

Orange County Registrar of Voters

November 2016
Presidential Election
Survey Report



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Executive Summary

The Presidential General Election was held on Tuesday, November 8, 2016 in Orange County. Overall, elections operations were very successful and common election-related logistical issues were handled. For this election, there were more than 1.5 million registered voters who were mailed sample ballots. Of the 1,022,000 Vote-By-Mail (VBM) ballots that were mailed to voters, approximately 695,050 VBM ballots were cast. In Orange County, a total of 1,239,405 ballots were cast for a 80.7% turnout. Statewide, the turnout was approximately five percentage points lower at 75.3%. Staff successfully recruited 6,477 poll workers to staff 1,093 polling places located throughout Orange County, up from the 5,163 poll workers recruited to serve in the June 2016 Presidential Primary Election.

The success of elections operations is heavily dependent on a high level of efficiency and organization, as well as successful volunteer recruitment and retention. Consequently, nine 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, basis to determine the need for operational adjustments.

This report contains the results of all surveys utilized in the November 8, 2016 Presidential General Election, which include the following: (1) Poll Worker Survey, (2) Training Survey, (3) Delivery Survey, (4) Phone Bank Survey, (5) Recruitment Survey, (6) Polling Place Survey, (7) Coordinator Survey, (8) Collection Center Survey, and (9) Candidate Filling Survey. Survey responses are carefully examined by the Registrar of Voters, as they have played a significant role in increasing efficiencies and improving services as well as contributing to the Orange County Registrar of Voters' standing as a leader in the field of elections.

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 office, issues encountered at their polling place, and their overall experience of serving on Election Day. A Poll Worker Survey was also provided to A-Team members, who serve as back-up poll workers deployed to a polling place on Election Day morning in the event of volunteer cancellations. 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 **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 Polling Worker Handbook. This survey was used to ensure that training objectives were being met and 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 **Polling Place Survey** asked polling place hosts about their experiences receiving, storing, and returning equipment and supplies. The survey additionally measured the satisfaction of polling place hosts with their level of communication with the Registrar of Voters and poll workers, as well as their overall experience serving in the election. This survey was emailed to each polling place host after the election, and it serves as an indicator of the likelihood of that polling place host volunteering to serve in future elections.

The **Phone Bank Surveys** consisted of two separate components: One survey was offered to members of the public who called the Public Phone Bank and the other was to poll workers 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 solicited 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 was 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 **Recruitment Survey** was developed and implemented as a means to measure the level of customer service provided by staff members who actively recruited volunteers. After being recruited and assigned to a polling place, volunteers received an automated call inviting them to participate in a brief survey. Poll workers were asked to rate the interaction they had with their recruiter, and survey responses were monitored daily to ensure that staff members communicated to volunteers with a high degree of respect and professionalism.



The **Coordinator Survey** was distributed to the Coordinators to rate their experiences leading up to and on Election Day. Coordinators served an essential function as they were liaisons between the Registrar of Voters and the various polling places, aided in troubleshooting, and provided leadership to poll workers as issues arise in the field. Responses provided were useful in assessing the overall efficiency of Election Day operations.

The **Collection Center Survey** was provided to collection center workers. The Registrar of Voters office utilized 33 Collection Centers throughout Orange County, where staff received the supply boxes and voting equipment that were delivered by the Inspectors after the closing of the polling places. Collection Center Workers were asked for 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 was 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 were not only used to help ensure that a high level of customer service was provided to candidates filing for the election, but also to identify means of streamlining the intensive filing process.

Results from the nine surveys detailed above indicate that the Registrar of Voters continues to provide excellent service to poll workers and polling place hosts, as well as the public. 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 and the public, 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".

Neal Kelley
Registrar of Voters

Poll Worker Survey

6,477 Poll Workers

4 Questions

1,998 Survey Responses





Overview

After the Presidential General Election on November 8, 2016, poll workers were asked to complete a short and specific survey. The survey solicited feedback from poll workers on topics that included 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 30.69%, as 1,998 out of the 6,477 poll workers who worked on Election Day completed surveys.

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

1. How long have you served?
2. How likely would you serve in a future election?
3. Rate your overall experience serving in this election.
4. Rate the overall quality of Registrar of Voters service.

Volunteers who served as A-Team members were additionally asked to rate the efficiency and organization of A-Team deployment on Election Day.

Election Day Position and Length of Service

Poll workers can serve in one of the four different roles offered on Election Day: Clerk, Inspector, A-Team, and Student Clerk. Consistent with polling place staffing needs, 3,139 volunteers served as Clerks, followed by 1,075 Inspectors, 121 A-Team members, and 2,072 Student Clerks plus 7 students worked morning shift and 3 worked evening shift.

For the November 2016 election, 51.10% of respondents served as Clerks, who helped process voters and assisted 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 25.13% of survey respondents. Inspectors, who are generally more experienced poll workers and are responsible for managing all activities within their assigned polling place, accounted for 20.87% of survey respondents. Trained as Inspectors and prepared to be deployed to any polling place on Election Day morning, A-Team members helped fill staffing needs due to poll worker cancellations and volunteers not showing up on Election Day. Of the 121 A-Team members worked on Election Day, 47.93% completed the survey.



Along with Chart 1, Table 1 indicated the result of the length of service each type of volunteers served as poll workers. On average, first time volunteers made up 55.01% of survey respondents. 19.52% reported 3 years or less prior service, and 15.87% reported four or more years of prior service as a poll worker in Orange County.

Response	Inspector		Clerk		Student		A-Team	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
First time	136	32.61%	446	43.68%	466	92.83%	51	87.93%
3 years or less	85	20.38%	262	25.66%	36	7.17%	7	12.07%
4-10 years	106	25.42%	211	20.67%	0	0.00%	0	0.00%
11-15 years	47	11.27%	58	5.68%	0	0.00%	0	0.00%
16+ years	41	9.83%	39	3.82%	0	0.00%	0	0.00%
No answer	2	0.48%	5	0.49%	0	0.00%	0	0.00%

Table 1: Poll workers' length of service and their positions on Election Day.

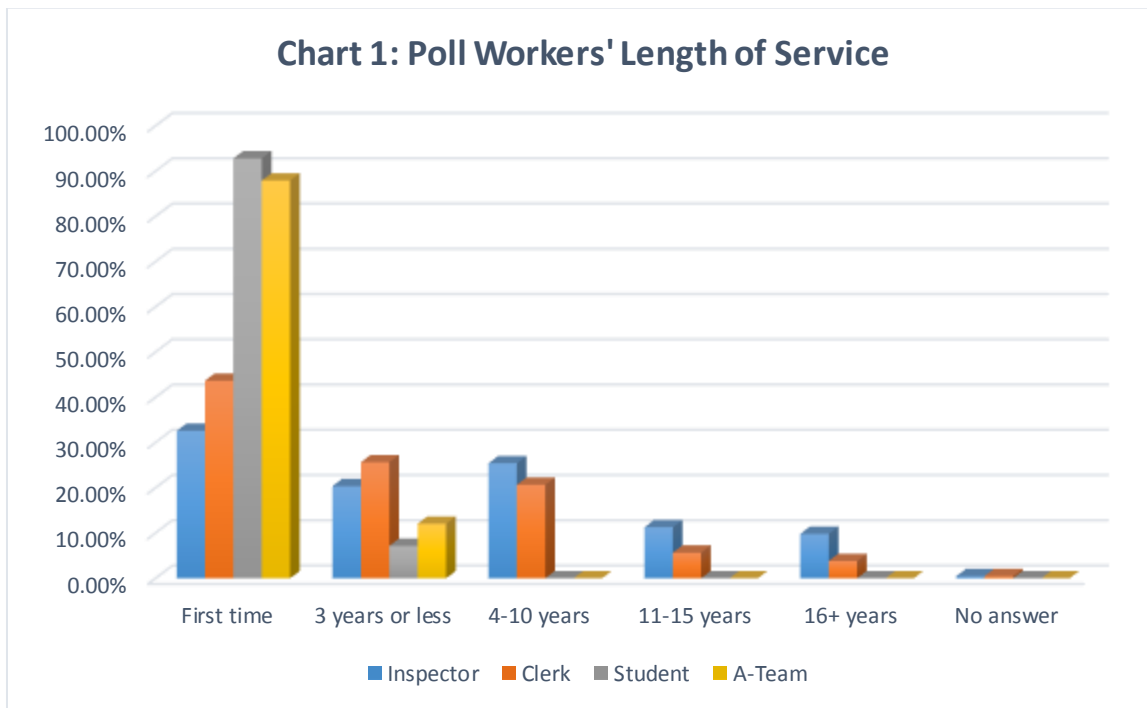
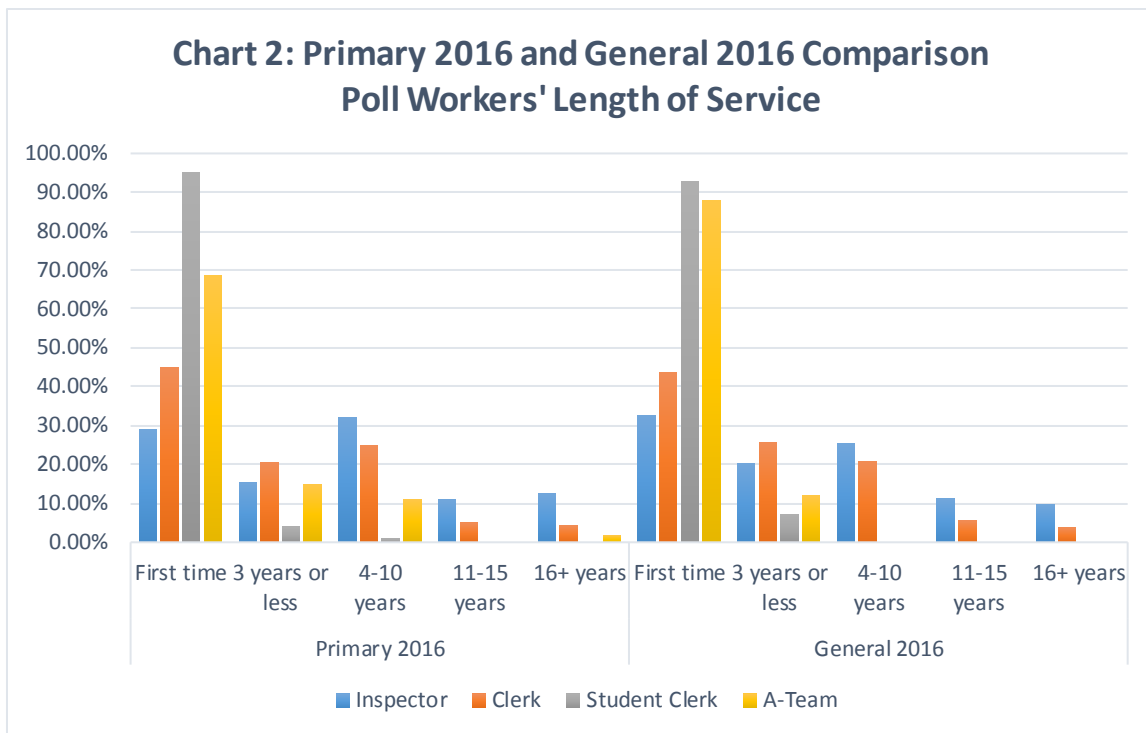


Chart 2 below shows that the years-of-service results from this election are fairly consistent with those from the June 2016 Presidential Primary Election, as the general trend has been that first-time volunteers are the highest percentage reporting. It is important to note, however, that Chart 2 indicated a higher percentage of first-time A-Team members in the November 2016 Election than those in June 2016.



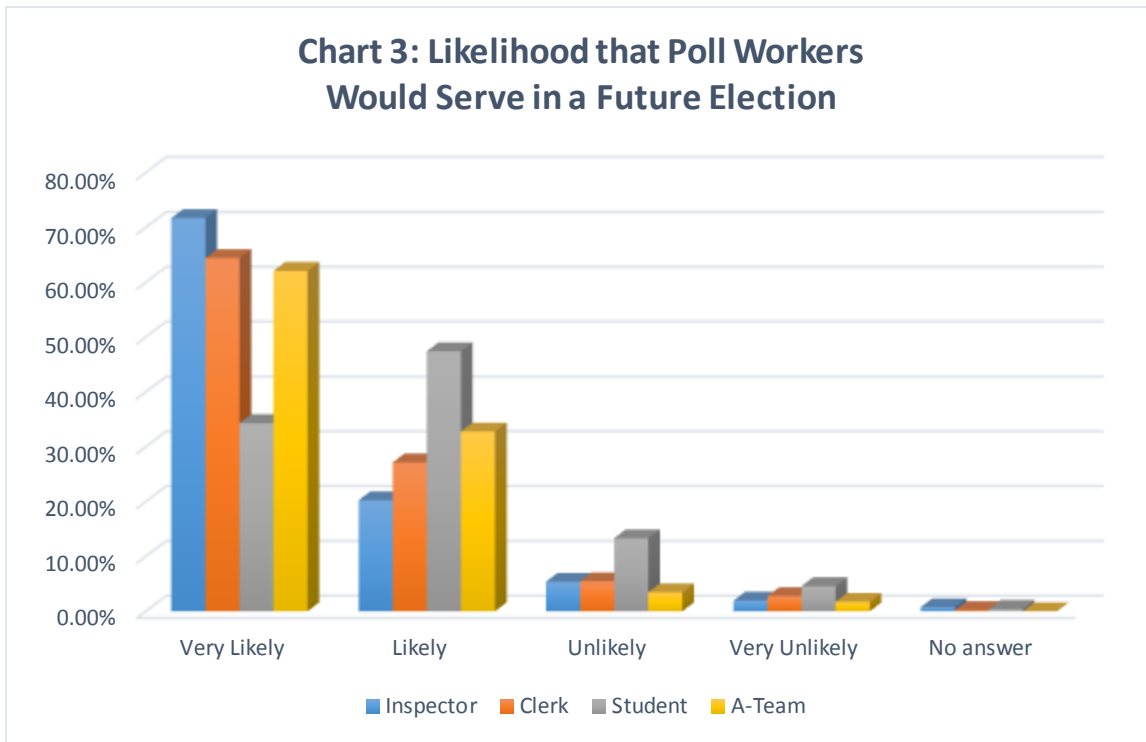
Experience and Quality of Service

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. Specifically, A-Team members were also asked to rate the efficiency and organization of A-Team deployment on Election Day.

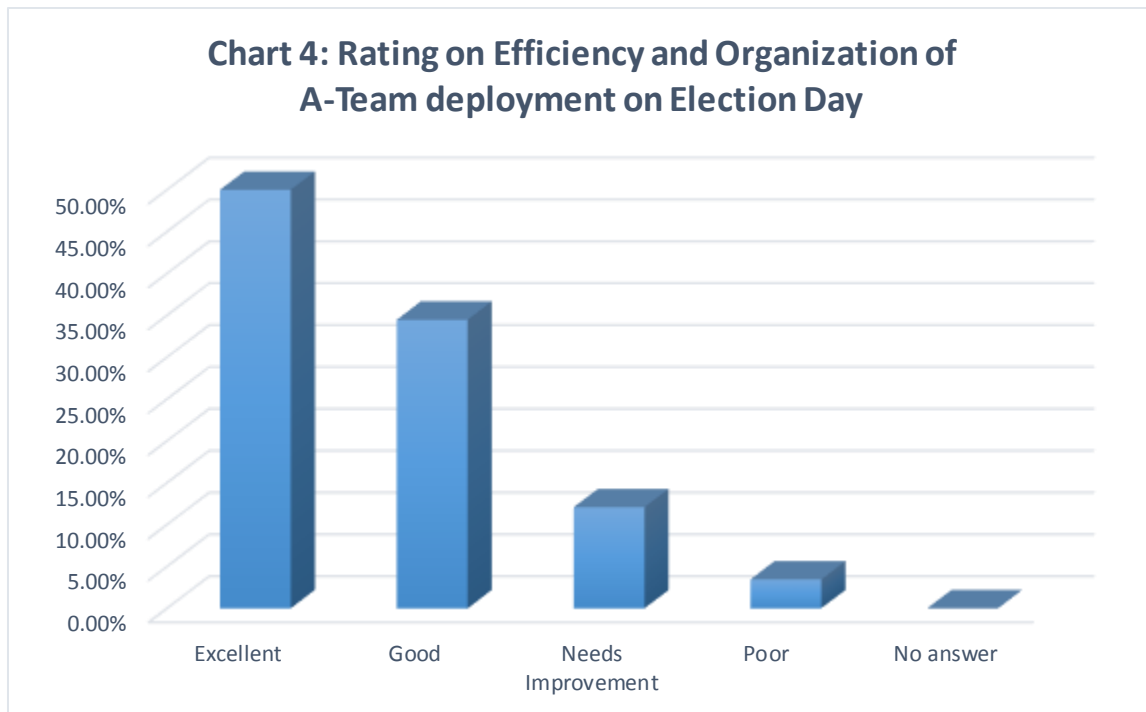
Table 2 and Chart 3 showed the result of the likelihood that poll workers would serve in a future election. On average, 88.37% of this survey response group stated that they would likely or very likely serve in future elections.

Response	Inspector		Clerk		Student		A-Team	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Very Likely	294	71.71%	648	64.41%	165	34.30%	36	62.07%
Likely	83	20.24%	273	27.14%	228	47.40%	19	32.76%
Unlikely	22	5.37%	55	5.47%	64	13.31%	2	3.45%
Very Unlikely	8	1.95%	28	2.78%	22	4.57%	1	1.72%
No answer	3	0.73%	2	0.20%	2	0.42%	0	0.00%

Table 2: Likelihood that poll workers would serve in a future election.

