



VOTER ACCESSIBILITY

Maricopa County Community Network

March 28th, 2013

VOTER ACCESS

- ◉ Informational Material Options
- ◉ Voting Method Options
- ◉ General 2012 & Voting Trends
- ◉ Focus Group & Training
- ◉ Voter Assistance Survey 2013
- ◉ Outreach 2013

INFORMATIONAL MATERIALS

- Voter information is available in a variety of formats:
 - Braille
 - Large Print
 - Audio
 - ASL Videos
 - Instructional Videos



VOTING METHOD OPTIONS

⦿ Early by Mail:

- Standard ballot
- Braille ballot
- Large Print ballot

⦿ Early on Site:

- Edge touchscreen voting machine
- Standard ballot with assistance

⦿ Early with Assistance:

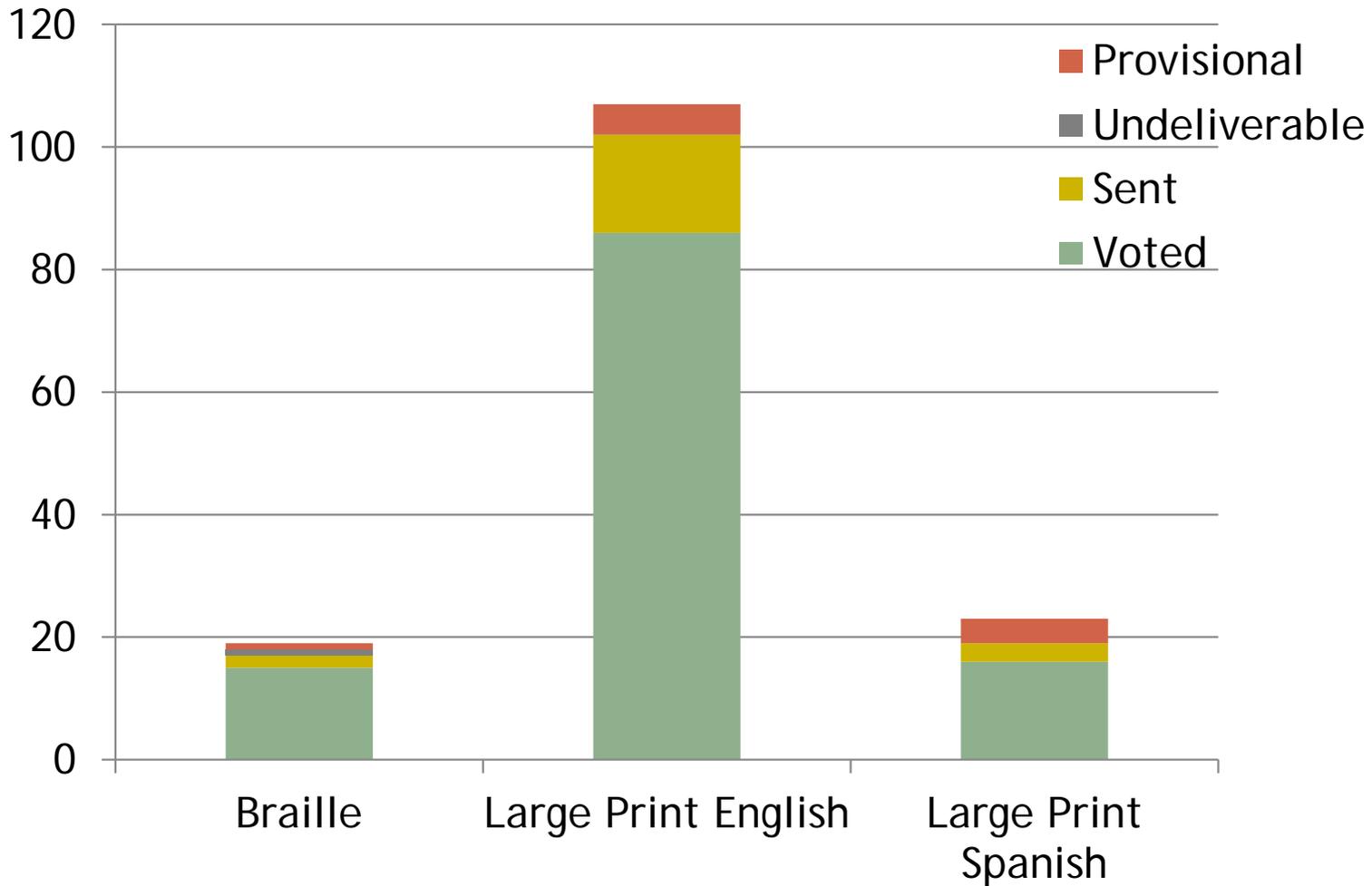
- Special Election Board (SEB)

⦿ Election Day:

