

2016

# Orange County Registrar of Voters

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June 2016  
Presidential Primary  
Survey Report



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## Executive Summary

The June 7, 2016, 37<sup>th</sup> Presidential Primary Election ran smoothly in Orange County. Overall, elections operations were very successful and logistical issues that are not uncommon when preparing for any election were overcome. For this election, there were 1,395,380 registered voters who were mailed sample ballots. Of the voters who were sent a Vote-By-Mail (VBM) ballot, approximately 408,114 cast their ballot. In total, 691,802 ballots were cast for a 49.6% turnout. Staff successfully recruited 5,069 poll workers to staff 1,052 polling places located throughout Orange County.

The success of elections operations is heavily dependent on a high level of systems efficiency and organization, as well as successful volunteer recruitment and retention. Consequently, 11 survey instruments are used by the Registrar of Voters office to capture feedback from poll workers and polling place hosts regarding overall Election Day operations, in addition to the quality of service provided by the Registrar of Voters. The survey data collected is critical to measuring performance and informing the Registrar of Voters' ongoing efforts to improve election services. These metrics are monitored on a weekly, if not daily, to determine the need for operational adjustments.

This report contains the results of all surveys utilized in the June 7, 2016, Presidential Primary Election, which include: (1) Voter Experience Survey, (2) Poll Worker Survey, (3) Training Survey, (4) Delivery Survey, (5) Poll Worker Phone Bank Survey, (6) Public Phone Bank Survey, (7) Recruitment Survey (8) Coordinator Survey, (9) A-Team Member Survey, (10) Collection Center Survey, and (11) Candidate Filing Survey. Survey responses are carefully examined by the Registrar of Voters, as they have played a significant role in improving efficiencies and services as well as contributing to the Orange County Registrar of Voters' standing as a visionary in the field of elections.

The inaugural **Voter Experience Survey** asked voters at the polling place to assess their overall experience in voting on Election Day. Voters at five different precincts were surveyed while waiting in line and also upon exiting the polling place after voting. Temporary staff were hired and trained how to represent the Registrar of Voters and approach voters. The Registrar of Voters equipped the Voter Experience Survey staff with iPads to collect the data. In an attempt to be mindful of the voter's time and retain voter relationships, the survey asked six questions



The **Poll Worker Survey** asked poll workers to assess the various components of their volunteer experience. The survey was provided to poll workers in their Election Day supply box and distributed at the end of the night. The survey requested poll worker input on training and materials, communication with the Registrar of Voters, issues encountered at their polling place, and their overall experience of serving on Election Day.

The **Training Survey** was emailed to poll workers after they attended a poll worker training session. This survey sought to measure ongoing training through the identification of trends and similar statements. The survey asked poll workers about the effectiveness of both the online and in-class training components, as well as specific training materials (including the video and Poll Worker Handbook). This survey assists to ensure that training objectives were being met to ensure that Election Day operations run as smoothly and efficiently as possible.

The **Delivery Survey** asked polling place hosts to assess the delivery company that was tasked with delivering election supplies and equipment to their location. The telephone survey asked whether the delivery was on time, the driver was courteous, and if there were any issues. This survey is an important and useful tool used to determine the delivery companies that will be retained in future elections, as the level of service provided can greatly impact the satisfaction of the polling place host and their decision to serve again in the future.

The **Phone Bank Survey** was offered to members of the public who called the **Public Phone Bank** and poll worker volunteers who called the **Poll Worker Phone Bank**. Callers were automatically transferred to the survey at the conclusion of an interaction with a Customer Service Agent. The survey solicits feedback on the agent's ability to answer the caller's question, as well as rating the quality of service provided by the agent and the Registrar of Voters office. This data is evaluated daily in order to resolve any issues that may arise regarding the level of customer service received by poll workers as well as the general public.

The **Coordinator Survey** was distributed to the Coordinators in order to rate their experiences leading up to and on Election Day. Coordinators serve an essential function as they are liaisons between the Registrar of Voters and the various polling places, aid in troubleshooting, and provide leadership to poll workers as issues arise in the field.



Responses provided are useful in assessing the overall efficiency of Election Day operations.

The **A-Team Member Survey** was provided to A-Team members (back-up poll workers serving in the event of cancellations) as they were deployed to a polling place on the morning of the election. The survey is used to assess the efficiency and organization of the deployment process, as well as the overall quality of their experiences volunteering on Election Day.

The **Recruitment Survey** was developed and implemented as a means to measure the level of customer service provided by staff members who actively recruit volunteers. After being recruited and assigned to a polling place, volunteers receive an automatic outgoing call inviting them to participate in a brief survey. Poll workers are asked to rate four statements regarding the interaction with their recruiter; survey responses are monitored daily to ensure that staff communicates to volunteers with a high a degree of respect and professionalism.

The **Collection Center Survey** was provided to collection center workers. The Registrar of Voters office utilized 33 Collection Centers throughout the entire County where staff receive the supply boxes and voting equipment that are delivered by the Inspectors after the closing of the polls. Collection Center Workers were asked to complete a four-question survey soliciting their feedback on the quality of training and preparation received, issues encountered at their assigned collection, and the level of satisfaction experienced serving on Election Night.

The **Candidate Filing Survey** was provided to candidates who completed filing in our office or online. The survey is used to assess the levels of organization and efficiency, as well as the courteousness and professionalism extended to candidates by staff. Results from this survey are not only used to help ensure that a high level of customer service is provided to candidates filing for the election, but also to identify means of streamlining the intensive filing process.

Results from the 11 surveys detailed above indicate that the Registrar of Voters continues to provide excellent service to poll workers and polling place hosts. While the results indicate areas where there is additional room for evaluation or improvement, they largely confirm that the changes implemented in past elections have effectively streamlined and improved election operations. The Registrar of Voters will continue to strive for excellence



in providing the highest quality services to volunteers, implementing innovative practices to increase the efficiency of election operations, and ensuring that the voting experience is positive for all of Orange County.

A handwritten signature in black ink, appearing to read "Neal Kelley", is positioned above the printed name.

Neal Kelley  
Registrar of Voters



Primary 2016

# **Voter Experience Survey**

415 Voters Surveyed

6 Questions

5 Precincts





## Overview

The Registrar of Voters recognizes that voters are customers. In continuing to improve customer relationships, it is vital that initiatives be taken to learn more about voters on Election Day. On June 7, 2016, 415 voters were surveyed at five different precincts throughout Orange County:

Precinct 13416 in Fullerton

Precinct 39364 in Westminster

Precinct 49335 in San Juan Capistrano

Precinct 59131 in Irvine

Precinct 68283 in Santa Ana

This inaugural Voter Experience survey asked the voters five questions. The survey results will assist the Registrar of Voters in meeting the needs of the voters more adeptly. Two questions were demographic inquiries, one question queried voting methodology, and the last two questions focused on their voter experience at the polling place location.

The Registrar of Voters was able to complete this electronic survey with iPads and trained temporary staff that were employed specifically for the purpose of surveying voters.

Gathering and analyzing the data from the Voter Experience survey will assist the Registrar of Voters in the identification of methods to improve elections operations. With this inaugural survey, three key aspects merit mention.

1. 98.6% voters surveyed had a good or excellent overall experience at the polls
2. 78.7% voters surveyed voted utilizing an electronic voting machine
3. 96.23% provisional voters surveyed had a good or excellent overall experience



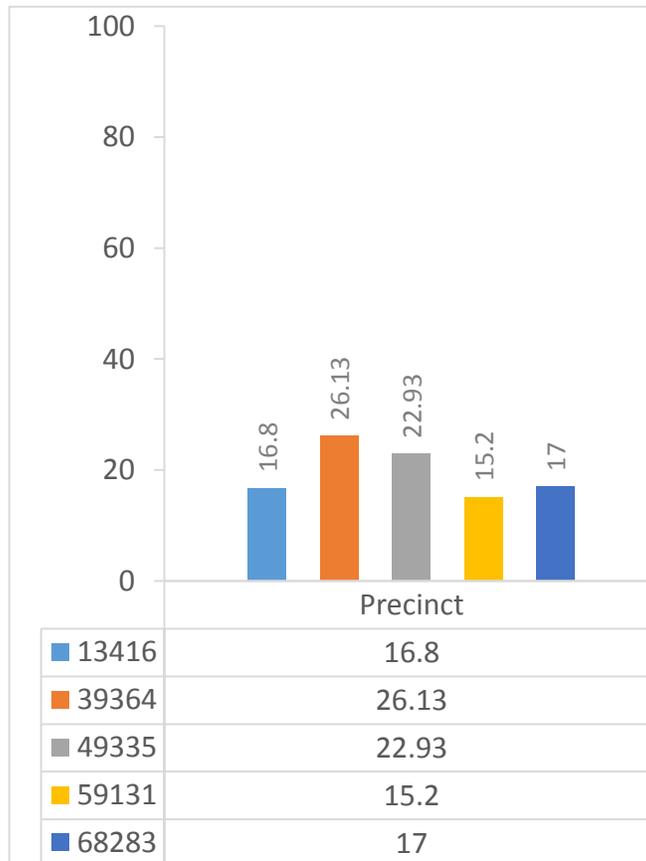
Two items warrant additional examination:

1. Voters are able to select a Vote-by-Mail ballot which allows the voter to mail in their ballot or drop off their ballot at a polling place location. 14% of the voters surveyed were identified as Vote-by-Mail voter. Of that 14%, approximately half voted provisionally. Discovering why half of those Vote-by-Mail voters vote provisionally is of particular interest from an election operations perspective.
2. 18.87% provisional voters voted with a paper ballot in comparison to 4.81% non-provisional voters.

Graph #1 illustrates the participation percentages for the voter experience survey by precinct. Precinct 39364 in Westminster had the highest participation at 26.13%, followed by precinct 49335 in San Juan Capistrano.

**GRAPH 1**

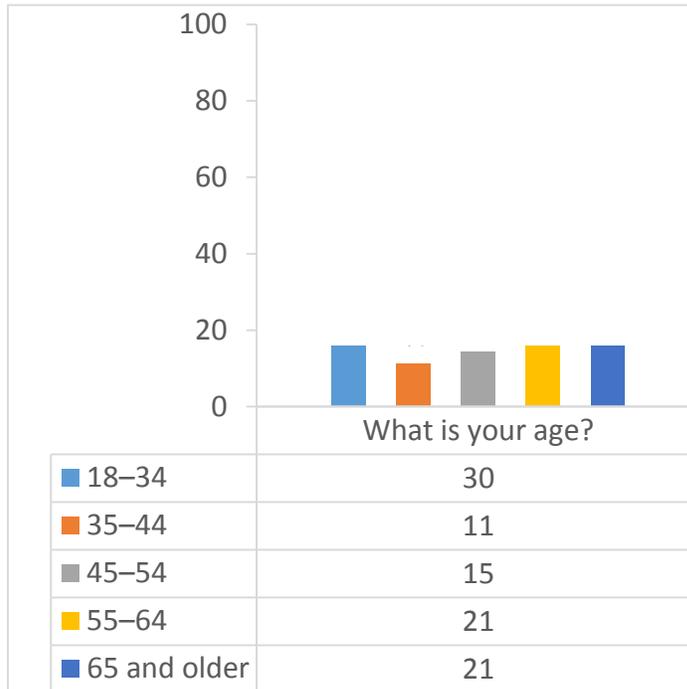
**PRECINCT PARTICIPATION**





Graph #2 indicates the ages of the voters surveyed. 30% of the voters were between 18-34 years of age while the next leading voter age range was tied at 21% for the 55-64 age group and the 65 and older age group.

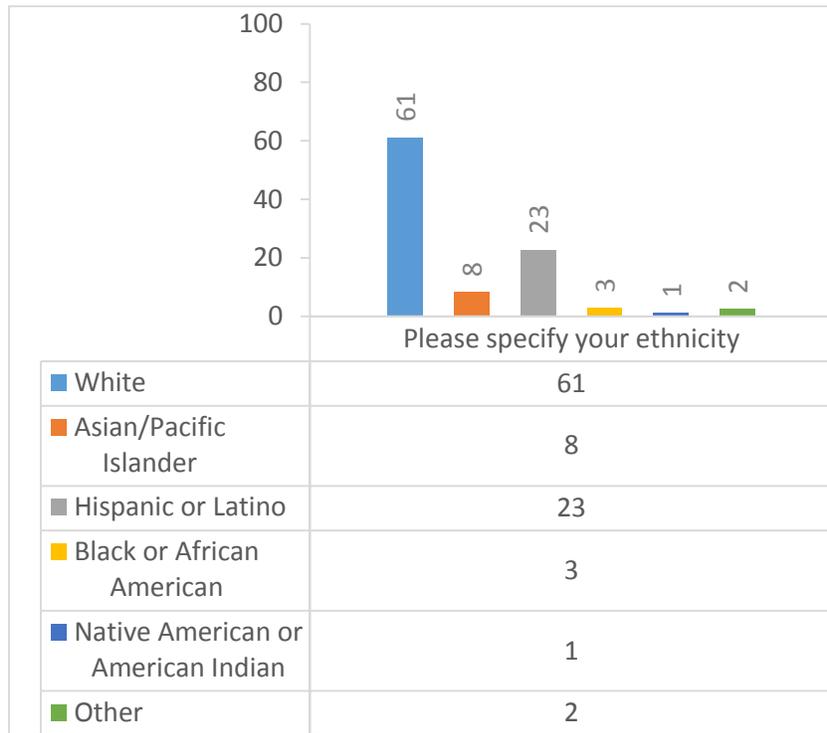
**GRAPH 2**  
**VOTER AGE**





Graph #3 specifies the ethnicity of the voters surveyed. 61% were White, 23% were Hispanic or Latino, 8% were Asian/Pacific Islander, 3% were Black or African American, 2% were other, and 1% were Native American or American Indian.