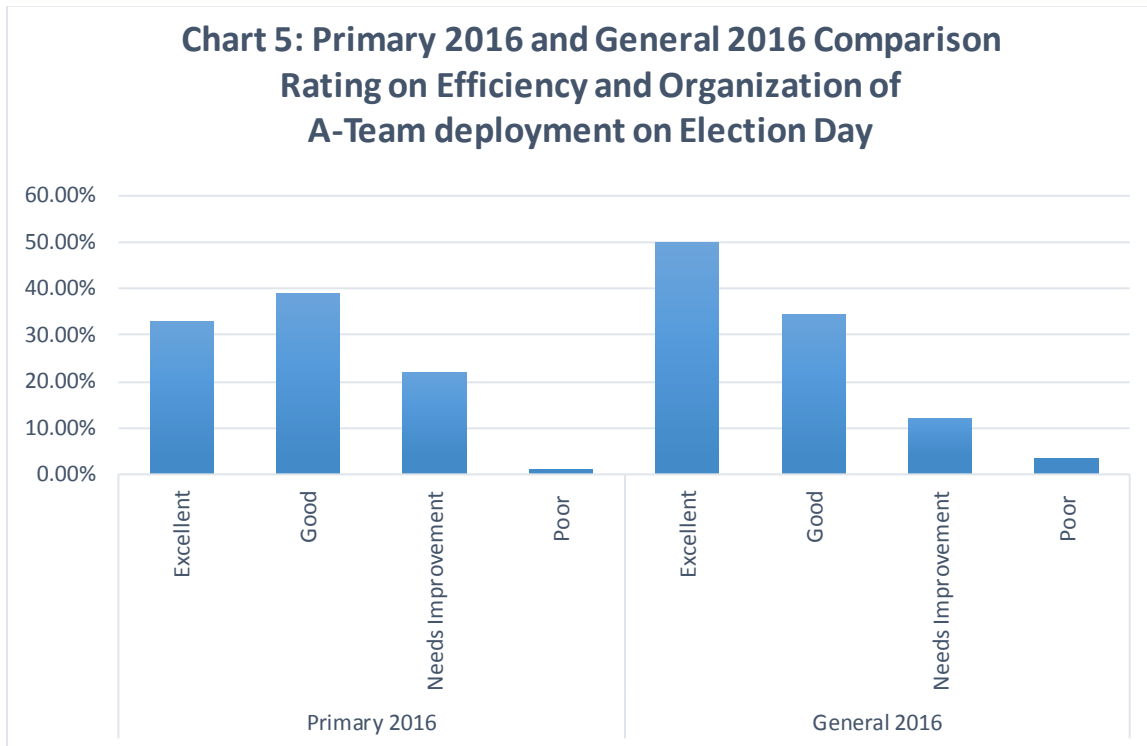


As shown in Chart 4, the survey result of A-Team members rating on the efficiency and organization of A-Team deployment on Election Day showed that 50% was excellent and 34.48% was good, while 12.07% indicated needs for improvement.





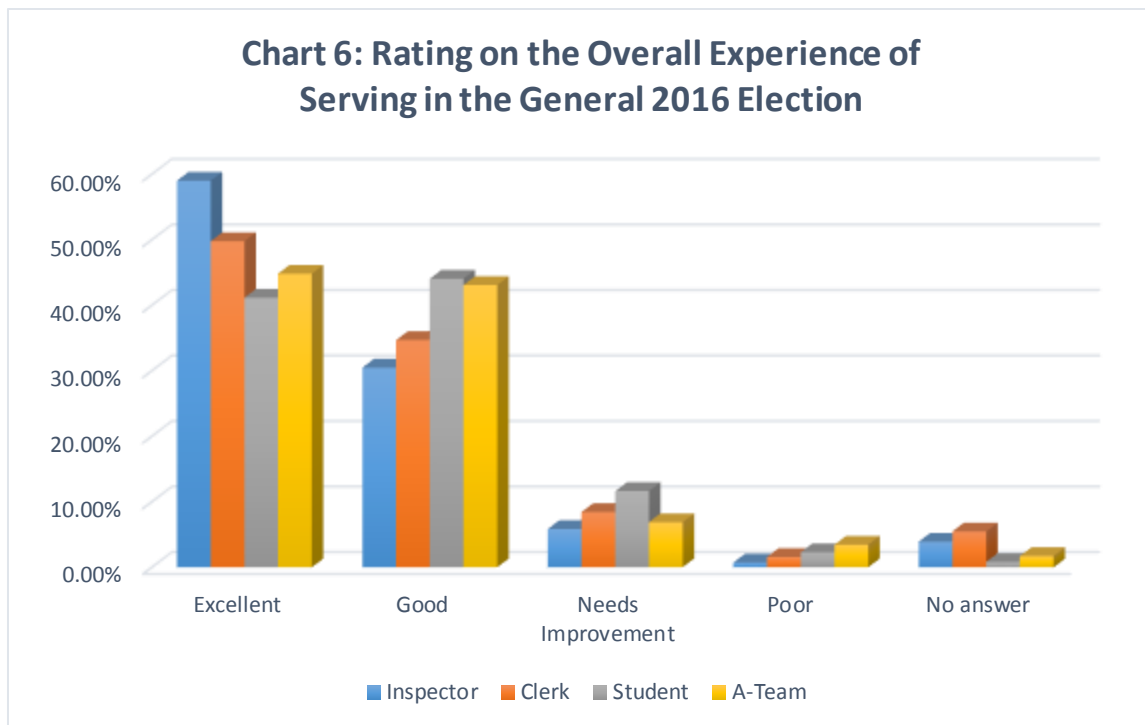
In comparison to the June 2016 Election, A-Team members provided a higher rating for the November 2016 Election, shown in Chart 5, with an “excellent” response rating at 50%.



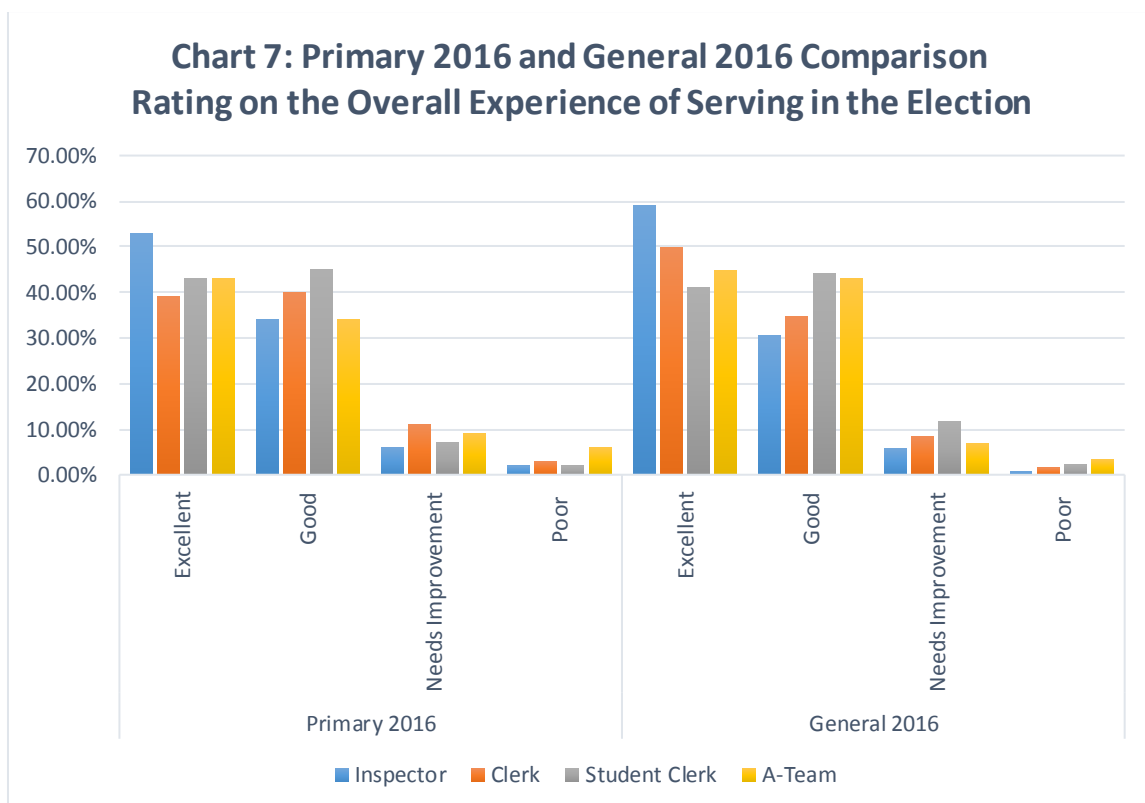
Additionally, poll workers were asked to rate the overall quality of the service provided by the Registrar of Voters and their overall experience serving in the election. As shown in Table 3 and Chart 6, when asked to rate the overall experience of serving in the November 2016 Presidential General Election, 49.46% rated it as excellent and 45.01% described it as good. Approximately 10% of respondents rated their overall experience as needs improvement or poor.

Response	Inspector		Clerk		Student		A-Team	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Excellent	242	59.02%	501	49.80%	198	41.16%	26	44.83%
Good	125	30.49%	349	34.69%	212	44.07%	25	43.10%
Needs Improvement	24	5.85%	85	8.45%	56	11.64%	4	6.90%
Poor	3	0.73%	16	1.59%	11	2.29%	2	3.45%
No answer	16	3.90%	55	5.47%	4	0.83%	1	1.72%

Table 3: Rating on the overall experience of serving in the November 2016 Election.



As shown in Chart 7, these survey results are consistent with those from the June 2016 Election, with the “excellent” rating being higher in November 2016.

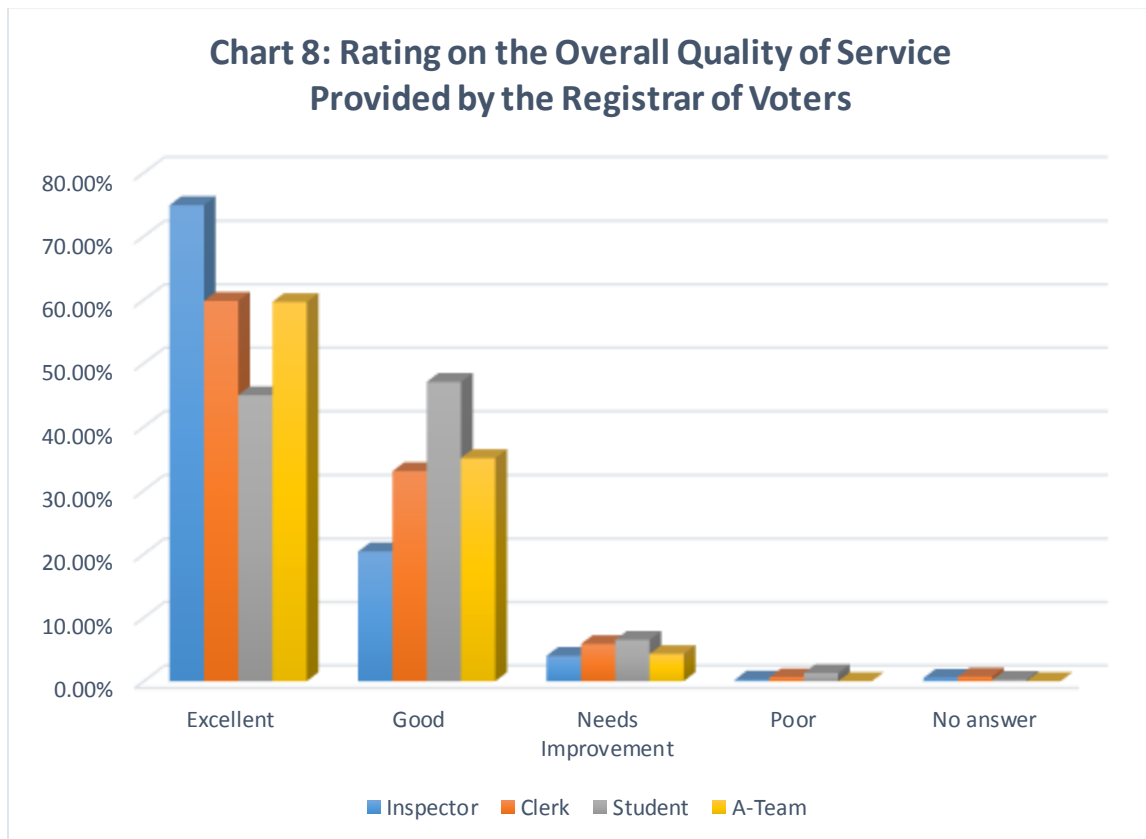




Moreover, Table 4 and Chart 8 indicates that the overall quality of service provided by the Registrar of Voters was rated excellent or good by 93.21% of poll workers, and 5.6% rated the service as needs improvement or poor.

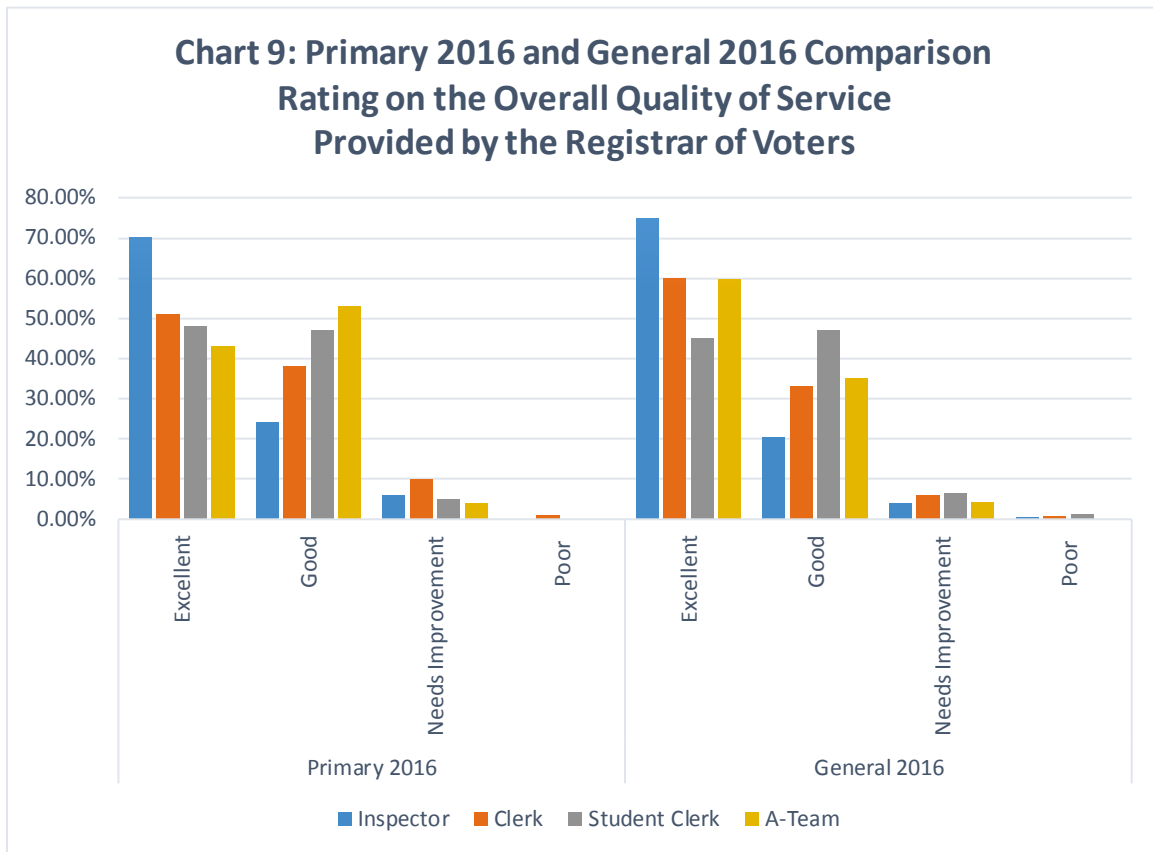
Response	Inspector		Clerk		Student		A-Team	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Excellent	301	74.88%	594	59.82%	215	44.98%	34	59.65%
Good	82	20.40%	328	33.03%	225	47.07%	20	35.09%
Needs Improvement	16	3.98%	58	5.84%	31	6.49%	3	4.26%
Poor	1	0.25%	6	0.60%	6	1.26%	0	0.00%
No answer	2	0.50%	7	0.70%	1	0.21%	0	0.00%

Table 4: Rating on the overall quality of service provided by the Registrar of Voters.





Lastly, Chart 9 shows that the ratings in this election are consistent with the June 2016 Election, with a minor increase in "excellent" ratings. Respondents overwhelmingly report satisfaction with the level of service received from the Registrar of Voters and these survey results and feedback will be used to continue improving services.



Training Survey

6,676 Poll Workers Training

2 Questions

1,894 Survey Responses





Overview

All poll workers were required to attend a training class or complete an online training component prior to Election Day. This ensured a quality experience for poll workers and voters. In addition to in-class and online training opportunities, poll workers also had numerous opportunities to participate in hands-on practice sessions throughout Orange County. After completing training, all poll workers were invited to participate in the Training Survey. The survey 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.

In total, 1,894 of 6,676 volunteers responded to the training survey resulting in a response rate of 28.37%. Volunteers were asked to rate how much they agreed with the following statements based on their experience:

1. I feel well trained for Election Day.
2. Rate the overall quality of Registrar of Voters service.

In-Class Training

Surveys were sent to all poll workers who opted for in-class training. The two questions asked how prepared poll workers were for Election Day and the overall quality of Registrar of Voters service. As shown in Table 5 and Chart 10, about 93% of the poll workers stated they felt well prepared for Election Day and only 4.93% felt they were not. In rating the overall quality of Registrar of Voters service, 95.03% stated it was excellent/good. Only 3.94% stated that the quality needs to be improved or poor.

Response	Question 1	Question 2
Strongly Agree/Excellent	57.52%	70.11%
Agree/Good	35.49%	24.92%
Disagree/Needs Improvement	4.31%	3.76%
Strongly Disagree/Poor	0.62%	0.18%
No Answer	2.05%	1.04%

Table 5: In-Class Training survey results for the following statements: 1) I feel well trained for Election Day; and 2) Rate the overall quality of Registrar of Voters service.