- Edge touchscreen voting machine
- Standard ballot with assistance

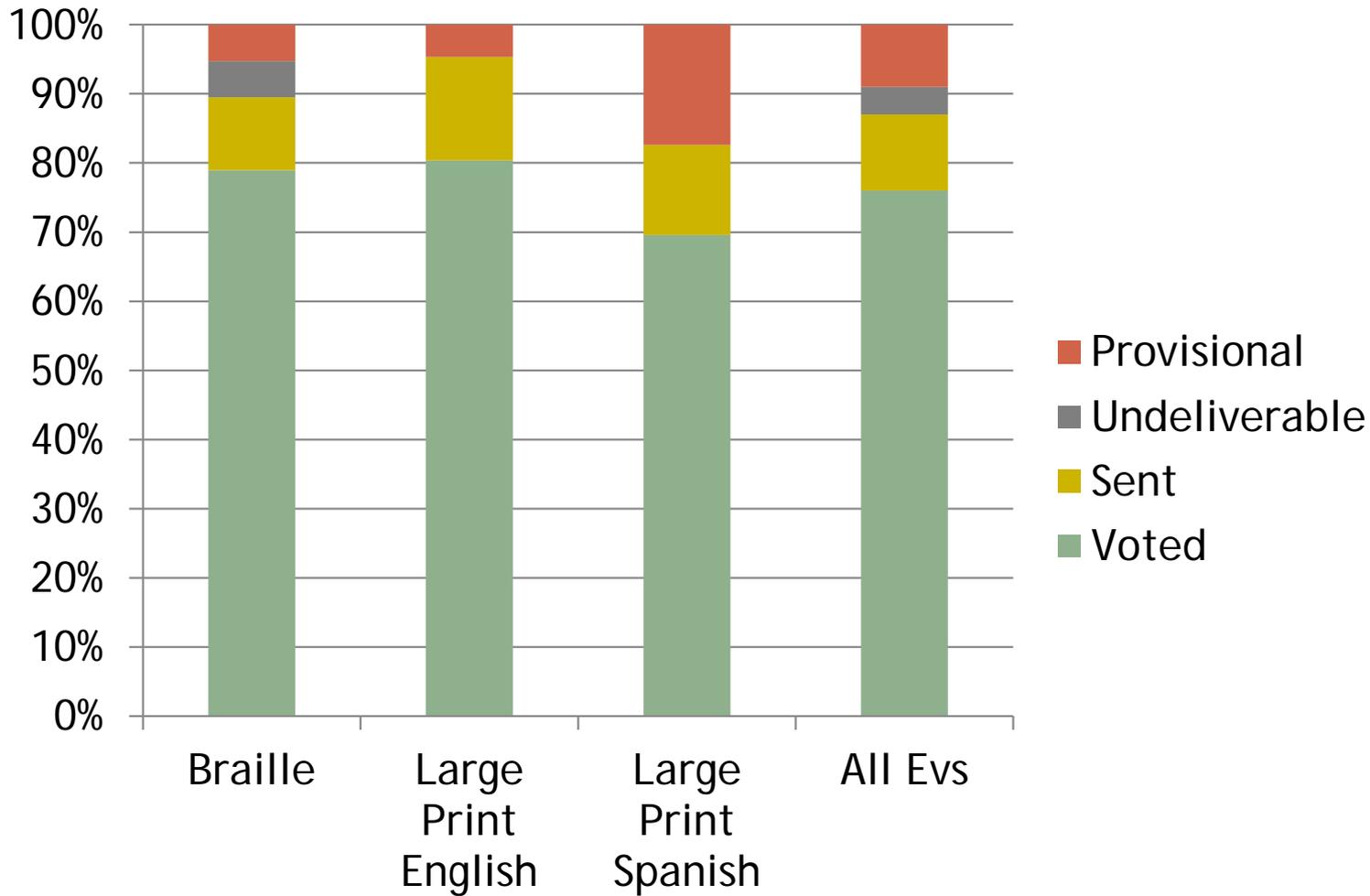
GENERAL 2012

ALTERNATIVE FORMAT TURNOUT



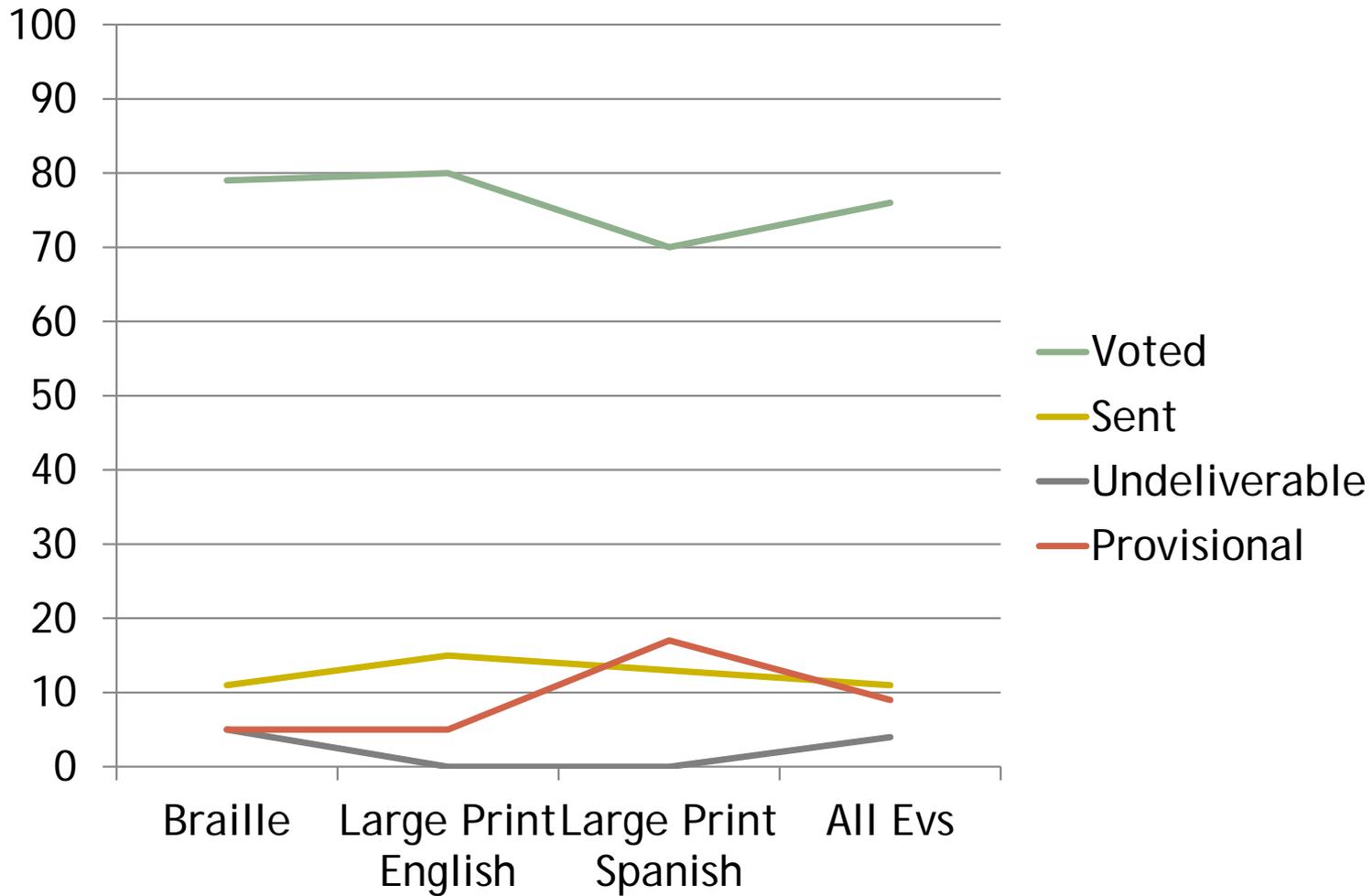
GENERAL 2012

ALTERNATIVE FORMAT TURNOUT

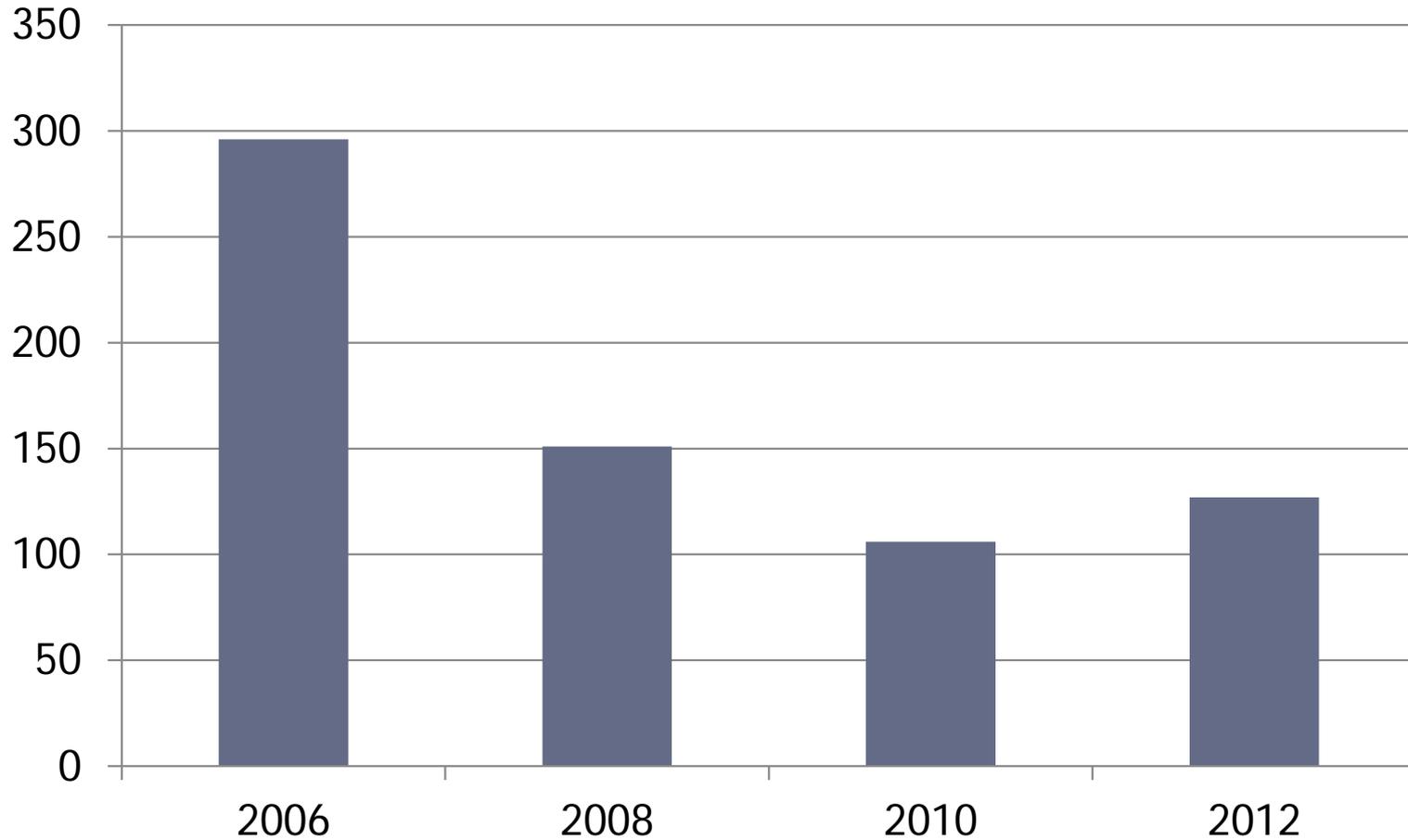


GENERAL 2012

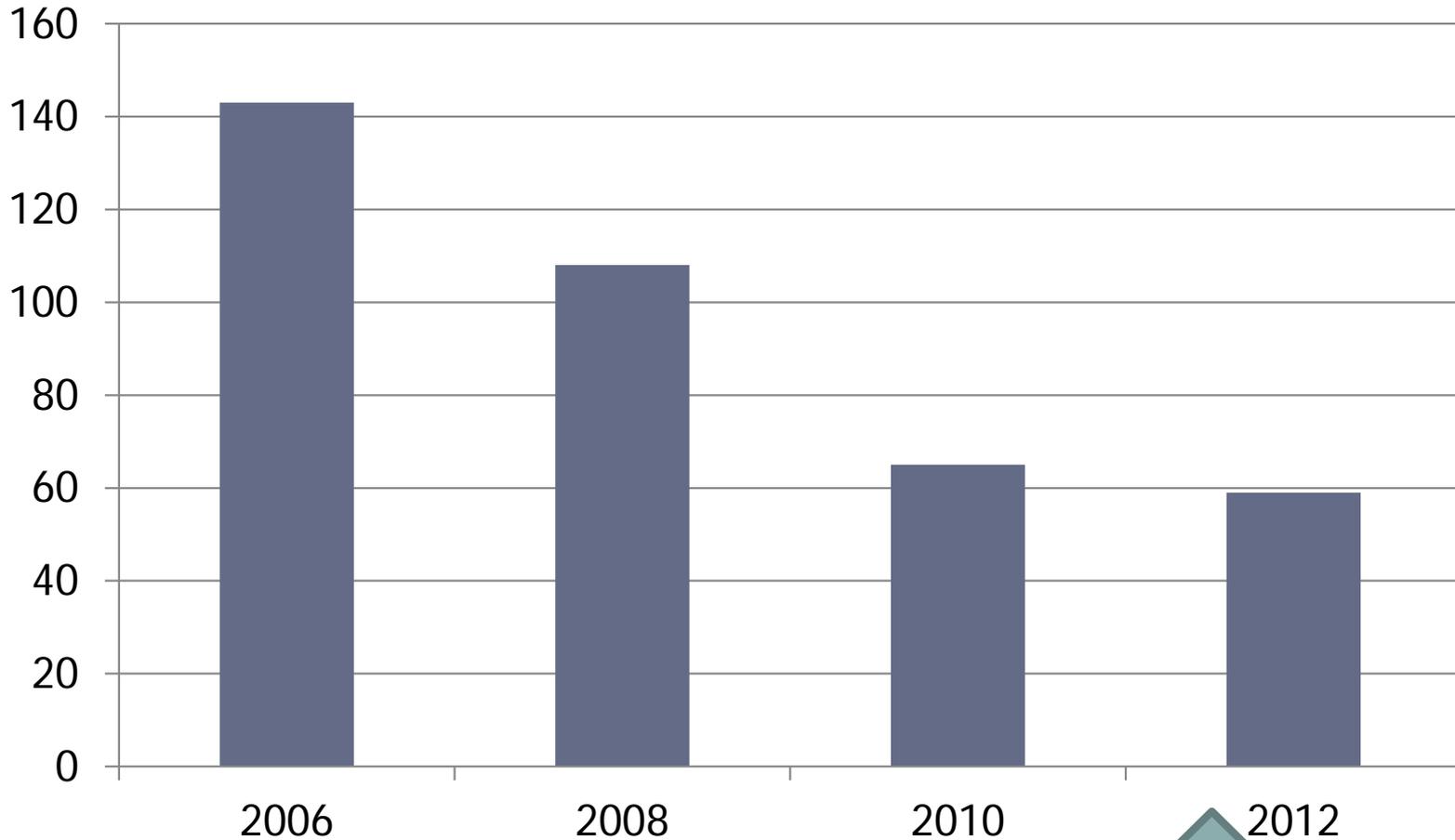
ALTERNATIVE FORMAT TURNOUT



NUMBER OF VOTES CAST ON EDGE

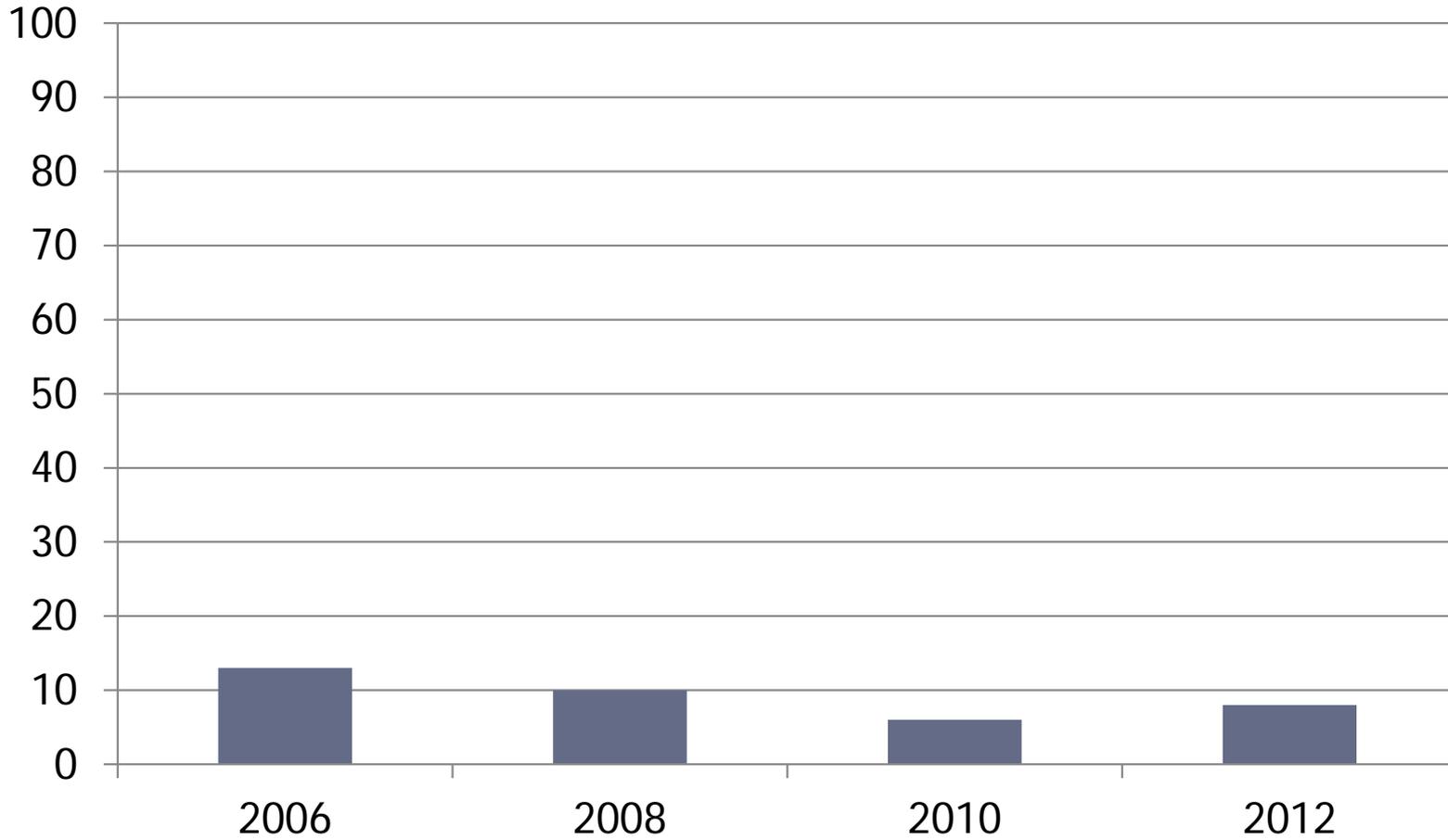


NUMBER OF PRECINCTS WHERE EDGE WAS USED



Decrease in the number of precincts post redistricting

% OF PRECINCTS WHERE EDGE WAS USED





TRAINING

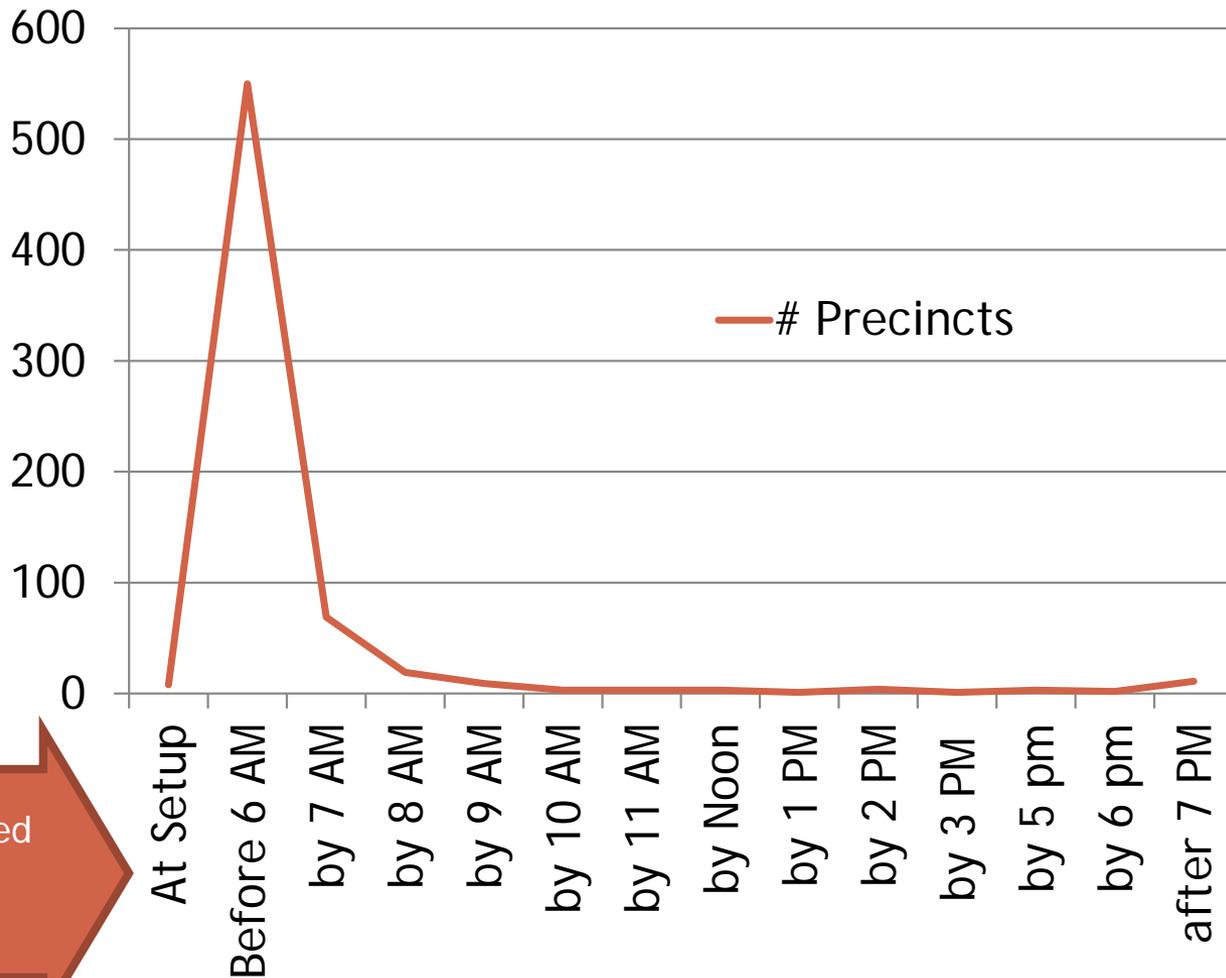
- In the past we have discussed that the boardworkers receive training on the Edges at their standard training class, premium training class, & it is discussed in bilingual class as an assistance option.
- Troubleshooters also get that training.



YET...

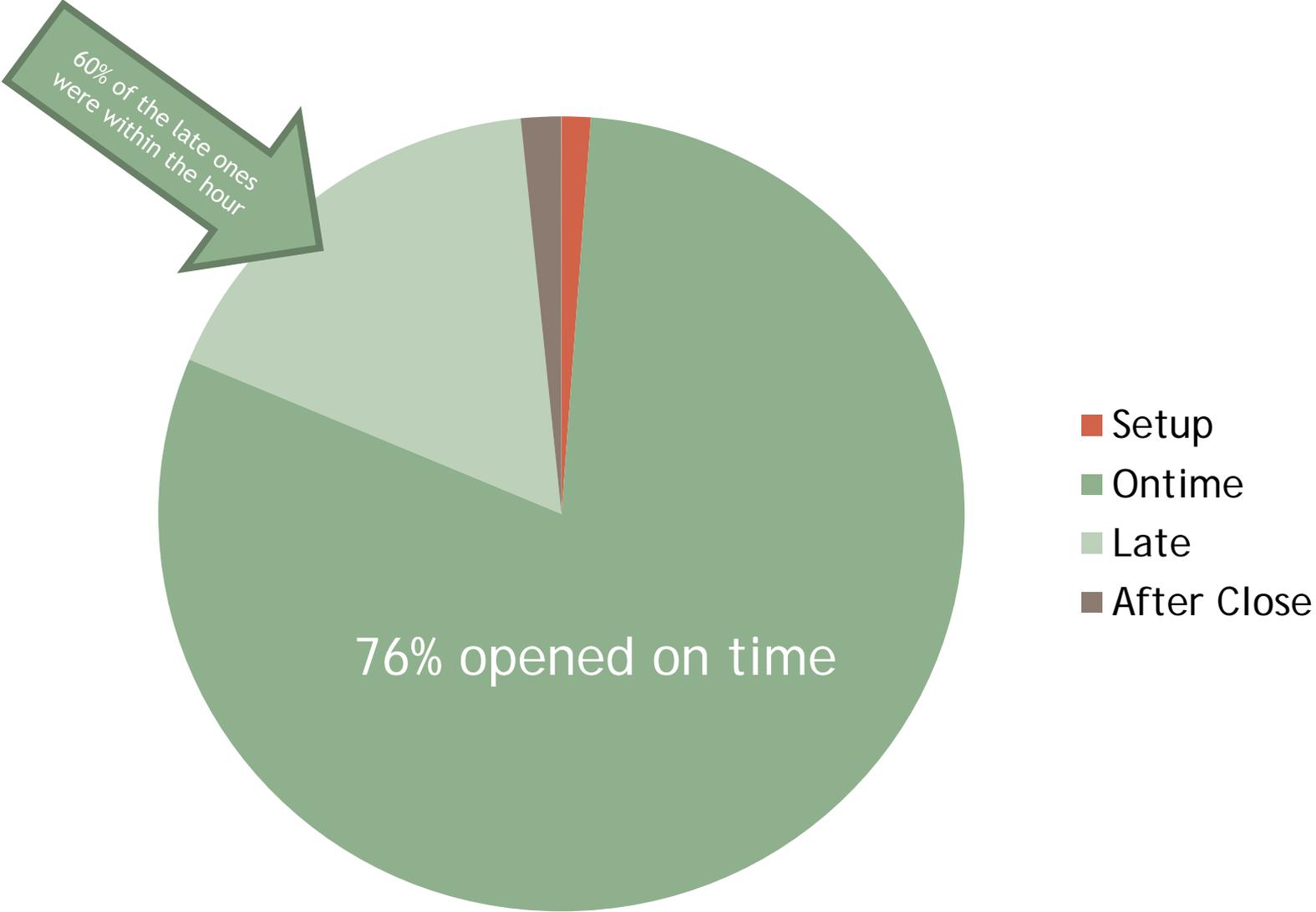
- ⦿ But we still encounter precincts where the boardworkers & troubleshooters have not correctly followed procedures.
- ⦿ We can run reports that provide the date and time when the polls were opened and closed.
- ⦿ Although the numbers have gotten better, there is no margin for error or noncompliance.

GRAPH OF OPENING TIMES



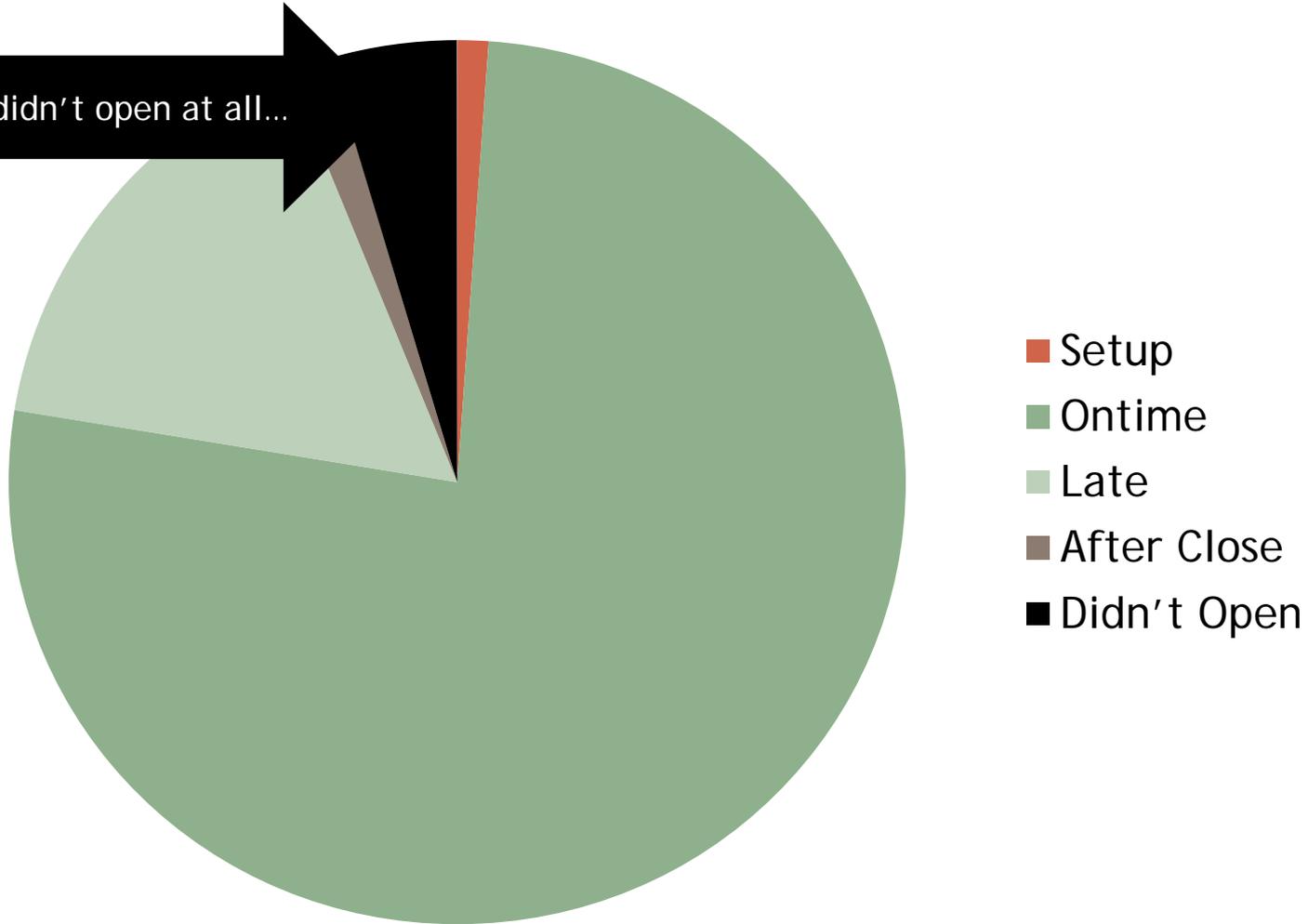
8 precincts opened the polls at the setup meeting

GRAPH OF OPENING TIMELINESS

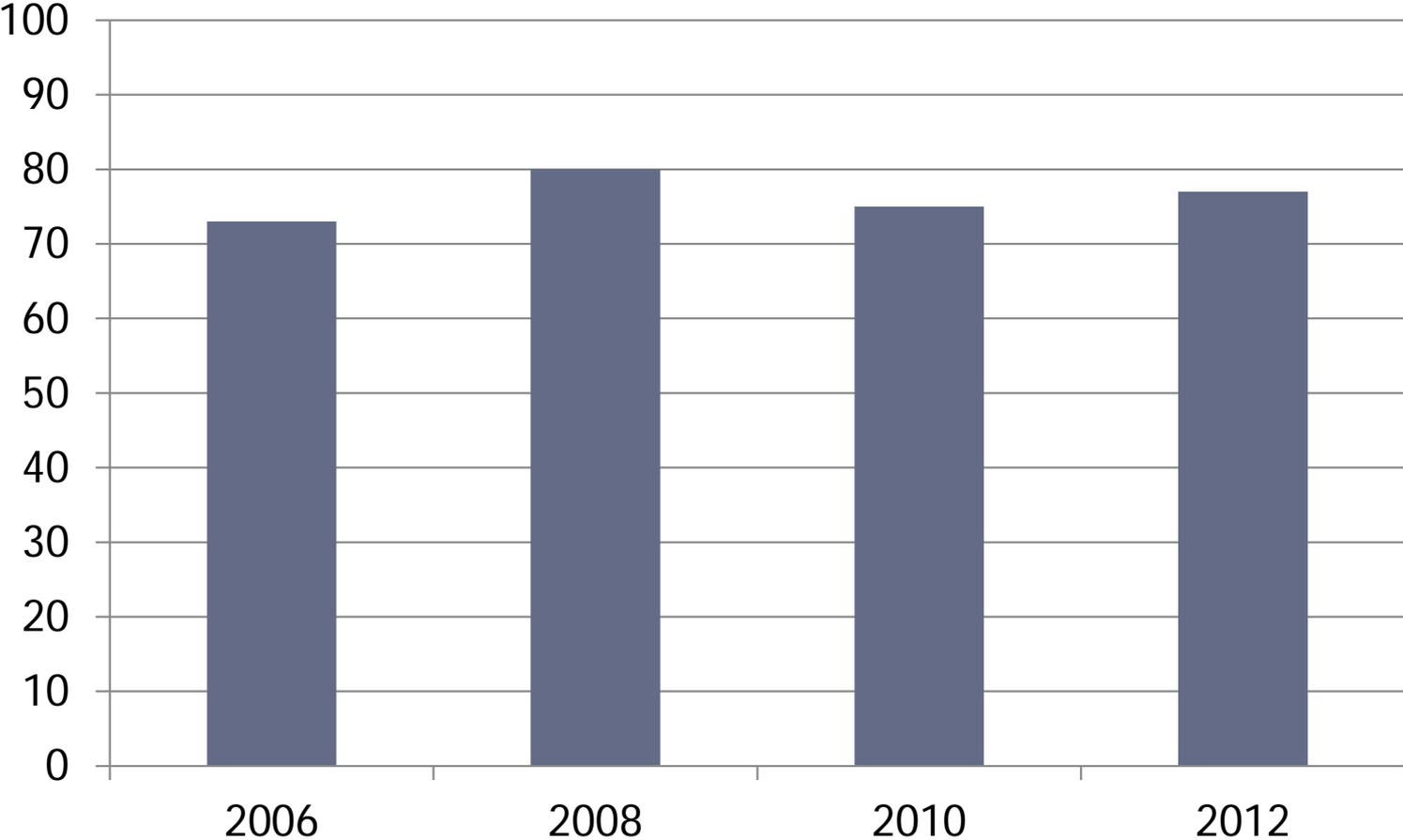


GRAPH OF OPENING TIMELINESS

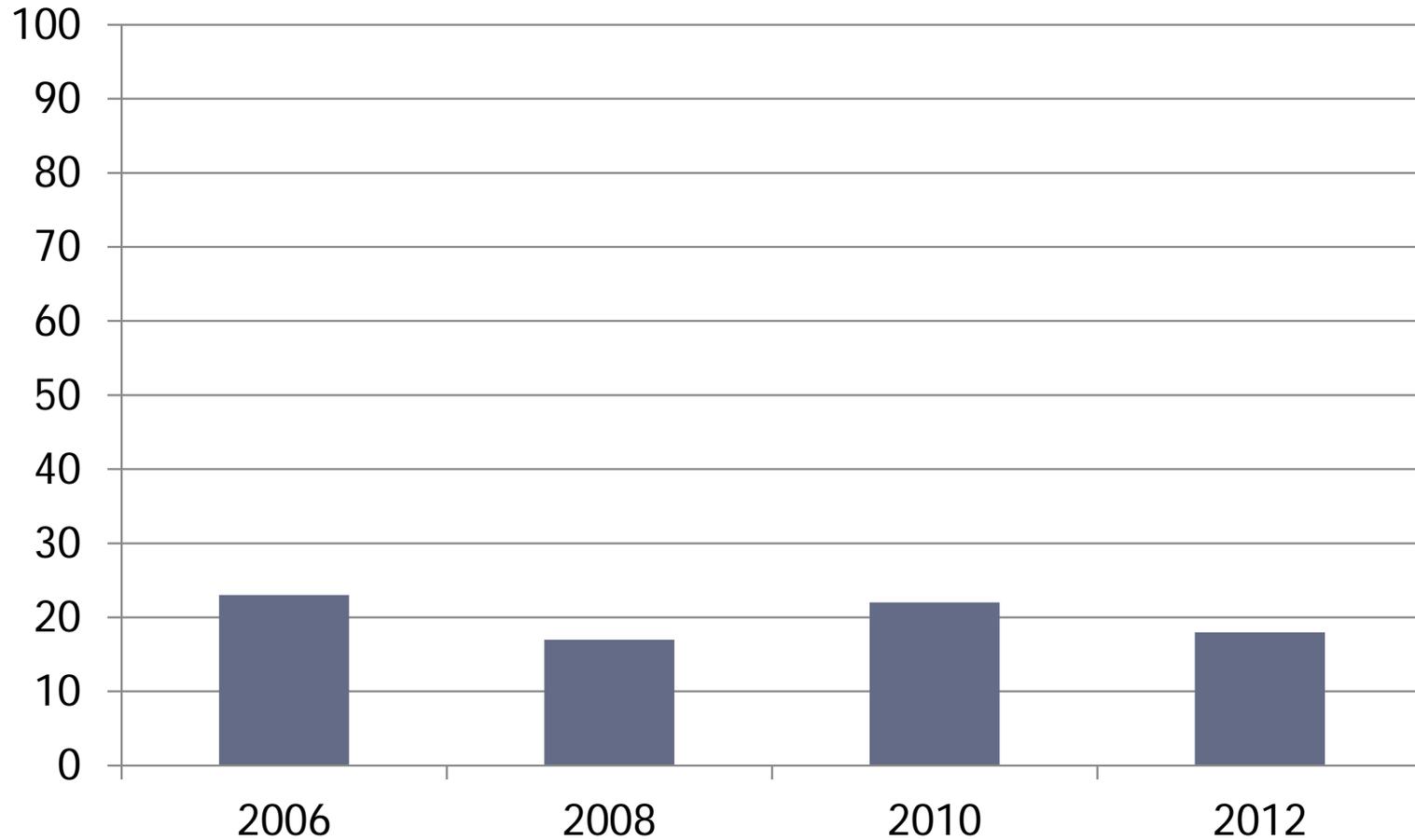
But 5% didn't open at all...



