

Election Survey Report 2018 Midterm Elections



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EXECUTIVE SUMMARY

As the fifth largest voting jurisdiction in the United States, preparation for elections in Orange County requires extensive planning and coordination between internal departments, external partners, and the thousands of volunteers who serve on Election Day.

At the time of the election, there were approximately 1.6 million registered voters who received Voter Information Guides. Approximately 1 million Vote-By-Mail (VBM) ballots were mailed to voters in each election. In Orange County, a total of 635,224 ballots were cast for a 42.9% turnout in the June 5, 2018 Statewide Primary Election and a total of 1,106,729 ballots were cast for a 71.0% turnout in the November 6, 2018 Statewide General Election. Staff successfully recruited 9,446 poll workers to staff 1,960 polling places located throughout Orange County in 2018.

The Orange County Registrar of Voters utilizes survey data to enhance its services, resources, and planning for future elections. By understanding what was successful and what could be improved, data-driven solutions can be implemented to improve the voter experience and likelihood of a successful election.

The 2018 Election Survey Report comprises data of nine surveys, which include:

- Candidate Filing Surveys
- Recruitment Surveys
- Training Surveys
- Delivery Surveys
- Polling Place Surveys
- Poll Worker Surveys
- Coordinator Surveys
- Collection Center Surveys
- Phone Bank Surveys

From gathering feedback on a candidate's experience filing their nomination papers to the delivery of polling place equipment, the range of the surveys allow the Orange County Registrar of Voters to identify specifically which portion in the planning process can be improved and what is already doing well. Additionally, the Orange County Registrar of Voters has been collecting data following each major election, so our office is able to assess the success of certain solutions and whether a challenge we face is an ongoing issue or an issue that is unique to a specific election.

Through our ability to evaluate our performance and services through surveys, the Registrar of Voters continues 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.

Sincerely,



Neal Kelley
Registrar of Voters
Orange County, CA

SURVEY TYPES

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. From the Poll Worker Survey, an 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 Election Day morning. 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 was a good 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 in order 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.

POLL WORKER SURVEY

Overview

Following the Statewide Primary Election on June 5, 2018 and the Statewide General Election on November 6, 2018, poll workers were asked to complete a short survey. The survey solicited feedback from poll workers on topics that included their past experience(s) 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.

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. 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.

For A-Team members, one more specific question was included in the survey, which asked A-Team members to rate the efficiency and organization of A-Team deployment on Election Day, in addition to the four abovementioned questions.

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. Clerks help process voters and assist with the polling place set-up and closing procedures. Student Clerks have the same duty as Clerks and are high school students between the ages of 16 and 18 years of age. Besides working full day, Clerks, Student Clerks, and County Poll Workers can choose to work either the morning or the evening shift. Being generally more experienced poll workers, Inspectors are responsible for managing all activities within their assigned polling place. Trained as Inspectors and prepared to be deployed to any polling place on Election Day morning, A-Team members play an important role as poll worker cancellations and no-shows were unavoidable when working

List of Positions on Election Day:

- **Clerk**
- **Inspector**
- **A-Team**
- **Student Clerk**

POLL WORKER SURVEY

Table 1 – Total Poll Workers and Poll Worker Survey Respondents by Volunteer Position

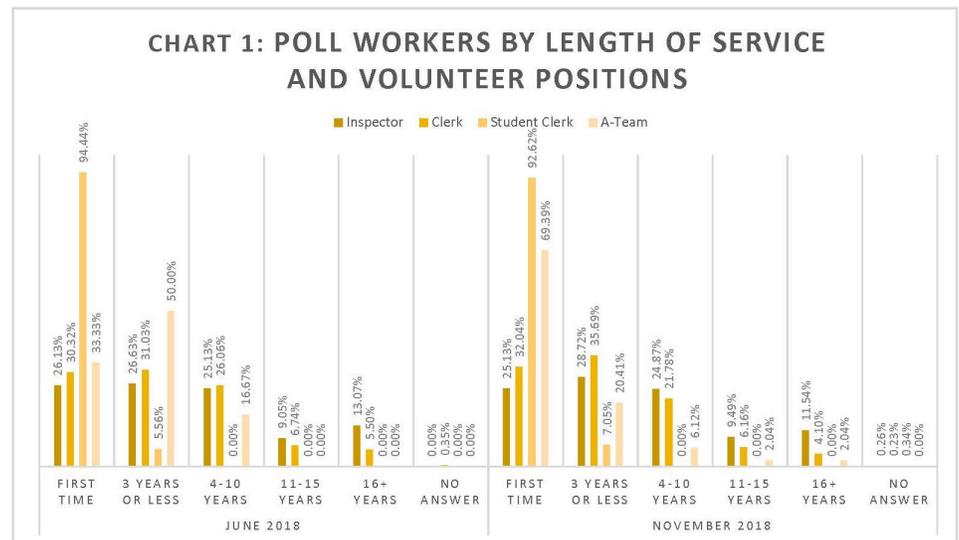
Role	June 2018		November 2018	
	Total Count	Total Survey Respondent	Total Count	Total Survey Respondent
Inspector	936	199 (21.26%)	970	390 (40.21%)
Clerk	2568	564 (21.27%)	2589	877 (31.91%)
Clerk AM	47		92	
Clerk PM	36		67	
Student Clerk	553	72 (12.90%)	1353	298 (21.85%)
Student Clerk AM	0		10	
Student Clerk PM	5		4	
A-Team	86	12 (13.95%)	130	49 (37.69%)
Total Poll Workers	4231	847 (20.02%)	5215	1614 (30.95%)

with hundreds of volunteers. As shown in Table 1, 1,614 out of 5,215 poll workers who worked on Election Day opted to fill out a survey, and the response rate was higher (at 30.95%) in the November 2018 Election than in the June 2018 Election (at 20.02%).

Table 2 indicated the result of the length of service each type of volunteers served as poll workers. Along with Table 2, Chart 1 below shows that the years-of-service results from the November 2018 Election are consistent with those from the June 2018 Election, as the general trend has been that first-time volunteers are often the highest percentage reporting.

Table 2 - Poll Workers by Length of Service and Volunteer Positions

Length of Service	Inspector		Clerk		Student Clerk		A-Team	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018
First Time	52 (26.13%)	98 (25.13%)	171 (30.32%)	281 (32.04%)	68 (94.44%)	276 (92.62%)	4 (33.33%)	34 (69.39%)
3 Years or Less	53 (26.63%)	112 (28.72%)	175 (31.03%)	313 (35.69%)	4 (5.56%)	21 (7.05%)	6 (50.00%)	10 (20.41%)
4-10 Years	50 (25.13%)	97 (24.87%)	147 (26.06%)	191 (21.78%)	0 (0.00%)	0 (0.00%)	2 (16.77%)	3 (6.12%)
11-15 Years	18 (9.05%)	37 (9.49%)	38 (6.74%)	54 (6.16%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (2.04%)
16+ Years	26 (13.07%)	45 (11.54%)	31 (5.50%)	36 (4.10%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (2.04%)
No Answer	0 (0.00%)	1 (0.26%)	2 (0.35%)	2 (0.23%)	0 (0.00%)	1 (0.34%)	0 (0.00%)	0 (0.00%)



Question 1: How long have you served?

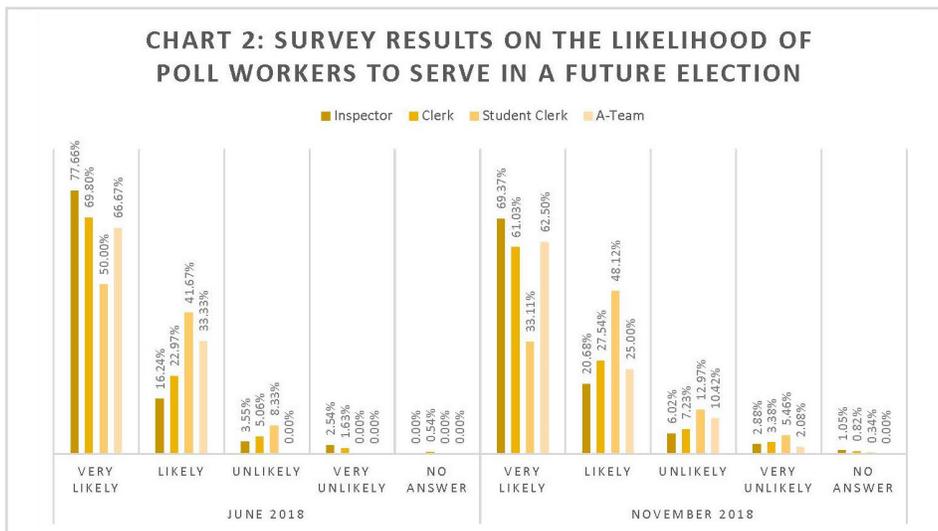
Experience and Quality of Service

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 3 and Chart 2 showed the result of the likelihood that poll workers would serve in a future election. On average, 94.59% and 86.84% of respondents in the June 2018 Election and November 2018 Election respectively reported that they would likely or very likely serve in a future election.

