



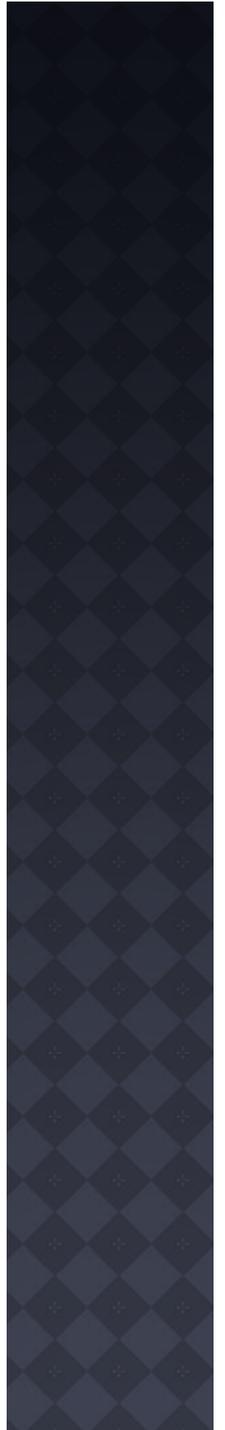
# ACCESIBILIDAD AL VOTANTE

Red de la Comunidad del Condado  
Maricopa

28 de Marzo, 2013

# ACCESO AL VOTANTE

- ◉ Opciones de Materiales Informativos
- ◉ Opciones de Método de Votación
- ◉ General 2012 y Tendencias de Votación
- ◉ Grupo de Enfoque y Entrenamiento
- ◉ Encuesta de Asistencia al Votante 2013
- ◉ Alcance 2013



# MATERIALES INFORMATIVOS

- La información al Votante está disponible en una variedad de formatos:
  - Braille
  - Letra Grande
  - Audio
  - Videos ASL
  - Videos Instructivos



# OPCIONES DE MÉTODO DE VOTACIÓN

## ⦿ Temprano por Correo:

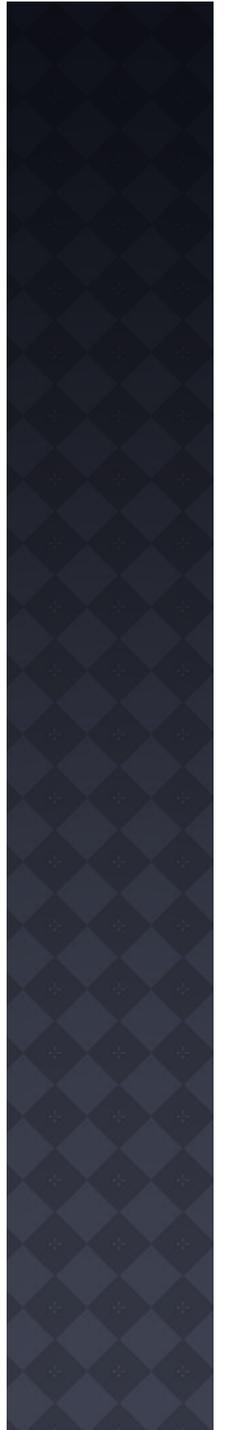
- Boleta estándar
- Boleta en Braille
- Boleta en Letra Grande
- Temprano en un Sitio:
- Máquina de votación de pantalla táctil Edge
- Boleta estándar con asistencia

## ⦿ Temprano con Asistencia:

- Junta Electoral Especial (SEB)

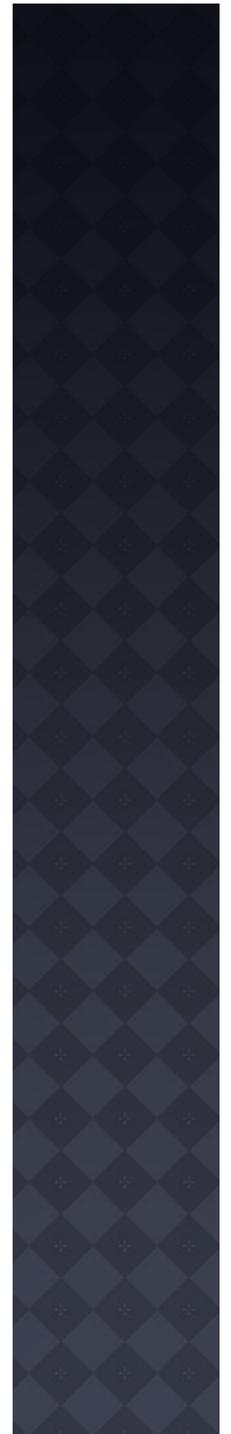
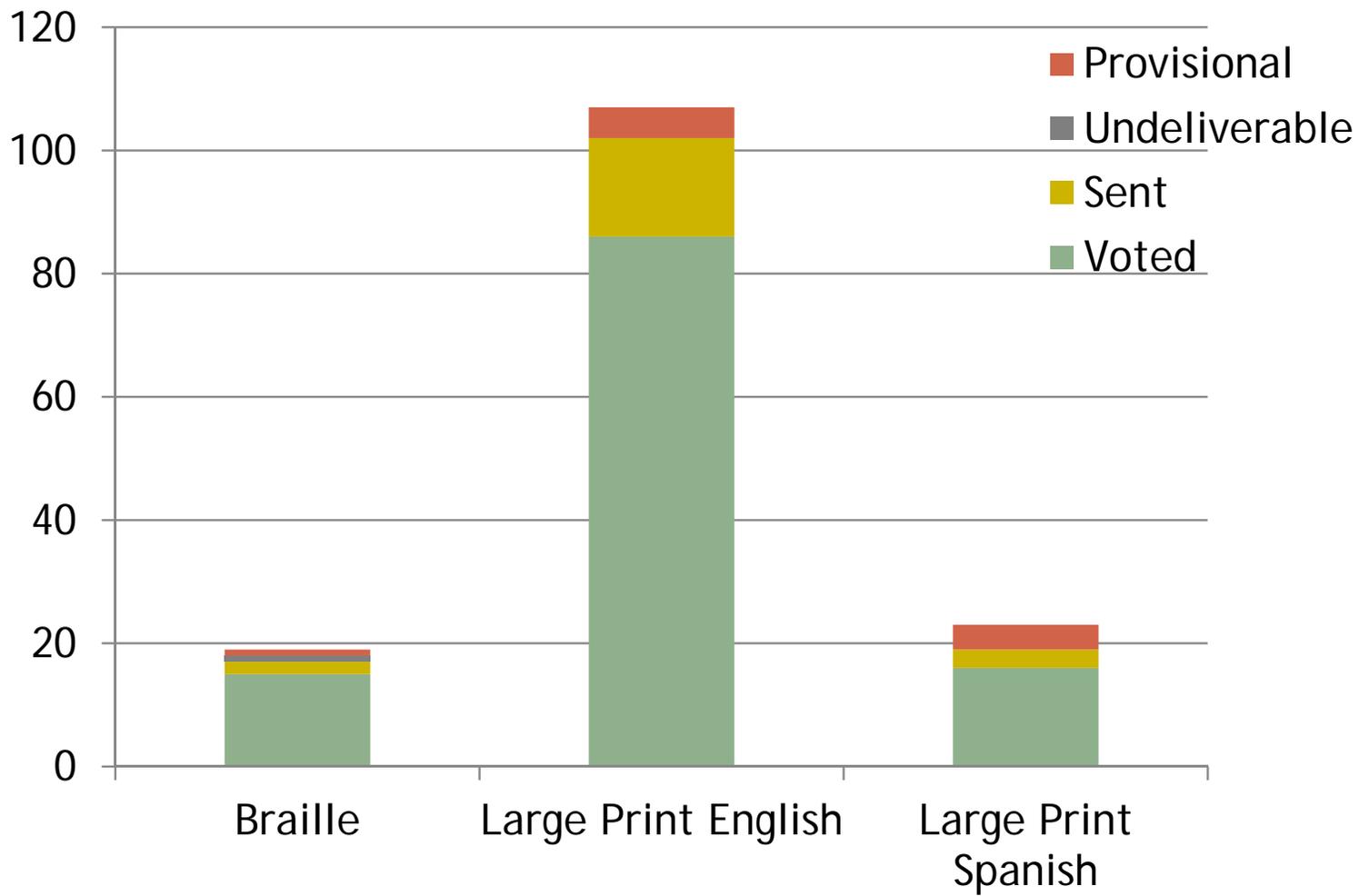
## ⦿ Día de Elección:

- Máquina de votación de pantalla táctil Edge
- Boleta estándar con asistencia



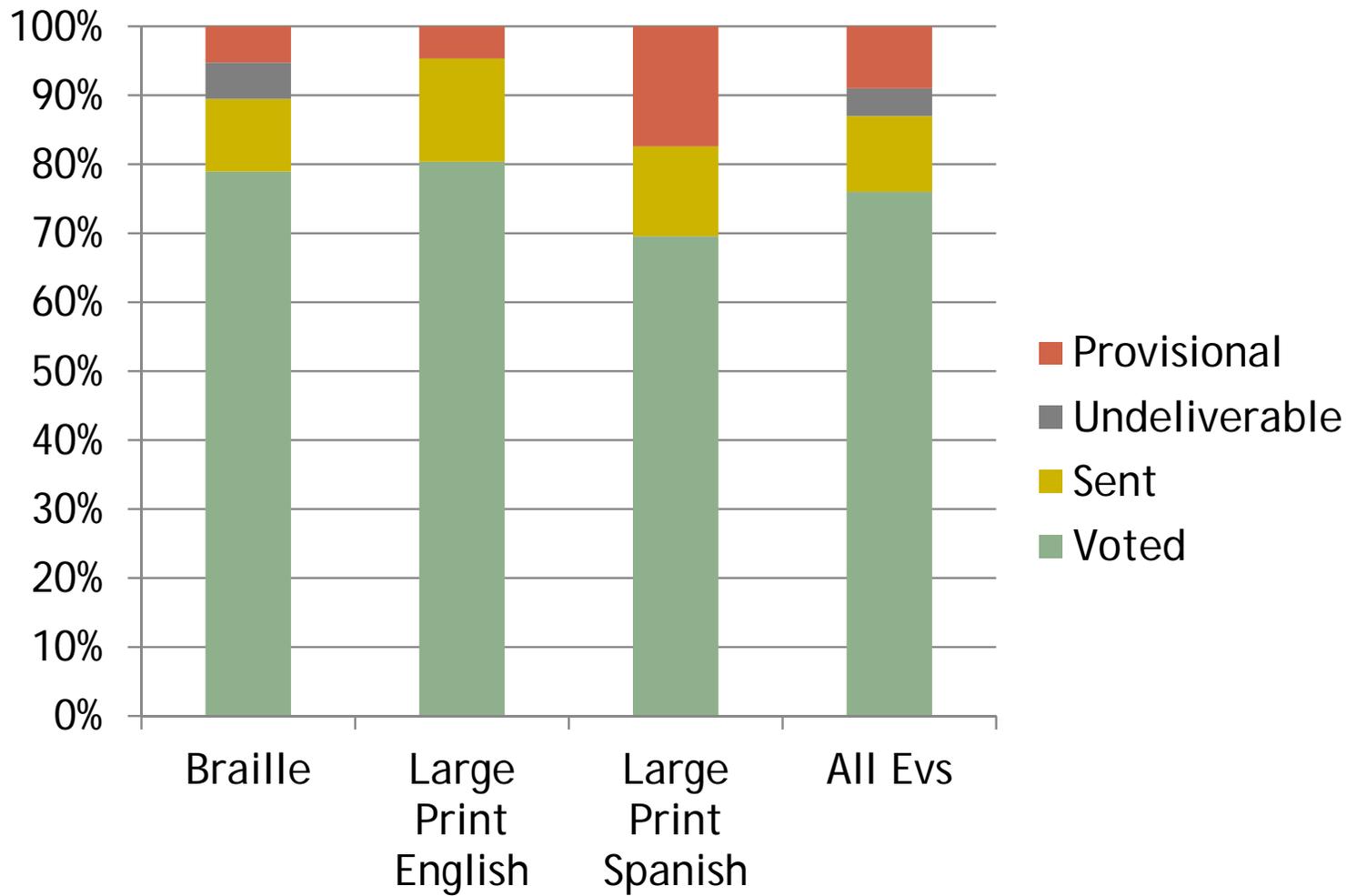
# GENERAL 2012

## PARTICIPACIÓN DE FORMATO ALTERNATIVO



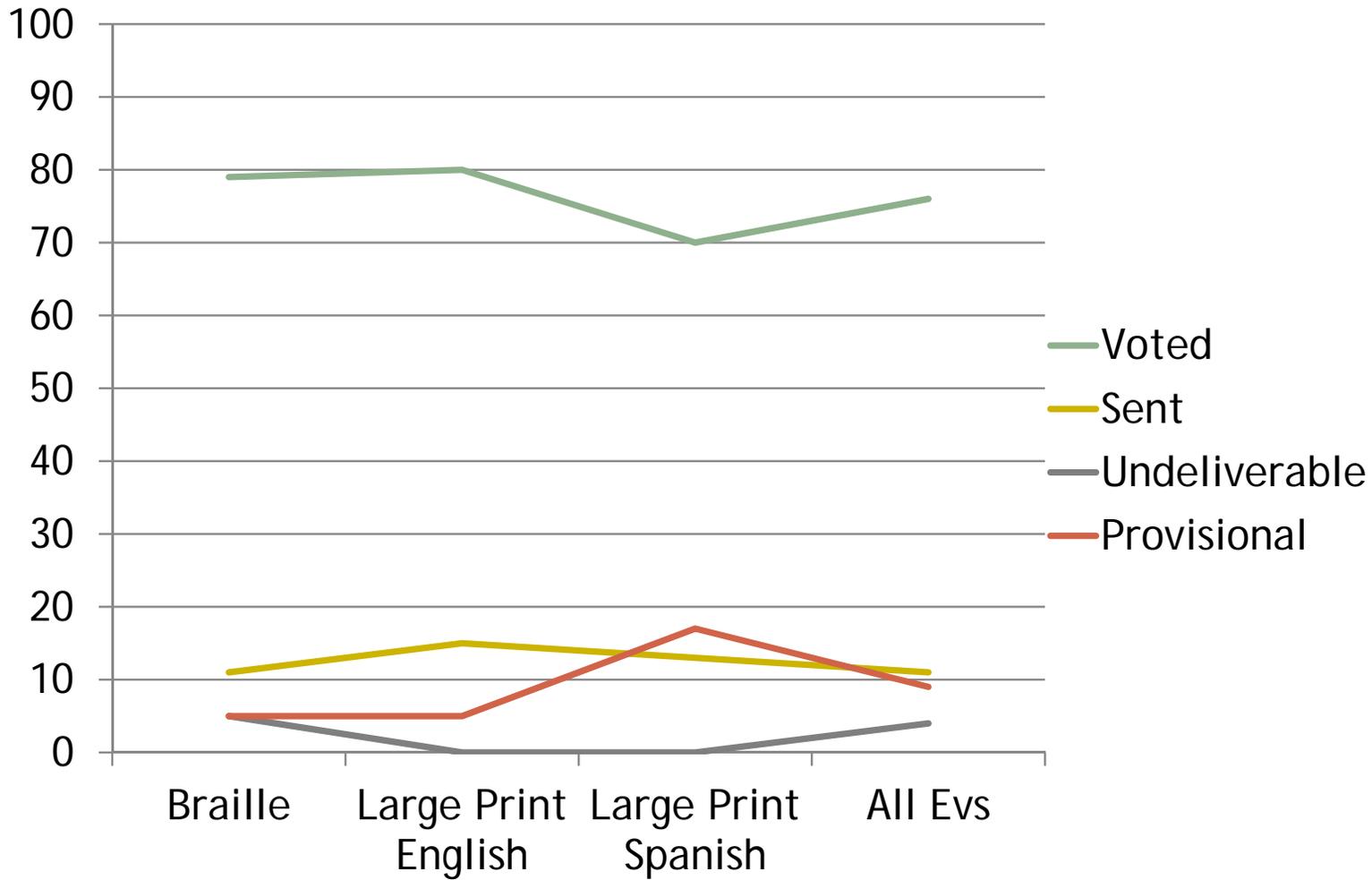
# GENERAL 2012

## PARTICIPACIÓN DE FORMATO ALTERNATIVO

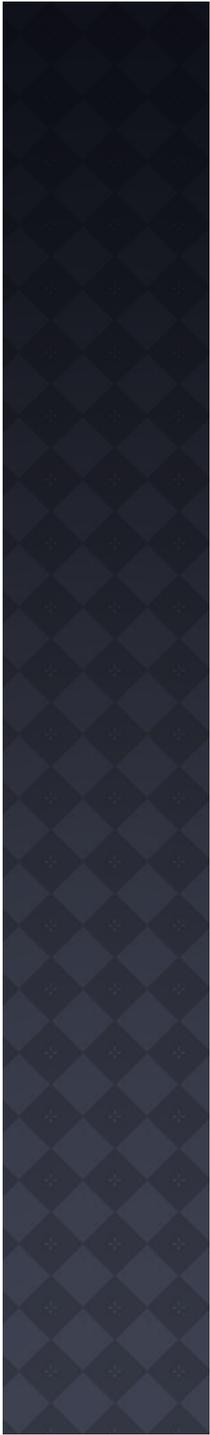
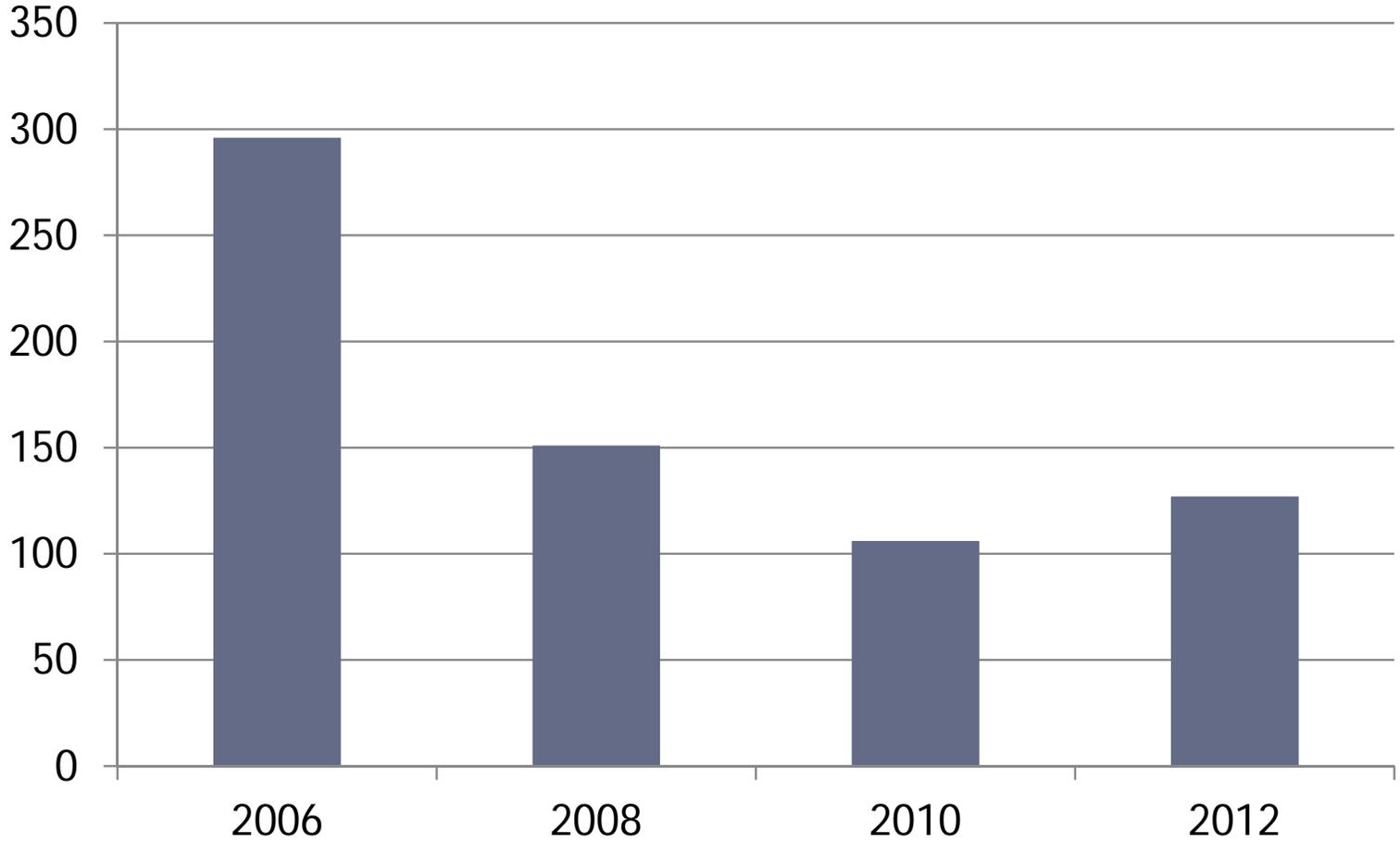