% OPENED POLLS ON EDGE BY 6 AM



% OPENED POLLS ON EDGE AFTER 6 AM





INSPECTOR CHECKLIST

To ensure compliance with the Voting Rights Act of 1965, please verify that the following list of documents are posted at the polls and made available to the voters.
Your paycheck depends on it!

Precinct Name/ Number & Facility Name	Have you arranged for access to facility Election morning? If this is your home precinct, cast your ballot on the EDGE Touch Screen Voting Device - you'll enjoy it!
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POLLING PLACE SIGNAGE

PRECINCT BALLOT REPORT - Don't forget to fill it out!

SET UP	ELECTION	IF UNABLE TO POST,
MTG	DAY	PLEASE EXPLAIN:
✓	✓	(continue on back if necessary)

OUTSIDE SIGNS	SET UP	ELECTION	IF UNABLE TO POST,
	MTG	DAY	PLEASE EXPLAIN:
"Vote Here" Large Yellow Sign & Orange ID Sign: posted at the street of the address of the facility			
" Parking": designate parking if the facility does not have space already allocated for handicapped drivers			
"Voter Parking Here": allocate spaces for voters to park			
"75 Foot Limit" Sign: make sure 3 signs are posted at main entrance as close to 75 feet as possible.			

INSIDE SIGNS (post these together if space allows)

"No Smoking": post in plain view			
"Write In Candidate": post in plain view, is there a Candidate list in the inspector packet to attach as shown?			
"Instructions to Voters -Right to Vote a Provisional Ballot": post in plain view - 2 sets			
"Sample Ballots": post in plain view - 2 sets			

VOTER ASSISTANCE MATERIALS

Voter Instruction Cards (Duty Cards) at each stage of the process line			
"Precinct Demonstration Ballot" at ballot distribution table & Provisional Ballot table			
Ballot Marking Instructions posted in each booth			
Disabled Voter Affidavit; Signature Guide; Magnifying sheet			
EDGE Touchscreen setup? Make sure the bottom of the screen does not have a YELLOW STRIPE (machine is on battery power);			

BALLOTS

General Election, both English & Spanish ballots: make sure that ballots are available to voters in both languages at the ballot distribution table and Provisional Ballot table (for all other electins, ballots contain both languages)			
OTH voters pick their party ballot; write 3 letter code of party selected in Signature Roster (Primary Election)			
Early Voter "X" marked in Sig. Roster and Pink Register			

I do hereby swear and affirm that the items listed above were posted in the polling place and made available to the voters of Maricopa County.

9/17/07 lsw

Inspector's name	Inspector's Signature

Leave this form attached to the Payroll Voucher to ensure payment

Ensuring that the Edge is properly setup is listed on the Inspector Check List

TROUBLESHOOTER CHECKLIST

MONDAY SET UP MEETING		✓ - YES	↓ Precinct Name and Number ↓
1) Is the Silver Door open under the Insight?			
2) Are the Dividers in the blue Insight Ballot Box?		<i>Facility Name</i>	<i>Setup Time</i>
3) Zero Tape was run & reads "OK TO READ BALLOTS"			
4) Correct Precinct: Ballots/Insight Tape/Registers/Roster		<i>Inspector I</i>	
5) Is the EDGE setup and working? Zero tape?			
6) Make sure the Edge is not running on the battery!!			
7) Right To Vote Prov./ Instructions To Voter posted?		10	
8) Are the Instruction to Voter signs in the booths?			
9) Are EV's marked 'X' in Sig Roster & Pink Register?			
10) Is the Write-In Sign posted? (If applicable)			<i>You may be contacted for Voter Turnout</i>

The Troubleshooters also have to check off that the machine is ready

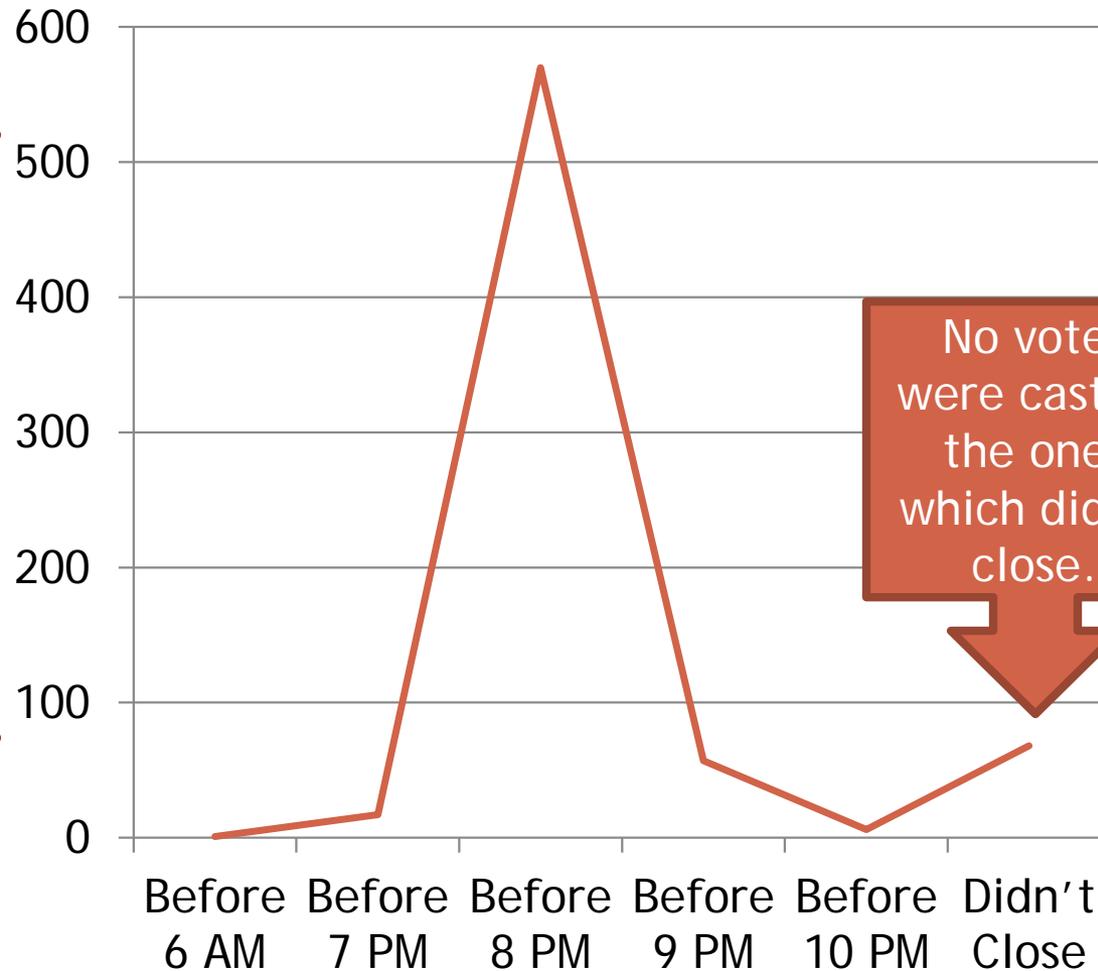
ELECTION DAY CHECKLIST

OPENING PROCEDURES		✓ - YES	PLEASE USE OTHER SIDE OF THIS FORM TO LIST ANY EQUIPMENT, SEALS OR SUPPLIES YOU GIVE TO THIS PRECINCT. →→→→→→→→→→→→→→→→	
Are the Yellow (VOTE HERE) & the Orange ID BARRICADES in the best possible place?				
Is the Oath of Office in Signature Roster signed by board (Check if new board workers are added during day)				
<i>Write Time Visited Here ⇒</i>				
<i>Please Have Inspector Initial Here ⇒</i>				
PROCEDURES - Check Off For Each Visit				
Are the Board Workers using the Duty Cards?				
Are Early Ballots being sealed in signed EV Packet or Blue Env & inserted in the Blue Early Ballot Box?				
Are the Boardworkers asking ALL VOTERS for ID?				
Are all BWS wearing Name Badges? (first name only)				
SECURITY				
Is the slot in Door #3 of the Insight Ballot Box closed (unless needed) & Doors 1 & 2 are locked?				
Are the Insight, Red & Blue ballot boxes being monitored & all ballot boxes are sealed?				
Is the 75' limit being monitored?				
ASSISTANCE QUALITY CONTROL				
Is the Handicapped Parking designated & have clear, directional signage into the polling place?				
If Precinct is identified as needing a Bilingual Boardworker, is one present? If not, call the Board Worker Hotline immediately!! (602) 506-2010				
Are the BWS using the MAP at the Provisional table?				
BALLOT INFORMATION - VERY IMPORTANT!				
ENGLISH & SPANISH BALLOTS - make sure ballots of all styles are available to voters in BOTH languages (GENERAL)				
Ballot Quantity - Do they have plenty of ballots? (GE)				
Insight Tape - Does the tape need to be changed? (GE)				
CLOSING PROCEDURES				
Memory Pack Site - Who is delivering?				
Do they have the Map to the site?				
Review the Closing Process with the Inspector				
		Page 1 2/11/2013	This Checklist must be completed & turned in or Trouble Shooter will not be paid.	

GRAPH OF CLOSING TIMES

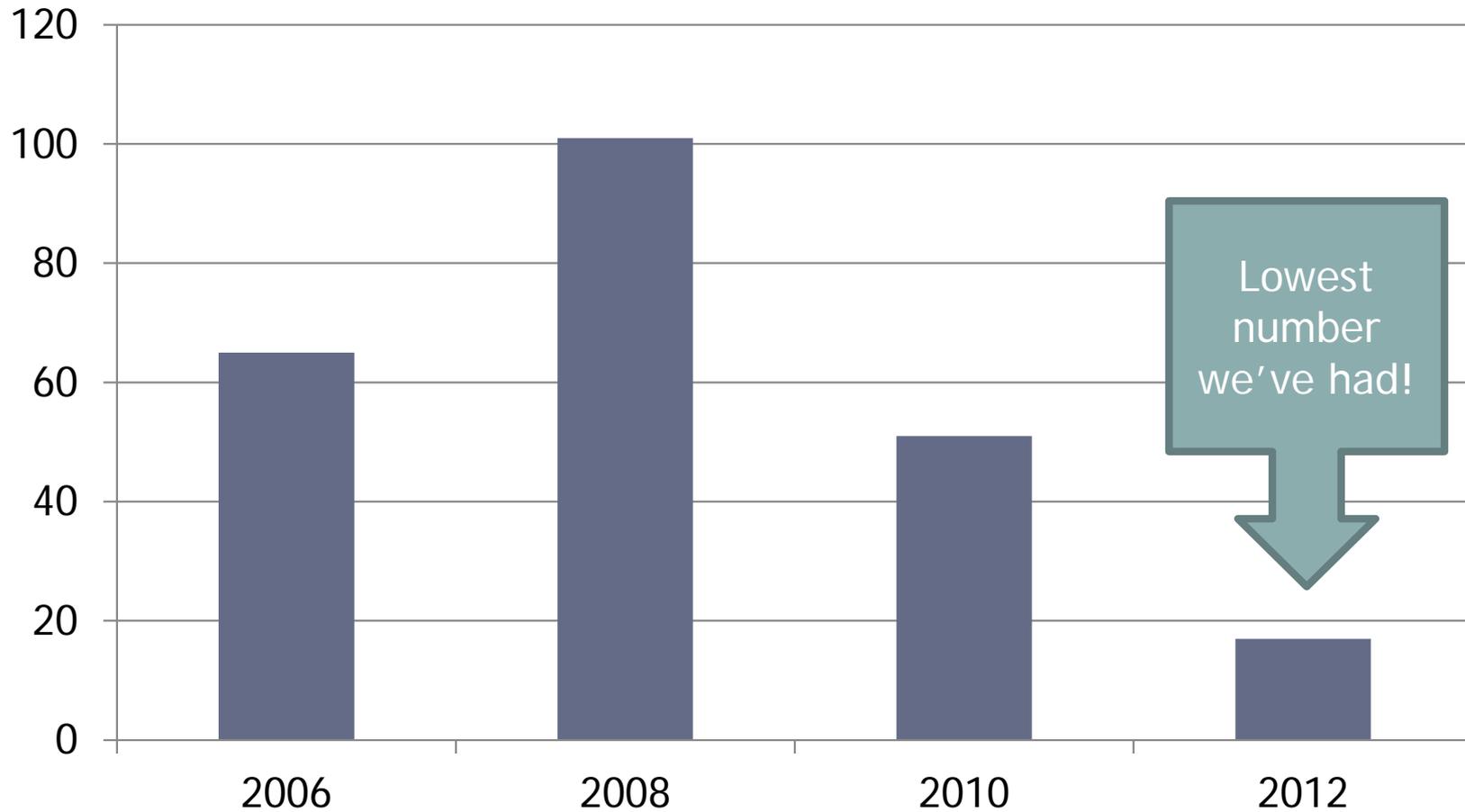
Closing times have been discussed in line analysis nationally, but we know that is only accurate if the procedures are followed.

Of the 17 that closed early, 16 were done in the 5 minutes before 7 PM when the polls officially closed.

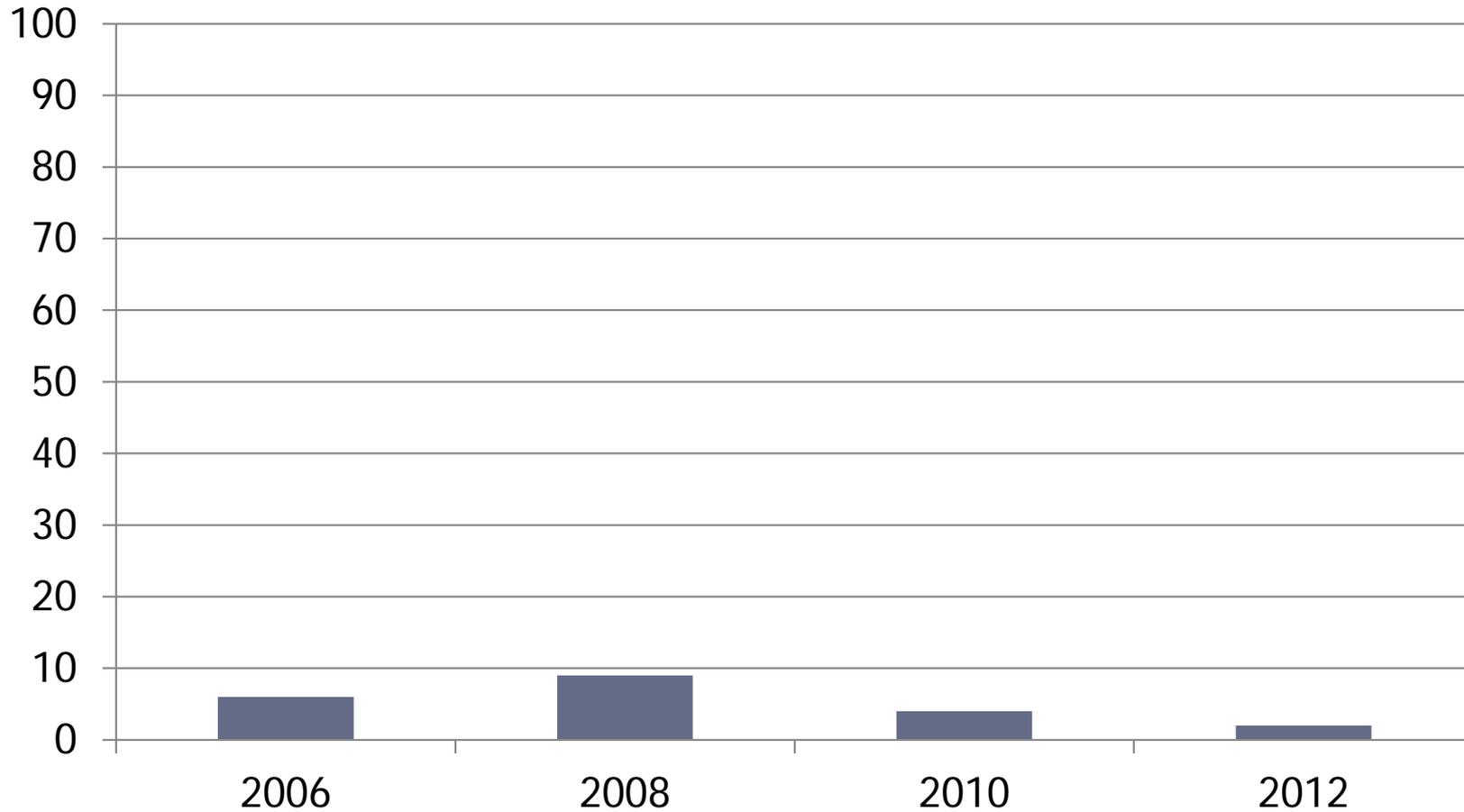


No votes were cast on the ones which didn't close.

POLLS WHERE EDGE CLOSED PRIOR TO 7 PM



% POLLS WHERE EDGE CLOSED PRIOR TO 7 PM



CLOSING TIMES & LINES

- If we assume that the boardworkers closed out the Edge as soon as the last voter was done voting, prior to doing anything else, then the closing time should reflect the length of time it took for voters get processed & then vote their ballot after 7 PM.
- But we have to make a number of other assumptions as well:
 - The average time to vote. (Approximately 20-30 min)
 - That the Board closed the Edge when no one was voting on a paper ballot.
 - That the time to process voters was uniform (IE that the last voter wasn't delayed finding their name in the roster, ensuring they were in the correct PP, providing sufficient ID, etc.)

IN ONE PRECINCT...



- The Troubleshooter got a call from the Board around 8:15 PM that they needed him.
- When he got there around 8:30 there was a voter sitting at a table voting her ballot—she had been there for 4 hours!
- The Board said they kept checking on her and she said she didn't need any help, she had all her campaign literature & publicity pamphlets.
- Turned out she also had her EARLY BALLOT that she was voting. She had been stranded on the East Coast during Sandy and had not been able to get it in the mail.
- They had a late closing time, certainly no line!