Table 3: Survey Results on the Likelihood of Poll Workers to Serve in a Future Election

Future Likelihood	Inspector		Clerk		Student Clerk		A-Team	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Very Likely	153 (77.66%)	265 (69.37%)	386 (69.80%)	523 (61.03%)	36 (50.00%)	97 (33.11%)	8 (66.67%)	30 (62.50%)
Likely	32 (16.24%)	79 (20.68%)	127 (22.97%)	236 (27.54%)	30 (41.67%)	141 (48.12%)	4 (33.33%)	12 (25.00%)
Unlikely	7 (3.55%)	23 (6.02%)	28 (5.06%)	62 (7.23%)	6 (8.33%)	38 (12.97%)	0 (0.00%)	5 (10.42%)
Very Unlikely	5 (2.54%)	11 (2.88%)	9 (1.63%)	29 (3.38%)	0 (0.00%)	16 (5.46%)	0 (0.00%)	1 (2.08%)
No Answer	0 (0.00%)	4 (1.05%)	3 (0.54%)	7 (0.82%)	0 (0.00%)	1 (0.34%)	0 (0.00%)	0 (0.00%)



Question 2: How likely would you serve in a future election?

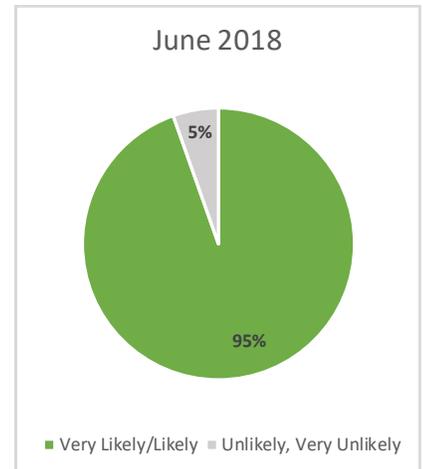


Figure 1. Result of the likelihood that poll workers would serve in a future election.

“On average, 94.59% and 86.84% of respondents in the June 2018 Election and November 2018 Election respectively reported that they would likely or very likely serve in a future election.”

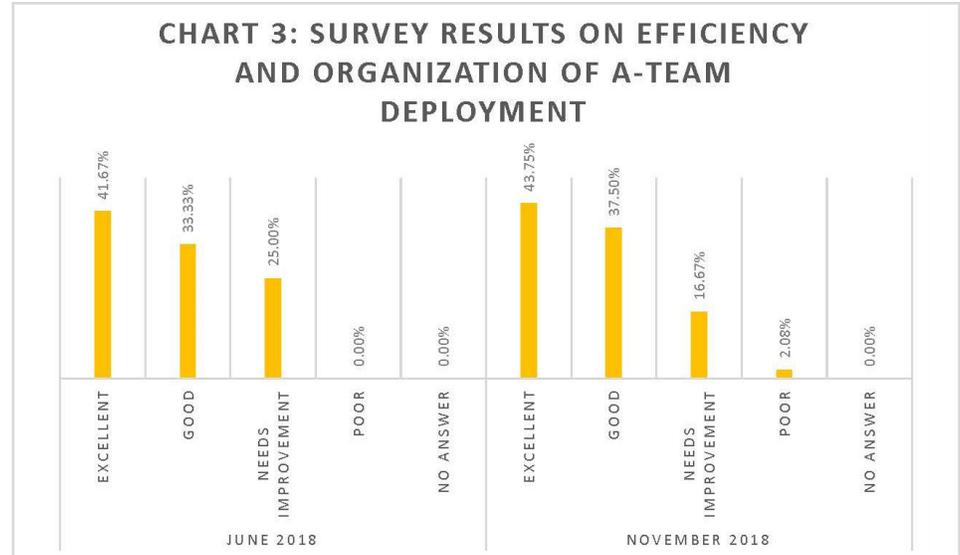
“Very well organized operation. People were friendly, well trained and helpful.”

– 2018 June Election survey respondent

When asked to rate the efficiency and organization of A-Team deployment on Election Day, respondents reported higher excellent/good ratings (43.75% and 37.50%) in the November 2018 Election than the ratings (41.67% and 33.33%) in the June 2018 Election.

Table 4: Survey Results on the Efficiency and Organization of A-Team Deployment

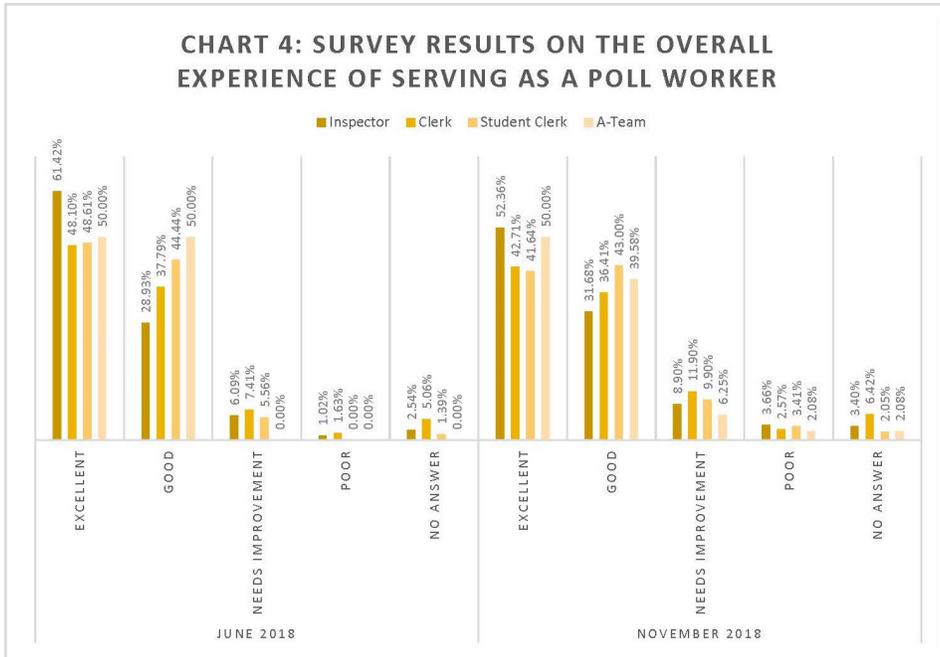
2018 Experience	JUN 2018	NOV 2018
Excellent	5 (41.67%)	21 (43.75%)
Good	4 (33.33%)	18 (37.50%)
Needs Improvement	3 (25.00%)	8 (16.67%)
Poor	0 (0.00%)	1 (2.08%)
No Answer	0 (0.00%)	0 (0.00%)



As shown in Table 5 and Chart 4, when asked to rate the overall experience of serving in the November 2018 Election, the majority of respondents rated it as “excellent” or described it as “good;” for an average of 84.34% compared to 92.33% in the June 2018 Election.

Table 5: Survey Results on the Overall Experience of Serving as a Poll Worker

2018 Experience	Inspector		Clerk		Student Clerk		A-Team	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Excellent	121 (61.42%)	200 (52.36%)	266 (48.10%)	366 (42.71%)	35 (48.61%)	122 (41.64%)	6 (50.00%)	24 (50.00%)
Good	57 (28.93%)	121 (31.68%)	209 (37.79%)	321 (36.41%)	32 (44.44%)	126 (43.00%)	6 (50.00%)	19 (39.58%)
Needs Improvement	12 (6.09%)	34 (8.90%)	41 (7.41%)	102 (11.90%)	4 (5.56%)	29 (9.90%)	0 (0.00%)	3 (6.25%)
Poor	2 (1.02%)	14 (3.66%)	9 (1.63%)	22 (2.57%)	0 (0.00%)	10 (3.41%)	0 (0.00%)	1 (2.08%)
No Answer	5 (2.54%)	13 (3.40%)	28 (5.06%)	55 (6.42%)	1 (1.39%)	6 (2.05%)	0 (0.00%)	1 (2.08%)



Question 3: Rate your overall experience serving in this election.

Lastly, respondents reported great satisfaction with the level of service received from the Registrar of Voters as the excellent/good ratings on average were 96.75% in the June 2018 Election and 91.94% in the November 2018 Election. Still, the Department will continue to explore innovative methods of improving services to poll workers.

