

Voter Accessibility Survey Results

**Maricopa County Community Network
July 30th, 2013**



Meeting Agenda



Survey Creation

Survey Distribution

Outreach

Survey Results

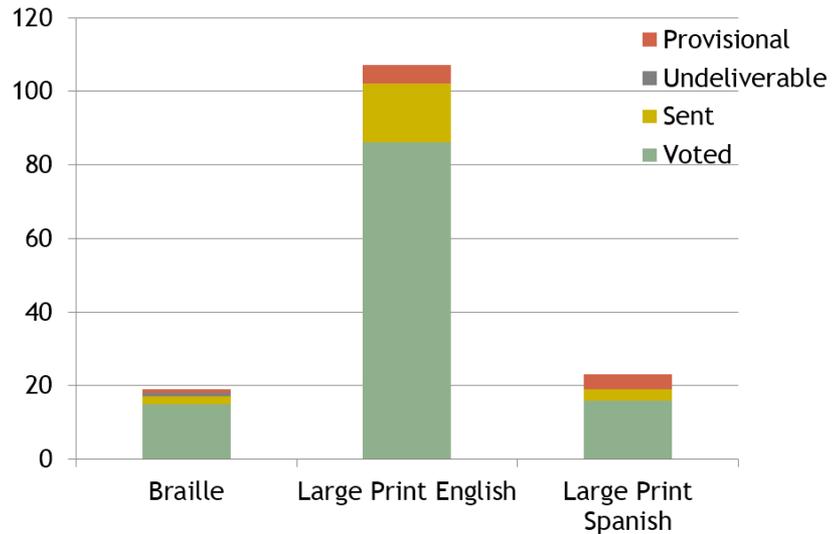
Conclusions

Voter Assistance Survey

Earlier this spring we discussed voter accessibility in the 2012 General Election.



GENERAL 2012 ALTERNATIVE FORMAT TURNOUT

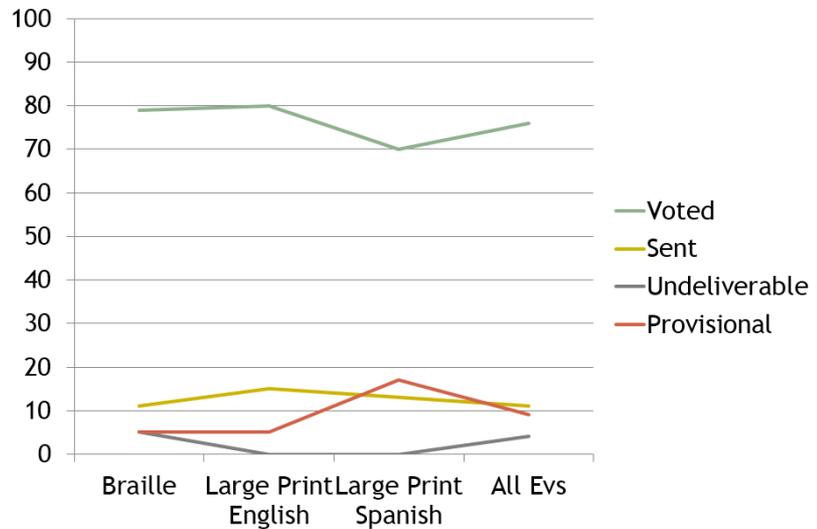


Voter Assistance Survey

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GENERAL 2012 ALTERNATIVE FORMAT TURNOUT

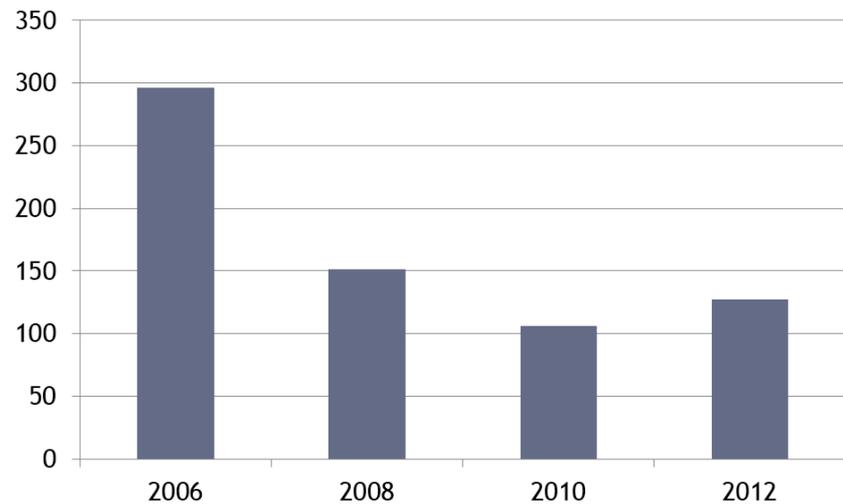


Voter Assistance Survey

Earlier this spring we discussed voter accessibility in the 2012 General Election.



NUMBER OF VOTES CAST ON EDGE



Voter Assistance Survey

At that time we discussed questions that would be used to create an online survey for voters to complete to advise the Department on how to best serve the public:



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

Voter Assistance Survey

The survey was created and the URL links (in English and Spanish) were emailed out to the Community Network membership with the request to please distribute widely:



Wed 5/8/2013 11:54 AM

 Tammy Patrick - RISCX
Voter Assistance Survey link

To (Rhonda.Simmons@peoriaaz.gov); Ben Lane (Ben.lane@phoenix.gov); Bender, Bev; Betsy Wise; Beverly Turner; Carmen Martinez; ...

 You forwarded this message on 7/13/2013 9:09 AM.

Maricopa County Elections Department needs your help.

We are conducting a survey of voters who have a disability/use assistive technology/require assistance in order to vote.

We are asking that you share the links below to any voters whom you know, either members of your organization or personal acquaintances. (If you have a department or division designated to ADA services or outreach within your workplace or organization, please forward the URLs to them also—the more participants we get, the better.) We will cover the survey responses later this summer.

English: <https://www.surveymonkey.com/s/MaricopaCountyVoterAssistanceSurvey>
Spanish: <https://www.surveymonkey.com/s/EncuestadeAsistencialVotantedelCondadoMaricopa>

Thank you again for helping us to ensure that the voters of Maricopa County are well served.

Tammy Patrick
Federal Compliance Officer
Maricopa County Elections
111 S 3rd Avenue
Phoenix, AZ 85003

tpatrick@risc.maricopa.gov

 Please consider the environment before printing this e-mail.

Voter Assistance Survey

A second request was emailed out to the Community Network membership with the request to please distribute widely when it became apparent that not many voters were responding:



Sat 7/13/2013 9:10 AM

Tammy Patrick - RISCX

FW: Voter Assistance Survey link

To: Amina Donna Kruck (Aminak@abil.org); (Rhonda.Simmons@peoriaaz.gov); Ben Lane (Ben.lane@phoenix.gov); Bender, Bev; Betsy Wise; ...

Hate to bother you all on a weekend, but I am resending the voter assistance survey links for voters with disabilities because I need your help. The analysis of this survey is the topic of this month's meeting, but only 14 voters have completed the survey...

If your membership/constituency include voters who need or utilize voter assistance or alternative formats such as Braille or Large Print, please share the links below so that we have a valid sampling.

Thank you in advance & enjoy your weekend!

Tammy Patrick
Federal Compliance Officer
Maricopa County Elections
111 S 3rd Avenue
Phoenix, AZ 85003

tpatrick@risc.maricopa.gov



Please consider the environment before printing this e-mail.

Voter Assistance Survey

Some of you responded to the request and forwarded the links or made them available to your constituents/members via:

- Newsletters
- Social Media
- Email Blasts



Please add subscriptions@scottsdaleaz.gov to your address book to ensure you receive our emails.

SCOTTSDALEAZ.GOV



Scottsdale Update - May 9, 2013

Tell a friend -- do you know others who would enjoy receiving Scottsdale Update? Please forward them this subscription address: <https://eservices.scottsdaleaz.gov/listserve>

GET INVOLVED

Budget talks continue; public comment welcome

There are still opportunities to comment on the proposed budget before the City Council considers its adoption on Tuesday, June 4. Dates include:

- ** Tuesday, May 14: Public hearing and tentative budget adoption
- ** Tuesday, June 4: Public hearing and final budget adoption; truth-in-taxation hearing

The city's proposed fiscal year 2013/14 budget combines a moderate increase in revenues with continued focus on efficient spending to maintain services while addressing items that have been deferred for the past several years. Overall, general fund base revenues are projected to increase by about \$6 million - or 3 percent. The proposed budget is available for review at www.ScottsdaleAz.gov/Finance.

View renovation plans for the TPC Stadium Golf Course and Clubhouse

The public is invited to view preliminary renovation plans for the TPC Stadium Golf Course and Clubhouse. The city is hosting an open house from 4:30 to 6:30 p.m. Wednesday, May 15, in the TPC Clubhouse, 17020 N. Hayden Road. Proposed golf course renovations include modifications to the golf course, golf course irrigation system and cart paths. Clubhouse renovations include updating the lobby, locker rooms, tour players' entrance and meeting rooms.

County Elections conducting survey of people requiring voting assistance

The Maricopa County Elections office is conducting a survey of voters who use assistive technology or require assistance to vote. Follow the links for more information or to fill out the survey.

** English: <https://www.surveymonkey.com/s/MaricopaCountyVoterAssistanceSurvey>

** Spanish:

<https://www.surveymonkey.com/s/EncuestadeAsistenciaalVotantedelCondadoMaricopa>



Thanks Scottsdale for
your newsletter
inclusion!!



Thanks Avondale for your Facebook post!!



