2008 POLLWORKER SURVEY

ANALYSIS REPORT

June, 2008 Staetwide Direct Primary Election

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Preparation Date: July, 2008

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Part I: Executive Summary

Continued analysis of the LA County RR/CC Poll Worker Survey conducted after the June 2008 Statewide Direct Primary Election showed no major downward shifts in observable trends and showed continued improvement in critical areas.

77 percent of Inspectors- more than ever - reported that their wait time at Check In Centers (CICs) after their polls had closed was 30 minutes or less. These statistics indicate continued improvement in CIC operations and represent a 10 percent increase in wait times under 30 minutes compared with the November 2006 General Election. Over 90 percent of respondents said they waited 1 hour or less.

Equipment function is improving. Nearly 80 percent of all respondents reported that their equipment operated properly and a majority said that malfunctioning equipment was either repaired or replaced. Further, there is statistical evidence that equipment was either repaired or replaced on a rolling basis – that is, if the malfunction occurred in the morning it was either repaired or replaced in the morning.

There was a slight drop in the number of respondents who reported that Coordinators visited them on Election Day but a vast majority – 94.4 percent – said they received at least one visit and over one half said that their Coordinator visited their polling place three times or more.

Gender and age measures showed that 29 percent of Inspectors were between the ages of 62 and 72 and that almost 66 percent of these were women, supporting previous findings that most Inspectors tend to be female and over 60 years old.

Part II: Background

The Los Angeles County Registrar-Recorder/County Clerk began collecting data from poll worker surveys during the 2006 Gubernatorial Election. This is the third survey to be administered since LA County implemented new InkaVote and InkaVote Plus voting equipment in 2006. The survey was slightly modified from its initial design but the questions remained the same; the layout was changed to include response boxes for each closed-ended question. These changes are discussed in the Methodology Section below.

As in prior years, Neighborhood Voting Center (NVC) Directors and Inspectors filled out the surveys. 4,379 surveys were mailed out and 2,661 were returned. This constitutes a 61 percent rate of return and is generally consistent with the February 2008 and June 2008 survey response rates.

The survey contains questions about equipment function, Check In Center (CIC) operations and election day Precinct Coordinator support. It also measures approximate time-related information such as equipment repair and replace times.

The survey captured valuable data for analysis purposes. Questions studied closed-ended and were either binary ("yes" or "no") or ordinal (11:30, 12:30, 1:30, etc).

Part III: Research Aim

The primary goal of this research project is twofold: it seeks to provide scientifically sound data analysis used for programmatic and equipment evaluation, and this and future projects will enable the Registrar-Recorder/County Clerk and RR/CC senior staff to conduct comparative analyses in order to monitor Inspector, equipment and CIC operations and to consider program and policy reforms if necessary.

Part IV: Methodology and Justification

A. Questionnaire and Database Redesign

Data was exported, coded and analyzed using SPSS statistical software.
Both the survey questionnaire and the database were redesigned in order for data to be collected and entered to facilitate effective analysis.

Respondents were asked to check a box nest to their answer choice. Previously, survey respondents were asked to circle their choice which resulted in several answers being circled at once.

There are two open-ended questions in the survey. These questions are not analyzed in this study. The responses to the first question are redundant since the site is already assigned to an Inspector as part of pre-election planning. Further, the narratives describing equipment malfunctions vary widely and cannot be coded in a standardized fashion.[1]

The RR/CC MSAccess database was modified to accommodate the questionnaire redesign and to provide ordered categories for several variables in order to reduce the number of variable recodes.

The SPSS database is similar to the past two surveys (see Appendix A for Survey Codebook).

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 responses. An explanation of the recoding procedure follows.

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[1] It is important to isolate types of equipment malfunctions. A new data set will begin to be analyzed after the November, 2008 General Election.

Yes/No answers were renamed but were not recoded; only chronological data were renamed and recoded. It was necessary to reorder some chronological information because several database categories did not correspond to a logical chronology (i.e. 8:30-9:30 before 7:30-8:30).

The table below shows the MS Access variable name and whether it is 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.

Table 1. Variable Changes and Recodes

MS Access Variable Name	Binary/Chron./Numerical	SPSS Variable Name	Recode
Time Served	Ordinal	Timeserve	Yes
Drop off time	Ordinal	Droptime	Yes
Wait @ drop off	Ordinal	Dropwait	Yes
Contact w/ Pct Coor	Binary	Coorcontact	No
Did coord visit	Binary	Coorvisit	No
If yes # times	Ordinal	Coortimes	No
Voters use ABB	Binary	Abbused	No
Reader/ABB function	Binary	Abbpbrfunc	No
Unit Malfunction	Binary	Malunit	No
Time of malfunction	Ordinal	Maltime	No
Was Unit Repaired	Binary	Repair	No
When was unit repaired	Ordinal	Repairtime	No
Was unit replaced	Binary	Replaced	No
What time	Ordinal	Replacetime	No
[2]PBR Received	Binary	Pbrrecvd	No
DOB	Ordinal	Age	Yes
Gender	Binary	Gender	No

- 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.)

[2] The question wording for this item in the survey was corrected to produce a measurable response. Previously, the question was worded "Never received a PBR?" making the responses suspect. The question was reworded to state "Did you ever receive a Ballot Reader?" Since this is the first survey containing the properly worded question, the results are stated here but no comparisons are possible.

- Droptime was recoded to properly order chronological times; it initially had later times first and earlier times last.
- Dropwait was recoded as above.
- Age was recoded to produce age in years and was then placed in proper chronological time frames. The original data was entered as a birth date, (mm/dd/yyyy) and calculated to produce age in years. Following that calculation, age in years was grouped into categories for presentation and measurement purposes.

Table 2 gives the SPSS variable name and the corresponding definition based on the survey questions.

Table 2. Final Variable Definitions

SPSS Variable Name	Variable Definition
Timeserve	What time did you arrive at CIC
Droptime	What time did you drop off ballots at CIC
Dropwait	How long did you wait at CIC
Coorcontact	Did Coordinator contact you before election day
Coorvisit	Did Coordinator visit you on Election Day
Coortimes	If yes, how many times
Abbused	Did voters use the Audio Ballot Booth
Abbpbrfunc	Did your equipment function properly
Malunit	If no, which unit malfunctioned
Maltime	What time was the malfunction
Repair	Was the unit repaired
Repairtime	What time was the repair
Replaced	Was the unit replaced
Replacetime	What time was the unit replaced
Pbrrecvd	Did you receive a PBR
Age	Age Range
Gender	Gender

C. Data Analysis Methodology

The analysis contains three methods of measurement. These are: frequencies, cross tabulations and correlation measurements.

Frequencies are the number of times an event occurs presented numerically (i.e. 356 respondents answered "yes" to question 3), or by percentage (47 percent of respondents answered "yes"). These measurements are useful for an overview of complete responses and are used to design charts and graphs (see Appendix C for Report graphics). Frequencies are also used to track response changes over time.

Cross tabulations are numerical and percentage comparisons of two or more variables. Cross tabulations are used in this report to measure potential relationships between two variables or to show the relationship in percent of one variable to another (i.e. 36 percent of African American voters voted for John Kerry). Cross tabulations are beneficial for two reasons: they present findings in tabular form and they can measure relationships by performing standard statistical tests for linearity. For example, one can determine the relationship between Droptime and Dropwait by a cross tabulation table that applies a correlation measure for the strength and direction of the relationship.

The current analysis utilizes correlations between two variables, although they can also be used for multiple variables. Correlation measures are presented in Table 4. They show direction and strength of the association. For example, the correlation between Droptime and Dropwait showed a positive and significant relationship with a significance level of .000 (anything above .05 is considered not significant) and a correlation coefficient of .117 which portrays a weak but significant and positive relationship. Therefore, one could say with .99 percent confidence that the two variables could be related. Further, one could test the hypothesis that the wait time at a CIC depended on when the Inspector arrived to drop off his or her ballots.

The analysis is not limited to variables that show relationships; it also presents findings that have no relationships. These variables are presented in statements such as "There is no statistical evidence that age is related to how long an Inspector waited at the CIC".

Part V: Research Findings

A. Frequency Reports

The frequency report provides responses to each question included in the June 2008 Statewide Primary and compares them to the November 2006 and February 2008 elections. Since we want to track consistent categories we compare each election to the 2006 baseline.

Table 3. Frequency Responses

Variable Name	Grouping	Percentage June '08	Percentage February '08	Percentage November '06
Timeserve	1 to 10 times	68.0	27.6	70.3
Droptime	Before 9:00 PM	22.3	17.0	13.5
Dropwait	1 hour or less	92.5	91.1	76.3
Coorcontact	Yes	75.4	77.3	66.1
Coorvisit	Yes	94.4	97.4	87.9
Coortimes	3 Times	52.1	50.5	50.3
Abbused	Yes	9.2	10.3	17.8
Abbpbrfunc	Yes	77.4	73.8	69.7
Malunit	PBR	78.7	70.0	71.8
Maltime	Before 7AM	46.8	46.2	28.4
Repair	No	64.9	68.8	87.9
Repairtime	AM (6-11:59)	67.6	67.0	77.8
Replaced	No	75.1	79.0	N/A[3]
Replacetime	AM (6-11:59)	51.1	45.2	57.1
Pbrrecvd	Yes[4]	75.8	N/A	N/A
Age	62-72	24.0	29.9	26.2
Gender	Female	63.2	61.0	61.9

Note: Two categories were collapsed to provide an accurate picture of the data. For instance, the November and February databases had a category "1st time served" but the June survey had simply "0-10 times served" included in the responses. The 0 category was collapsed into the 1-10 category for the November and February surveys. Droptime (8:00-8:30 PM; 8:30-9:00 PM) was also collapsed in order to show the percentage of respondents who dropped their ballots off no later than one hour after the polls closed.

[3] 2006 data base category improperly constructed – yes and no answers grouped together.
[4] Referenced earlier. Incorrect question wording in 2006 and Feb., 2008 Surveys. No comparison made.

B. Cross Tabulations

Cross tabulations are performed to determine which variables have potential relationships and to determine the strength and direction of those relationships. The analysis includes variables with the highest measures of association, making them likely candidates for further testing. The variables are listed below and explanations based on cross tabulation analysis follows. Cross tabulation tables for each pair of variables with percentages are included in Appendix D.

- Maltime*Repairtime: The time of the malfunction is related to the time of repair. If a malfunction was reported in the morning it tended to be repaired in the morning.
- Dropwait*Droptime: The time that Inspectors waited at the CIC depended on when they dropped off their ballots. Inspectors who dropped them off later tended to wait longer.
- Coorcontact*Coorvisit: If a Coordinator contacted an Inspector before Election Day that Coordinator tended to visit the Inspector more times on Election Day.
- Malunit*Repairtime: The time of repair was related to the type of equipment that malfunctioned. If a PBR malfunctioned it was repaired later than an ABB.

C. Correlations

Correlation testing was also performed on the above variables to test the strength, direction and significance of their relationships based on cross tabulation tests. All relationships above proved significant, though moderately weak and positive. That is, they are probably not independent of each other. There is some evidence that the hypothetical statements following each set of variable relationships above are supported at either the 95^{th} or 99^{th} percentiles.

The following correlation table shows the variable relationships, their correlation coefficient, and the significance of the relationship. Significance is suggested if the value in column three is <.05.

Table 4: Correlation Tests

Variable Relationship	Correlation Coeff.[5]	Significant (Y/N)	Direction (+/-)
Maltime*Repairtime	.420	Y (.000)	+
Dropwait*Droptime	.158	Y (.000)	+
Coorcontact*Coorvisit	.274	Y (.000)	+
Malunit*Repairtime	.226	Y (.030)	+

Part VI: Discussion

The 2008 Presidential Primary Election

There are several interesting observations regarding the organizational response to challenges raised during each election but particularly during the February 2008 Presidential Primary.

The data shows spikes in nearly every category that measures Inspector, Coordinator and RR/CC staff responsiveness to Election Day issues.

Coordinators contacted Inspectors before Election Day at a higher rate than either the November 2006 or the June 2008 elections. Additionally, Coordinators visited polling places more often during the Presidential Primary than they did in the other two elections.

The wait at CICs, where Inspectors drop off their ballots after completing closing paper work, was lowest during the February primary. It is important to note that turnout during the Presidential Primary was the highest it has been in twenty years – 55.25 percent. Despite heavy turnout, results show Inspectors, Coordinators and poll workers performed well.