Table 6: Survey Results on the Overall Quality of Service Provided by the Registrar of Voters

Quality Service	Inspector		Clerk		Student Clerk		A-Team	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Excellent	150 (76.14%)	244 (64.72%)	326 (59.71%)	444 (52.36%)	40 (55.56%)	125 (43.25%)	6 (54.55%)	30 (63.83%)
Good	40 (20.30%)	92 (24.40%)	176 (32.23%)	320 (37.74%)	31 (43.06%)	141 (48.79%)	5 (45.45%)	13 (27.66%)
Needs Improvement	6 (3.05%)	38 (10.08%)	36 (6.59%)	73 (8.61%)	1 (1.39%)	22 (7.61%)	0 (0.00%)	2 (4.26%)
Poor	1 (0.51%)	2 (0.53%)	3 (0.55%)	7 (0.83%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (2.13%)
No Answer	0 (0.00%)	1 (0.27%)	5 (0.92%)	4 (0.47%)	0 (0.00%)	1 (0.35%)	0 (0.00%)	1 (2.13%)

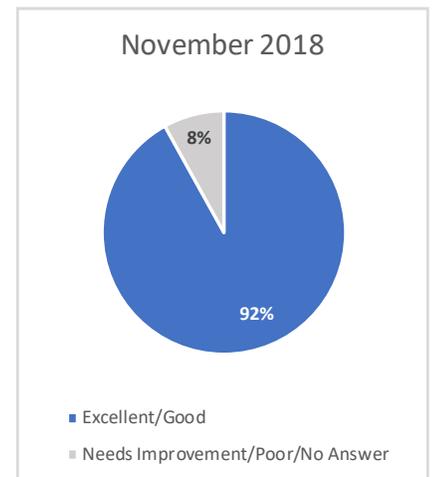
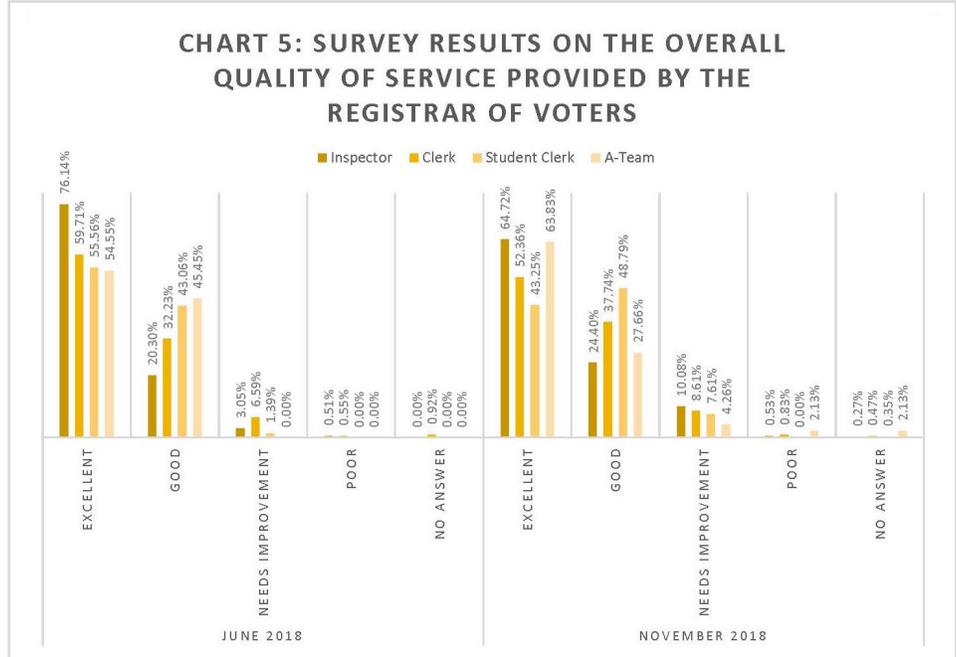


Figure 2. Result of the level of service that poll workers experienced in November 2018 Election

“On average, 96.75% and 91.94% of respondents in the June 2018 Election and November 2018 Election respectively reported excellent/good ratings.”

“I had a great overall experience and was impressed with the professionalism of most staff. Overall very well organized would do it again.”

– 2018 November Election survey respondent



Question 4: Rate the Overall Quality of Service from the Orange County Registrar of Voters

TRAINING SURVEY

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.

Rating on statements in the survey included the following:

- Question 1: "I feel well trained for Election Day."
- Question 2: "Rate the overall quality of Registrar of Voters' service."

In-Class Training

Surveys were sent to all poll workers who took the in-class training option. The two questions asked how prepared poll workers were for Election Day and the overall quality of Registrar of Voters service. Overall, the results from the two elections were fairly consistent with each other. On average, about 93% of the survey respondents stated they felt well prepared for Election Day and approximately 5% felt they were not. It is important to note that in the November 2018 Election, more respondents strongly agreed with the first statement (60.39%) than in the June 2018 Election (54.76%).

In rating the overall quality of Registrar of Voters service, 95.55% stated it was excellent/good. Averagely, only 3.91% stated that the quality needs to be improved or poor.

"I appreciate how the ROV continues to upgrade the poll worker tasks and tools, making our job easier. Thank you!"

– 2018 June Election survey respondent

Table 7: In-Class Training Survey Results

In-Class Training	Question 1		Question 2	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Strongly Agree/Excellent	518 (54.76%)	555 (60.39%)	671 (72.07%)	670 (73.79%)
Agree/Good	356 (37.63%)	306 (33.30%)	216 (23.20%)	200 (22.03%)
Disagree/Needs Improvement	45 (4.76%)	37 (4.03%)	39 (4.19%)	29 (3.19%)
Strongly Disagree/Poor	10 (1.06%)	4 (0.44%)	2 (0.21%)	2 (0.22%)
No Answer	17 (1.80%)	17 (1.85%)	3 (0.32%)	7 (0.77%)

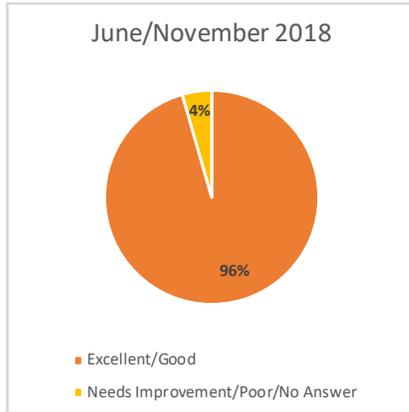
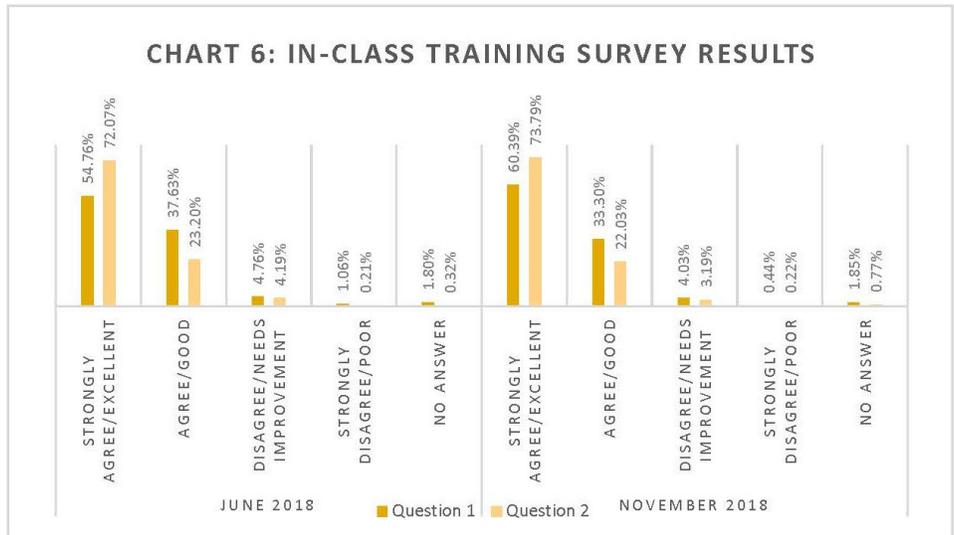


Figure 3. Overall rating of in-class training in June and November 2018 Elections



“In rating the overall quality of Registrar of Voters service, 95.55% stated it was excellent/good.”

“I really appreciate the online training option for returning poll workers... it was incredibly helpful to take care of the training online at a time that worked for me. Thank you!”

– 2018 June Election survey respondent
Returning Clerk

Online Training

In addition, surveys were sent to poll workers who completed online training. The survey also asked two questions: 1) How prepared poll workers were for Election Day and 2) the overall quality of Registrar of Voters service. 95.56% of survey respondents stated that they agreed or strongly agreed that they were well prepared for the November 2018 Election compared to 88.18% in the June 2018 Election. Fewer respondents disagreed or strongly disagreed with the statement in the November 2018 Election (2.87%) than those in the June 2018 Election (11.50%).

The last question asked the poll worker to rate the overall quality of service the Registrar of Voters provides. In the November 2018 Election, 97.1% of survey respondents stated the quality of service the Department provided was good or excellent, indicating a higher rating than the results from the June 2018 Election (93.23%). The survey

results show that the Registrar of Voters continued to excel in training poll workers to ensure each election was accurate and successful.