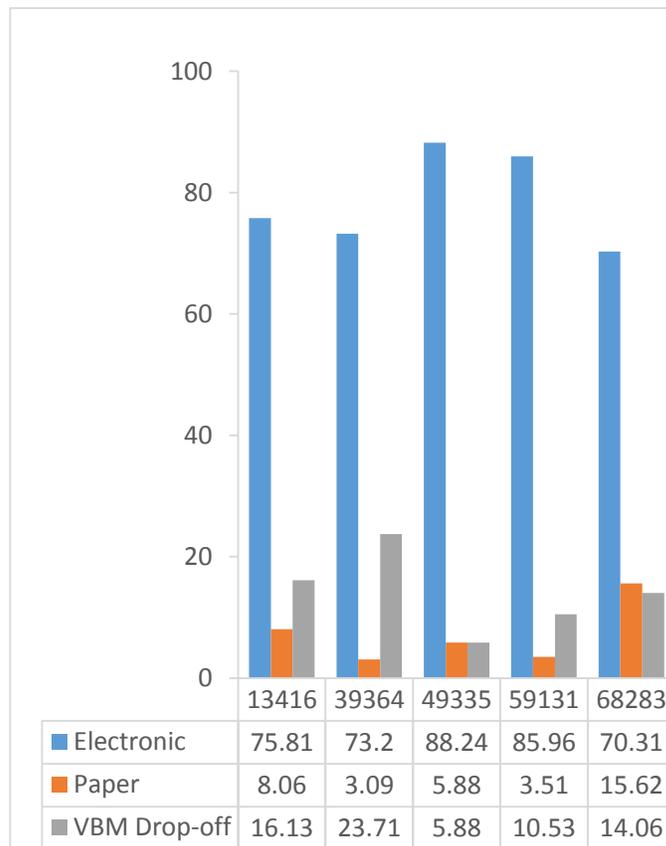
**GRAPH 3**  
**VOTER ETHNICITY**





Graph #4 shows that the majority of those surveyed voted electronically. San Juan Capistrano had the largest percentage at 88.24 while Santa Ana had the highest percentage of paper voters at 15.62. Westminster had the most Vote-By-Mail drop-off at 23.71% compared to San Juan Capistrano at 5.88%.

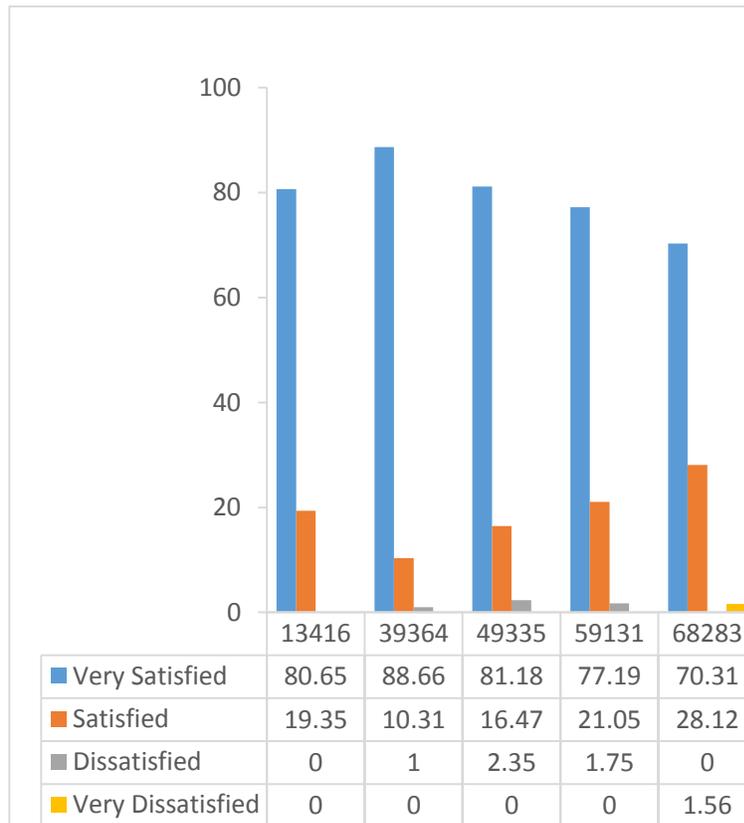
**GRAPH #4:  
VOTING METHOD**





According to voters surveyed, 98.6% were either satisfied or very satisfied with the speed of processing voters. The most very satisfied precinct was Westminster followed by San Juan Capistrano. Graph #5 illustrates the data.

**GRAPH 5**  
**SPEED OF PROCESSING VOTERS**

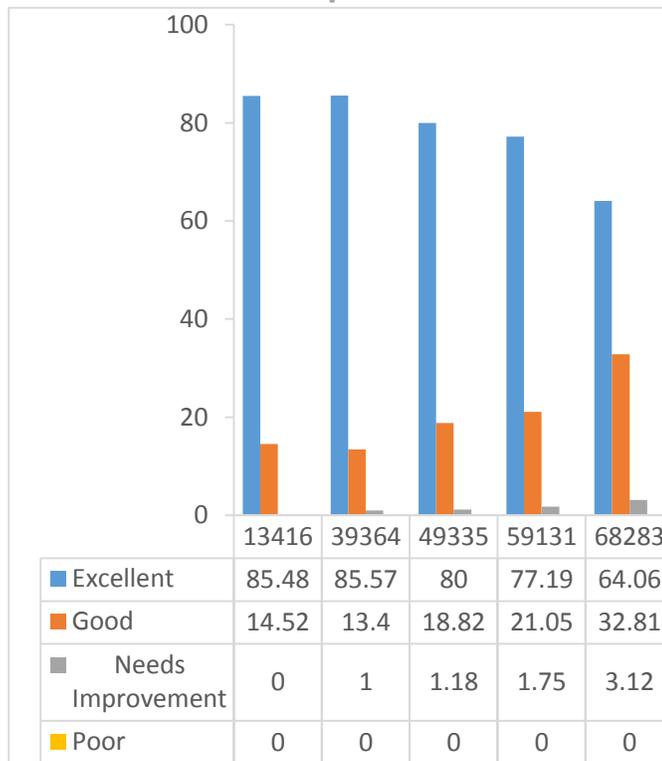




Graph 6 illustrates that 98.5% voters surveyed expressed that their overall voting experience at their polling place was either good or excellent. Westminster voters surveyed had the highest percentage in the excellent range at 85.57% and followed by Fullerton voters with 85.48%.

**Graph 6**

**Overall Experience**

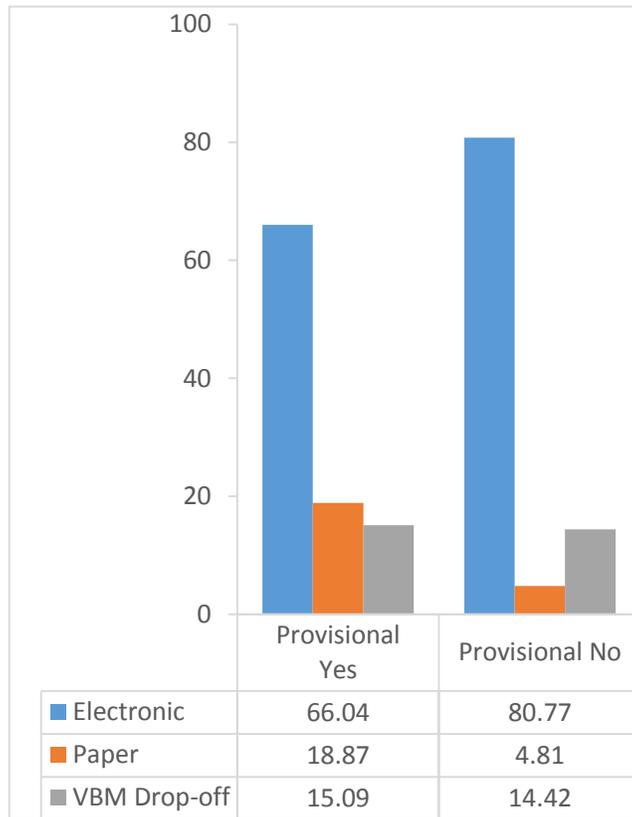




Graph #7 illustrates the preferred voting method of the surveyed voter. First the voters were asked if they voted provisionally. Secondly, the voters were asked if they voted electronically, by paper, or by a Vote-By-Mail Drop-off. It appears and could be deduced by the voter survey that most voters prefer to vote electronically.

It also indicates that approximately 15% of the voters surveyed had a Vote-By-Mail ballot to either drop-off or surrender.

**Graph 7**  
**Provisional Voting**

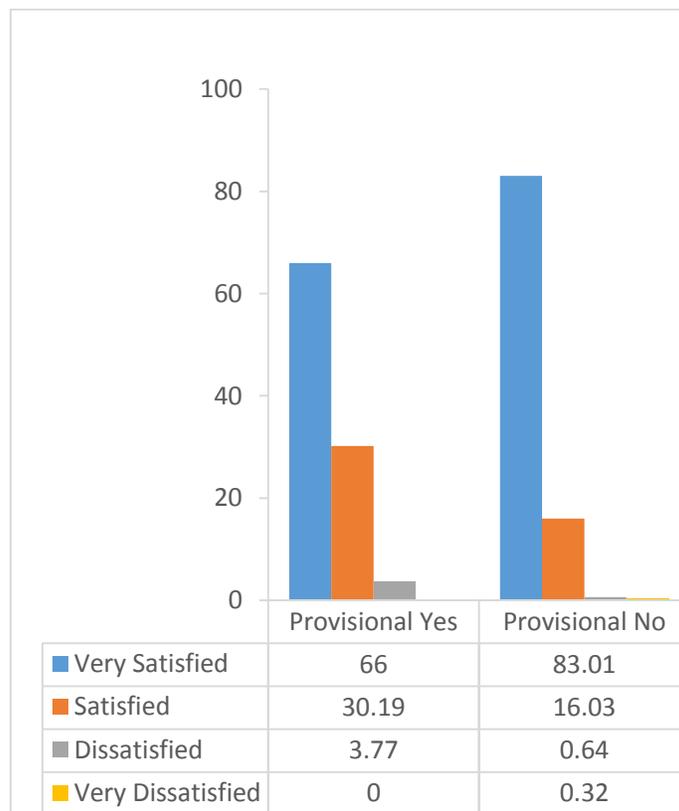




When dividing provisional and non-provisional surveyed voters, Graph #8 lends to non-provisional voters being more 'Very Satisfied' than provisional voters. This could be attributed to the extra steps of filling out the envelope or perhaps going to a precinct other than the one that they are assigned. Overall, the provisional voters 'Satisfied and Very Satisfied' was a cumulative score of 96.19%.

**Graph 8**

**Provisional vs Non-Provisional**



Primary 2016

# Poll Worker Survey

5,069 Poll Workers

4 Questions

1,788 Survey Responses





## Overview

After the June 7, 2016, Presidential Primary Election, poll workers were asked to complete a short and specific survey. The survey solicits feedback from poll workers on topics that include past experience volunteering for the Registrar of Voters, the likelihood of future service, overall election experience, and the quality of service provided by the Registrar of Voters. The survey response rate was 35%, as 1,788 out of the 5,069 poll workers who worked on Election Day completed surveys.

Data collected from the Poll Worker survey informs the Registrar of Voters office of the effectiveness and value of services provided to poll workers, as well as assists in the identification of methods to improve elections operations. For this election, survey responses indicating highly rated aspects of the poll worker experience that included:

1. Likelihood to serve in a future election
2. High overall experience in serving on Election Day
3. The overall quality of service provided Poll Workers by the Registrar of Voters



## **Poll Worker Experience**

For the June 2016 election, first time volunteers made up 17% of survey respondents. 5.9% reported 3 years or less prior service, and 8% reported four or more years of prior service as a poll worker in Orange County.

## **Election Day Position**

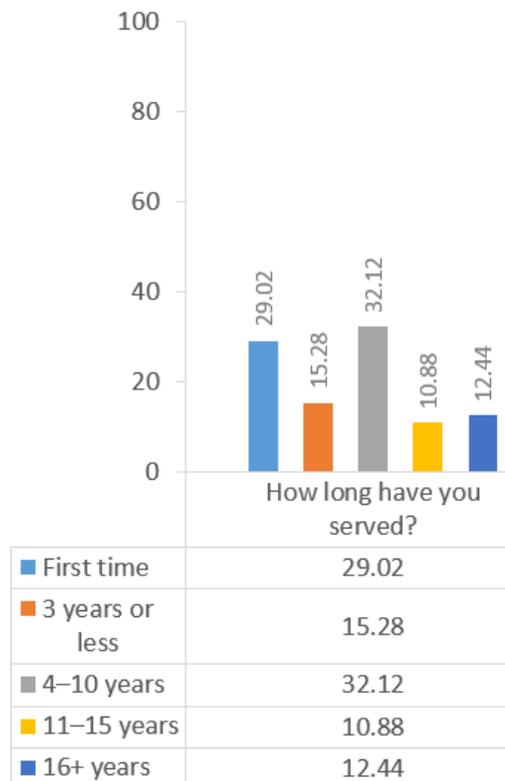
Poll workers can serve in one of three different roles; Clerk, Student Clerk, and Inspector. Consistent with polling place staffing needs, a majority of poll worker volunteers serve as Clerks. For the June 2016 election, 22% of respondents served as Clerks, who help process voters and assist with the polling place set-up and closing procedures. Student Clerks, who are high school students between the ages of 16 and 18 years of age, made up 5.6% of survey respondents. Inspectors, who are generally more experienced poll workers and are responsible for managing all activities within their assigned polling place, account for 7.6% of survey respondents.