City of Avondale, AZ Government

July 16

Maricopa County Elections Department needs your help!

They conducting a survey of voters who have used this assistive technology to vote, if you have used this machine or know someone who has please consider providing feedback:

English: <https://www.surveymonkey.com/s/MaricopaCountyVoterAssistanceSurvey>

Thank you again for helping us to ensure that the voters of Maricopa County are well served.



Like · Comment · Share

72 people saw this post

Boost Post

Hi guys, please forward this to groups and individuals that are involved in serving, that represent, or that are individuals with disabilities. This is from the County Elections federal compliance expert asking for more responses to a survey on the assistance needs of the disabled. Only 14 people have answered the survey so far, which is no where near enough responses to inform decision making on future election and voting assistance processes for people that need accommodations. Thank you! -Alberto



Thanks MCCC for the email blast!!



MARICOPA
COMMUNITY
COLLEGES



I sent out to a bunch of our leadership groups this morning, particularly focused on those who serve marginalized and people with disabilities.



PROTECTING ARIZONA'S FAMILY
COALITION

Thanks PAFCO for the email blast!!



O'Connor House
@OConnorHouse

Continuing retired Justice Sandra Day O'Connor's legacy of solving important social, economic and political problems through civil talk leading to civic action.

Arizona · oconnorhouse.org

113 TWEETS 253 FOLLOWING 135 FOLLOWERS [Follow](#)

Tweets

 **O'Connor House** @OConnorHouse 3h
Maricopa County Elections needs your help with a survey of voters who have a disability/require assistance to vote. svy.mk/12LH9rG

[Collapse](#) [Reply](#) [Retweet](#) [Favorite](#) [More](#)

1 RETWEET 

9:43 AM - 24 Jul 13 - [Details](#)

Thanks O'Connor House for the tweet!!
& Arizona Chamber for the retweet!



O'Connor House also posted on their Facebook page



Thanks to ABIL for sending the links out too!



THANK
YOU!

**To everyone else
who helped get the
word out that we
didn't know about!**

Assistive Technology Conference

Maricopa County Elections Department participated in the annual AZTAP conference on July 8-9 held at the Grand Resort in Phoenix.



The 15th Annual Assistive Technology Summer Institute

Assistive Technology: Catch the Wave



July 8 – 9, 2013
Arizona Grand Resort and Spa
Phoenix, Arizona

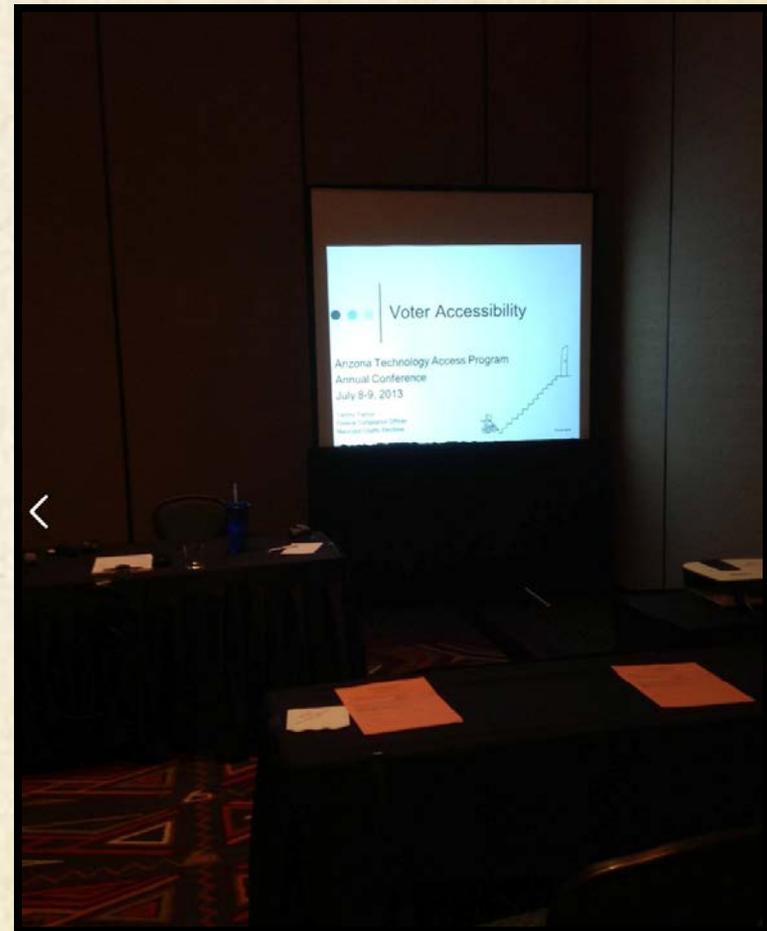
AzTAP ARIZONA
Technology
Access Program

The Arizona Department of Education
Rehabilitation Services Administration

AzTAP is a program of the Institute for Human Development at Northern Arizona University

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Voting & Elections: What is Available & What Improvements Can Be Made

Acacia

Presenter: Tammy Patrick

This session will cover some voting basics on how to be an informed voter in Arizona, as well as provide information on what services are available to voters. However, we want to hear from you! Have a suggestion on how to improve the voting experience by mail or at the polls on Election Day? Want to share your story? Come to this session and be part of the solution.

Key Learning Outcomes

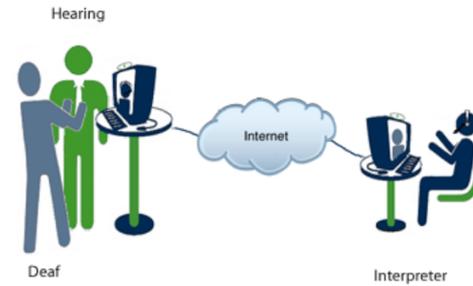
1. Voters will better understand their rights under the law and what services are available to them.
2. Voters will know where to locate information to inform their decision making.
3. The Elections Department will gather crucial feedback to ensure that we are fulfilling the needs of the electorate and potentially identify areas where solutions can be found if we have fallen short of the public's expectations

Assistive Technology Conference

We presented on the various ways that voters can get information:



Access to Information



- In Maricopa, our 3 front counters offer the Deaf Link Service for instant ASL translation.
- Appointments do not need to be made, the service is available during all office hours.

Assistive Technology Conference

We presented on the various ways that voters can vote:

Special Election Boards

- Bipartisan boards are available to come to the voter's home to assist in marking their ballot.
- Requests should be made in advance.



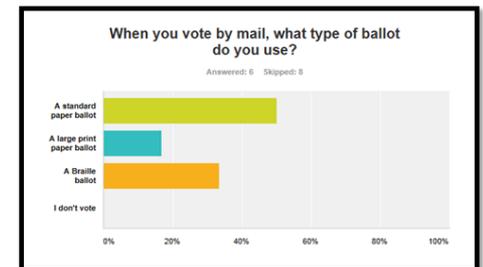
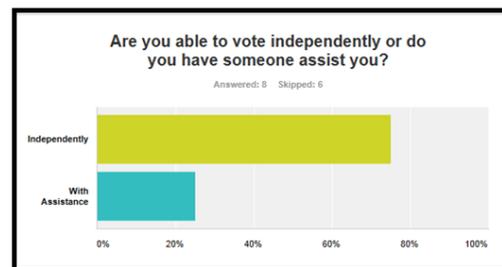
Assistive Technology Conference

And we asked attendees to also participate in the survey:

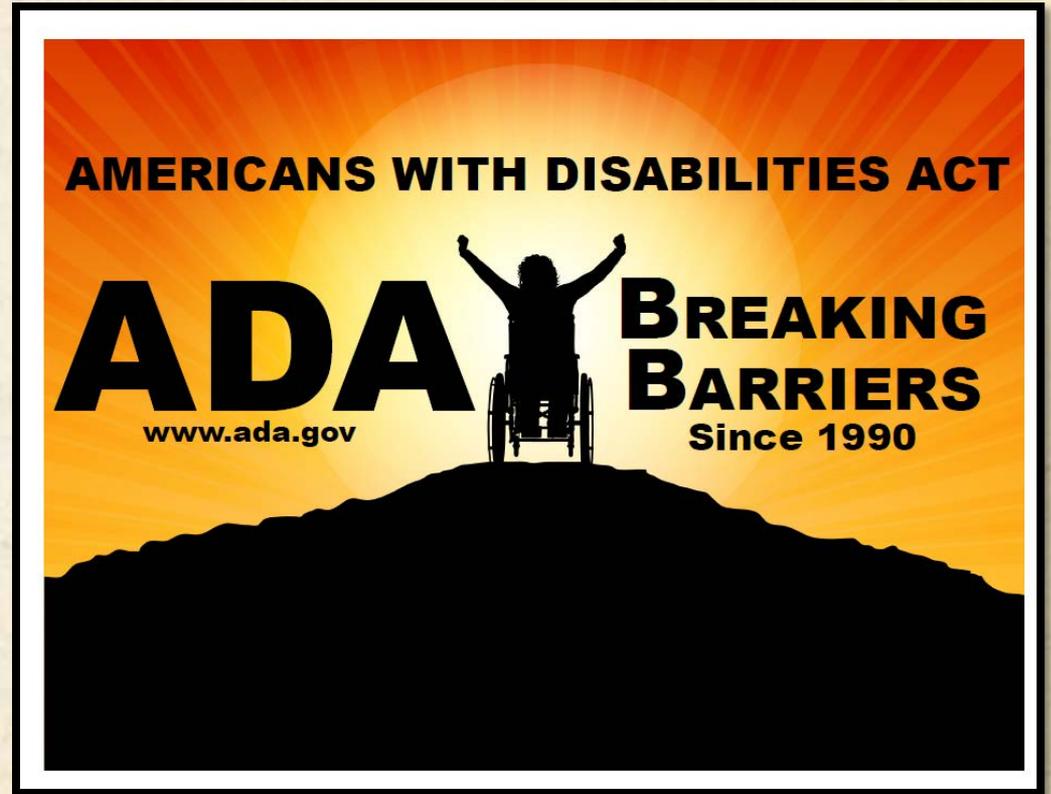
Voter Survey

- We are currently conducting an online survey on voter assistance in Maricopa County.
- To participate and have the URL provided to you, please send an email to:

tpatrick@risc.maricopa.gov



MCED also presented at the 23rd Annual ADA Celebration on July 26th. We covered the recent SCOTUS rulings, new AZ legislation, and I asked attendees to complete the online survey too.