Table 8: Online Training Survey Results

Online Training	Question 1		Question 2	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Strongly Agree/Excellent	137 (43.77%)	228 (59.53%)	193 (62.26%)	278 (73.35%)
Agree/Good	139 (44.41%)	138 (36.03%)	96 (30.97%)	90 (23.75%)
Disagree/Needs Improvement	31 (9.90%)	11 (2.87%)	20 (6.45%)	10 (2.64%)
Strongly Disagree/Poor	5 (1.60%)	0 (0.00%)	1 (0.32%)	0 (0.00%)
No Answer	1 (0.32%)	6 (1.57%)	0 (0.00%)	1 (0.26%)

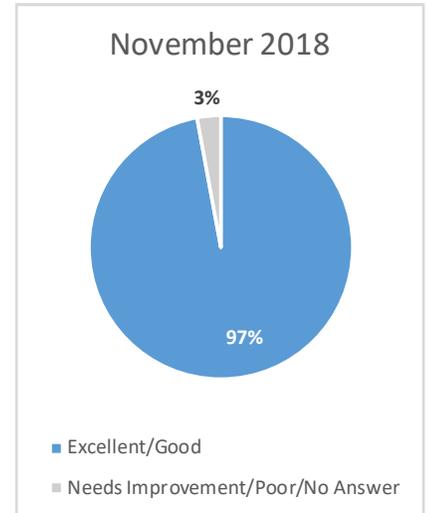
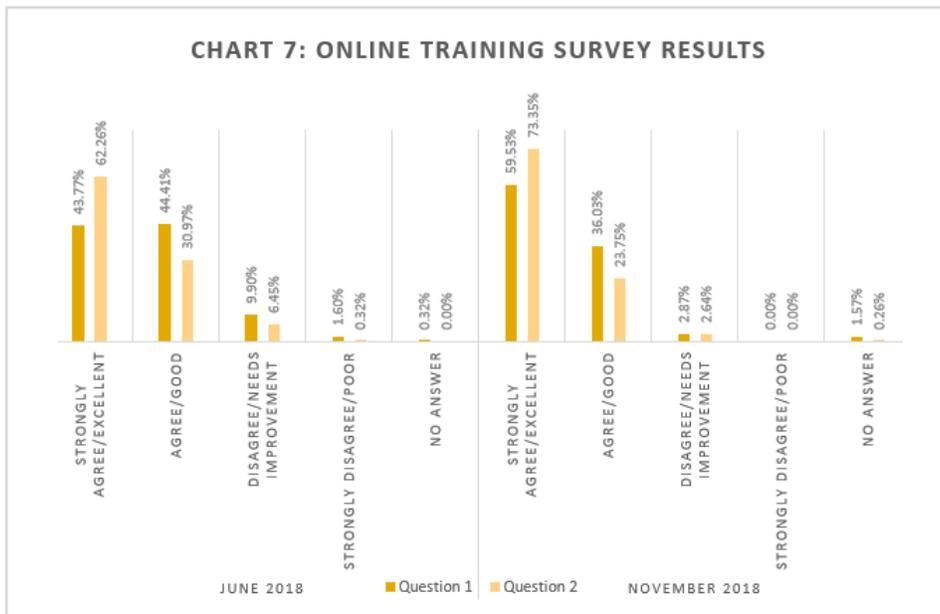


Figure 4. Overall rating of online training in November 2018 Election.

“In the November 2018 Election, 97.1% of survey respondents stated the quality of service the Registrar of Voters provided for online training was excellent or good.”

DELIVERY SURVEY

Overview

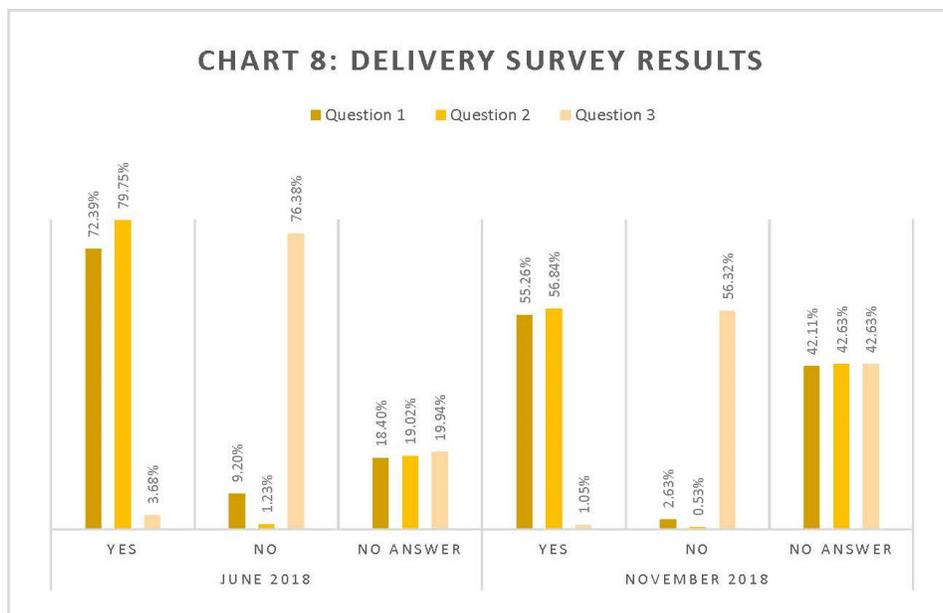
The Registrar of Voters utilized the services of four delivery companies to transport supplies and equipment to polling places prior to Election Day. The delivery drivers were notified that polling place hosts would be surveyed regarding the quality of the delivery service. Subsequent to the delivery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

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

Of the 976 polling place hosts who served in the June 2018 Election, 326 completed all or part of the survey for about 33.40% response rate. In the November 2018 Election, 190 out of 984 polling place hosts completed all or part of the survey for approximately 19.31% 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 9, polling place hosts were also asked if the delivery of equipment occurred on time. The majority of polling place hosts 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.

Table 9: Delivery Survey Results

Response	Question 1		Question 2		Question 3	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Yes	236 (72.39%)	105 (55.26%)	260 (79.75%)	108 (56.84%)	12 (3.68%)	2 (1.05%)
No	30 (9.20%)	5 (2.63%)	4 (1.23%)	1 (0.53%)	249 (76.38%)	107 (56.32%)
No Answer	60 (18.40%)	80 (42.11%)	62 (19.02%)	81 (42.63%)	65 (19.94%)	81 (42.63%)



Our follow-up on the “No” responses as shown in Chart 8 revealed that while some polling place hosts were informed when the delivery would be made and not provided any alternatives, others who reported they did not receive option, in fact were provided options. However, for reasons that included delivery windows that were too large, some polling place hosts responded that they did not receive options when they were dissatisfied with the options they received.

To maintain a high level of professionalism, polling place hosts were also surveyed regarding the level of courteousness exhibited by the delivery driver.

Regarding the increased No Answer rates in the November 2018 Election, the Registrar of Voters switched to a new survey system. Additionally, the holiday season following the November 2018 Election may have also played a role in the higher No Answer rates.

POLLING PLACE SURVEY

Overview

Following each election, polling places hosts are surveyed to rate the hosts' experiences with various aspects of serving as a polling place.

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:

- Question 1: Was the electronic voting equipment delivered to your facility on the agreed date and within the scheduled time frame?
- Question 2: At the end of the day, the facility was left clean and in good condition
- Question 3: Rate the overall experience serving in this election.
- Question 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, 88.66% reported that the equipment had been delivered as scheduled in the November 2018 Election compared to 82.98% in the June 2018 Election.

Condition of the Polling Place at Closing

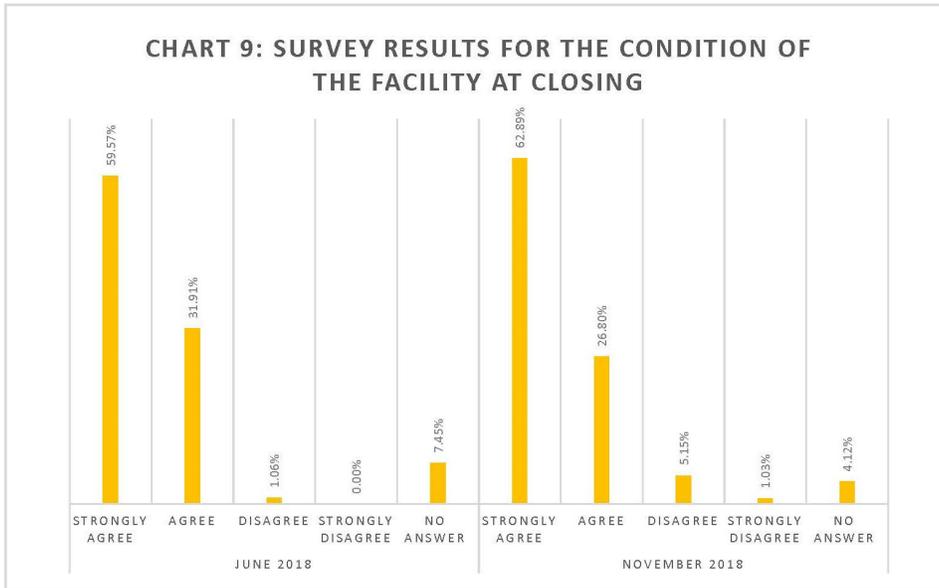
It is important that after a very long Election Day, poll workers leave the polling place in good condition. Poll workers were informed in training that they were expected to leave the facility in the same condition as its original state prior to the election. To ensure that polling place facilities 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 11 and Chart 9, 91.48% and 89.69% of respondents agreed or strongly agreed that their facility had been left clean and in good condition in the June 2018 Election and November 2018 Election, respectively.