The following three graphs provide a summative breakdown of the poll worker length of service from the 1,115 Clerk, 287 Student Clerk and the 386 Inspector survey responses.

**Graph 9**

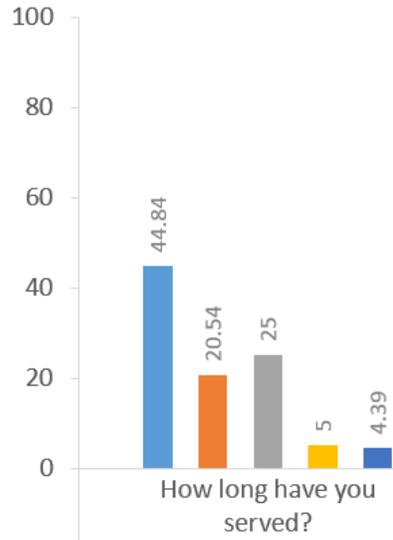
**Inspectors-Years of Service**





Graph 10

Clerks-Years of Service

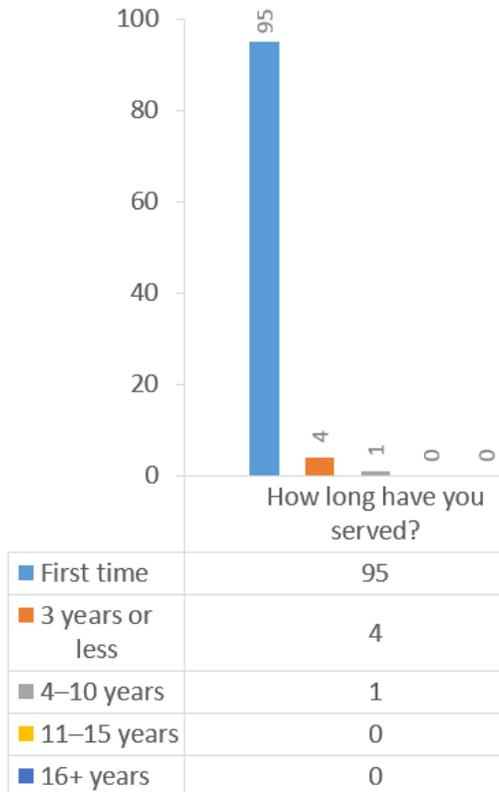


■ First time	44.84
■ 3 years or less	20.54
■ 4-10 years	25
■ 11-15 years	5
■ 16+ years	4.39



Graph 11

Student Clerks-Years of Service



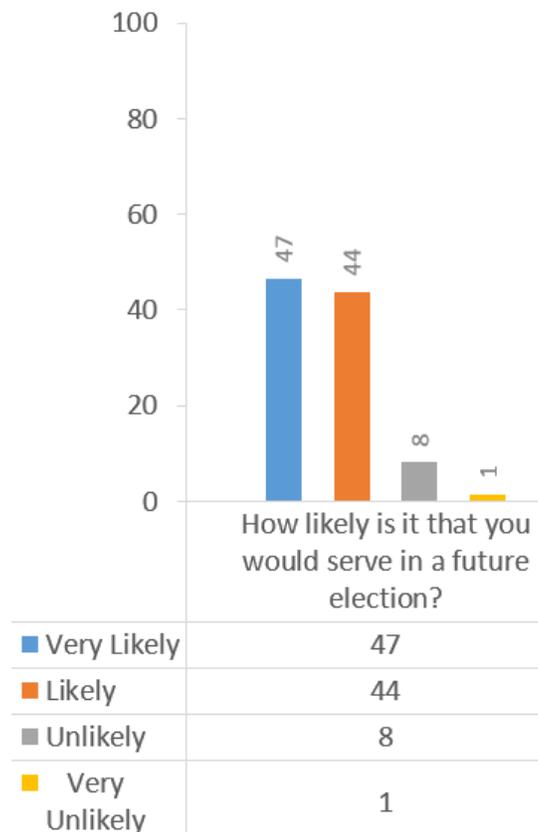


**Experience and Quality of Service**

The poll workers were asked to rate the likelihood that they would serve in a future election, their overall experience serving in the election, and the overall quality of service provided by the Registrar of Voters.

For the June 2016 the Clerks and Student Clerks were asked how likely is that they would serve in a future election. 89.5% of this survey response group stated that it was likely or very likely that they would serve in future elections.

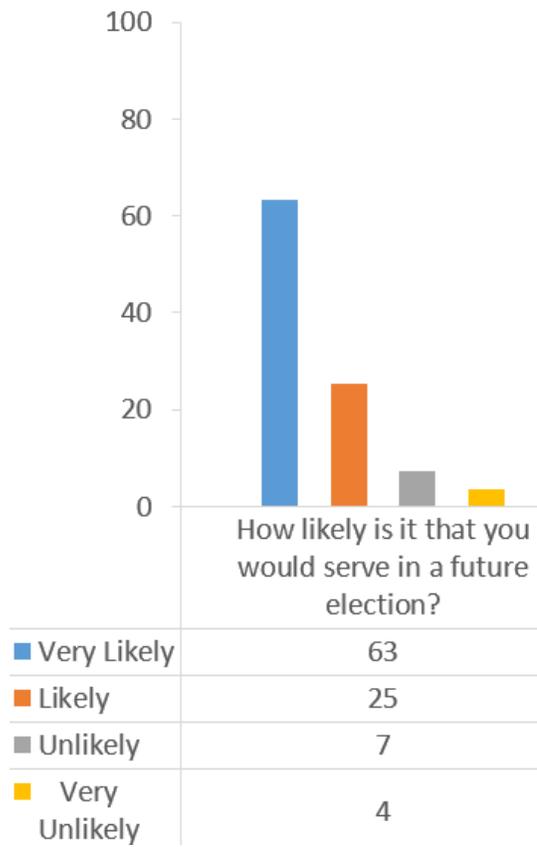
**Graph 12**  
**Student Clerks**





Graph 13

Clerks





Being mindful of keeping survey questions to a minimum, the Inspectors were asked to rate their experience with supply distribution instead of their likelihood to serve in the future. Inspectors are expected to pick up their election supplies the Thursday, Friday, and Saturday before the election. Of the 386 Inspectors who completed the survey, 385 which is 99% rated the distribution as excellent or good. The results may viewed in the graph below.

**Graph 14**

**Experience with Supply Distribution**



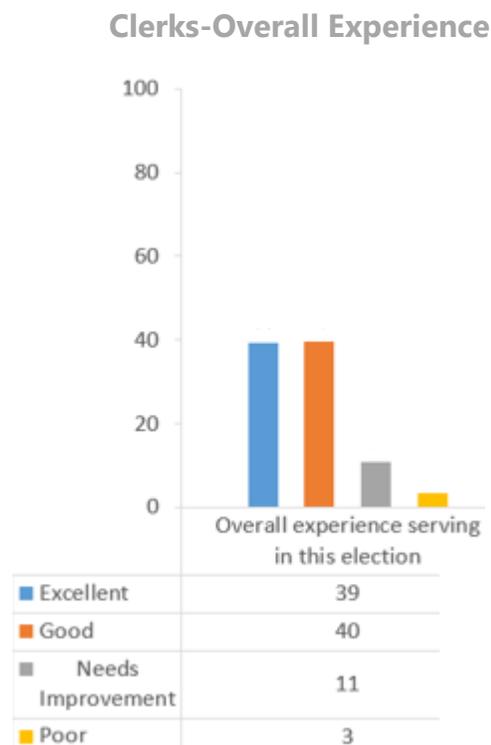


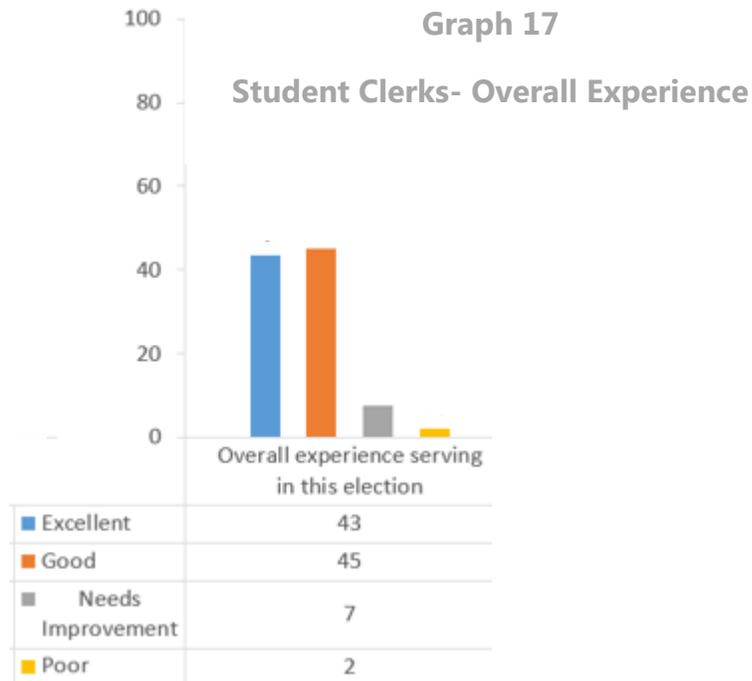
For the June 2016 election, 85% of Clerks, Student Clerks, and Inspectors rated the overall experience of serving in the election as excellent or good.

**Graph 15**

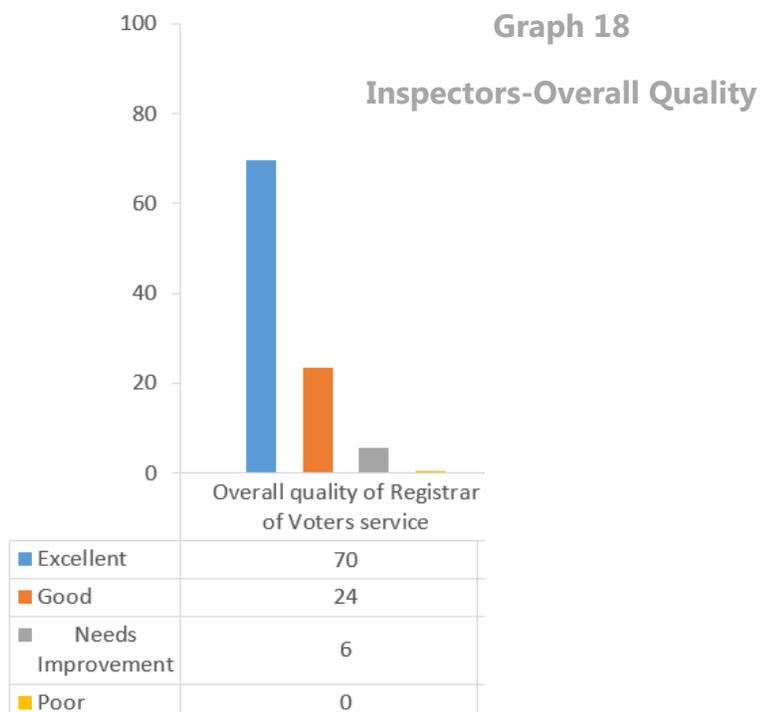


**Graph 16**



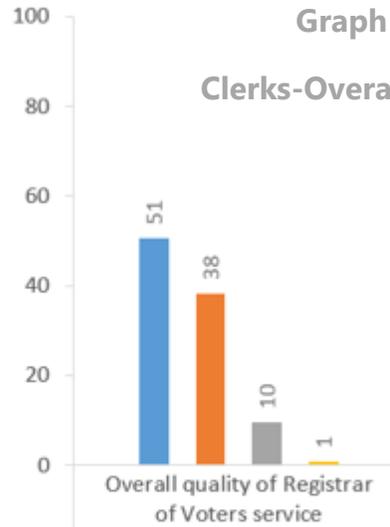


For the June 2016 election, the overall quality of service provided by the Registrar of Voters was rated excellent or good by 93% of respondents. This percentage is consistent with previous elections. The Registrar of Voters continues to work toward improving their commitment in providing excellent service to poll workers.



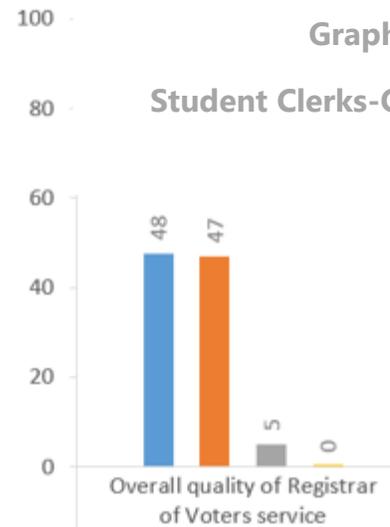


**Graph 19**  
**Clerks-Overall Quality**



■ Excellent	51
■ Good	38
■ Needs Improvement	10
■ Poor	1

**Graph 16**  
**Student Clerks-Overall Quality**



■ Excellent	48
■ Good	47
■ Needs Improvement	5
■ Poor	0

Primary 2016

# Training Survey

5,069 Poll Workers Training

2 Questions

1,058 Survey Responses





## **Overview**

All poll workers are required to attend a training class or complete an online training component prior to Election Day to ensure a quality experience for poll workers and voters. In addition to in-class and online training opportunities, poll workers participate in hands-on practice sessions. After completing training, all poll workers were emailed the Training Survey which solicited feedback on multiple aspects of training, including the competency and professionalism of trainers, the thoroughness of topics discussed, and the quality of training facilities.