The room was **PACKED** and at least a quarter of the room said they were registered voters





Survey Results



The Survey Results

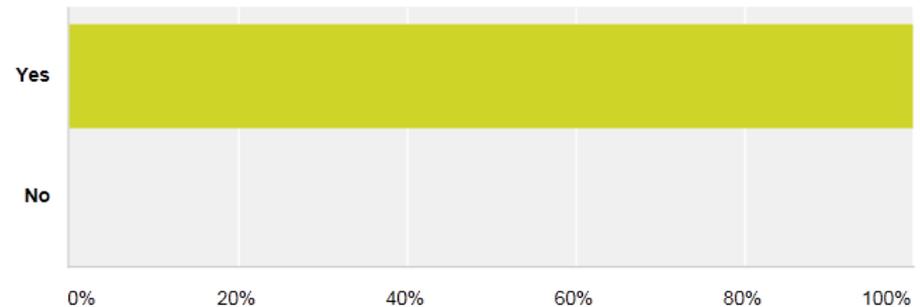
We, unfortunately, did not have many respondents to the survey.

Only 28 people completed the survey in English, and none in Spanish.



Do you live in Maricopa County?

Answered: 28 Skipped: 0



Answer Choices	Responses
Yes	100% 28
No	0% 0
Total	28

The Survey Results

For each question the number of people who answered is provided as well as the number who “skipped” it.

A question is “skipped” based on the structure of the survey itself—the follow-up question for example, in addition to when the respondent chooses to not answer.



Answered: 3 Skipped: 25

Answered: 11 Skipped: 17

Answered: 25 Skipped: 3



Survey Results

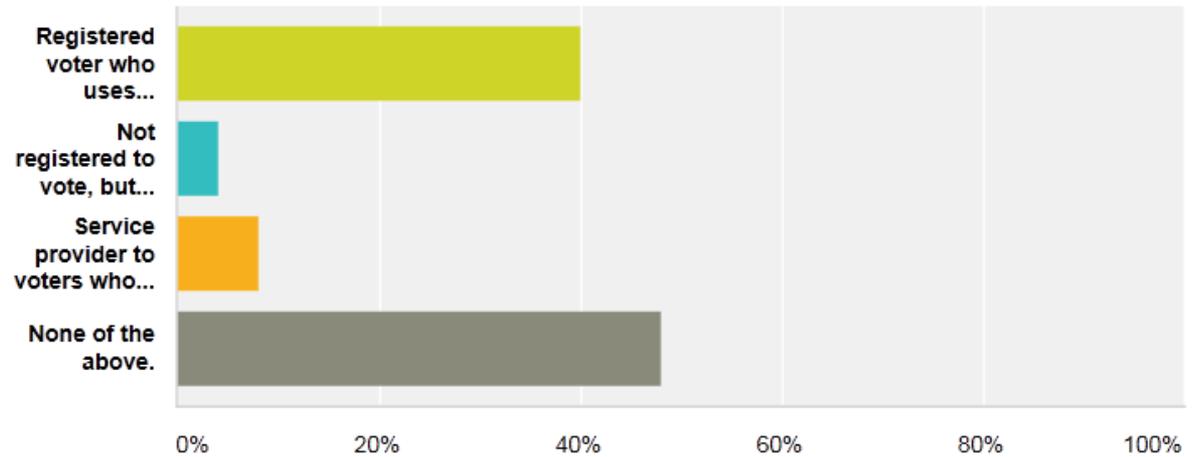
Section One: The Voter



Section One: The Voter

Are you a:

Answered: 25 Skipped: 3



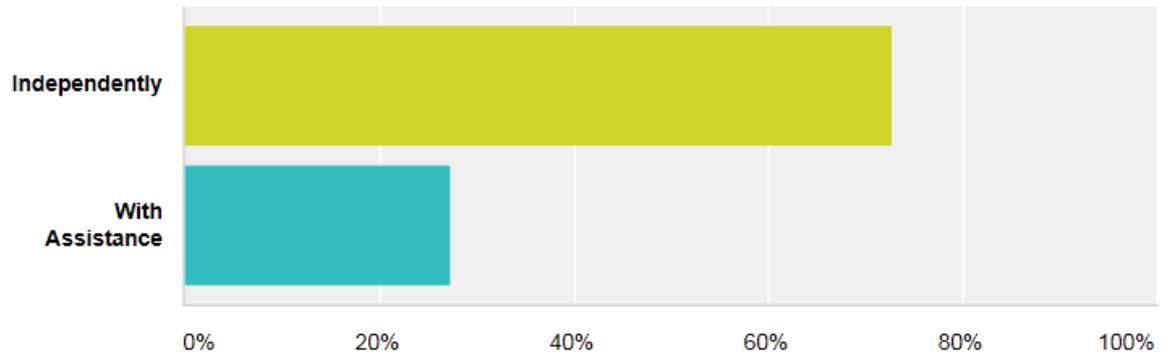
Answer Choices	Responses
Registered voter who uses assistance, an assistive device, or alternative format?	40% 10
Not registered to vote, but would need assistance or an assistive device if registered?	4% 1
Service provider to voters who need assistance or an assistive device to vote?	8% 2
None of the above.	48% 12
Total	25

This is a survey on assistance, but the largest group were "none of the above"

Section One: The Voter

Are you able to vote independently or do you have someone assist you?

Answered: 11 Skipped: 17



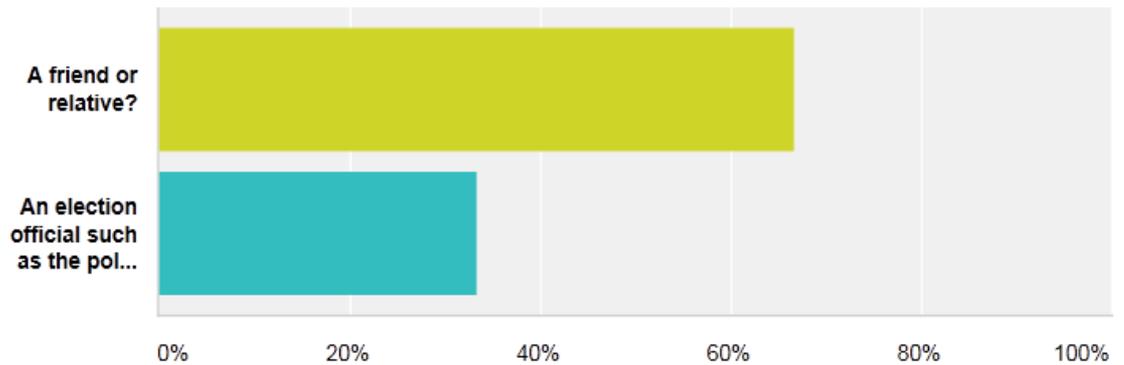
Answer Choices	Responses
Independently	72.73% 8
With Assistance	27.27% 3
Total	11

Almost 3 out of 4 voters vote independently

Section One: The Voter

If someone assists you in voting, is that person usually

Answered: 3 Skipped: 25



Answer Choices

Responses

A friend or relative?

66.67% 2

An election official such as the poll worker or a Special Election Board worker?

33.33% 1

Total

3

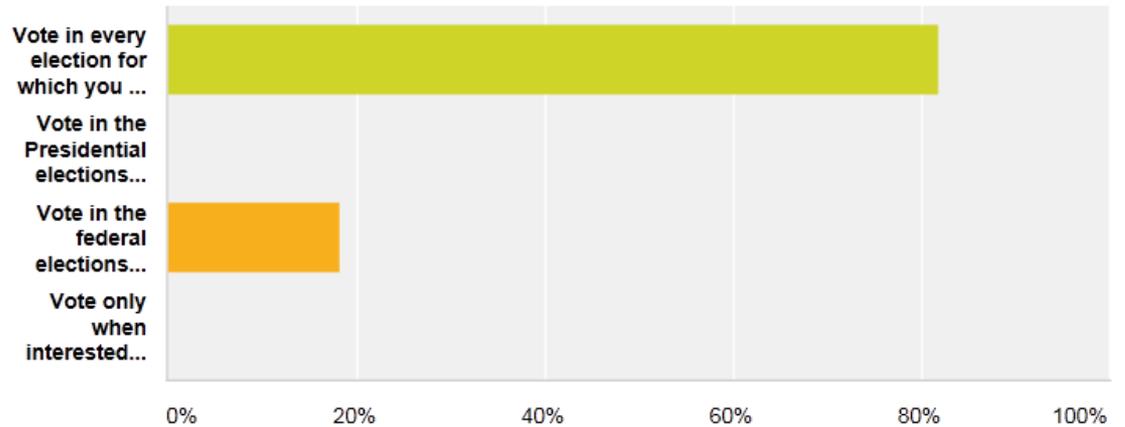
Comments (0)

2 out of 3 who use assistance have someone they know help them

Section One: The Voter

How often do you vote?