Equipment Delivery	JUN 2018	NOV 2018
Yes	78 (82.98%)	86 (88.66%)
No	9 (9.57%)	4 (4/12%)
No Answer	7 (7.45%)	7 (7.22%)

Table 10: Survey Results for Timely Delivery of Electronic Voting Equipment

"We have been a Polling Place the entirety of my ownership here... We LOVE doing this for the community and will hopefully be doing so for a long, long time!"

- 2018 June Election survey respondent



Closing Condition	JUN 2018	NOV 2018
Strongly Agree	56 (59.57%)	61 (62.89%)
Agree	30 (31.91%)	26 (26.80%)
Disagree	1 (1.06%)	5 (5.15%)
Strongly Disagree	0 (0.00%)	1 (1.03%)
No Answer	7 (7.45%)	4 (4.12%)

Table 11: Survey Results for the Condition of the Facility at Closing

Overall Experience

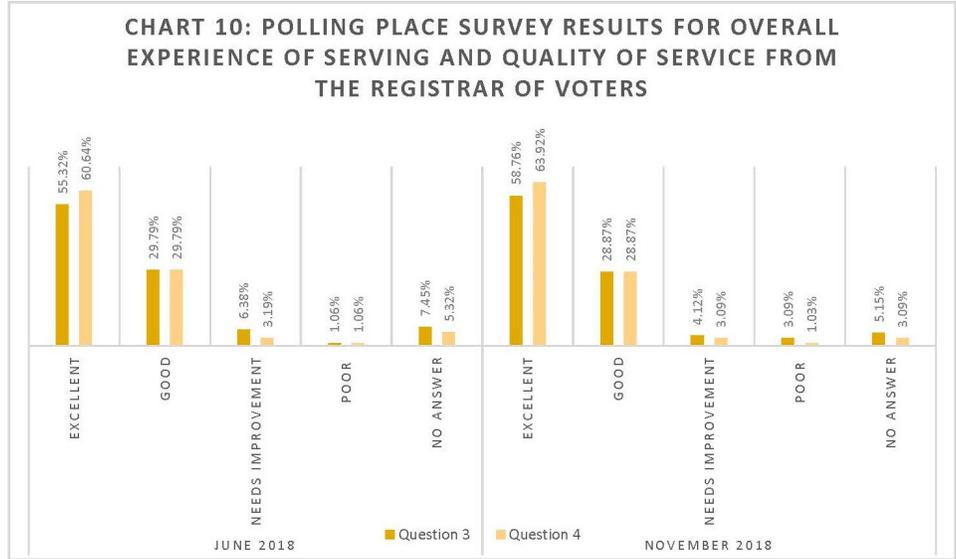
As the Registrar of Voters office was the first and primary point of contact for polling place hosts, it was critical that the customer service provided had met the high standards set by the office. Consequently, polling place hosts were not only surveyed on their overall experience serving in the election but also on the quality of service received from the Registrar of Voters. As shown in Table 12 and Chart 10, 90.43% and 92.79% reported that quality of service was excellent (60.64% and 63.92%) or good (29.79% and 28.87%) for the June 2018 Election and November 2018 Election respectively. 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.

Overall Experience	Question 3		Question 4	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Excellent	52 (55.32%)	57 (58.76%)	57 (60.64%)	62 (63.92%)
Good	28 (29.79%)	28 (28.87%)	28 (29.79%)	28 (28.87%)
Needs Improvement	6 (6.38%)	4 (4.12%)	3 (3.19%)	3 (3.09%)
Poor	1 (1.06%)	3 (3.09%)	1 (1.06%)	1 (1.03%)
No Answer	7 (7.45%)	5 (5.15%)	5 (5.32%)	3 (3.09%)

Table 12: Polling Place Survey Results for Overall Experience of Serving and Quality of Service from the Registrar of Voters

Similarly, when polling place hosts were asked about their overall experience serving in the June 2018 Election and November 2018 Election, most responses were very positive. 85.11% and 87.63 described their experience as excellent (55.32% and 58.76%) or good (29.79% and 28.87%) for the 2 elections.

“Overall, 90.43% and 92.79% of survey respondents stated the quality of service at the polling place was excellent or good in November and June 2018 respectively.”



PHONE BANK SURVEY

Overview

The Orange County Registrar of Voters hired and trained Customer Service Agents in order to provide continuous phone bank coverage for poll workers and the public at large contacting the office for assistance prior to Election Day. In compliance with Section 203 of the Voting Rights Act, voter customer support through the Public Phone Bank was available in Spanish, Chinese, Korean, and Vietnamese, in addition to English.

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 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 continuous provision of the highest levels of customer service to volunteers and the public.

A total of 3,893 and 5,460 callers responded to the telephone survey regarding the service received when calling the phone banks in the June 2018 Election and the November 2018 Election respectively. Of the total respondents, 2,411 (61.93%) and 3,584 (65.64%) surveys were from callers to the Public Phone Bank, giving responses to the following statements:

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

Additionally, 1,482 (38.07%) and 1,876 (34.36%) surveys were from poll workers who called the Poll Worker Phone Bank, answering the following statements:

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

“An overall average rating of 4.85 from poll workers and 4.82 from the public in the June 2018 and November 2018 Elections was received.”

Service provided by Customer Service Agents and the Registrar of Voters office was rated using a five-point scale: 5 is excellent; 4 is very good; 3 is good; 2 is fair; and 1 is poor. The goal set by the Registrar of Voters was to achieve a score of 4.5 (90%) or higher. Overall, for each question, Customer Service Agents earned an overall average rating of at least 4.85 from poll workers and at least 4.82 from the public in the June 2018 and November 2018 Elections.

Public Phone Bank

Table 13 and Chart 11 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 4.91 and 4.93 for Question 1 in the June 2018 Election and the November 2018 Election, respectively.

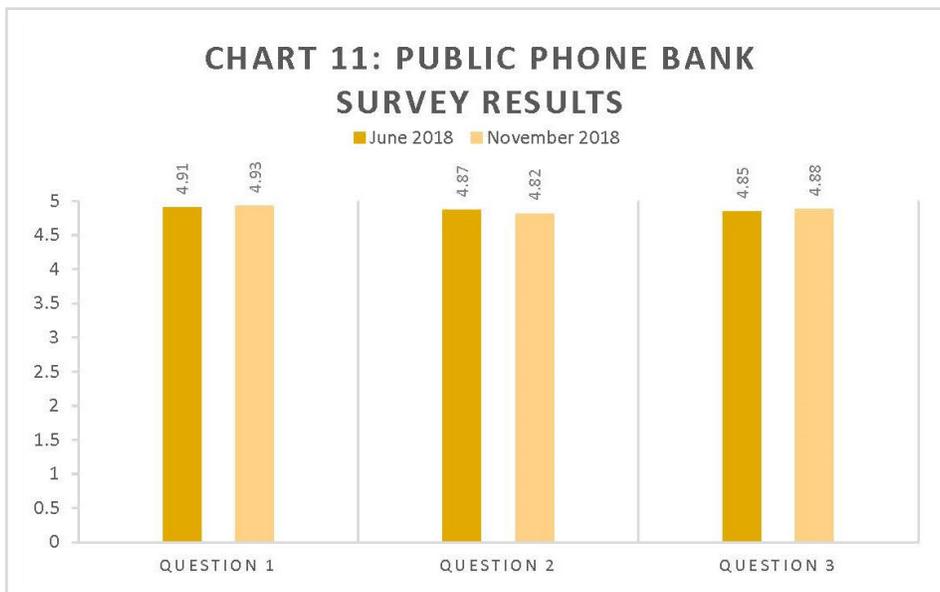
For Question 2, which asked to rate on statement regarding whether the Customer Service Agent answered all of the callers' questions. This result showed a slightly higher score in the June 2018 Election than that of the November 2018 Election as illustrated in Chart 11, at the score of 4.87 compared to 4.82, respectively. 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 11 showed an increase in the scoring for the November 2018 Election than that of the June 2018 Election at 4.88 compared to 4.85. As a result of our follow-up to scores below 4.5 (or 90%), it was discovered 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.

Table 13: Public Phone Bank Survey Results

Public	Total Survey Respondent		Question 1		Question 2		Question 3	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Week 1	8	664	5.00	4.92	5.00	4.84	5.00	4.89
Week 2	217	675	4.94	4.92	4.96	4.84	4.95	4.87
Week 3	335	708	4.93	4.94	4.91	4.85	4.93	4.90
Week 4	521	921	4.92	4.94	4.88	4.75	4.83	4.90
Week 5	856	389	4.92	4.94	4.86	4.83	4.85	4.90
Week 6*	474	227	4.87	4.90	4.82	4.81	4.76	4.81
Overall	2411	3584	4.91	4.93	4.87	4.82	4.85	4.88

*Week 6 included final week and post-election period due to low inquiries after Election Day



Poll Worker Phone Bank

The Poll Worker Phone Bank received calls from volunteers requesting information and/or assistance regarding serving as a poll worker on Election Day. 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.