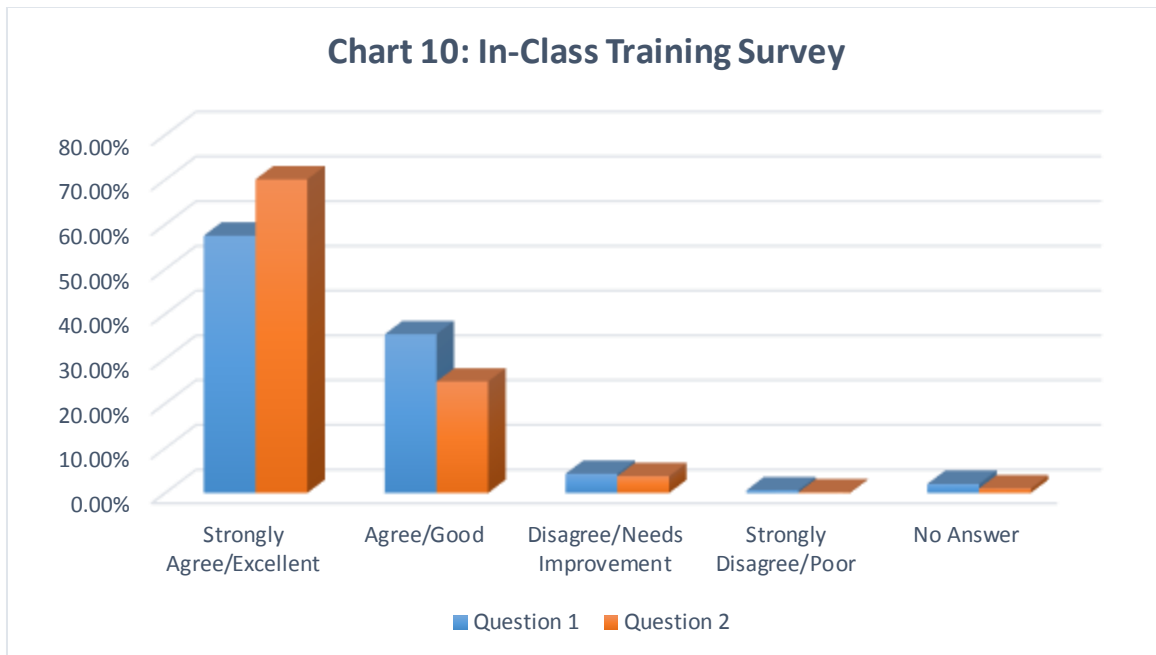


Chart 10 shows the rating on two statements: 1) *I feel well trained for Election Day*; and 2) *rate the overall quality of Registrar of Voters service*.

When compared to June 2016 Election, it is important to note that the survey result of this election combined two responses into one: Strongly agree/excellent and agree/good. In Chart 11, when combined those two responses, the results of November 2016 Election showed a higher rating for both statements than those of the June 2016 Election.

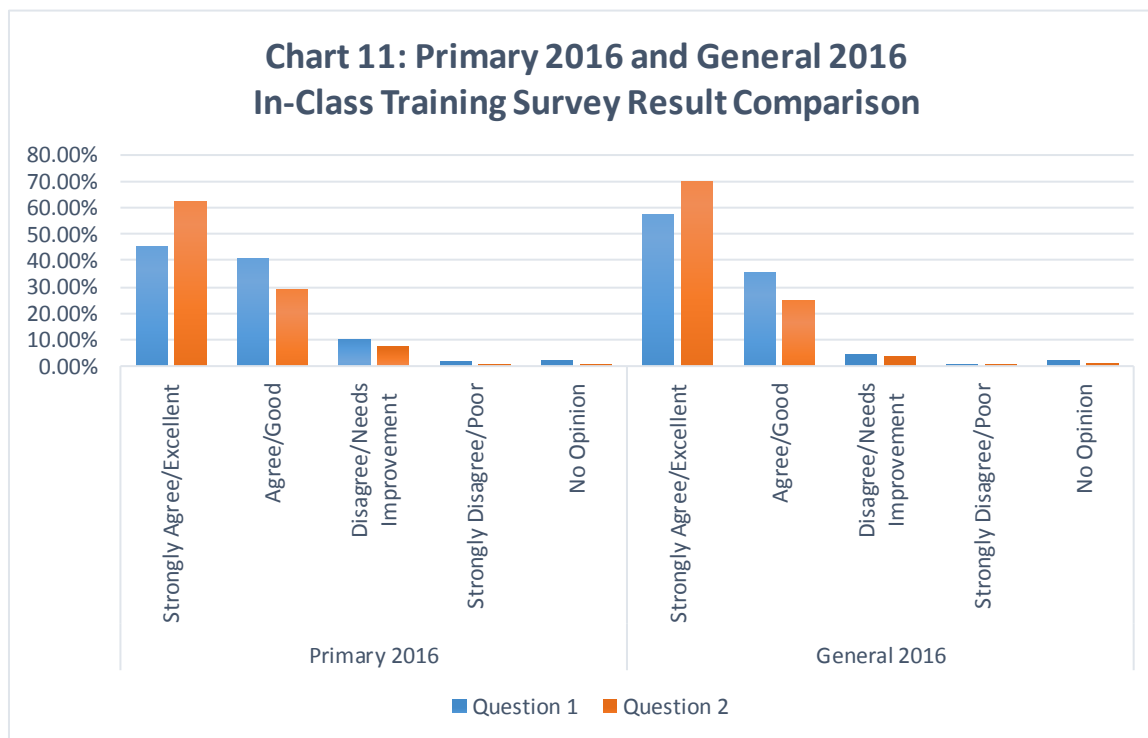


Chart 11 shows Primary 2016 and General 2016 comparison of the survey results for two statements: 1) *I feel well trained for Election Day*; and 2) *Rate the overall quality of Registrar of Voters service*.



Online Training

The second type of survey sent was to poll workers who completed the online training. Similar to the survey sent to poll workers who completed the in-class training, the survey also asked two questions: How prepared poll workers were for Election Day and the overall quality of Registrar of Voters service. As shown in Table 6 and Chart 12, approximately 96% of poll workers stated that they agreed or strongly agreed that they were well prepared for the November 2016 Election, while only 4.35% stated that they disagreed. The last question asked the poll worker to rate the overall quality of service provided by the Registrar of Voters. Over 98% of poll workers stated the quality of service the Registrar of Voters provided was good or excellent. The survey results show that the Registrar of Voters continued to excel in training poll workers to ensure accuracy and success.

Response	Question 1	Question 2
Strongly Agree/Excellent	60.30%	61.06%
Agree/Good	35.35%	37.62%
Disagree/Needs Improvement	4.35%	0.66%
Strongly Disagree/Poor	0.00%	0.33%
No Answer	0.00%	0.33%

Table 6: Online Training survey results for the following statements: 1) I feel well trained for Election Day; and 2) Rate the overall quality of Registrar of Voters service.

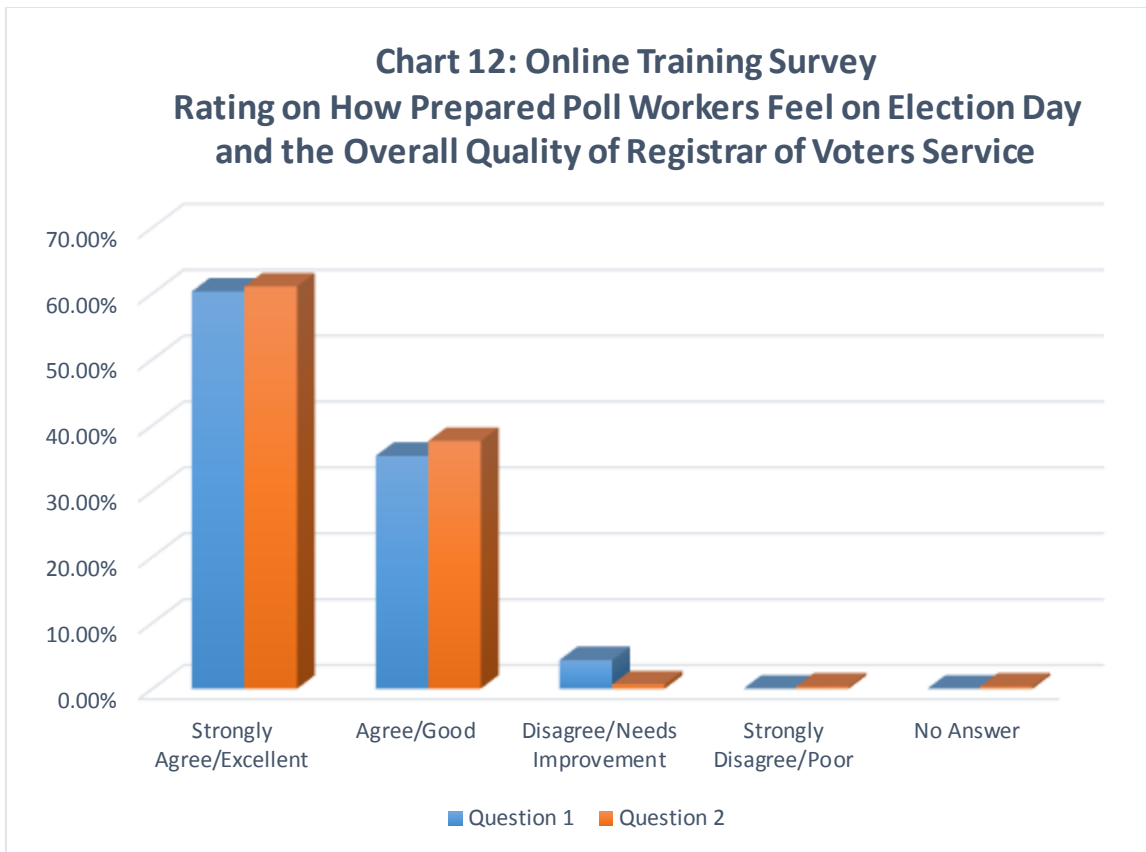


Chart 12 displays the survey results for the following statements: 1) I feel well trained for Election Day; and 2) Rate the overall quality of Registrar of Voters service.

As previously described, the survey result of the June 2016 Election combined two responses into one: Strongly agree/Excellent and Agree/Good. Therefore, when combined those two responses, the results of November 2016 Election showed a higher rating for both statements than those of the June 2016 Election, as shown in Chart 13.

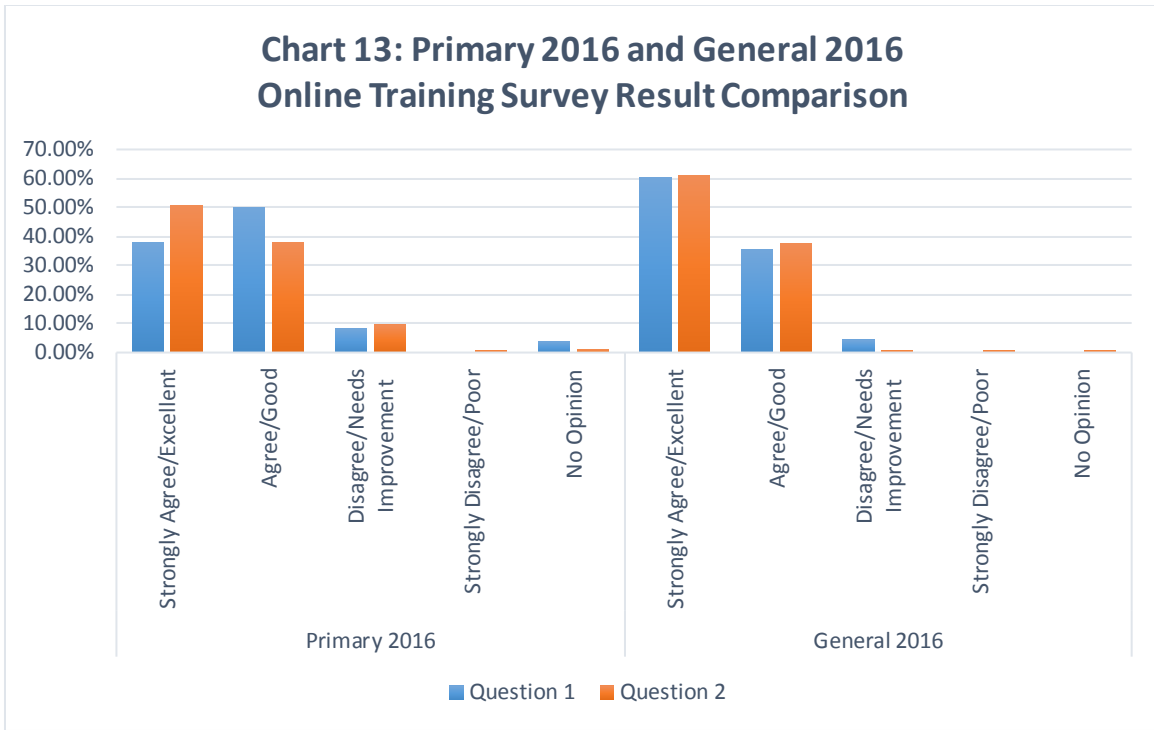


Chart 13 shows the Primary 2016 and General 2016 comparison of the online training survey results for the following statements: 1) I feel well trained for Election Day; and 2) Rate the overall quality of Registrar of Voters service.

Delivery Survey

1,093 Voters Surveyed

3 Questions

176 Survey Responses





Overview

The Registrar of Voters utilized the services of five delivery companies to transport supplies and equipment to polling places prior to the November 2016 Election Day. The delivery drivers were notified that polling place hosts would be surveyed regarding the quality of the delivery service. Subsequent to the delivery of election supplies and equipment, polling place hosts were invited to participate in a brief telephone survey, which consisted of the following questions:

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

Of the 1,093 polling place hosts who served in the November 2016 Election, 176 completed all or part of the survey for an approximate 16% response rate. Each polling place host was given the option to skip any of the above listed questions within the survey. In order to provide flexibility and convenience for the polling place hosts, delivery vendors were expected to offer various options for delivery time and date. As shown in Table 7, polling place hosts were also asked if the delivery of equipment occurred on time. About 81% replied that the delivery was timely. The Registrar of Voters will continuously strive to maintain a high level of timeliness for polling place hosts through the thorough analysis of survey data and selection of delivery vendors in future elections.

Response	Question 1	Question 2	Question 3
Yes	143	142	4
No	9	1	138
No Answer	24	33	34

Table 7: Delivery Survey Results for the following questions: 1) Was the delivery completed on time? 2) Was the delivery driver courteous? And, 3) Were there any issues with your delivery? Answers to these questions were given as “yes”, “no”, or “no answer”.

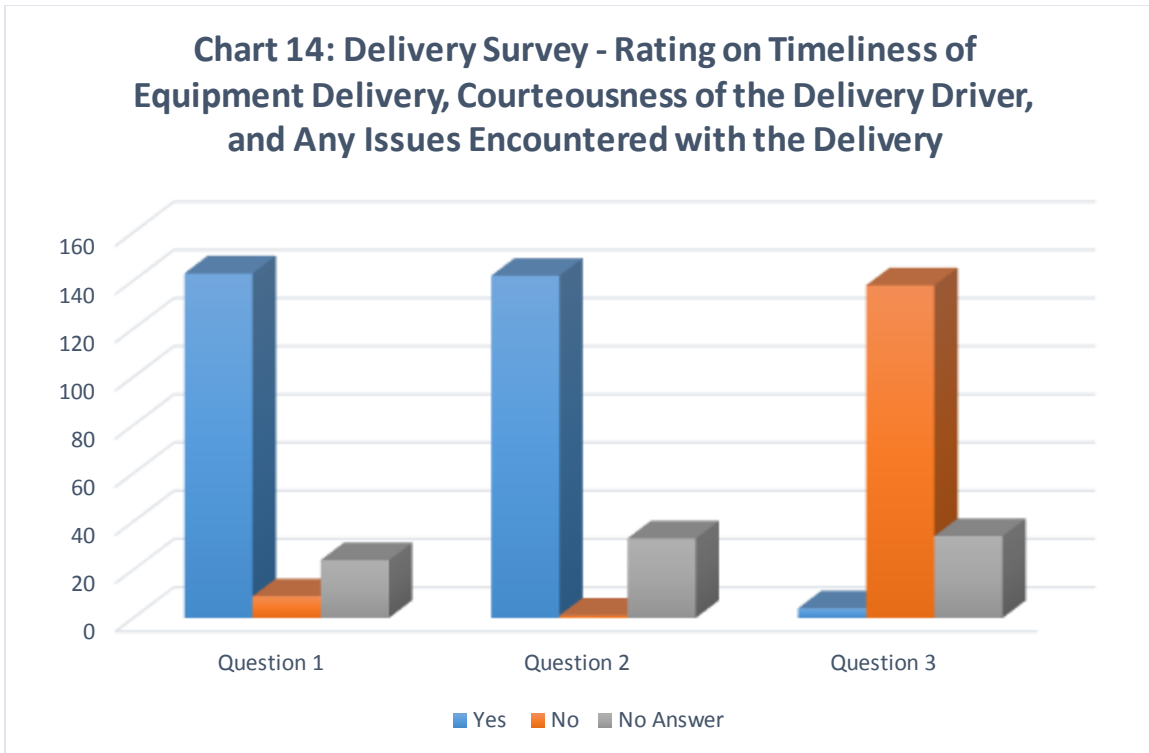


Chart 14 indicates the survey results for the following questions: 1) Was the delivery completed on time? 2) Was the delivery driver courteous? And, 3) Were there any issues with your delivery?

Feedback provided by polling place hosts who responded with “No” (as shown in Chart 14) included: not being informed of delivery time, not being provided delivery alternative options, delivery windows that were too large, and dissatisfaction with the options received.