Answered: 11 Skipped: 17



Answer Choices	Responses
Vote in every election for which you are eligible	81.82% 9
Vote in the Presidential elections only	0% 0
Vote in the federal elections every 2 years	18.18% 2
Vote only when interested in a particular candidate or issue	0% 0
Total	11

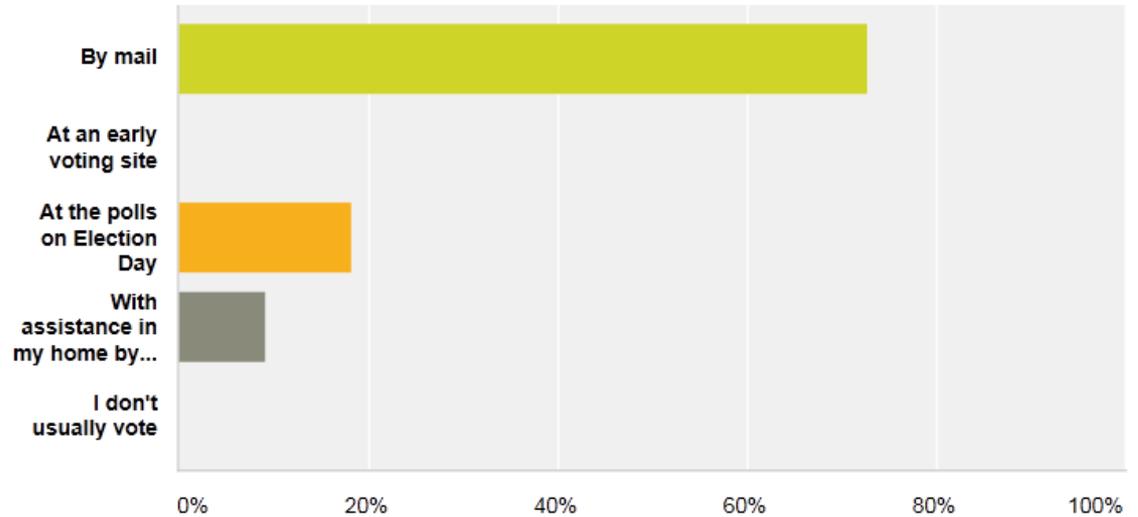
More than 80% report that they vote in every election



Section One: The Voter

Do you prefer to vote

Answered: 11 Skipped: 17



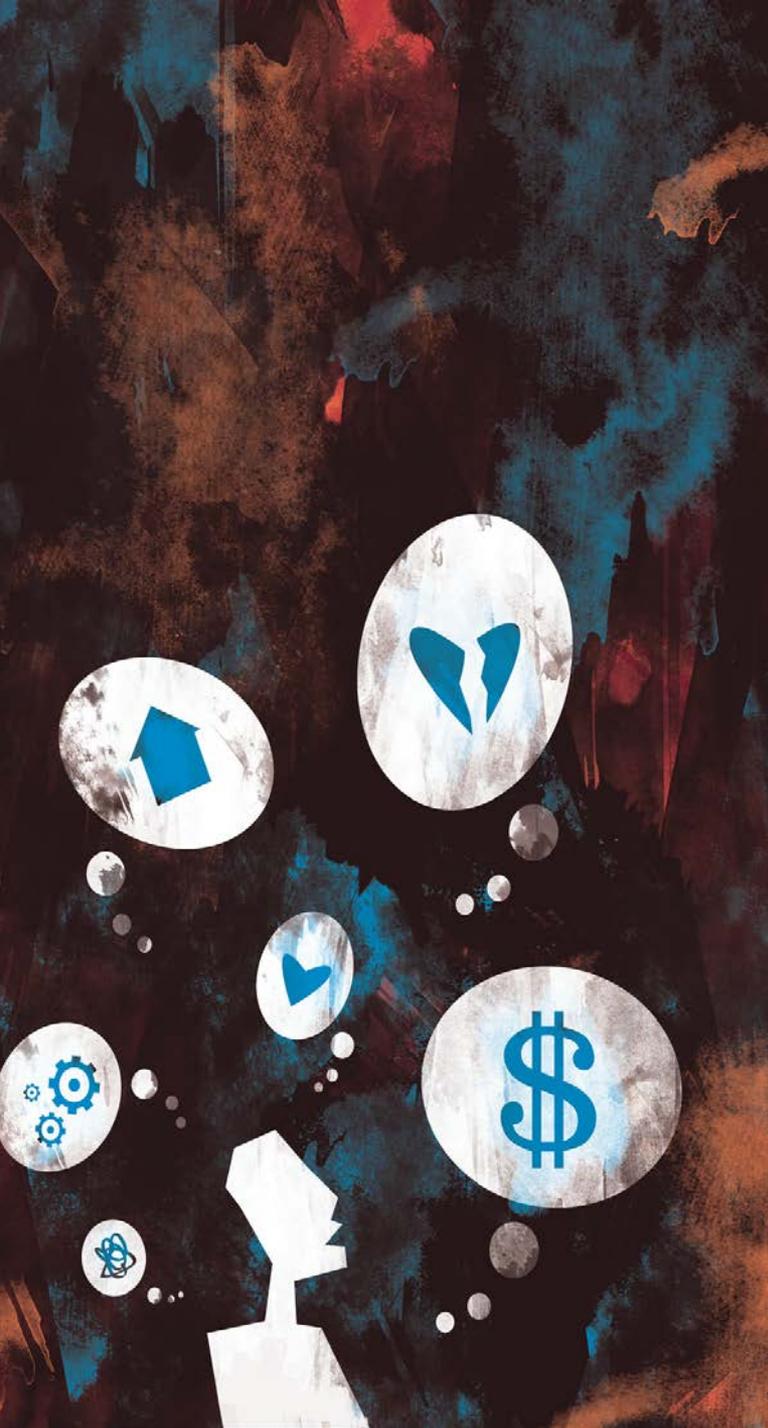
Answer Choices	Responses
By mail	72.73% 8
At an early voting site	0% 0
At the polls on Election Day	18.18% 2
With assistance in my home by a Special Election Board from the Elections Department	9.09% 1
I don't usually vote	0% 0
Total	11

In the 2012 General Election 69% of the ballots cast were cast early (most by mail)

Takeaways:

- ✓ There were only 11 responses from people who use alternative formats or require assistance.
- ✓ Although the number of responses are low, many of the percentages are reflective of county averages—IE percentage who vote by mail.
- ✓ Difficult to draw too many conclusions with such a small sample.





Survey Results

Section Two: Voting at the Polls on Election Day



In Person Voting Experience

Respondents who said that they voted at the polls or at an Early Voting Site were directed to the following questions.

There were only 2 voters who replied.

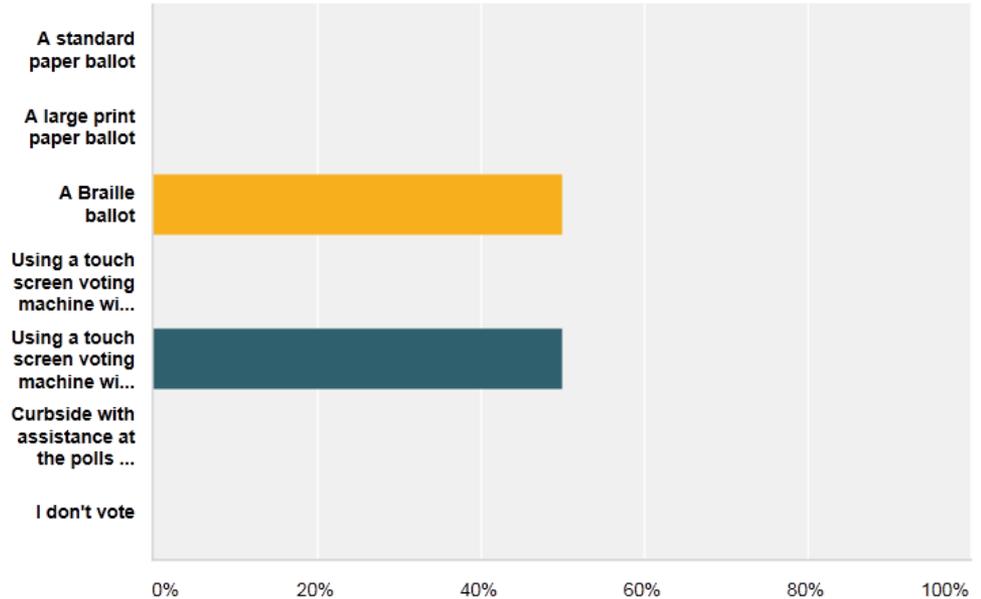


At the polls on Election Day	18.18%	2
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Section Two: Voting at the Polls on Election Day

When you vote, what type of ballot do you use?