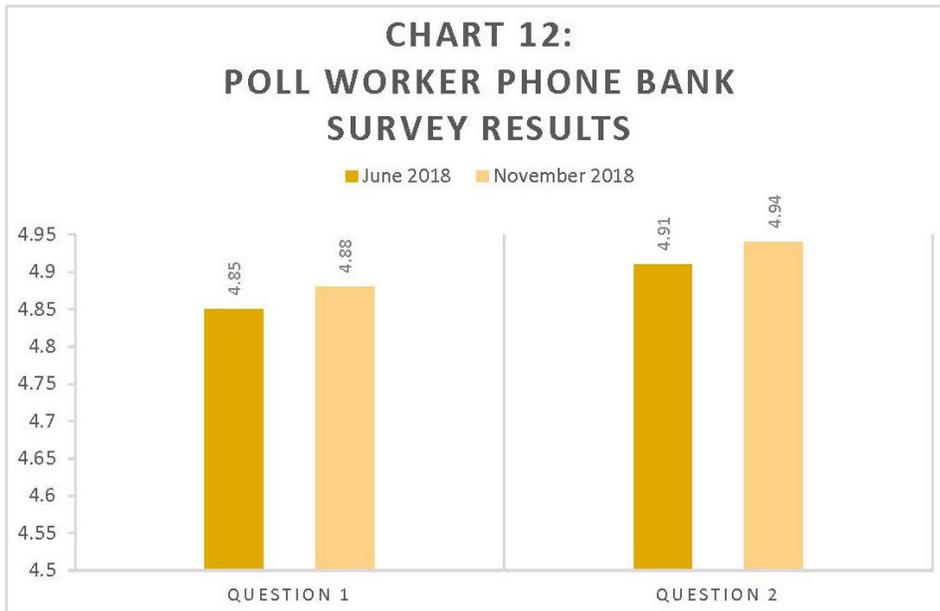
Table 14: Poll Worker Phone Bank Survey Results

Poll Worker	Total Survey Respondent		Question 1		Question 2	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Week 1	150	342	4.93	4.91	4.92	4.94
Week 2	446	424	4.82	4.89	4.91	4.93
Week 3	294	592	4.78	4.85	4.88	4.95
Week 4	280	343	4.88	4.89	4.93	4.94
Week 5	187	135	4.90	4.87	4.95	4.90
Week 6*	125	40	4.82	4.85	4.93	5.00
Overall	1482	1876	4.85	4.88	4.91	4.94

“Respondents rated their Customer Service Agent 4.88 in November and 4.85 in June, revealing that poll workers have very high levels of satisfaction with our team.”

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 higher score for Question 1 in the November 2018 Election (4.88) than in the June 2018 Election (4.85), 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 an increase in the November 2018 Election as illustrated in Chart 12, at the score of 4.94. 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.

RECRUITMENT SURVEY

Overview

For every election, poll workers are a vital part of process. 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.

After being assigned a polling place, automatic outgoing 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:

- Question 1: Rate the overall quality of service of interaction with Recruiter.
- Question 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 rating 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 regarding volunteering on Election Day. To ensure that the Registrar of Voters staff members are

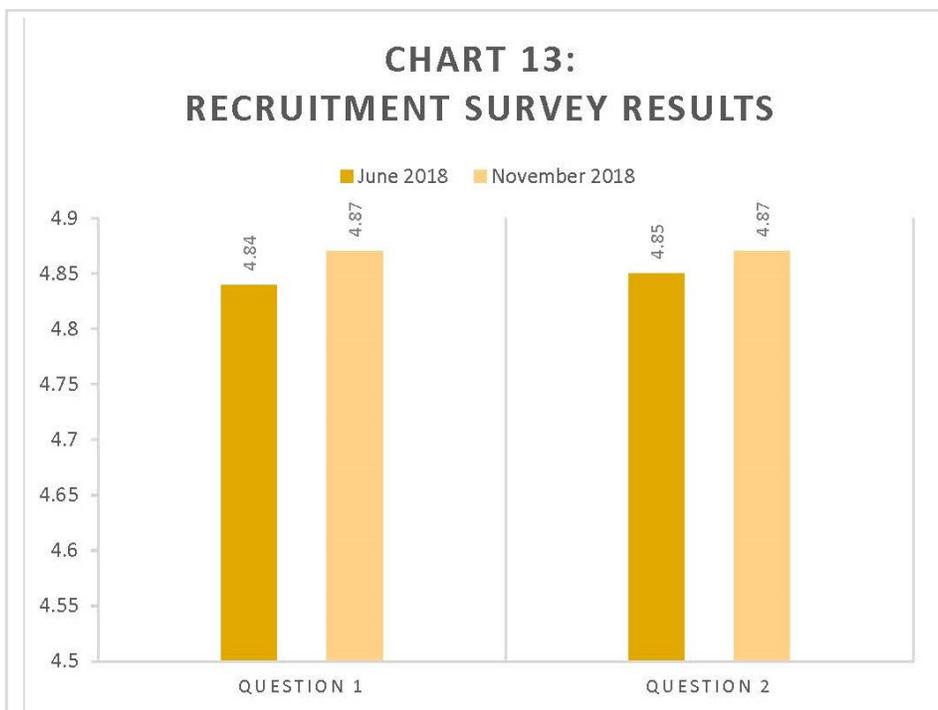
knowledgeable and helpful, poll workers were asked to rate whether their representatives had answered all of their questions. Table 15 illustrates the survey scores received on weekly basis for all two statements. With the lowest overall average score being 4.84, the overall scores reported by respondents to these questions exceeded the goal set by the office.

Additionally, recruitment surveys were only collected for five weeks in the June 2018 Election instead of six weeks as it was done in the November 2018 Election.

Table 15: Recruitment Survey Results by Week

Recruitment	Total Survey Respondent		Question 1		Question 2	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Week 1	228	136	4.88	4.87	4.91	4.84
Week 2	212	108	4.85	4.92	4.83	4.90
Week 3	163	90	4.83	4.91	4.85	4.96
Week 4	142	101	4.81	4.90	4.85	4.94
Week 5	97	103	4.77	4.74	4.80	4.74
Week 6	98	103	4.81	4.88	4.84	4.88
Overall	940	641	4.84	4.87	4.85	4.87

“The overall scores reported by respondents to recruitment survey questions exceeded the goal set by the office.”



COORDINATOR SURVEY

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. Lead Coordinators must have prior experience of serving as a Coordinator, as they are responsible for the oversight of approximately four Coordinators.

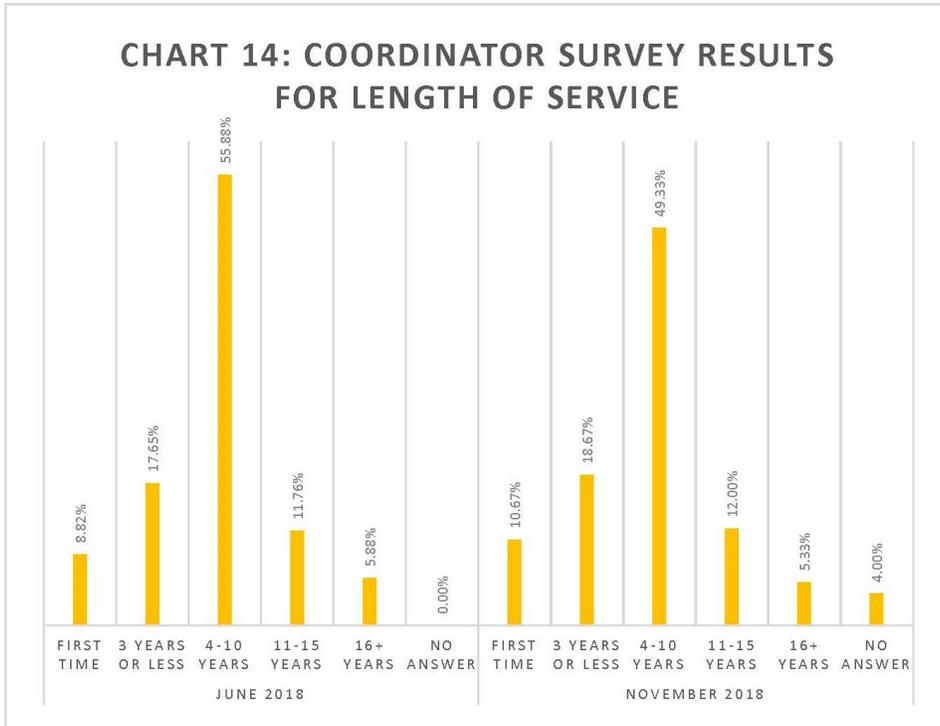
Coordinators were charged with keeping the Department apprised of the status of their assignments from 5:30 a.m. through the close of polls on Election Night. They were responsible for alerting the office of any major issues that may arise, as well as assisting poll workers resolve problems. All Coordinators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

- Question 1: How long have you served as a coordinator?
- Question 2: Rate training and preparation.
- Question 3: Rate communication with the Registrar of Voters on Election Day.
- Question 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 Department's most experienced volunteers.