To maintain a high level of professionalism, polling place hosts were also surveyed on the level of courteousness exhibited by the delivery driver. Approximately 81% stated that the driver had been courteous. This result was consistent with the trend of high satisfaction expressed by polling place hosts with the courteousness of delivery drivers. Chart 15 compares the percentage of polling place hosts reporting consistency that their delivery driver was courteous, even though the June 2016 Election had higher number of surveys completed than those in November 2016 Election.

Finally, polling place hosts were asked if they experienced any issues with the delivery of equipment. Only two percent of respondents reported experiencing any issues. As shown in Chart 15, 78.41% of respondents who reported no issues in regard to the delivery of equipment is consistent with the results from June 2016 Election with this election had higher number of surveys completed than those in November 2016 Election.

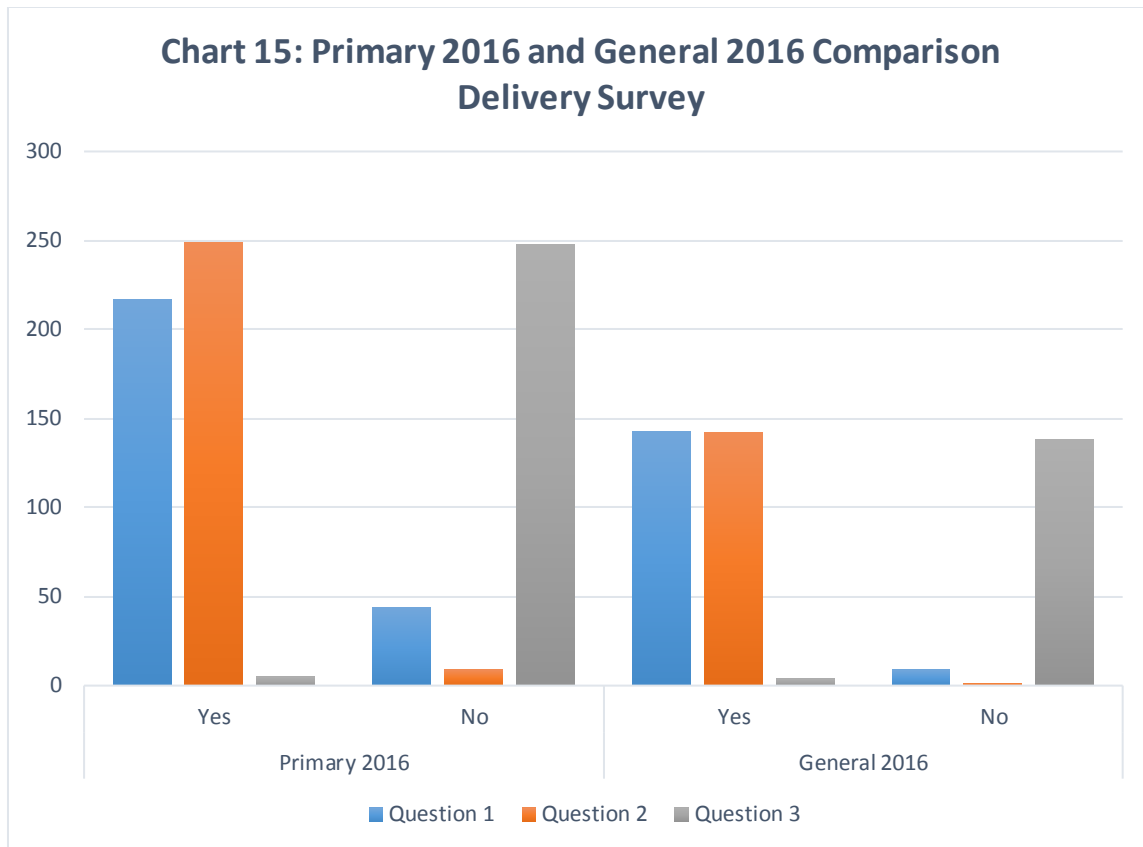


Chart 15 indicates Primary 2016 and General 2016 comparison of Rating on Timeliness of Equipment Delivery, Courteousness of the Delivery Driver, and Any Issues Encountered with the Delivery for the following questions: 1) Was the delivery completed on time? 2) Was the delivery driver courteous? And, 3) Were there any issues with your delivery?

Phone Bank Survey

2 Phone Banks

5 Questions

3,988 Survey Responses





Overview

The Orange County Registrar of Voters hired and trained 46 Customer Service Agents to provide continuous phone bank coverage for poll workers and the public at large contacting the office for assistance prior to Election Day. Twenty-eight agents staffed the Public Phone Bank and another 18 agents handled calls to the Poll Worker Phone Bank. In compliance with Section 203 of the Voting Rights Act, support at the Public Phone Bank was available in Spanish, Chinese, Korean, and Vietnamese, in addition to English.

During the weeks leading up to the November 2016 Election, a total of 38,380 calls were made to both phone banks. At the conclusion of each call, the agents transferred callers to a telephone survey regarding the level of service provided. Survey results were monitored daily in order to immediately identify and rectify issues experienced by callers. Follow-up with callers who provided low survey scores was conducted within a period of 24 to 48 hours. Additionally, survey results were reported to, and analyzed by, the Election Planning Team on a weekly basis to ensure the highest levels of customer service to volunteers and the public.

A total of 3,988 callers responded to the telephone survey regarding the service received when calling the phone banks. Of the total respondents, 2,474 surveys were from callers to the Public Phone Bank (62.04%), giving responses to the following statements:

1. Rate the overall quality of service of interaction with Customer Service Agent.
2. Customer Service Agent answered all my questions.
3. Rate the overall quality of service of Registrar of Voters.

Additionally, 1,514 surveys were from poll workers who called the Poll Worker Phone Bank, at 37.96% response rate, responding to the following statements:

1. Rate the overall quality of service of interaction with Customer Service Agent.
2. Customer Service Agent answered all my questions.

Service provided by Customer Service Agents and the Registrar of Voters office was rated using a five-point scale: 5 as 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, Customer Service Agents earned a high rating of 4.86 from poll workers and 4.87 from the public.



Public Phone Bank

The Public Phone Bank received 25,048 calls from voters requesting information about the November 2016 Election. The response rate to the Public Phone Bank survey was 9.9% as 2,474 callers responded to the telephone survey.

Table 8 and Chart 16 illustrate the survey scores received on weekly basis for all three questions. For the first question, callers were asked to rate the level of service provided by the Customer Service Agent they spoke with on a scale of one to five, with the score of five representing excellent and a score of one representing poor. On average, respondents rated their Customer Service Agent with a score of 4.87 for Question 1, similar to the result shown in Chart 17 for June 2016 Election.

For Question 2, which asked to rate on statement regarding whether the Customer Service Agent answered all of the callers' questions. This result showed a higher score in the November 2016 Election than that of the June 2016 Election as illustrated in Chart 17, at the score of 4.91. Overall, the overwhelming percentage of those who reported receiving answers their question(s) indicated that the level of competency demonstrated by the phone bank agents remained extremely high.

The final question, which asked the Public Phone Bank callers to rate the overall quality of service provided by the Registrar of Voters, used the scale of one to five employed in the previous question. Chart 17 showed a slight increase in the scoring for November 2016 Election than that of the June 2016 Election, at 4.87.

Week	Number of Surveys Completed	Question 1	Question 2	Question 3
Sep 26-28	369	4.89	4.91	4.89
Sep 29- Oct 5	564	4.88	4.87	4.88
Oct 6-13	411	4.86	4.93	4.89
Oct 14-19	396	4.85	4.87	4.87
Oct 20-26	464	4.88	4.95	4.82
Oct 27- Nov 2	270	4.88	4.91	4.87

Table 8: Public Phone Bank Survey Results for the following statements: 1) Rate the overall quality of service of interaction with Customer Service Agent; 2) Customer Service Agent answered all my questions; and 3) Rate the overall quality of service of Registrar of Voters.

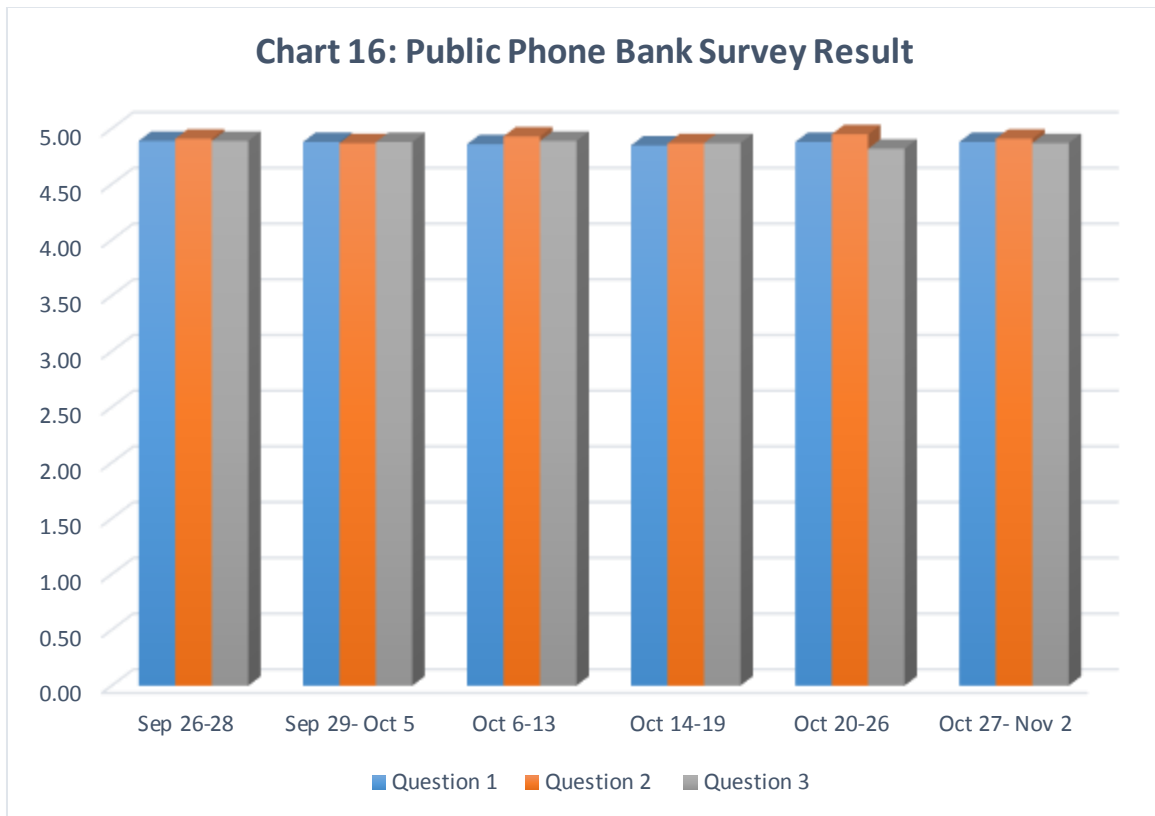


Chart 16 shows the survey results for the following statements: 1) Rate the overall quality of service of interaction with Customer Service Agent; 2) Customer Service Agent answered all my questions; and 3) Rate the overall quality of service of Registrar of Voters.

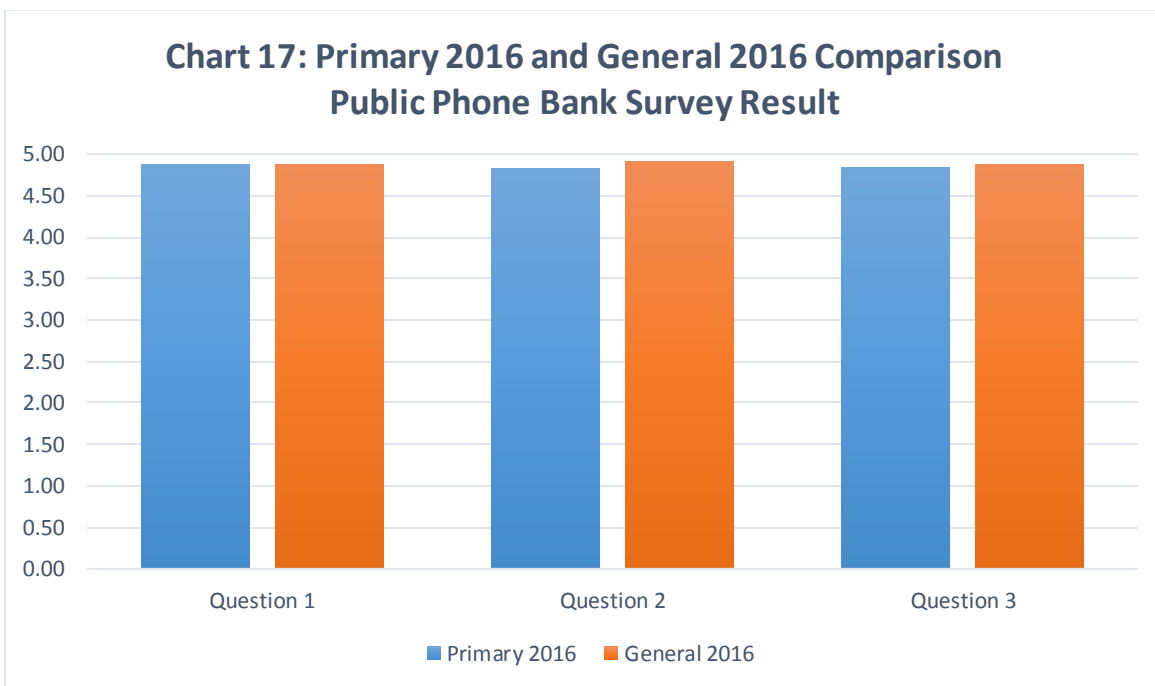


Chart 17 indicates Primary 2016 and General 2016 comparison of the Public Phone Bank survey result for the following statements: 1) Rate the overall quality of service of interaction with Customer Service



Agent; 2) Customer Service Agent answered all my questions; and 3) Rate the overall quality of service of Registrar of Voters.

As a result of our follow-up to scores below 4.5 (or 90%), it was discovered some callers misunderstood the survey instructions and selected one believing that it was the highest score, as opposed to the lowest.

Poll Worker Phone Bank

The Poll Worker Phone Bank received 13,332 calls from volunteers requesting information and/or assistance in regard to serving as a poll worker on Election Day. The phone bank was operational for ten weeks. Poll workers contacted the phone bank for assistance on a number of topics that included scheduling and/or rescheduling training, accessing online training, early set-up at their polling place, setting up their Poll Worker PASS account, and calls from Inspectors asking about the staffing of Clerks at their polling place.

The response rate to the Poll Worker Phone Bank survey was 11.36% as 1,514 of 13,332 callers responded to the telephone survey. Table 9 and Chart 18 illustrate the survey scores received on weekly basis for two questions.

For the first question, callers were asked to rate the level of service provided by the Customer Service Agent they spoke with on a scale of one to five, with the score of five representing excellent and a score of one representing poor. On average, respondents rated their Customer Service Agent with a score of 4.85 for Question 1, revealing that poll workers experienced very high levels of satisfaction with their Customer Service Agents.

Question 2 asked callers to rate on statement regarding whether the Customer Service Agent answered all of their questions. This result showed a slight decrease in November 2016 Election as illustrated in Chart 19, at the score of 4.90. Overall, the overwhelming percentage of those who reported receiving answer(s) to their question(s) indicated that the level of competency demonstrated by the phone bank agents remained extremely high.

As with the Public Phone Bank Survey, a follow-up call was made for scores below 4.5 (or 90%). The result of these calls indicated that it was not uncommon for callers to misunderstand the survey instructions and select one believing that it was the highest score, as opposed to the lowest.

PHONE BANK SURVEY



Week	Number of Surveys Completed	Question 1	Question 2
Sep 15-21	387	4.88	4.94
Sep 22-28	187	4.85	4.94
Sep 29- Oct 5	193	4.84	4.92
Oct 6-13	325	4.88	4.92
Oct 14-19	202	4.86	4.91
Oct 20-26	126	4.90	4.86
Oct 27- Nov 2	94	4.74	4.78

Table 9: Poll Worker Phone Bank Survey Results for the following statements: 1) Rate the overall quality of service of interaction with Customer Service Agent; and 2) Customer Service Agent answered all my questions.

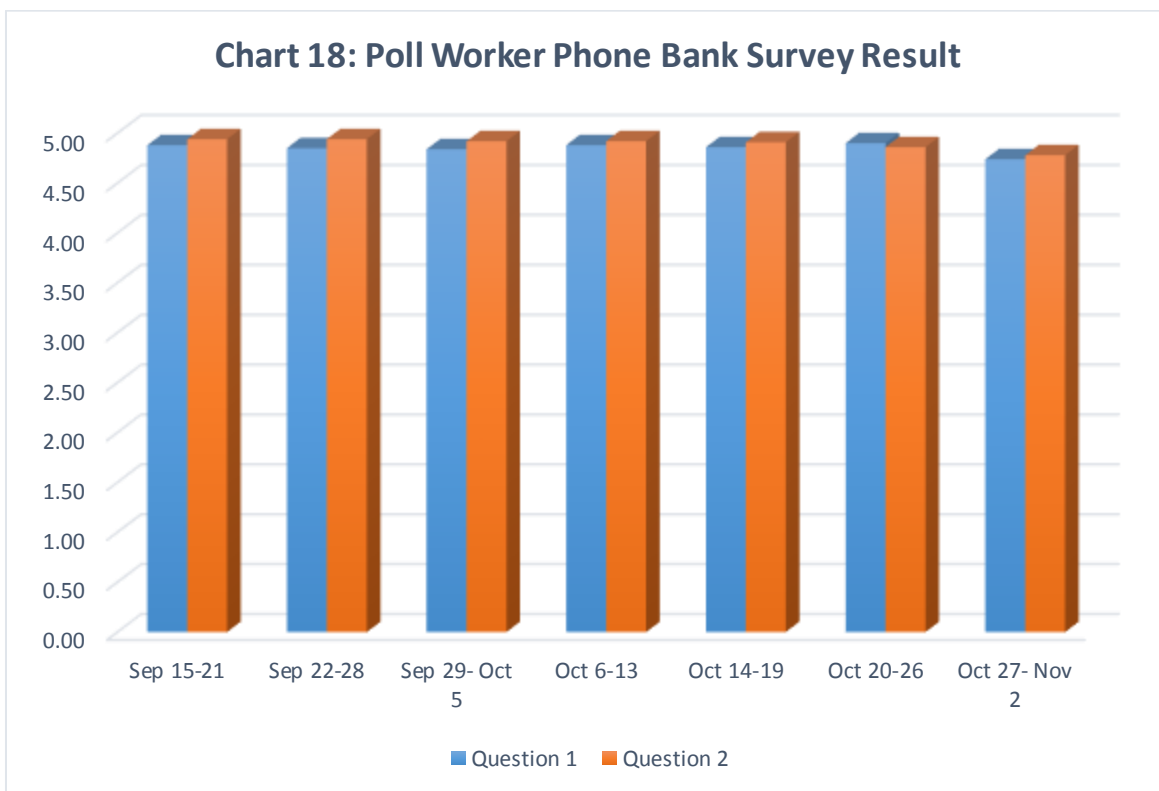


Chart 18 shows the survey results for the following statements: 1) Rate the overall quality of service of interaction with Customer Service Agent; and 2) Customer Service Agent answered all my questions.