Answered: 2 Skipped: 26



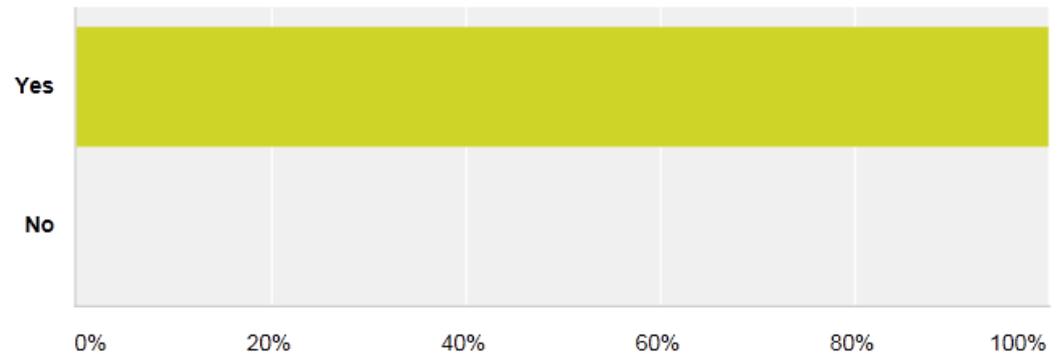
Answer Choices	Responses
A standard paper ballot	0% 0
A large print paper ballot	0% 0
A Braille ballot	50% 1
Using a touch screen voting machine with the large print function	0% 0
Using a touch screen voting machine with the audio function	50% 1
Curbside with assistance at the polls on Election Day	0% 0
I don't vote	0% 0
Total	2

Interesting because Braille ballots are traditionally by mail, but some are turned in at the polls. (More on this in a minute)

Section Two: Voting at the Polls on Election Day

Did you vote in the Presidential Election in November 2012?

Answered: 2 Skipped: 26



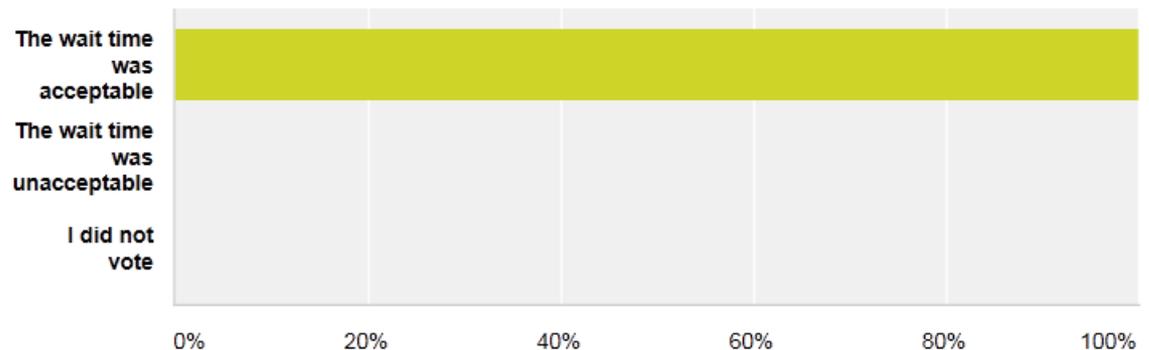
Answer Choices	Responses
Yes	100% 2
No	0% 0
Total	2

Both voters voted
in 2012

Section Two: Voting at the Polls on Election Day

In the 2012 Presidential Election, how would you rate the length of time you waited in line?

Answered: 2 Skipped: 26



Answer Choices	Responses
The wait time was acceptable	100% 2
The wait time was unacceptable	0% 0
I did not vote	0% 0
Total	2

Both voters thought the wait time was acceptable

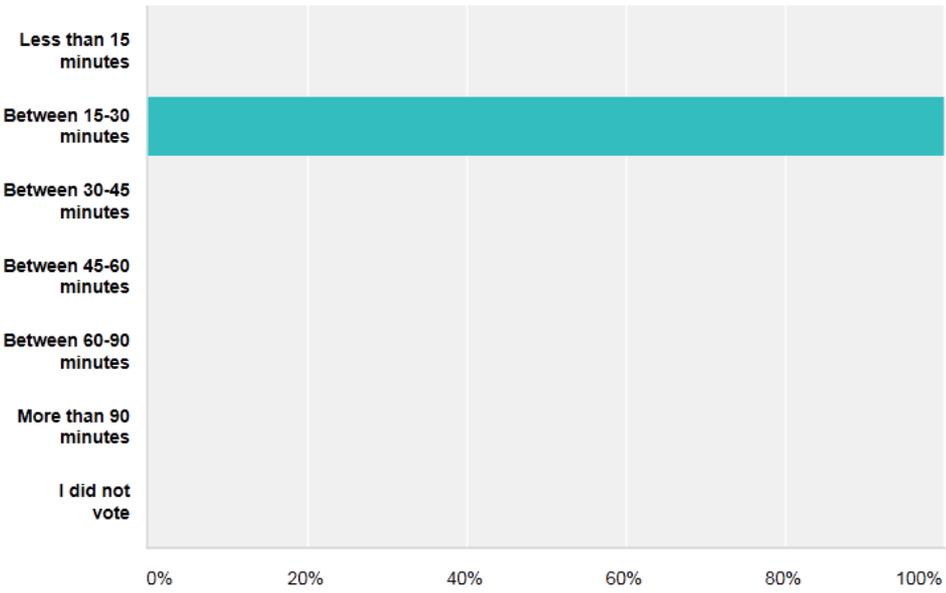
Section Two: Voting at the Polls on Election Day



Both voters waited between 15-30 min

How long did you have to wait when you voted in the General Election of 2012?

Answered: 2 Skipped: 26

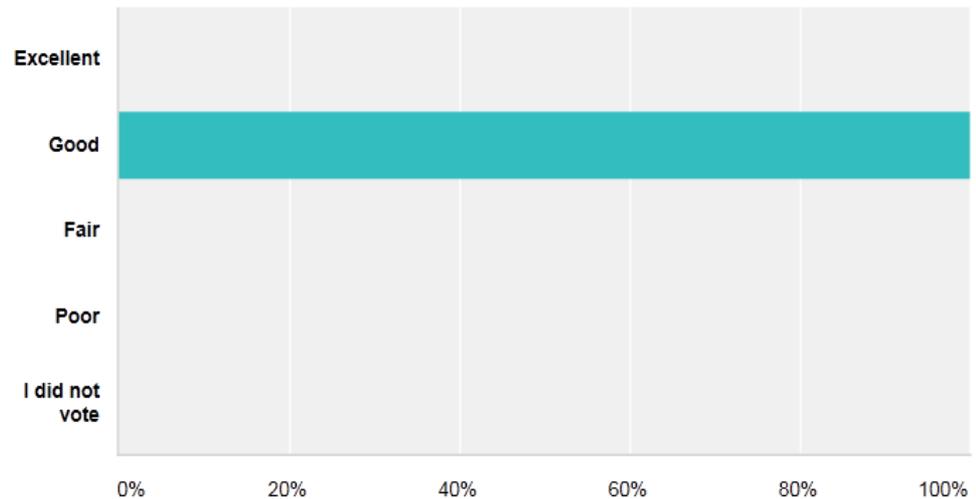


Answer Choices	Responses
Less than 15 minutes	0% 0
Between 15-30 minutes	100% 2
Between 30-45 minutes	0% 0
Between 45-60 minutes	0% 0
Between 60-90 minutes	0% 0
More than 90 minutes	0% 0
I did not vote	0% 0
Total	2

Section Two: Voting at the Polls on Election Day

How do you rate the customer service you received from the boardworkers at the polls?

Answered: 2 Skipped: 26



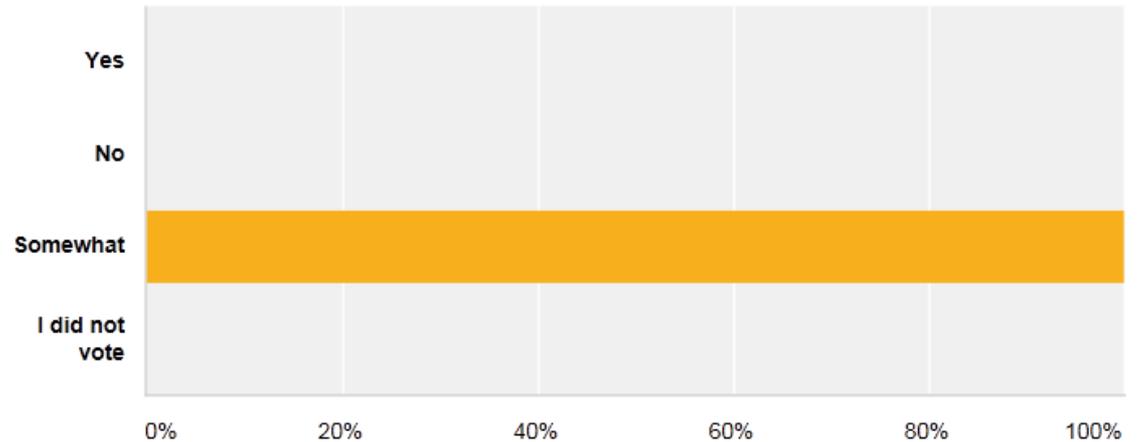
Answer Choices	Responses
Excellent	0%
Good	100% 2
Fair	0%
Poor	0%
I did not vote	0%
Total	2

Both voters rated the service they received as "good"

Section Two: Voting at the Polls on Election Day

Were you satisfied with the ease of voting?