# GENERAL 2012

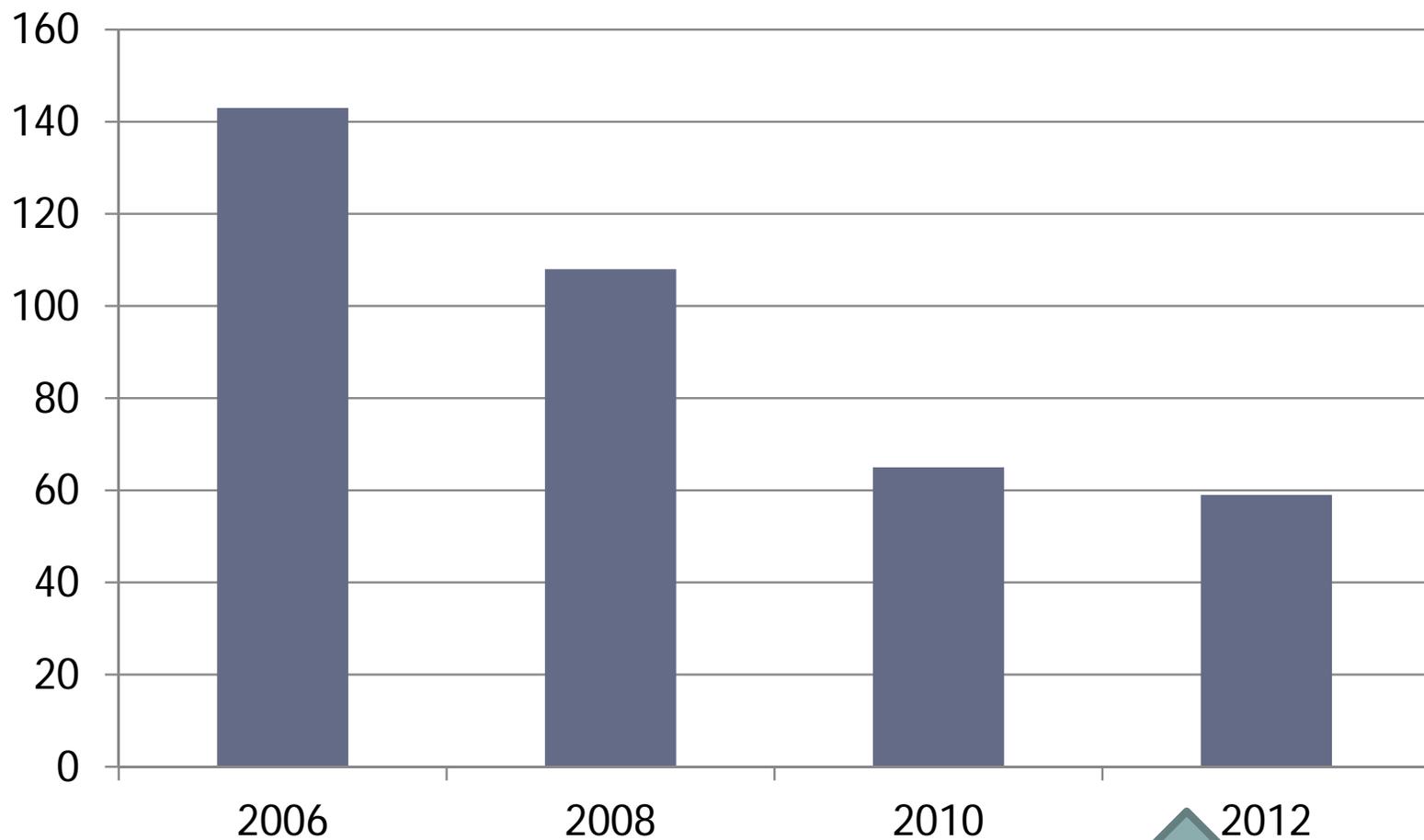
## PARTICIPACIÓN DE FORMATO ALTERNATIVO



# NÚMERO DE VOTOS EMITIDOS EN EL EDGE



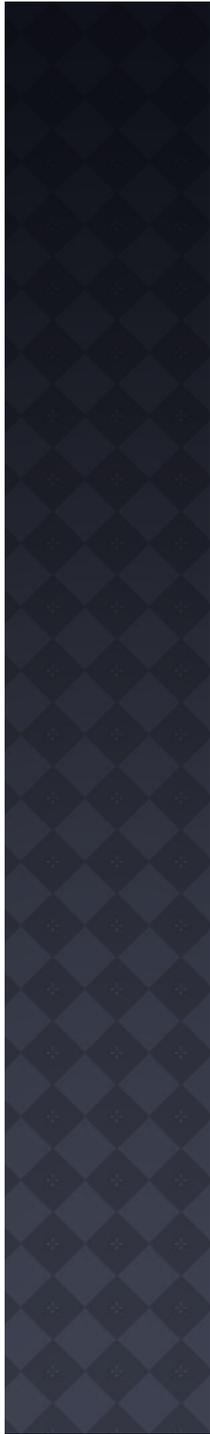
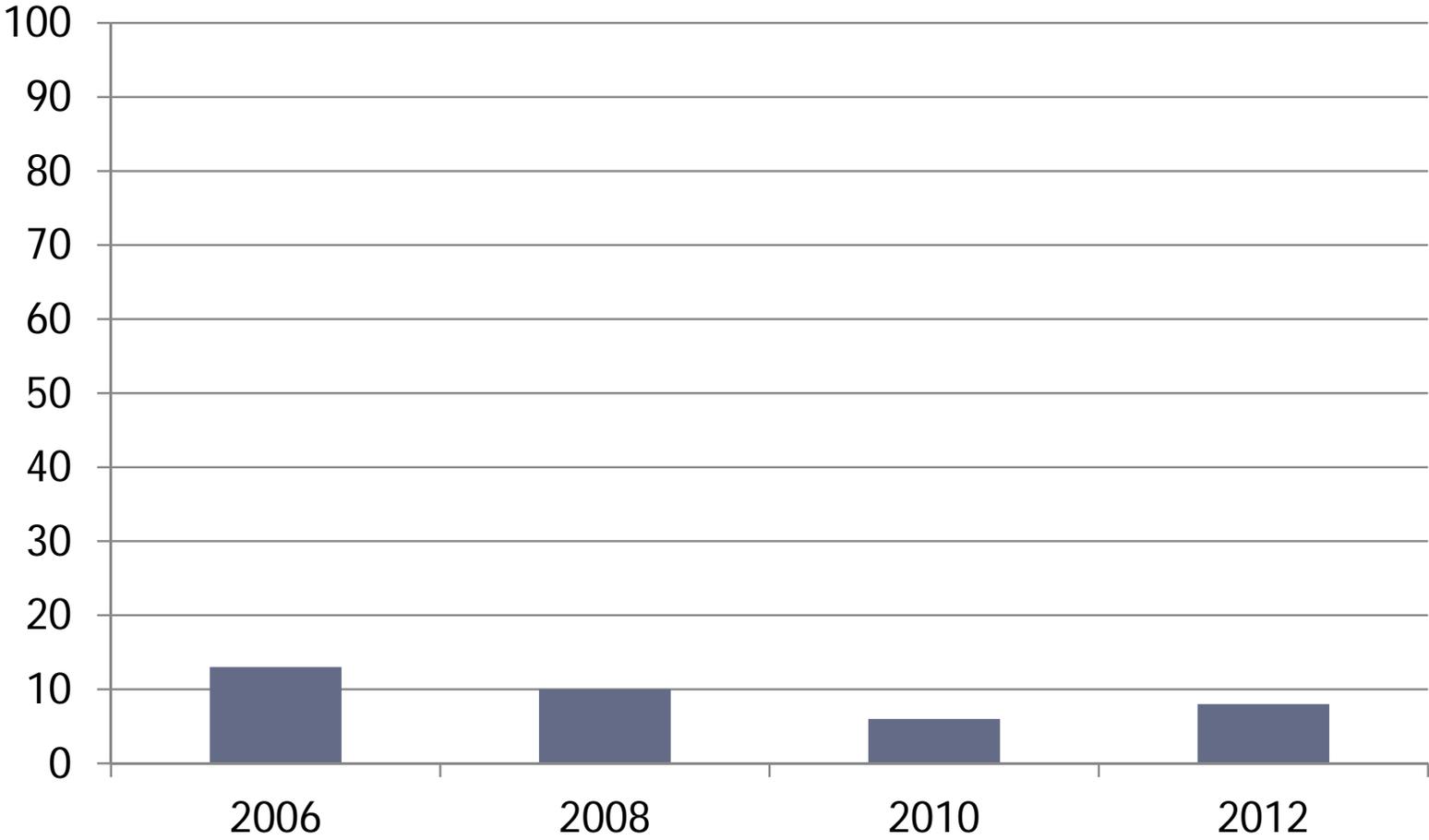
# NÚMERO DE RECINTOS DONDE SE UTILIZÓ EL EDGE



Disminución en el número  
de recintos después de la  
redistribución de distritos



# % DE RECINTOS DONDE SE UTILIZÓ EL EDGE





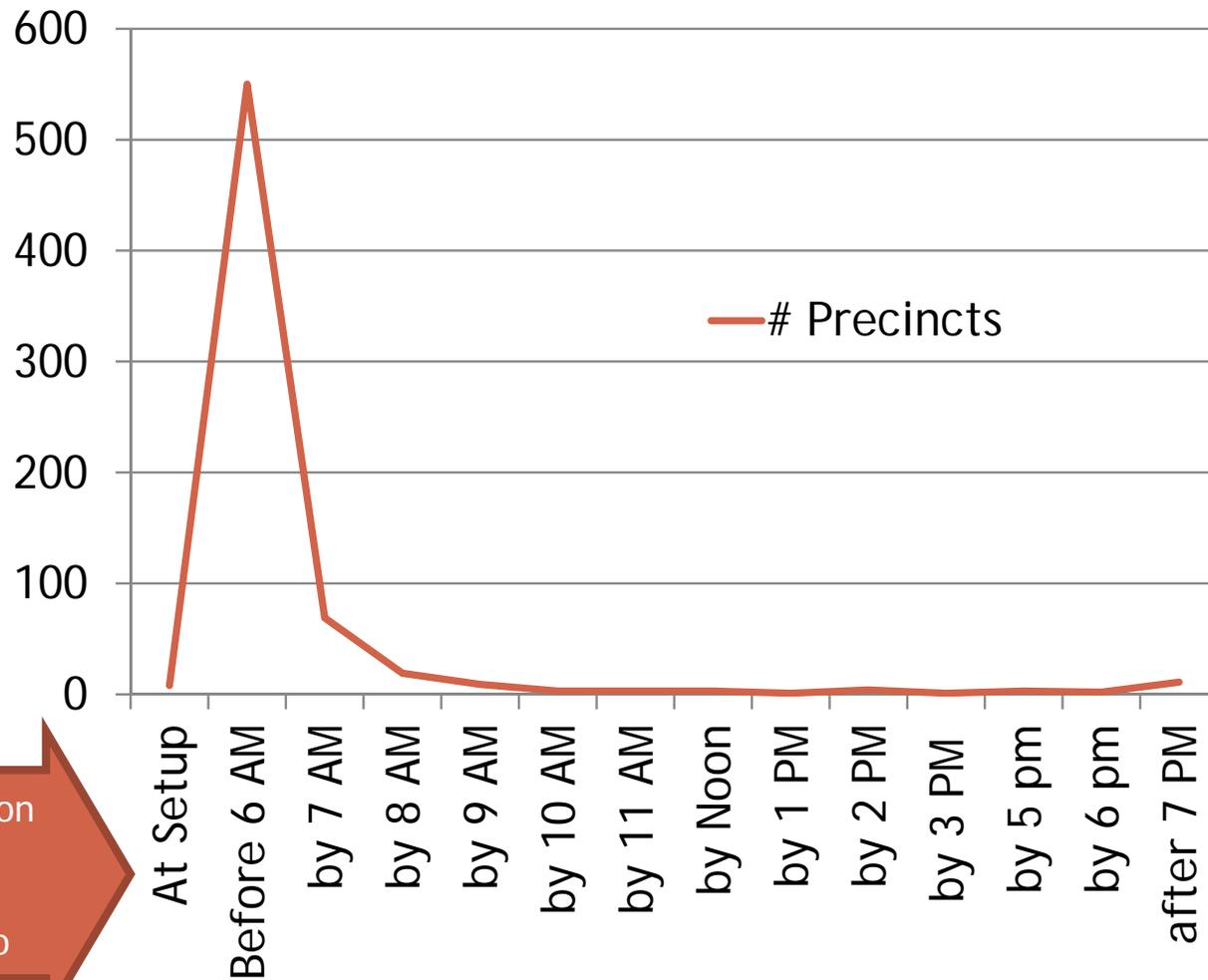
# ENTRENAMIENTO

- En el pasado hemos hablado de que los trabajadores electorales reciben entrenamiento en los Edges en su clase de entrenamiento estándar, clase de entrenamiento superior, y se discute en la clase bilingüe como una opción de asistencia.
- ◎ Los troubleshooters también reciben ese entrenamiento.

## SIN EMBARGO...

- ⦿ Pero todavía encontramos recintos donde los trabajadores electorales y troubleshooters no han seguido correctamente los procedimientos.
- ⦿ Podemos ejecutar informes que proporcionan la fecha y hora en que las urnas fueron abiertas y cerradas.
- ⦿ Aunque los números han mejorado, no hay margen para el error o incumplimiento.

# GRÁFICA DE HORARIOS DE APERTURA

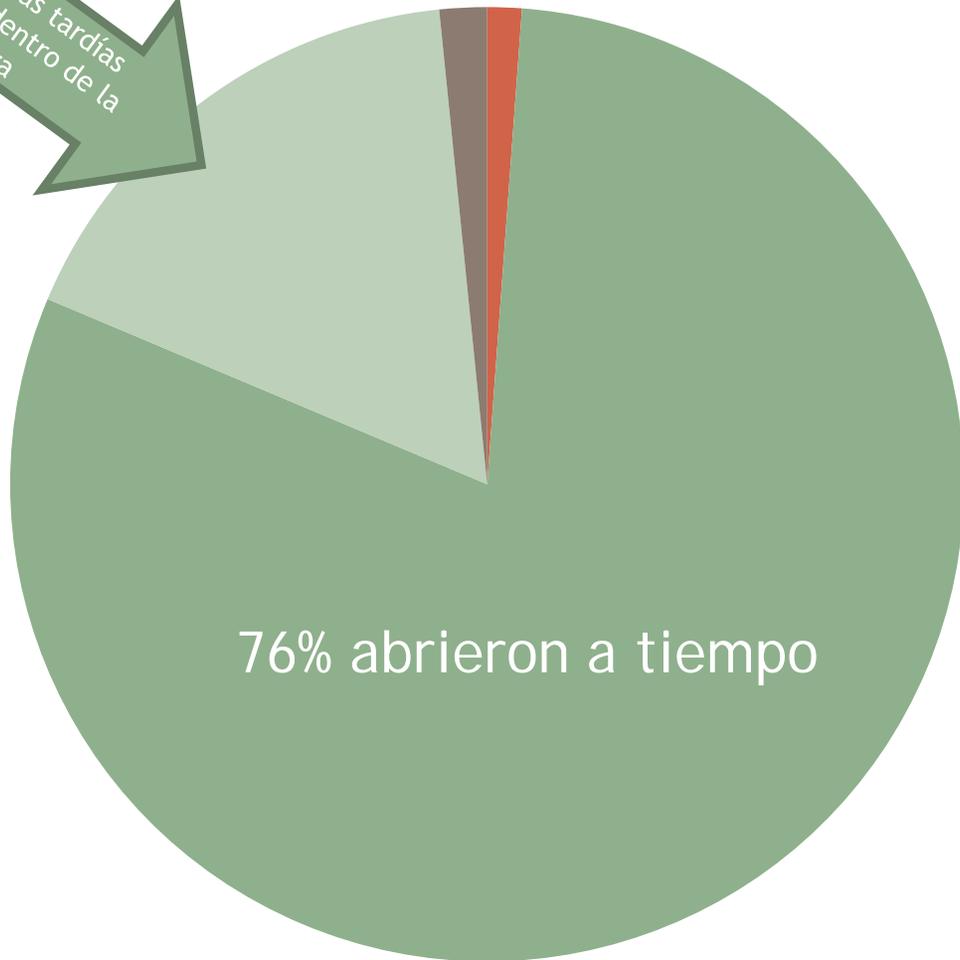


8 recintos abrieron las urnas en la reunión de establecimiento



# GRÁFICA DE PUNTUALIDAD DE APERTURA

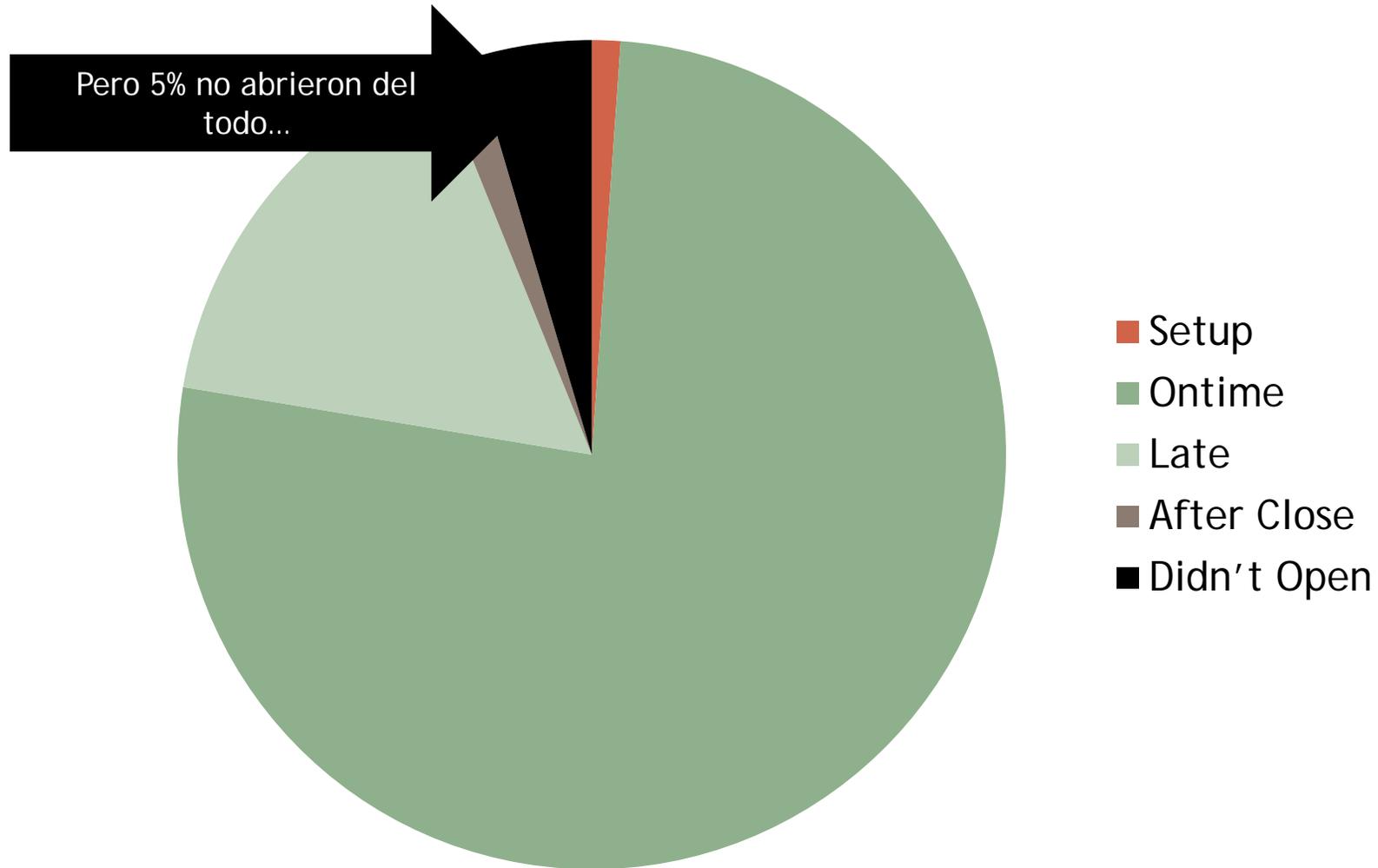
60% de las tardías  
estaban dentro de la  
hora