It is interesting to note that although more respondents worked for the first time as Inspectors, there was a higher percentage of Inspectors that worked over 10 elections, meaning that there was a higher compliment of Inspectors that possessed more experience. Additionally, nearly 30 percent of the Inspectors in the 2008 election were between the ages of 62-72, higher than any year studied to date. Although the data showed no associational relationships between the number of elections served and any other variable except for age, it is clear that experienced Inspectors play an important role in Election Day operations.

[5] Kendall's Tau-b is a measurement best suited for ordinal or categorical data and is used here to measure each of the four variable relationships.

Regarding equipment function, nearly 80 percent of Inspectors reported that their Precinct Ballot Readers (PBR) and their Audio Ballot Booths (ABB) functioned on Election Day. Of those reporting malfunctions, nearly half said that their machine was not repaired. That figure has since fallen to 28 percent.

The data suggests that the RR/CC effectively planned for a major election which produced positive results during Election Day.

Further Steps

The RR/CC will closely monitor the progress of Election Day operations through several survey instruments and will adjust policies and programs accordingly.

We will continue to monitor progress by analyzing the poll worker surveys mentioned in this report. Additionally, we plan to include a survey asking Inspectors to assess the provisional ballot module of the online training program that they are required to complete before placement. The survey will be administered after the November General Election and the subjects will be expanded over time to include all poll workers who are required to take all or part of the online program.

Other election-related projects might include focus groups that study ballot design and equipment usage, exit polls that assess voter perceptions of existing and new equipment and statistical analyses of the RR/CC's Help Desk Management system.

All research protocols are introduced as part of a comprehensive research plan to conduct scientific analysis in order to track progress and to measure project design and implementation.

APPENDIX A

Poll Worker Survey
PRIMARY ELECTION 06/03/2008

Please submit this survey in the enclosed postage paid envelope. Please mail by July 30, 2008. The survey will help us improve services to poll workers and voters in future elections. ***Thank you!***

PLEASE ANSWER ALL QUESTIONS.

PRECINCT: 1000076A
INSPECTOR
Rec # 360

TINA YOCUM
23270 PARK CORNICHE
CALABASAS, CA 91302

SAMPLE

Ballot Drop-Off

1. Where did you drop off your ballots and other equipment on Election Night?

_____

2. Approximately what time did you arrive at the ballot drop off site?

☐ 8:00-8:30PM	☐ 9:01-9:30PM	☐ 10:01-10:30PM	☐ 11:01-11:30PM
☐ 8:31-9:00PM	☐ 9:31-10:00PM	☐ 10:31-11:00PM	☐ 11:31-12:00PM

3. How long was your wait at the ballot drop off site?

☐ 0-30 minutes ☐ 1 hr. ☐ 1.5 hrs. ☐ 2 hrs. ☐ 3 hrs. ☐ Other

Communication/Support

4. Did you have contact with your Precinct Coordinator before Election Day? ☐ **NO** ☐ **YES**
5. Did your Precinct Coordinator visit your polling place on Election Day? ☐ **NO** ☐ **YES**
6. If **YES**, how many times did your Precinct Coordinator visit your polling place? (Circle One) **1 2 3**

InkaVote Plus Reader - Equipment Function

7. Did you have any voters use the Audio Ballot Booth? ☐ **NO** ☐ **YES**
8. Did your Reader and/or Audio Ballot Booth function the entire day? ☐ **NO** ☐ **YES**

If NO, to QUESTION 8 ABOVE, please complete the following:

9. Which unit malfunctioned?

☐ **BALLOT READER** ☐ **AUDIO BALLOT BOOTH** ☐ **BOTH**

10. Approximately what time did the unit malfunction?

☐ Before 7:00 AM	☐ 11:01-1:00PM	☐ 5:01-8:00PM	☐ Other
☐ 7:01-9:00AM	☐ 1:01-3:00PM	☐ Other AM	
☐ 9:01-11:00AM	☐ 3:01-5:00PM	☐ Other PM	

11. Please describe the malfunction? _____

_____

12. Was the unit repaired? ☐ **NO** ☐ **YES**
13. If **YES**, what time? ☐ AM(6-11:59) ☐ AFTERNOON (12:00-5:00) ☐ PM(5:01-8:00)
14. Was unit replaced? ☐ **NO** ☐ **YES**
15. If **YES**, what time? ☐ AM(6-11:59) ☐ AFTERNOON (12:00-5:00) ☐ PM(5:01-8:00)
16. Did you receive a BALLOT READER? ☐ **NO** ☐ **YES**

Please add any additional comments on reverse. Thank you for your service.

APPENDIX B

LA County RR/CC SPSS Code Book
June, 2008 Statewide Direct Primary Election

SPSS Variable: 1
Variable Name: Timeserve
Variable Label: How many times have you served
Coding:
2 = First Time
3 = 1-10
4 = 11-20
5 = 21-30
6 = 31-40
7 = Over 40 years

SPSS Variable: 2
Variable Name: Droptime
Variable Label: What time did you drop off your ballots at the CIC
Coding:
2 = 8:00-8:30 PM
3 = 8:31-9:30 PM
4 = 9:31-10:00 PM
5 = 10:01-10:30 PM
6 = 10:31-11:00 PM
7 = 11:01-11:30 PM
8 = 11:31-12:00 AM

SPSS Variable: 3
Variable Name: Dropwait
Variable Label: How long was your wait at the CIC
2 = 0-30 minutes
3 = 1 hour
4 = 1.5 Hours
5 = 2 Hours
6 = 3 Hours
7 = Other

SPSS Variable: 4
Variable Name: Coorcontact
Variable Label: Did Coordinator contact you before Election Day
2 = No
3 = Yes

SPSS Variable: 5
Variable Name: Coorvisit
Variable Label: Did Coordinator visit you on Election Day
2 = No
3 = Yes

SPSS Variable: 6
Variable Name: Coortimes
Variable Label: How many times did Coordinator visit
1 = 1
2 = 2
3 = 3

SPSS Variable: 7
Variable Name: Abbused
Variable Label: Did voters use the Audio Ballot Booth
2 = No
3 = Yes

SPSS Variable: 8
Variable Name: PBRabbused
Variable Label: Did units function all day
2 = No
3 = Yes

SPSS Variable: 9
Variable Name: Malunit
Variable Label: Which unit malfunctioned
2 = Audio Ballot Booth
3 = PBR
4 = Both

SPSS Variable: 10
Variable Name: Maltime
Variable Label: What time did unit malfunction
2 = Before 7:00 AM
3 = 7:00-9:00 AM
4 = 9:01-11:00 AM
5 = 11:01 – 1:00 PM
6 = 1:01 – 3:00 PM
7 = 3:01 – 5:00 PM
8 = 5:01 – 8:00 PM
9 = Other

SPSS Variable: 11
Variable Name: Repair
Variable Label: Was unit repaired
2 = No
3 = Yes

SPSS Variable: 12
Variable Name: Repairtime
Variable Label: What time was unit repaired
2 = AM (7:00-11:59)
3 = Afternoon (12:00PM – 5:00PM)
4 = PM (5:01 PM – 8:00 PM)

SPSS Variable: 13
Variable Name: Replaced
Variable Label: Was unit replaced
2 = No
3 = Yes

SPSS Variable: 14
Variable Name: Replacetime
Variable Label: What time was unit replaced
2 = AM (7:00-11:59)
3 = Afternoon (12:00PM – 5:00PM)
4 = PM (5:01 PM – 8:00 PM)

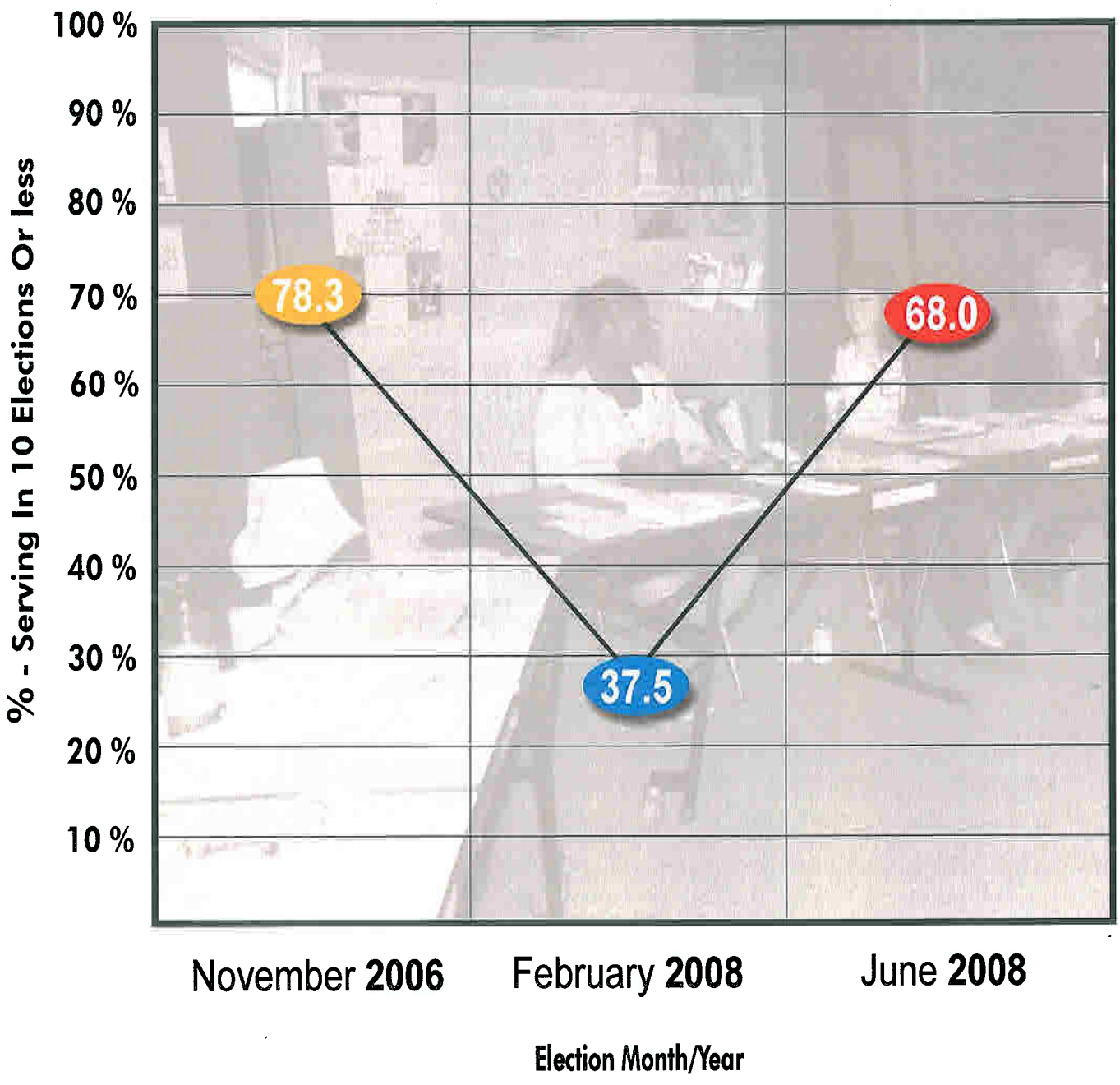
SPSS Variable: 15
Variable Name: Pbrrecvd
Variable Label: Did you receive Ballot Reader
2 = No
3 = Yes

SPSS Variable: 16
Variable Name: Age
Variable Label: What is your age
2 = 18 – 28
3 = 29 – 39
4 = 40 – 50
5 = 51 – 61
6 = 62 – 72
7 = 73 and over

SPSS Variable:	17
Variable Name:	Gender
Variable Label:	What is your gender
	2 = Female
	3 = Male

APPENDIX C

% - SERVING IN 10 ELECTIONS OR LESS



November 2006

HOW MANY TIMES HAVE YOU SERVED		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	First Time	1295	37.0	37.1	37.1
	1 to 10 years	1440	41.2	41.2	78.3
	11 to 20 years	506	14.5	14.5	92.8
	21 to 30 years	131	3.7	3.8	96.6
	31 to 40 years	57	1.6	1.6	98.2
	41 to 50 years	33	.9	.9	99.2
	Over 50	29	.8	.8	100.0
	Total	3491	99.8	100.0	
Missing System		6	.2		
Total		3497	100.0		