Answered: 2 Skipped: 26



Answer Choices	Responses
Yes	0% 0
No	0% 0
Somewhat	100% 2
I did not vote	0% 0
Total	2

But voters were only "Somewhat" satisfied

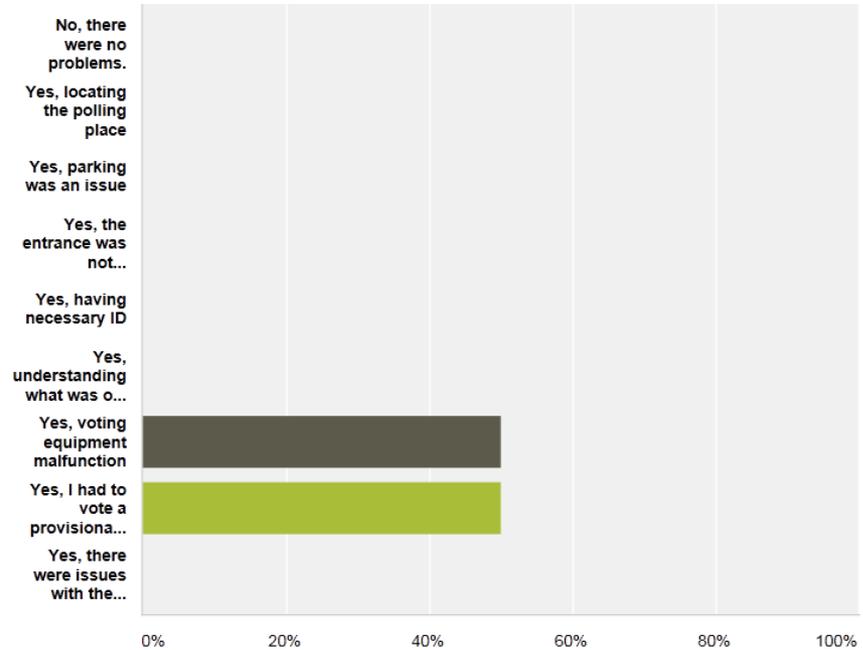
Section Two: Voting at the Polls on Election Day



There were 2 problems &
1 Comment

Did you encounter any problems in voting?

Answered: 2 Skipped: 26



Answer Choices	Responses
No, there were no problems.	0% 0
Yes, locating the polling place	0% 0
Yes, parking was an issue	0% 0
Yes, the entrance was not accessible	0% 0
Yes, having necessary ID	0% 0
Yes, understanding what was on the ballot	0% 0
Yes, voting equipment malfunction	50% 1
Yes, I had to vote a provisional ballot	50% 1
Yes, there were issues with the workers at the polls	0% 0

Total Respondents: 2

Comments (1)

Section Two: Voting at the Polls on Election Day

Q13: Did you encounter any problems in voting?

Yes, voting equipment malfunction

Other (please specify)

It took the workers a while to get the Audio to work, which always seems to happen to me.

PAGE 11

Q14: Did the problem get resolved to your satisfaction?

Yes, they were resolved

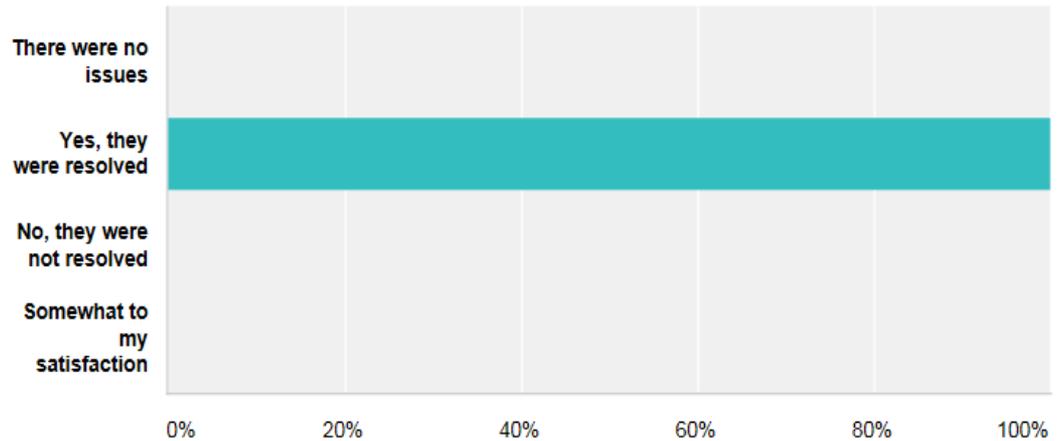


Enabling the audio on the Edge is something we continue to emphasize in class & it continues to be a challenge for some poll workers.

Section Two: Voting at the Polls on Election Day

Did the problem get resolved to your satisfaction?

Answered: 2 Skipped: 26



Answer Choices	Responses
There were no issues	0% 0
Yes, they were resolved	100% 2
No, they were not resolved	0% 0
Somewhat to my satisfaction	0% 0
Total	2

[Comments \(1\)](#)

The comment here was the voter's name—they were the provisional voter because they had been mailed a Braille ballot that they did not return.

Takeaways:

- ✓ It proved enormously helpful when the voters provided enough information to track down what the real issue was, and frustrating when they did not.
- ✓ The Edge is mainly used at the polls for the audio component and some workers are still having difficulty with that even though the machines have been in use now for 7 years!





Survey Results

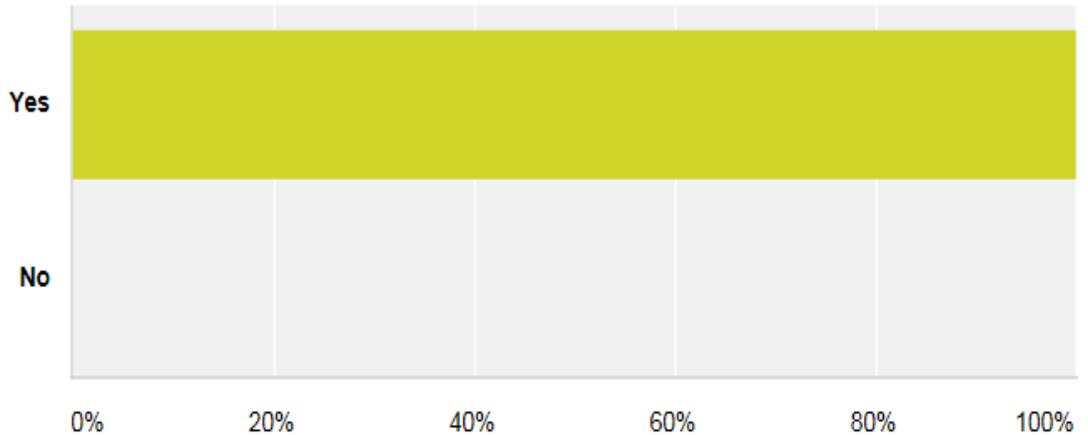
Section Three: Voting by Mail



Section Three: Voting by Mail

Did you vote in the Presidential Election of 2012?

Answered: 8 Skipped: 20



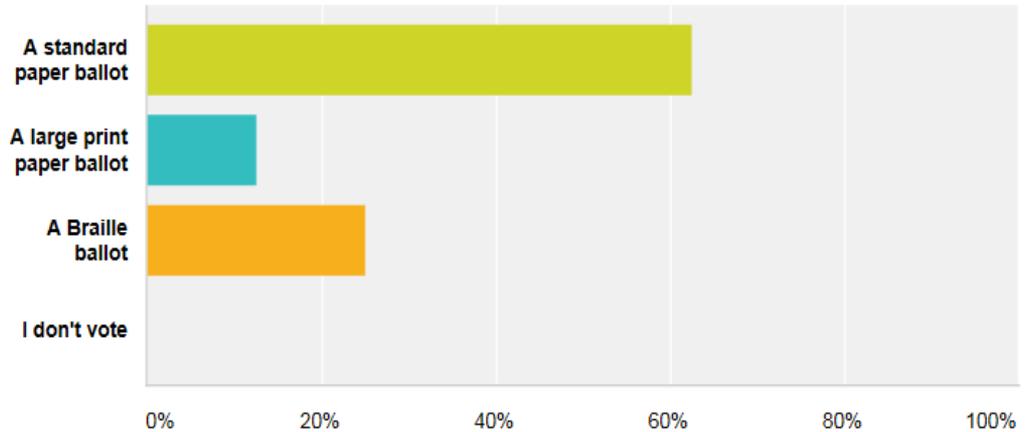
Answer Choices	Responses
Yes	100% 8
No	0% 0
Total	8

Everyone voted in
2012

Section Three: Voting by Mail

When you vote by mail, what type of ballot do you use?

Answered: 8 Skipped: 20



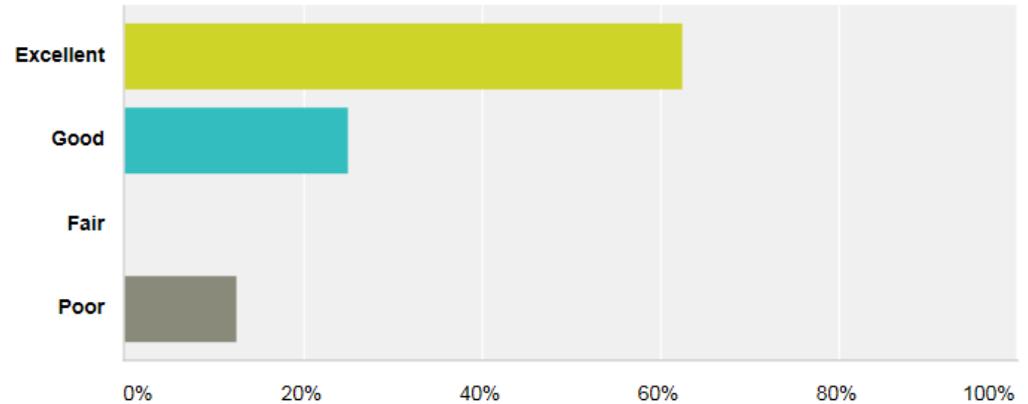
Answer Choices	Responses
A standard paper ballot	62.50% 5
A large print paper ballot	12.50% 1
A Braille ballot	25% 2
I don't vote	0% 0
Total	8

Majority of voters said they use the standard ballot... Perhaps with an assistive device?

Section Three: Voting by Mail

How do you rate the customer service you received in getting your ballot?