REPORTS

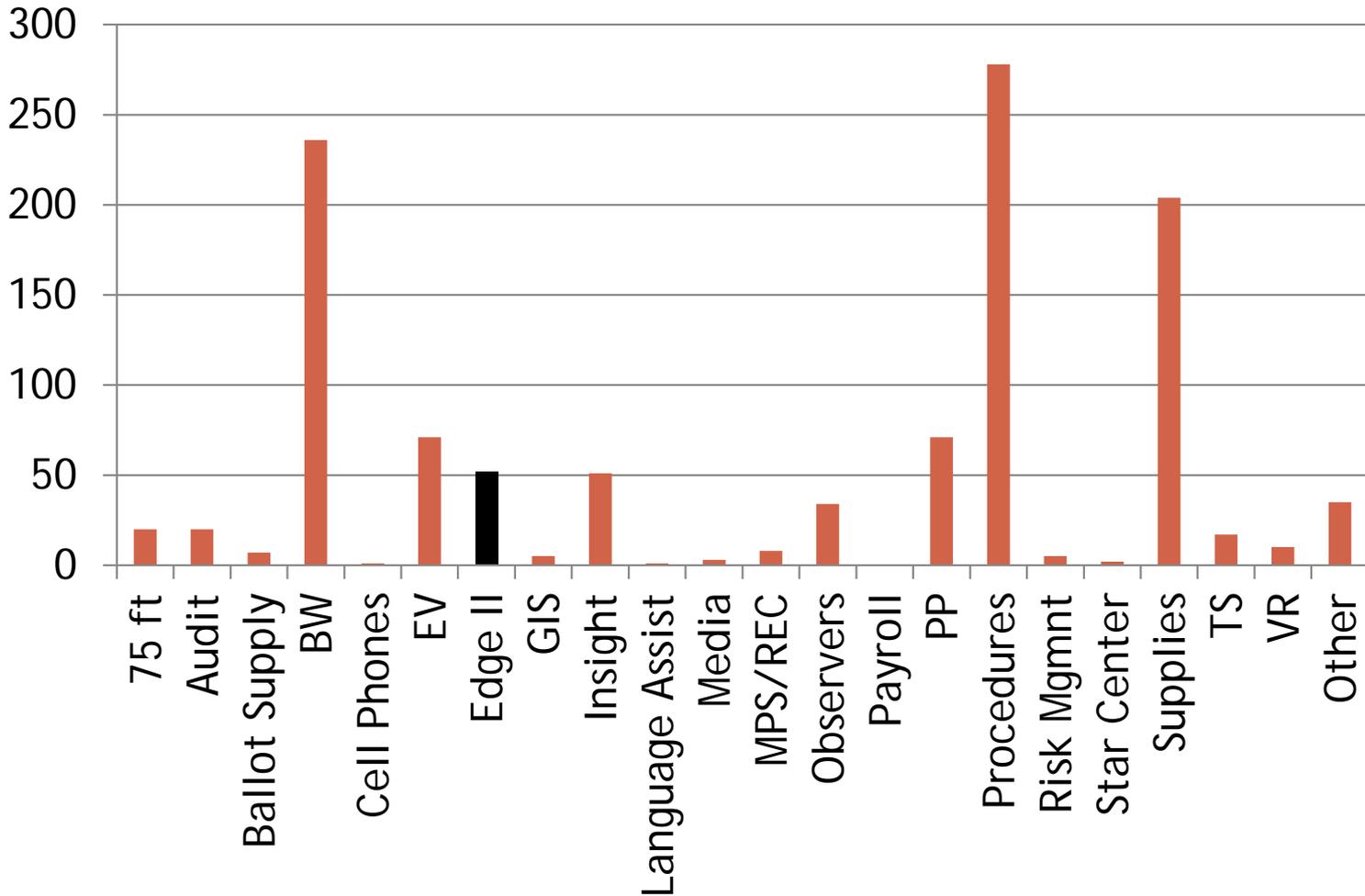
- We still have voters who encounter issues when they go to the polls and try to use the Edge to vote independently.
- In some cases we did need to change out equipment or new printer cartridge.



MARICOPA COUNTY ELECTIONS DEPARTMENT

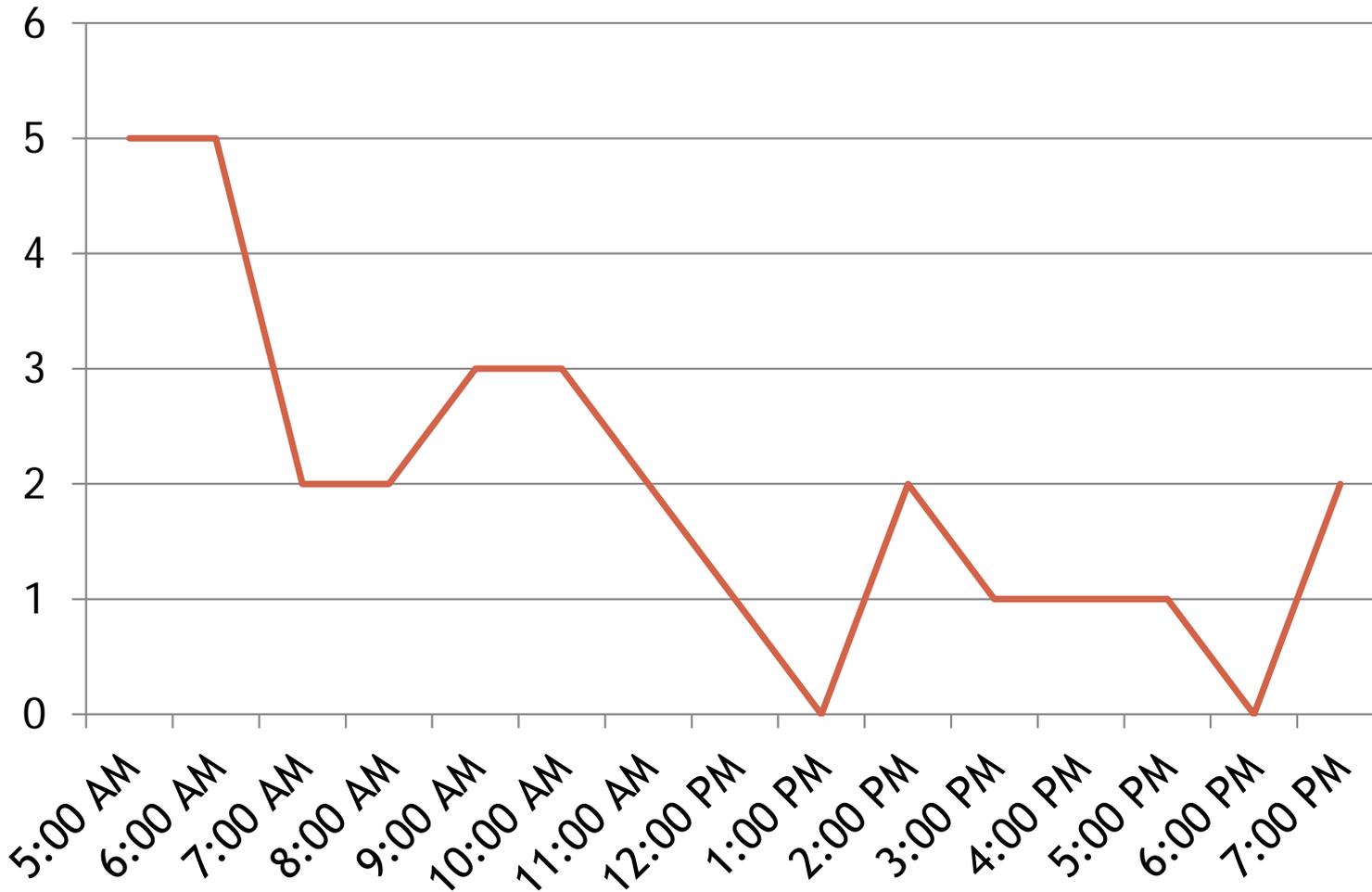
ELECTION REPORTING SYSTEM

TOTAL REPORTS BY CATEGORY



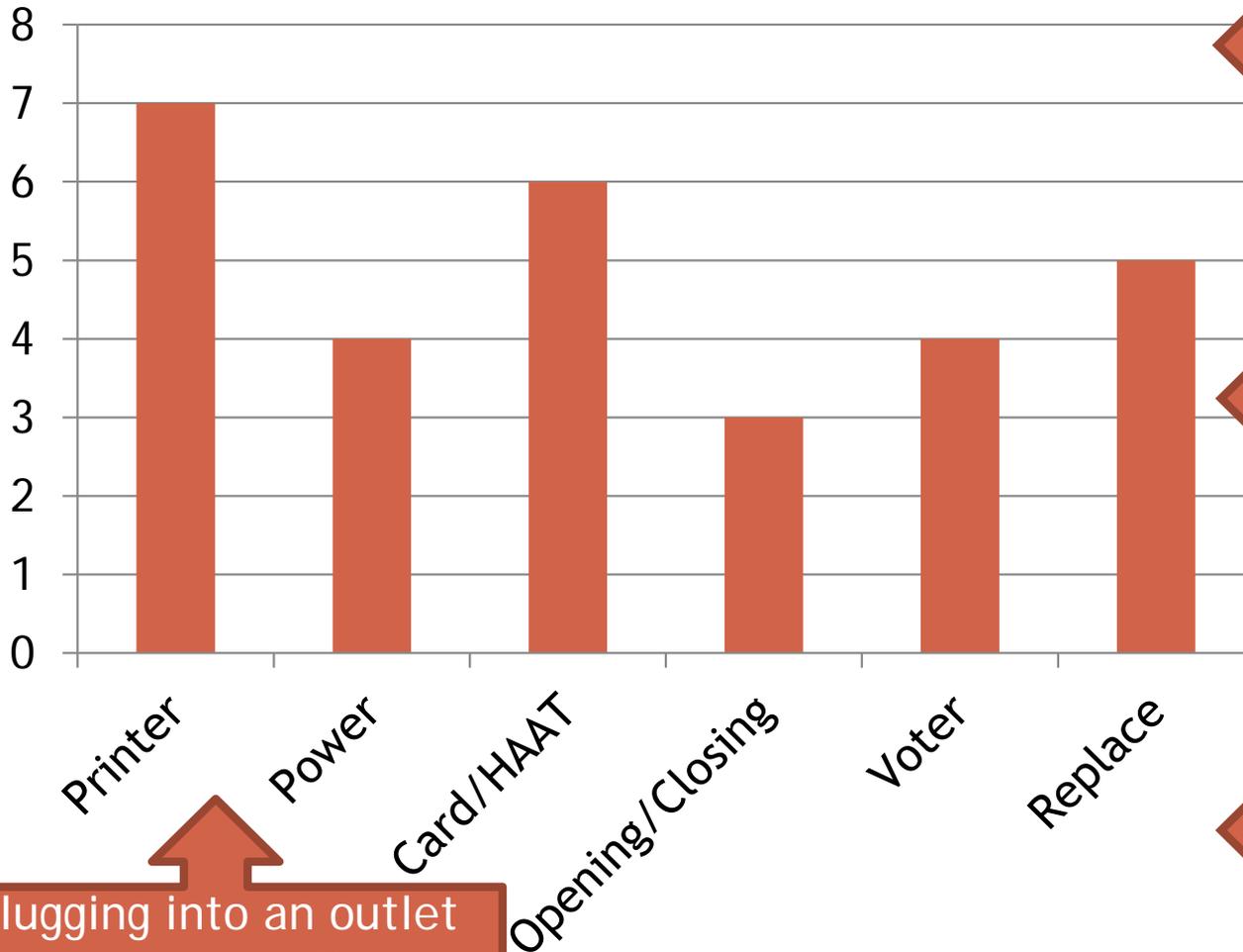
(These include calls during set-up and those on Election Day.)

ELECTION DAY EDGE CALLS



ELECTION REPORTING SYSTEM

ELECTION DAY REPORTS



4 precincts reported that they had a voter waiting

Low Paper issues are still common on the printer & also remembering to print reports.

Some of the machine replacements were because of the polls being closed at setup.

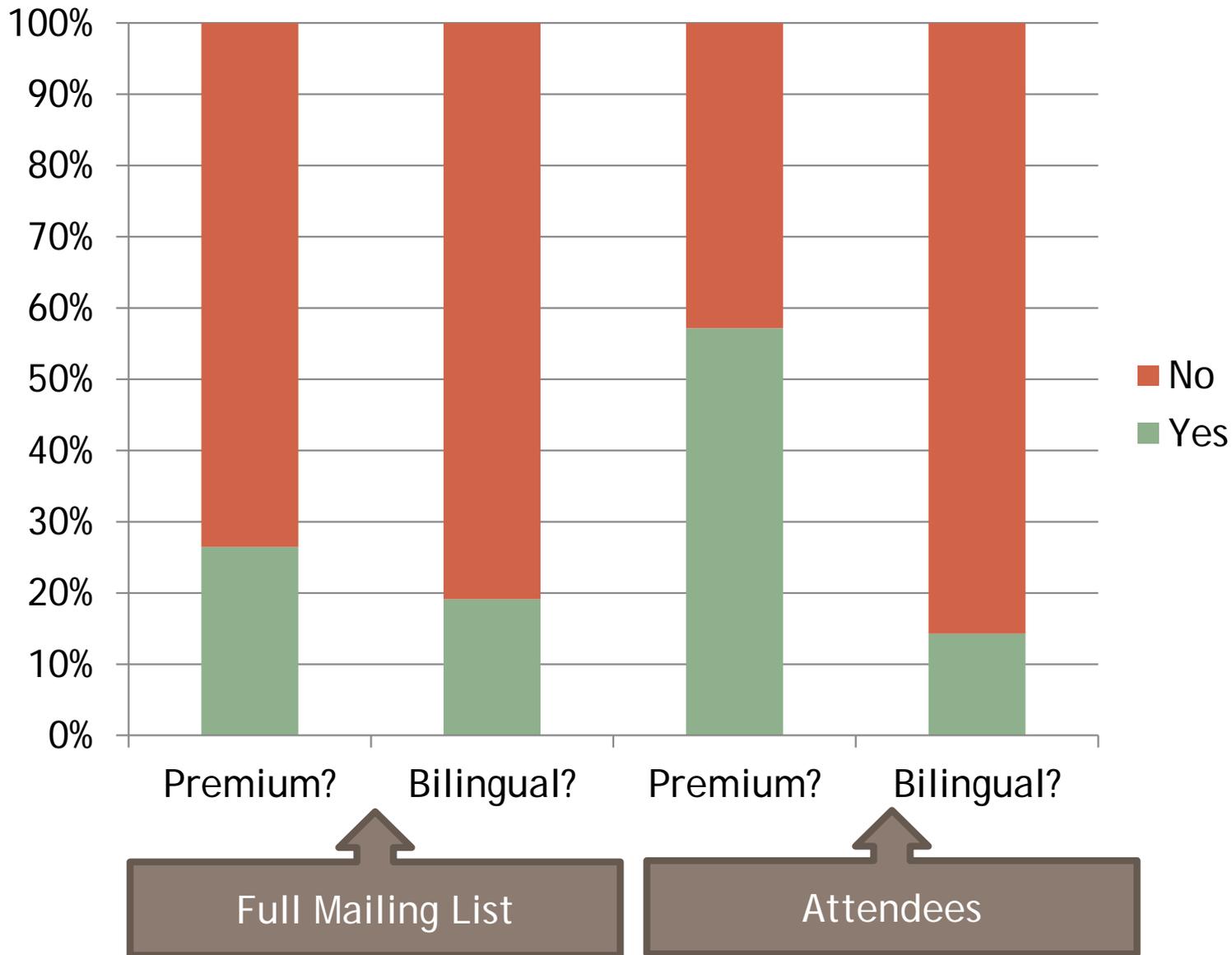
Plugging into an outlet that works still an issue...

FOCUS GROUP

- In an effort to establish some best practices, we looked at the polling places that had multiple voters vote on the Edge in the last General Election and invited them to participate in a Saturday afternoon focus group.
- We mailed out 135 invitations and 28 attended, 27 completed surveys.



FOCUS GROUP COMPOSITION



FOCUS GROUP

- ◉ Did the precincts successfully using the Edge have a student worker?
- ◉ Were the boardworkers using the Edge to cast their own vote?
- ◉ Did they feel that training prepared them for Election Day?
- ◉ Is there one type of ballot that is more difficult than another?



SURVEY TAKEN OF FOCUS GROUP MEETING ATTENDEES

Edge Focus Group Survey

Maricopa County Elections Department

March 9th, 2013

Please rate the class training on the Edge:

Poor Fair Good Excellent

Please rate the Edge portion of training manual:

Poor Fair Good Excellent

Please rate the Edge materials provided for Election Day:

Poor Fair Good Excellent

Please rate the boardworker hotline:

(if you have called with Edge questions, if not leave blank)

Poor Fair Good Excellent

Please rate the Troubleshooter:

(if you have called with Edge questions, if not leave blank)

Poor Fair Good Excellent

What types of ballots were voted on the Edge?

(check all that apply)

Standard Audio Provisional

Have you ever had problems with a specific ballot type?

(check all that apply)

Standard Audio Provisional No

In the 2012 General, did you have a student worker?

Yes No

Did any of the boardworkers vote on the Edge?

Yes No

Have you ever voted on the Edge?

Yes No

Did you have one worker designated to Edge duty?

Yes No

What is the greatest challenge with the Edge?

Setup Opening Voting Closing

Your comments:

AGENDA

- ◉ We then utilized a presentation to help facilitate the conversation and asked them to answer the survey in relation to each of the sections we discussed.

EDGE BOARDWORKER FOCUS GROUP

Maricopa County Elections Department

March 9th, 2013



Areas of Discussion

- Survey
- Set-up
- Opening the Polls
- Voter Assistance
- Closing the Polls

Setup

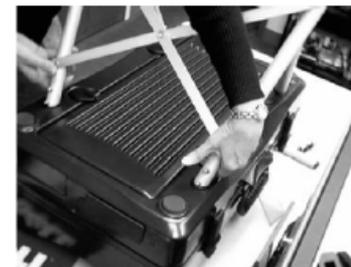
- Have you had any problems with setup of the Edge?
- How did you overcome them?

Boardworkers said they occasionally have issues with the printer track being bent & the legs.

EDGE TASKS:

In compliance with the Help America Vote Act, an Edge voting unit is located at every polling place to enable voters with disabilities to vote independently. The Edge is a touch screen voting unit that comes with a printer and an audio unit that you will attach to the Edge, as well as a card activator unit, and voter cards.

1. Place the unit face down (on a table if you prefer); ensuring that the leg assembly storage side of the Edge voting unit is facing up. Turn the four latches to a 45-degree angle and remove the bottom storage cover. Remove the main leg assembly and extension legs. Replace the bottom storage cover, securing the latches to the original locking position.
2. The upper legs should be assembled and attached first; they have support bars in the center. Turn each inside leg 90 degrees to make two X's. Lock the X together with the tab in the center.
3. Insert the yellow ends of the main leg assembly, into the yellow sockets on the bottom of the Edge voting unit by pressing the retention pin. Insert the last two black ends into the remaining sockets on the bottom of the Edge voting unit by pressing the retention pins.
4. Insert each of the leg extensions into the main leg assembly by pressing the silver retention pin and turning the leg until the retention pin snaps into place. The legs are now secure.
5. Two board workers, one in the front and one in the rear of the Edge voting unit, should turn and lift the unit onto the floor, trying not to put any weight on the legs while turning. "Rolling" the Edge can twist and or break the legs.
6. Unfasten the top cover clasps and remove the cover.
7. Locate the power cord under the LCD viewing screen and plug the power cord into the Edge voting unit power receptacle (AC In) at the rear of the unit. Plug the Edge into a wall outlet or surge protector.
8. Ensure the power is off and the privacy panels are in the closed position.
9. Remove the printer from the carrying case. Ensure that the printer also has a seal on it, securing the printer cover to the printer. **DO NOT BREAK THIS SEAL.** The number on this seal will be checked when it is returned after the election to ensure that it is the same seal number that left the office. If this seal breaks at any time, call the Hotline at 602-506-2010.



Setup

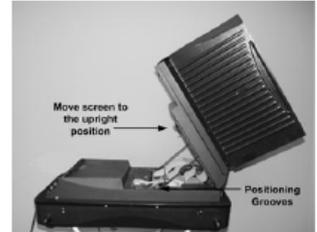
- Do your boards follow the manual & the check lists?
- Are they helpful?

Boardworkers said the checklists were the key to success! Being able to give separate sheet to each worker makes quick work of it.

- 10. With the viewing screen down and privacy screens still closed, position the printer so the paper printout is facing up, the seal facing outside, and the printer cord facing inside. Slide the printer into the bracket sleeve on the left side of the viewing screen starting at the top of the sleeve (at the back of the unit) and moving down (towards the front of the unit).



- 11. Using both hands, raise the LCD viewing screen and printer. Holding onto the screen with one hand, raise the black LCD positioning bar with the other hand and insert into a positioning groove.



- 12. Attach the printer cables to the Edge by inserting the power plug first and then attaching the printer cable to its left by firmly tightening each of the screws. The word TOP on the cable head signifies the top of the cable.

- 13. Find the audio unit, which will be in a separate black case. Standing to the rear or side of the unit, connect the audio unit cable to the Edge serial port labeled AUDIO as shown left.. The "clip" of the cable, which looks similar to a phone cable, faces right when standing at the back of the machine.