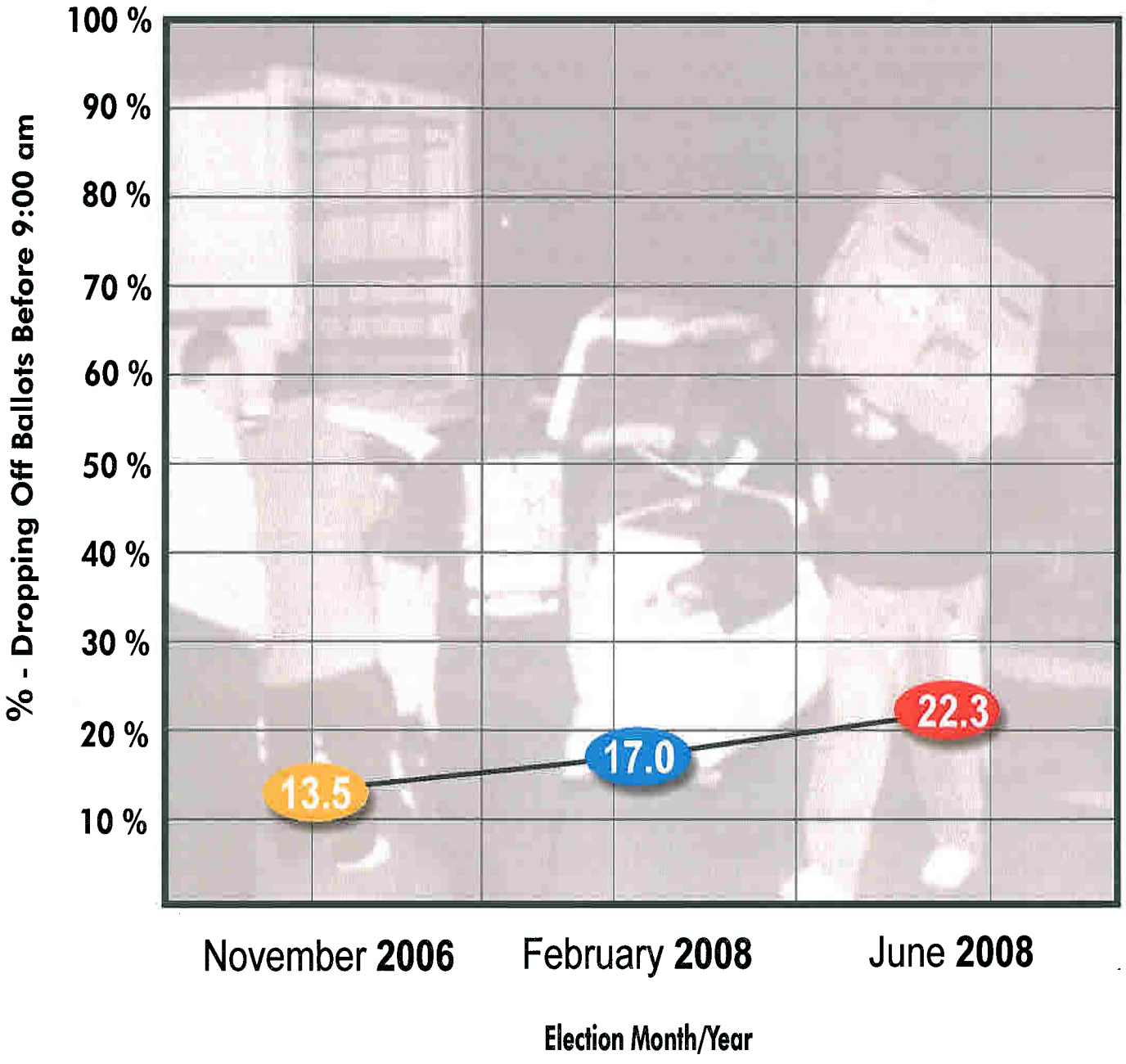
February 2008

HOW MANY TIMES HAVE YOU SERVED		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	First Time	245	9.9	9.9	9.9
	1 to 10 years	686	27.6	27.6	37.5
	11 to 20 years	618	24.9	24.9	62.3
	21 to 30 years	430	17.3	17.3	79.6
	31 to 40 years	33	5.4	5.4	85.0
	41 to 50 years	373	15.0	15.0	100.0
	Total	2485	100.0	100.0	

June 2008

HOW MANY TIMES HAVE YOU SERVED		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	1 to 10 years	2197	50.2	68.0	68.0
	11 to 20 years	707	16.1	21.9	89.9
	21 to 30 years	197	4.5	6.1	96.0
	31 to 40 years	57	1.3	1.8	97.8
	Over 40 years	71	1.6	2.2	100.0
	Total	3229	73.7	100.0	
Missing System		1150	26.3		
Total		4379	100.0		

% - DROPPING OFF BALLOTS BEFORE 9:00 am



November 2006

WHAT TIME DID YOU DROP OFF YOUR BALLOTS		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	8:00 - 8:30 PM	19	.5	.5	.5
	8:30 - 9:00 PM	451	12.9	12.9	13.5
	9:00 - 9:30 PM	1657	47.4	47.4	60.9
	9:30 - 10:00 PM	1079	30.9	30.9	91.8
	10:30 - 11:00 PM	221	6.3	6.3	98.1
	11:00 - 11:30 PM	50	1.4	1.4	99.5
	11:30 - 12:00 PM	11	.3	.3	99.8
	9.00	6	.2	.2	100.0
	Total	3494	99.9	100.0	
Missing System		3	.1		
Total		3497	100.0		

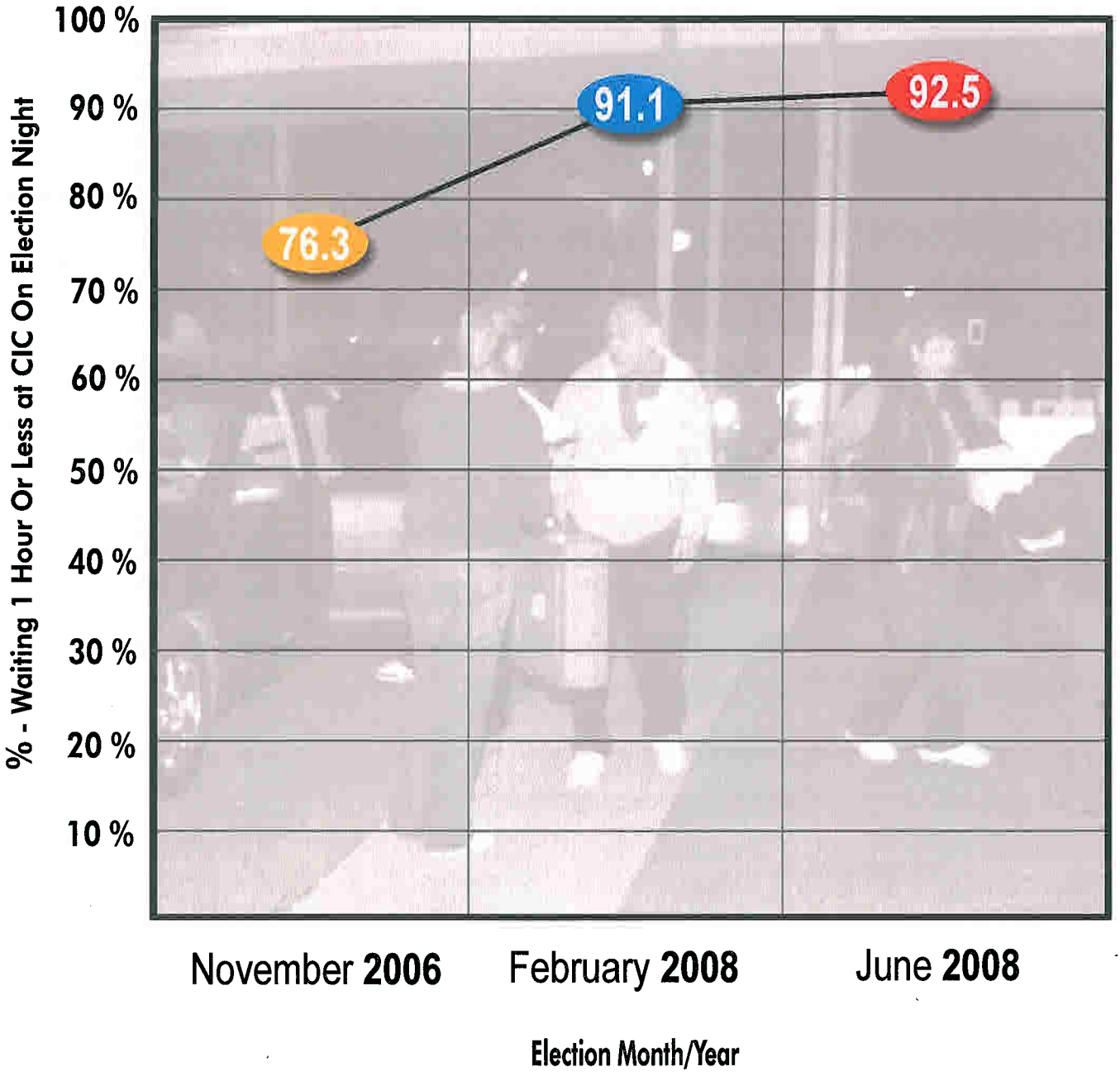
February 2008

WHAT TIME DID YOU DROP OFF YOUR BALLOTS		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	8:00 - 8:30 PM	45	1.5	1.9	1.9
	8:30 - 9:00 PM	366	14.7	15.1	16.9
	9:00 - 9:30 PM	1067	42.9	43.9	60.8
	9:30 - 10:00 PM	726	29.2	29.9	90.7
	10:30 - 11:00 PM	182	7.3	7.5	98.2
	11:00 - 11:30 PM	32	1.3	1.3	99.5
	11:30 - 12:00 PM	8	.3	.3	99.8
	9.00	4	.2	.2	100.0
	Total	2430	97.8	100.0	
Missing System		55	2.2		
Total		2485	100.0		

June 2008

WHAT TIME DID YOU DROP OFF YOUR BALLOTS		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	8:00 - 8:30 PM	76	1.7	2.9	2.9
	8:31 - 9:00 PM	508	11.6	19.4	22.3
	9:01 - 9:30 PM	1161	26.5	44.4	66.8
	9:31 - 10:00 PM	683	15.6	26.1	92.9
	10:01 - 10:30 PM	159	3.6	6.1	99.0
	10:31 - 11:00 PM	23	.5	.9	99.8
	11:01 - 11:30 PM	3	.1	.1	100.0
	11:31 - 12:00 PM	1	.0	.0	100.0
	Total	2614	59.7	100.0	
Missing System		1765	40.3		
Total		4379	100.0		

% - WAITING 1 HOUR OR LESS AT *CIC* ON ELECTION NIGHT



November 2006

HOW LONG WAS WAIT AT CHECK-IN-CENTER		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	0 T0 30 Minutes	2310	66.1	67.6	67.6
	1 hour	298	8.5	8.7	76.3
	1.5 hours	621	17.8	18.2	94.5
	2 hours	155	4.4	4.5	99.1
	3 hours	8	.2	.2	99.3
	N/A	1	.0	.0	99.3
	Other	23	.7	.7	100.0
	Total	3416	97.7	100.0	
Missing System		81	2.3		
Total		3497	100.0		