Answered: 8 Skipped: 20



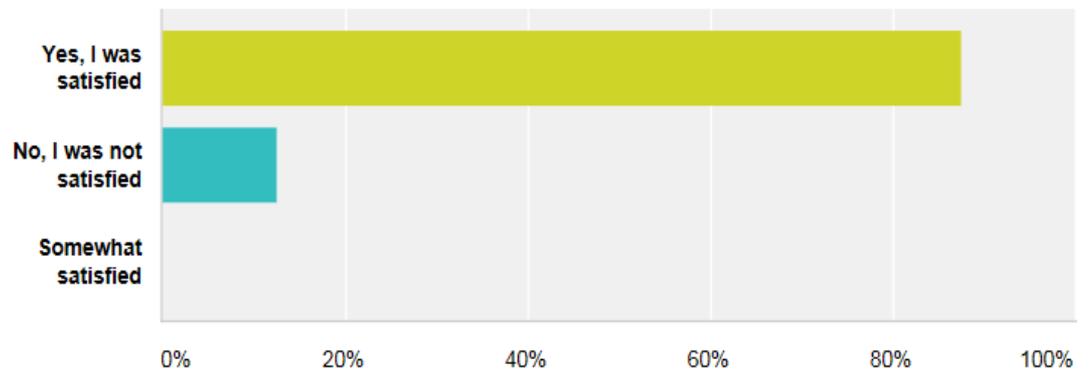
Answer Choices	Responses
Excellent	62.50% 5
Good	25% 2
Fair	0% 0
Poor	12.50% 1
Total	8

Although most rated the service as "Excellent", clearly there was an issue for at least 1 voter

Section Three: Voting by Mail

Were you satisfied with the ease of voting?

Answered: 8 Skipped: 20



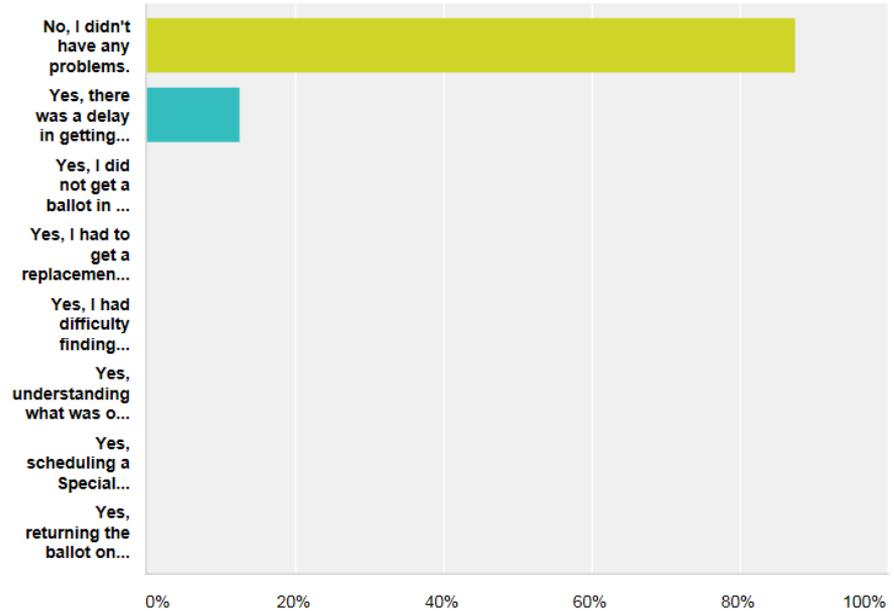
Answer Choices	Responses
Yes, I was satisfied	87.50% 7
No, I was not satisfied	12.50% 1
Somewhat satisfied	0% 0
Total	8

The issue impacted the voter's satisfaction

Section Three: Voting by Mail

Did you encounter any problems in voting?
Select all that apply.

Answered: 8 Skipped: 20



Answer Choices	Responses
No, I didn't have any problems.	87.50% 7
Yes, there was a delay in getting my ballot	12.50% 1
Yes, I did not get a ballot in a format I could use	0% 0
Yes, I had to get a replacement ballot	0% 0
Yes, I had difficulty finding someone to help me mark my ballot.	0% 0
Yes, understanding what was on the ballot was difficult.	0% 0
Yes, scheduling a Special Election Board to help me mark my ballot	0% 0
Yes, returning the ballot on time (by 7 PM on Election Day)	0% 0

Total Respondents: 8

[Comments \(1\)](#)

The issue was ballot delay

Section Three: Voting by Mail

Q17: How do you rate the customer service you received in getting your ballot?

Excellent

Q18: Were you satisfied with the ease of voting?

Yes, I was satisfied

Q19: Did you encounter any problems in voting? Select all that apply.

No, I didn't have any problems.

Other (please specify)

Only once. I was sent a print ballot early, and had to reconfirm my spot on the list for Braille ballots with the county.

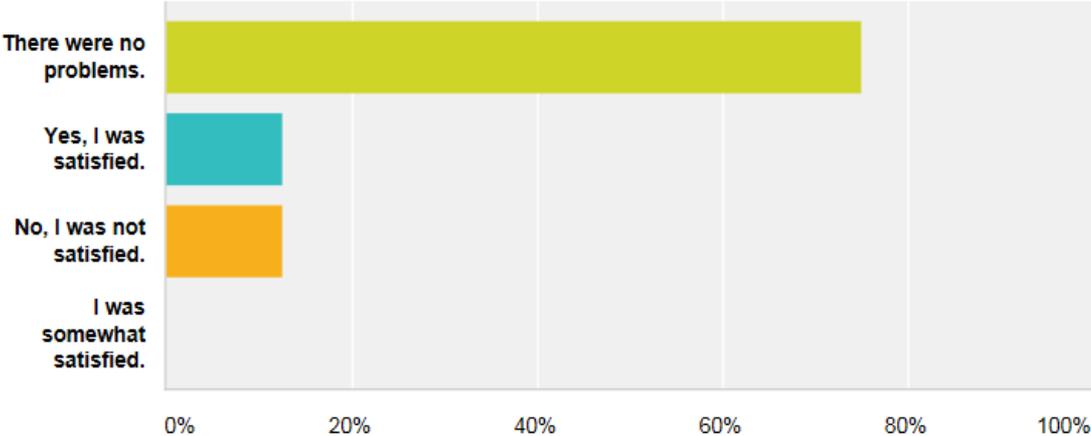


The comment was from a voter who received the standard ballot and had to request the Braille, they did not put that they had encountered a delay. Unfortunately, that voter didn't provide any other information so I was unable to check what happened...

Section Three: Voting by Mail

Did your problem get resolved to your satisfaction?

Answered: 8 Skipped: 20



Answer Choices	Responses
There were no problems.	75% 6
Yes, I was satisfied.	12.50% 1
No, I was not satisfied.	12.50% 1
I was somewhat satisfied.	0% 0
Total	8

The voter was not satisfied, but I'm not sure why the delay:
Not on PEVL?
USPS?
Outdated VR?

Takeaways:

- ✓ For a survey on alternative formats and voter assistance, most of the responses came from voters using standard ballots independently...
- ✓ For all the voter who put they use a standard ballot, they all selected this as the first option (which was to filter out voters using standard voting formats):

Q2: Are you a:

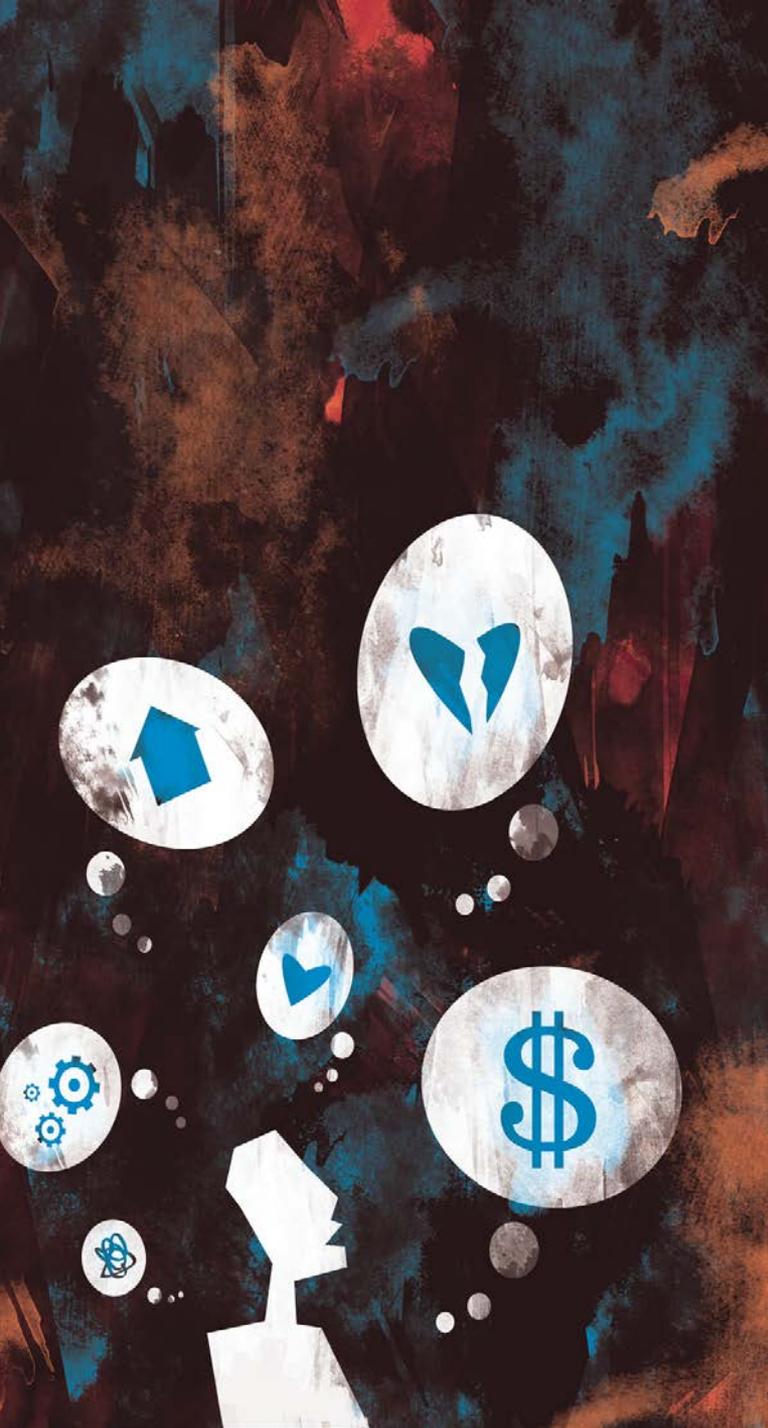
Registered voter who uses assistance, an assistive device, or alternative format?