For the June 2016 election, 1058 of 5,069 volunteers responded to the training survey for a response rate of almost 21%. There were two types of surveys sent, one for those who took the in-class training and the other for the online training.

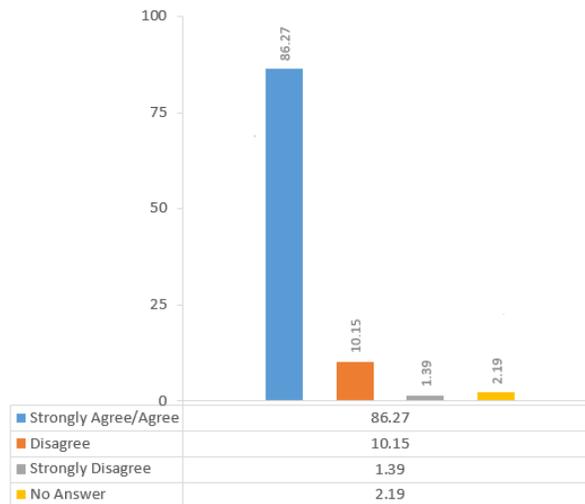


## In-Class Training

Surveys were sent to all Poll Workers who took the in-class training option. Over 900 Poll Workers responded to these survey. The two questions (Graphs 21 & 22) asked how prepared they were for Election Day and the overall quality of ROV service. Out of the 900 surveyed, 86% stated they felt well prepared for Election Day and only 10% felt they were not. In rating the overall quality of ROV service, 91% of the 900 surveyed stated it was excellent/good. Only 7% stated that the quality needs to be improved.

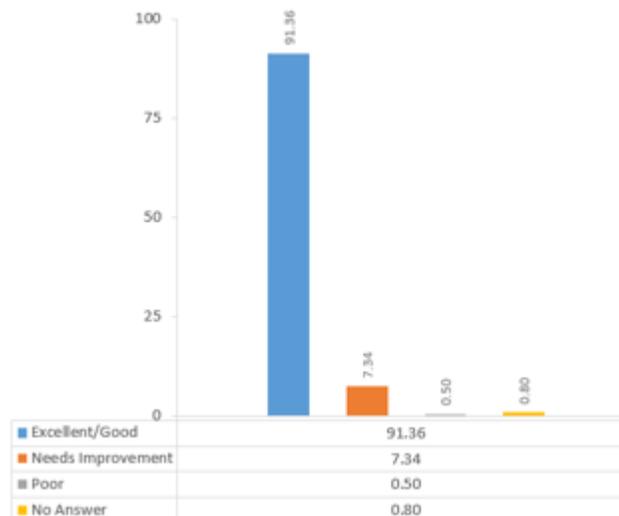
**Graph 21**

### Preparation



**Graph 22**

### Quality of Service

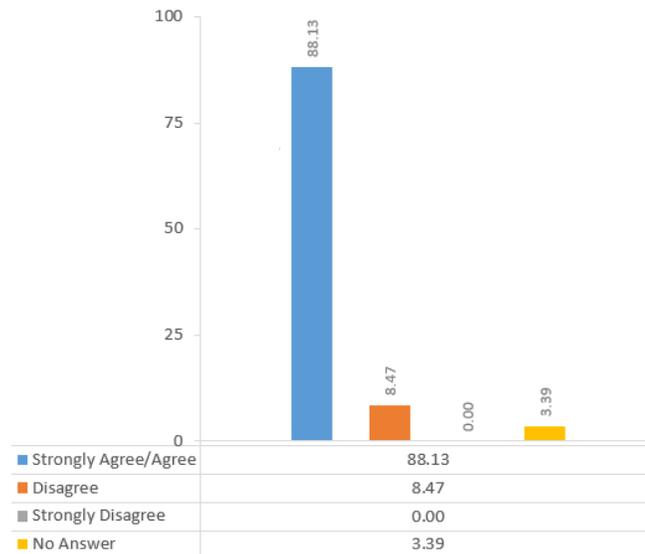




**Online Training**

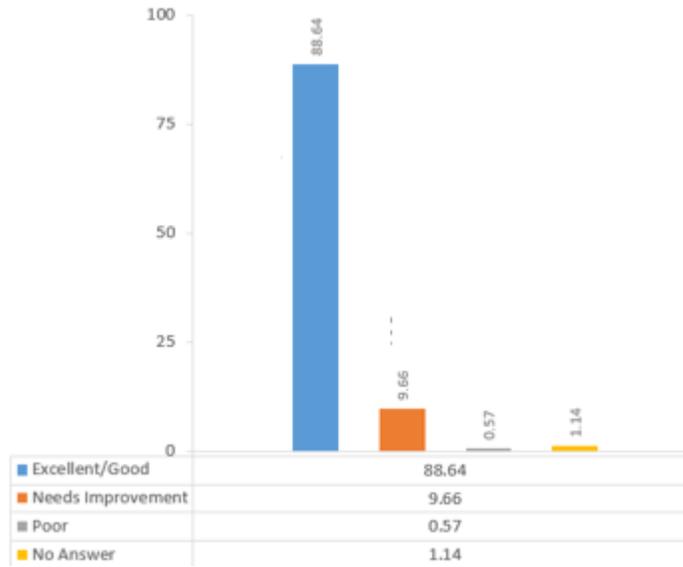
The second type of survey sent was to those that completed the online training. Over 1000 poll workers completed the online for the June 2016 Presidential Primary Election. Of the 1000-plus that completed online training, 156 completed the survey sent by the Registrar of Voters. The survey asked two questions (Graphs 23 & 24), how prepared they were for Election Day and the overall quality of ROV service. 88% of poll workers stated that they strongly agree/agreed that they were well prepared for the June 2016 election, while only 8% stated that they disagreed. The last question asked the poll worker to rate the overall quality of service the ROV provides. Over 88% of poll workers stated the quality of service the ROV provides is excellent/good. The survey results show the Registrar of Voters continues to excel in training Poll Workers to ensure each election is correctly and June 2016 is no different.

**Graph 23  
Preparation**





Graph 24  
Quality of Service



Primary 2016

# Delivery Survey

1,052 Voters Surveyed

3 Questions

261 Survey Responses





### Overview

The Registrar of Voters utilized the services of five companies to transport supplies and equipment to polling places prior to the June 7, 2016, Presidential Election. The delivery drivers were notified that polling place hosts would be surveyed regarding the quality of their delivery service. The brief telephone survey consisted of three questions.

1. Was the delivery completed on time?
2. Was the delivery driver courteous?
3. Were there any issues with your delivery?

Of the 1,052 polling place hosts who served in June 2016 election, 261 completed part or all of the survey for a 25% response rate. Each polling place host was given the option to skip any of the above listed questions within the survey.

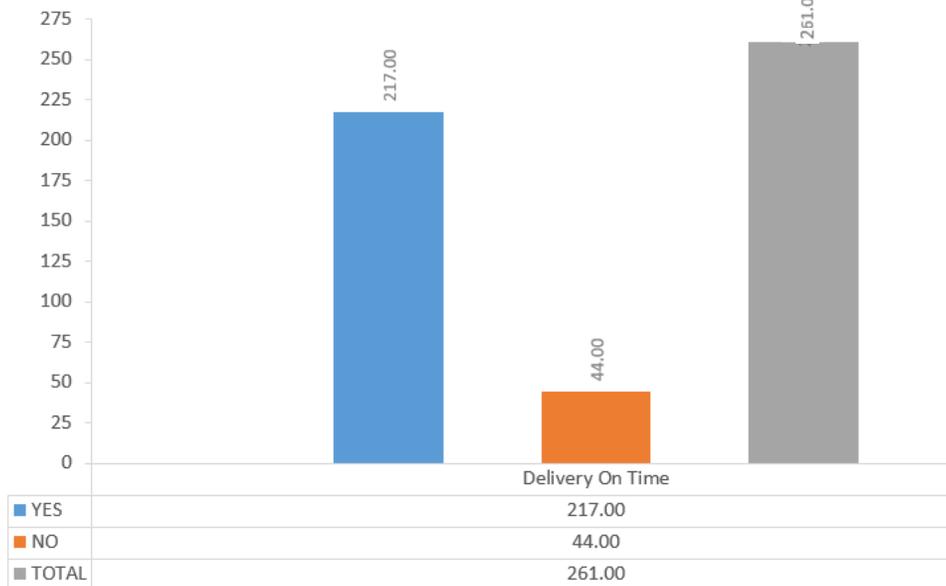


**On-Time Delivery**

Polling place hosts were asked if the delivery of equipment occurred on-time. For the June 2016 elections, and consistent with most previous elections, the chart below shows that all respondents said the delivery was timely. The Registrar of Voters will continuously strive to maintain a high level of timeliness for polling place hosts.

**Graph 25**

**Was the Delivery on Time?**



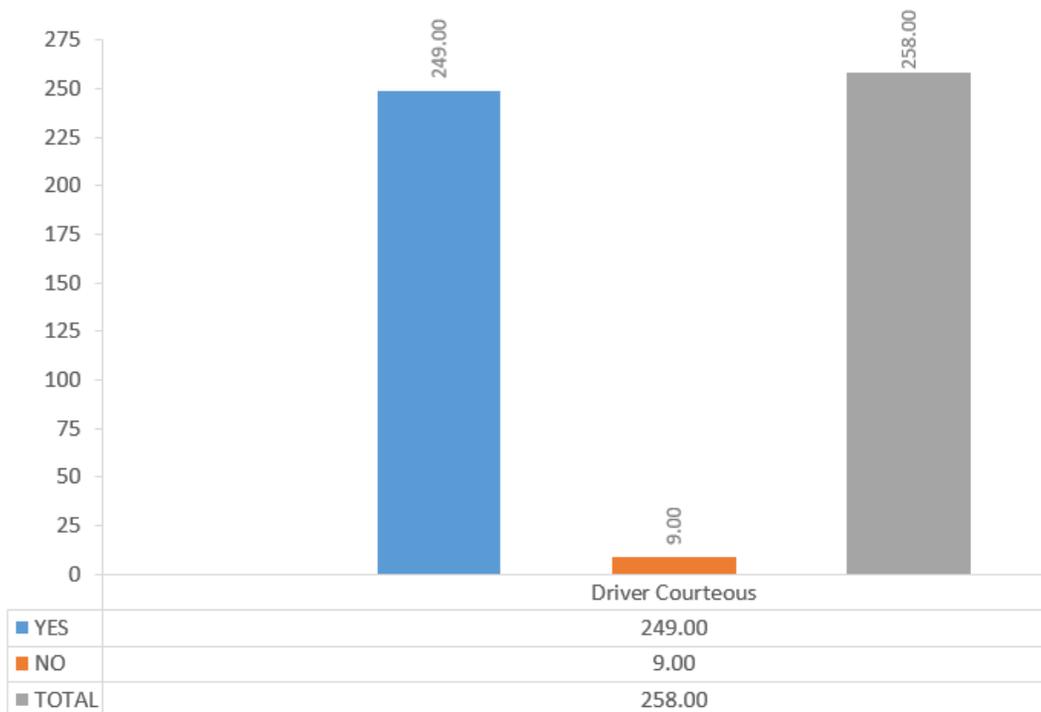


**Courteous Service**

Polling place hosts were also surveyed regarding the level of courteousness exhibited by the delivery driver. For the June 2016 election, all respondents stated that the driver had been courteous, and this is consistent with the trend of high satisfaction expressed by polling place hosts with the courteousness of delivery drivers.

**Graph 26**

**Was the Driver Courteous?**



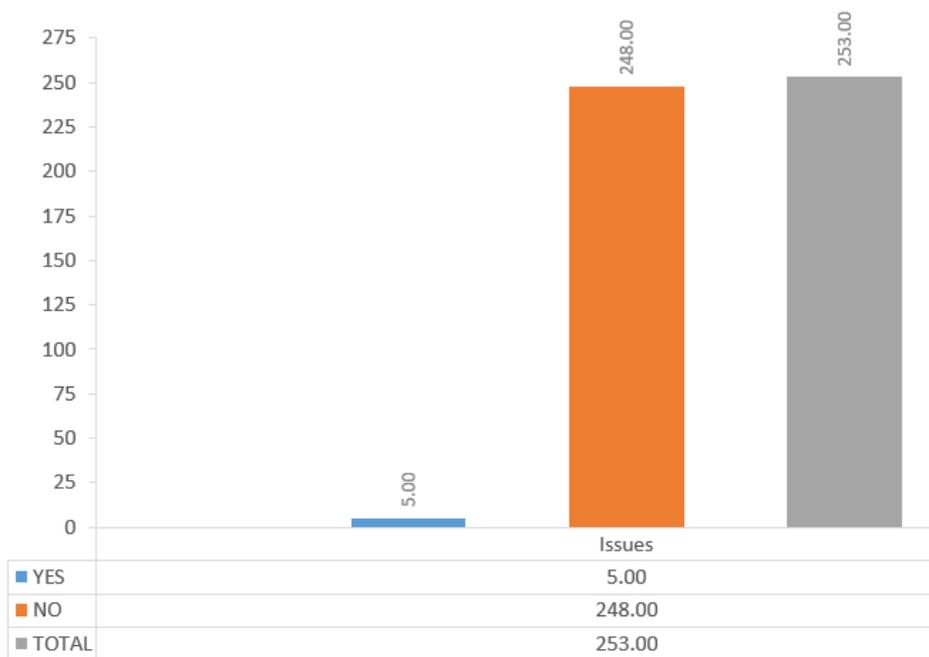


## Delivery Issues

Finally, polling place hosts were asked if they experienced any issues with the delivery of equipment. For the June 2016 election, most respondents reported “no issues” in regard to the delivery of equipment. Please see the chart below.