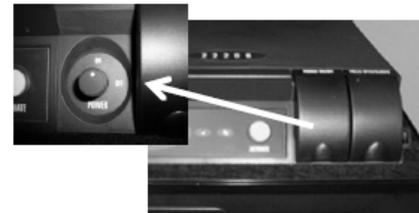


- 14. Connect the audio headphones jack to the audio voting unit, pushing the cable all the way into the unit.

- 15. Open the Edge privacy panels. Take off the black privacy curtain from the left privacy panel and reattach to the outside of the left privacy panel and the side of the printer so that the voter can see the printout through the rectangular hollow in the left panel. This allows the voter to see the printout of how they have voted with privacy. If not already attached, secure the top curtain to the Velcro on the back of both privacy panels.



- 16. At the back of the machine, raise the switch cover marked Power On/Off. Turn the power switch to the On position and close the cover.



Setup

- Is the information about the HAAT easy to understand?
- Do the pictures help?

Boardworkers liked the idea of having it on the HAAT to prevent having to dig into the manual

- 17. Face the front of the machine. The Sequoia logo will be displayed briefly before the unit is ready. This process may take several minutes. Verify that the green printer light at the bottom front of the printer is illuminated.

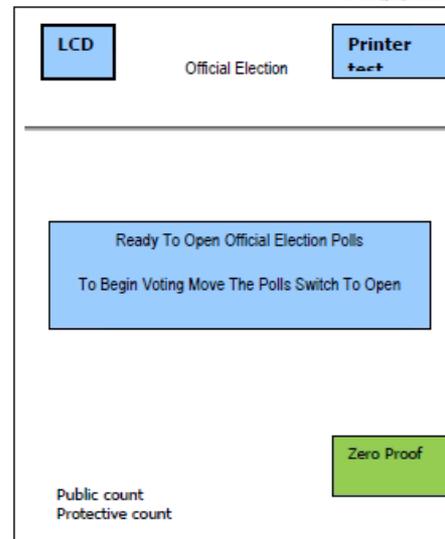


- 18. Check the screen: it should read as shown to the right.

- 19. On the Precinct Ballot Report which is attached to the payroll voucher, record the Beginning Public and Protective count numbers found on the bottom left side of the Edge screen.

- 20. Press Zero Proof Report. A Zero Proof Report will show on the screen. Go through every page, checking to ensure that the ballot is for the correct precinct, all results are zero, the PUBLIC counter is zero, and the ballot matches the candidates and issues on the paper ballots in your precinct. When you get to the end of the ballot, press PRINT REPORT. When the printer is done printing, press DONE. This will take you back to the original screen, shown to the left.

- 21. Turn the power to the OFF position until Election morning, but leave it plugged in to give the back-up battery a full charge.



CARD ACTIVATOR:

- 1. Remove the Card Activator, and power adaptor from the carrying case. Activator cards will be included in the Inspector Packet. If you do not have activator cards, check with your Troubleshooter or call the Hotline.
- 2. Check the tag on the Card Activator to ensure that it is the correct precinct. If it is not, call the Hotline.
- 3. Plug the power adaptor cord into the Card Activator, plug into a wall outlet, and turn the Power switch to the On position located on the left of the unit. The Card Activator goes through a series of short self tests, and the following message will appear in the screen:
HAAT version 2.1.18
- 4. Turn the power OFF on the Card Activator until it is needed on Election Day, but leave it plugged into the wall outlet. This will allow the Card Activator to receive a full charge of its emergency back-up battery.



Opening the Polls

- What is the biggest challenge with opening the Edge?
- Is the manual and the checklists helpful?
- Are the pictures helpful?

Using checklists throughout was universal

OPENING ELECTION DAY

1. Open the Insight:

- Plug in the Insight. A zero tape will print. All results on the tape must be zero. Do not tear off the tape!
- Make sure the back door of the Insight is locked using the Big key.
- Open doors #1 and #2 of the Insight ballot tub with the Little Key and remove the Official Ballots and the black and green/yellow canvas bags.
- The Insight's ballot tub (doors #1, 2 and 3) should be carefully examined by the Board to make certain each compartment is empty.
- Close and lock doors #1 and #2 with the Little key. These doors will not be opened again for any reason until after the close of the polling place.
- Ensure that door #3 and the slot in the door is closed and locked. Door #3 must remain closed unless there is an emergency, such as:
 - A Misread/Defective Ballot (NOT spoiled)
 - There is a power failure
 - Insight not working
- As soon as the emergency is resolved, door #3 should be again closed and the door locked. Any ballots that are put in door #3



during the emergency should remain there until the closing of the polls.

2. Open the Edge Equipment

- Turn the power on the Edge as instructed on pg.17.
- Peel off the tamper-evident security label seal on the cover marked Polls Open/Closed and stick it on the back side of the sheet inside of the seal bag.



- Raise the switch cover and turn switch to the Open position. An Official Zero Proof Report will show on the screen. Check to ensure the ballot is for the correct precinct, the PUBLIC counter reads zero, and all of the results are zero.
- When it gets to the end of the ballot, press PRINT REPORT.
- Note: If the Official Zero Proof Report does not print, be sure that the printer and power cables are secure. If it still does not print, call the Hotline at 602-506-2010.
- When the zero tape is finished printing, press DONE, and the printer paper will then advance to a blank page.
- Close the Polls Open/Closed switch cover and secure it with the sticker seal found under the cover.
- The screen at right is displayed:

The Edge is now open and ready for voters with disabilities.



Voter Assistance

- In your polling place do you actively use the Duty Cards?

Duty cards are also being used by these boards, but we will be making a few modifications to streamline

EDGE TOUCH SCREEN DUTY CARD

****Voters with disabilities must comply with ID requirements****

ACTIVATING THE VOTER CARD FOR A STANDARD BALLOT

- 1) Find the voter's name in the Green Precinct Register.
- 2) Locate the seven digit EDGE number on the right hand column.
- 3) Press the ACTIVATE CARD button, insert a voter card with the arrow facing down and towards you. DO NOT ACTIVATE CARDS IN ADVANCE.
- 4) Enter the voter's seven digit EDGE number.
- 5) Press the Green Yes/Enter button.
- 6) When completed, the screen will read "Card Activated, Please Remove"
- 7) Hand the card to the voter and direct them to the EDGE.

To activate a card for a:	...press these keys:
Standard Ballot	ACTIVATE CARD
Provisional Ballot	MENU, and 1
Audio Ballot	MENU, and 2
Audio AND Provisional Ballot	MENU, and 3

PROVISIONAL VOTERS

- 1) If the voter requires a Provisional Ballot, press MENU and then "1"
- 2) Insert a voter card with the arrow facing down and towards you.
- 3) Enter the voter's seven digit EDGE number.
- 4) Press the Green Yes/Enter button.
- 5) A Provisional Ballot ID number will appear on the screen—**copy this number on Line 4 of the voter's Provisional Ballot form.** You may attach the form to an envelope.
- 6) Hand the card to the voter and direct them to the EDGE.
- 7) Deposit the completed Provisional Ballot form/envelope in the Red Provisional Ballot Box.

VOTER'S WITH DISABILITIES

- 1) If a voter needs an audio ballot, press MENU and then "2"
- 2) Insert a voter card with the arrow facing down and toward you.
- 3) Enter the voter's seven digit EDGE number
- 4) Press the Green Yes/Enter button.
- 5) The voter may need assistance with the headphones and the voter card.

VOTER'S NAME NOT IN THE SIGNATURE ROSTER

- 1) If the voter's name is not in the Signature Roster, enter "7" plus the 6 digit Precinct Number printed on the cover of the Signature Roster or Precinct Register. For example, to activate a voter in the 0001 Precinct, enter 7000100.

For the Primary Election see the Open Primary Page in the Signature Roster.

- 2) If your precinct has color striped ballots (purple, green, gold, etc), and the voter has moved or is not on the Precinct Register, use the 7 digit number printed on the Split Map legend representing the area where the voter lives, i.e. purple, green, gold, etc.

Voter Assistance

- What do you think is the most difficult thing about programming the activator card?
- Do think this grid is helpful?
- It is on the card envelope, would it be helpful on the HAAT?

Allowing Voters with a Disability to Vote Independently

If a voter indicates that he/she has a disability and would like to use the Edge, the voter follows the same procedures as any other voter, including those concerning identification and provisional ballots. The only difference is that instead of receiving a paper ballot, the voter is given a card that activates the Edge.

ACTIVATING A VOTER CARD

To activate a voter card for the Edge, please follow all of the following 8 steps. **Important:** Do not activate voter cards in advance.

1. Turn on Card Activator. Wait for it go through its warm up programming. When it is ready, it will read: *****HAAT version 2.1.18*****
2. Insert the voter card—arrow facing down and towards you—into the Card Activator slot.
3. Tell the activator how the voter is voting:

To activate a card for a:	...press these keys:
Standard Ballot	ACTIVATE CARD
Provisional Ballot	MENU, and 1
Audio Ballot	MENU, and 2
Audio AND Provisional Ballot	MENU, and 3

4. Enter the voter's 7 digit activation code. This number will be noted in the far right hand column of the Precinct Register. If the voter is not in the Register, enter the activation code using the following:

- ❖ the party code:
7=General Election
- ❖ the four digit precinct code;
- ❖ and the ballot split code or if none, the numbers 00.

5. Press the green **Yes/Enter** button.

6. The message Activating card will appear. When activated, screen will read "Card Activated. Please Remove." If the voter is voting a provisional ballot, a code will display that begins with the letter "A". Record this "A- number" on line 4 of the provisional ballot form. If the board worker fails to record this number on line 4 of the provisional ballot form, the voter's vote will not be counted! If the

number disappears before you have written it completely, see the procedure for checking the status of the card. This will bring back the number.

7. Hand the voter card to the voter and direct the voter to the Edge voting machine.
8. When the voter is finished voting, turn off the Card Activator until it is needed again.



HOW TO CHECK THE STATUS OF A CARD

1. Insert the card to be checked and Press Card Status.
2. Press the green Yes/Enter button.
3. The card activator will say the card is "not voted" or "used" along with time.
4. If a Provisional Ballot, it will also give you the Provisional Ballot ID Number.

Voter Assistance

- At what point do you find out that the voter wants to vote on the Edge?
- How do you offer it to the voter?

Some said they offer it at the point of the voter signing in if they notice they have difficulty with the fine motor skills or a palsy.

Voting Using the Edge

Note: Check the power on the Edge throughout the day. If there is a yellow or red stripe at the bottom of the screen, it is in battery mode, which will only provide up to 4 hours power before completely failing. If in battery mode, check the plug, surge protector, and outlet to ensure everything is installed properly.

After the voter receives an activated voter card from the board worker, THE VOTER follows the steps below to process a vote. The following screen is displayed:



Insert the voter card into the yellow activation slot at the front of the Edge. The Edge activates for the voter.



LANGUAGE SELECTION

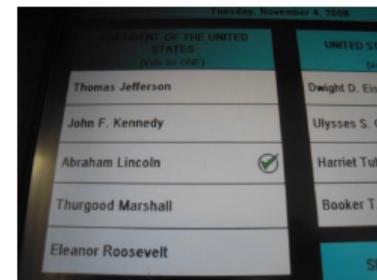
The ballot language options are displayed on the screen. The voter makes a selection by touching the button containing the language of choice.



To change the language after the initial selection, the voter simply touches the Back arrow to the Language Option screen and selects the desired language. Any ballot choices that have already been made will not change, only the ballot language.

BEGIN VOTING.

The voter makes a selection by touching anywhere in the box that contains the name or response desired. A green check mark will appear in the circle and all remaining circles will disappear when the contest has been fully voted. This prevents an over-vote from occurring. The voter repeats this process until desired selections are made for each contest (please remember, a voter does not have to vote for every race/issue).



CHANGING A SELECTION

To make a change, the voter simply touches the check mark again. All circles will again be displayed and a different selection can be made. The voter can also touch any candidate or contest on the review screen to go back to the exact page of that contest and make a different selection.

Voter Assistance

- At what point do you find out that the voter wants to vote on the Edge?
- How do you offer it to the voter?

Others said they offer when they're busy to help with a wait at the booth, while others said they do it when slower should the voter need their assistance.

Voting Using the Edge

Note: Check the power on the Edge throughout the day. If there is a yellow or red stripe at the bottom of the screen, it is in battery mode, which will only provide up to 4 hours power before completely failing. If in battery mode, check the plug, surge protector, and outlet to ensure everything is installed properly.

After the voter receives an activated voter card from the board worker, THE VOTER follows the steps below to process a vote. The following screen is displayed:



Insert the voter card into the yellow activation slot at the front of the Edge. The Edge activates for the voter.



LANGUAGE SELECTION

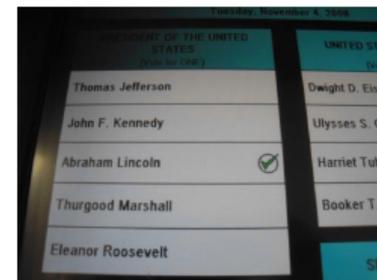
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CHANGING A SELECTION

To make a change, the voter simply touches the check mark again. All circles will again be displayed and a different selection can be made. The voter can also touch any candidate or contest on the review screen to go back to the exact page of that contest and make a different selection.

Voter Assistance

- Have you ever had voters have issues with casting a write in vote?

They said they had never had this happen.

However, we did have a report from Election Day that a voter was getting a spelling error message which only happens in the write-in mode

CASTING A WRITE-IN VOTE

To enter a write-in candidate's name, the voter touches the Write-in choice. A keyboard will be displayed on the screen. The voter types the desired name of the Write-in by touching the buttons on the displayed keyboard. Editing keys are available for making changes or correcting the spelling. A visual display of what has been typed is shown at all times. When finished, the voter touches the OK button. The ballot is automatically displayed with the Write-in name in the ballot contest.



To change the Write-in name, the voter touches the check mark, which will again call up the write-in keyboard, where the name can be edited.

To cancel the Write-In, the voter touches the check mark. The keyboard is displayed with the write-in name that was entered. He/she touches Cancel Selection. The white box is reset to blank. He/she touches OK. The voter is returned to the ballot. All squares will again be displayed and a different selection can be made.

BALLOT NAVIGATION

The large, bright yellow navigational tools are located prominently in the lower corners making them easy to locate and read.

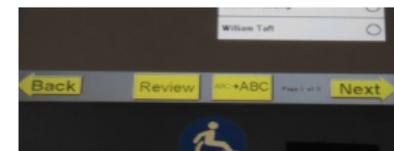
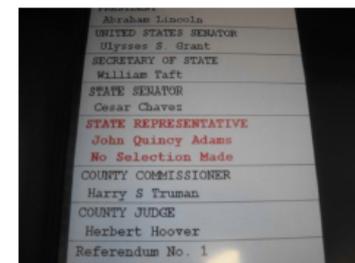
The voter uses the Next button to move forward



or Back to move backward through the ballot.



After touching the Next button on the last page of the ballot, the review screen is automatically displayed. It will list by contest, only the candidate(s) or choices the voter made.



Voter Assistance

- Have you ever had issues with voters casting a vote using the standard or large print setting?
- How about provisional?

No issues with standard ballots; not many provisionals are voted, but they are more difficult.

USING LARGE PRINT



If the voter wishes to see a larger print of the ballot, the voter would push the ABC button that looks like the one to the left. Only portions of the ballot can be viewed at a time in this mode, so the voter will need to scroll up and down, left and right using the arrows on the edge of the screen. If the voter wishes to return to the normal print mode, the voter just touches the ABC button again.

REVIEW YOUR BALLOT

All choices are displayed in a condensed manner for the voter's review. Contests that have not been fully voted are displayed in a bold highlight. To make a change, the voter touches the desired contest to automatically display the appropriate page of the ballot. A different selection can be made as outlined above in the Changing a Selection.

If satisfied with the choices as outlined on the review screen(s), the voter touches the Next button. The screen displays the following message:

If the voter wishes to proceed, he/she touches "Touch Here to Print and Review a Paper Record of your Ballot."



A paper representation of the voter's selections prints on the printer.

Note: The voter cannot be identified or in any way tied to this ballot. It is retained in the printer cartridge much like a ballot in the blue ballot tub for the Insight. These records are examined only in the case of an audit or recount.

A message will then display asking the voter to review the paper record of her/his ballot. If the voter is satisfied with her/his selections, the voter touches CAST BALLOT. If the voter wishes to change a selection, the voter touches MAKE CHANGES.



If the voter touches Make Changes, VOIDED is printed on the printout and the Review screen is again displayed. If the voter touches CAST BALLOT and the following Screen will appear:



The printout then prints Accepted, and the paper advances to a blank page.

The vote is recorded and the voter card pops out of the Edge's activation slot.

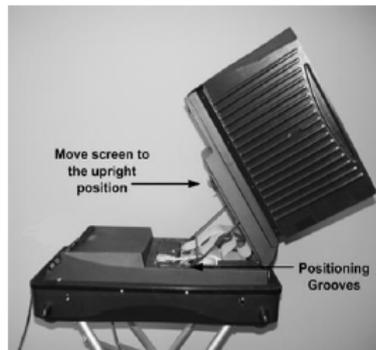
The voter removes the voter card from the activation slot at the front of the Edge, and hands the card to the board worker guarding the Insight and Edge, who will give the voter an "I Voted" sticker.

Voter Assistance

- Have you ever had issues with voters casting an audio ballot?
- What issues were they?

Audio voting is a challenge because it is difficult to assist a voter if they need it—you can't hear what they are hearing.

Making the Edge Even More Accessible



If a voter wishes, the Edge Voting Screen can be adjusted to make it easier to see when sitting. Use the black LCD positioning bar to reposition the screen of the Edge forward.

Lock the positioning bar into the first available groove. The screen will be in the full, upright position, thereby making it easily accessible to the voter.

After the voter has completed voting, simply return the screen back to its original position.



Assisting the Audio Voter

When assisting the Voter using the Audio equipment, follow the following procedure:

- Make sure that the voting card to be used with the Edge has audio voting enabled (This means that you pressed MENU 2 or MENU 3 when activating the card). Offer to assist the voter to the voting machine, offering your arm for guidance if the audio voter is visually impaired. Tell the voter that you are handing her/him the audio voting headphones and keypad that he/she will use for audio voting. If the voter is unable to hold the keypad, tell the voter that you can use the Velcro strap to attach it to the wheelchair or any assisting-device they may be using.
- Make sure that  the round red Select button is positioned to the voter's right, whether the voter is right- or left-handed.
- Tell the voter that you are going to provide a brief overview of the voting process, and explain that there are help instructions that can be listened to as often as required.
- Explain to the voter that there are four raised buttons on the keypad, each with its own shape.
- As you describe each of the four buttons and their functions, ask the voter to locate and feel their shapes. For details about each button, refer to page 41.
- Explain the volume slide lever and how to adjust volume from low to high.
- Tell them that information about these buttons is contained in the introductory Help at the beginning of the audio.
- Additionally, explain that there are four types of Help and that each of these is based on where the voter is in the audio ballot.
- To access Help, the voter presses the  square blue Help button at any time.

Voter Assistance

- Have you ever had issues explaining the tactile keypad or does it seem that voters “get it”?

The keypad seems to be easily understood, but they did have issues the first time used on where exactly to plug it in.

- If the voter does not press any buttons on the audio keypad for 30 seconds, audio Help automatically begins. To exit audio help, press the round red Select button.
- Explain to the voter that for contests containing write-ins, they must repeat pressing the green up-arrow (each press of the button will recite a candidate in the contest) until they hear Entering the Write-In keyboard. The voter can then spell out the desired write-in candidate.
- Once the voter understands the voting process and is ready to begin, ask the voter if they would like assistance inserting the voter card into the voting unit. Tell the voter that once the card has been inserted, the system will immediately begin audio instructions.

Components of Audio Unit Keypad

The audio unit keypad consists of the following four buttons:

	Press Select to
	Exit introductory help and begin voting
	Select contest
	Select or deselect a candidate for each contest
	Review selections
	Exit contests
	Press Next to
	Move forward through the list of candidates. If you continue to press Next, you will eventually come back to the first choice
	Access Review Selections option for a contest
	Access Exit Contest to skip a contest
	Access Exit Contest at the end of an audio ballot to review ballot
	Press Back to
	Move backward through the list of candidates for each contest
	Move backward through the contests of the ballot
	Press Help to listen to
	Introduction help
	General help
	Candidate Select/Deselect Help
	Write-In help

Issues?

- Have you used the pages in the back of the manual?
- Have you used the special equipment troubleshooting booklet?