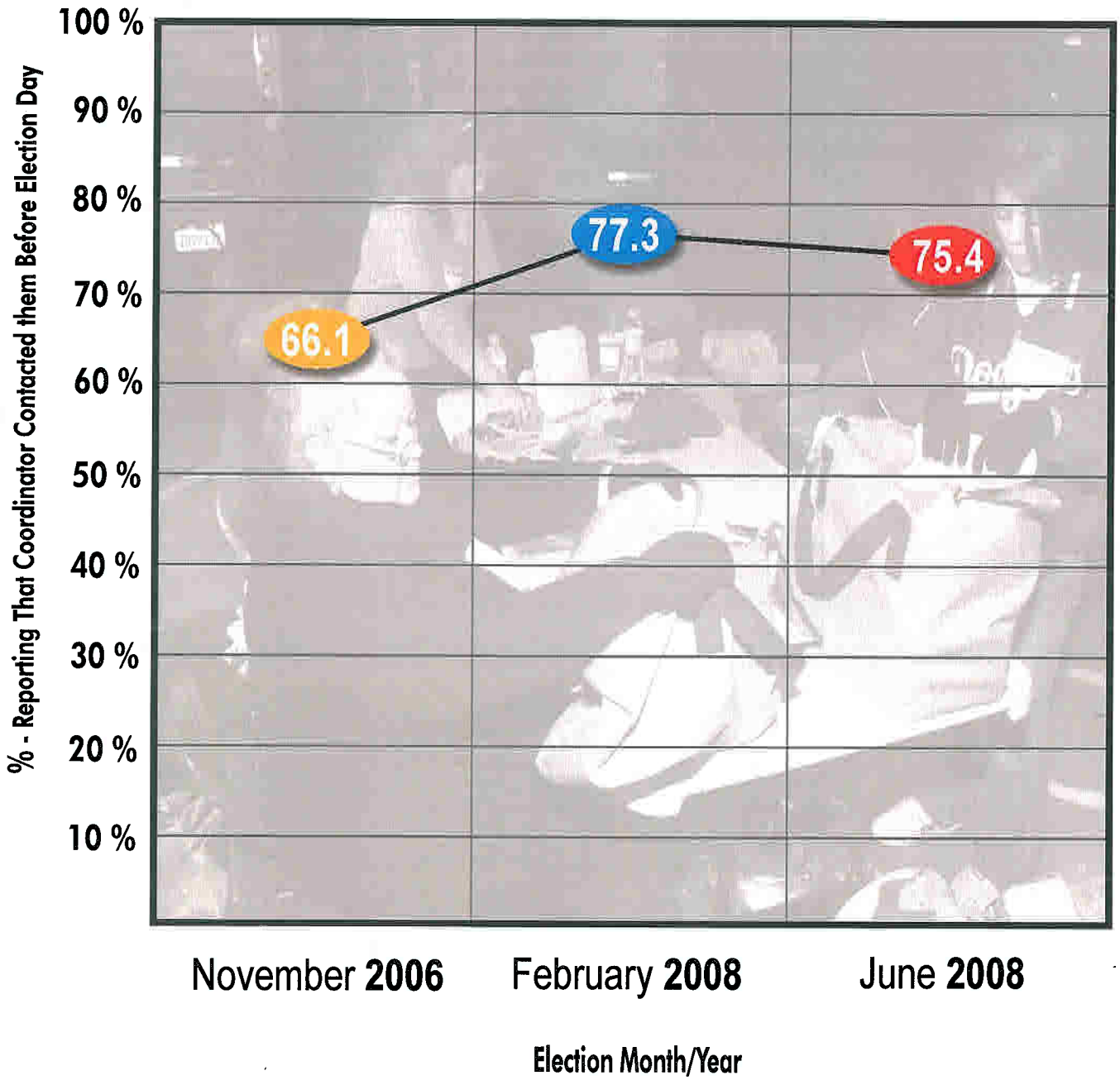
February 2008

HOW LONG WAS WAIT AT CHECK-IN-CENTER		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	0 T0 30 Minutes	1771	71.3	75.4	75.4
	1 hour	373	15.0	15.9	91.3
	1.5 hours	114	4.6	4.9	96.2
	2 hours	56	2.3	2.4	98.6
	3 hours	11	.4	.5	99.0
	Other	23	.9	1.0	100.0
	Total	2348	94.5	100.0	
Missing System		137	5.5		
Total		2485	100.0		

June 2008

HOW LONG WAS WAIT AT CHECK-IN-CENTER		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	0 T0 30 Minutes	1935	44.2	76.9	76.9
	1 hour	393	9.0	15.6	92.6
	1.5 hours	110	2.5	4.4	96.9
	2 hours	39	.9	1.6	98.5
	3 hours	13	.3	.5	99.0
	Other	25	.6	1.0	100.0
	Total	2515	57.4	100.0	
Missing System		1864	42.6		
Total		4379	100.0		

% - REPORTING THAT COORDINATOR CONTACTED THEM BEFORE ELECTION DAY



November 2006

DID COORDINATOR CONTACT YOU BEFORE ELECTION DAY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	1185	33.9	33.9	33.9
	Yes	2311	66.1	66.1	100.0
	Total	3496	100.0	100.0	
Missing	System	1	.0		
Total		3497	100.0		

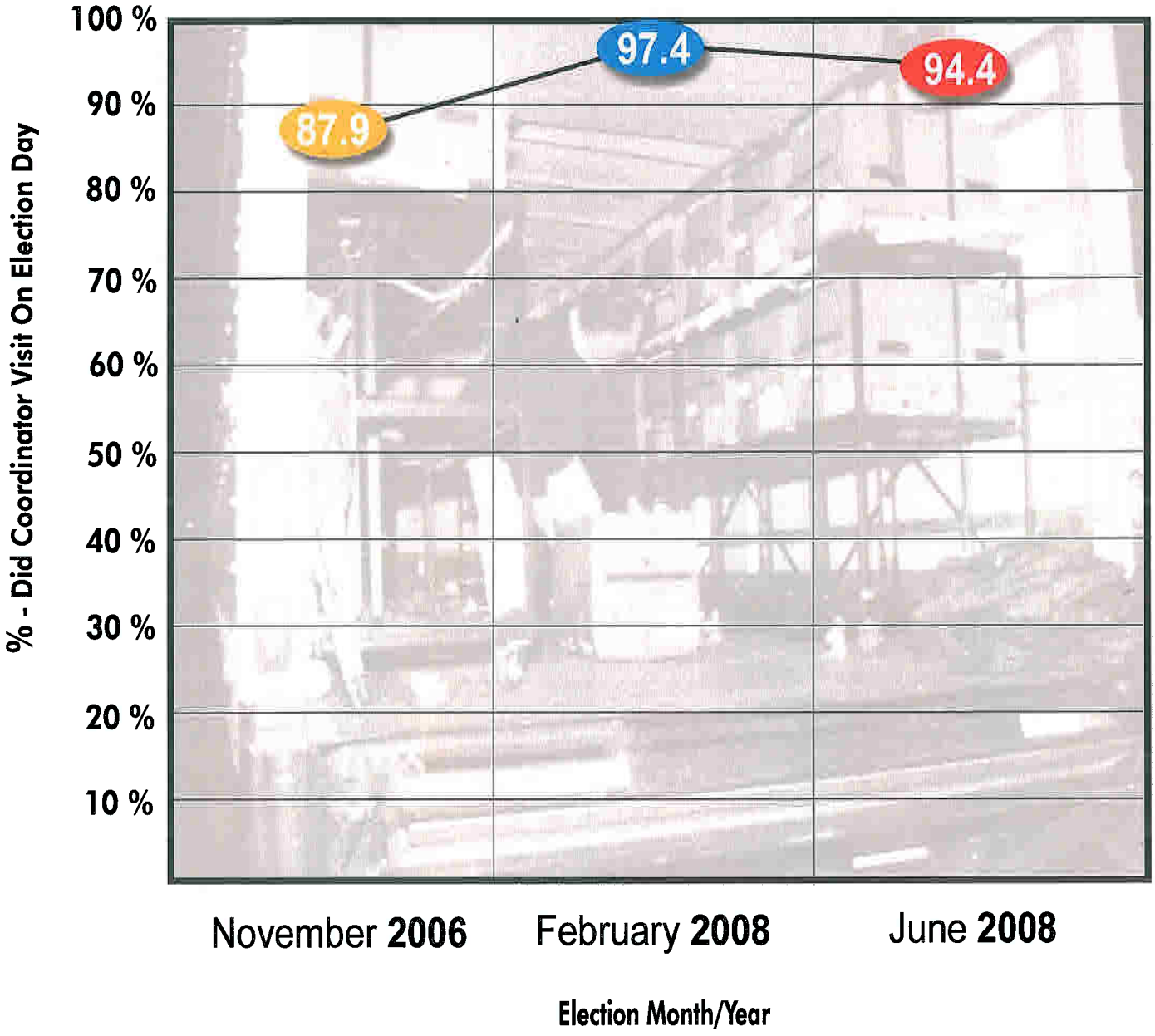
February 2008

GENDER		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	553	22.3	22.7	22.7
	Yes	1879	75.6	77.3	100.0
	Total	2432	97.9	100.0	
Missing	System	53	2.1		
Total		2485	100.0		

June 2008

GENDER		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	645	14.7	24.6	24.6
	Yes	1972	45.0	75.4	100.0
	Total	2617	59.8	100.0	
Missing	System	1762	40.2		
Total		4379	100.0		

% - DID COORDINATOR VISIT ON ELECTION DAY



November 2006

DID COORDINATOR VISIT YOU ON ELECTION DAY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	423	12.1	12.1	12.1
	Yes	3073	87.9	87.9	100.0
	Total	3496	100.0	100.0	
Missing System		1	.0		
Total		3497	100.0		

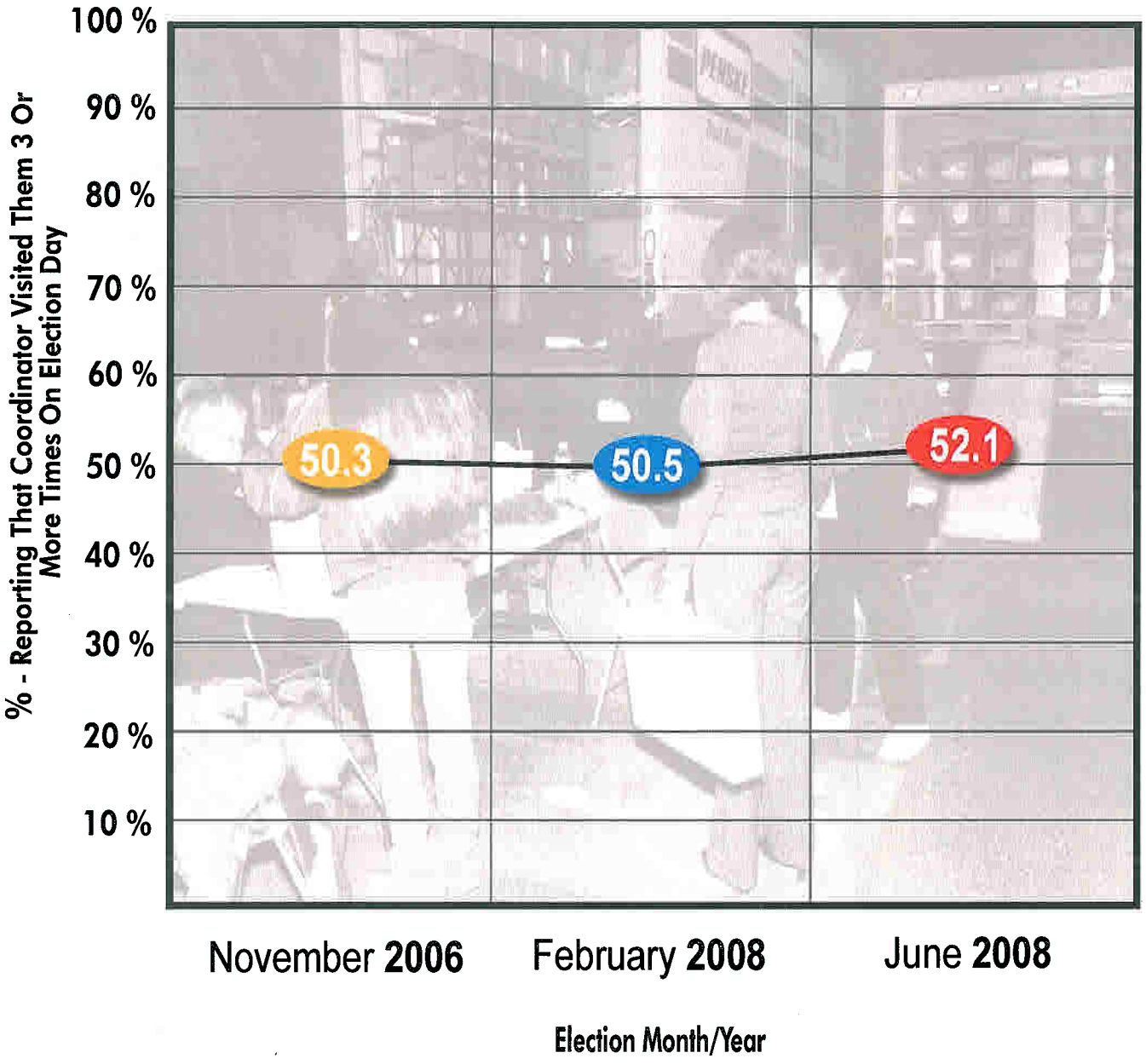
February 2008

DID COORDINATOR VISIT YOU ON ELECTION DAY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	63	2.5	2.6	2.6
	Yes	2389	96.1	97.4	100.0
	Total	2452	98.7	100.0	
Missing System		33	1.3		
Total		2485	100.0		

June 2008

DID COORDINATOR VISIT YOU ON ELECTION DAY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	146	3.3	5.6	5.6
	Yes	2475	56.5	94.4	100.0
	Total	2621	59.9	100.0	
Missing System		1758	40.1		
Total		4379	100.0		