Graph 27

Was there any Delivery issues?



Primary 2016

# Phone Bank Survey

2 Phone Banks

3 Questions

5,559 Survey Response





### **Overview**

The Orange County Registrar of Voters hired and trained 45 Customer Service Agents (CSA) for both Public and Poll Worker Phone Banks in order to provide continuous phone bank coverage for the public and poll workers contacting the office for assistance prior to the June 7, 2016, Presidential Primary Elections. Surveys were provided to callers who called the Phone Banks. As always, in compliance with Section 203 of the Voting Rights Act, our permanent staff provided voter customer support in Spanish, Chinese, Korean, Vietnamese, and English. No surveys were provided to voters who called our main office number.

During the weeks leading up to the June 7th Primary Election, thousands of calls were made to the Phone Banks on a number of topics that included scheduling and/or rescheduling training, accessing online training, where their polling place was, questions about No Party Preference, and how they could get a vote by mail ballot. The Poll Worker Phone Bank had 25 Customer Service Agent while the Public Phone Bank had 28 Customer Service Agent. At the conclusion of each call, the agents transferred poll worker callers to a telephone survey to measure the level of service provided. Survey results were monitored daily by the phone bank supervisor in order to immediately identify and rectify issues experienced by callers. Follow-up with callers who provided low survey scores was conducted within 24 to 48 hours of the call. Additionally, survey results were analyzed by the Election Planning team on a weekly basis to ensure consistent, high levels of customer service to poll worker volunteers.



### **Poll Worker Phone Bank**

The Poll Worker Phone Bank had 17 Customer Service Agents during the June 7th Primary election. The phone bank was open from 8:00am-7:00pm to help poll workers with any questions or issues that they may have had. Calls were both received and sent out by these Customer Service Agents. This phone bank took questions solely from poll workers and did not answer any questions from the public.

A total of 1784 callers responded to the telephone survey. The Phone Bank Survey asked these three questions:

1. Was your question answered?
2. How would you rate the Customer Service Agent with whom you spoke?
3. How would you rate your overall experience with the Registrar of Voters?

The responses are based on a five-point scale: 5= excellent, 4= very good, 3= good, 2= fair, and 1= poor. The goal set by the Registrar of Voters was to achieve a score of 4.5 (90%) or higher.

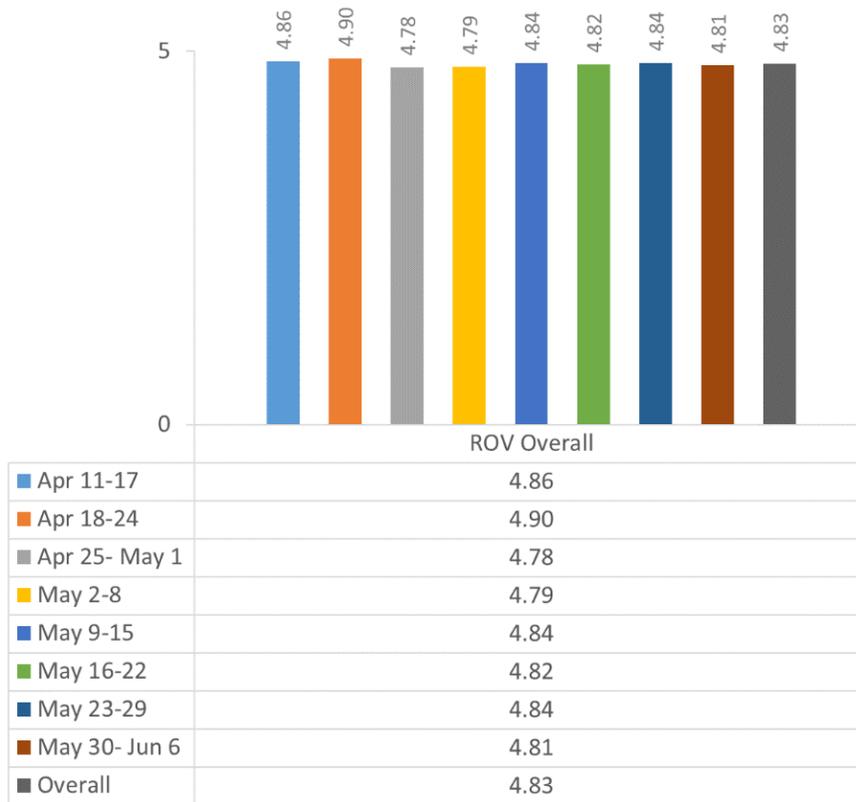


**Overall Rating of Registrar of Voters Service**

The June 2016 scores show sustained high ratings for overall service, as shown in Graph 28.

**Graph 28**

**Poll Worker Phone Bank Overall Service from the Registrar of Voters**



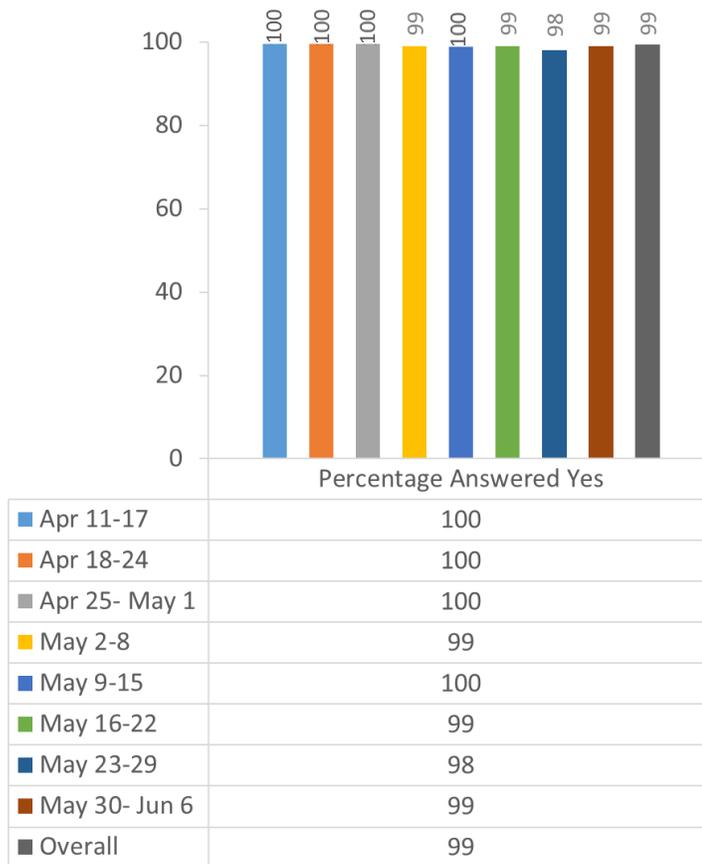


**Questions Are Answered**

As shown in Graph 29, the June 2016 data show a continuing trend that 100% of respondents reporting their questions were answered.

**Graph 29**

**Poll Worker Phone Bank-Questions Were Answered**



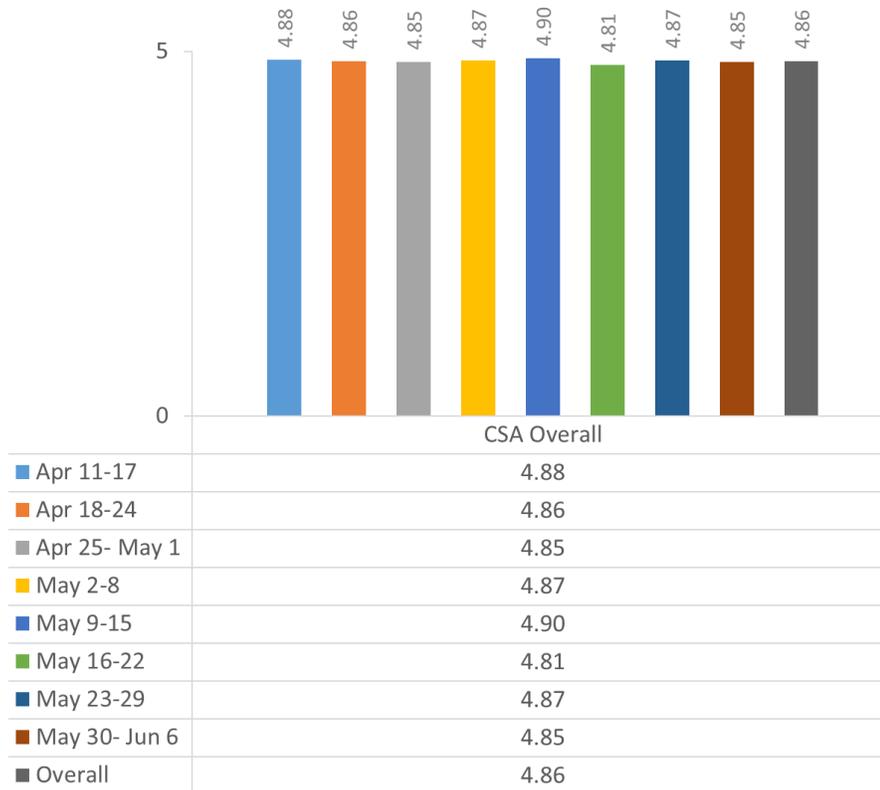


**Customer Service Agent Rating**

Callers were asked to rate the Customer Service Agent on a scale of one to five, with five representing excellent and one indicating poor. As shown in graph 30, Poll Worker Phone Bank data show a continuing trend that nearly all respondents give an Excellent or Very Good rating.

**Graph 30**

**Poll Worker Phone Bank CSA Overall Rating**





### **Public Phone Bank**

The Public Phone Bank had 28 Customer Service Agents during the June 7th Primary election. The phone bank was open from 8:00am-7:00pm to help the public with any election questions or issues that they may have had. Calls were both received and sent out by these Customer Service Agents. This phone bank took questions solely from the public and not poll workers.

A total of 3775 callers responded to the telephone survey. The Phone Bank Survey asked these three questions:

1. Was your question answered?
2. How would you rate the Customer Service Agent with whom you spoke?
3. How would you rate your overall experience with the Registrar of Voters?

The responses are based on a five-point scale: 5= excellent, 4= very good, 3= good, 2= fair, and 1= poor. The goal set by the Registrar of Voters was to achieve a score of 4.5 (90%) or higher.

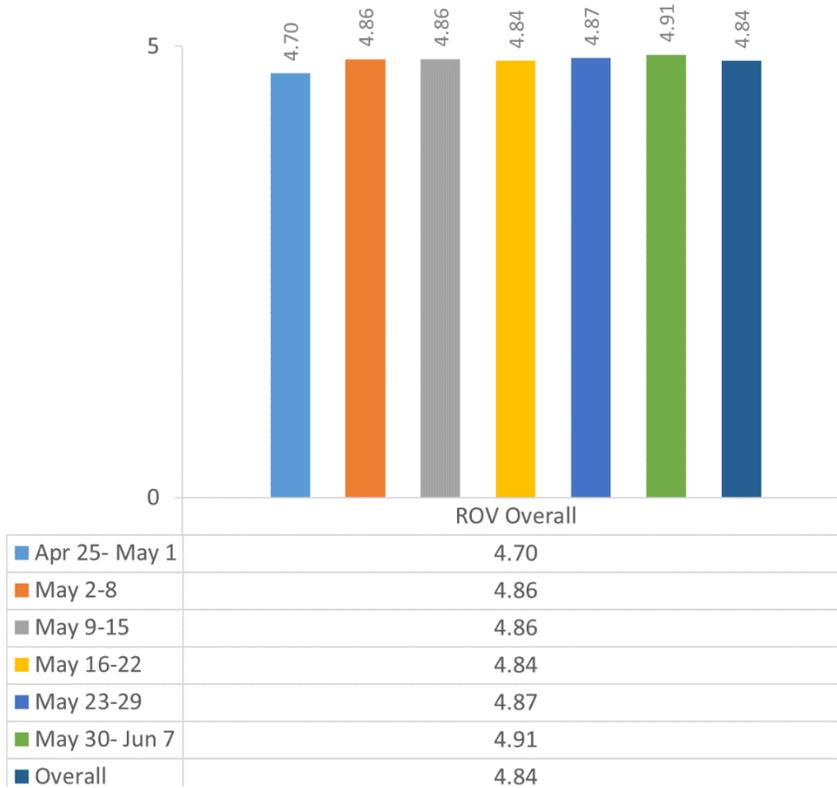


**Overall Rating of Registrar of Voters Service**

The June 2016 scores show sustained high ratings for overall service, as shown in Graph 31.

**Graph 31**

**Public Phone Bank Overall Service from the Registrar of Voters**



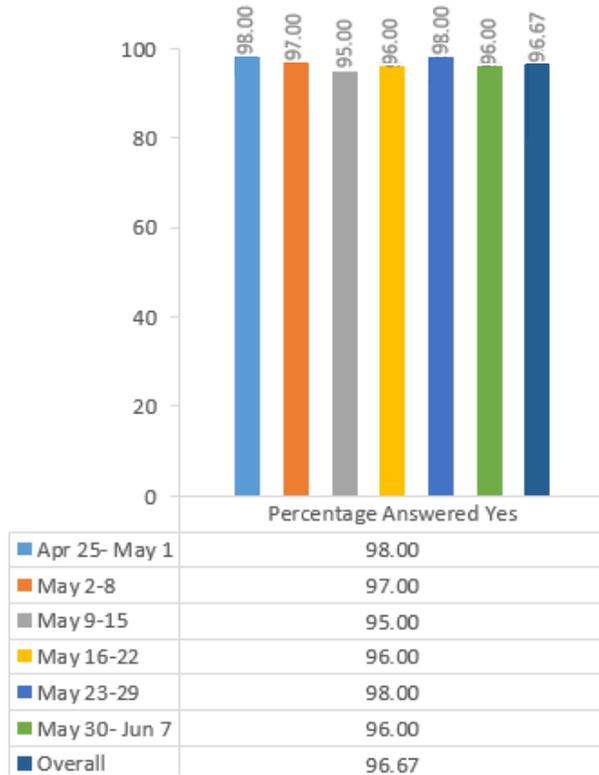


**Questions Are Answered**

As shown in Graph 32, the June 2016 data show a continuing trend that almost 100% of respondents reporting their questions were answered.