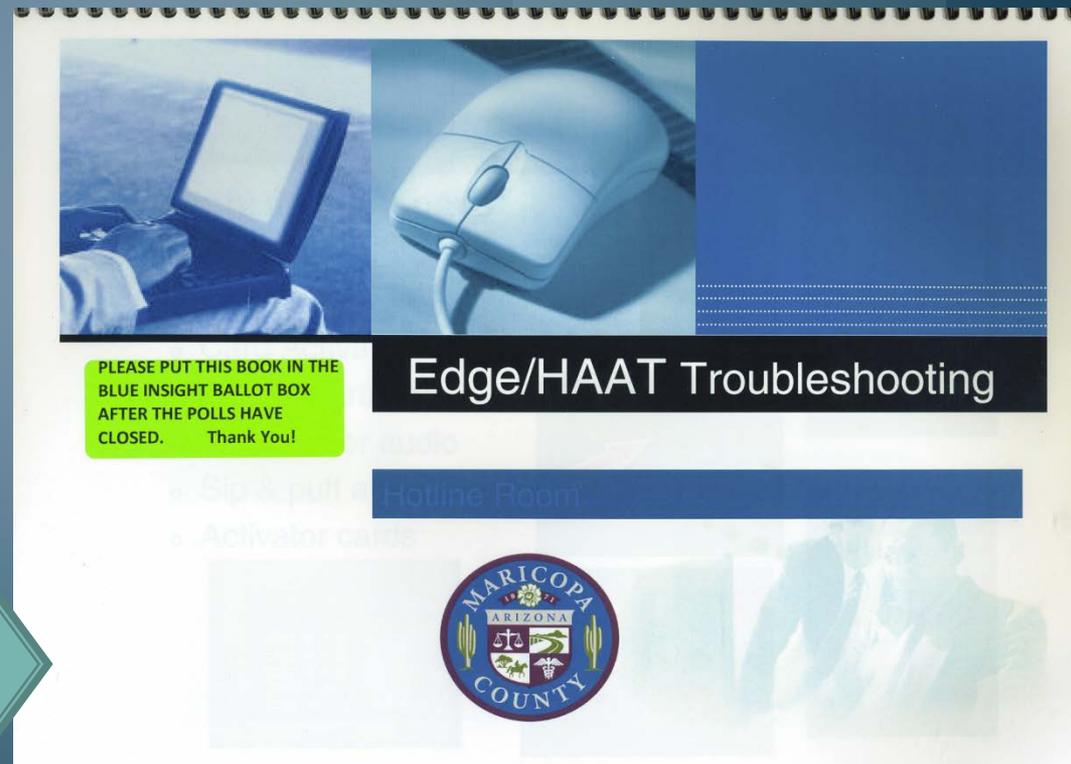
Many in this group said they didn't know this was in the manual—mainly because they had never needed to utilize troubleshooting materials

Troubleshooting the Edge

Problem	Solution
Edge does not print zero tape	Check cables to ensure completely installed, see page 17. If the zero tape still does not print, call the Hotline
Yellow or Red bar shown at bottom of Touch screen. Machine may be beeping	Check the Power cords to ensure completely plugged in. Check power supply, including that surge protector is on. AC light at back of machine should be lit.
A voter leaves the polling place before finishing voting (Fleeing Voter)	Press the Yellow button in the back of the machine. Press Cast Ballot on the screen.
Power goes out in Polling Place	The Edge and Card Activator are equipped with battery back-up and should continue to operate for at least 1-2 hours as long as the AC power was being used before the power outage. To conserve energy, the Touch Screen may go blank, but can be returned by touching the screen if needed. DO NOT TURN OFF the Edge. Powering back up actually takes more energy.
Edge screen tells you printer paper low	Call a troubleshooter who will replace your printer with a new one. The original printer will be placed in its carrying case and sealed with a seal. Both printers will be brought to the receiving site at the end of Election night.
Edge screen goes red and says card not properly activated.	Turn the POWER to the Edge off and then on again. If voter has not already voted and should properly be doing so, properly activate the voter card.
A voter using the Audio function decides he/she no longer want to use this function	Turn the POWER to the Edge off and then on again. This will spoil this ballot only.
	Ask the voter if he/she wish to vote using the Edge again, or vote assisted using an optical scan ballot. Follow the appropriate directions from the beginning for the voter's choice.
Voter Gets Vote Save Error	If message also says, Vote Saved: The voter's ballot has been cast – put voter activation card aside and do not use again.
	If message also says, Vote Not Saved: The voter needs to have a new card activated for him/her and must start again.

Issues?

- Each polling place is also provided a Troubleshooting guide:



Boardworkers didn't know this was in their polling place supplies

Did you know?

- There is a voter accessibility video on our website demonstrating how to use the Edge?



No one knew this was out on our website and felt it might help them to watch it to get the voter's perspective.

THANK YOU!

For your time & dedication to the voters of Maricopa County!

So lets see what the survey showed:



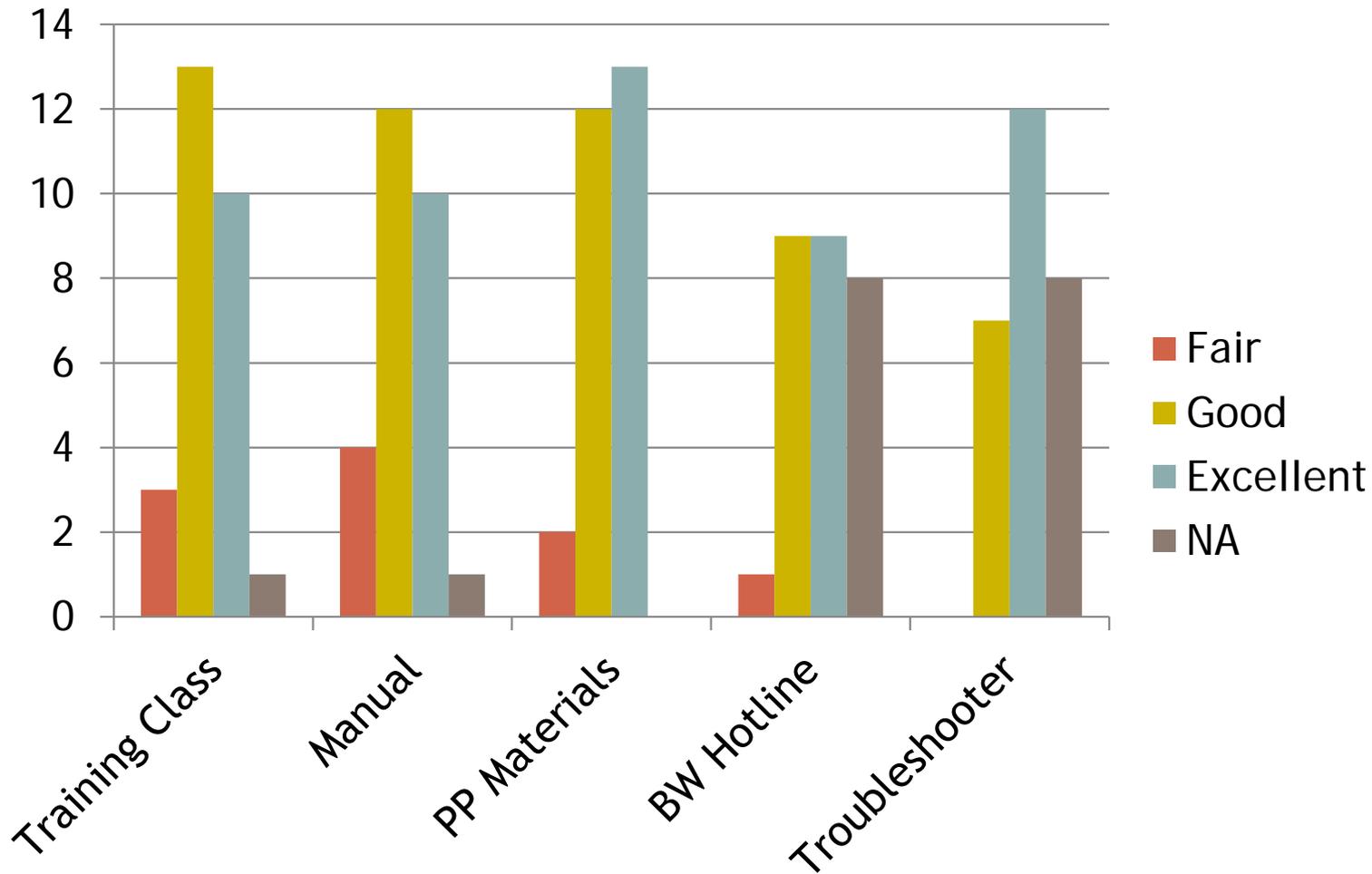
QUICK WORD ON THE SURVEY

- There were multiple boardworkers present from the same precinct and the survey does not distinguish where they worked—so there could be a slight inflation of numbers.
- I failed to account for that...
- There are 14 precincts represented.



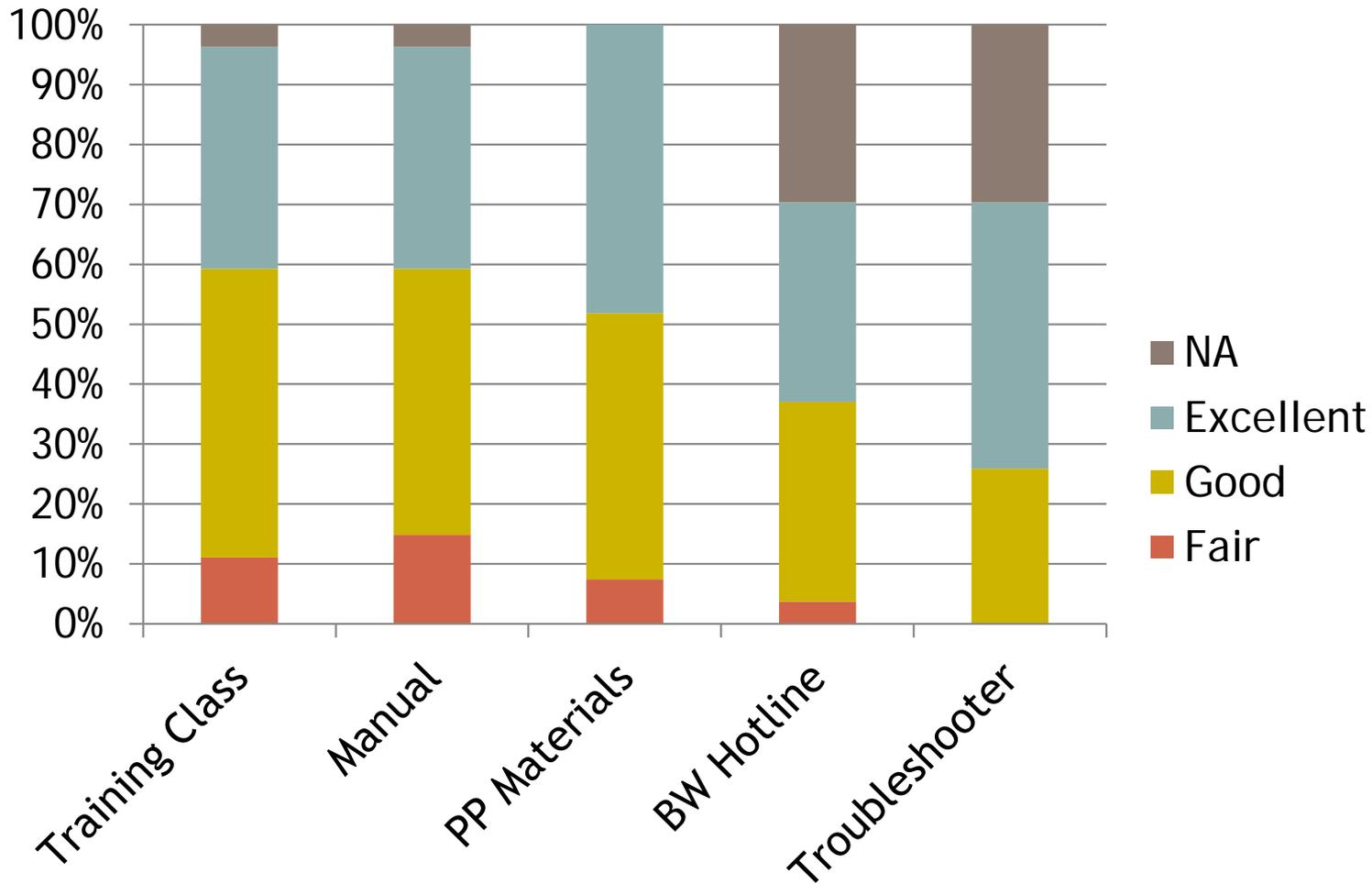
FOCUS GROUP SURVEY RESULTS

Survey responses in total numbers:

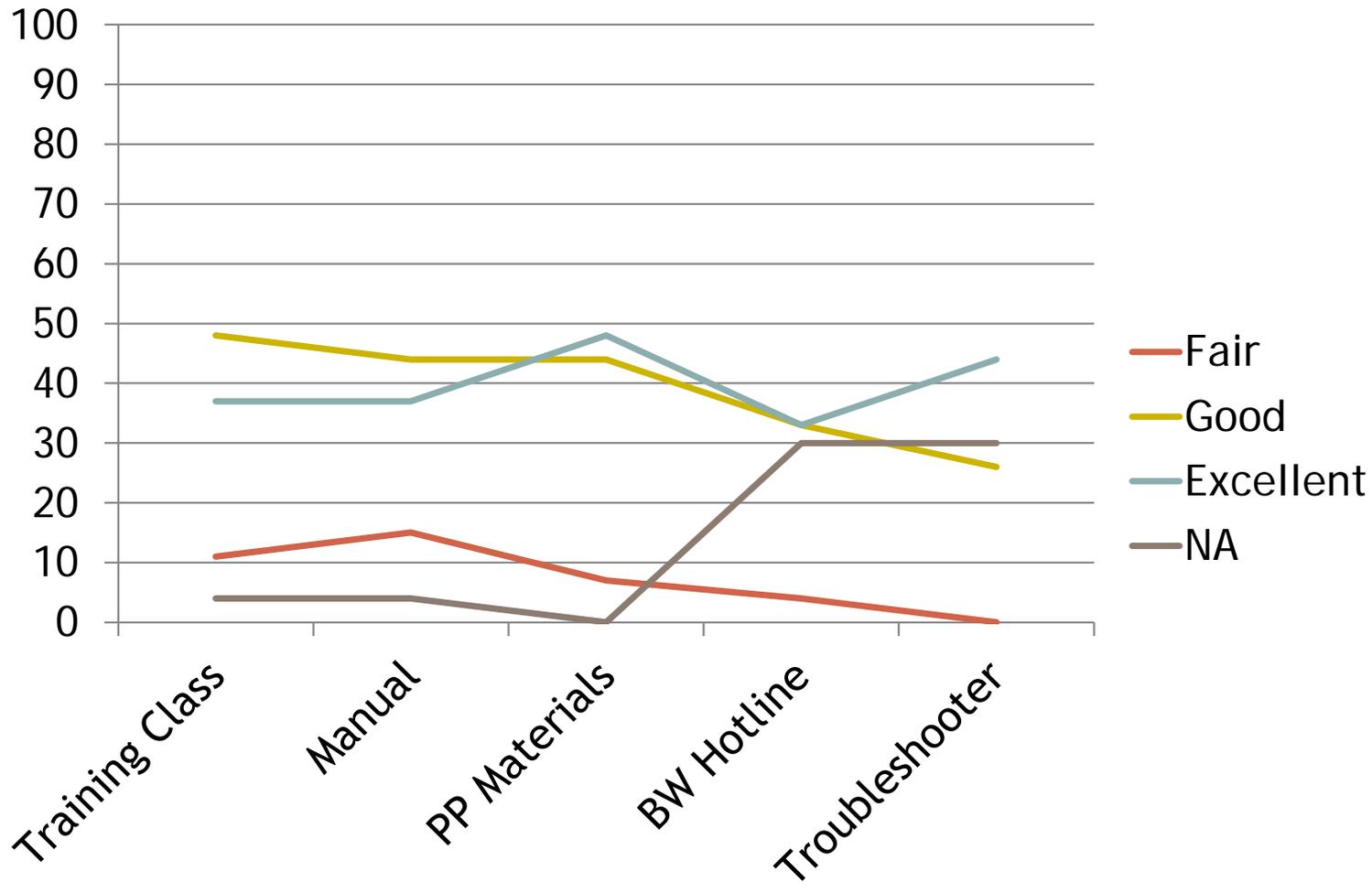


FOCUS GROUP SURVEY RESULTS

Survey responses as percentage of all responses:



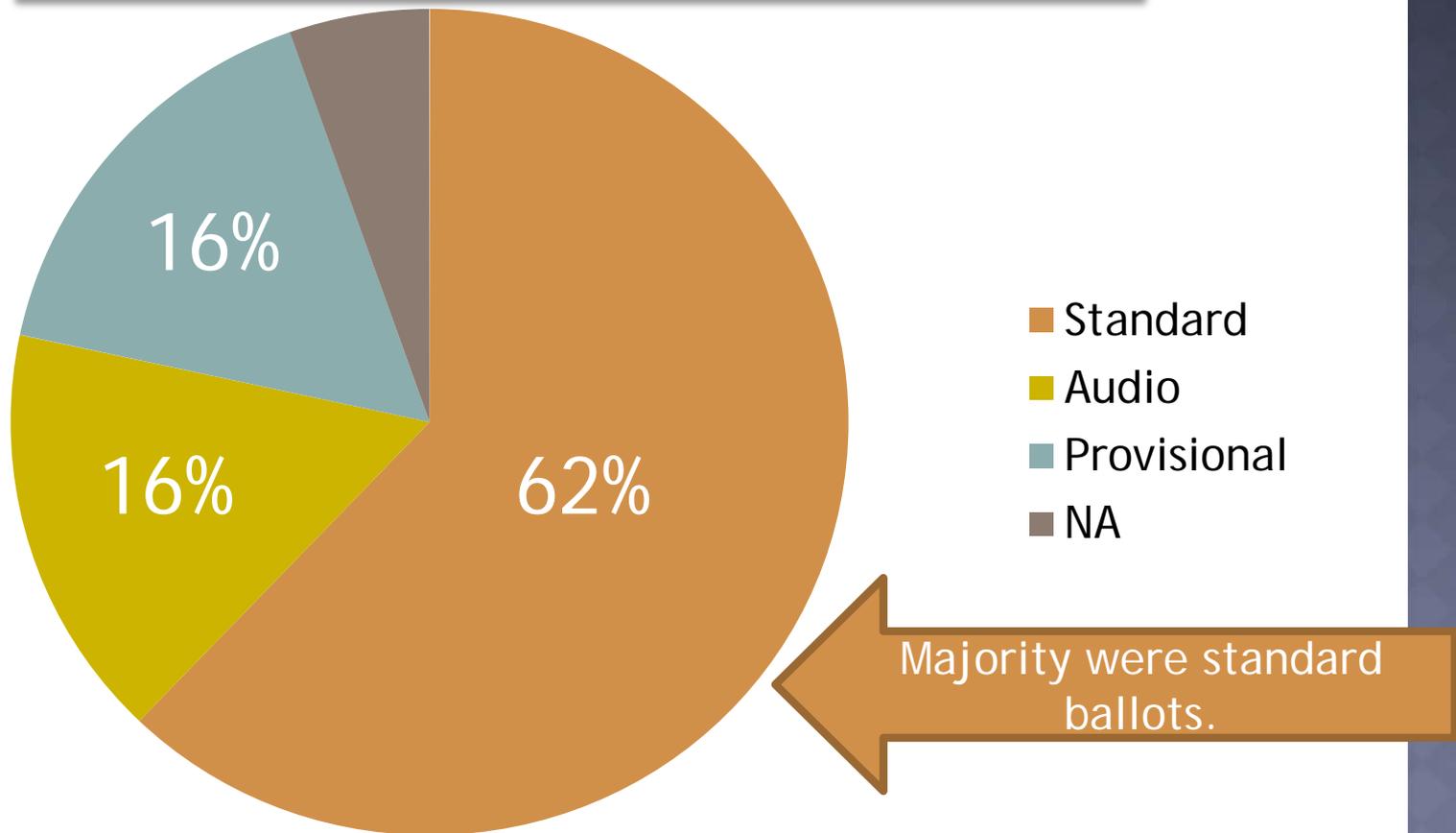
FOCUS GROUP SURVEY RESULTS BY PERCENTAGE



FOCUS GROUP SURVEY RESULTS

What types of ballots were voted on the Edge?
(check all that apply)

Standard Audio Provisional



FOCUS GROUP SURVEY RESULTS

Have you ever had problems with a specific ballot type?
(check all that apply)