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 16 and Chart 14, the majority of survey respondents who were Coordinators have four to ten years of experience in that role. About 17.33% had 11 or more years of experience volunteering as a Coordinator in Orange County in the November 2018 Election compared to 17.64% in the June 2018 Election.



Response	JUN 2018	NOV 2018
First Time	3 (8.82%)	8 (10.67%)
3 years or less	6 (17.65%)	14 (18.67%)
4-10 years	19 (55.88%)	37 (49.33%)
11-15 years	4 (11.76%)	9 (12.00%)
16+ years	2 (5.88%)	4 (5.33%)
No Answer	0 (0.00%)	3 (4.00%)

Table 16: Coordinator Survey Results for Length of Service

Overall Experience: Communication, Training and Preparation

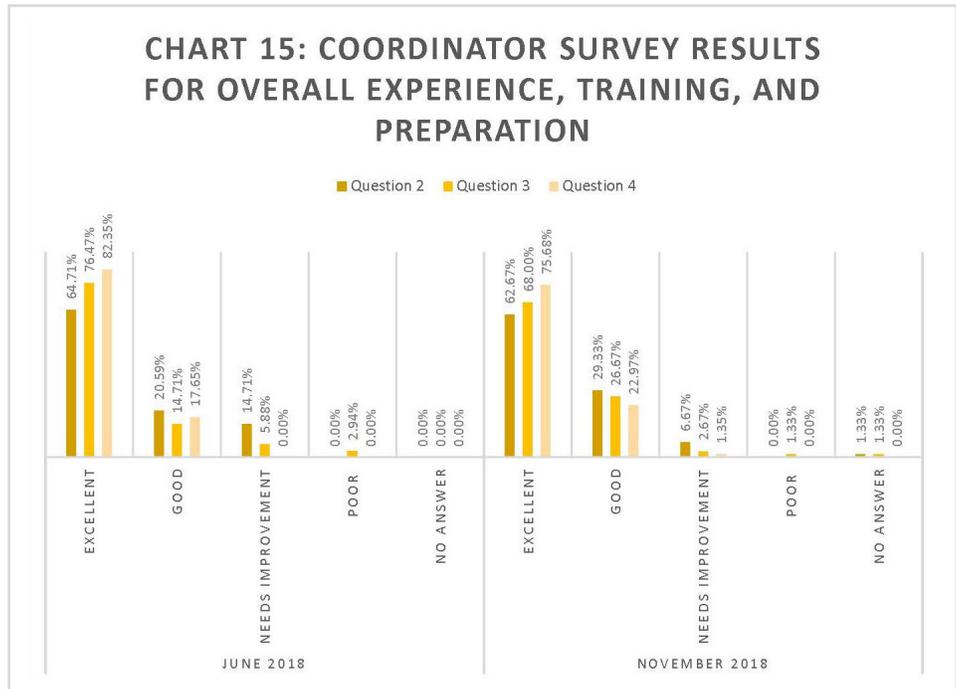
Coordinators were provided the opportunity to rate the Registrar of Voters on the level of training and preparation they received prior to Election Day. Respondents were given the rating options of excellent, good, needs improvement, or poor. The Department placed a high priority on preparing and training 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 15 shows that the majority of respondents described their communication with the department as excellent in all categories. 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 June 2018 Election and the November 2018 Election were rated as excellent or good by 100% and 98.65% of respondents.

“The overall experience of serving were rated as excellent or good by 100% in June 2018 Election and 98.65% in November 2018 Election.”

Table 17: Coordinator Survey Results for Overall Experience, Training, and Preparation

Response	Question 2		Question 3		Question 4	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Excellent	22 (64.71%)	47 (62.67%)	26 (76.47%)	51 (68.00%)	28 (82.35%)	56 (75.68%)
Good	7 (20.59%)	22 (29.33%)	5 (14.71%)	20 (26.67%)	6 (17.65%)	17 (22.97%)
Needs Improvement	5 (14.71%)	5 (6.67%)	2 (5.88%)	2 (2.67%)	0 (0.00%)	0 (0.00%)
Poor	0 (0.00%)	0 (0.00%)	1 (2.94%)	1 (1.33%)	0 (0.00%)	0 (0.00%)
No Answer	0 (0.00%)	1 (1.33%)	0 (0.00%)	1 (1.33%)	0 (0.00%)	0 (0.00%)



COLLECTION CENTER SURVEY

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.

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.

A series of questions on the Collection Center Survey was created 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:

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

Election Worker Experience

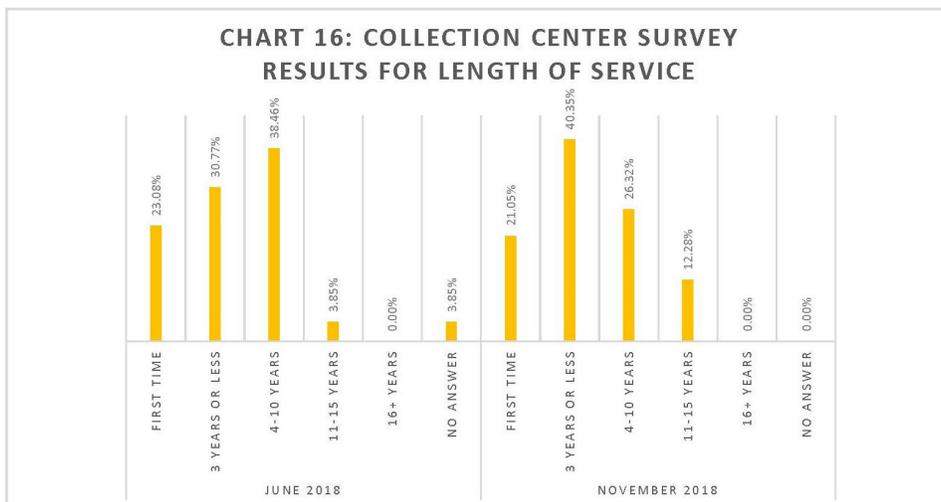


Table 18: Collection Center Survey Results for Length of Service

Response	JUN 2018	NOV 2018
First Time	6 (23.08%)	12 (21.05%)
3 years or less	8 (30.77%)	23 (40.35%)
4-10 years	10 (38.46%)	15 (26.32%)
11-15 years	1 (3.85%)	7 (12.28%)
16+ years	0 (0.00%)	0 (0.00%)
No Answer	1 (3.85%)	0 (0.00%)

Overall Experience

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 below, ratings given by Collection Center Workers for the quality of service provided by the Registrar of Voters office and their overall experience serving in the June 2018 and November 2018 Elections were high, as 92% and 91.07% respectively, gave ratings of excellent or good.

Table 19: Collection Center Survey Results for Overall Experience of Serving and with the Registrar of Voters

Response	Question 2		Question 3	
	JUN 2018	NOV 2018	JUN 2018	NOV 2018
Excellent	18 (72.00%)	28 (50.00%)	20 (83.33%)	34 (60.71%)
Good	5 (20.00%)	23 (41.07%)	3 (12.50%)	20 (35.71%)
Needs Improvement	0 (0.00%)	3 (5.36%)	1 (4.17%)	2 (3.57%)
Poor	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
No Answer	2 (8.00%)	2 (3.57%)	0 (0.00%)	0 (0.00%)

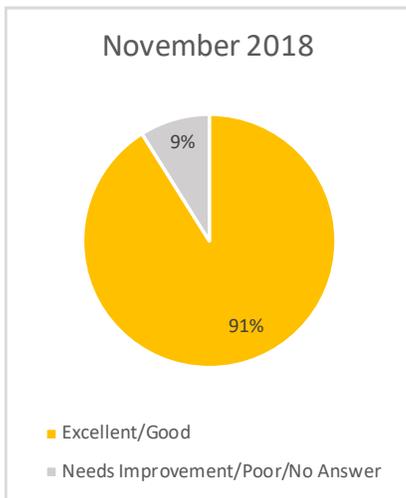
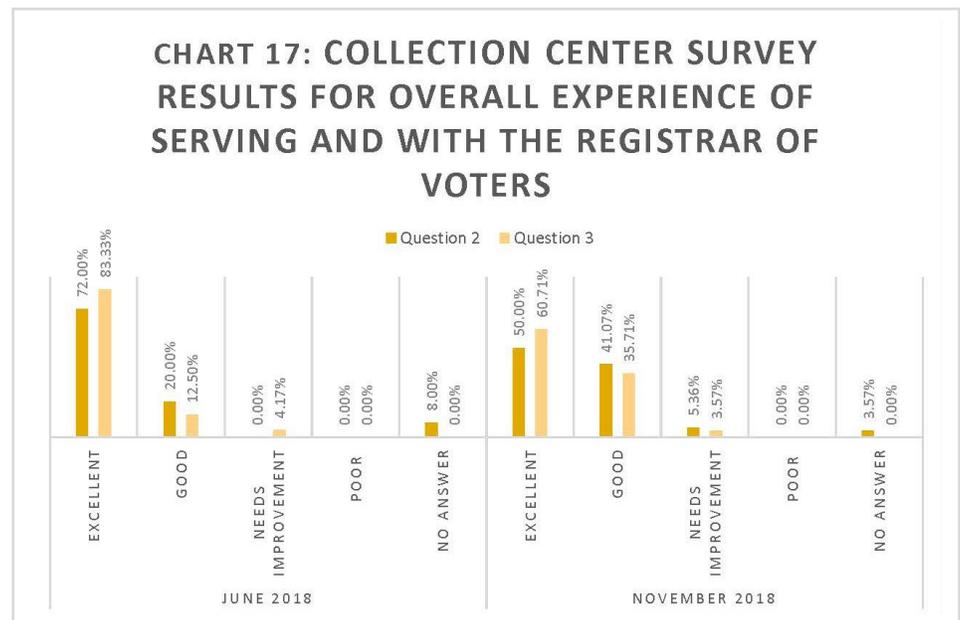