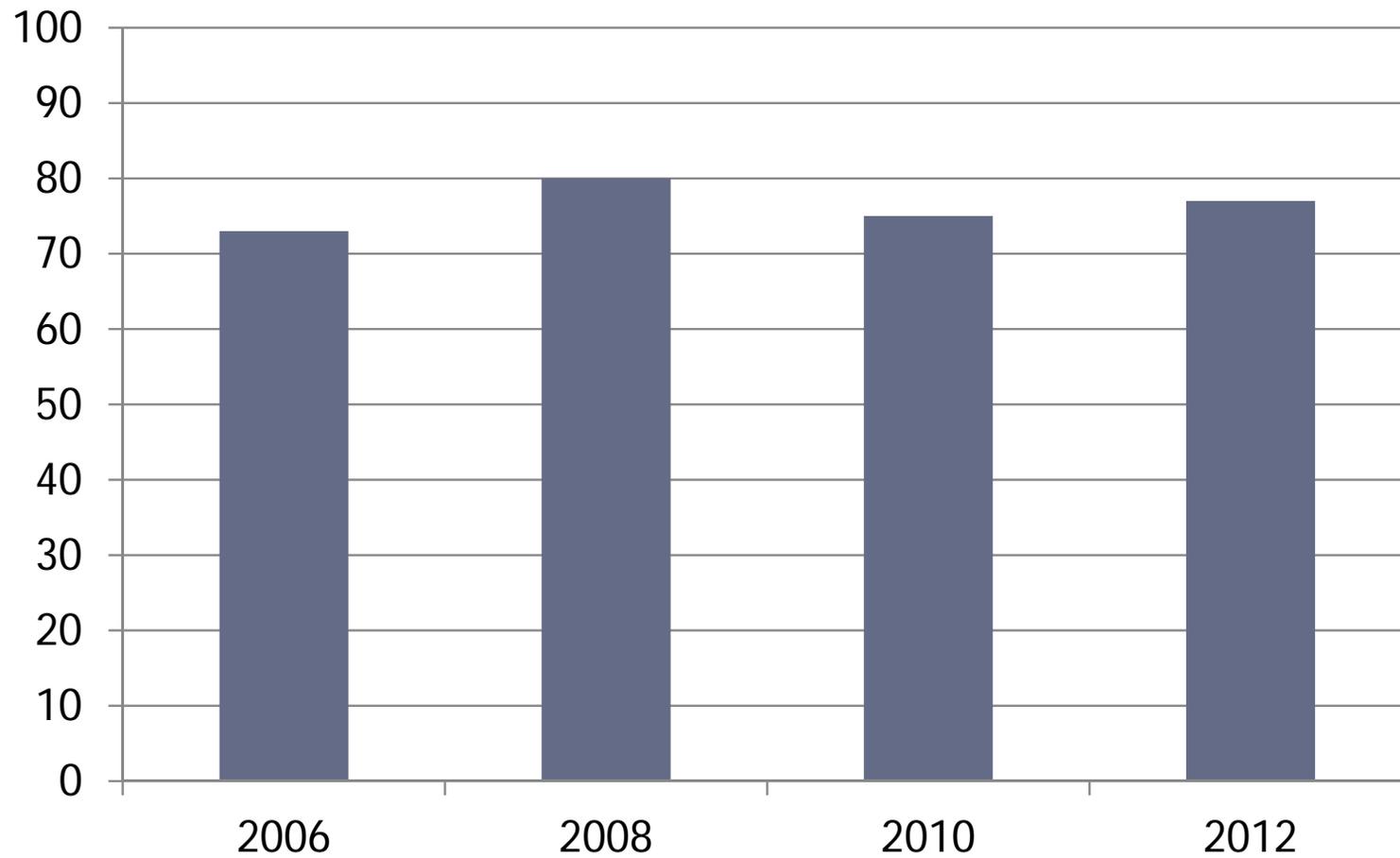
- Setup
- On time
- Late
- After Close



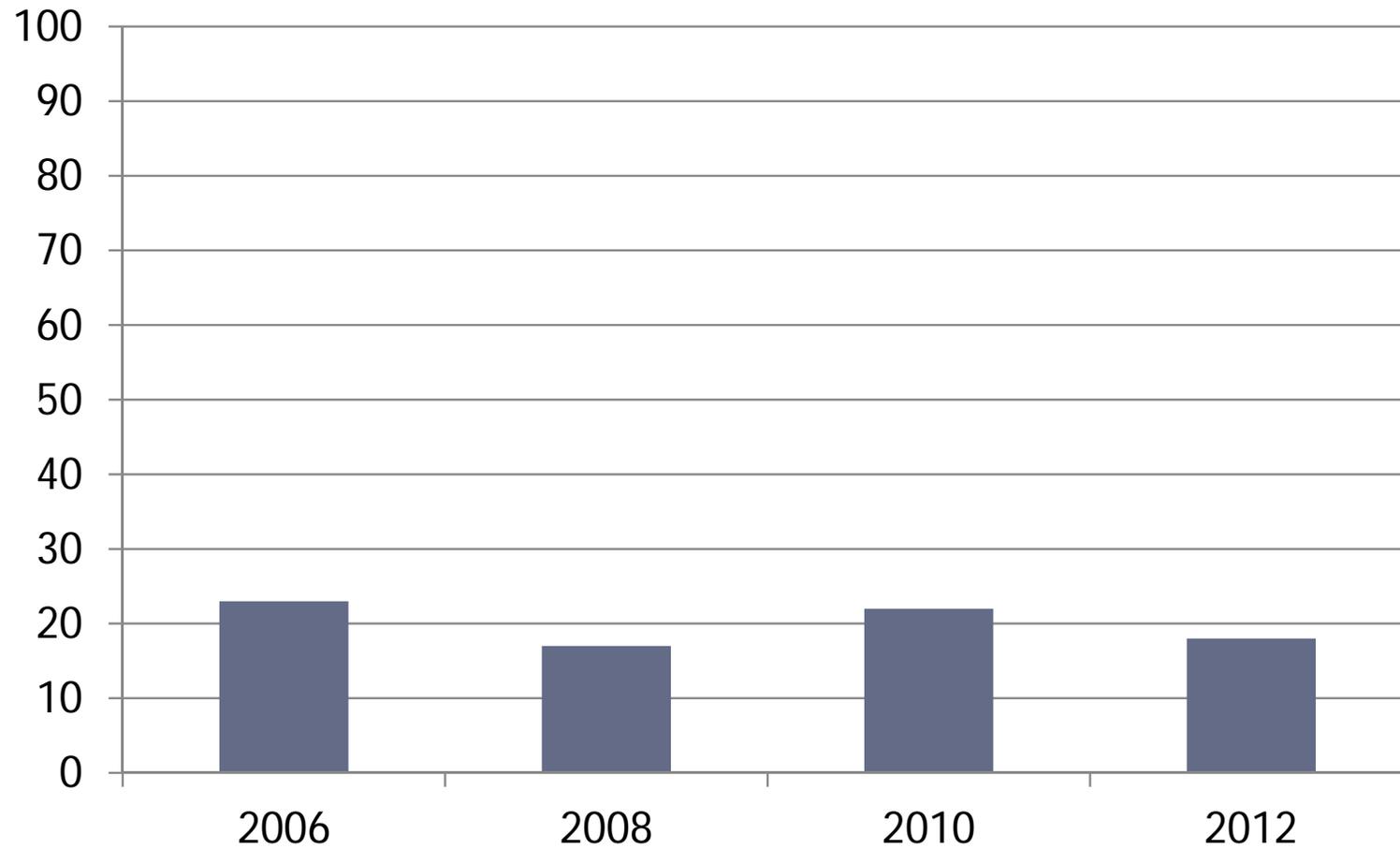
# GRÁFICA DE PUNTUALIDAD DE APERTURA



# % URNAS ABIERTAS EN EL EDGE PARA LAS 6 AM



# % URNAS ABIERTAS EN EL EDGE DESPUÉS DE LAS 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!*

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

#### POLLING PLACE SIGNAGE

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

	SET UP MTG	ELECTION DAY	IF UNABLE TO POST, PLEASE EXPLAIN:
<b>OUTSIDE SIGNS</b>	✓	✓	(continue on back if necessary)
"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

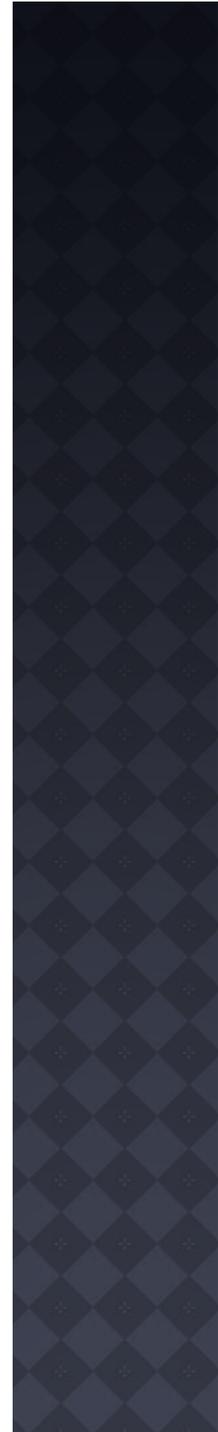
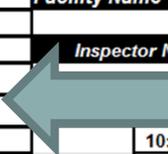
<b>Inspector's name</b>	<b>Inspector's Signature</b>

Leave this form attached to the Payroll Voucher to ensure payment

Asegurar que el Edge está correctamente configurado aparece en la lista de verificación del Inspector

<b>TROUBLESHOOTER CHECKLIST</b>			
<b>***MONDAY SET UP MEETING***</b>		✓ - YES	↓ Precinct Name and Number ↓
1) Is the Silver Door open under the Insight?			
2) Are the Dividers in the blue Insight Ballot Box?		Facility Name	Setup Time
3) Zero Tape was run & reads "OK TO READ BALLOTS"			
4) Correct Precinct: Ballots/Insight Tape/Registers/Roster		Inspector Initials	
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)		You may be contacted for Voter Turnout	
<b>ELECTION DAY CHECKLIST</b>			
<b>OPENING PROCEDURES</b>		✓ - YES	
Are the Yellow (VOTE HERE) & the Orange ID BARRICADES in the best possible place?			PLEASE USE OTHER SIDE OF THIS FORM TO LIST ANY EQUIPMENT, SEALS OR SUPPLIES YOU GIVE TO THIS PRECINCT.
Is the Oath of Office in Signature Roster signed by board (Check if new board workers are added during day)			→→→→→→→→→→→→→→→
Write Time Visited Here ⇒			
Please Have Inspector Initial Here ⇒			
<b>PROCEDURES - Check Off For Each Visit</b>			
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?			
<b>Are the Boardworkers asking ALL VOTERS for ID?</b>			
Are all BWS wearing Name Badges? (first name only)			
<b>SECURITY</b>			
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?			
<b>ASSISTANCE QUALITY CONTROL</b>			
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?			
<b>BALLOT INFORMATION - VERY IMPORTANT!</b>			
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)			
<b>CLOSING PROCEDURES</b>			
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.

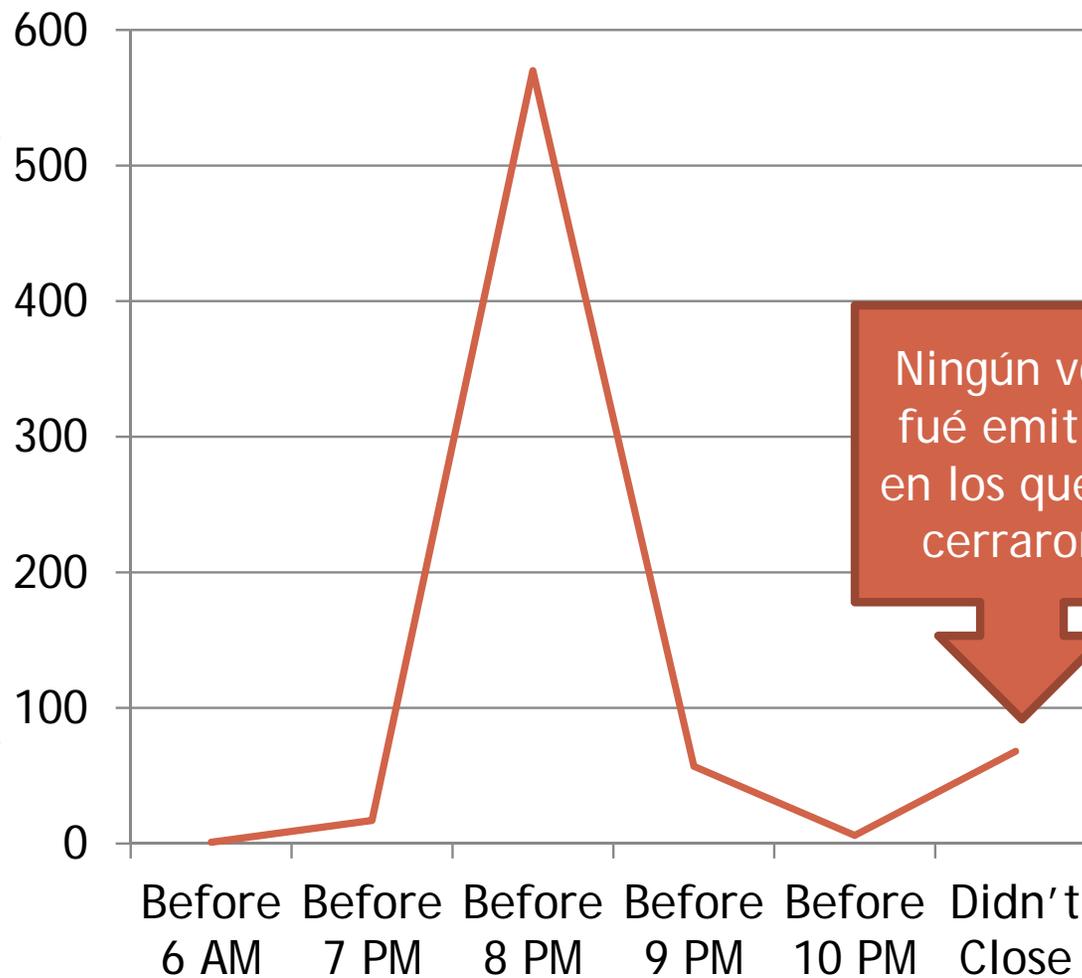
Los Troubleshooters también tienen que marcar que la máquina es lista



# GRÁFICA DE HORARIOS DE CIERRE

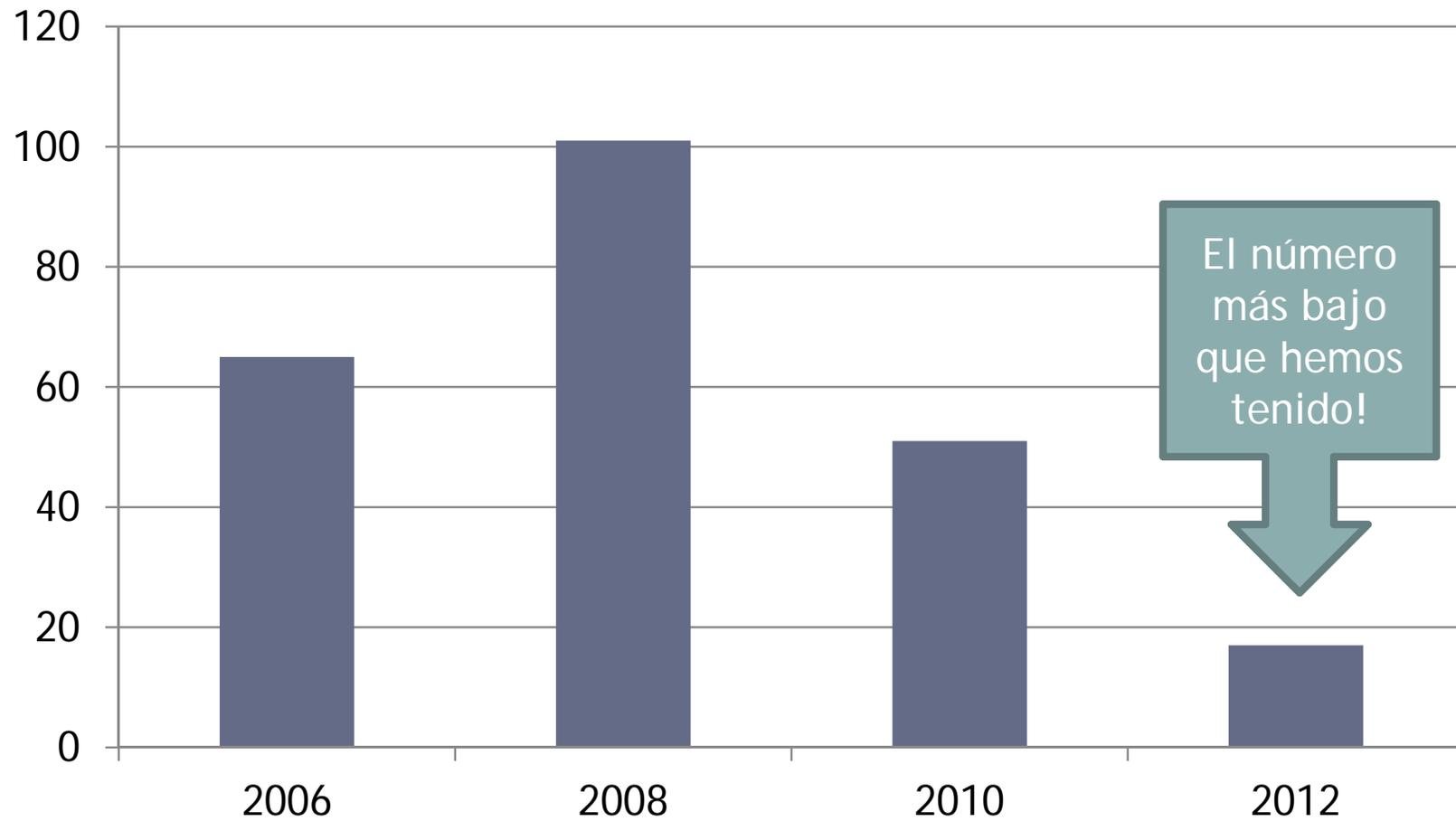
Los horarios de cierre han sido discutidos en el análisis en línea a nivel nacional, pero sabemos que sólo es preciso si se siguen los procedimientos

De los 17 que cerraron temprano, 16 se realizaron en los 5 minutos antes de las 7 PM cuando las urnas cierran oficialmente.