Standard



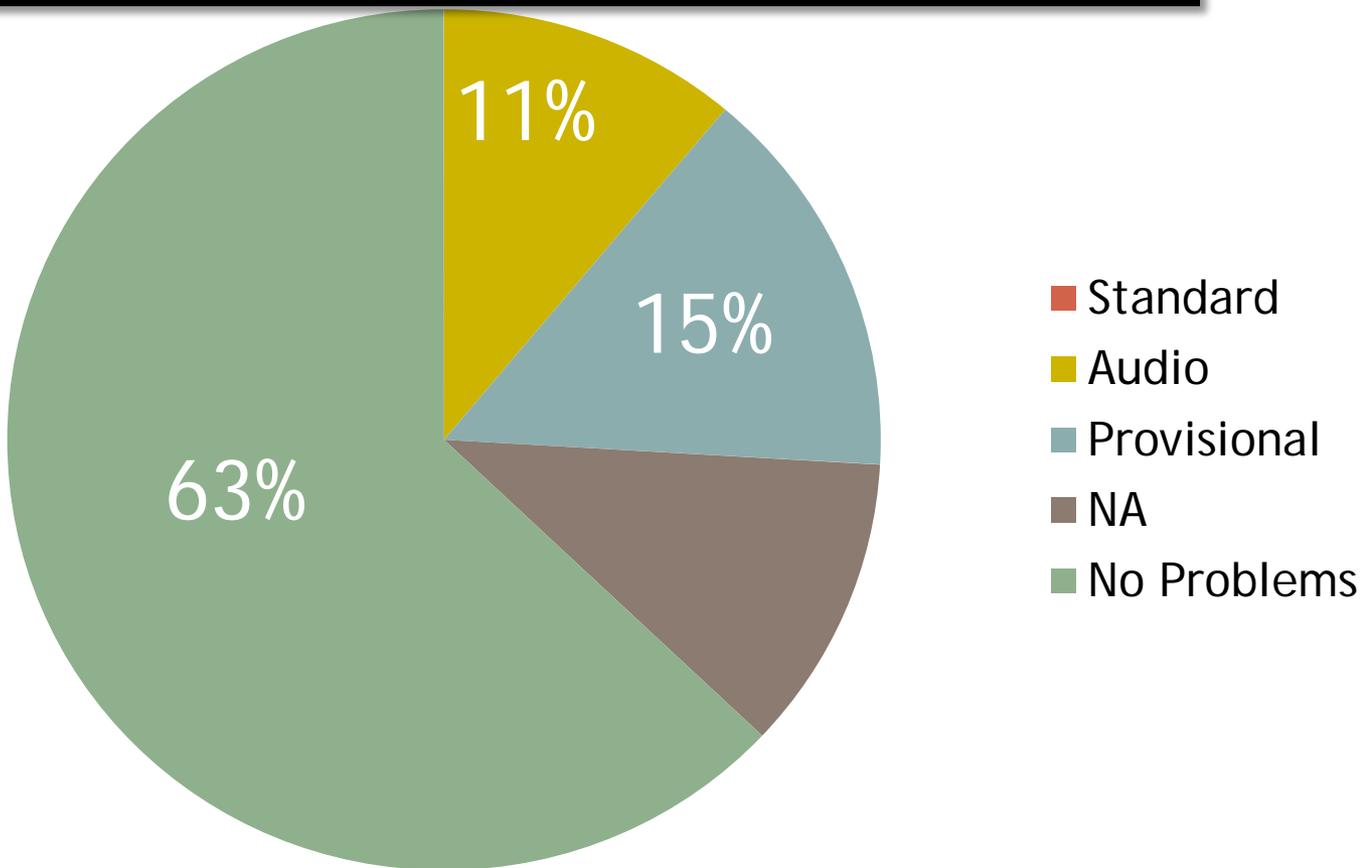
Audio



Provisional



No

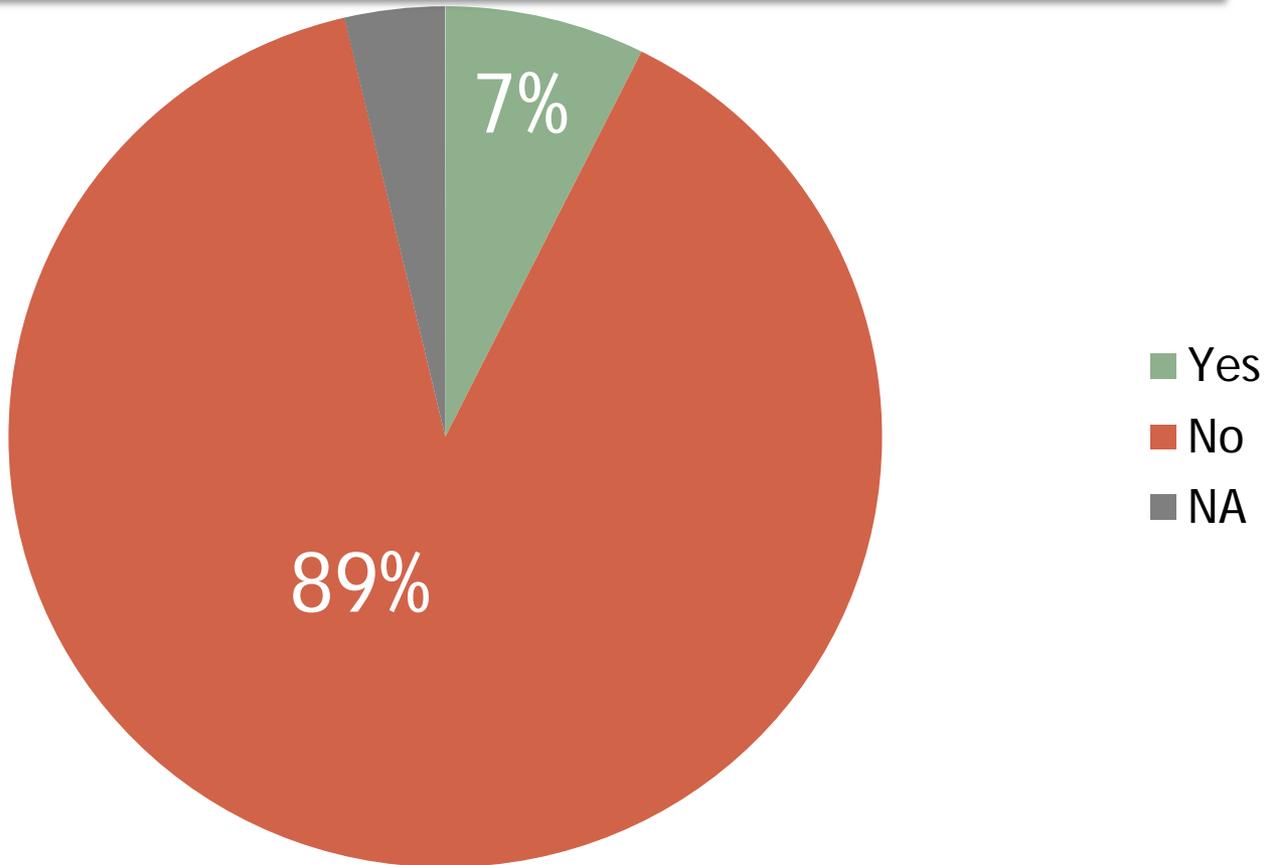


FOCUS GROUP SURVEY RESULTS

In the 2012 General, did you have a student worker?

Yes

No

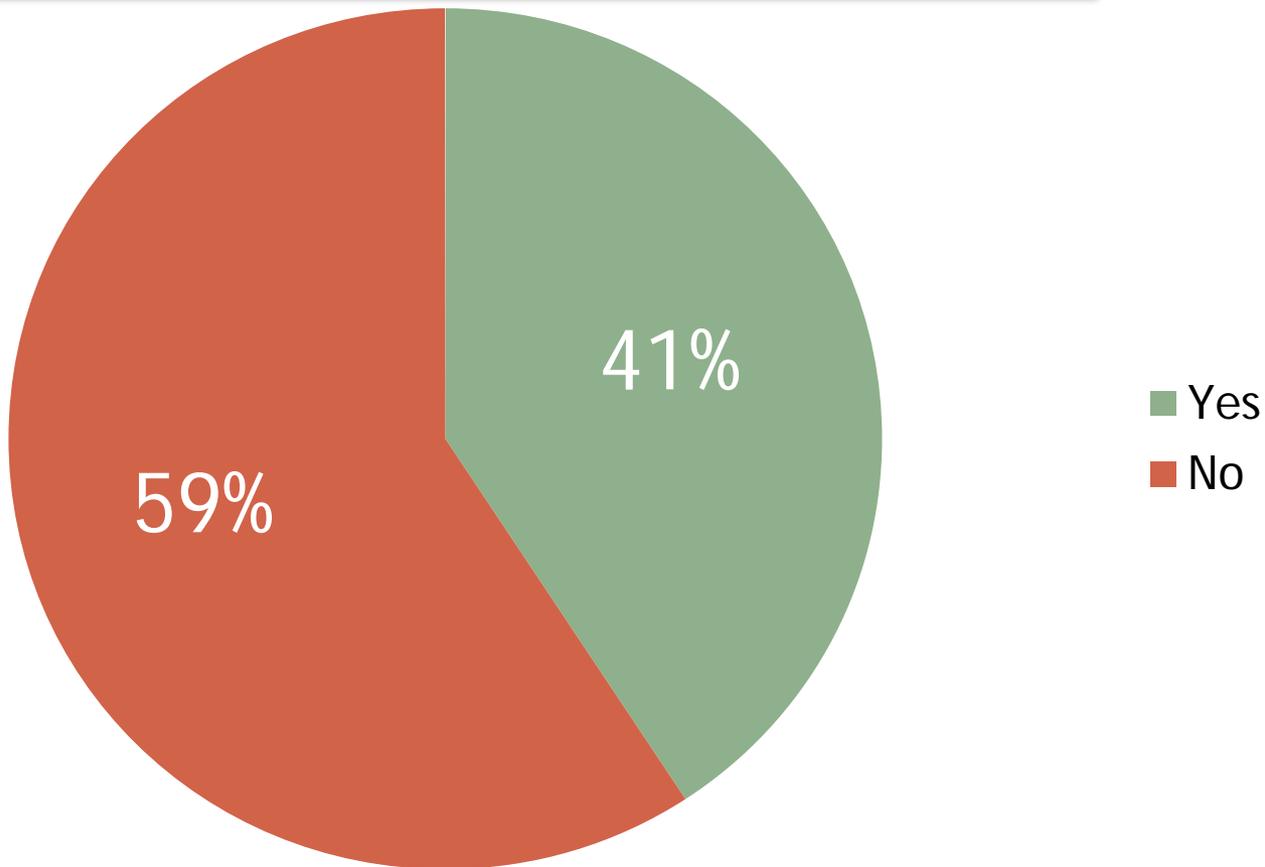


FOCUS GROUP SURVEY RESULTS

Did any of the boardworkers vote on the Edge?

Yes

No

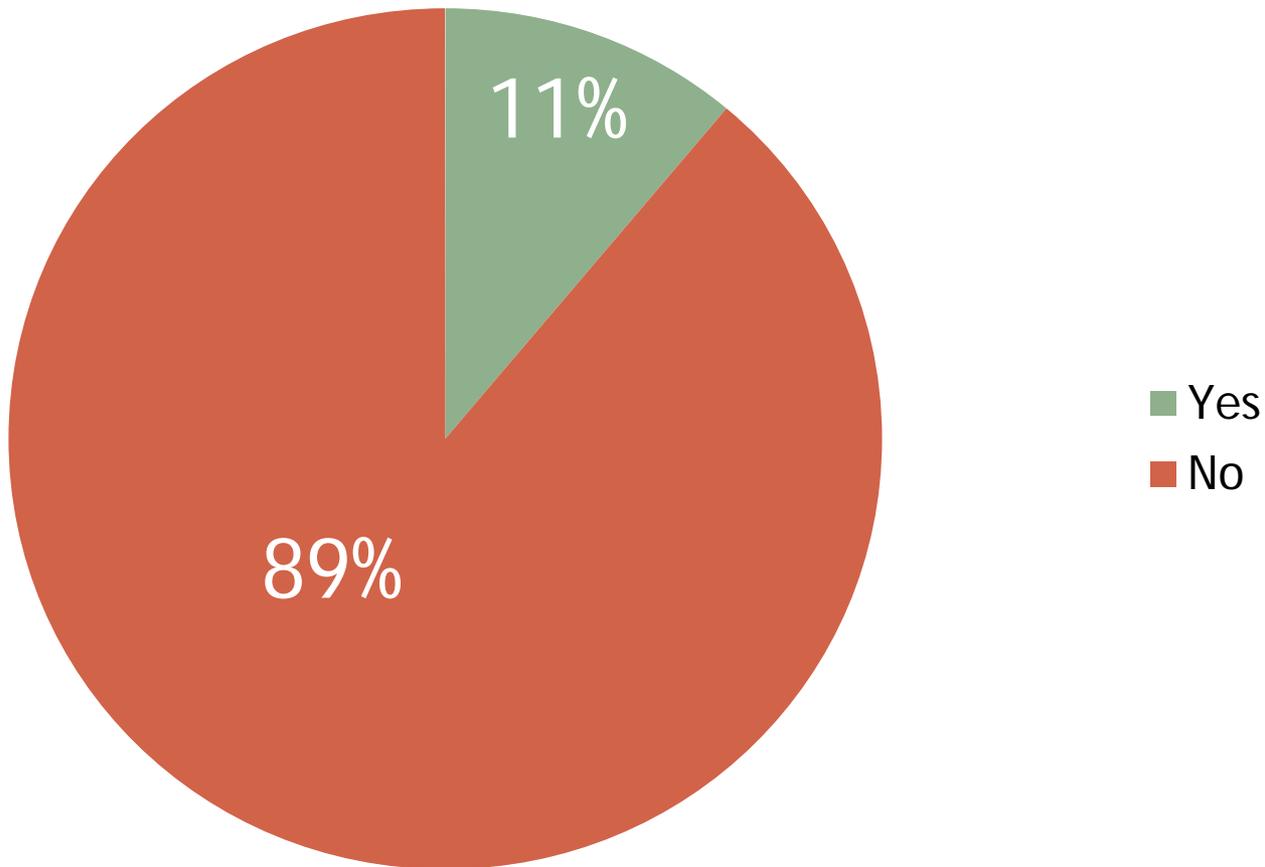


FOCUS GROUP SURVEY RESULTS

Have you ever voted on the Edge?

Yes

No

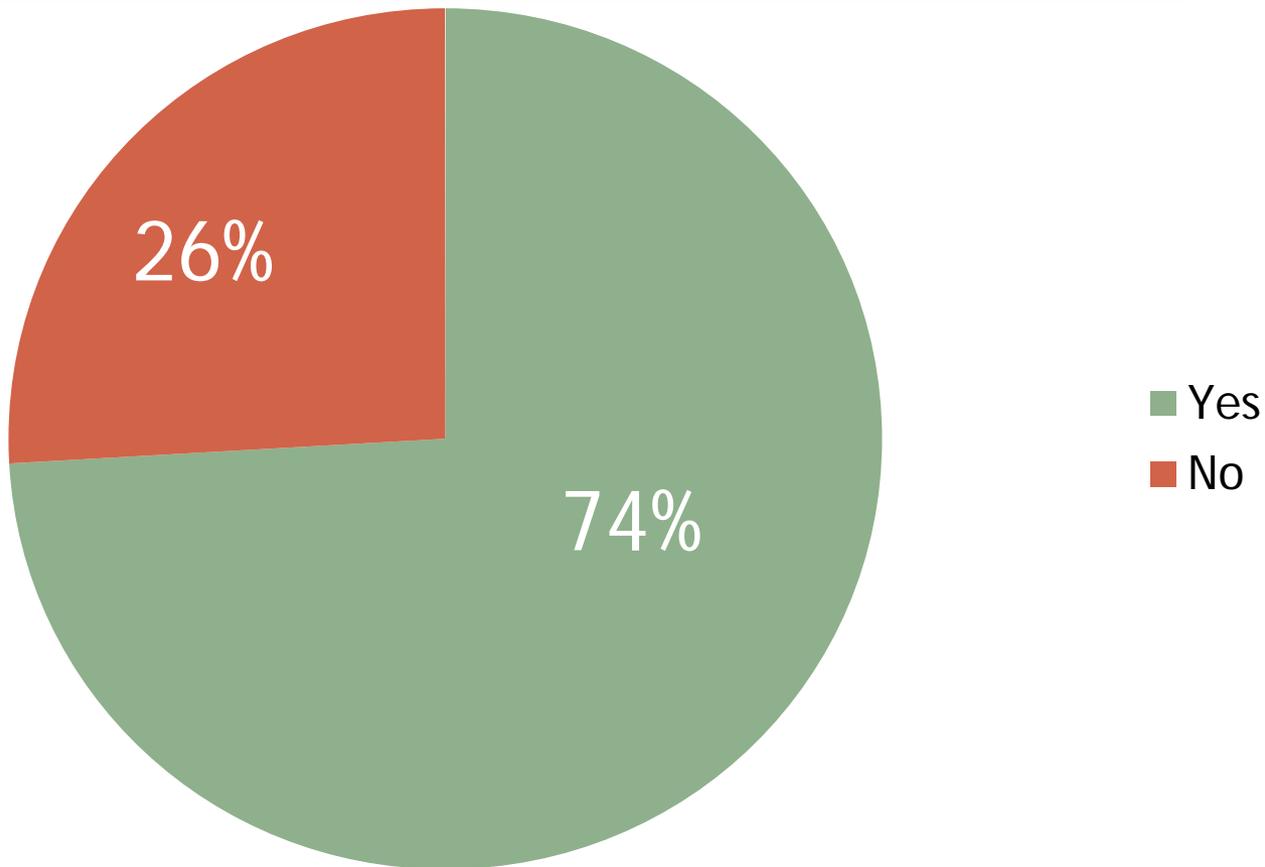


FOCUS GROUP SURVEY RESULTS

Did you have one worker designated to Edge duty?

Yes

No



FOCUS GROUP SURVEY RESULTS

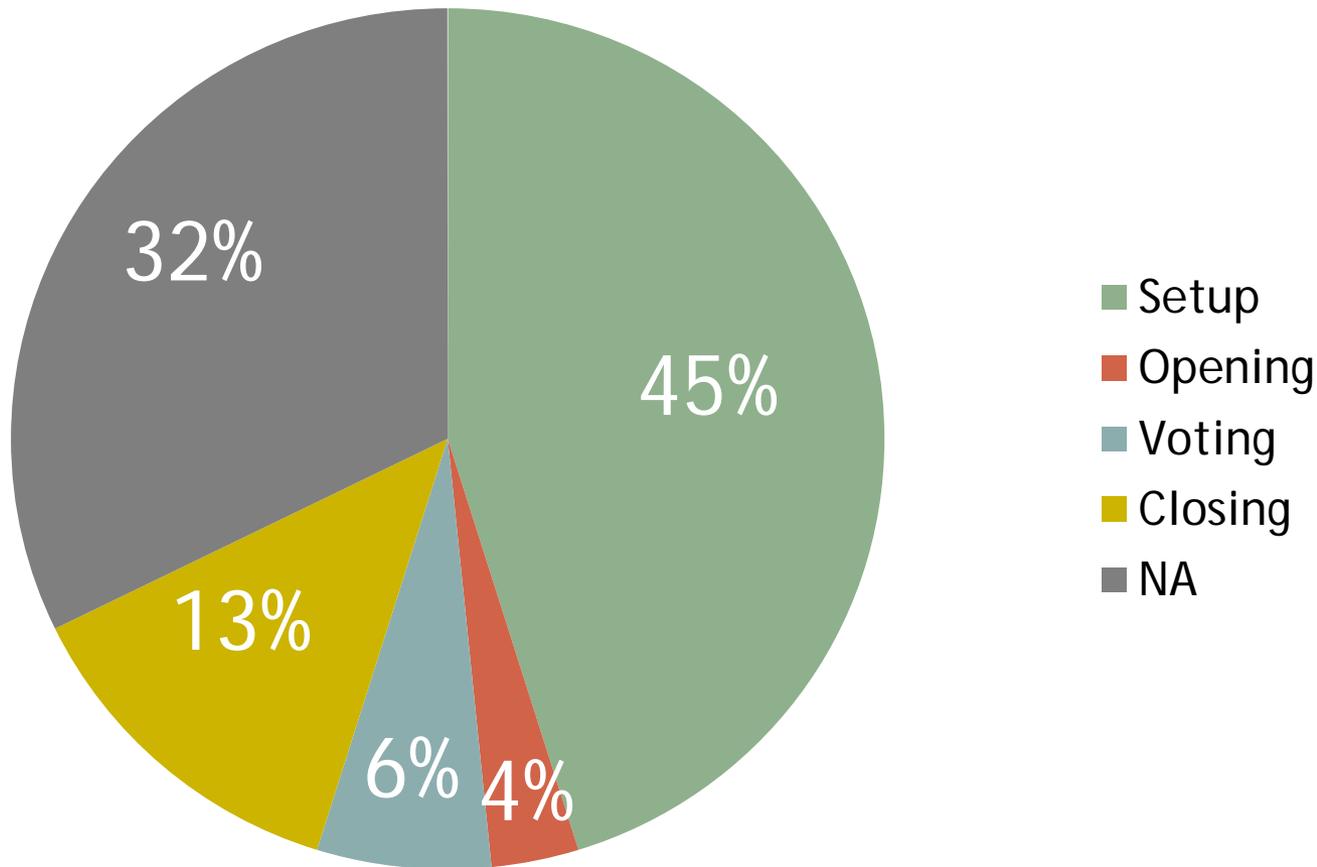
What is the greatest challenge with the Edge?