**Graph 32**

**Public Phone Bank-Questions Were Answered**



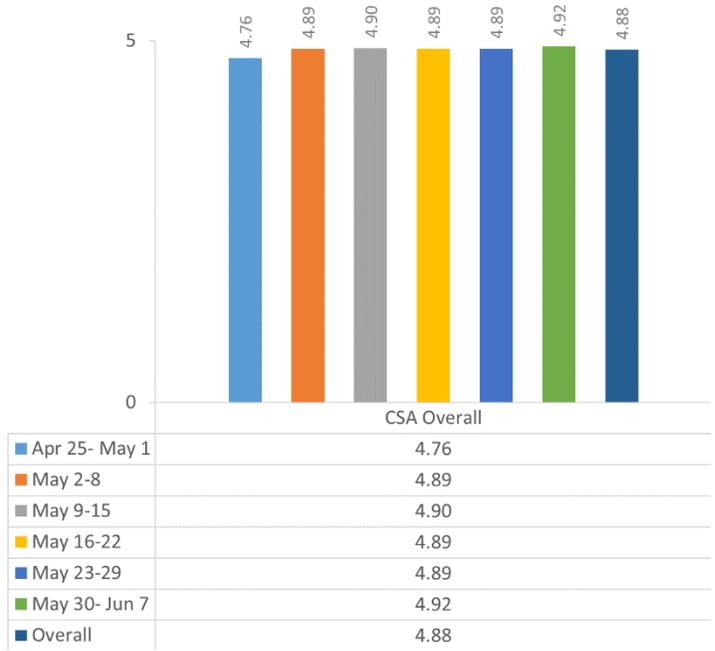


**Customer Service Agent Rating**

Callers were asked to rate the Customer Service Agent on a scale of one to five, with five representing excellent and one indicating poor. As shown in Graph 33, Public Phone Bank data show a continuing trend that nearly all respondents give an Excellent or Very Good rating.

**Graph 33**

**Public Phone Bank- Overall CSA Ratings**



Primary 2016

# Recruitment Survey

4 Questions

2,440 Survey Response



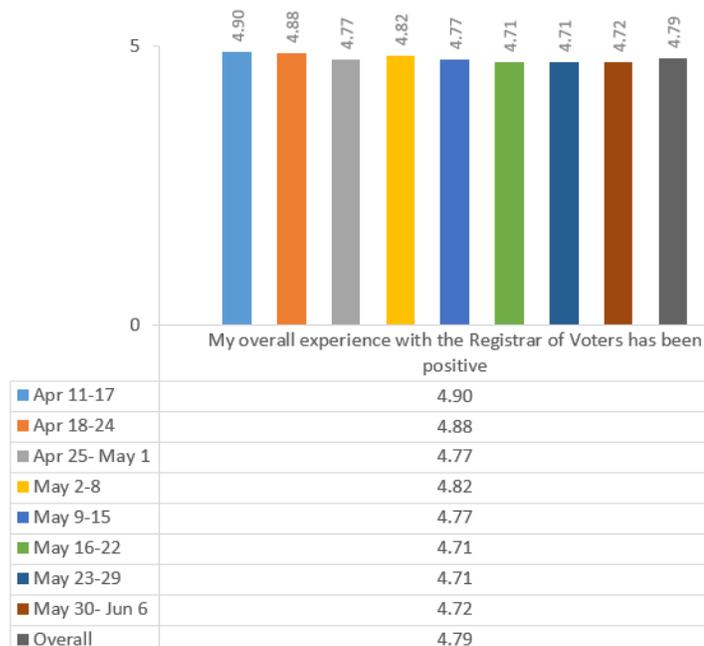


**Overall Experience with the Registrar of Voters Has Been Positive**

Poll workers were asked to rate the quality of their overall experience with the Registrar of Voters office. There was a total of 2,440 responses with the highest response of surveys collected the week of May 9-15 totaling 449 collected. The overall experience was rated on a scale of 1-5, five being the highest score possible. The overall data received showed on average of 4.90 positive experience with the Registrar of Voters. The positive score of satisfaction is on par with that of previous elections.

**Graph 34**

**Overall Experience with the Registrar of Voters has been Positive**



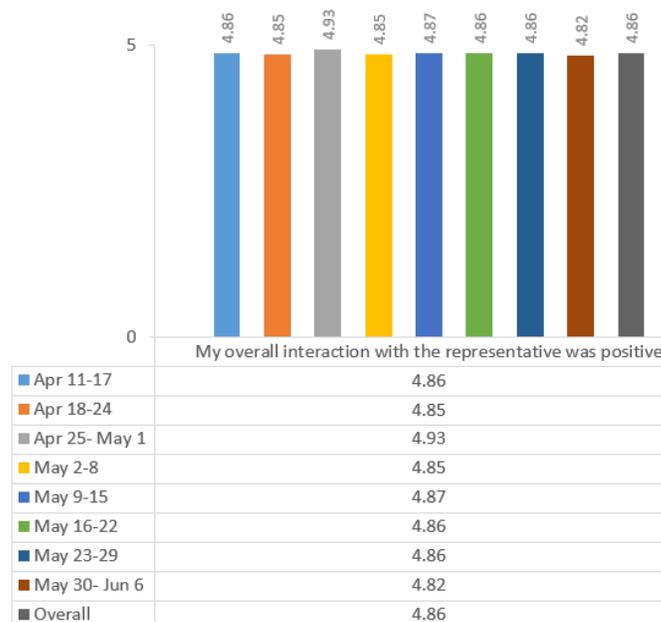


**My Overall Interaction with the CSA was Positive**

The recruitment phase is typically the first contact volunteers have with the Registrar of Voters office, and it is critical that the first impression made by the Customer Service Agent is a positive one: it can set the tone for the overall level of satisfaction experienced by poll workers, as well as impact the likelihood of future service. As shown in the chart below, there was a total of 2,440 responses with the highest response of surveys collected the week of May 9-15 totaling 449 collected. The overall experience was rated on a scale of 1-5, five being the highest score possible. The overall data received showed an average of 4.87 positive overall interaction with Customer Service Agent. In previous elections scores show that nearly all strongly agreed or agreed that their interaction was positive.

**Graph 35**

**My Overall interaction with CSA was positive?**



Primary 2016

# Coordinator Survey

223 Coordinators

4 Questions

151 Survey Response





### **Overview**

Election Day Coordinators play a vital role in Election Day communications, general troubleshooting and polling place supply replenishment. To be qualified to serve as a Coordinator, previous service as a Polling Place Inspector is required. There are two levels of the Coordinator position: Coordinator or Lead Coordinator. Coordinators are assigned five to six polling places and provide continual backup support and monitoring of statutory compliance and procedures. In the June 7, 2016 Primary Election, 223 Coordinators served in this capacity.

All Coordinators are charged with keeping the department apprised of the status of their assignments from 5:30 a.m. through the close of polls on Election Night. They are responsible for alerting the office of any major issues that may arise, as well as assisting poll workers resolve problems. All Coordinators are provided a survey on Election Night, and their feedback is extremely valuable to the department due to their critical role in ensuring Election Day is a success and they are among the department's most experienced volunteers. Of the 223 Coordinators who volunteered in this election, submitted surveys for a response rate of 151 or 68%.

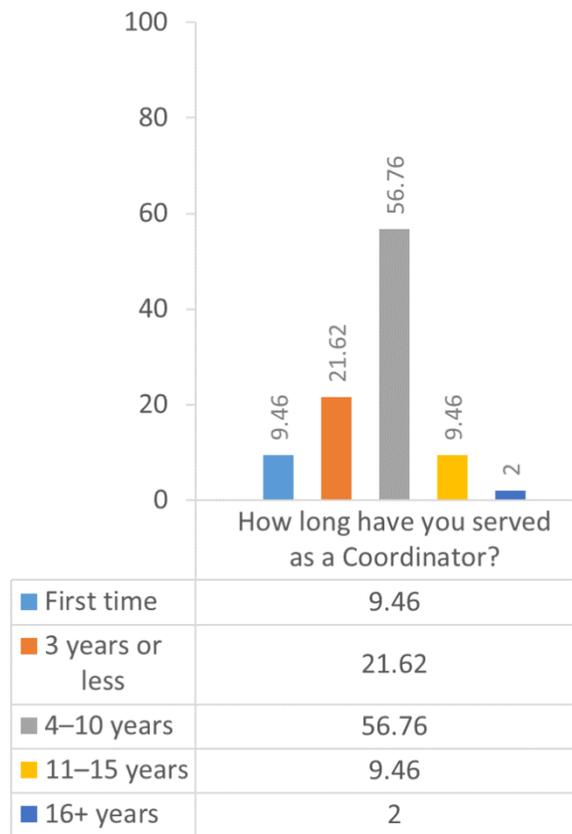


**Coordinator Experience**

In addition to being asked to rate various aspects of their Election Day assignment, Coordinators were asked to provide information about their length of service in Orange County as a Coordinator. For the June 2016 election, as shown in Graph 36, more than 68% of the Coordinators have at least four or more years of experience in that role. Of the remaining 32%, 21% had some experience in the Coordinator role.

**Chart 36**

**How long have you served?**



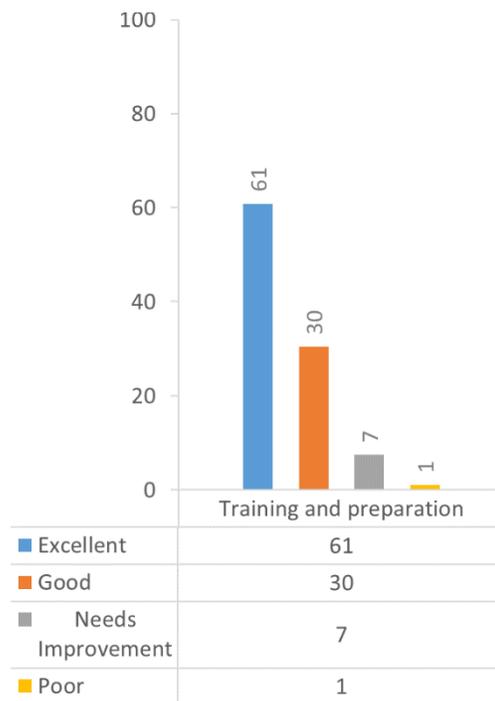


**Training and Preparation**

Coordinators were asked to rate the Registrar of Voters on the level of training and preparation they received prior to Election Day, using a scale of Excellent, Good, Needs Improvement, or Poor. For the June 2016 election, as shown in Graph 37, 91% of respondents described the preparation and training they received as Excellent or Good. The department places a high priority on preparing and training poll workers. Survey comments and assessments are fully analyzed in our effort to continue to strengthen the Excellent and Good ratings while keeping Needs Improvement or Poor ratings to a minimum.

**Chart 37**

**Training and Preparation**



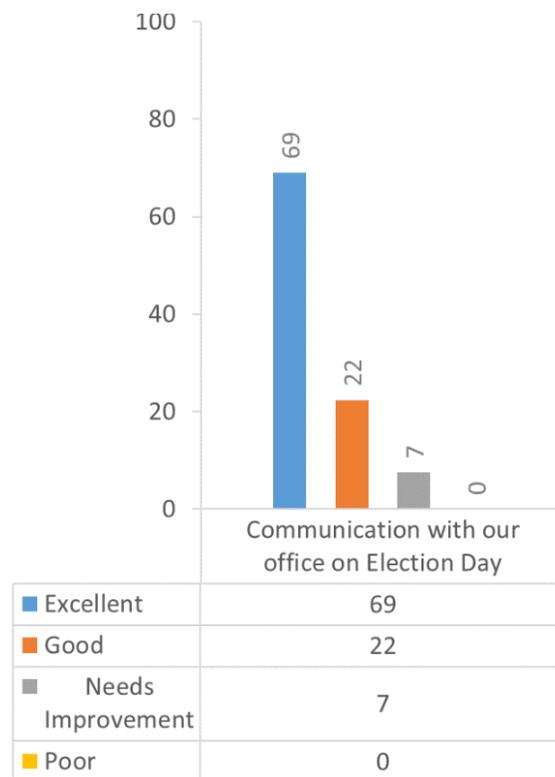


**Communication with the Registrar of Voters Department**

In order to keep the Coordinators informed as well as increase their level of preparation, the Registrar of Voters works to facilitate effective communication between the department and volunteers. Coordinators were asked to rate the effectiveness of communication with the department prior to Election Day, on Election Day, and overall through the Poll Worker PASS program. For the June 2016 election, as shown in Graph 38, 91% of respondents rated the Registrar of Voters either excellent or good.