Takeaways:

- ✓ A third of the responses were for alternative formats.
- ✓ Although most voters had no issues, we are unable to determine what the issue was for the one voter who did have a problem due to lack of information.





Survey Results

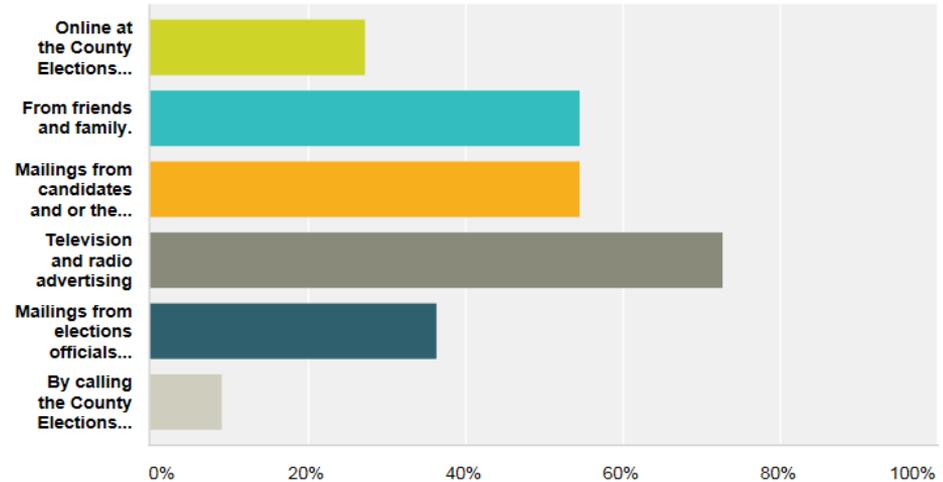
Section Four: Voting Materials



Section Four: Voting Materials

How do you get information about upcoming elections? Select all that apply.

Answered: 11 Skipped: 17



Answer Choices	Responses
Online at the County Elections Department website	27.27% 3
From friends and family.	54.55% 6
Mailings from candidates and or the political parties	54.55% 6
Television and radio advertising	72.73% 8
Mailings from elections officials (Example: Publicity pamphlets, sample ballots, etc.)	36.36% 4
By calling the County Elections Department	9.09% 1
Total Respondents: 11	

[Comments \(1\)](#)

Voters get their information from a variety of sources, only slightly more than 1 in 4 from our website

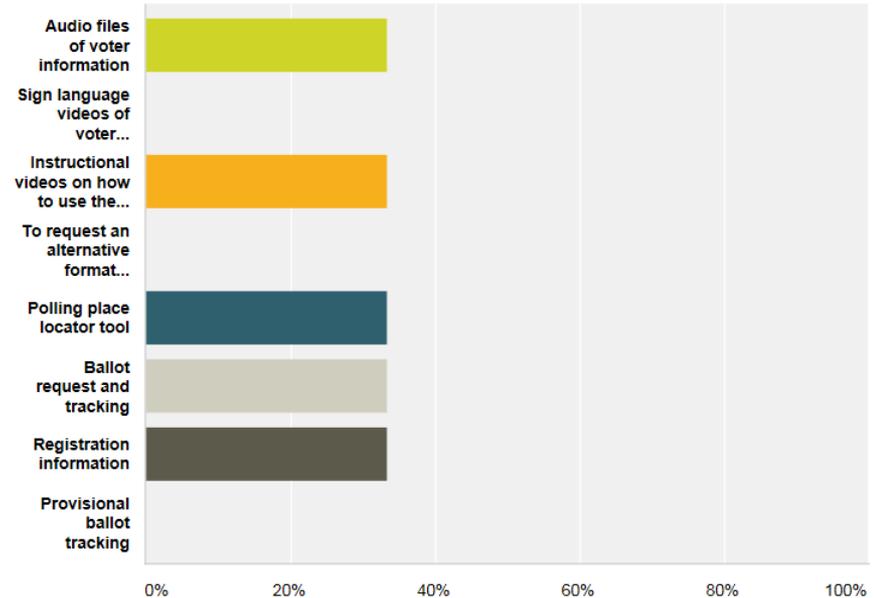
Political websites. i.e. POLITICO, RCP, fivethirtyeight, Choose Your Stance, azcentral, AZ Cap Times, Twitter, etc.

5/9/2013 8:46 AM [View respondent's answers](#)

Section Four: Voting Materials

Which services do you use at the County Election Department website? Select all that apply.

Answered: 3 Skipped: 25



Answer Choices	Responses
Audio files of voter information	33.33% 1
Sign language videos of voter information	0% 0
Instructional videos on how to use the voting equipment	33.33% 1
To request an alternative format accommodation	0% 0
Polling place locator tool	33.33% 1
Ballot request and tracking	33.33% 1
Registration information	33.33% 1
Provisional ballot tracking	0% 0
Total Respondents: 3	

Interestingly, the voters all use the website for the exact same things...
(None for ASL video, alt format request, nor provisional ballot tracking)

Takeaways:

- ✓ Voters who voted at the polls get their information by calling MCED, from family & friends, TV & radio:

Q21: How do you get information about upcoming elections? Select all that apply.

By calling the County Elections Department

PAGE 15: Voting Information

Q21: How do you get information about upcoming elections? Select all that apply.

From friends and family.

Television and radio advertising



Takeaways:

- ✓ Those voters did not watch the videos on how to use the voting machines.
- ✓ That voter voted by mail....:

Q5: How often do you vote?

Vote in the federal elections every 2 years

Q6: Do you prefer to vote

By mail





Survey Results

Section Five: Comments



Section Five: Comments

Make mail in ballots more available and write them in plain English so individuals know what they are voting for or against.

7/16/2013 1:19 PM [View respondent's answers](#)

I work the polls and I think we do a darn good job!

7/15/2013 12:38 PM [View respondent's answers](#)

We need some improvement in the training for setting up the audio for the EDGE machine. Otherwise, I brag to people in other states how good we have it here.

7/15/2013 9:58 AM [View respondent's answers](#)

I am deaf voter. I use absentee vote form, I hope this one is not disconnected. Perfect for me.

7/13/2013 9:11 PM [View respondent's answers](#)

by continuing the great work you are doing to ensure every Arizonan has easy access to easy-to-understand information on ballot initiatives and are encouraged to vote. Keep fighting the efforts to limit participation.

7/13/2013 12:36 PM [View respondent's answers](#)

Pass Senator Reagan's bills

5/15/2013 10:28 AM [View respondent's answers](#)

Section Five: Comments

Better training of poll workers in using the elections machine.

5/15/2013 7:52 AM [View respondent's answers](#)

Very unfriendly to Hispanic voters

5/9/2013 2:50 PM [View respondent's answers](#)

provide physical assistance to voters as they are voting. More designated polling places for the disability to cast their vote.

5/9/2013 11:30 AM [View respondent's answers](#)

I think for the most part, it was a decent experience.

5/9/2013 9:23 AM [View respondent's answers](#)

Forward this survey on to the other counties, so it can reach more voters. I am forwarding this on to my friends, but many of them reside in Tempe for school, and so on. This survey should be spread out further, if the other counties are willing to participate.

5/9/2013 8:47 AM [View respondent's answers](#)

Section Five: Comments

Very unfriendly to Hispanic voters

5/9/2013 2:50 PM

[View respondent's answers](#)

Q5: How often do you vote?

Vote in the federal elections every 2 years

Q6: Do you prefer to vote

By mail

Q17: How do you rate the customer service you received in getting your ballot?

Poor

Q18: Were you satisfied with the ease of voting?

No, I was not satisfied

Q19: Did you encounter any problems in voting? Select all that apply.

Yes, there was a delay in getting my ballot

PAGE 14

Q20: Did your problem get resolved to your satisfaction?

No, I was not satisfied.

PAGE 15: Voting Information

Q21: How do you get information about upcoming elections? Select all that apply.

Online at the County Elections Department website

PAGE 16: Use of www.recorder.maricopa.gov

Q22: Which services do you use at the County Election Department website? Select all that apply.

Instructional videos on how to use the voting equipment

This voter votes by mail, had a delay in getting their ballot, uses the website to view videos on how to vote on the machines at the polls, and views MCED as being unfriendly to Hispanic voters but does not comment on any of those issues directly.

Takeaways:

- ✓ Training on the Edge is a continued challenge
- ✓ Voter education on the availability of voting by mail and early voting—although we have had the PEVL for 6 years, it seems not all voters are aware of it.

- ✓ Usability of the ballot and use of plain language continues to be an area to address.

- ✓ Although MCED is known nationally for our minority language program and assistance to voters, there may be a public perception/confidence issue



Questions?