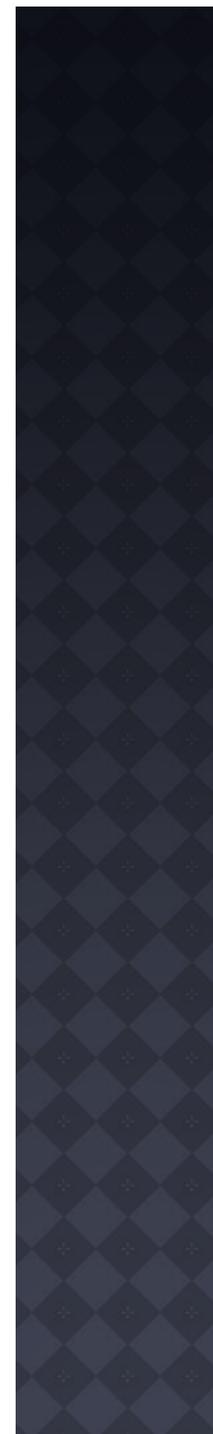
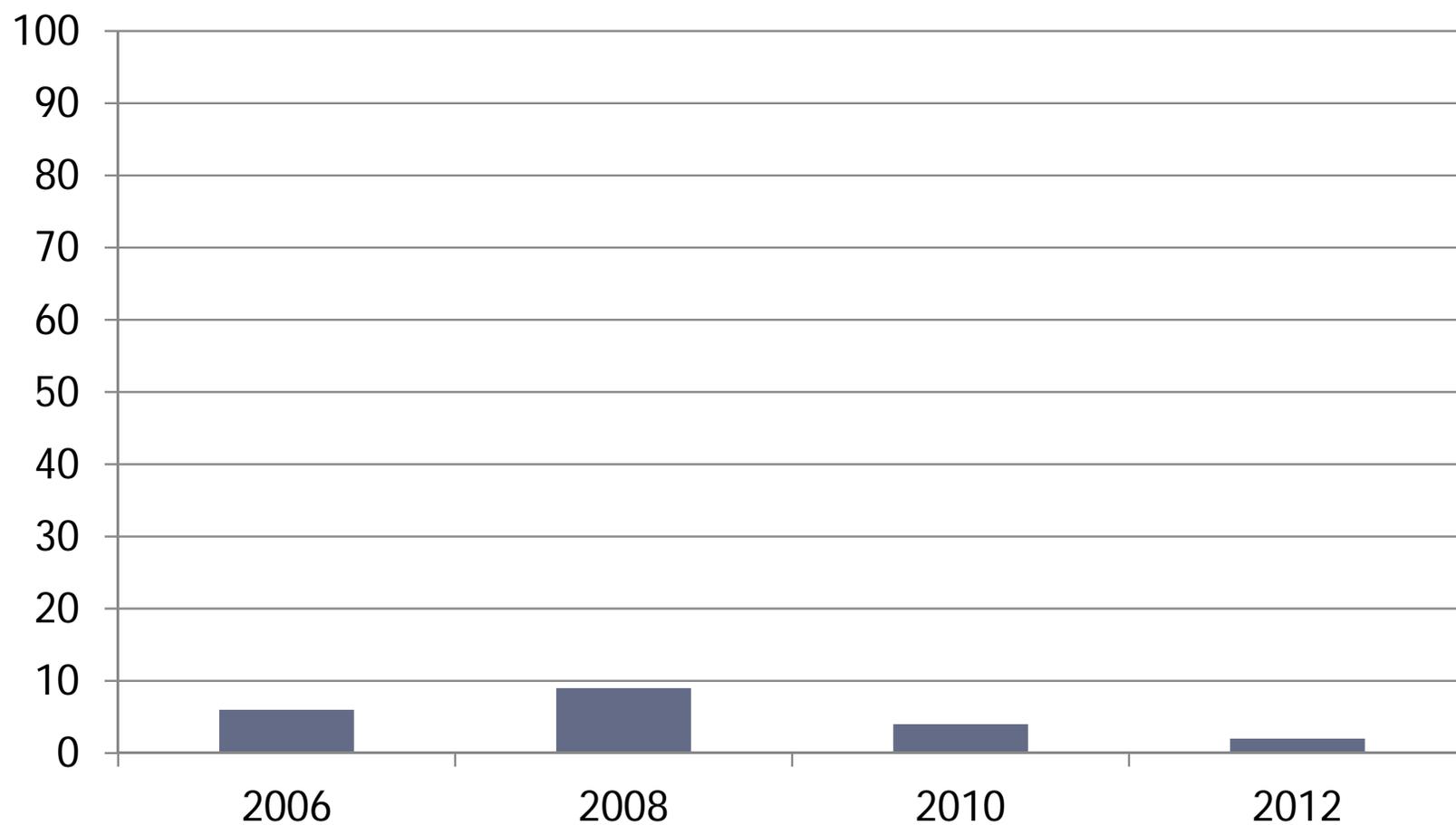


Ningún voto fué emitido en los que no cerraron.

# # DE URNAS DONDE EL EDGE SE CERRÓ ANTES DE LAS 7 PM



# % DE URNAS DONDE EL EDGE SE CERRÓ ANTES DE LAS 7 PM



# HORAS DE CIERRE Y LÍNEAS

- Si asumimos que los trabajadores cerraron el Edge tan pronto como el último votante terminó de votar, antes de hacer cualquier otra cosa, entonces la hora de cierre debe reflejar la cantidad de tiempo que tomó a los votantes ser procesados y luego votar su boleta después de las 7 PM.
- Pero tenemos que hacer un número de otras suposiciones también:
  - El tiempo promedio para votar. (Aproximadamente 20-30 min)
  - Que la junta cerró el Edge cuando nadie estaba votando una boleta de papel.
  - Que el tiempo para procesar a los votantes fué uniforme (Es decir, que el último votante no se retrasó para encontrar su nombre en la lista, asegurando que estaban en el lugar de votación correcto, proporcionando suficiente ID, etc.)

# EN UN RECINTO...



- ◉ El Troubleshooter recibió una llamada de la Junta alrededor de las 8:15 PM que lo necesitaban.
- ◉ Cuando llegó allá alrededor de las 8:30 había un votante sentado en una mesa votando su boleta—había estado allí por 4 horas!
- ◉ La Junta dijo que estuvieron al pendiente de ella y ella dijo que no necesitaba ninguna ayuda, tenía toda su literatura de campaña y folletos de publicidad.
- ◉ Resultó que también tenía su BOLETA TEMPRANA que estaba votando. Ella se había quedado varada en la Costa Este durante Sandy y no había podido ponerla en el correo.
- ◉ Tuvieron un tiempo de cierre tardío, sin duda no línea!

# INFORMES

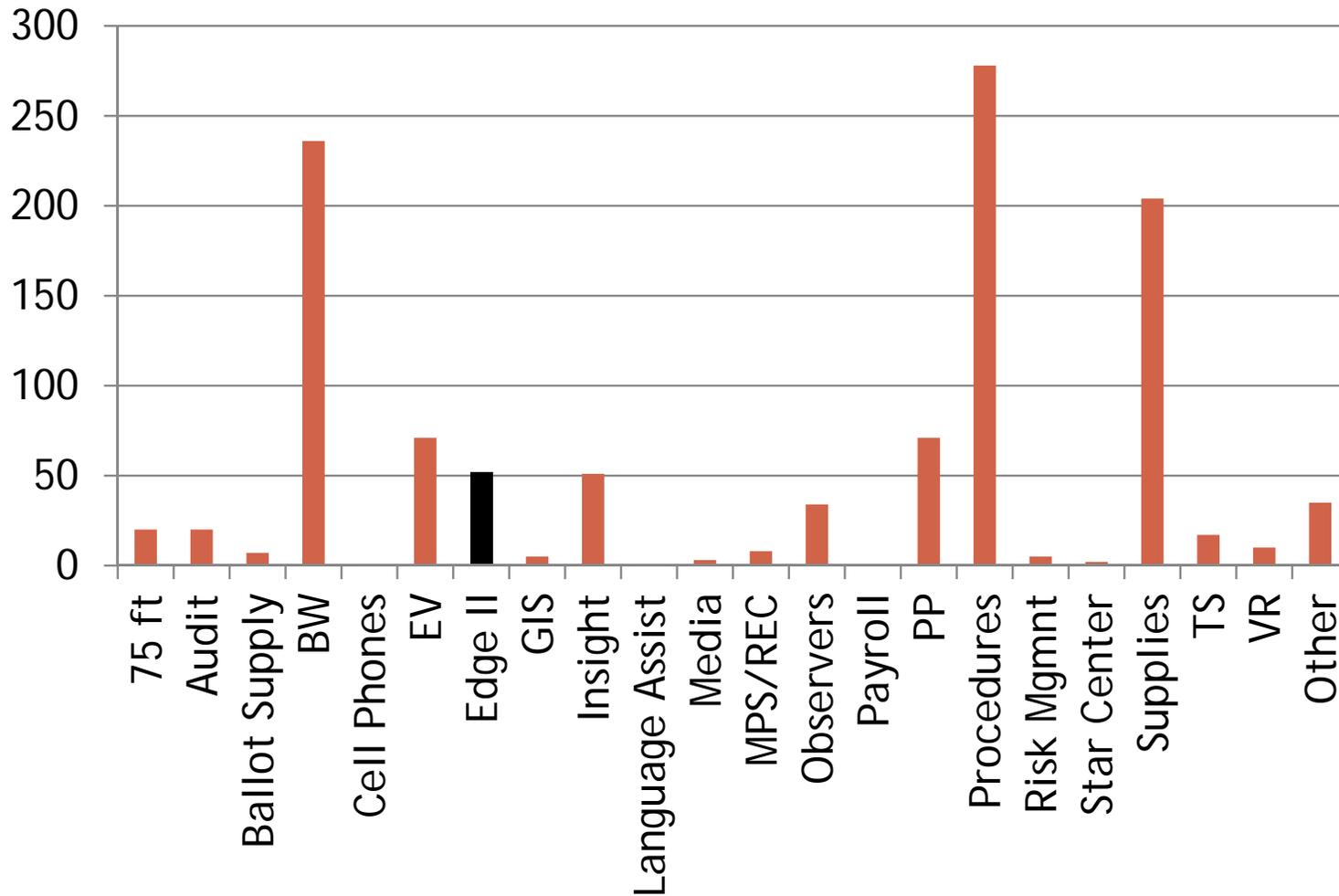
- Todavía tenemos votantes que encuentran problemas cuando van a las urnas y tratan de usar el Edge para votar independientemente.
- En algunos casos era necesario cambiar el equipo o un cartucho nuevo para la impresora.



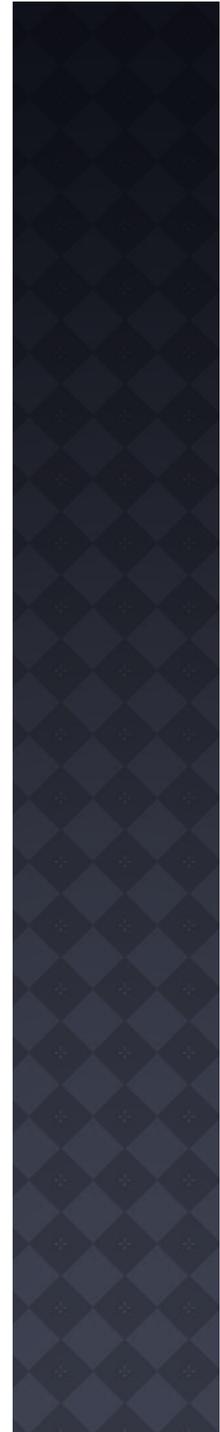
MARICOPA COUNTY ELECTIONS DEPARTMENT

ELECTION REPORTING SYSTEM

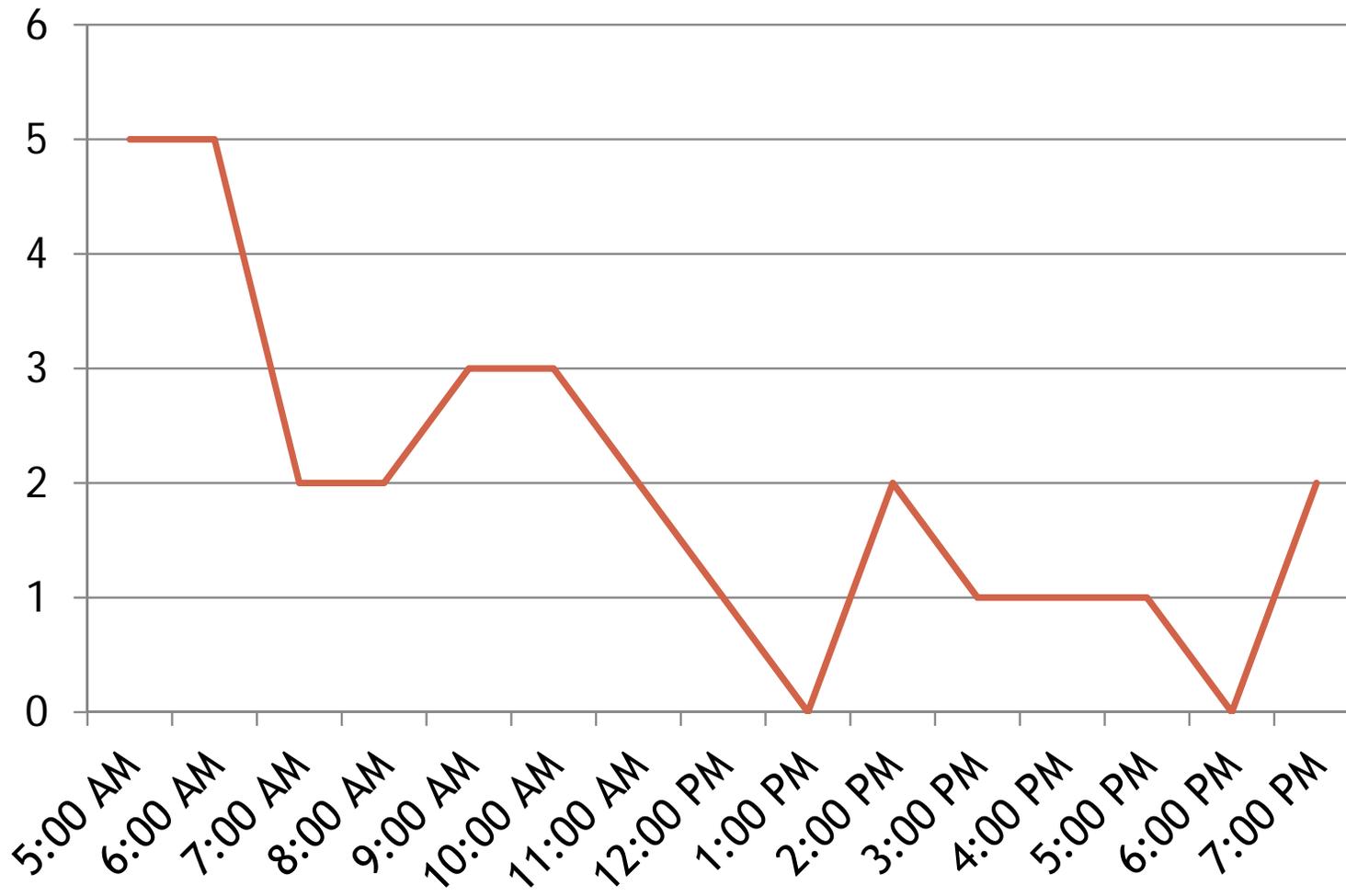
# TOTAL DE INFORMES POR CATEGORÍA



*(Esto incluye llamadas durante la configuración y las del Día de Elección.)*

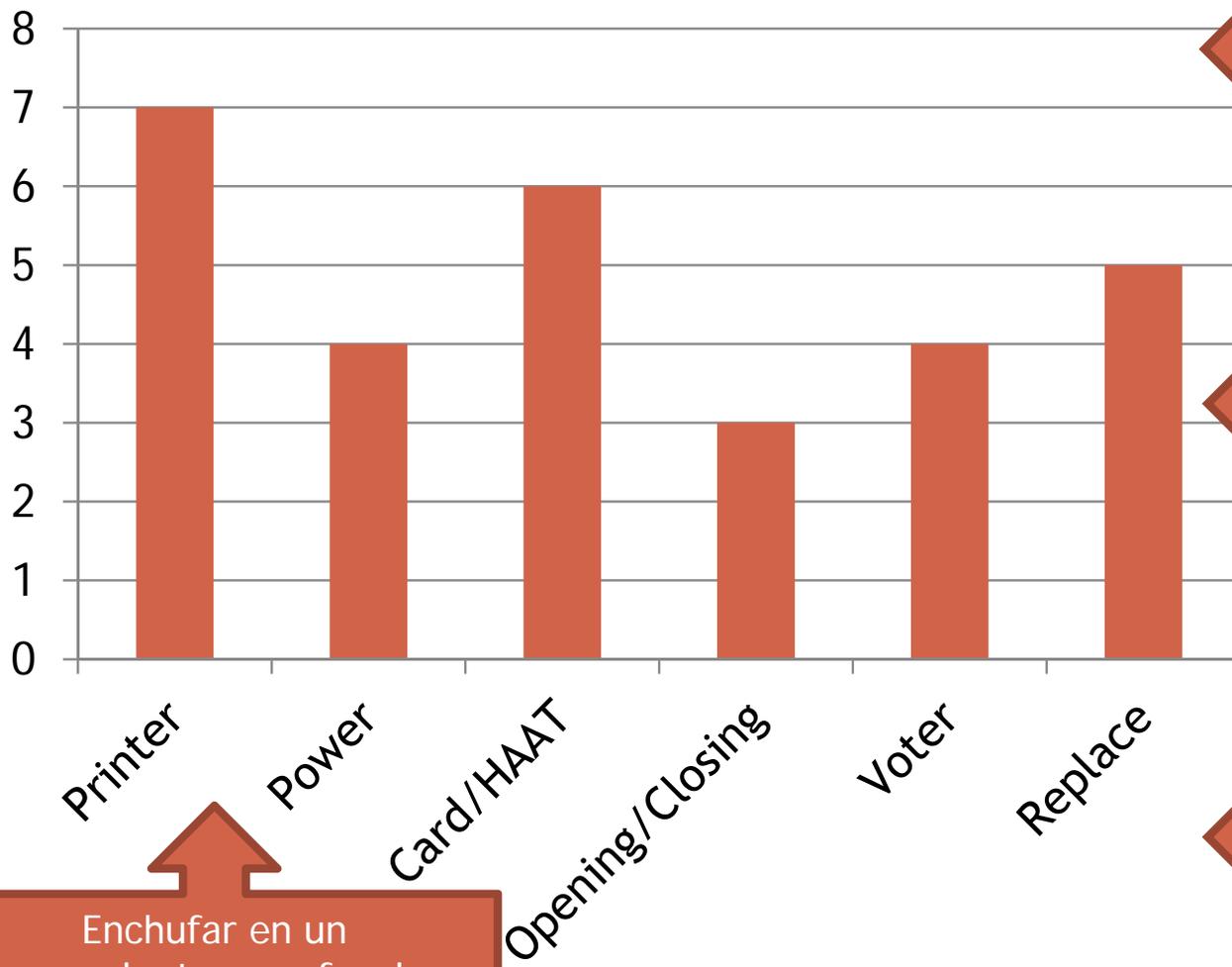


# LLAMADAS SOBRE EL EDGE EL DÍA DE ELECCIÓN



# SISTEMA DE INFORMACIÓN ELECTORAL

## INFORMES EL DÍA DE ELECCIÓN



4 recintos informaron que tenían un votante esperando

Cuestiones con poco papel todavía son comunes en la impresora y también el recordar imprimir informes.