% - REPORTING THAT COORDINATOR VISITED THEM 3 OR MORE TIMES ON ELECTION DAY



November 2006

HOW MANY TIMES DID YOUR COORDINATOR VISIT		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	1	315	9.0	10.5	10.5
	2	1178	33.7	39.2	49.7
	3	1512	43.2	50.3	100.0
	Total	3005	85.9	100.0	
Missing System		492	14.1		
Total		3497	100.0		

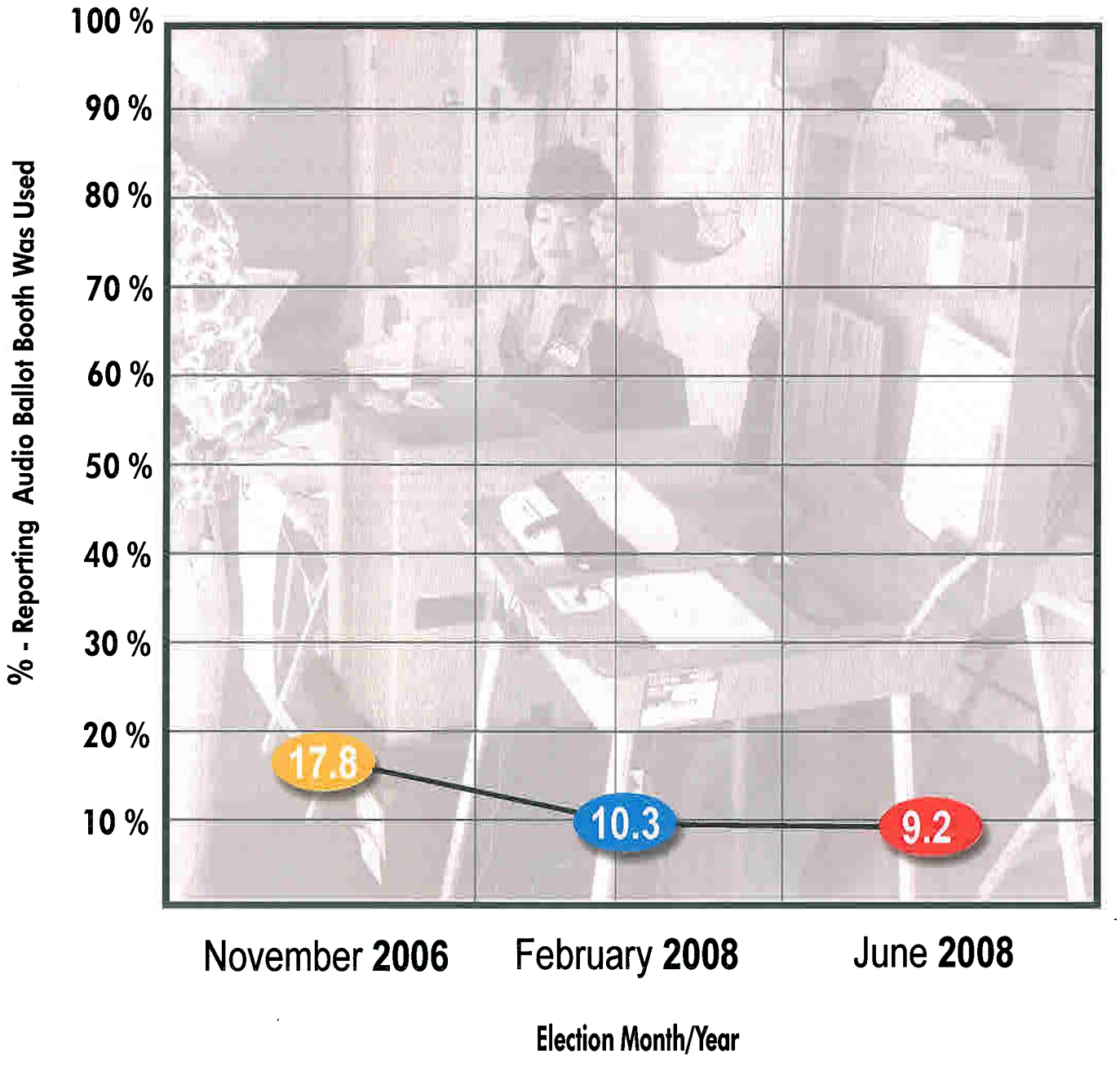
February 2008

HOW MANY TIMES DID YOUR COORDINATOR VISIT		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	1	201	9.1	8.4	8.4
	2	981	39.5	41.0	49.4
	3	1209	48.7	50.5	99.9
	4	2	.1	.1	100.0
	5	1	.0	.0	100.0
	Total	2394	96.3	100.0	
Missing System		91	3.7		
Total		2485	100.0		

June 2008

HOW MANY TIMES DID YOUR COORDINATOR VISIT		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	One time	194	4.4	7.8	7.8
	Twice	992	22.7	40.1	47.9
	Three times	1288	29.4	52.1	100.0
				.	
	Total	2474	56.5	100.0	
Missing System		1905	43.5		
Total		4379	100.0		

% - REPORTING AUDIO BALLOT BOOTH WAS USED



November 2006

DID VOTER USE AUDIO BALLOT BOOTH		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	2872	82.1	82.2	82.2
	Yes	624	17.8	17.8	100.0
	Total	3496	100.0	100.0	
Missing	System	1	.0		
Total		3497	100.0		

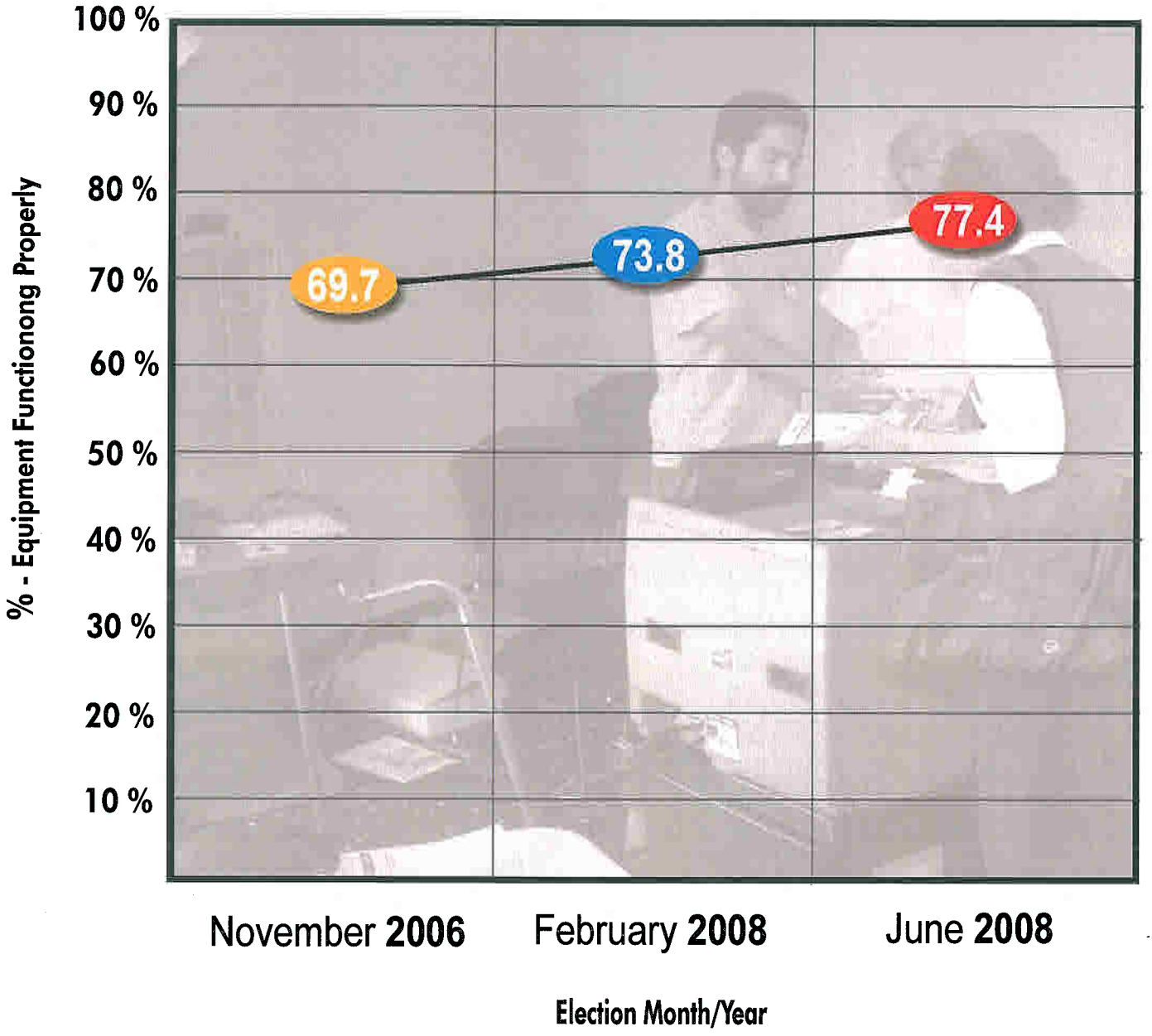
February 2008

DID VOTER USE AUDIO BALLOT BOOTH		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	2195	88.3	89.7	89.7
	Yes	252	10.1	10.3	100.0
	Total	2447	98.5	100.0	
Missing	System	38	1.5		
Total		2485	100.0		

June 2008

DID VOTER USE AUDIO BALLOT BOOTH		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	4844	54.2	90.8	90.8
	Yes	490	5.5	9.2	100.0
	Total	5334	59.7	100.0	
Missing	System	3596	40.3		
Total		8930	100.0		

% - EQUIPMENT FUNCTIONING PROPERLY



November 2006

DID EQUIPMENT FUNCTION PROPERLY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	1060	30.3	30.3	30.3
	Yes	2436	69.7	69.7	100.0
	Total	3496	100.0	100.0	
Missing	System	1	.0		
Total		3497	100.0		

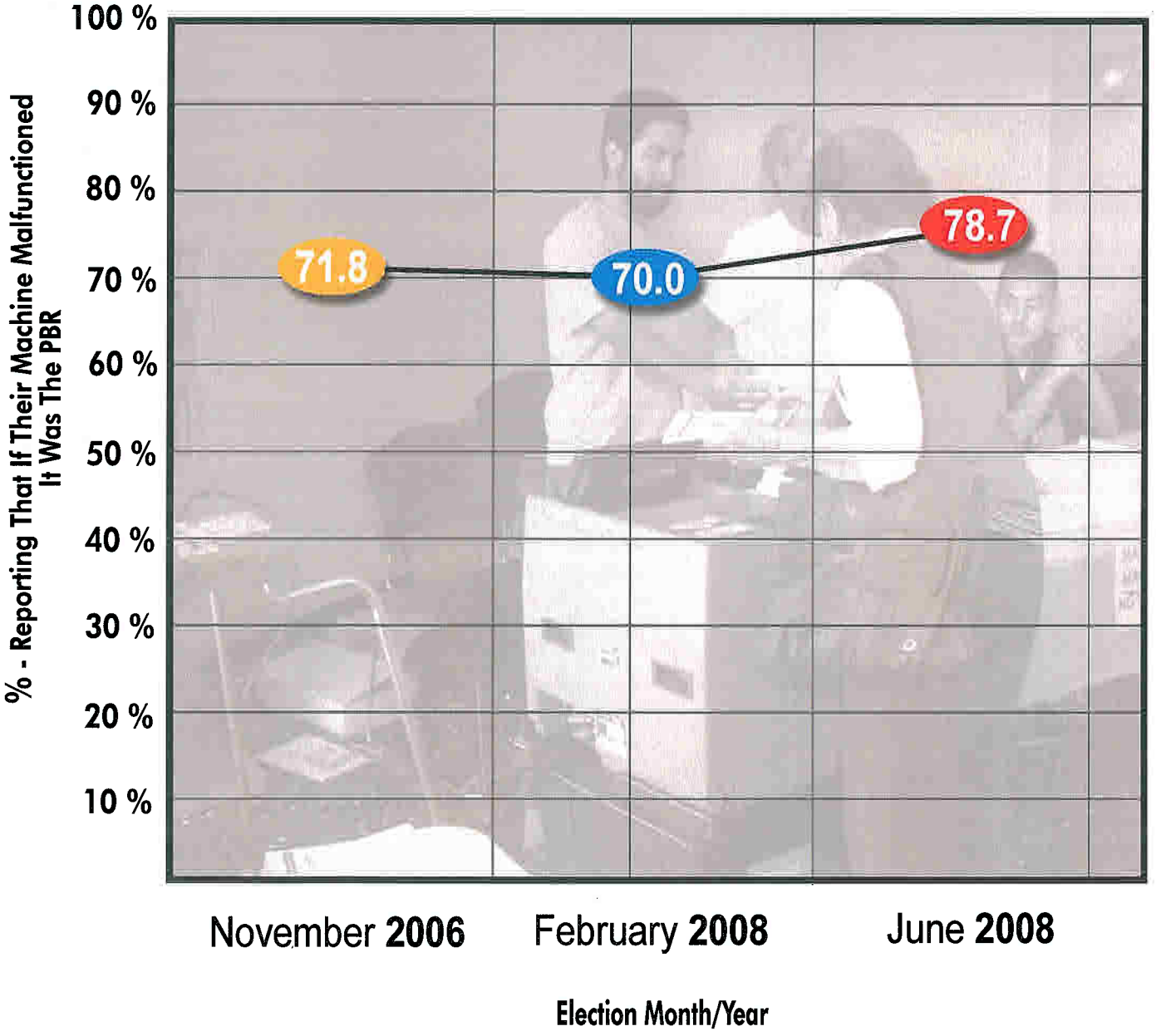
February 2008

DID EQUIPMENT FUNCTION PROPERLY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	635	25.6	26.2	26.2
	Yes	1786	71.9	73.8	100.0
	Total	2421	97.4	100.0	
Missing	System	64	2.6		
Total		2485	100.0		