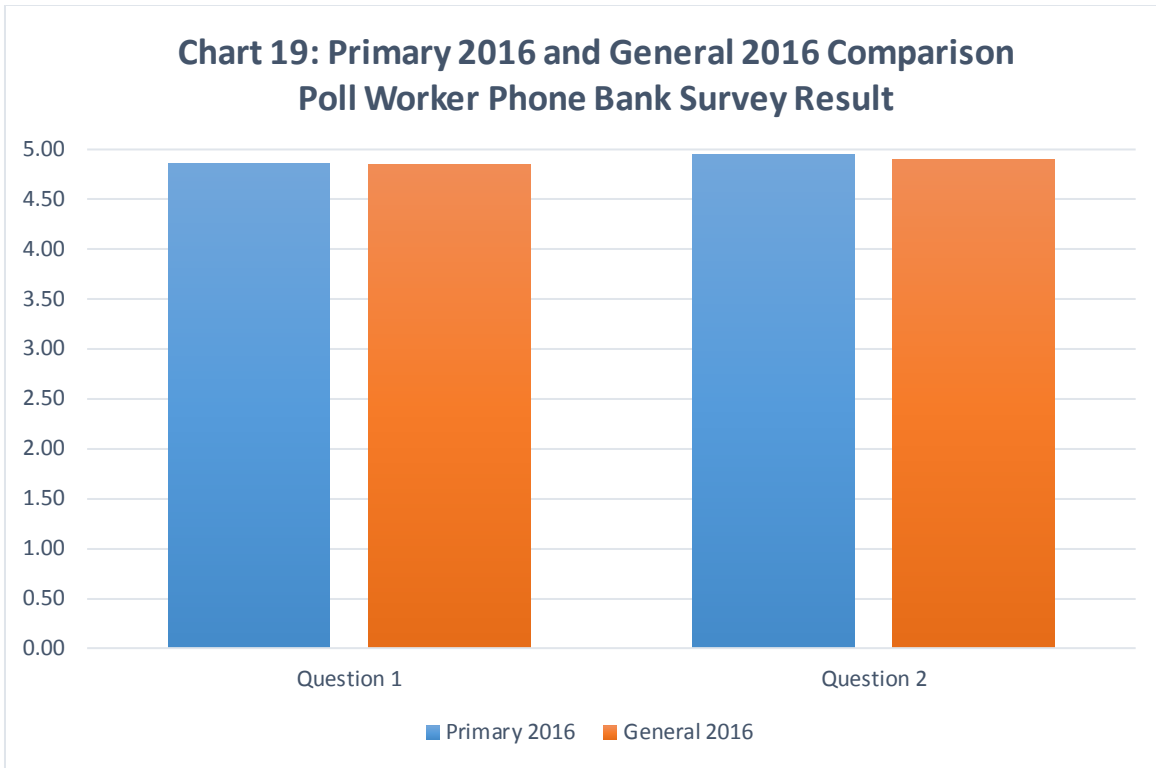


Chart 19 indicates Primary 2016 and General 2016 comparison of the Poll Worker Phone Bank survey result for the following statements: 1) Rate the overall quality of service of interaction with Customer Service Agent; and 2) Customer Service Agent answered all my questions.

Recruitment Survey

6,477 Poll Workers

2 Questions

1,172 Survey Responses





Overview

Poll workers are a vital part of the process every election. Thus, the Orange County Registrar of Voters utilizes its staff of Community Program Specialists and Election Aides in order to recruit volunteers so that Election Day runs as smoothly as possible.

There were 6,477 volunteers recruited to work as poll workers for the November 2016 Election. After being assigned a polling place, automatic out-going calls were made to each poll worker to request their participation in the Recruitment Survey. This survey was utilized primarily to ensure that the Registrar of Voters provides the highest level of customer service and maintains positive relationships with poll workers recruited by the Office. Poll workers were asked to rate the following statements:

1. Rate the overall quality of service of interaction with Recruiter.
2. Recruiter answered all my questions.

Similar to the Phone Bank Surveys, a score of five was the highest possible rating as it indicated strong agreement with a statement; conversely, a score of one was the lowest rating possible indicating strong disagreement with a statement. Additionally, as with the Phone Bank surveys, the goal set by the Registrar of Voters was to achieve a score of 4.5 (90%) or higher for each statement; results were analyzed daily to ensure the provision of a high level of customer, as well as determine if follow-up was needed as evidenced by a low rating.

As the recruitment phase was typically the first contact volunteers had with the Registrar of Voters office, it was very important that the first impression made by the representative was a positive one. This phase of elections operations could set the tone for the overall level of satisfaction experienced by poll workers, as well as impact the likelihood of future service. Thus, the Recruitment Survey asked poll workers to rate the overall interaction with their Recruiter.

Moreover, to make the processes of serving in an election as convenient and efficient as possible, it is important that representatives at the Registrar of Voters office were able to answer questions and concerns that poll workers had in regard to volunteering on Election Day. To ensure that the Registrar of Voters staff members are knowledgeable and helpful, poll workers were asked to rate whether their representatives had answered all of their questions. Table 10 and Chart 20 illustrate the survey scores received on a weekly basis for all two questions, with an average score of 4.76 for Question 1 and 4.80 for Question 2. The overall scores reported by respondents to these questions exceeded the goal set by the office.

RECRUITMENT SURVEY



Week	Number of Surveys Completed	Question 1	Question 2
Sep 6-14	216	4.74	4.78
Sep 15-21	52	4.62	4.65
Sep 22-28	149	4.69	4.75
Sep 29- Oct 5	170	4.81	4.87
Oct 6-13	169	4.80	4.77
Oct 14-19	218	4.81	4.88
Oct 20-26	76	4.80	4.88
Oct 27- Nov 2	122	4.80	4.83

Table 10: Recruitment weekly survey result for the following statements: 1) Rate the overall quality of service of interaction with Recruiter; 2) Recruiter answered all my questions;

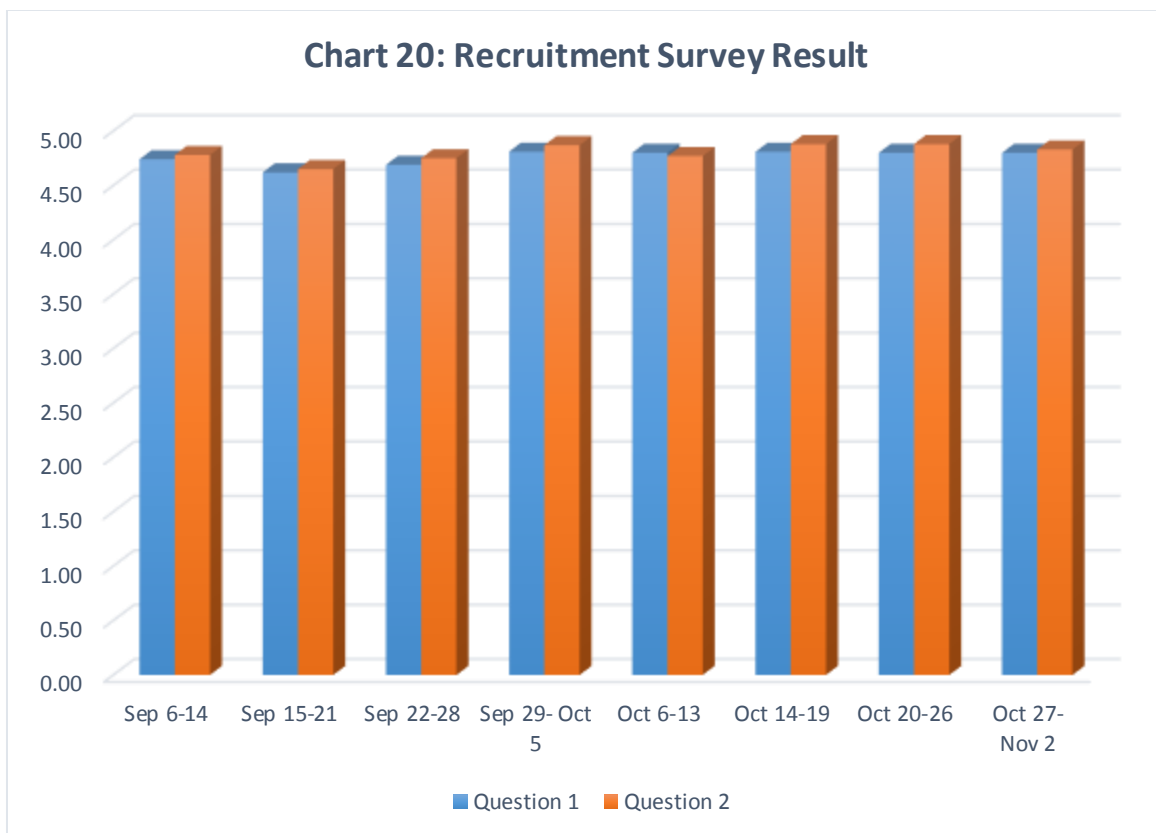


Chart 20 shows the survey results for the following statements: 1) Rate the overall quality of service of interaction with Recruiter; and 2) Recruiter answered all my questions.

Polling Place Survey

1,093 Polling Places

4 Questions

93 Survey Responses





Overview

Following each election, polling places hosts are surveyed in order to rate the hosts' experiences with various aspects of serving as a polling place. The Polling Place Survey for the November 2016 Election was issued to 1,093 polling place hosts throughout Orange County. In total, 93, or 8.51%, of polling place hosts completed and submitted surveys. Each polling place was asked to answer a series of questions on the survey, even though not all respondents provided answers to these questions. The survey solicited feedback regarding the hosts' overall experience and motivation for serving in this election, the ease of receiving and storing the voting equipment, level of satisfaction with service provided by the delivery company and the Registrar of Voters office respectively, in addition to the following questions:

1. Was the electronic voting equipment delivered to your facility on the agreed date and within the scheduled time frame?
2. At the end of the day, the facility was left clean and in good condition.
3. Rate the overall experience serving in this election.
4. Rate the overall quality of Registrar of Voters service.

Equipment Delivery to Polling Place

Polling places were asked if the equipment had been delivered to their facility on the agreed-upon date and within the scheduled time frame. As shown in Table 11 and Chart 21, 91.40% reported that the equipment had been delivered as scheduled.

Response	Count	Percentage
Yes	85	91.40%
No	4	4.30%
No Answer	4	4.30%

Table 11: Polling Place Survey Result for Question 1- Was the electronic voting equipment delivered to your facility on the agreed date and within the scheduled time frame?

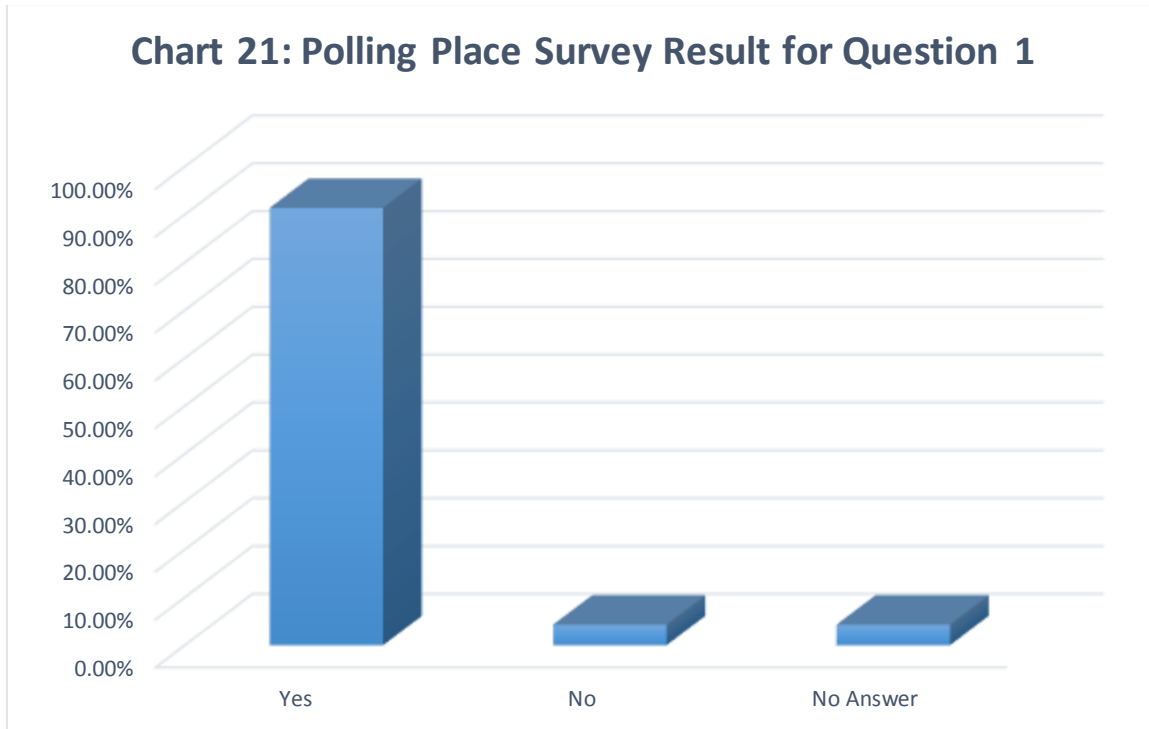


Chart 21 shows Polling Place Survey Result for Question 1- Was the electronic voting equipment delivered to your facility on the agreed date and within the scheduled time frame?

Condition of the Polling Place at Closing

It is important that after a very long Election Day, poll workers leave the polling place in good condition. Poll workers were informed in training that they were expected to leave the facility in the same condition as its original state prior to the election. To ensure that polling place facilities were clean and orderly when vacated by poll workers after the closing the polls, polling place hosts were asked about the condition of their facility. As illustrated in Table 12 and Chart 22, 89.25% of respondents agreed or strongly agreed that their facility had been left clean and in good condition, while about 5% expressed any level of disagreement with the statement.

Response	Count	Percentage
Strongly Agree	62	66.67%
Agree	21	22.58%
Disagree	3	3.23%
Strongly Disagree	2	2.15%
No Answer	5	5.38%

Table 12: Polling Place Survey Result for Question 2 - At the end of the day, the facility was left clean and in good condition.

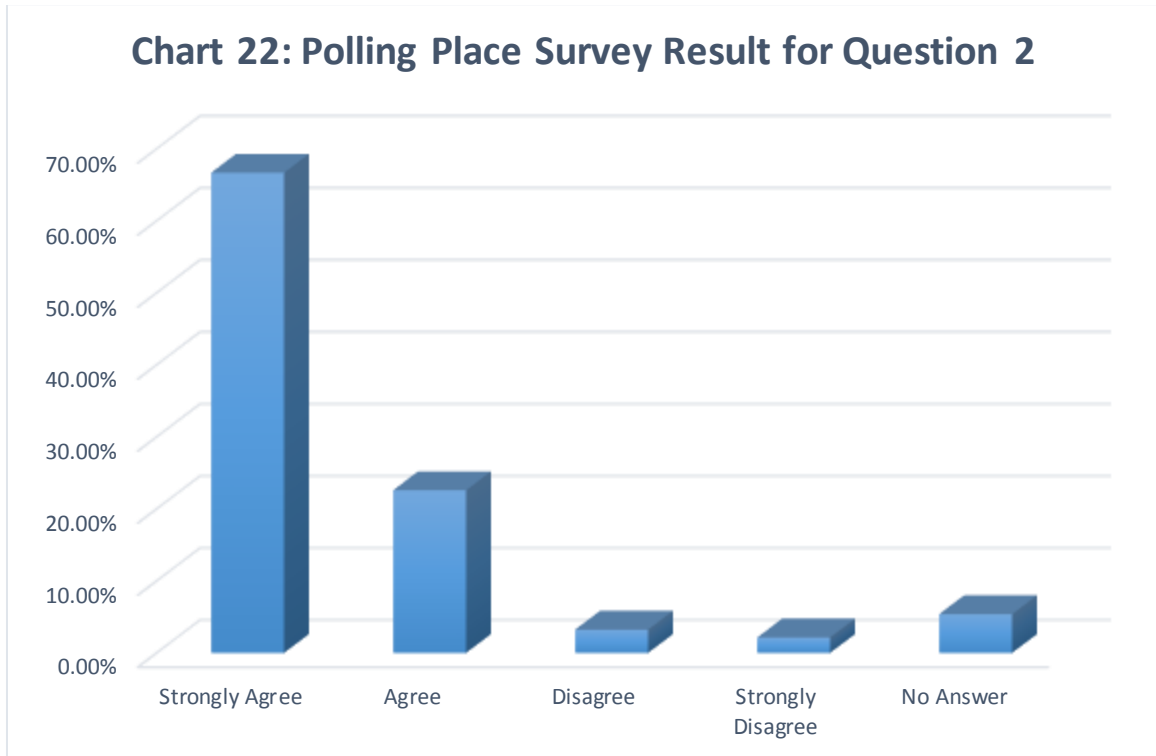


Chart 22 shows Polling Place Survey Result for Question 2 - At the end of the day, the facility was left clean and in good condition.