Algunos de los reemplazos de máquina se debieron al cierre de las urnas en la configuración.

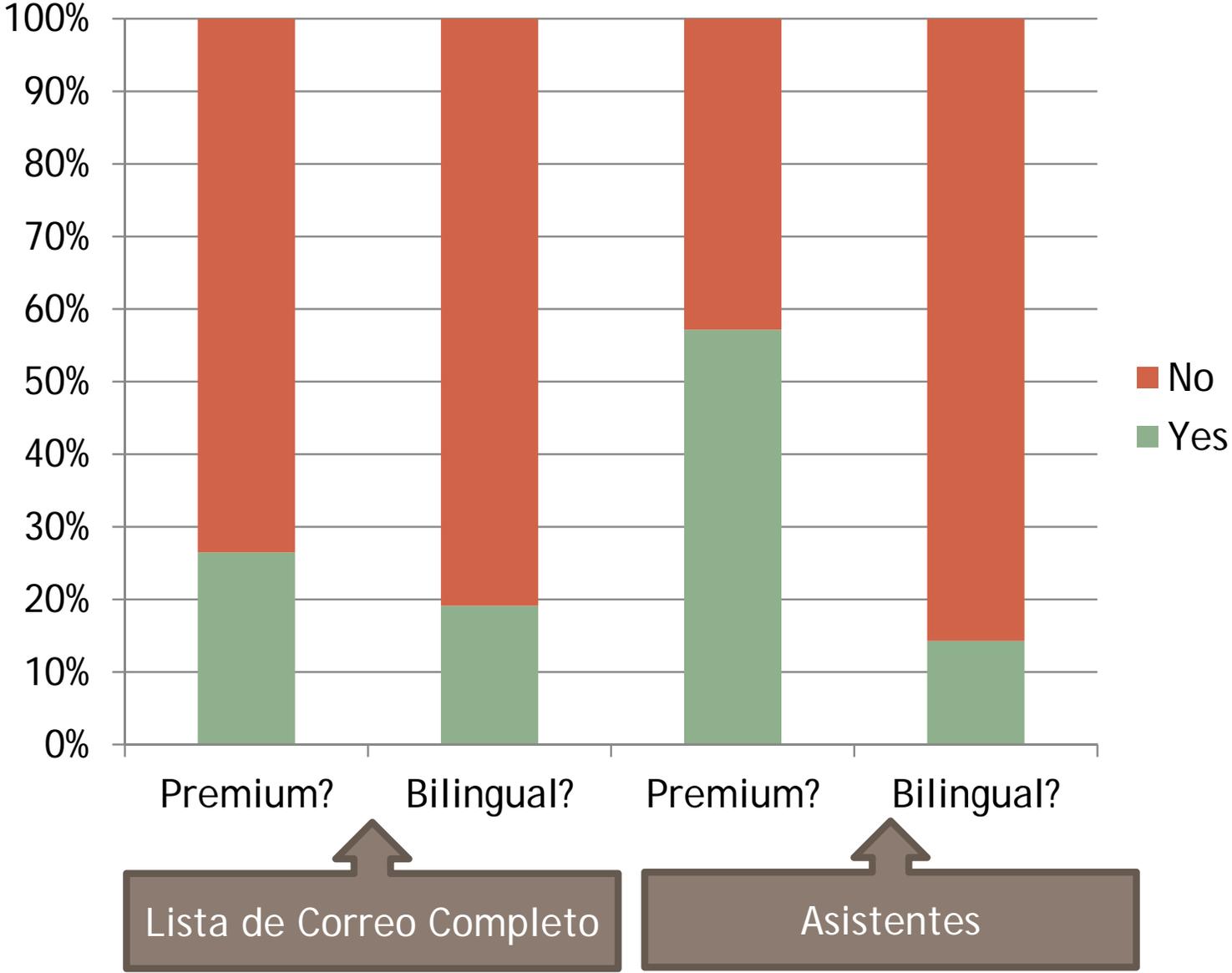
Enchufar en un tomacorrientes que funcione aún es un problema...

# GRUPO DE ENFOQUE

- ◉ En un esfuerzo por establecer algunas mejores prácticas, nos fijamos en los lugares de votación que tuvieron múltiples votantes votar en el Edge en la última Elección General y los invitamos a participar en un grupo de enfoque un Sábado por la tarde.
- ◉ Enviamos 135 invitaciones y asistieron 28, 27 encuestas completadas.



# COMPOSICIÓN DEL GRUPO DE ENFOQUE



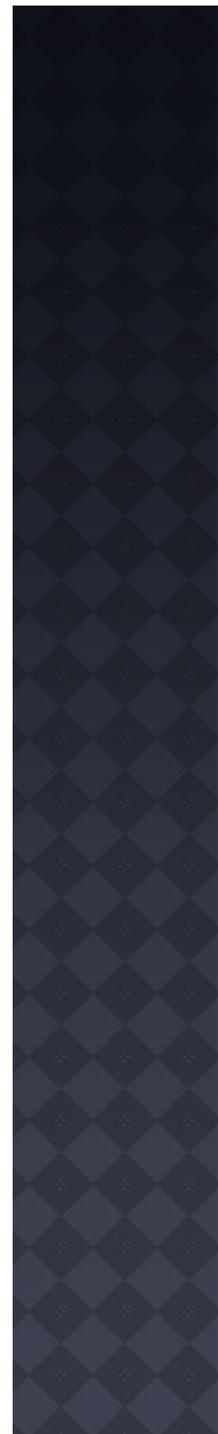
# GRUPO DE ENFOQUE

- ◉ Los recintos que utilizaron con éxito el Edge tuvieron un trabajador estudiante?
- ◉ Los trabajadores electorales utilizaron el Edge para emitir sus propios votos?
- ◉ Sintieron que el entrenamiento los preparó para el Día de Elección?
- ◉ Hay un tipo de boleta que es más difícil que otro?



# ENCUESTA REALIZADA A LOS ASISTENTES A LA REUNIÓN DEL GRUPO DE ENFOQUE

<b>Edge Focus Group Survey</b>	<b>Maricopa County Elections Department</b> March 9th, 2013
<p>Please rate the class training on the Edge:</p> <p><input type="checkbox"/> Poor    <input type="checkbox"/> Fair    <input type="checkbox"/> Good    <input type="checkbox"/> Excellent</p> <p>Please rate the Edge portion of training manual:</p> <p><input type="checkbox"/> Poor    <input type="checkbox"/> Fair    <input type="checkbox"/> Good    <input type="checkbox"/> Excellent</p> <p>Please rate the Edge materials provided for Election Day:</p> <p><input type="checkbox"/> Poor    <input type="checkbox"/> Fair    <input type="checkbox"/> Good    <input type="checkbox"/> Excellent</p> <p>Please rate the boardworker hotline: (if you have called with Edge questions, if not leave blank)</p> <p><input type="checkbox"/> Poor    <input type="checkbox"/> Fair    <input type="checkbox"/> Good    <input type="checkbox"/> Excellent</p> <p>Please rate the Troubleshooter: (if you have called with Edge questions, if not leave blank)</p> <p><input type="checkbox"/> Poor    <input type="checkbox"/> Fair    <input type="checkbox"/> Good    <input type="checkbox"/> Excellent</p> <p>What types of ballots were voted on the Edge? (check all that apply)</p> <p><input type="checkbox"/> Standard    <input type="checkbox"/> Audio    <input type="checkbox"/> Provisional</p> <p>Have you ever had problems with a specific ballot type? (check all that apply)</p> <p><input type="checkbox"/> Standard    <input type="checkbox"/> Audio    <input type="checkbox"/> Provisional    <input type="checkbox"/> No</p>	<p>In the 2012 General, did you have a student worker?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Did any of the boardworkers vote on the Edge?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Have you ever voted on the Edge?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Did you have one worker designated to Edge duty?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>What is the greatest challenge with the Edge?</p> <p><input type="checkbox"/> Setup    <input type="checkbox"/> Opening    <input type="checkbox"/> Voting    <input type="checkbox"/> Closing</p> <p>Your comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p>



# ORDEN DEL DÍA

- Luego utilizamos una presentación para ayudar a facilitar la conversación y les pedimos responder a la encuesta en relación con cada una de las secciones que discutimos.

**EDGE BOARDWORKER  
FOCUS GROUP**

Maricopa County Elections Department  
March 9<sup>th</sup>, 2013



**Areas of Discussion**

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

# Configuración

- Ha tenido algún problema con la configuración del Edge?
- Cómo los superó?

Los trabajadores dijeron que en ocasiones tienen problemas con la pista impresora está doblada y las piernas.

## 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.

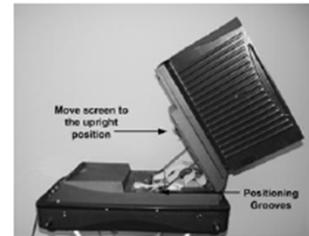


# Configuración

- Sus trabajadores siguen el manual y las listas de verificación?
- Son útiles?

Los trabajadores dijeron que las listas de verificación eran la clave del éxito! Poder dar una hoja separada a cada trabajador hace el trabajo rápido .

- 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.

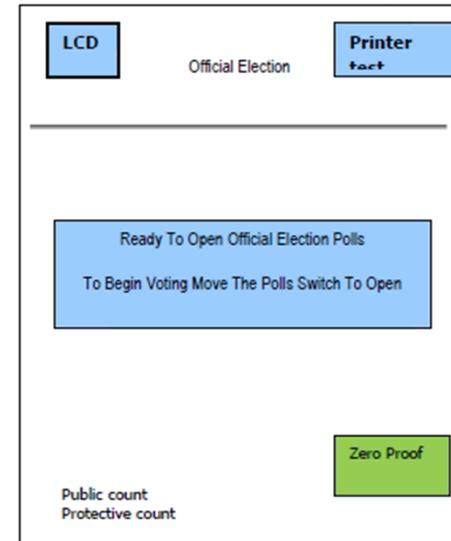


# Configuración

- Es la información acerca del HAAT fácil de entender?
- Ayudan las fotografías?

A los trabajadores les gustó la idea de tenerla en el HAAT para evitar tener que buscar en el 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.



# Abertura de las Urnas

- Cuál es el mayor reto con la apertura del Edge?
- Es útil el manual y las listas de verificación?
- Son útiles las fotografías?

Usando listas de verificación en todo fué 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:
  - o A Misread/Defective Ballot (NOT spoiled)
  - o There is a power failure
  - o 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.



# Asistencia al Votante

- En su lugar de votación activamente utiliza las tarjetas de Deber?

Las tarjetas de deber también están siendo utilizadas por estas juntas, pero estaremos haciendo algunas modificaciones para agilizar

## 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.

# Asistencia al Votante

- Qué piensa que es lo más difícil acerca de programar la tarjeta activadora?
- Piensa que esta red es útil?
- Está en el sobre de la tarjeta, sería útil en el 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 to 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.

# Asistencia al Votante

- En qué momento se da cuenta que el votante quiere votar en el Edge?
- Cómo se lo ofrece al votante?

Algunos dijeron que lo ofrecen en el momento de la firma del votante si notan que tiene dificultades con las habilidades motoras finas o una parálisis.

## 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

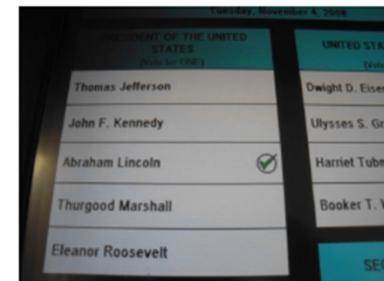
The ballot language options are displayed on the screen. The voter makes a selection by touching the button containing the language of choice.



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.

# Asistencia al Votante

- En qué momento se da cuenta que el votante quiere votar en el Edge?
- Cómo se lo ofrece al votante?

Otros dijeron que lo ofrecen cuando están ocupados para ayudar con una espera en la casilla, mientras que otros dijeron que lo hacen cuando está mas lento si el votante necesita su ayuda.

## 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

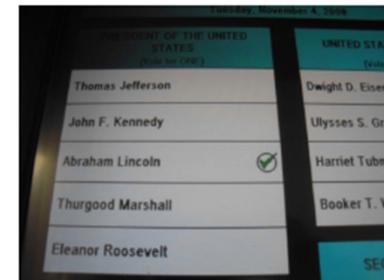
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### CHANGING A SELECTION

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.

# Asistencia al Votante

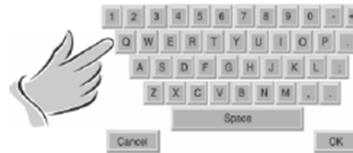
- Ha tenido votantes que tienen problemas para emitir un voto por escrito?

Dijeron que nunca les había pasado esto.

Sin embargo, tuvimos un informe del Día de Elección de que un votante estaba recibiendo un mensaje de error de ortografía que sólo ocurre en la modalidad por escrito

## 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.

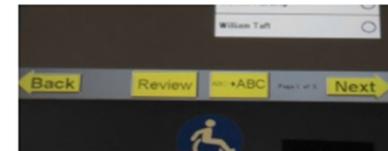
The voter uses the Next button to move forward



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.



# Asistencia al Votante

- Ha tenido problemas con votantes emitiendo un voto utilizando el ajuste estándar o letra grande?
- Y provisional?

Ningún problema con boletas estándar; no se votan muchas provisionales, pero son más difíciles

## 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.

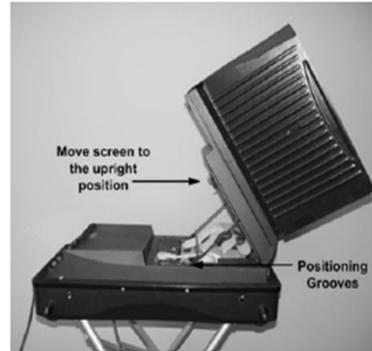
The voter removes the voter card from the activation slot at the front of the Edge, and hands the card to the board worker guarding the Insight and Edge, who will give the voter an "I Voted" sticker.

# Asistencia al Votante

- Ha tenido problemas con votantes que emiten un voto de audio?
- Qué problemas eran?

La votación de audio es un reto porque es difícil ayudar a un votante si lo necesitan—no puedes oír lo que están oyendo.

## 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.

# Asistencia al Votante

- Ha tenido problemas para explicar el teclado táctil o parece que los votantes “la agarran”?

El teclado parece ser fácil de entender, pero tuvieron problemas la primera vez que lo usaron sobre dónde conectarlo exactamente.

- 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:

	<b>Press Select to</b>
	Exit introductory help and begin voting
	Select contest
	Select or deselect a candidate for each contest
	Review selections
	Exit contests
	<b>Press Next to</b>
	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
	<b>Press Back to</b>
	Move backward through the list of candidates for each contest
	Move backward through the contests of the ballot
	<b>Press Help to listen to</b>
	Introduction help
	General help
	Candidate Select/Deselect Help
	Write-In help

# Problemas?

- Ha utilizado las páginas en la parte posterior del manual?
- Ha utilizado el folleto para solución de problemas del equipo especial?

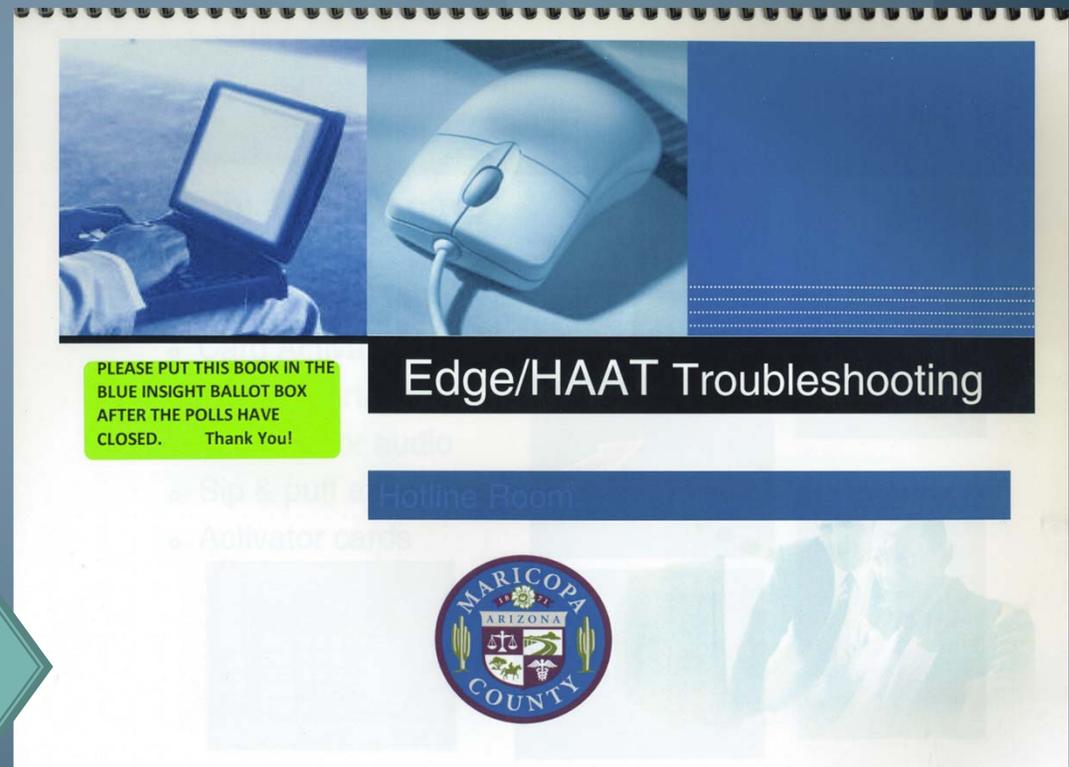
Muchos en este grupo dijeron que no sabían que esto estaba en el manual—principalmente porque nunca habían necesitado utilizar materiales para solución de problemas

## 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.

# Problemas?

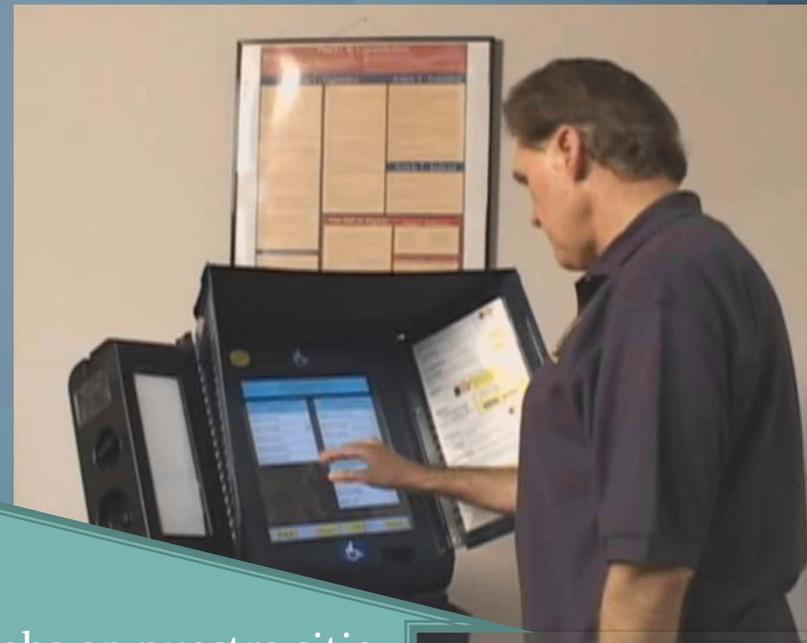
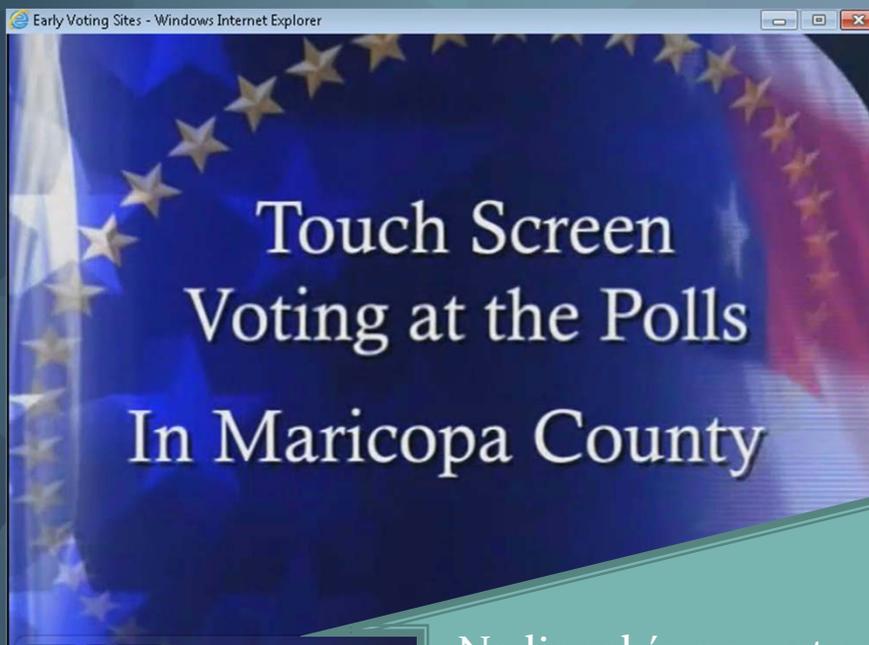
- A cada lugar de votación también se le proporciona una guía para solución de problemas:



Los trabajadores electorales no sabían que esto estaba en los suplementos de su lugar de votación

# Sabía usted?

- Hay un video de accesibilidad al votante en nuestro sitio web que demuestra cómo utilizar el Edge?