June 2008

DID EQUIPMENT FUNCTION PROPERLY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	586	13.4	22.6	22.6
	Yes	2010	45.9	77.4	100.0
	Total	2596	59.3	100.0	
Missing	System	1783	40.7		
Total		4379	100.0		

% - REPORTING THAT IF THEIR MACHINE MALFUNCTIONED IT WAS THE PBR



November 2006

DID EQUIPMENT FUNCTION PROPERLY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	ABB	134	3.8	13.7	13.7
	PBR	701	20.0	71.8	85.6
	BOTH	141	4.0	14.4	100.0
	Total	976	27.9	100.0	
Missing	System	2521	72.1		
Total		3497	100.0		

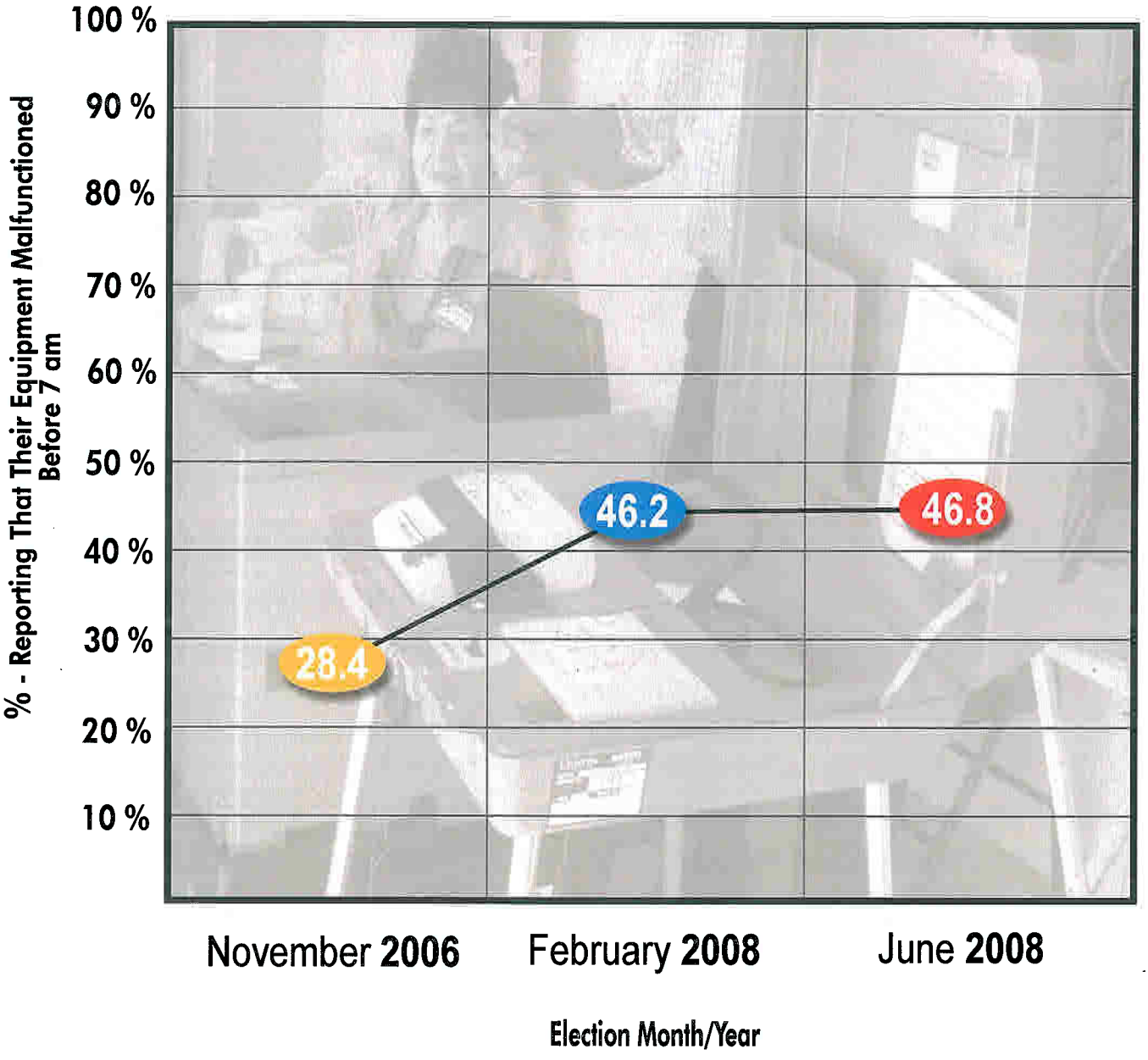
February 2008

DID EQUIPMENT FUNCTION PROPERLY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	ABB	108	4.3	16.5	16.5
	PBR	457	18.4	70.0	86.5
	BOTH	88	3.5	13.5	100.0
	Total	653	26.3	100.0	
Missing	System	1832	73.7		
Total		2485	100.0		

June 2008

DID EQUIPMENT FUNCTION PROPERLY		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	AUDIO BALLOT BOOTH	113	2.6	21.3	21.3
	BALLOT READER	417	9.5	78.7	100.0
	Total	530	12.1	100.0	
Missing	System	3849	87.9		
Total		4379	100.0		

% - REPORTING THAT IF THEIR EQUIPMENT MALFUNCTIONED IT DID SO BEFORE 7 am



November 2006

WHAT TIME DID UNIT MALFUNCTION?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	Before 7 AM	277	7.9	28.4	41.4
	7:00 - 9:00 AM	256	7.3	26.2	67.6
	9:00 - 11:00 AM	77	2.2	7.9	75.5
	11:00 - 1:00 PM	38	1.1	3.9	79.4
	1:00 - 3:00 PM	48	1.4	4.9	84.3
	3:00 - 5:00 PM	48	1.4	4.9	89.2
	5:00 - 7:00 PM	40	1.1	4.1	93.3
	Other AM	47	1.3	4.8	98.2
	Other PM	13	.4	1.3	99.5
	Other	5	.1	.5	100.0
	Total	976	27.9	100.0	
Missing System		2521	72.1		
Total		3497	100.0		

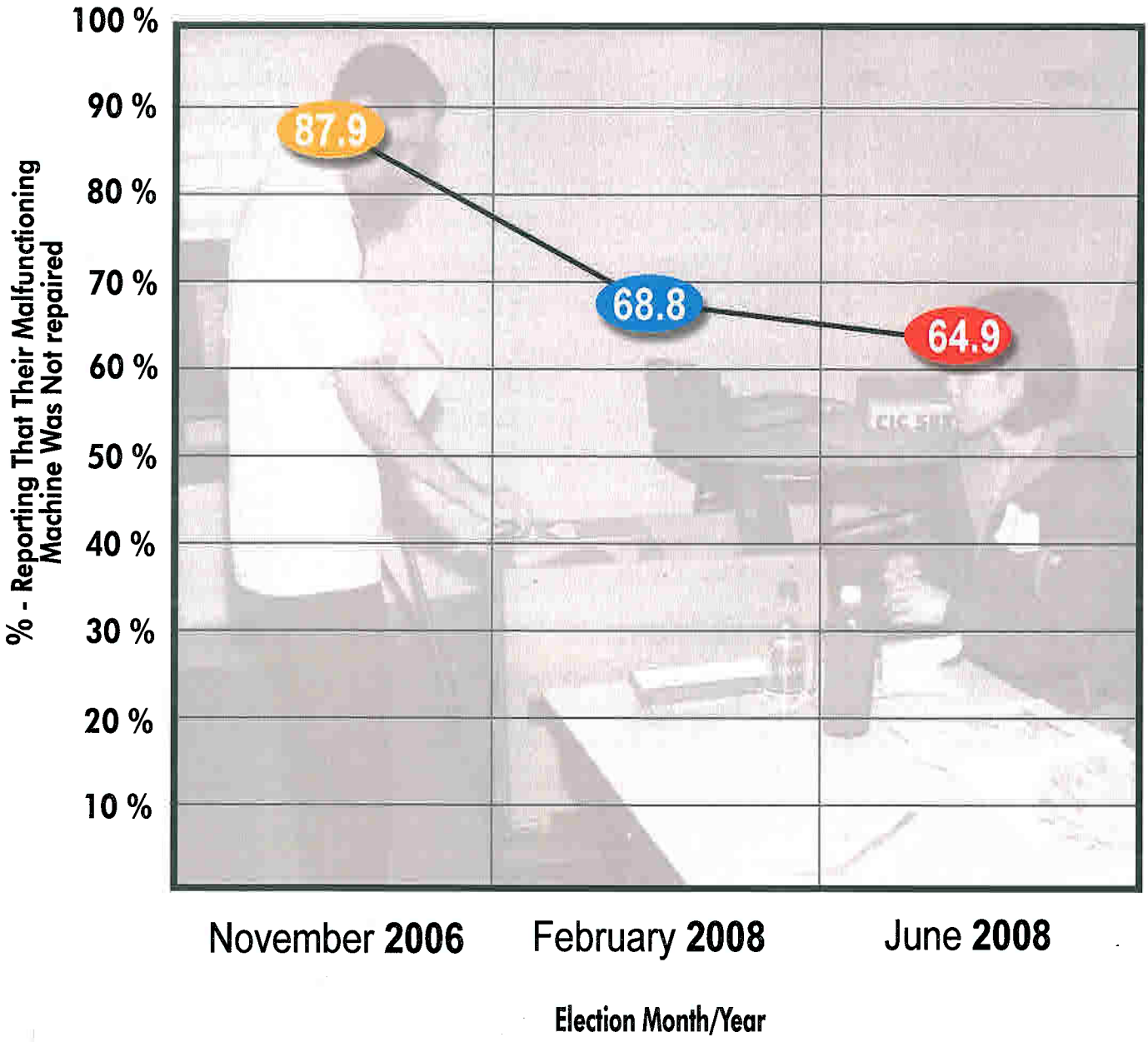
February 2008

WHAT TIME DID UNIT MALFUNCTION?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	Before 7 AM	302	12.2	46.2	46.2
	7:00 - 9:00 AM	140	5.6	21.4	67.6
	9:00 - 11:00 AM	61	2.5	9.3	76.9
	11:00 - 1:00 PM	43	1.7	6.6	83.5
	1:00 - 3:00 PM	34	1.4	5.2	88.7
	3:00 - 5:00 PM	21	.8	3.2	91.9
	5:00 - 8:00 PM	38	1.5	5.8	97.7
	Other	15	.6	2.3	100.0
	Total	654	26.3	100.0	
Missing System		1831	73.7		
Total		2485	100.0		

June 2008

WHAT TIME DID UNIT MALFUNCTION?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	Before 7 AM	285	6.5	46.8	46.8
	7:00 - 9:00 AM	134	3.1	22.0	68.8
	9:01 - 11:00 AM	48	1.1	8.0	76.8
	11:01 AM - 1:00 PM	45	1.0	7.4	84.2
	1:01 - 3:00 PM	28	.6	4.6	88.8
	3:01 - 5:00 PM	17	.4	2.8	91.6
	5:01 - 8:00 PM	31	.7	5.1	96.7
	Other	20	.5	3.3	100.0
	Total	609	13.9	100.0	
Missing System		3770	86.1		
Total		4379	100.0		