Overall Experience

As the Registrar of Voters office was the first and primary point of contact for polling place hosts, it was critical that the customer service provided had met the high standards set by the office. Consequently, polling place hosts were not only surveyed on their overall experience serving in the election but also on the quality of service received from the Registrar of Voters. As shown in Table 13 and Chart 23, 93.55% reported that quality of service was excellent (80.65%) or good (12.90%). Three percent reported the quality needed improvement or poor. These results are in line with the high level of satisfaction that polling place hosts had experienced with the service provided by the Registrar of Voters office in previous elections.

Similarly, when polling place hosts were asked about their overall experience serving in the November 2016 Election, the majority of responses were very positive. Table 13 and Chart 23 show that 91.40% described their experience as excellent (75.27%) or good (16.13%).



Response	Question 3		Question 4	
	Count	Percentage	Count	Percentage
Excellent	70	75.27%	75	80.65%
Good	15	16.13%	12	12.90%
Needs Improvement	2	2.15%	3	3.23%
Poor	0	0.00%	0	0.00%
No Answer	6	6.45%	3	3.23%

Table 13: Polling Place Survey Result for the following questions: 3) Rate the overall experience serving in this election; and 4) Rate the overall quality of Registrar of Voters service.

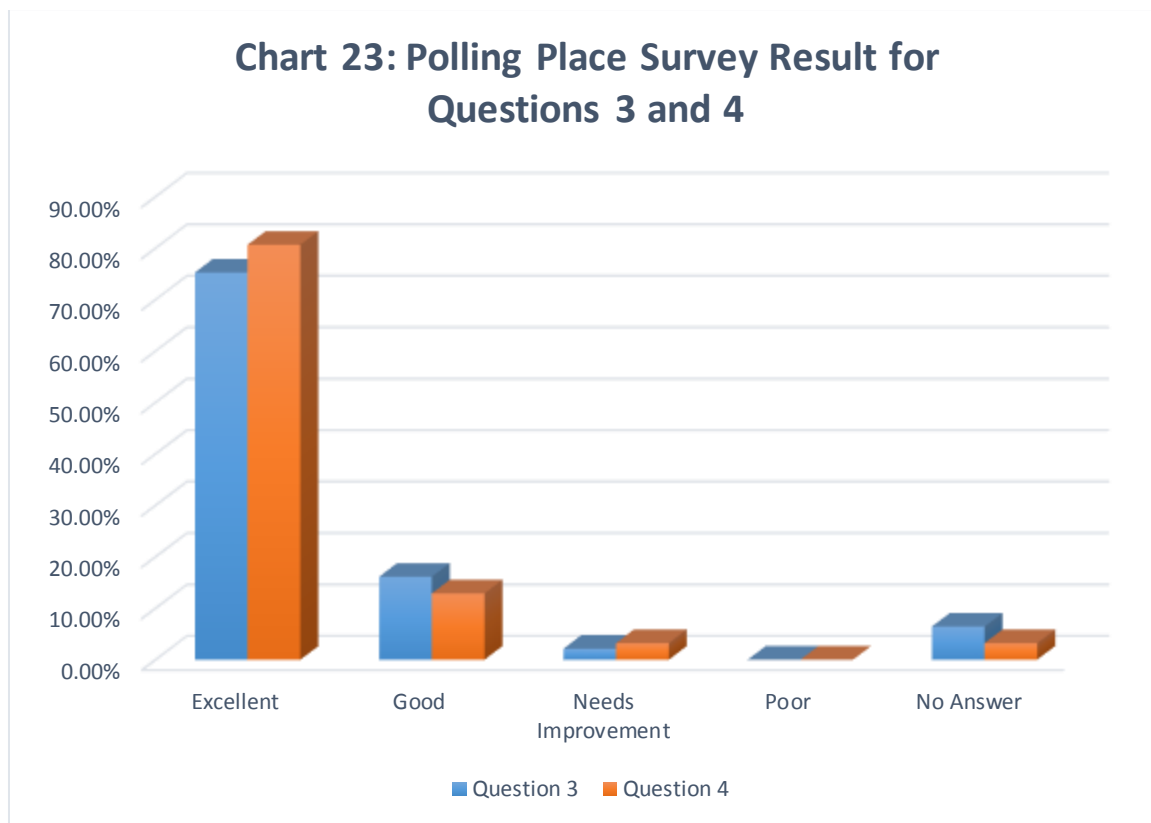


Chart 23 shows Polling Place Survey Result for the following questions: 3) Rate the overall experience serving in this election; and 4) Rate the overall quality of Registrar of Voters service.

Coordinator Survey

199 Coordinators

4 Questions

117 Survey Responses





Overview

Election Day Coordinators play a vital role in Election Day communications, general troubleshooting and polling place supply replenishment. Previous service as a Polling Place Inspector is required prior to serving as an Election Day Coordinator. There are two levels of the Coordinator position: Coordinator or Lead Coordinator.

Coordinators are assigned five to six polling places where they provide continual backup support and monitoring of statutory compliance and procedures. In the November 2016 Election, 83.42% of the 199 Coordinators served in this capacity. The remaining 16.58% served as Lead Coordinators. Lead Coordinators must have prior experience of serving as a Coordinator, as they are responsible for the oversight of approximately four Coordinators.

Coordinators were charged with keeping the Registrar of Voters apprised of the status of their assignments from 5:30 a.m. through the close of polls on Election Night. They were responsible for alerting the office of any major issues that may arise, as well as assisting poll workers resolve problems. All Coordinators were provided a survey on Election Night, with the following questions:

1. How long have you served as a coordinator?
2. Rate training and preparation.
3. Rate communication with the Registrar of Voters on Election Day.
4. Rate the overall quality of Registrar of Voters service.

The feedback received from these Coordinators was extremely valuable to Registrar of Voters, because they had a critical role in ensuring Election Day was a success and they were among the Registrar of Voters' most experienced volunteers. Of the 199 Coordinators who volunteered in this election, 117 submitted surveys for a response rate of 58.79%.

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. As shown in Table 14 and Chart 24, the majority of Coordinators (52.99%) have four to ten years of experience in that role, a result that is consistent with the June 2016 Primary Election indicated in Chart 25. First time Coordinators made up 11.11%, while the third largest cohort consisted of volunteers with less than three years of experience. About 12% had 11 or more years of experience volunteering as a Coordinator in Orange County.



Response	Count	Percentage
First time	13	11.11%
3 years or less	27	23.08%
4-10 years	62	52.99%
11-15 years	11	9.40%
16+ years	3	2.56%
No answer	1	0.85%

Table 14: Coordinator Survey Result for Question 1 - How long have you served as a coordinator?

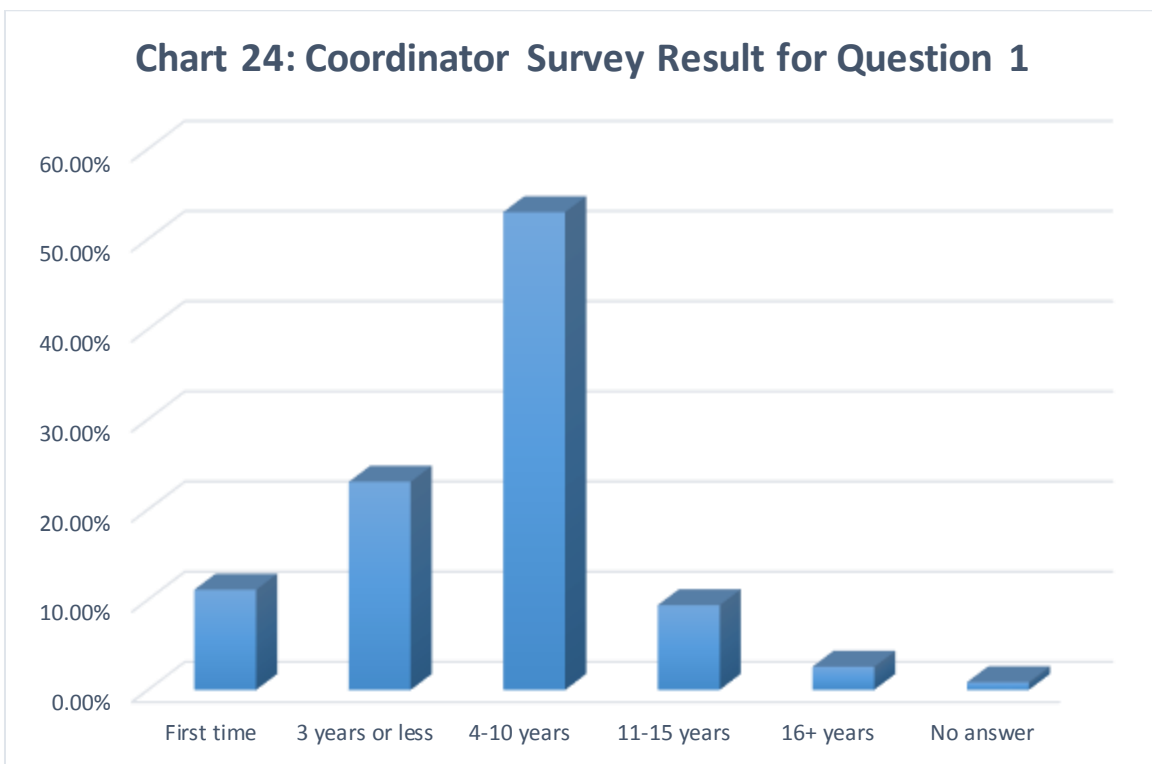


Chart 24 shows Coordinator Survey Result for Question1 - How long have you served as a coordinator?

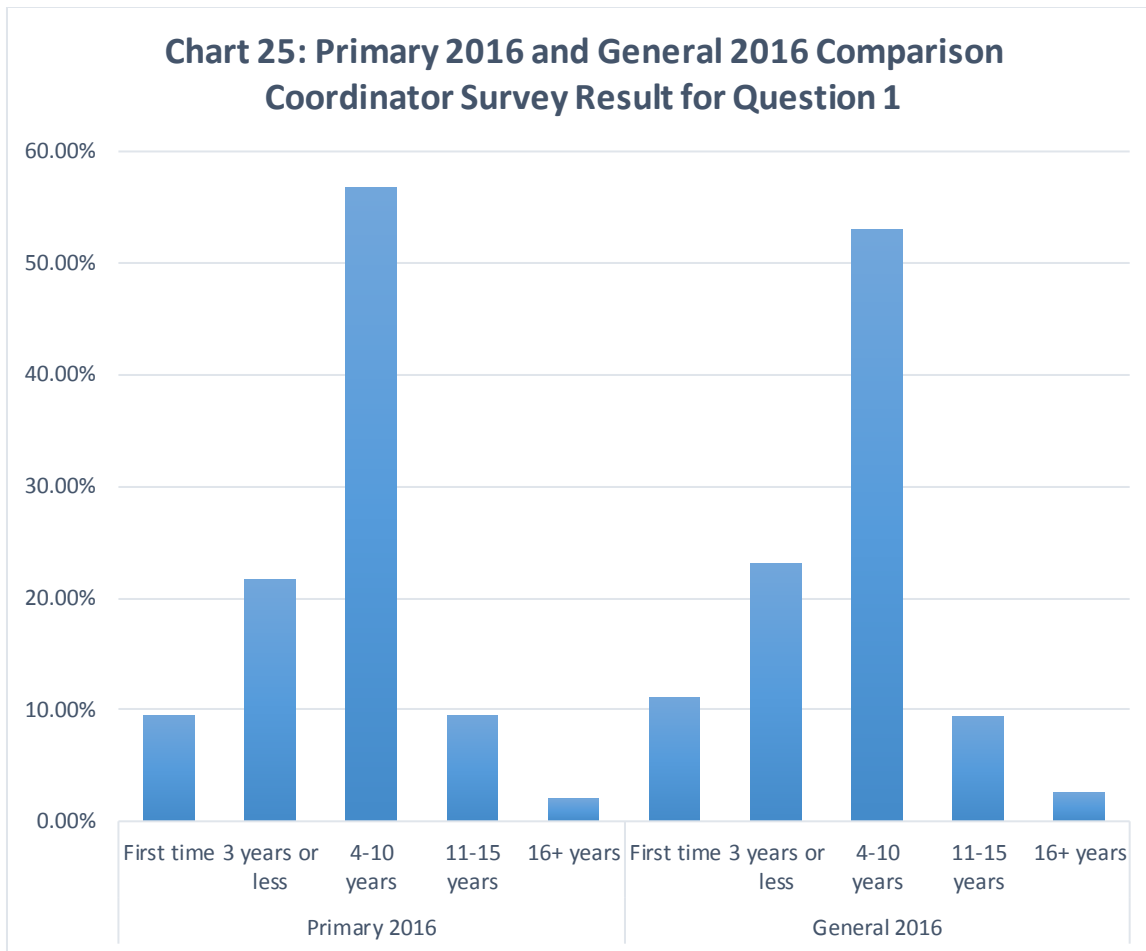


Chart 25 shows Primary 2016 and General 2016 comparison of Coordinator Survey Result for Question 1 - How long have you served as a coordinator?

Overall Experience: Communication, Training and Preparation

Coordinators were provided the opportunity to rate the Registrar of Voters on the level of training and preparation they received prior to Election Day. Respondents were given the rating options of excellent, good, needs improvement, or poor. As shown in Table 15 and Chart 26, 96.58% described the preparation and training they received as excellent or good. This is a seven-percentage point increase compared to the June 2016 Election, as illustrated in Chart 27. The Department placed a high priority on preparing and training poll workers. Consequently, survey comments and assessments from staff will be analyzed to raise the ratings of excellent and very good while keeping ratings of needs improvement or poor to a minimum.

Chart 26 shows that the majority of respondents described their communication with the department as excellent in all categories. The highest ratings were earned for the level of communication prior to Election Day, as 93% of respondents described the communication as excellent or good.



To assess the level of satisfaction experienced by Coordinators, they were asked to rate the overall experience of this election and the quality of service provided by the Registrar of Voters office. The overall experience of serving in the November 2016 Election was rated as excellent or good by 98.29% of respondents, as shown in Chart 26.

Response	Question 2		Question 3		Question 4	
	Count	Percentage	Count	Percentage	Count	Percentage
Excellent	78	66.67%	81	69.23%	95	81.20%
Good	35	29.91%	28	23.93%	20	17.09%
Needs Improvement	3	2.56%	0	0.00%	2	1.71%
Poor	0	0.00%	1	0.85%	0	0.00%
No answer	1	0.85%	7	5.98%	0	0.00%

Table 15: Coordinator Survey Result for the following questions: 2) Rate training and preparation; 3) Rate communication with the Registrar of Voters on Election Day; and 4) Rate the overall quality of Registrar of Voters service.

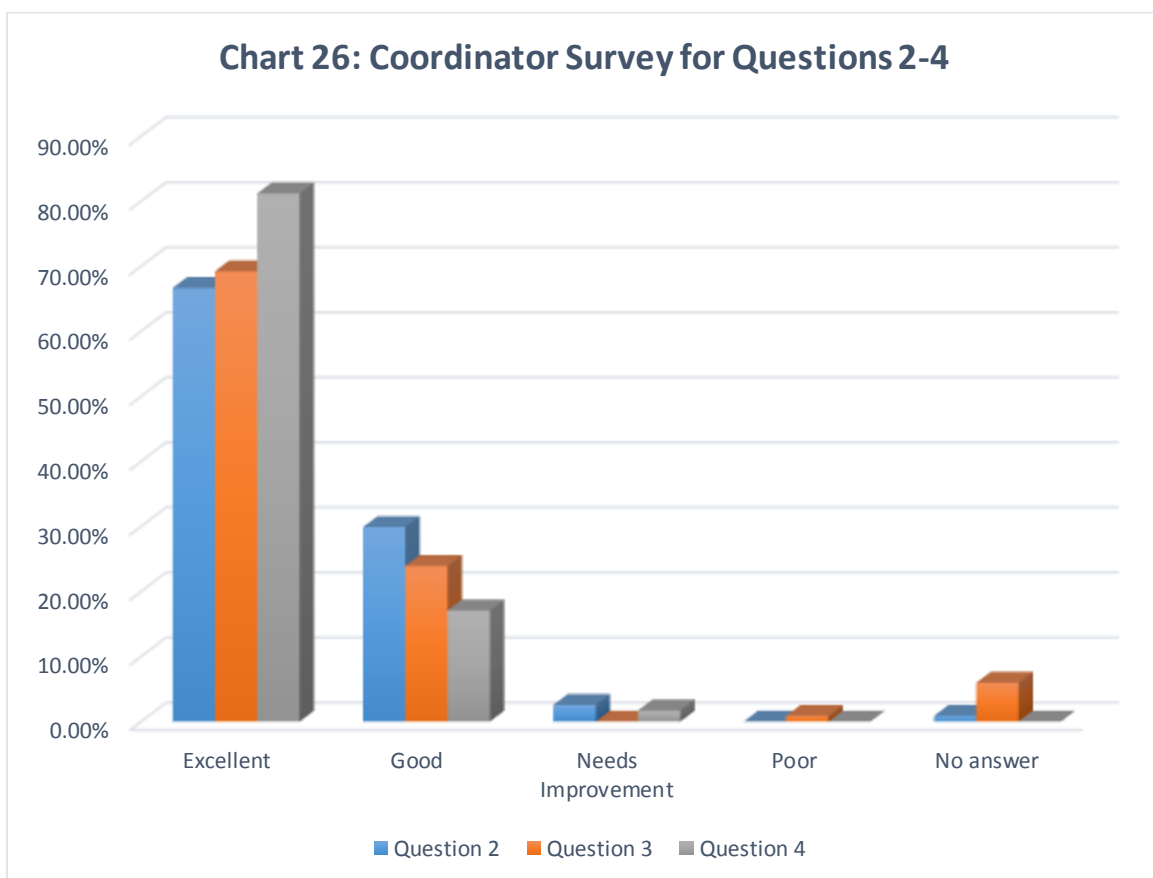


Chart 26 shows Coordinator Survey Result for the following questions: 2) Rate training and preparation; 3) Rate communication with the Registrar of Voters on Election Day; and 4) Rate the overall quality of Registrar of Voters service.