Figure 5 Overall experience rated by Collection Center Workers on Election Night in November 2018.

“91.07% of respondents who were Collection Center Works rated their experience excellent or good.”



CANDIDATE FILING SURVEY

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:

- Question 1: The process was organized and efficient.
- Question 2: Staff was knowledgeable in explaining the Candidate Filing problems.
- Question 3: Staff was courteous and professional.
- Question 4: I was given adequate information to complete each step in the process.
- Question 5: Waiting time was efficiently managed.

Online Candidate Filing Survey Questions:

- Question 1: The process was organized and efficient.
- Question 2: Staff responded to my emails in a reasonable time.
- Question 3: Staff was knowledgeable and courteous.
- Question 4: I was given adequate information to complete each step in the process.

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. With numerous contests on the ballot, the Registrar of Voters office assisted many 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.

In the June 2018 Election, the Registrar of Voters office received 116 surveys; 97 candidates opted for the in-person survey and 19 candidates completed the online survey. In the November 2018 Election, 109 and 60 candidates opted for the in-person survey and the online surveys, respectively, for a total of 169 surveys.

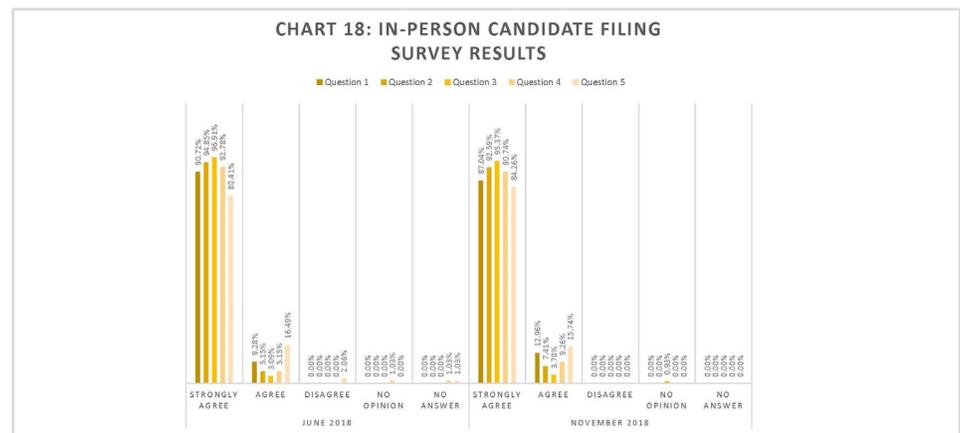
Survey Results for In-Person Candidate Filing

In order to ascertain the overall level of satisfaction experienced by candidates in the candidate filing process, the survey inquired about organization and efficiency of the process, staff knowledge, staff courteousness and professionalism, the level of information provided, and wait time. The Registrar of Voters office received 97 in-person surveys in the June 2018 Election and 109 in-person surveys in the November 2018 Election for a grand total of 206 in-person surveys.

As shown below, ratings given by candidates in response to these questions in the June 2018 and November 2018 Elections were high, as survey results showed candidates rated over 95% for strongly agree or agree as responses for all questions.

Table 20: In-Person Candidate Filing Survey Results

In-Person Candidate Filing	Question 1		Question 2		Question 3		Question 4		Question 5	
	JUN 2018	NOV 2018								
Strongly Agree	90.72%	87.04%	94.85%	92.59%	96.91%	95.37%	92.78%	90.74%	80.41%	84.26%
Agree	9.28%	12.96%	5.15%	7.41%	3.09%	3.70%	5.15%	9.26%	16.49%	15.74%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.06%	0.00%
No Opinion	0.00%	0.00%	0.00%	0.00%	0.00%	0.93%	1.03%	0.00%	0.00%	0.00%
No Answer	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.03%	0.00%	1.03%	0.00%



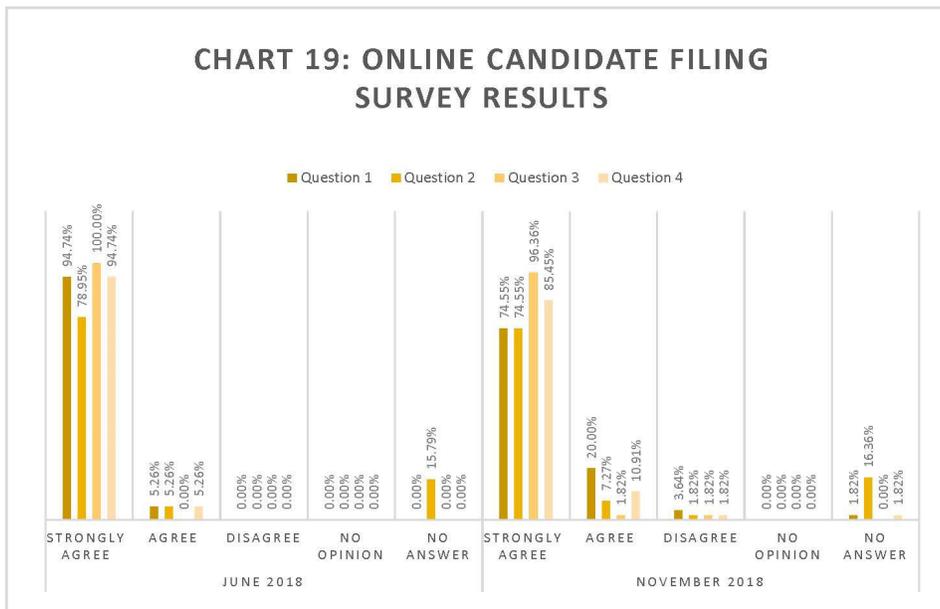
Survey Results for Online Candidate Filing

In addition to collecting in-person candidate filing surveys, the Registrar of Voters collects surveys from candidates who choose to complete their candidate filing online. The Registrar of Voters received 19 online surveys in the June 2018 Election and 60 online surveys in the November 2018 Election for a grand total of 79 online surveys.

Table 21 and Chart 19 shows that the majority of candidates rated their experience highly positive with the online candidate filing process for all questions regarding the organization and efficiency of the process, timely responses, staff knowledge and courteousness, and being provided adequate information.

Table 21: Online Candidate Filing Survey Results

In-Person Candidate Filing	Question 1		Question 2		Question 3		Question 4	
	JUN 2018	NOV 2018						
Strongly Agree	94.74%	74.55%	78.95%	74.55%	100.00%	96.36%	94.74%	85.45%
Agree	5.26%	20.00%	5.26%	7.27%	0.00%	1.82%	5.26%	10.91%
Disagree	0.00%	3.64%	0.00%	1.82%	0.00%	1.82%	0.00%	1.82%
No Opinion	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
No Answer	0.00%	1.82%	15.79%	16.36%	0.00%	0.00%	0.00%	1.82%



CONCLUSION

Survey results from the June 5, 2018 State Primary Election and the November 6, 2018 Statewide General Election 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 gain in ratings were:

- High scores for Poll Workers' overall experience being "excellent" and the likelihood that they will serve in future elections
- High scores for Coordinator's satisfaction with training and being prepared for Election Day
- 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 the Registrar of Voters

Responses that require additional attention from the Department are:

- Ongoing innovation that continues to improve the training provided Poll Workers so they feel well prepared for Election Day
- Ongoing innovation that continues to improve the overall experience of 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 services on all levels and will address issues that have surfaced through survey results from the 2018 Election Cycle while preparing for the transition from the traditional polling place model to vote center model in 2019 for full implementation in the March 3, 2020 Presidential Primary Election.

As the voting system will undoubtedly bring about much change, the Orange County Registrar of Voters is committed to developing new surveys to track the implementation of procedures, training, and quality of service to better understand how to continue improving our processes and services.