.8	22.1	97.1
	Somewhat Disagree	51	1.1	2.3	99.4
	Strongly Disagree	13	.3	.6	100.0
	Total	2237	48.9	100.0	
Missing	System	2337	51.1		
Total		4574	100.0		

Quality of My Work Is Important to Registrar After The Election					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	1980	43.3	88.5	88.5
	Somewhat Agree	248	5.4	11.1	99.6
	Somewhat Disagree	4	.1	.2	99.7
	Strongly Disagree	6	.1	.3	100.0
	Total	2238	48.9	100.0	
Missing	System	2336	51.1		
Total		4574	100.0		

I Know Who To Call If I Have Trouble On E-Day					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	1902	41.6	85.0	85.0
	Somewhat Agree	288	6.3	12.9	97.9
	Somewhat Disagree	32	.7	1.4	99.3
	Strongly Disagree	16	.3	.7	100.0
	Total	2238	48.9	100.0	
Missing	System	2336	51.1		
Total		4574	100.0		

Overall Experience Rating				
		Frequency	Valid Percent	Cumulative Percent
Valid	Excellent	971	43.4	43.4
	Very Good	1043	46.6	90.0
	Fair	190	8.5	98.5
	Poor	21	.9	99.5
	Very Poor	12	.5	100.0
	Total	2237	100.0	
Missing	System	2337		
Total		4574		

Would You Work Again In The Future?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	93	4.5	4.5
	Yes	1965	95.5	100.0
	Total	2058	100.0	
Missing	System	2516		
Total		4574		

Would You Like To Receive Survey By E-Mail?				
		Frequency	Valid Percent	Cumulative Percent
Valid	No	720	33.5	33.5
	Yes	1429	66.5	100.0
	Total	2149	100.0	
Missing	System	2425		
Total		4574		