**Graph 38**

**Communication with ROV on Election Day**



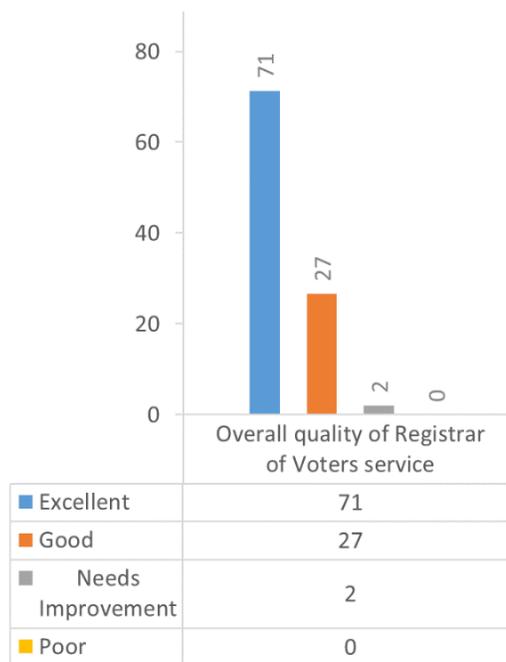


## Overall Quality of Service

The survey measures the overall quality of service in the election, overall quality of service provided by the Registrar of Voters office, and the likelihood that they will serve in a future election. For the June 2016 election, as shown in Graph 39, all respondents but 2% rated their overall quality as excellent or good. This maintains the high quality of service the Registrar of Voters strives for.

Graph 39

### Overall Quality of the Registrar of Voters



Primary 2016

# A-Team Survey

94 A-Team

4 Questions

54 Survey Response





### Overview

The Registrar of Voters recruits a select number of poll workers to serve on the A-Team as back-up volunteers. These volunteers are all trained as Inspectors and are prepared to deploy to any polling place on Election Morning. A-Team members play an important role as poll worker cancellations and no-shows are unavoidable when working with hundreds of volunteers. The ability to deploy trained A-Team members to replace poll workers who do not report to their polling place enables the Registrar of Voters office to remain in compliance with election law that mandates each polling place be staffed with an Inspector and bilingual poll workers.

For the June, 7 Presidential Primary Election, 94 volunteers were recruited to serve as A-Team members. Each member was asked to complete a survey and share information about their experience. In total, 54 of the 94 (57%) A-Team volunteers responded.

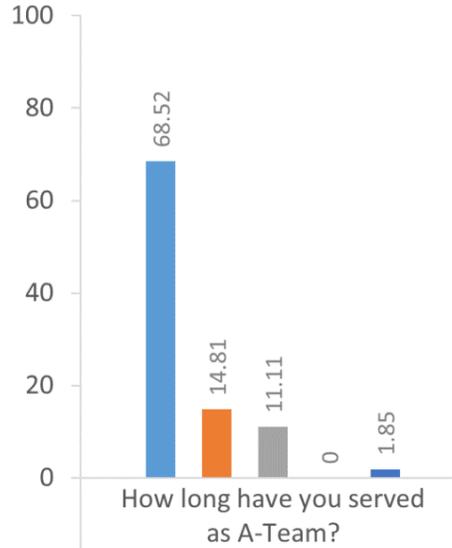


**A-Team Experience**

As shown in Graph 40, for the June 7 election, 69% of respondents had no experience being A-Team members before. 13% of respondents had 4 or more years of service.

**Graph 40**

**How long have you served as A-Team?**



■ First time	68.52
■ 3 years or less	14.81
■ 4-10 years	11.11
■ 11-15 years	0
■ 16+ years	1.85

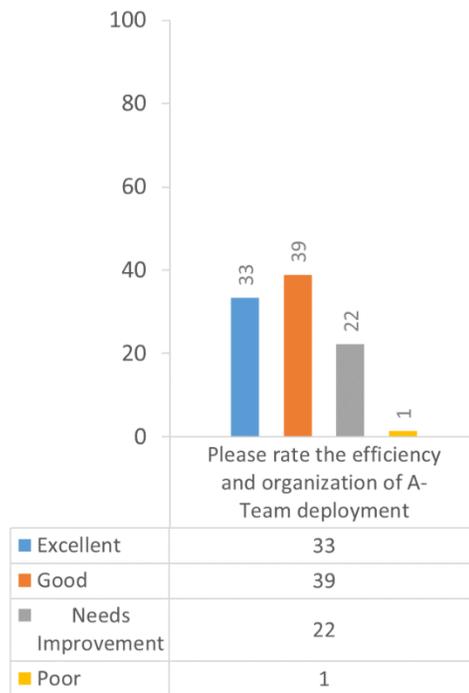


**Efficiency and Organization**

A-Team members were asked to rate the efficiency and the organization of A-Team deployment. Again the scale was Excellent, Good, Needs Improvement, and Poor. 72% of respondents rated efficiency and organization either Excellent or Good. While 22% said the Registrar of Voters could improve the A-Team.

**Graph 41**

**Rate the Efficiency and Organization of A-Team Deployment**

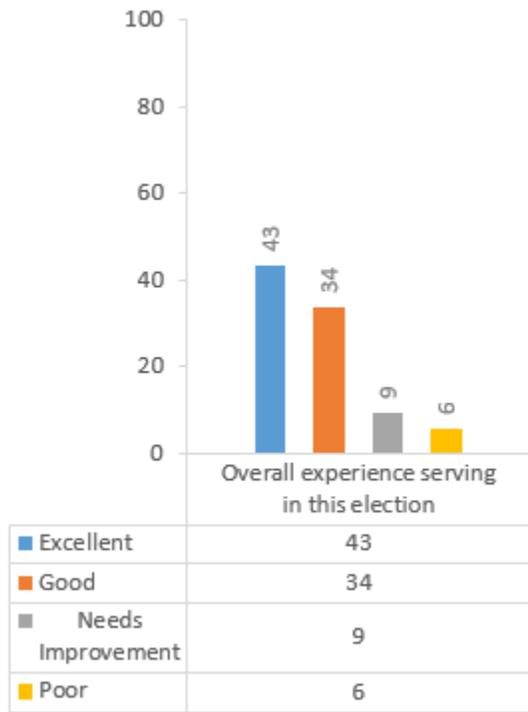




**Election Day Experience**

A-Team members were asked about their overall experience in this June 2016 Presidential Election. About 77% of the 54 respondents rated their experience as either Excellent or Good. Only 15% of respondents stated either Needs Improvement or Poor. Graph 42 shows the respondents and their answers for this question.

**Graph 42**  
**Rate the Overall Experience**

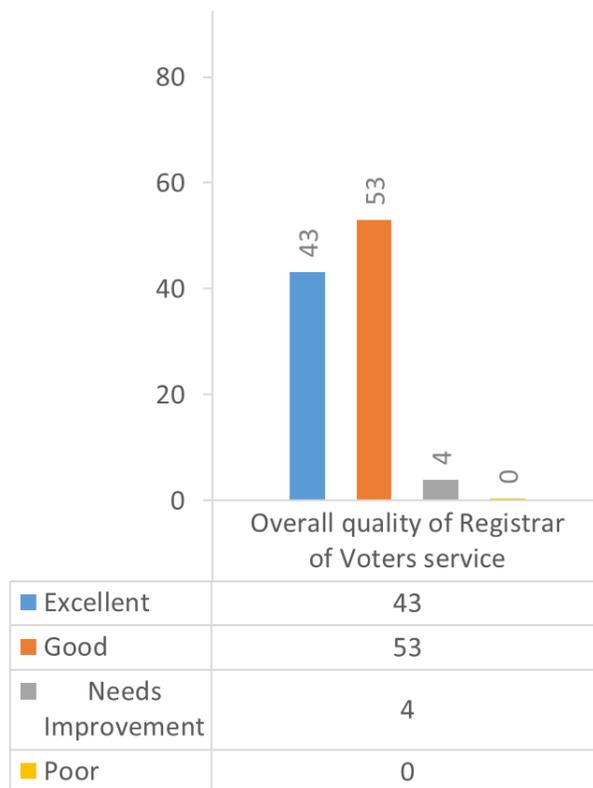




The last question A-Team members were asked to rate was the overall quality of Service at the Registrar of Voters. Graph 43, shows out of the 54 surveys completed, 96% stated the quality was either Excellent or Good. 4% stated there Needs Improvement while no one stated the quality of service was Poor. This shows the Registrar of Voters is maintaining the high standards of service and quality that is needed.

**Graph 43**

**Rate The Overall Quality of ROV services**



Primary 2016

# Collection Center Survey

33 Collection Centers

286 Collection Center Workers

4 Questions

50 Survey Response





### **Overview**

After closing the polls on Election Night, Inspectors return the ballots cast and all other items from their supply box to a designated Collection Center. After all supplies and ballots cast have been delivered to a Collection Center and accounted for by the Registrar of Voters staff, poll workers have officially completed all of their duties. For the June 7, 2016, Presidential Primary Election, the department utilized 33 Collection Centers, staffed with volunteers who serve as Collection Center Workers, throughout the County. Under the direction of a Collection Center Supervisor, these volunteers assist with traffic control, supply box and equipment movement, communications, and documenting information.

For the June 7, 2016, Primary Election, the Registrar of Voters recruited 286 total Collection Center workers. The four question Collection Center Survey obtains feedback about the quality of training and service provided by the Registrar of Voters, as well as the quality of service within the Registrar of Voters. In total, 50 of the 286 (32%) of Collection Center workers completed the survey.

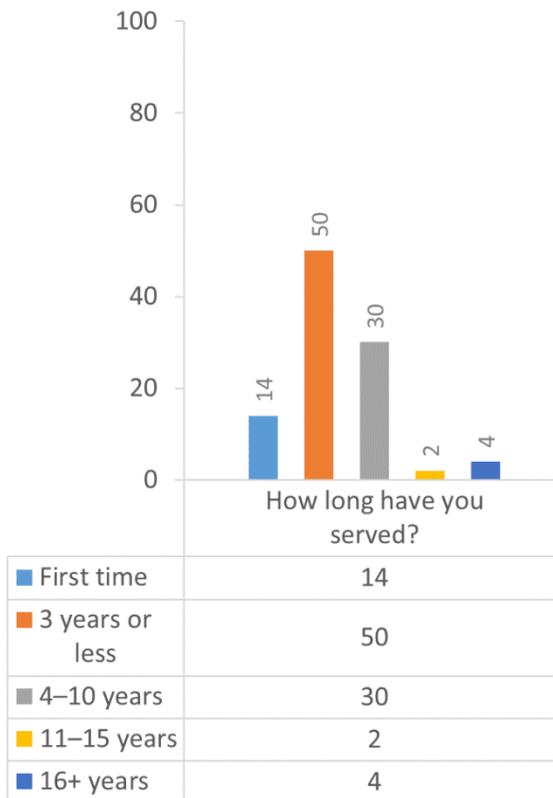


**Length of Service**

For June 7, 2016 as shown in Graph 44, 86% of all respondents had some experience (3 years or less) serving as a poll worker in Orange County. About 14% were first time workers for the June 2016 election.

**Graph 44**

**How long have you served?**



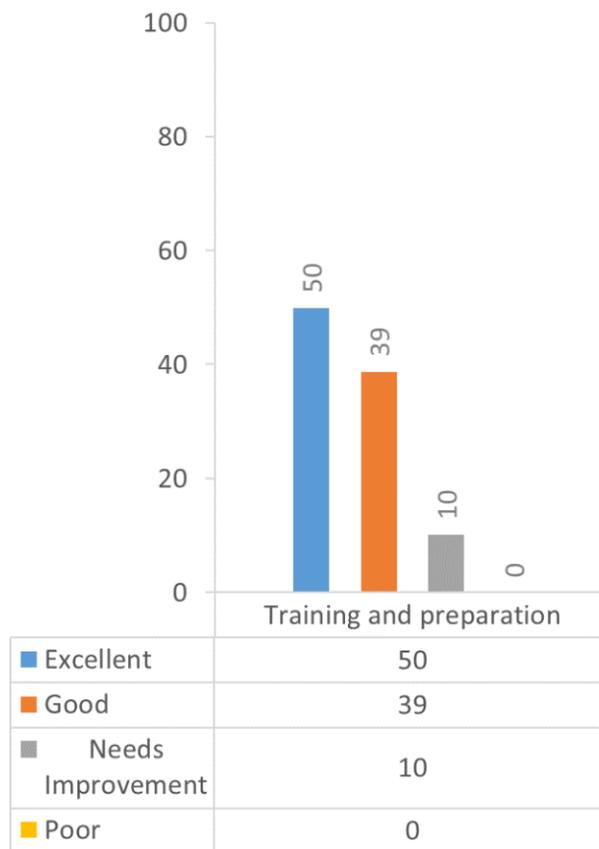


**Training and Preparation**

All volunteers are provided training to ensure they were going to be prepared for the June 2016 election. Of the 50 respondents over 89% stated that their preparation for the election was either Excellent or Good. Only 10% stated that training needs to be improved.

**Graph 45**

**Training & Preparation**

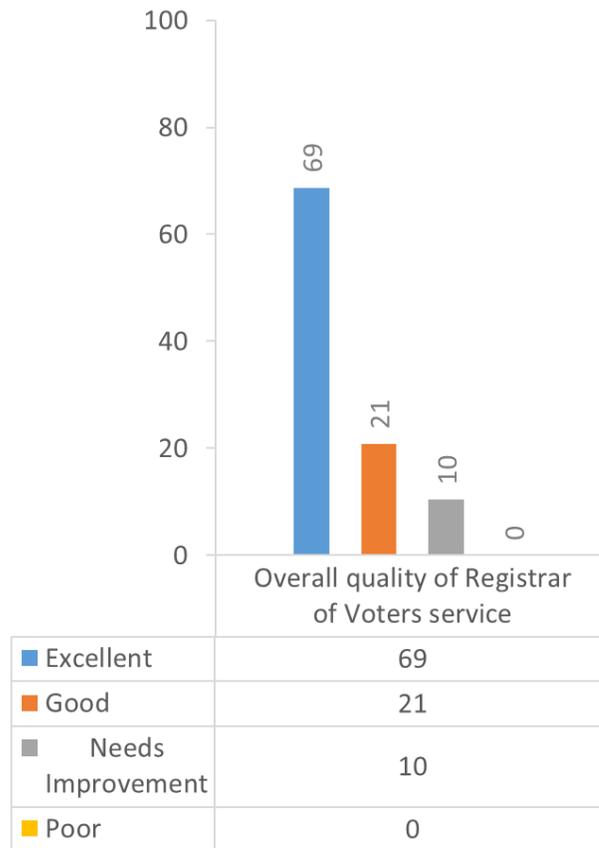




The final question asked about the overall quality of the Registrar of Voters service. About 90% of the 50 respondents stated that the service was Excellent or Good. Only 10% stated that the Registrar of Voters needs to make improvements.