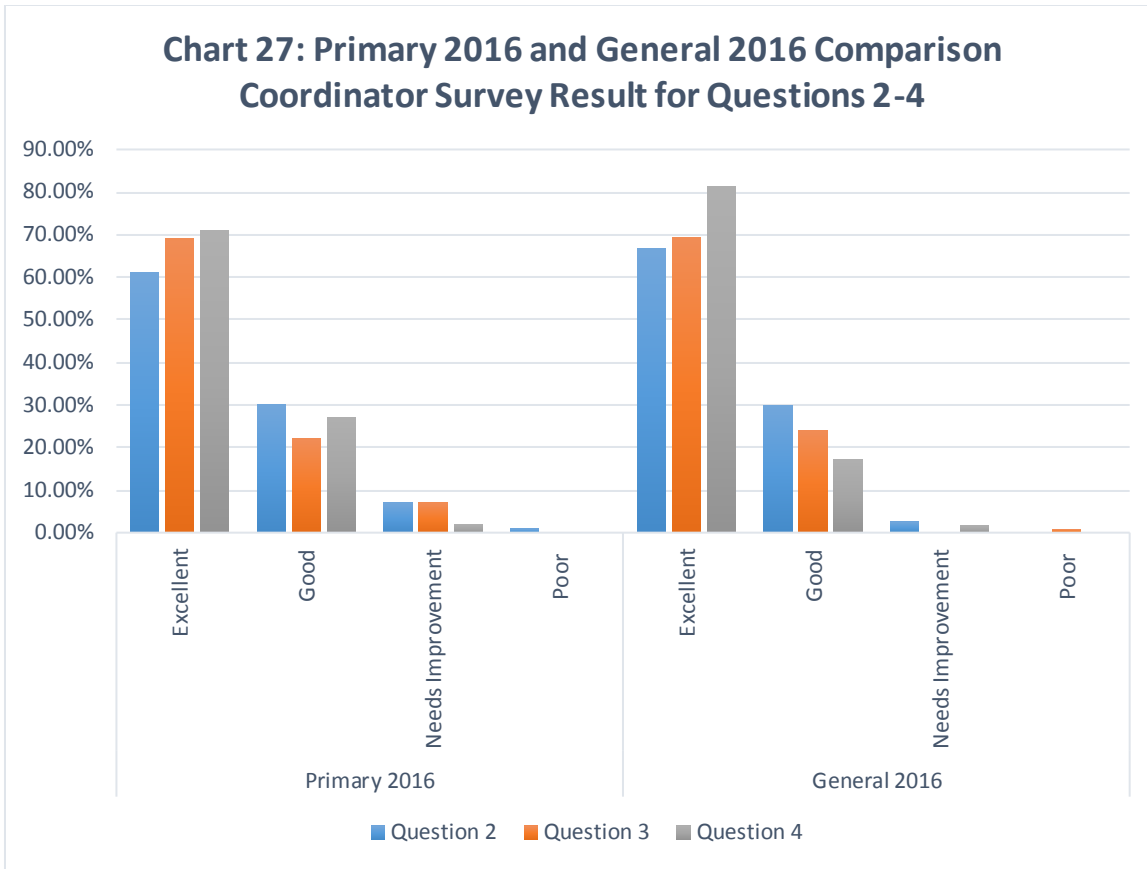


Chart 27 indicates Primary 2016 and General 2016 comparison of Coordinator Survey Result for the following questions: 2) Rate training and preparation; 3) Rate communication with the Registrar of Voters on Election Day; and 4) Rate the overall quality of Registrar of Voters service.

Collection Center Survey

33 Collection Centers

299 Collection Center Workers

3 Questions

77 Survey Responses





Overview

After closing the polls on Election Night, Inspectors return the ballots cast and all other items contained in the supply box to a designated Collection Center. Once all supplies have been delivered to a Collection Center and accounted for, poll workers have officially completed all of their duties and returned all ballots and supplies to the care of the Registrar of Voters.

For the November 2016 Election, Registrar of Voters utilized 33 Collection Centers throughout Orange County. These Centers were staffed with volunteers who served as Collection Center Workers on Election Night. Under the direction of a Collection Center Supervisor, these volunteers assisted with traffic control, supply box and equipment movement, communications, and documenting information.

The 33 Collection Centers Supervisors recruited oversaw 299 Collection Center Workers. A series of questions on the Collection Center Survey was created in order to obtain feedback from volunteers about the quality of training and service provided by the Registrar of Voters, as well as any issues encountered at their assigned Collection Center, in addition to the following questions:

1. How long have you served?
2. Rate the overall experience serving in this election.
3. Rate the overall quality of Registrar of Voters service.

At the end of their service on Election Night, 77 of the 299 workers completed and submitted the survey for a response rate of 25.75%. Table 16 and Chart 28 show that there were 30 first-time workers, resulting in fewer experienced workers compared to June 2016 Primary Election as indicated in Chart 29.

Response	Collection Center	
	Count	Percentage
First time	30	38.96%
3 years or less	22	28.57%
4-10 years	17	22.08%
11-15 years	5	6.49%
16+ years	3	3.90%
No answer	0	0.00%

Table 16: Collection Center Survey Result for Question 1 - How long have you served?

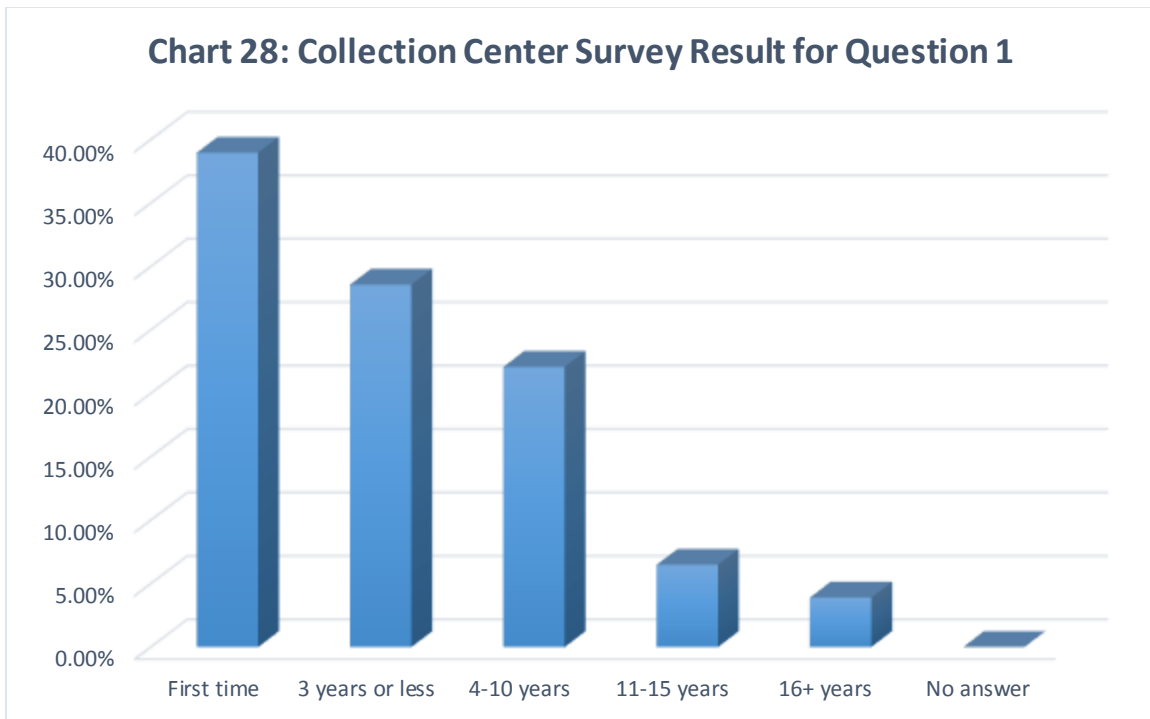


Chart 28 shows Collection Center Survey Result for Question 1 - How long have you served?

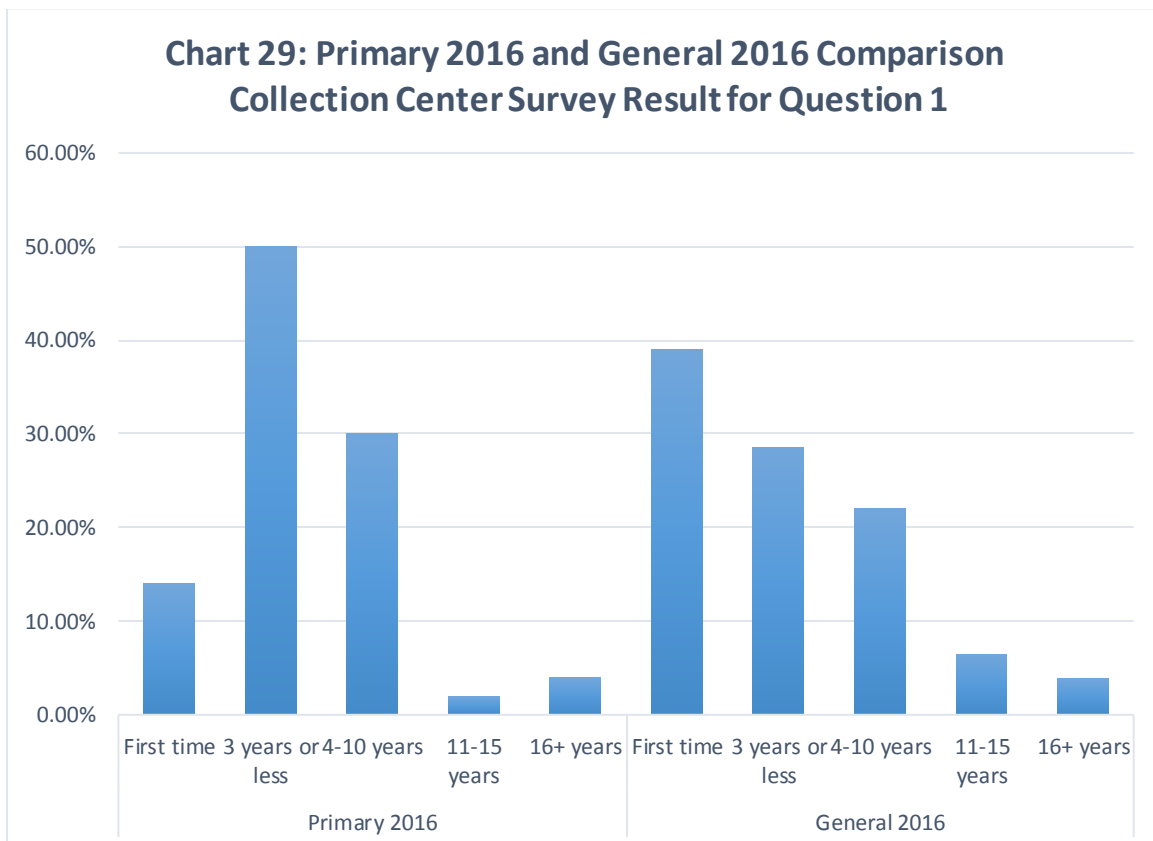


Chart 29 shows Primary 2016 and General 2016 comparison of Collection Center Survey Result for Question 1 - How long have you served?



In order to ascertain the overall level of satisfaction experienced by Collection Center Workers volunteering on Election Night, the survey inquired about the overall experience serving in this election and the overall quality of Registrar of Voters service. As shown in Table 17 and Chart 30, ratings given by Collection Center Workers for the quality of service provided by the Registrar of Voters office and their overall experience serving in this election were high, as 94.25% respectively, gave ratings of excellent or good. These ratings are similar to June 2016 Election, as indicated in Chart 31.

Response	Question 2		Question 3	
	Count	Percentage	Count	Percentage
Excellent	37	49.33%	48	65.75%
Good	28	37.33%	21	28.77%
Needs Improvement	6	8.00%	3	4.11%
Poor	1	1.33%	1	1.37%
No answer	3	4.00%	0	0.00%

Table 17: Collection Center Survey Result for the following questions: 2) Rate the overall experience serving in this election; and 3) Rate the overall quality of Registrar of Voters service.

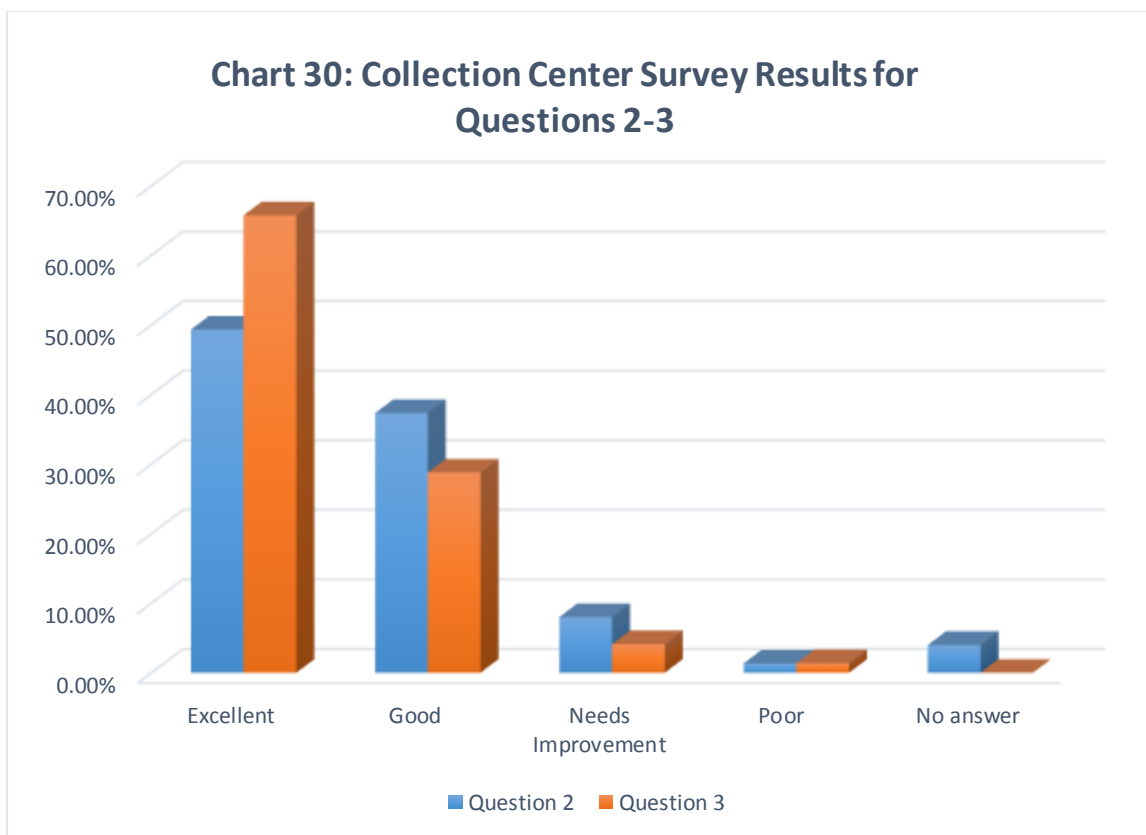


Chart 30 shows Collection Center Survey Result for the following questions: 2) Rate the overall experience serving in this election; and 3) Rate the overall quality of Registrar of Voters service.

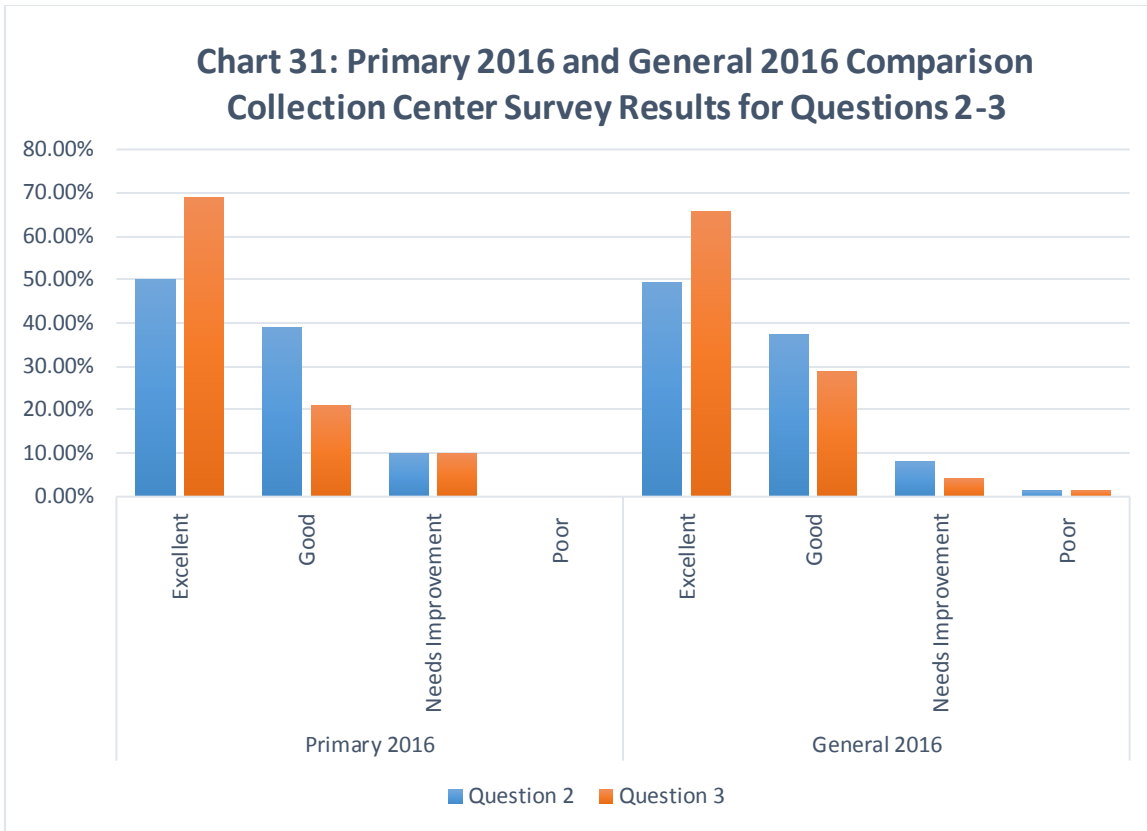


Chart 31 displays Primary 2016 and General 2016 comparison of Collection Center Survey Result for the following questions: 2) Rate the overall experience serving in this election; and 3) Rate the overall quality of Registrar of Voters service.