Nadie sabía que esto estaba en nuestro sitio web y les pareció que verlo podía ayudarles para obtener una perspectiva del votante.

# GRACIAS!

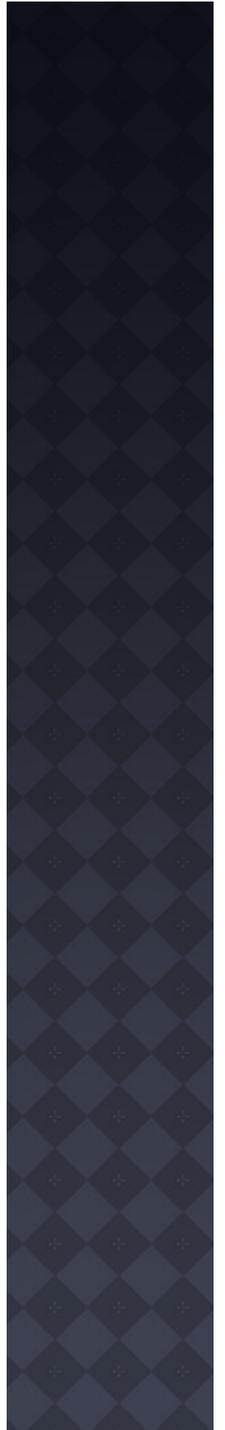
Por su tiempo y dedicación a los votantes del Condado Maricopa!

Así que veamos lo que mostraron las encuestas:



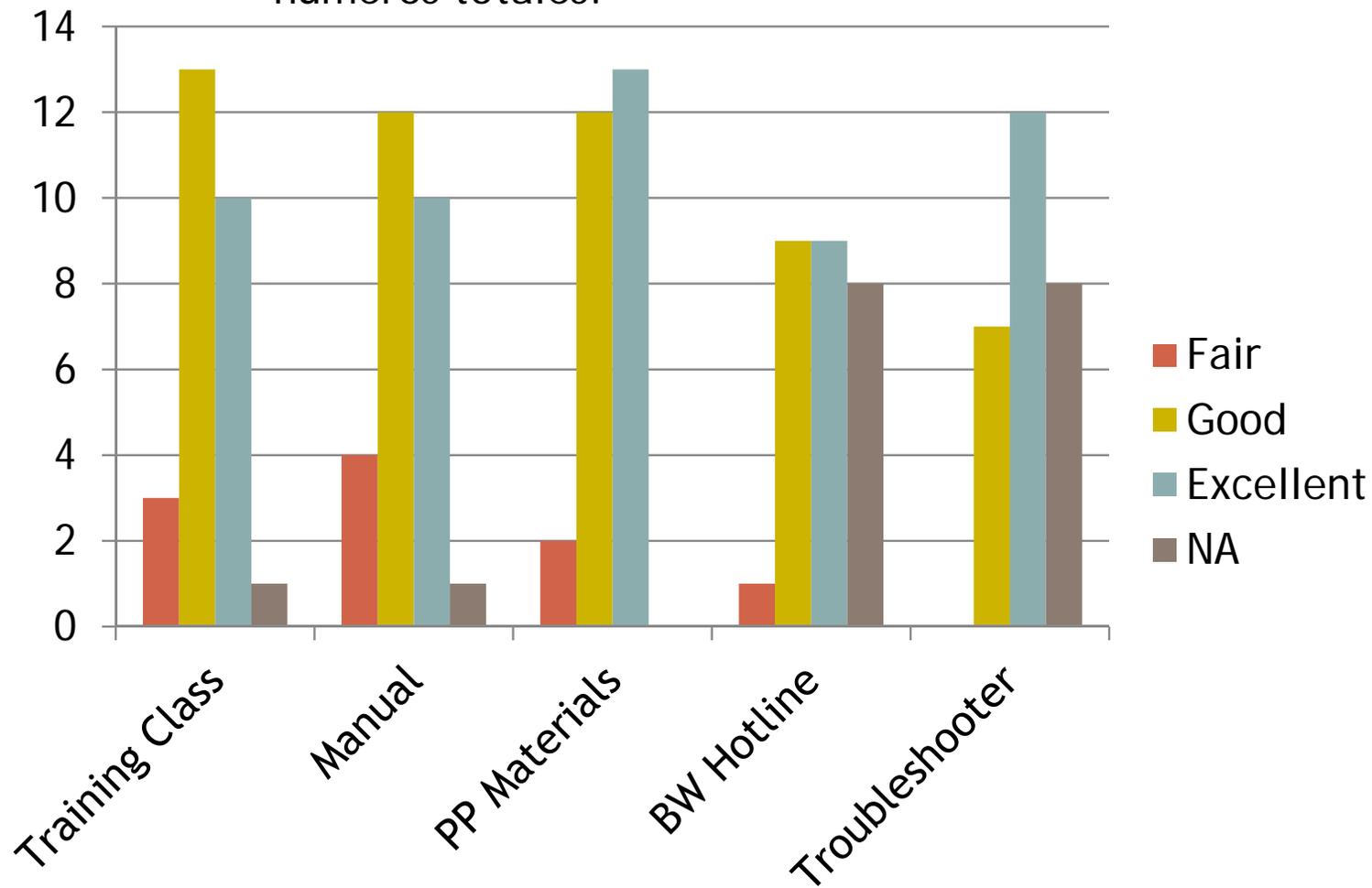
## PALABRA RÁPIDA SOBRE LA ENCUESTA

- ◉ Hubo múltiples trabajadores electorales presentes del mismo recinto y la encuesta no distingue donde trabajaron—por lo que podría haber una leve inflación de números.
- ◉ No contaba con eso...
- ◉ Hay 14 recintos representados.



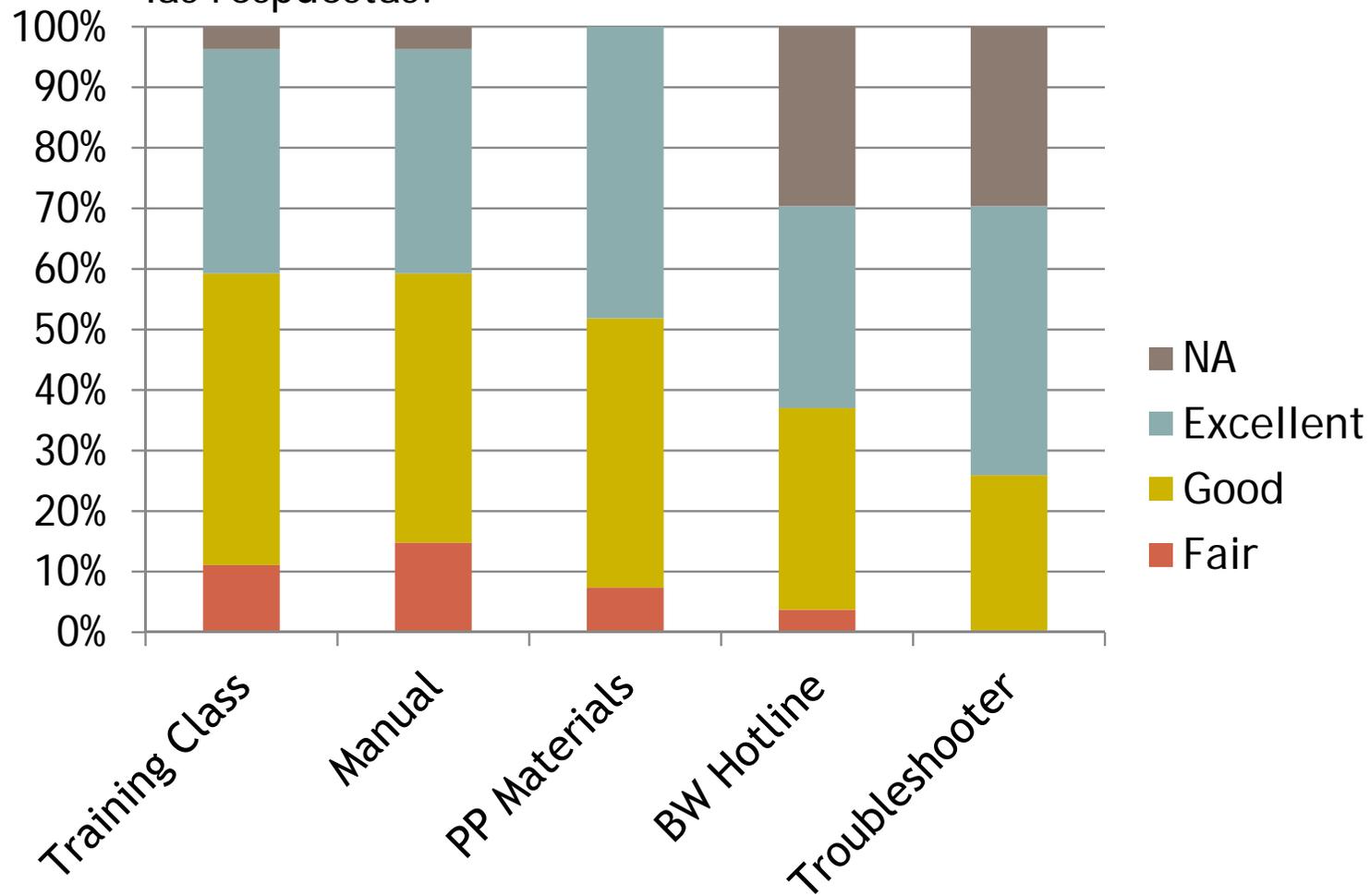
# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE

Respuestas de Encuesta en números totales:

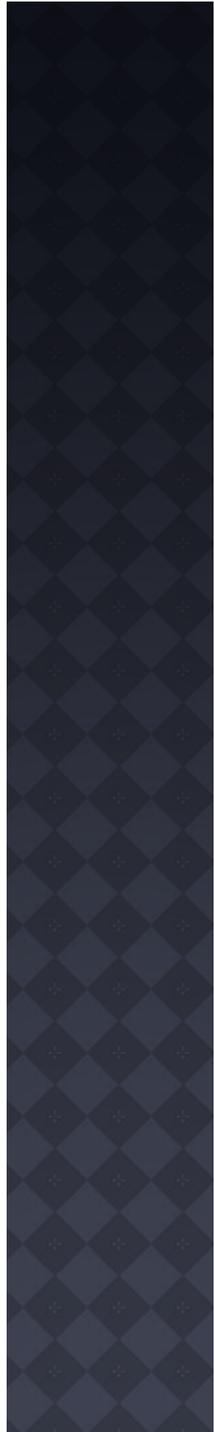
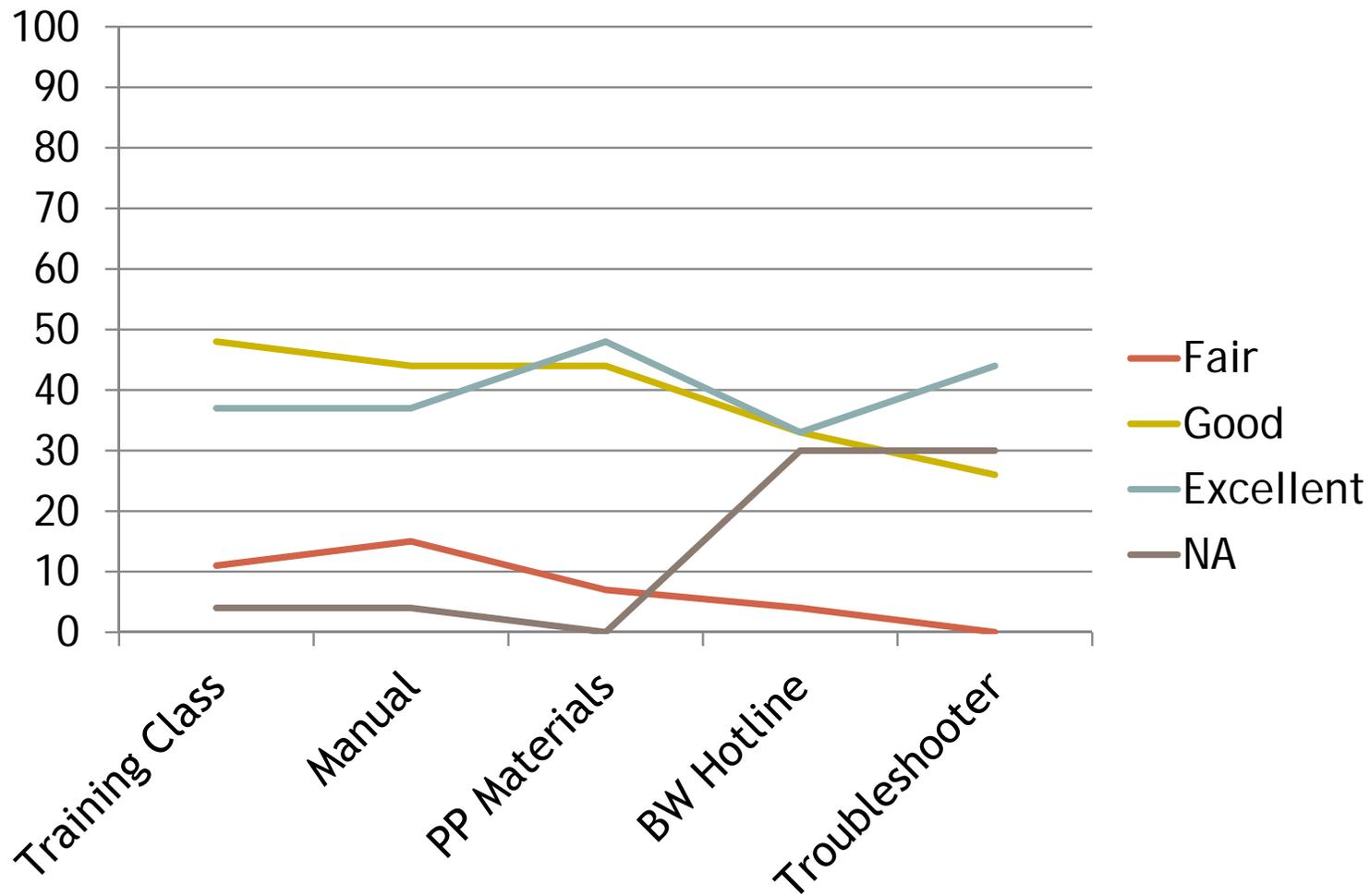


# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE

Respuestas de Encuesta como porcentaje de todas las respuestas:



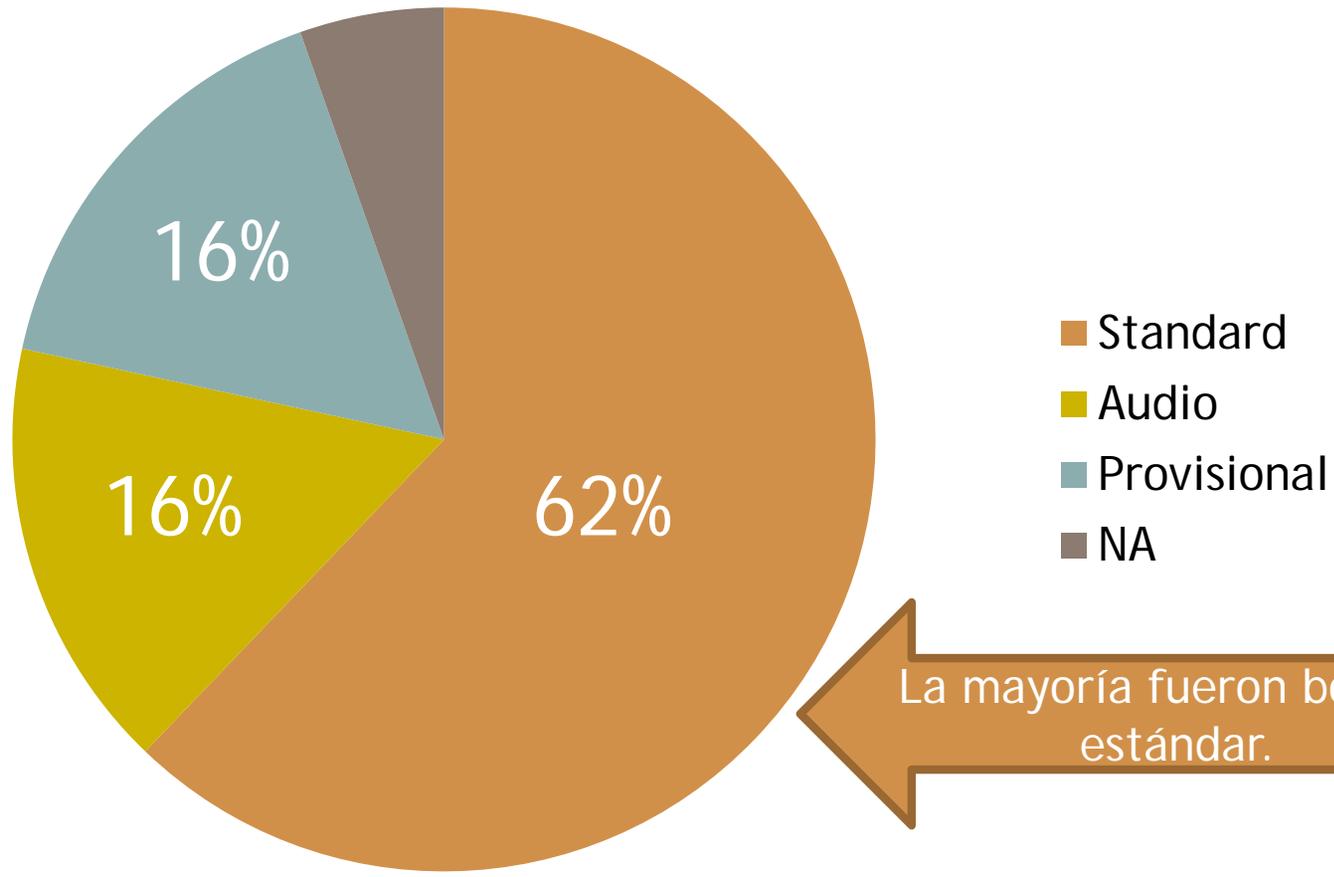
# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE POR PORCENTAJE