**Graph 46**

**Overall Quality of Registrar of Voters Service**



Primary 2016

# Candidate Filing Survey

261 Valid Candidates

5 Questions

105 Survey Response





## **Overview**

The Registrar of Voters office strives to provide an outstanding level of customer service to all candidates running for office, whether they are running for a statewide office such as Governor or Congressional Representative or a local office such as the Orange County Board of Supervisors. Our goal is to make the process easier to understand and less time consuming for candidates. The Candidate Filing Survey assesses the efficiency of the process, professionalism of staff, and overall quality of service provided to candidates filing for office.

For the June 7, 2016, Presidential Primary Election, the Registrar of Voters office assisted 371 candidates in the filing process but only 261 candidates qualified for the ballot. Candidates could begin the process on the Registrar of Voters website and finish the process by going into the Registrar of Voters office to finalize everything for the filing process. About 105 candidates completed their survey.

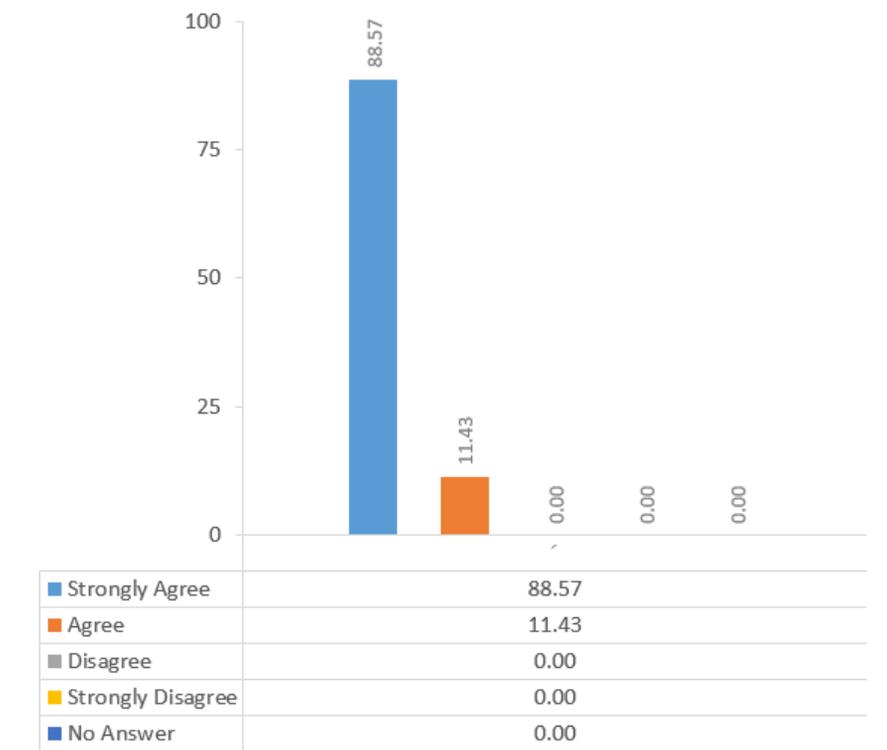


**Candidate Experience**

Candidates continue to give very positive ratings in all areas measured. All 105 candidates in the June 2016 election said they Strongly Agree or Agree the in-person process is organized and efficient. Graph 47, shows that 88.57% of those surveyed stated that they Strongly Agreed.

**Graph 47**

**Organization and Efficient**

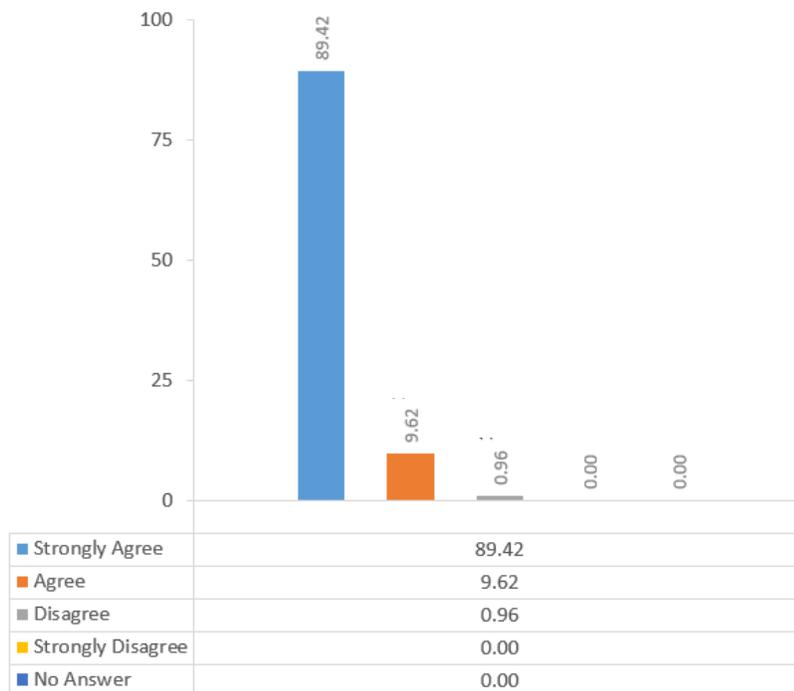




Our Candidate and Voter Services staff continues to receive high marks for their knowledge, level of professionalism, and courteousness. Continuing that trend, in the June 2016 survey all respondents gave a Strongly Agree or Agree rating. Graph 48, shows that almost 90% of those surveyed Strongly Agree while 0 surveyed Disagree.

### Graph 48

#### Knowledgeable Staff

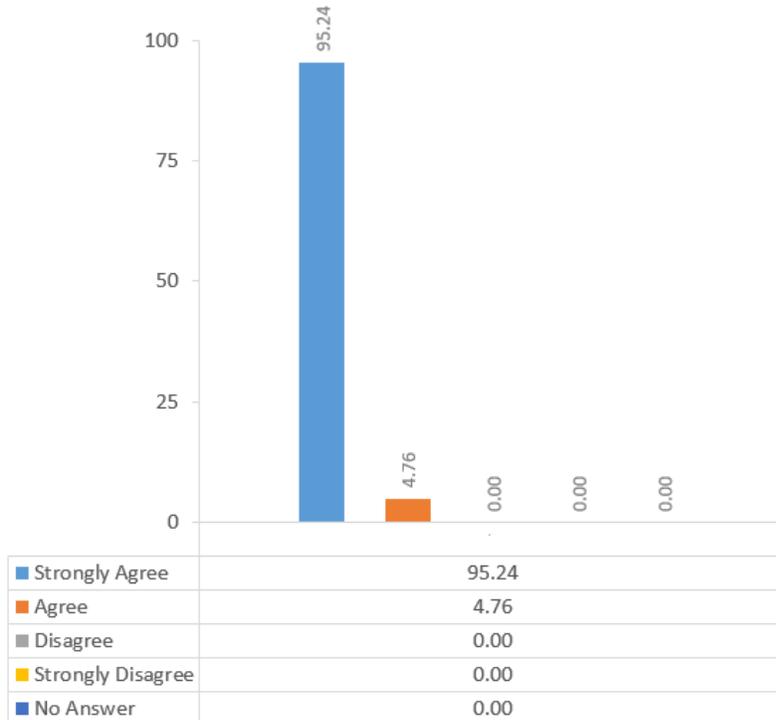




In Graph 49, over 100% Agree and Strongly Agree that the Registrar of Voters staff was courteous and professional during the candidate filing period.

Graph 49

Courteous and Professional

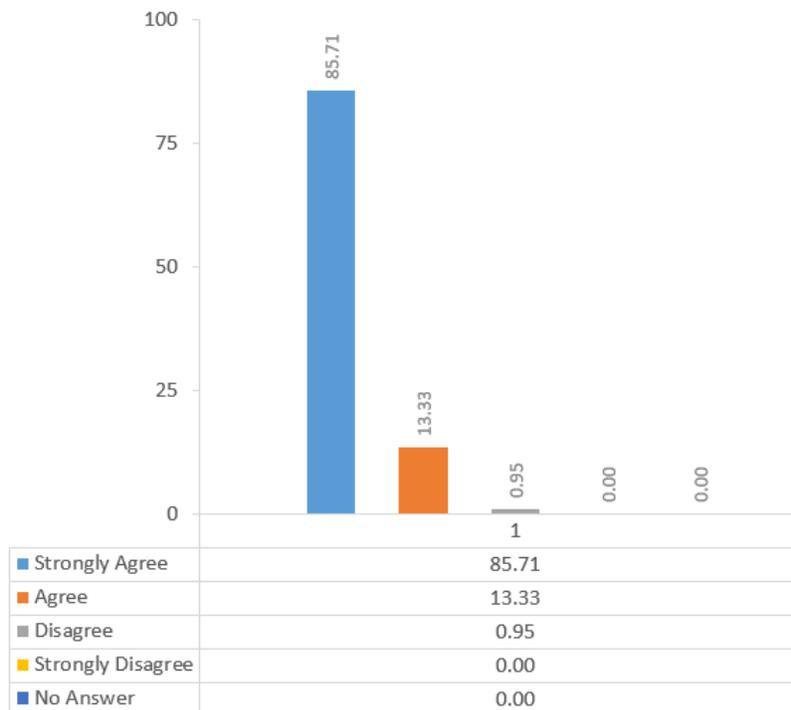




We continually look for ways to improve our process to efficiently manage amount of time candidates must wait in our office while we work with them to complete the filing process. In the June 2016 survey, 99% of candidates gave a positive rating, with 95% giving a Strongly Agree rating.

**Graph 50**

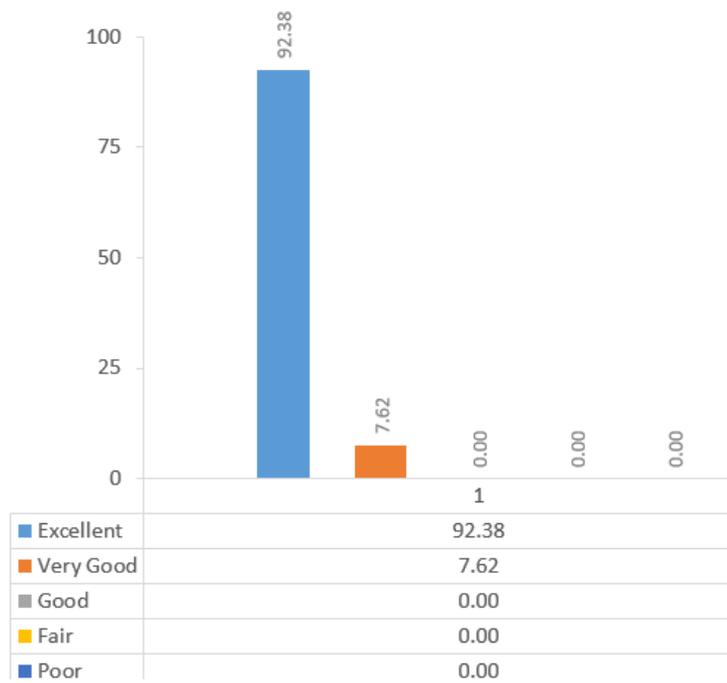
**Wait Time Efficient**





Overall, candidates give very positive ratings for the quality of service they receive. In June 2016, 92% of respondents rated the service Excellent while 8% of candidates rated the overall quality Very Good. Having these high percentages for quality of service, ensures the Registrar of Voters maintains great customer service in every aspect of the office.

**Graph 51**  
**Overall Quality**



Primary 2016

# Conclusion





The June 7, 2016, Primary Presidential Election survey results were positive in all areas measured, and helpful feedback was received from voters, poll worker volunteers, candidates, delivery vendors, and polling place hosts.

### **Areas that showed positive rating or a positive gain were:**

- **Voter Experience:** voters scored the Registrar of Voters with an overwhelming good or excellent overall experience at the polls.
- **Communication:** gains in Coordinator rating of the overall communication between the department and volunteers prior to the Election, on Election Day, and through the Poll Worker PASS program.
- **Customer Service:** gains in organization and efficiency satisfaction from the Candidate and Voter Services survey with a perfect score.
- **Inspector Supply Pickup:** gains in the supply distribution with almost 100% complete satisfaction from Inspector scores.
- **Service in Future Elections:** high scores for all volunteers; responding that they would serve again in a future election.

### **Responses that require additional attention from the Department are:**

- Analyze and improve the A-Team efficiency and organization of deployment as well as improve the overall quality of department service.
- Examine why provisional voters tend to want to vote by paper rather than electronically to improve their overall voting experience from an efficiency standpoint.
- Ensuring that poll worker training provides a sense of complete preparedness for all poll workers.
- Working toward relationship sustainability with host polling places by creating a sense of trust through on-time delivery of equipment.

The Orange County Registrar of Voters will continue to work to improve its service on all levels and will address issues that have surfaced through these survey results.