% - REPORTING THAT THEIR MALFUNCTIONING MACHINE WAS NOT REPAIRED



November 2006

WAS UNIT REPAIRED		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	1	1	.0	.0	.0
	No	3074	87.9	87.9	88.0
	Yes	421	12.0	12.0	100.0
	Total	3496	100.0	100.0	
Missing	System	1	.0		
Total		3497	100.0		

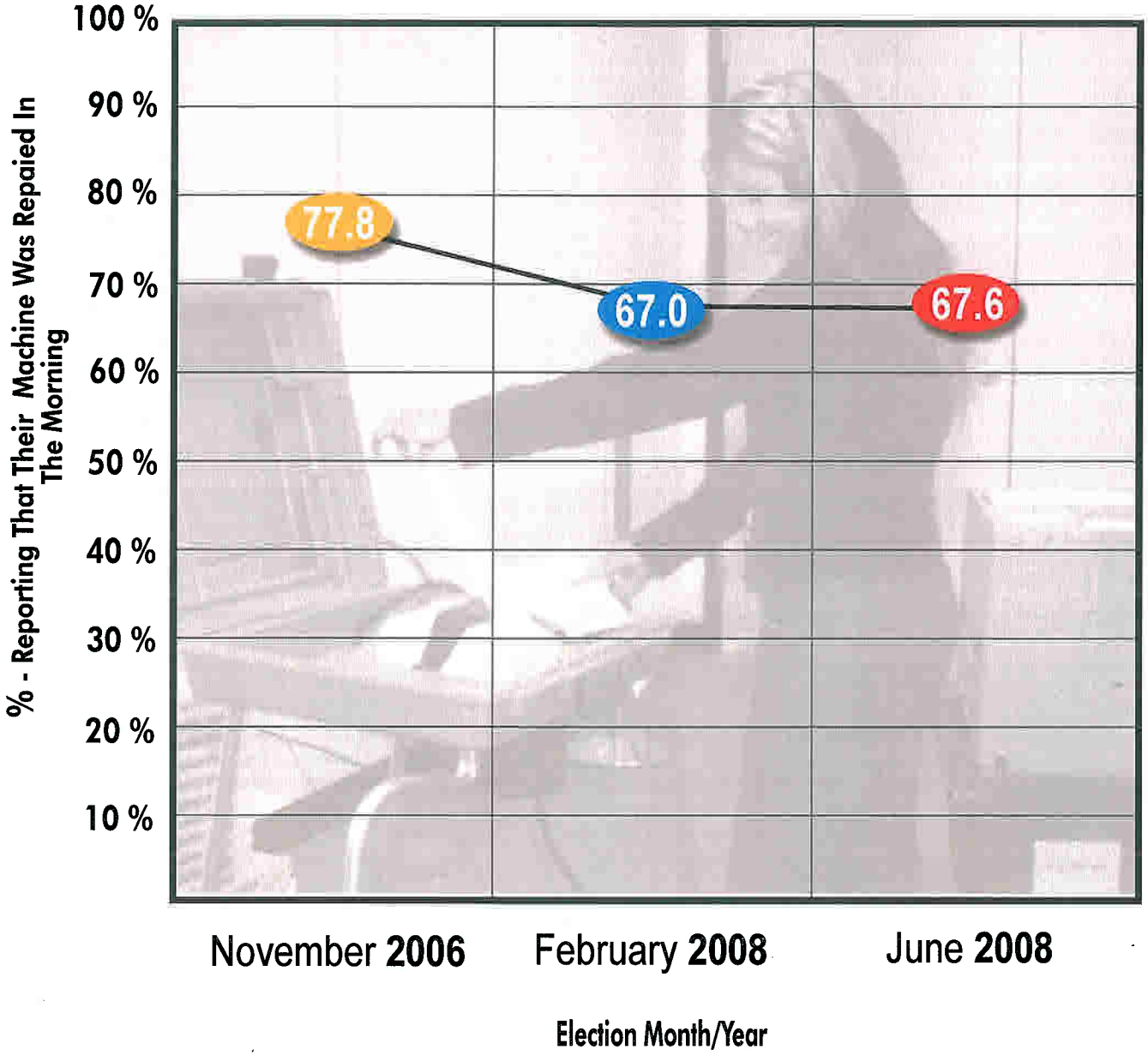
February 2008

WAS UNIT REPAIRED		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	454	8.3	68.8	68.8
	Yes	206	8.3	31.2	100.0
	Total	660	26.6	100.0	
Missing	1	1825	73.4		
Total		2485	100.0		

June 2008

WAS UNIT REPAIRED		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	398	9.1	64.9	64.9
	Yes	215	4.9	35.1	100.0
	Total	613	14.0	100.0	
Missing	1	3766	86.0		
Total		4379	100.0		

% - REPORTING THAT THEIR MACHINE WAS REPAIRED IN THE MORNING



November 2006

WHAT TIME WAS REPAIR?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	AM (6 - 11:59)	245	7.0	77.8	77.8
	Afternoon (12 - 6)	66	1.9	21.0	98.7
	PM (6 - 8)	4	.1	1.3	100.0
	Total	315	9.0	100.0	
Missing System		3182	91.0		
Total		3497	100.0		

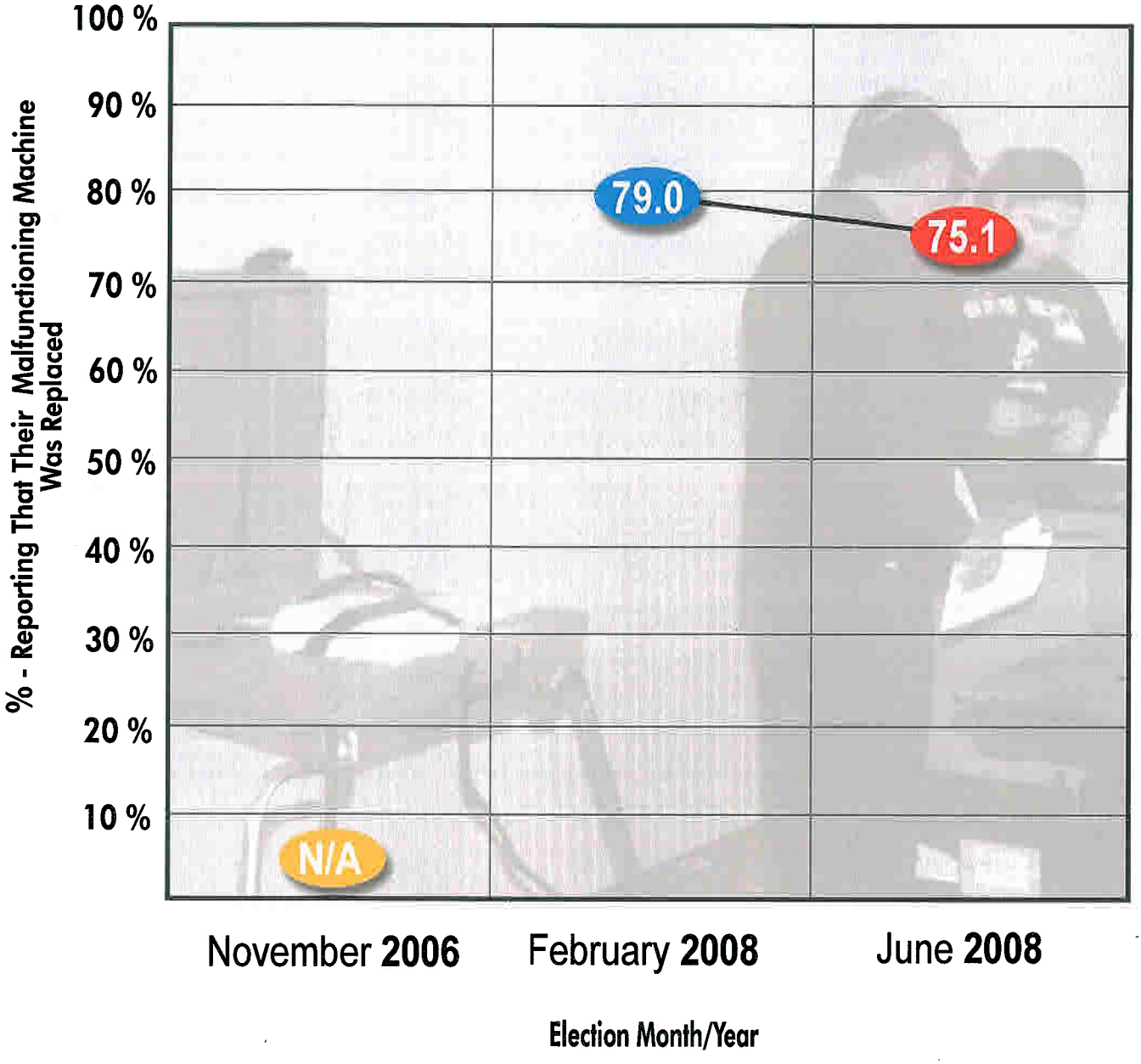
February 2008

WHAT TIME WAS REPAIR?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	AM (6 - 11:59)	126	5.1	67.0	67.0
	Afternoon (12 - 5)	51	2.1	27.1	94.1
	PM (5 - 8)	11	.4	5.9	100.0
	Total	188	7.6	100.0	
Missing System		2297	92.4		
Total		2485	100.0		

June 2008

WHAT TIME WAS REPAIR?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	AM (7 - 11:59)	138	3.2	67.6	67.6
	Afternoon (12 - 5)	57	1.3	27.9	95.6
	PM (5:01 - 8)	9	.2	4.4	100.0
	Total	204	4.7	100.0	
Missing System		4175	95.3		
Total		4379	100.0		

% - REPORTING THAT THEIR MALFUNCTIONING MACHINE WAS NOT REPLACED



November 2006 Statistics not available

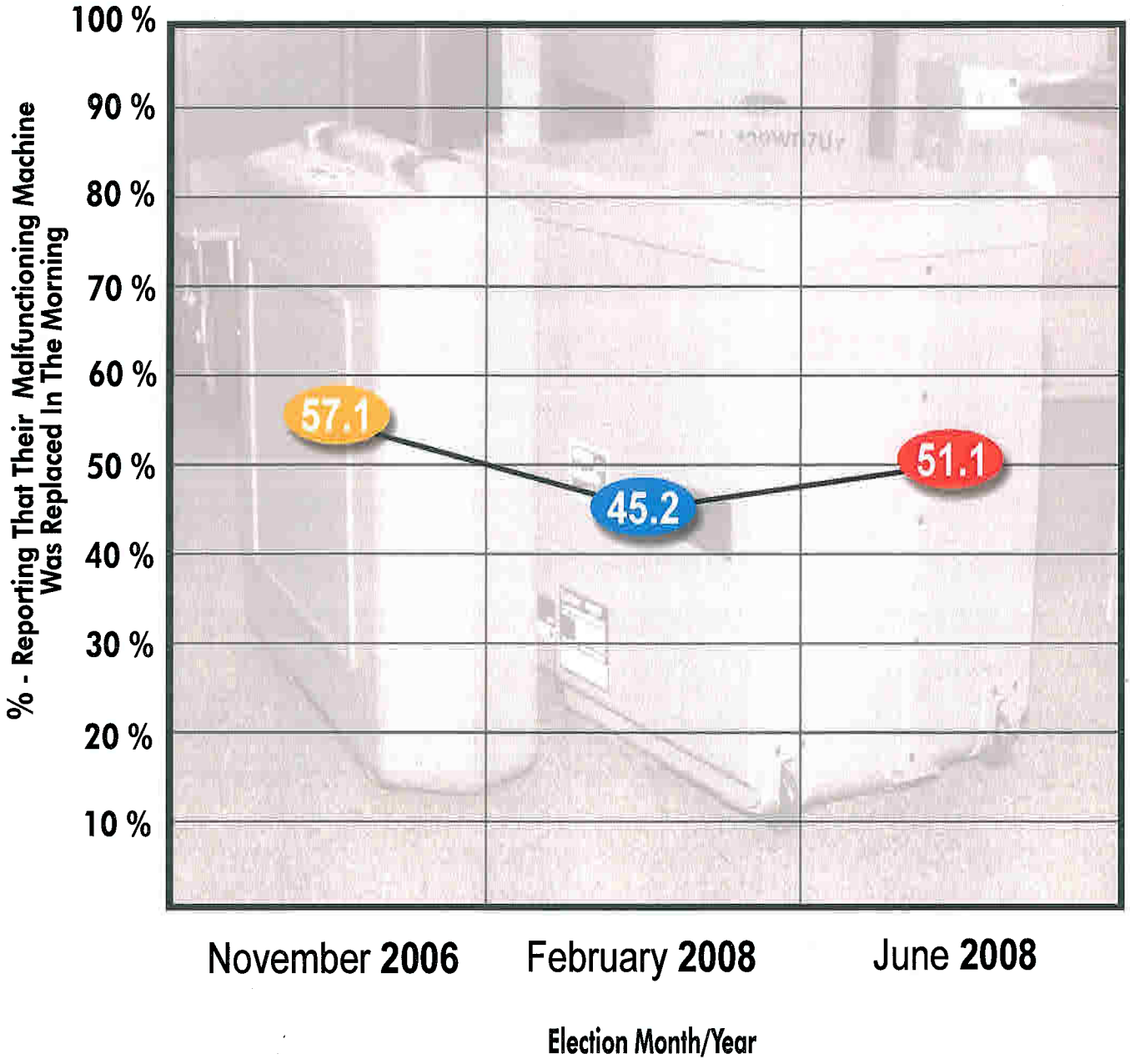
February 2008

WAS UNIT REPLACED?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	471	19.0	79.0	79.0
	Yes	125	5.0	21.0	100.0
	Total	596	24.0	100.0	
Missing	System	1889	76.0		
Total		2485	100.0		