Candidate Filing Survey

557 Valid Candidates

11 Questions

142 Survey Responses





Overview

First introduced in June 2012 Election, the Candidate Filing Survey was developed to assess the service provided by the Registrar of Voters office to candidates filing for office. Candidates are able to complete the entire process in person at the Registrar of Voters office, or alternatively they can begin the filing process online and complete the final steps in person at the Registrar of Voters. Prior to the conclusion of the candidate filing process, each candidate received a survey to obtain feedback regarding the candidate filing process, both in person and online with questions as follow:

In-Person Candidate Filing Survey Questions:

1. The process was organized and efficient.
2. Staff was knowledgeable in explaining the Candidate Filing process.
3. Staff was courteous and professional.
4. I was given adequate information to complete each step in the process.
5. Waiting time was efficiently managed.
6. Rate the overall quality of Registrar of Voters service.

Online Candidate Filing Survey Questions:

1. The process was organized and efficient.
2. Staff was knowledgeable in explaining the Candidate Filing process.
3. Staff was courteous and professional.
4. I was given adequate information to complete each step in the process.
5. Rate the overall quality of Registrar of Voters service.

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 high-profile office such as Governor or Congressional Representative, or a local office such as Member of the Orange County Board of Education. A wide variety of offices were on the ballot for the November 2016 General Election. With over 142 offices on the ballot, the Registrar of Voters office assisted 557 candidates navigate the filing process, with the goal of making the process easier to understand and less time consuming for candidates. In order to evaluate the level of service provided, the Candidate Filing Survey solicited input regarding the efficiency of the process, professionalism of staff, and overall quality of service provided by the Registrar of Voters.

The Registrar of Voters office received 142 completed surveys, 120 candidates completed the process in person and 22 candidates completed the initial part of the process online.



Survey Results for In-Person Candidate Filing

Response	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6
Strongly Agree	90.83%	95.00%	97.50%	95.83%	77.50%	95.00%
Agree	8.33%	5.00%	2.50%	4.17%	19.17%	5.00%
Disagree	0.83%	0.00%	0.00%	0.00%	1.67%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	1.67%	0.00%
No Opinion	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Table 18: In-Person Candidate Filing Survey Results for the following questions: 1) The process was organized and efficient; 2) Staff was knowledgeable in explaining the Candidate Filing problems; 3) Staff was courteous and professional; 4) I was given adequate information to complete each step in the process; 5) Waiting time was efficiently managed; and 6) Rate the overall quality of Registrar of Voters service.

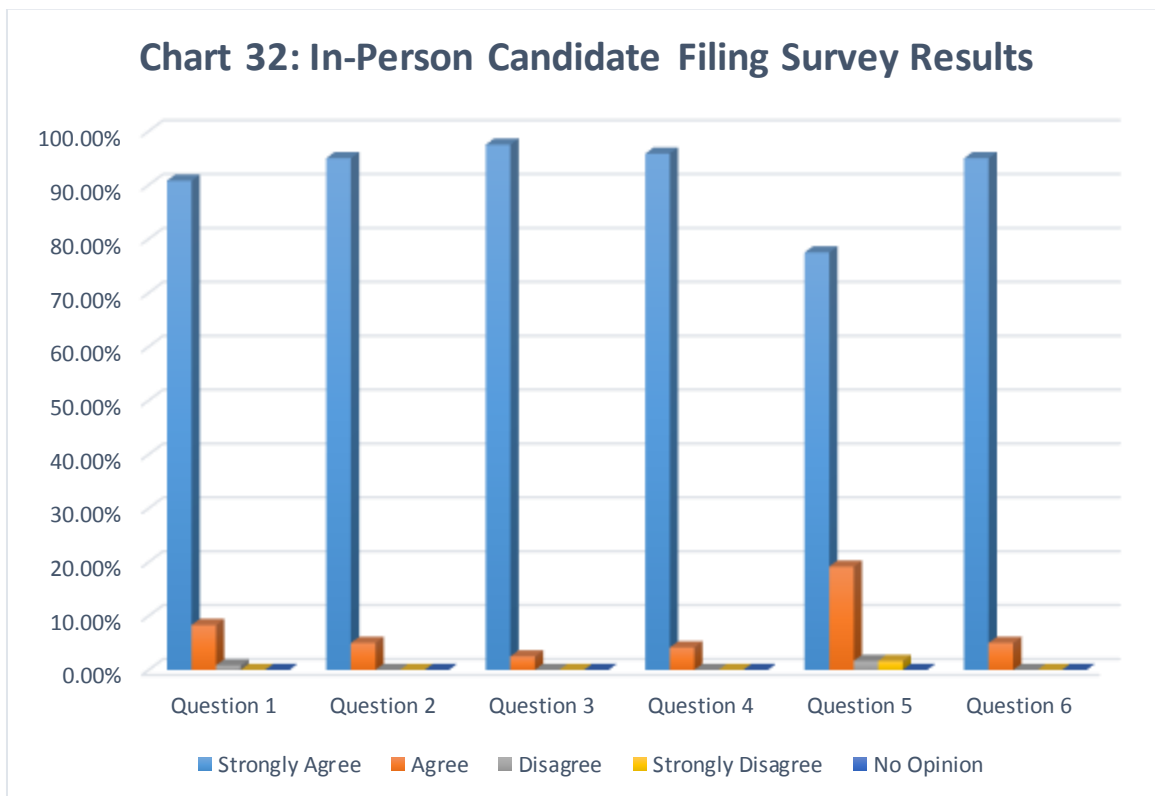


Chart 32 shows In-Person Candidate Filing Survey Results for the following questions: 1) The process was organized and efficient; 2) Staff was knowledgeable in explaining the Candidate Filing problems; 3) Staff was courteous and professional; 4) I was given adequate information to complete each step in the process; 5) Waiting time was efficiently managed; and 6) Rate the overall quality of Registrar of Voters service.



Survey Results for Online Candidate Filing

Response	Question 1	Question 2	Question 3	Question 4	Question 5
Strongly Agree	95.45%	77.27%	100.00%	100.00%	100.00%
Agree	4.55%	4.55%	0.00%	0.00%	0.00%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
No Opinion	0.00%	18.18%	0.00%	0.00%	0.00%

Table 19: Online Candidate Filing Survey Results for the following questions: 1) The process was organized and efficient; 2) Staff was knowledgeable in explaining the Candidate Filing problems; 3) Staff was courteous and professional; 4) I was given adequate information to complete each step in the process; and 5) Rate the overall quality of Registrar of Voters service.

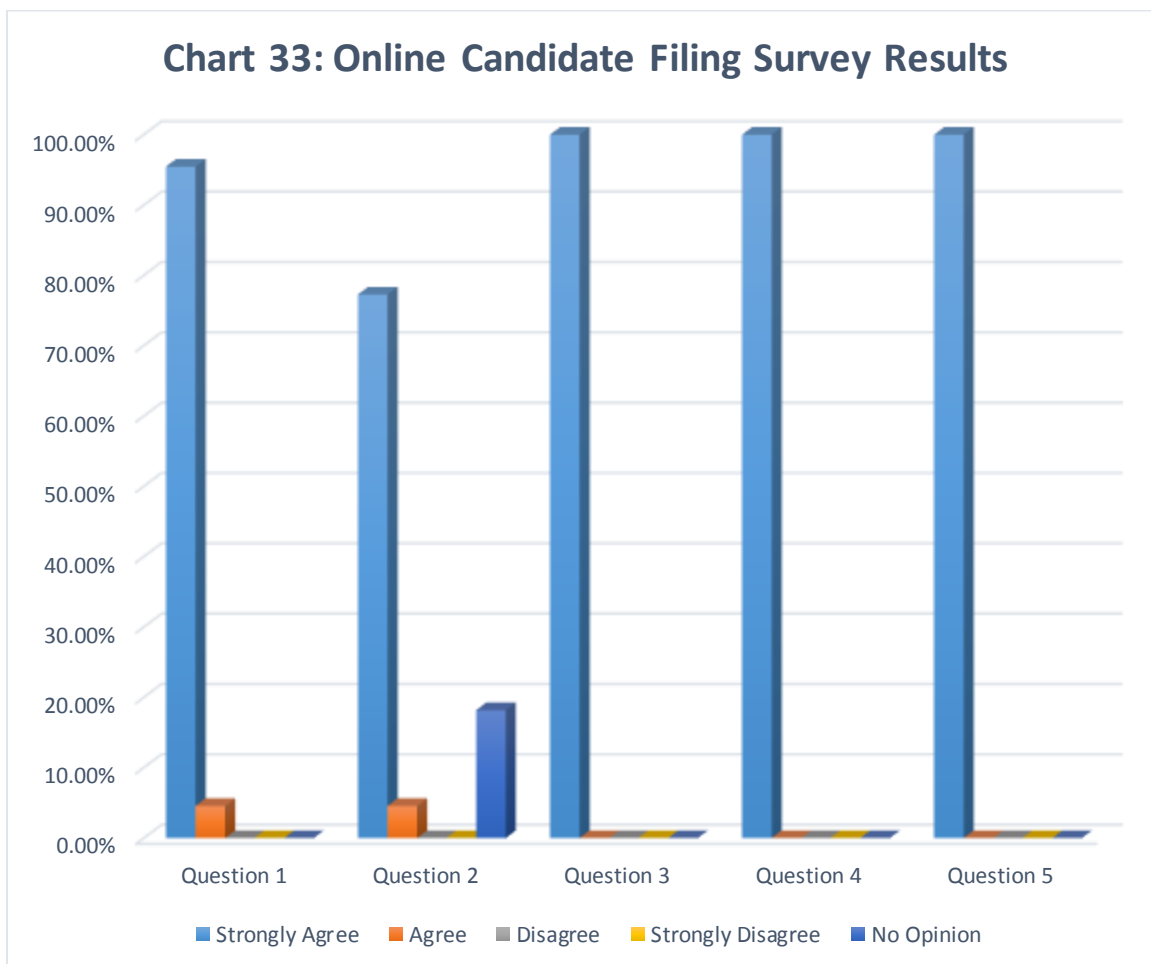


Chart 33 shows Online Candidate Filing Survey Results for the following questions: 1) The process was organized and efficient; 2) Staff was knowledgeable in explaining the Candidate Filing problems; 3) Staff was courteous and professional; 4) I was given adequate information to complete each step in the process; and 5) Rate the overall quality of Registrar of Voters service.



Candidates were asked to rate the level of organization and efficiency of the filing process. As shown in Table 18 and Chart 32, 119 candidates who completed the process in person at the Registrar of Voters office agreed or strongly agreed that the process was organized and efficient. Of the 22 candidates who also used the online filing process, Table 19 and Chart 33 shows that all respondents agreed or strongly agreed that the process was organized and efficient.

The survey asked candidates about the quality of their interaction with Registrar of Voters staff. Survey respondents who completed the entire filing process in person were asked to rate staff on their knowledge of the process and level of professionalism respectively. Chart 32 and Chart 33 show that 100% of respondents agree or strongly agreed that the Registrar of Voters staff acted in a courteous and professional manner, and that staff was knowledgeable and courteous in explaining the candidate filing system, which is consistent with previous elections.

Additionally, candidates were surveyed regarding the responsiveness and wait time management for service provided both in-person at the Registrar of Voters and via email. As shown in Chart 32, 96.67% of respondents who completed the entire process in person strongly agreed that the wait time was efficiently managed. This is slightly lower than the June 2016 Election survey, as indicated in Chart 34.

Candidates who began the filing process online indicated a high level of satisfaction with the response time to their emails. A majority strongly agreed that the response time was reasonable. The responses from candidates in this election cycle indicate that all used email as a means of communication with the office, and all were extremely satisfied with the response time from Registrar of Voters staff. Since the implementation of this survey, there has been no reported disagreement with the statement that the response time was reasonable.

Lastly, all candidates were asked to rate the overall quality of service provided by the Registrar of Voters office on a scale ranging from excellent to poor. All respondents described the quality of service as excellent or very good.

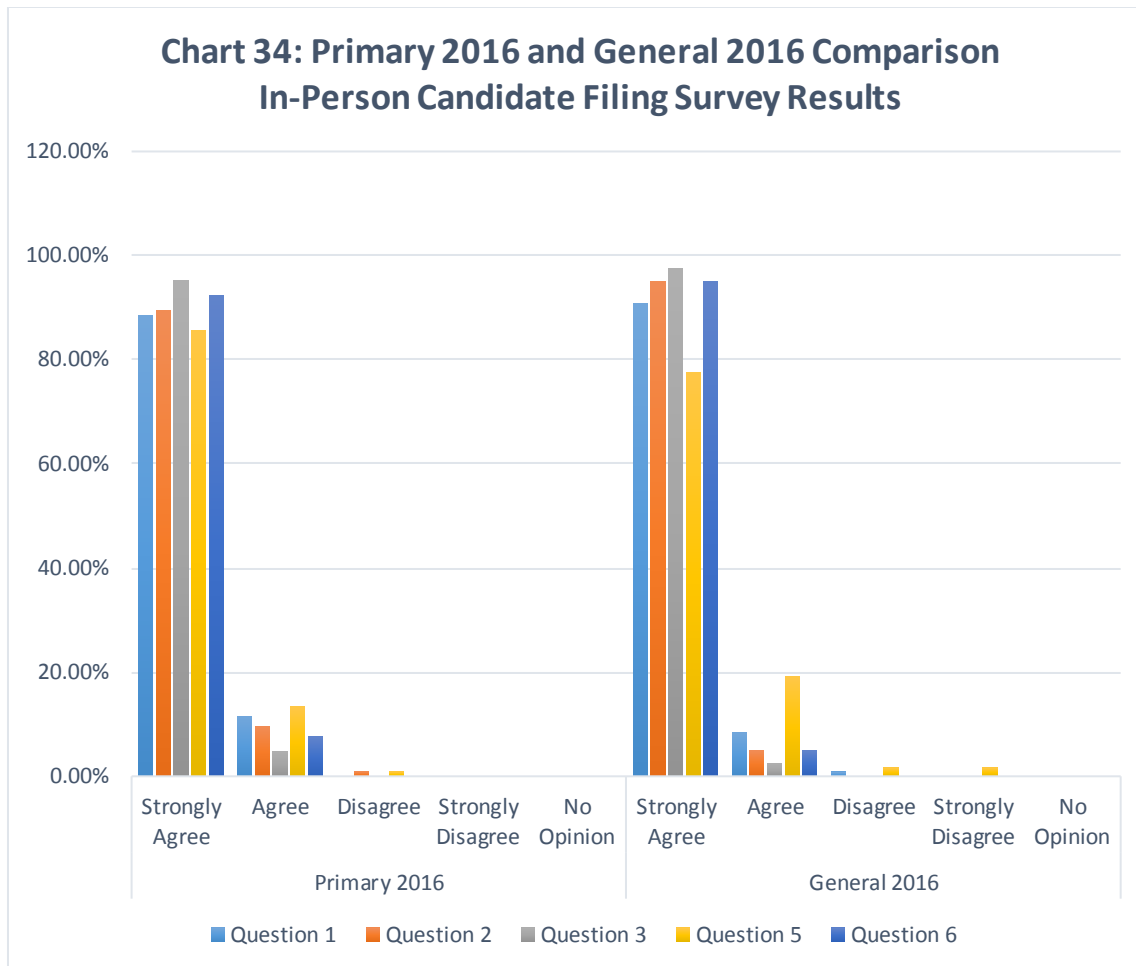


Chart 34 indicates Primary 2016 and General 2016 comparison of In-Person Candidate Filing Survey Results for the following questions: 1) The process was organized and efficient; 2) Staff was knowledgeable in explaining the Candidate Filing problems; 3) Staff was courteous and professional; 4) I was given adequate information to complete each step in the process; 5) Waiting time was efficiently managed; and 6) Rate the overall quality of Registrar of Voters service.

Conclusion





The November 2016 General Election survey results were positive in all nine areas measured, with feedback being received from a wide range of participants including poll worker volunteers, contracted delivery vendors, and polling place hosts.

Areas that showed positive ratings or a positive gain in ratings were:

- High scores for Poll Workers' overall experience being "excellent" and the likelihood that they will serve in future elections.
- Higher number of A-Team members give "excellent" ratings for communication with the Registrar of Voters.
- Coordinators give high scores for training and being prepared for election day.
- The Registrar of Voters is providing appropriate amounts and types of communication and interaction between poll workers and the Registrar of Voters office.
- Consistently high level of customer service provided by the Registrar of Voters staff when volunteers, candidates, and voters visit, call or email the office.
- Retention of volunteers with multiple years of experience working with Orange County Registrar of Voters.

Responses that require additional attention include:

- Ongoing innovation that continues to improve the training provided to Poll Worker Volunteers so they feel well prepared for Election Day.
- Ongoing innovation that continues to improve the overall experience with the recruitment process.
- Ongoing monitoring of contracted delivery vendors' level of timeliness when providing equipment delivery services.

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 the November 2016 Election survey results.