Setup

Opening

Voting

Closing



WHAT ELSE DID THE BOARDWORKERS HAVE TO SAY?



FOCUS GROUP COMMENTS:

Your comments: I experienced 2 areas of

confusion when assisting voters:

1.) voter has to review each page before

being given the opportunity to
cast ballot. (I didn't see it in manual
or learn in training.)

2.) Audio voter requires a different
number to activate card. (I didn't
remember this from training or manual)

FOCUS GROUP COMMENTS:

- Currently a portion of the standard training class contains a hands-on portion of programming the cards and working with the Edge.
- The Focus Group attendees felt more of that was needed, that not everyone had a chance to actually do it—in groups, not everyone physically did it.

Your comments: *Need hands-on training*

FOCUS GROUP COMMENTS:

Your comments:

More Training on
the Ledger
NEED HANDS ^{ON} TRAINING

Your comments:

In training each person should
be certified as managing the Edge
because so many times there is only
one person who knows how to use
it and the rest stand and watch
instead of trying to work the
edge.

FOCUS GROUP COMMENTS:

- Many attendees thought that the process was working just fine and didn't understand how other precincts could be having difficulty (IF they followed the checklists!).

Your comments:

I believe a good effort
is being given to improving
the voting process - good job!

THOSE WHO DIDN'T ATTEND...

- Because the attendees were a much higher rate of Premium workers than the group as a whole, and they have benefitted from that additional training, we will be mailing out the survey to those who were unable to attend along with a return postage-paid envelope.



OUTREACH 2013: SURVEY

- Later this Spring we will also be emailing out a voter survey which we will ask you to forward to your constituents.
- There will be 5 Sections:
 - Voter Information
 - Voting Behavior
 - In-person Voting Experience
 - Vote by Mail Voting Experience
 - Voting Information

Voter Assistance Survey

In an effort to identify how well the voters of Maricopa County are being served, we are conducting this survey. Please distribute it widely by forwarding the link to any voters you know who may utilize the various assistance services that MCED offers. Although all voters need assistance at times in knowing what ID to present, how to mark the ballot, ensuring that they are in the correct polling location etc., this survey uses the term assistance in a more narrow focus to address voters who either need an alternative format, curbside voting, the Edge touchscreen voting equipment, or someone to aid them in physically marking their ballot.

SURVEY: VOTER INFORMATION

Voter Assistance Survey Questions

1. Voter Information

- a. Do you live in Maricopa County?
 - i. Yes
 - ii. No *—thank you for completing the survey.*
- b. Are you a:
 - i. Registered voter who uses assistance, an assistive device, or alternative format
 - ii. Not registered, but would need assistance or an assistive device if registered
 - iii. Service provider to voters who need assistance or an assistive device to vote—*thank you for completing the survey, please forward it to the voters you serve.*

SURVEY: VOTING BEHAVIOR

2. Voting Behavior

- a. If you are a voter who needs assistance or an assistive device, would you say you
 - i. Vote in every election you are eligible for
 - ii. Vote in the Presidential Elections only every 4 years
 - iii. Vote in the Federal Elections every 2 years
 - iv. Vote only when interested in a particular candidate or issue
- b. Do you prefer to vote
 - i. by mail (*anyone answering this will skip section 3*)
 - ii. at an early voting site
 - iii. at the polls on election day
 - iv. with assistance in my home by a Special Election Board from the Elections Department
- c. When you vote how do you cast your ballot?
 - i. Using a standard paper ballot
 - ii. Using a Large Print paper ballot
 - iii. Using a Braille ballot
 - iv. Using a touchscreen machine with Large Print function
 - v. Using a touchscreen machine with audio function
 - vi. Curbside
- d. What is your language of choice when voting?
 - i. English
 - ii. Spanish
 - iii. Tohono O'odham
- e. Are you able to vote independently, or do you have someone assist you?
 - i. Independently
 - ii. With assistance
- f. If someone assists, is that person
 - i. A friend/relative
 - ii. Election official such as a pollworker or Special Election Board member

IN PERSON VOTING EXPERIENCE

3. In Person Voting Experience

- a. When you go to vote, how do you rate the length of time you waited in line before you signed in?
 - i. The wait time was acceptable
 - ii. The wait time was unacceptable
- b. How long did you have to wait the last time you voted?
 - i. Less than 15 minutes
 - ii. Between 15-30 minutes
 - iii. Between 30-45 minutes
 - iv. Between 45-60 minutes
 - v. Between 1-1½ hours
 - vi. Between 1½-2 hours
 - vii. More than 2 hours
- c. At the polls did you vote using
 - i. Paper ballot
 - ii. Touch screen machine with Large Print
 - iii. Touch screen machine with Audio
 - iv. Curbside
- d. How do you rate the customer service you received from the boardworkers at the polls?
 - i. Excellent
 - ii. Good
 - iii. Fair
 - iv. Poor
- e. Were you satisfied with the ease of voting?
 - i. Yes
 - ii. No
 - iii. Somewhat
- f. Did you encounter any problems in voting?
 - i. Yes
 - ii. No
- g. If Yes, where did the problem arise, select all that apply.
 - i. Locating the polling place
 - ii. Parking
 - iii. Accessible entrance
 - iv. Having necessary ID
 - v. Marking the ballot
 - vi. Understanding what was on the ballot
 - vii. Voting equipment malfunction
 - viii. Boardworker
- h. Did your problem get resolved to your satisfaction?
 - i. Yes
 - ii. No
 - iii. Somewhat

VOTE BY MAIL VOTING EXPERIENCE

4. Vote by Mail Voting Experience

- a. Did you vote using
 - i. Standard paper ballot
 - ii. Large Print ballot
 - iii. Braille ballot
- b. How do you rate the customer service you received in getting your ballot?
 - i. Excellent
 - ii. Good
 - iii. Fair
 - iv. Poor
- c. Were you satisfied with the ease of voting?
 - i. Yes
 - ii. No
 - iii. Somewhat
- d. Did you encounter any problems in voting?
 - i. Yes
 - ii. No
- e. Where did the problem arise, select all that apply.
 - i. Delay in getting my ballot
 - ii. Had to get a replacement ballot
 - iii. Finding someone to help me mark the ballot
 - iv. Difficulty marking the ballot myself
 - v. Understanding what was on the ballot
 - vi. Scheduling a Special Election Board to help me mark my ballot
 - vii. Returning the ballot in time
- f. Did your problem get resolved to your satisfaction?
 - i. Yes
 - ii. No
 - iii. Somewhat

SURVEY: VOTING INFORMATION

5. Voting Information:

- a. How do you get information on elections? Select all that apply
 - i. Friends and Family
 - ii. Mailings from County Elections
 - iii. Online from County Election (*if they select this, it goes to b*)
 - iv. By calling County Elections
 - v. Mailings from Candidates &/or the political parties
- b. Which services do you use on the County website? Select all that apply
 - i. Audio files of voter information
 - ii. Sign language videos of voter information
 - iii. Instructional videos on how to use the voting equipment
 - iv. Request an alternative format accommodation
 - v. Polling place locator tool
 - vi. Ballot request & tracking
 - vii. Registration information
 - viii. Provisional ballot tracking

HOW DOES ARIZONA COMPARE TO OTHER STATES?

THE PEW CHARITABLE TRUSTS

Elections Performance Index

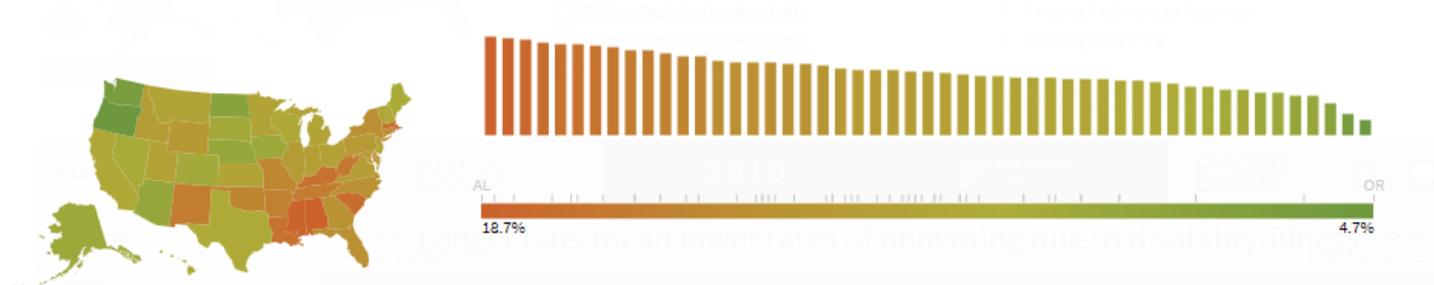


CLOSE ✕

DISABILITY- OR ILLNESS-RELATED VOTING PROBLEMS

2008

2010



Shorter bars mean lower rates of nonvoting due to disability or illness related voting problems

For more than a decade, the U.S. Census Bureau's Current Population Survey has asked non-voters why they did not vote. This indicator captures the number of people who responded that they did not cast a ballot due to an "illness or disability (own or family's)." To increase the reliability of this measure, we averaged the numbers for each state over three election cycles—2002 to 2010 for midyear elections and 2000 to 2008 for presidential election years. For more information, please see the methodology ([PDF](#)).

When casting ballots, disabled and permanently ill voters face unique challenges such as polling place accessibility and non-user-friendly voting technology. Federal law mandates that all polling places generally must be accessible to physically disabled voters. The Help America Vote Act of 2002 required that at least one voting machine in each precinct be equipped to allow physically disabled individuals to vote.

- Of the 10 states with the highest rates of disability- or illness-related problems in 2008, seven were still in the top 10 in 2010.
- Of the 10 states with the lowest rates in 2008, eight were still in the bottom 10 in 2010.
- Six of the 10 states with the highest rates of nonvoting due to an illness or a disability in both midterm and presidential elections were located either in the Deep South—Alabama, Louisiana, and South Carolina—or in southern New England—Connecticut (presidential), Massachusetts, and Rhode Island.
- Among the states with the lowest rates of nonvoting due to illness or disability were Oregon and Washington. These states are the only two that conducted almost all of the 2008 and 2010 elections by mail.

Elections Performance Index

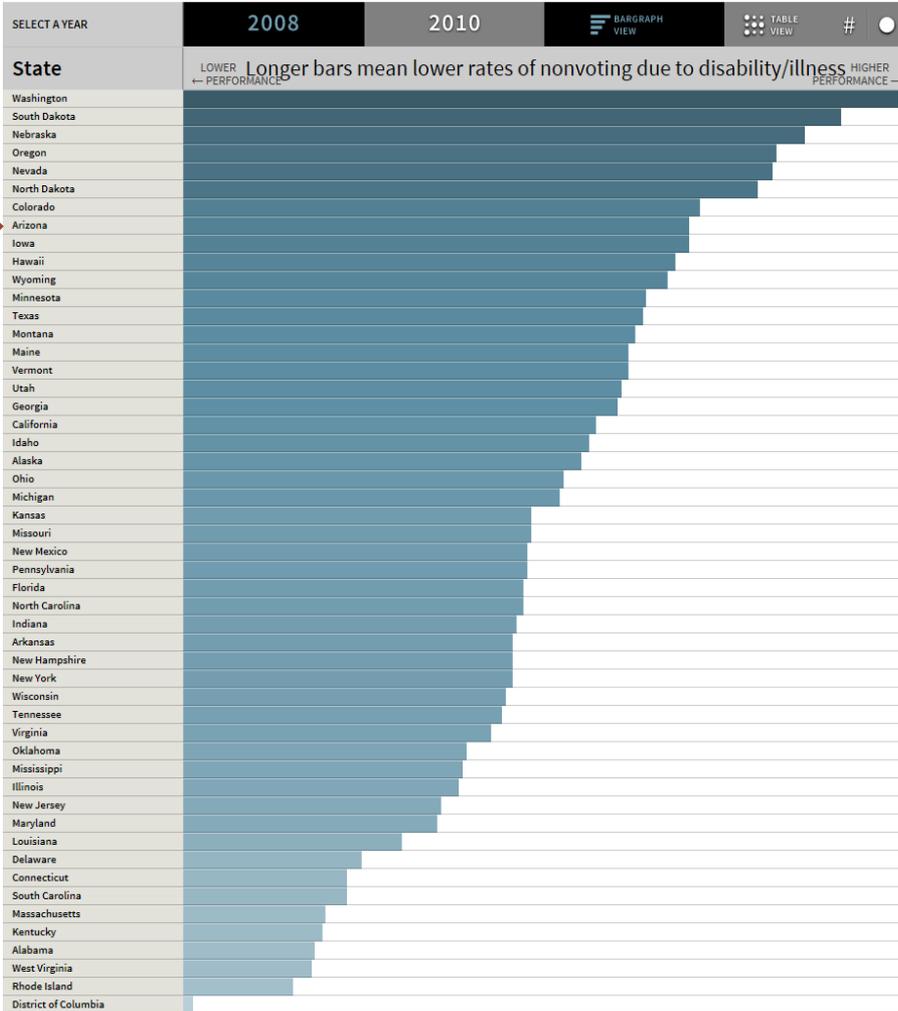


HOW DOES THIS WORK?



- Absentee Ballots Rejected
- Absentee Ballots Unreturned
- Data Completeness
- Disability- or Illness-Related Voting Problems
- Military and Overseas Ballots Rejected
- Military and Overseas Ballots Unreturned
- Online Registration Available
- Post-election Audit Required
- Provisional Ballots Cast
- Provisional Ballots Rejected
- Registration or Absentee Ballot Problems
- Registrations Rejected
- Turnout
- Voter Registration Rate
- Voting Information Look-Up Tools Available
- Voting Technology Accuracy
- Voting Wait Time

[SELECT ALL](#) [Deselect All](#)



2008 GENERAL

○ Arizona ranked 8th nationally in 2008 on success in preventing disabilities or illness from impacting a voter's ability to participate.

Elections Performance Index

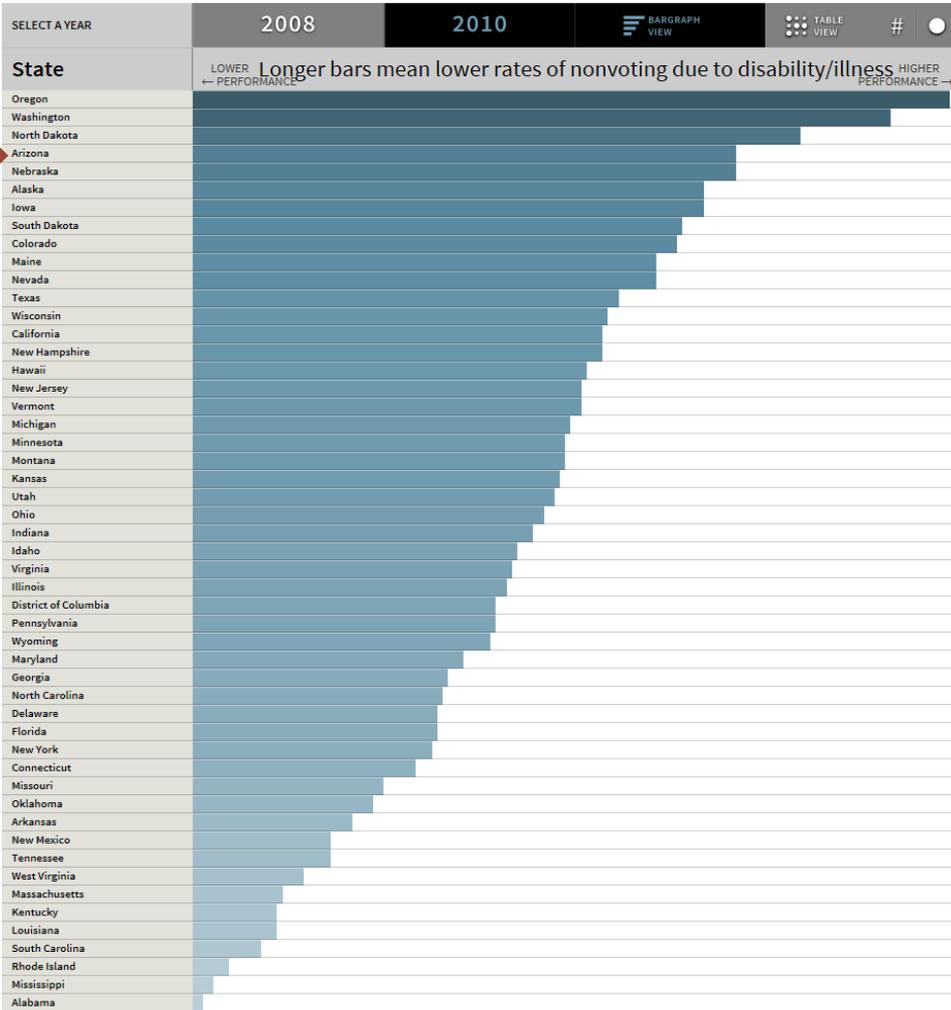


HOW DOES THIS WORK?



- Absentee Ballots Rejected
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SELECT ALL DESELECT ALL



2010 GENERAL

- Arizona improved in our rankings to 4th.
- 2012 rankings will be available later this year, early 2014.

OUTREACH 2013: EVENTS

- ◉ We will be presenting at the Assistive Technology Summer Institute this July.
- ◉ We are available for other events as well!



Assistive Technology: Catch The Wave

Save the Date
July 8-9, 2013

Call for Presenters

15th Annual Assistive Technology Summer Institute
July 8 - 9, 2013
Arizona Grand Resort, Phoenix AZ

Assistive Technology: Catch the Wave

The image is a promotional flyer for the 15th Annual Assistive Technology Summer Institute. It features a central illustration of a person with a prosthetic arm holding a surfboard, standing on a beach with waves and a sun in the background. The text is arranged in a clear, hierarchical layout, starting with the event title and dates, followed by a call to action for presenters, and ending with the event's name and location.

SOS

- ◉ Earlier this week the outreach workers in the state met at the SOS offices.
- ◉ We shared some of our outreach efforts with other counties.

MARICOPA COUNTY OUTREACH & PARTNERSHIPS

Tammy Patrick
Federal Compliance Officer
SOS Meeting
March 25, 2013

VOTER ACCESS TO INFORMATION

- ▶ Audio recordings are available on MCD website in English, Spanish and Tohono O'odham:

The screenshot displays three overlapping web pages from the Maricopa County website. The top-left page is in English, titled 'Voter Information', and lists various services like 'Early Voting Information', 'Request Voter ID', and 'Ballot Request'. The top-right page is in Spanish, titled 'INFORMACIÓN PARA LOS VOTANTES', and lists 'Información sobre el voto temprano', 'Solicitud de identificación', and 'Solicitud de papeleta'. The bottom page is in Tohono O'odham, titled 'INFORMACIÓN PARA LOS VOTANTES EN SU LENGUAJE AUTÓCTONO', and lists 'Información sobre el voto temprano', 'Solicitud de identificación', and 'Solicitud de papeleta'. A small 'Accessibility' icon is visible in the top-left corner of the screenshot.

BASIC VOTER INFORMATION IS AVAILABLE IN AMERICAN SIGN LANGUAGE (ASL) ONLINE VIDEOS & ON DVDS:

The screenshot shows a web browser window titled 'Voter Registration - Windows Internet...'. On the left side, there is a vertical menu with several links, each with a green icon and the text 'Click here to view': 'Early voting information', 'Request Voter ID', 'Request Primary Information', 'Polling Place Locator', 'Recorder's Office', 'Voter Registration', and 'ID at the Polls'. The main content area of the browser displays a video player with a woman in a black shirt signing. The video player has a play button and a progress bar at the bottom.

COMMENTS?
QUESTIONS?