June 2008

WAS UNIT REPLACED?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	No	419	9.6	75.1	75.1
	Yes	139	3.2	24.9	100.0
	Total	558	12.7	100.0	
Missing	System	3821	87.3		
Total		4379	100.0		

% - REPORTING THAT THEIR MALFUNCTIONING MACHINE WAS REPLACED IN THE MORNING



November 2006

WHAT TIME WAS UNIT REPLACED?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	AM (7 - 11:59)	24	.7	57.1	57.1
	Afternoon (12 - 5)	15	.4	35.7	92.9
	PM (5 - 8)	3	.1	7.1	100.0
	Total	42	1.2	100.0	
Missing	System	3455	98.8		
Total		3497	100.0		

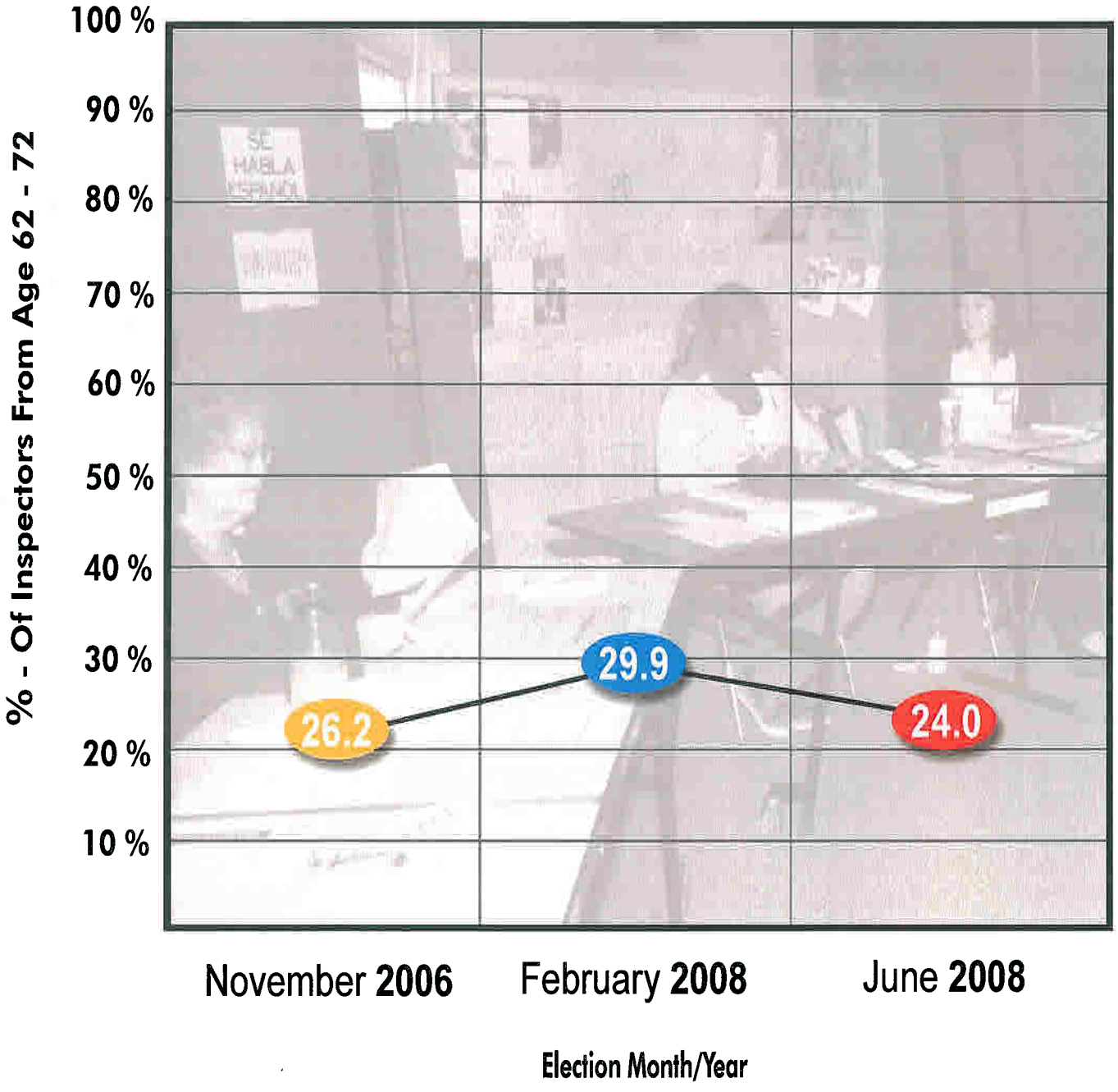
February 2008

WHAT TIME WAS UNIT REPLACED?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	AM (6 - 11:59)	52	2.1	45.2	45.2
	Afternoon (12 - 5)	55	2.2	47.8	93.0
	PM (5 - 8)	8	.3	7.0	100.0
	Total	15	4.6	100.0	
Missing	1	2370	95.4		
Total		2485	100.0		

June 2008

WHAT TIME WAS UNIT REPLACED?		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	AM (7 - 11:59)	67	1.5	51.1	51.1
	Afternoon (12 - 5)	56	1.3	42.7	93.9
	PM (5:01 - 8)	8	.2	6.1	100.0
	Total	131	3.0	100.0	
Missing	System	4248	97.0		
Total		4379	100.0		

% - OF INSPECTORS FROM AGE 62 - 72



November 2006

AGE		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	18 to 28	114	3.3	3.9	3.9
	29 to 39	190	5.4	6.5	10.3
	40 to 50	525	15.0	17.9	28.2
	51 to 61	860	24.6	29.3	57.5
	62 to 72	770	22.0	26.2	83.7
	73 and over	480	13.7	16.3	100.0
	Total	2939	84.0	100.0	
Missing System		558	16.0		
Total		3497	100.0		

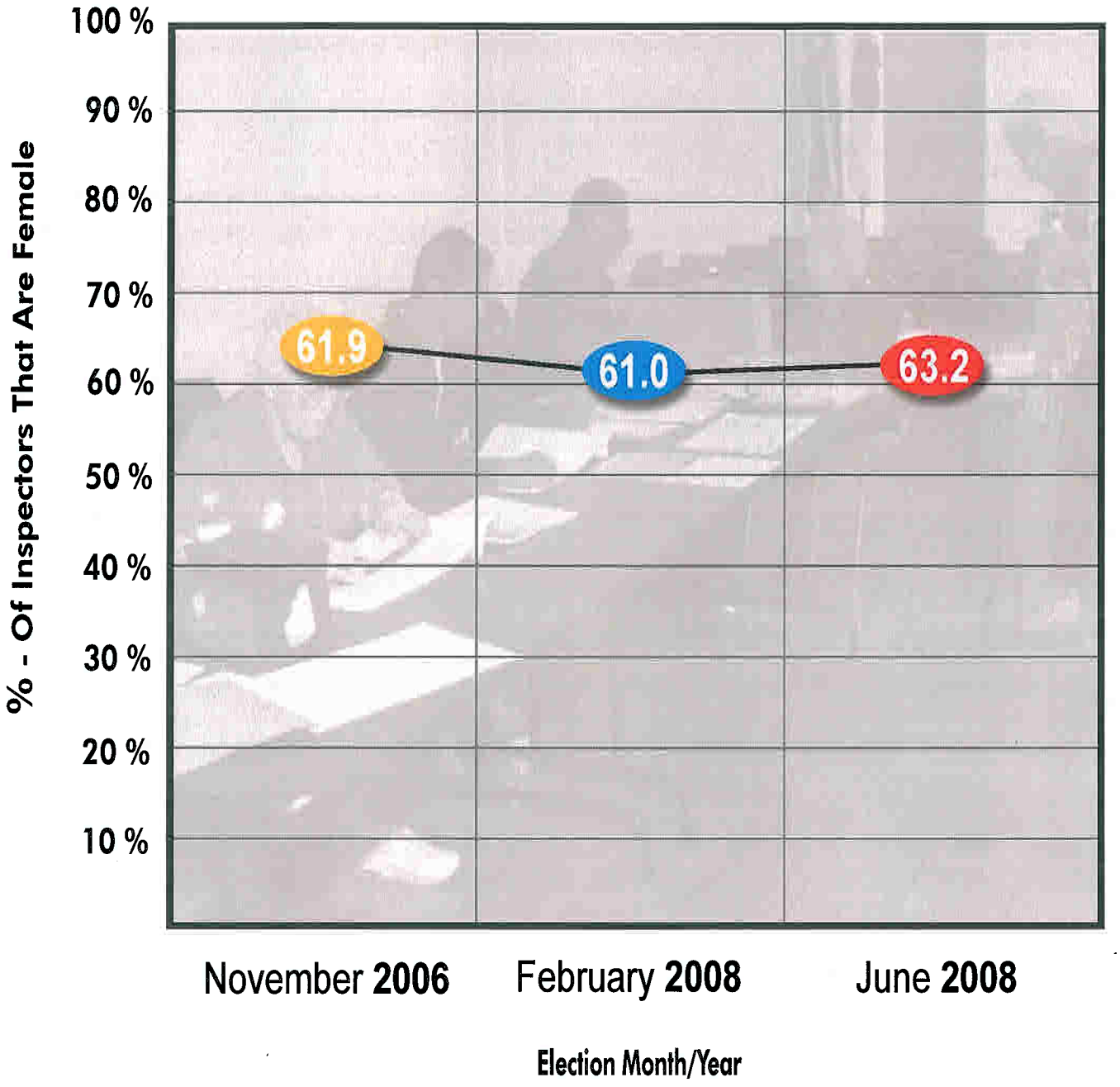
February 2008

AGE		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	18 to 28	58	2.3	2.7	2.8
	29 to 39	98	3.9	4.6	7.4
	40 to 50	332	13.4	15.6	23.0
	51 to 61	571	23.0	26.8	49.8
	62 to 72	637	25.6	29.9	79.7
	73 and over	433	17.4	20.3	100.0
	Total	2130	85.7	100.0	
Missing System		355	14.3		
Total		2485	100.0		

June 2008

AGE		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	18 to 28	210	4.8	5.4	5.4
	29 to 39	299	6.8	7.8	13.2
	40 to 50	736	16.8	19.1	32.3
	51 to 61	1114	25.4	28.9	61.2
	62 to 72	924	21.1	24.0	85.2
	73 and over	572	13.1	14.8	100.0
	Total	3855	88.0	100.0	
Missing System		524	12.0		
Total		4379	100.0		

% - OF INSPECTORS THAT ARE FEMALE



November 2006

GENDER		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	F	828	23.7	61.9	61.9
	M	510	14.6	38.1	100.0
	Total	1338	38.3	100.0	
Missing	System	2159	61.6		
Total		3497	100.0		

February 2008

GENDER		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	F	1276	51.3	61.0	61.0
	M	817	32.9	39.0	100.0
	Total	2093	84.2	100.0	
Missing	System	392	15.8		
Total		2485	100.0		

June 2008

GENDER		FREQUENCY	PERCENT	VALID PERCENT	CUMULATIVE PERCENT
Valid	F	1130	25.8	63.2	63.2
	M	658	15.0	36.8	100.0
	Total	1788	40.8	100.0	
Missing	System	2591	59.2		
Total		4379	100.0		