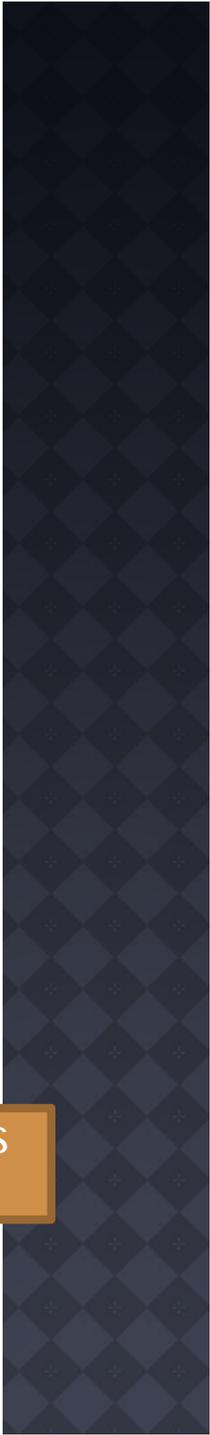
# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE

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

Standard     Audio     Provisional



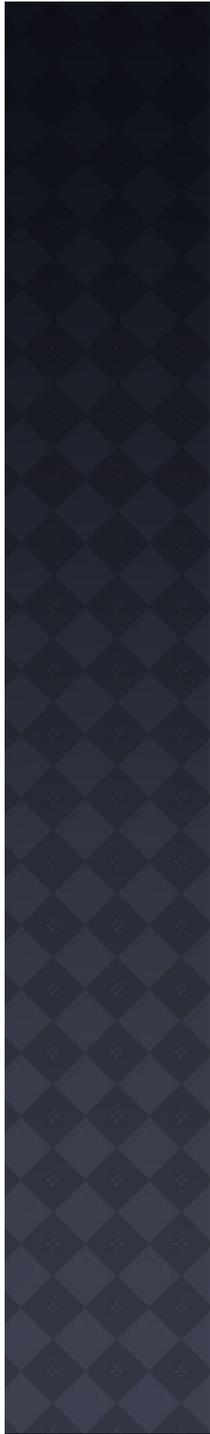
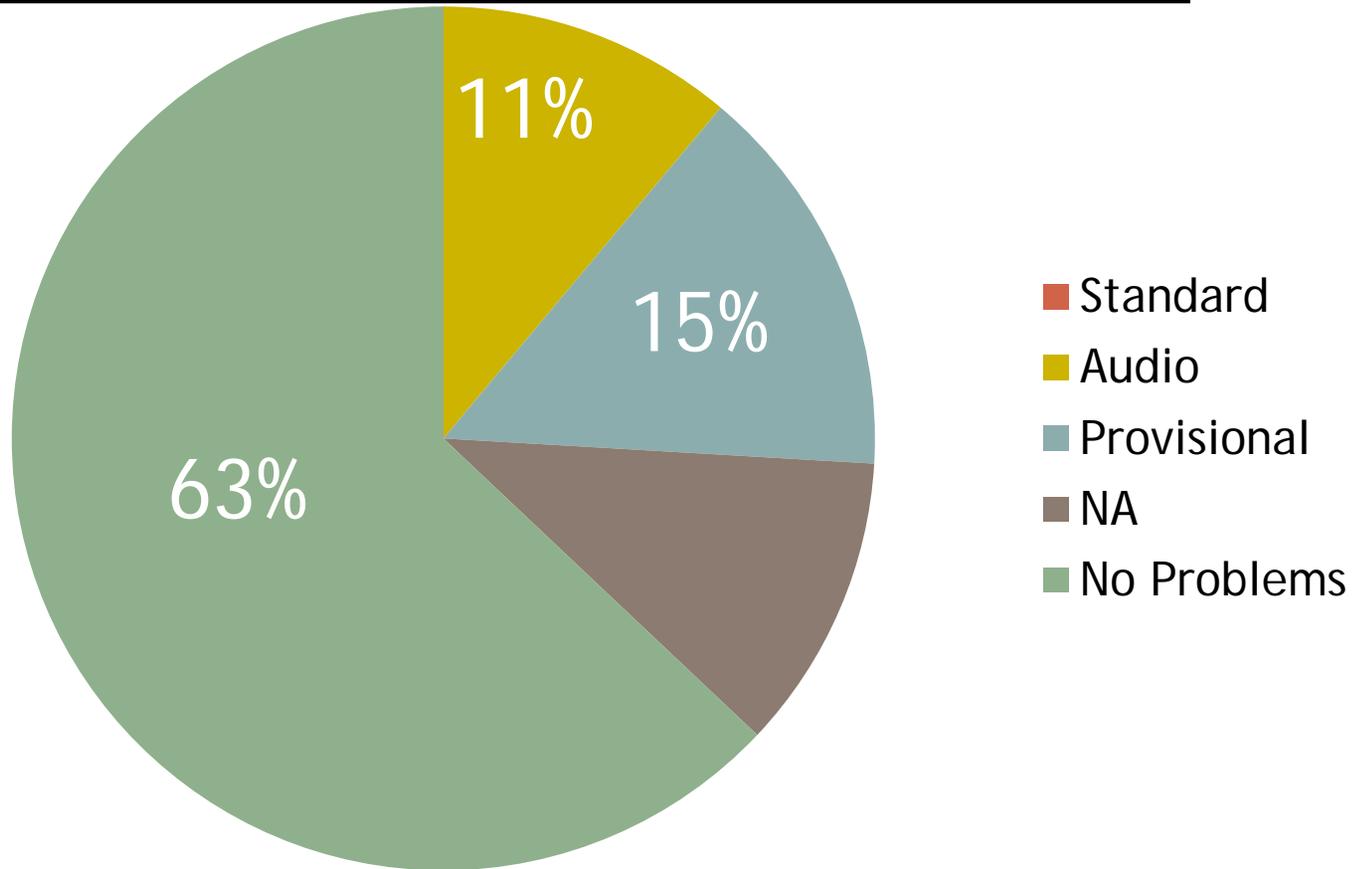
La mayoría fueron boletas estándar.



# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE

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

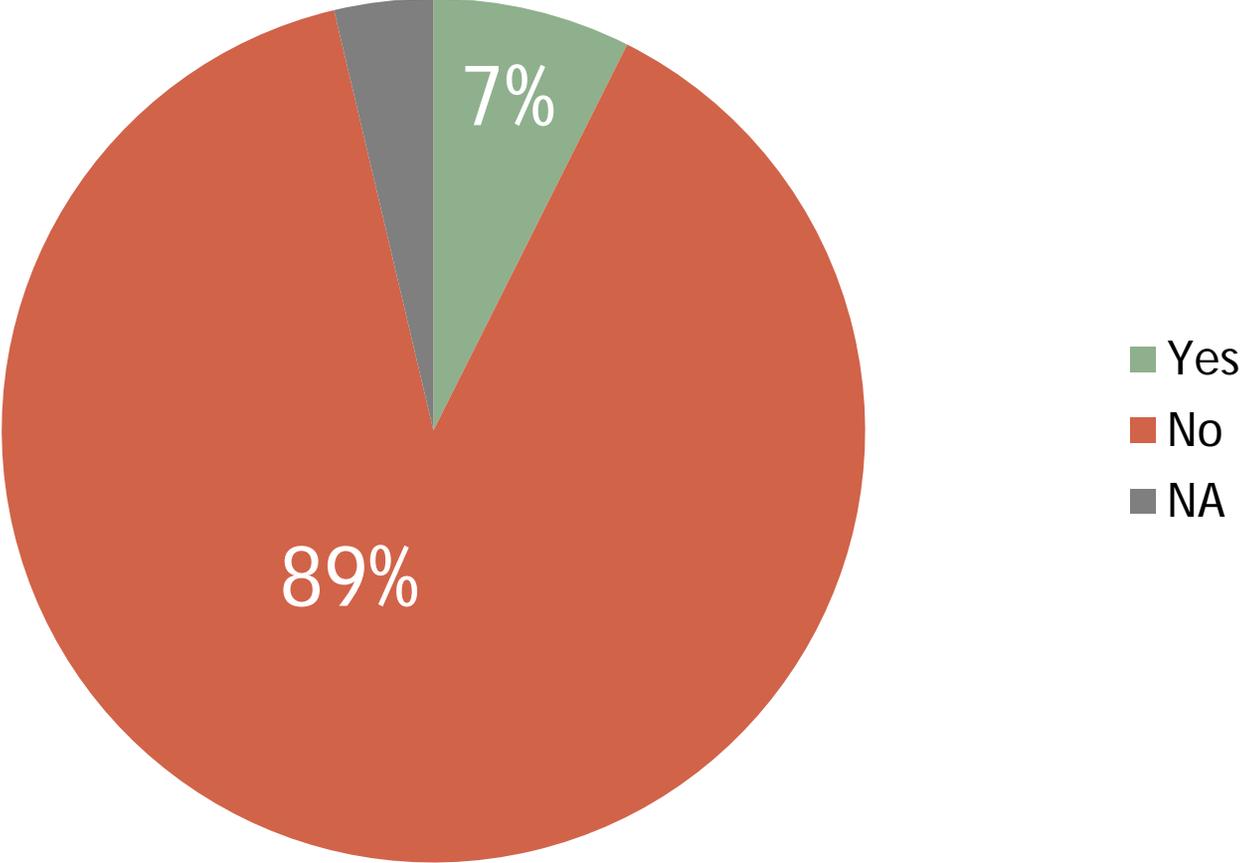
Standard     Audio     Provisional     No



# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE

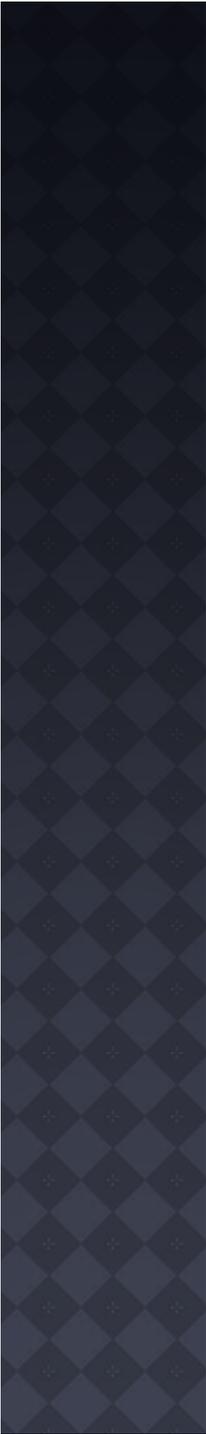
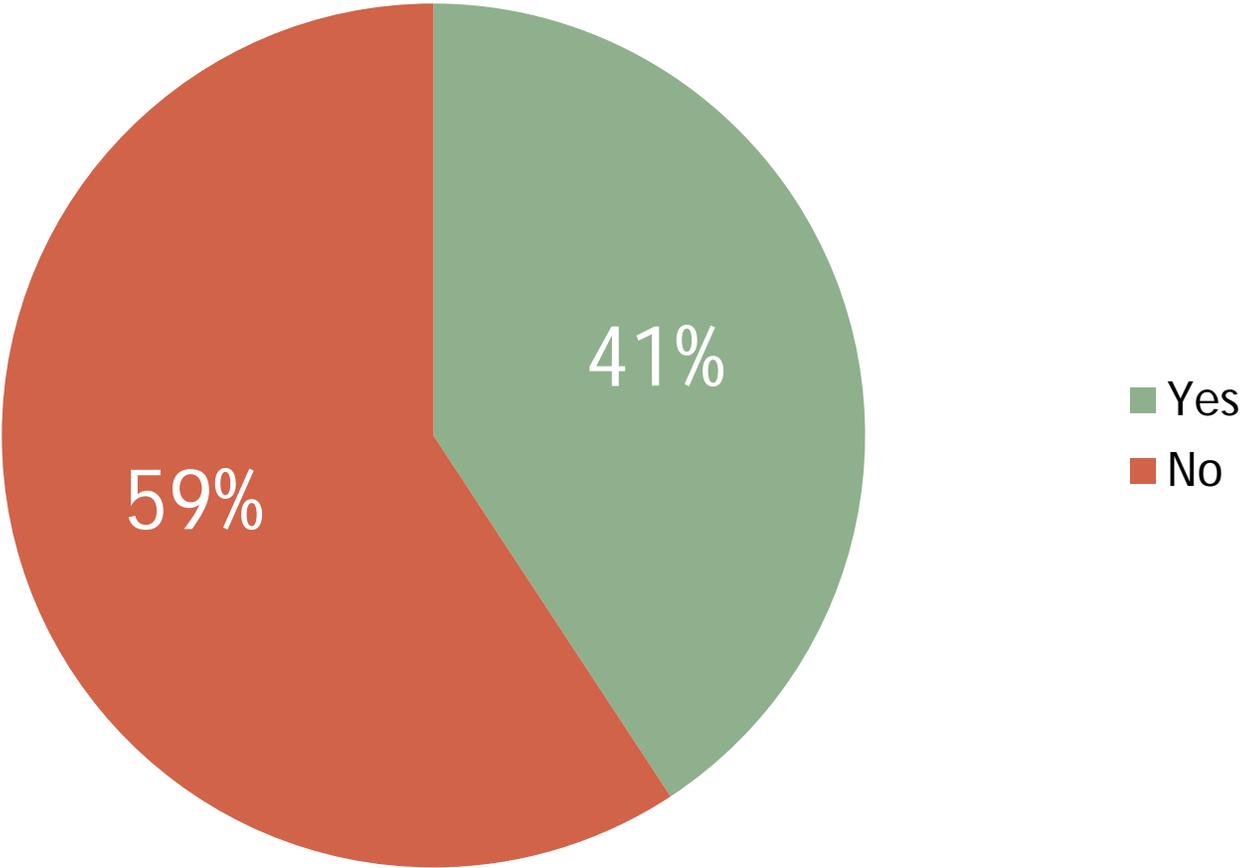
In the 2012 General, did you have a student worker?

Yes       No



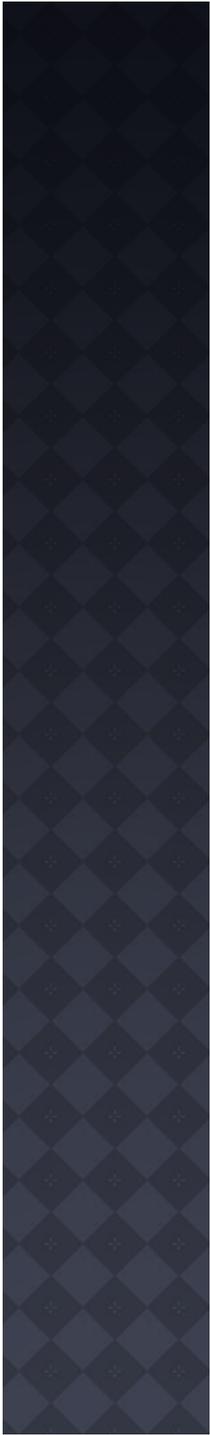
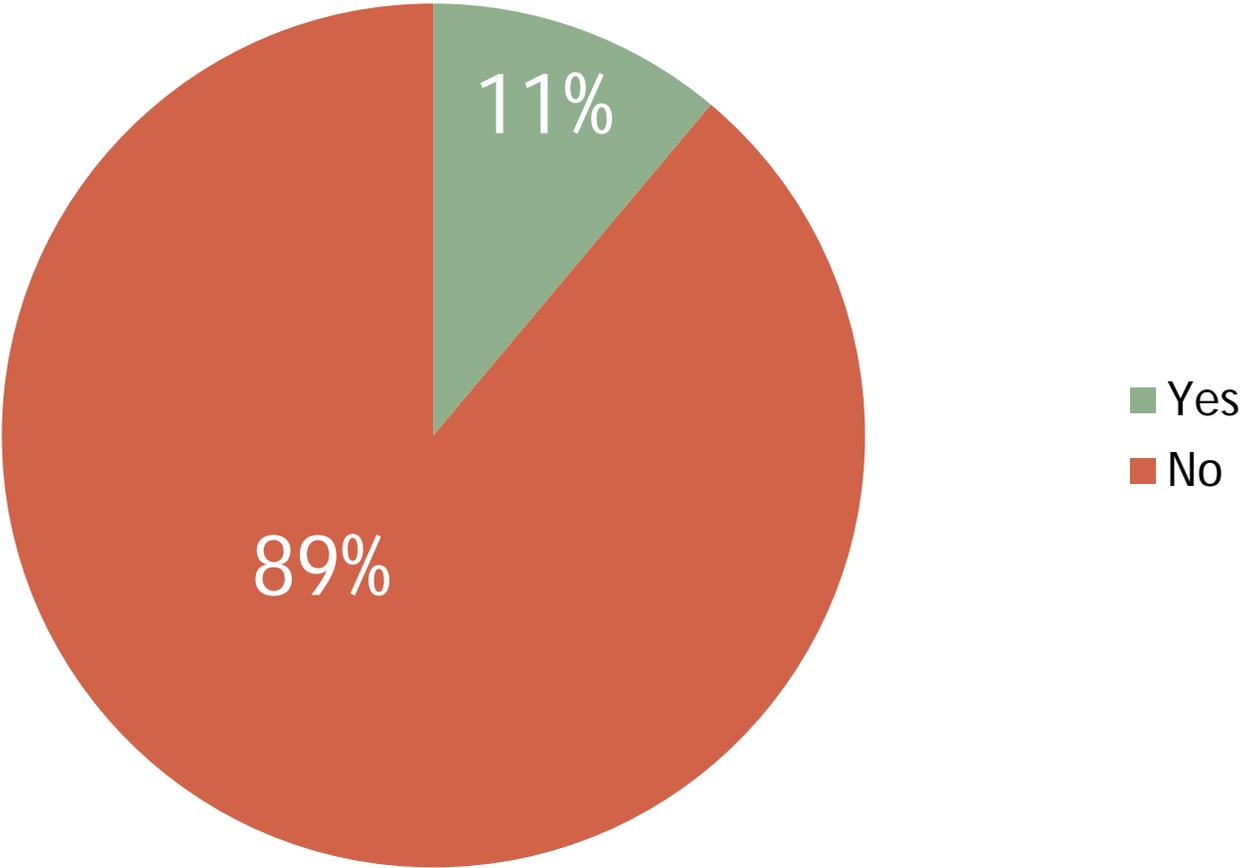
# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE

Did any of the boardworkers vote on the Edge?  
 Yes       No



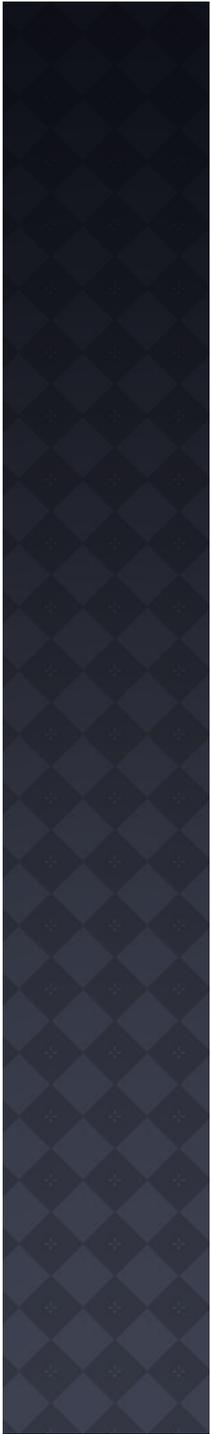
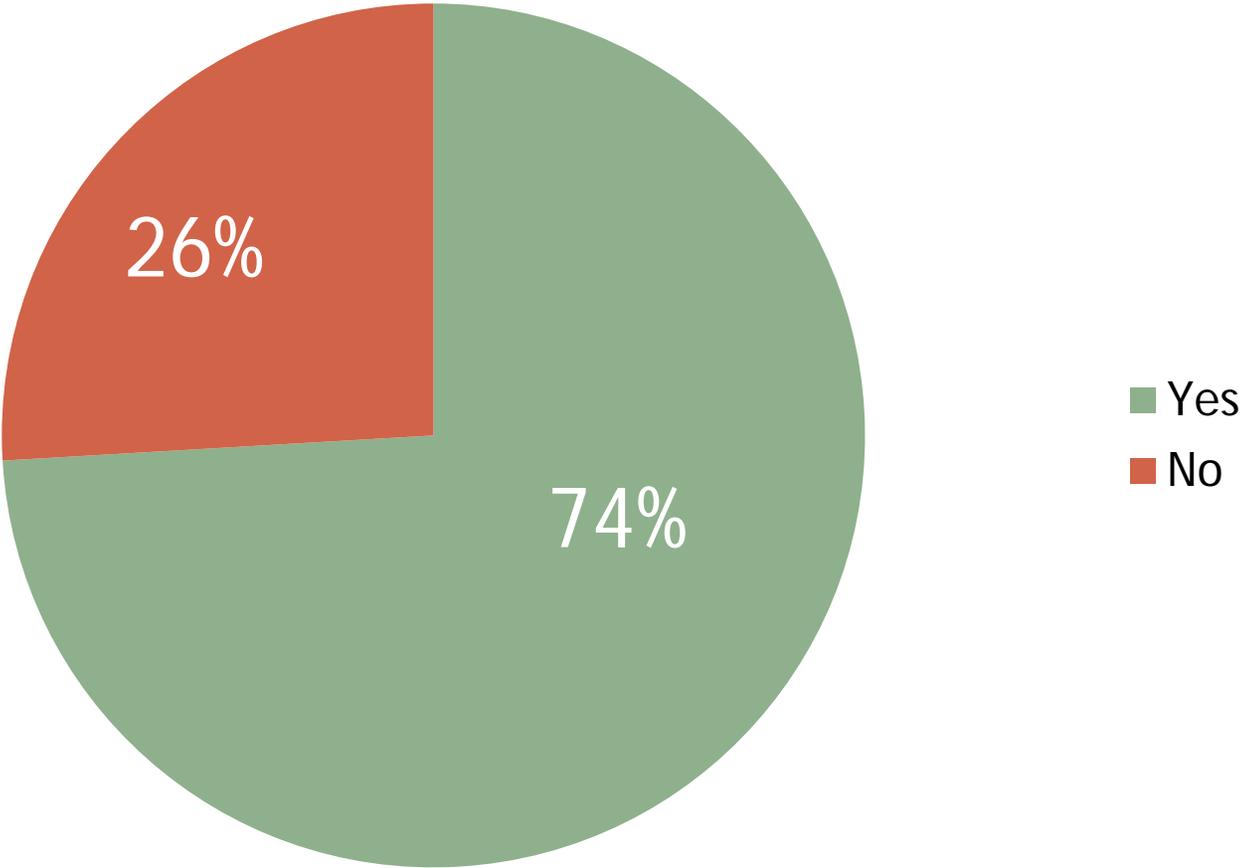
# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE

Have you ever voted on the Edge?  
 Yes       No



# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE

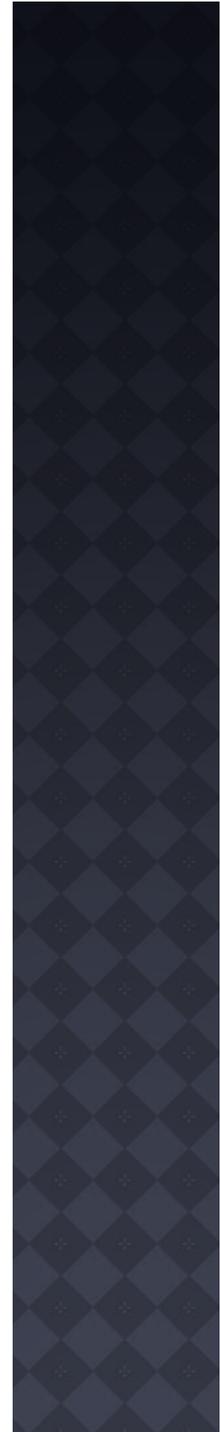
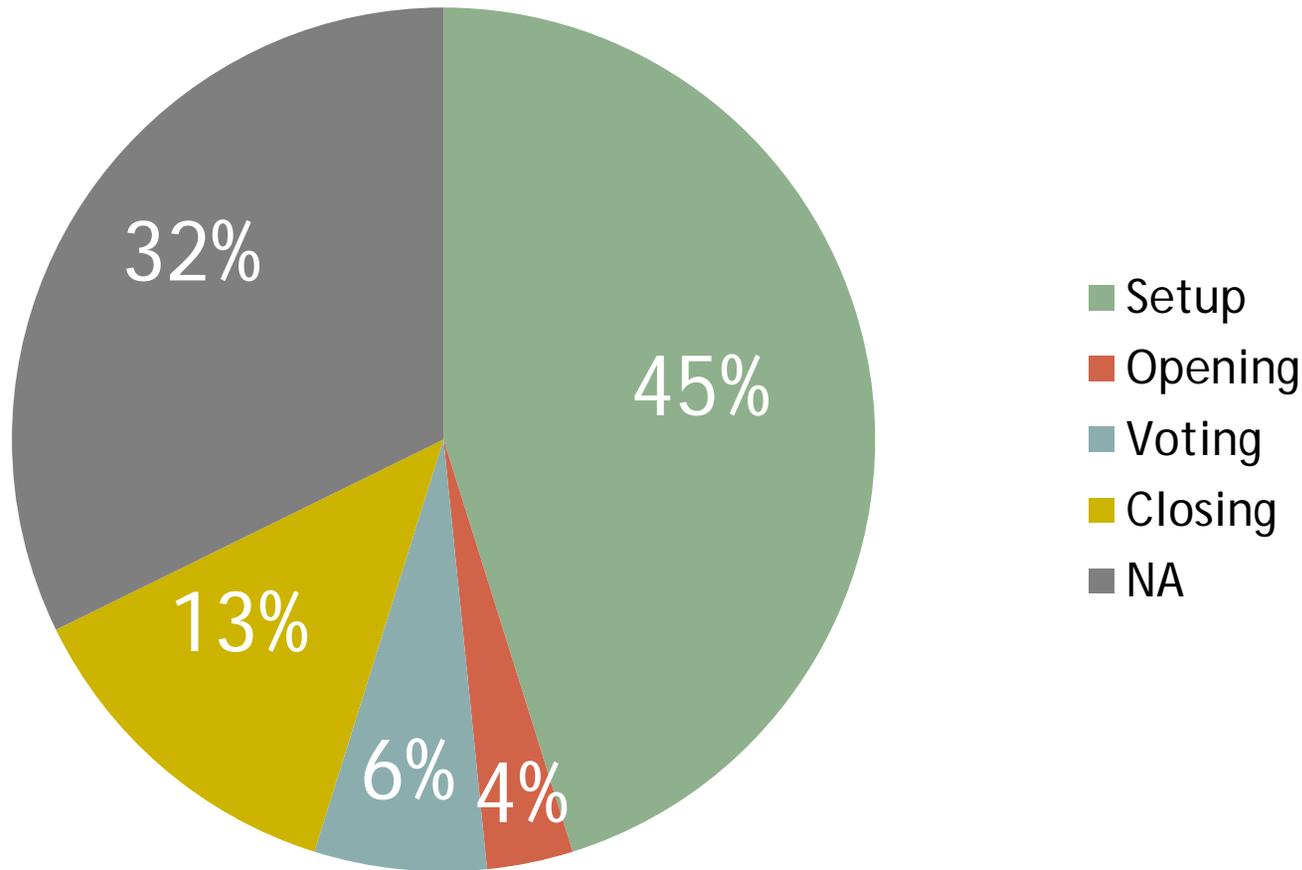
Did you have one worker designated to Edge duty?  
 Yes       No



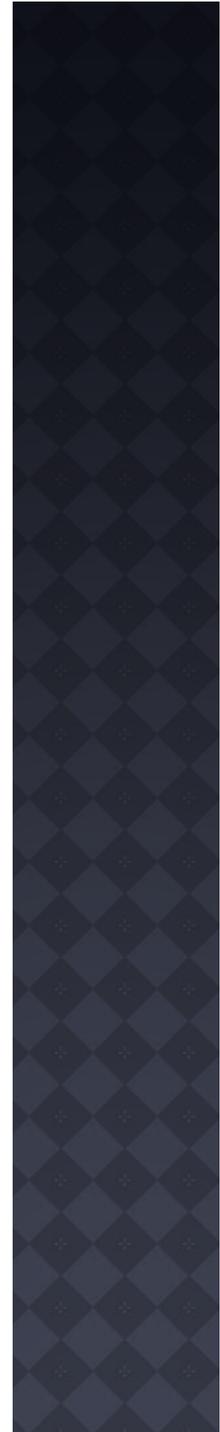
# RESULTADOS DE ENCUESTA DEL GRUPO DE ENFOQUE

What is the greatest challenge with the Edge?

Setup     Opening     Voting     Closing



# QUÉ MÁS TENÍAN QUE DECIR LOS TRABAJADORES ELECTORALES?



# COMENTARIOS DEL GRUPO DE ENFOQUE:

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)

# COMENTARIOS DEL GRUPO DE ENFOQUE:

- Actualmente una parte de la clase de entrenamiento estándar contiene una parte práctica de la programación de las tarjetas y el trabajo con el Edge.
- Los asistentes del Grupo de Enfoque sentían que más de eso era necesario, que no todos tuvieron la oportunidad de realmente hacerlo—en grupos, no todos lo hicieron físicamente.

Your comments: *Need hands-on training*

## COMENTARIOS DEL GRUPO DE ENFOQUE:

Your comments:

More Training on  
the Ledger  
NEED HANDS <sup>ON</sup> 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.

## COMENTARIOS DEL GRUPO DE ENFOQUE:

- Muchos de los asistentes pensaron que el proceso estaba trabajando muy bien y no entendían cómo otros recintos podrían tener dificultades (Si seguían las listas de control!).

Your comments: I believe A good effort  
is being given to Improving  
the voting process - good job!

# AQUELLOS QUE NO ASISTIERON...

- ◉ Debido a que los asistentes fueron una tasa mucho más alta de Trabajadores Superiores que el grupo completo, y se han beneficiado de entrenamiento adicional, estaremos enviando la encuesta a aquellos que no pudieron asistir junto con un sobre de franqueo pagado de devolución.



# DIFUSIÓN 2013: ENCUESTA

- ◉ Más tarde esta Primavera también estaremos enviando un correo electrónico con una encuesta a los votantes que le pedimos que transmitan a sus electores.
- ◉ Habrá 5 Secciones:
  - Información al votante
  - Comportamiento electoral
  - Experiencia de Votación en-persona
  - Experiencia de Votación de Voto por Correo
  - Información sobre Votación

## **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.

# ENCUESTA: INFORMACIÓN AL VOTANTE

## 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.*

# ENCUESTA: COMPORTAMIENTO ELECTORAL

## 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

# EXPERIENCIA DE VOTACIÓN EN PERSONA

## 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

# EXPERIENCIA DE VOTACIÓN DE VOTO POR CORREO

## 4. Vote by Mail Voting Experience

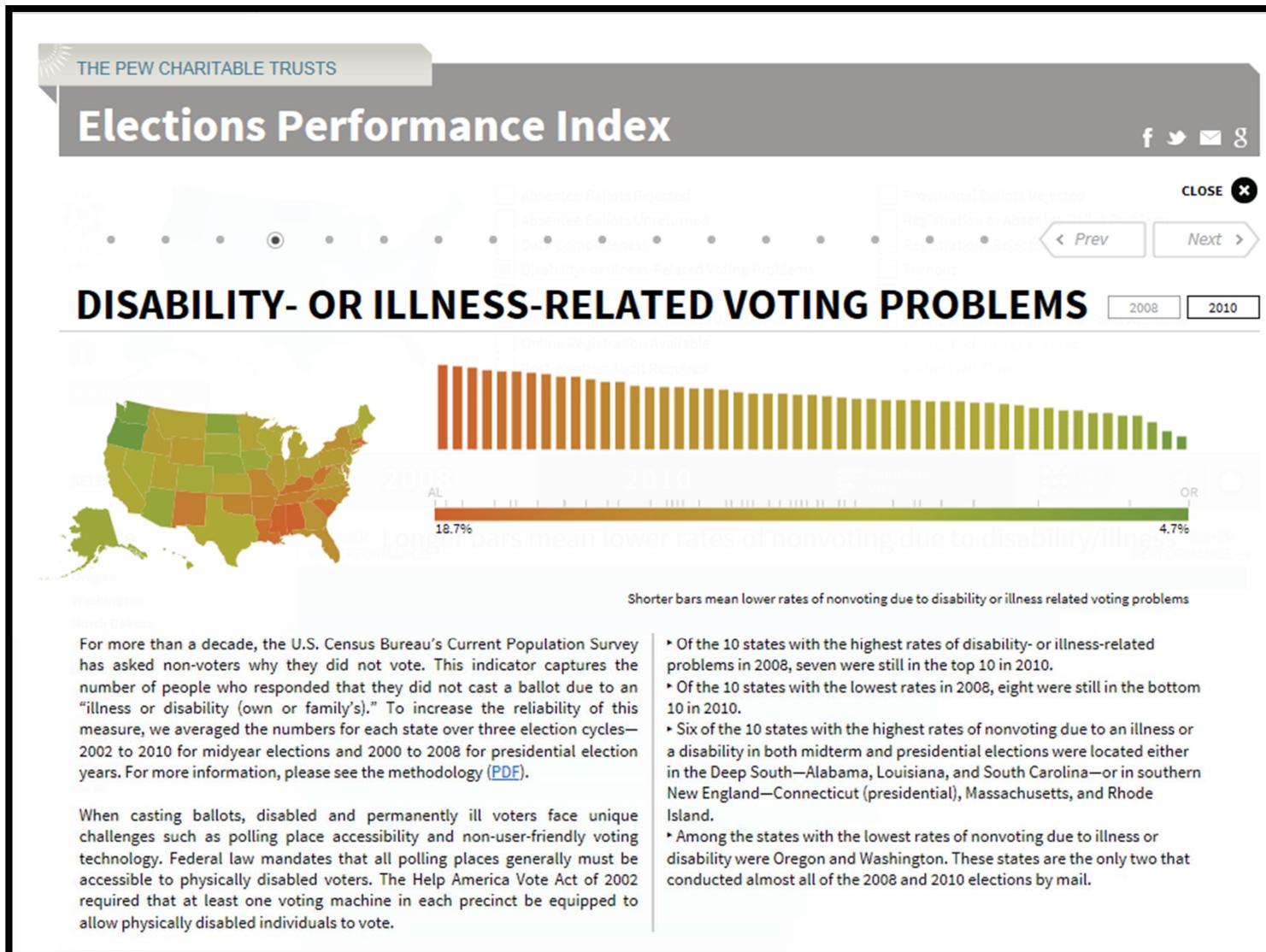
- a. Did you vote using
  - i. Standard paper ballot
  - ii. Large Print ballot
  - iii. Braille ballot
- b. How do you rate the customer service you received in getting your ballot?
  - i. Excellent
  - ii. Good
  - iii. Fair
  - iv. Poor
- c. Were you satisfied with the ease of voting?
  - i. Yes
  - 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

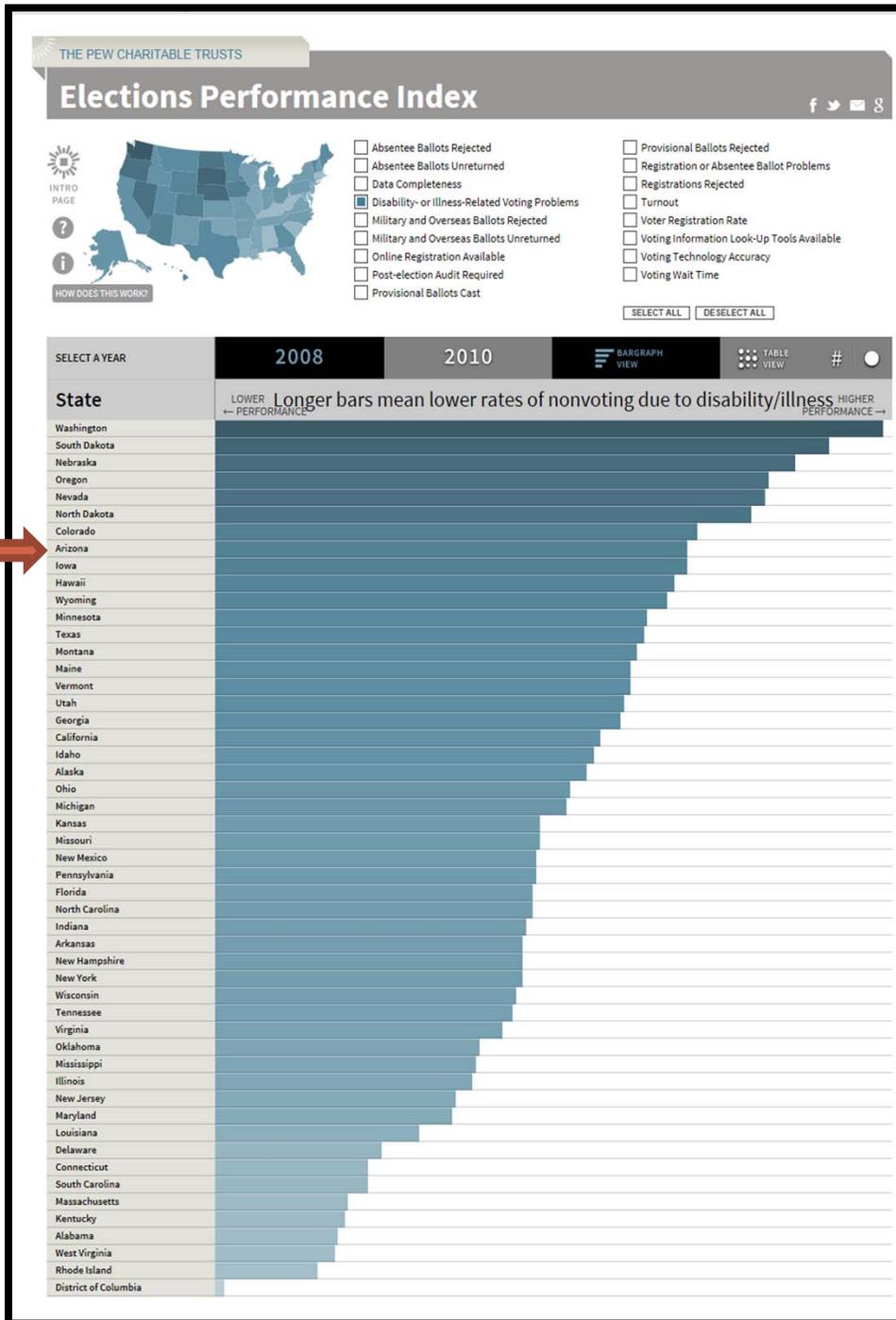
# ENCUESTA: INFORMACIÓN SOBRE VOTACIÓN

## 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

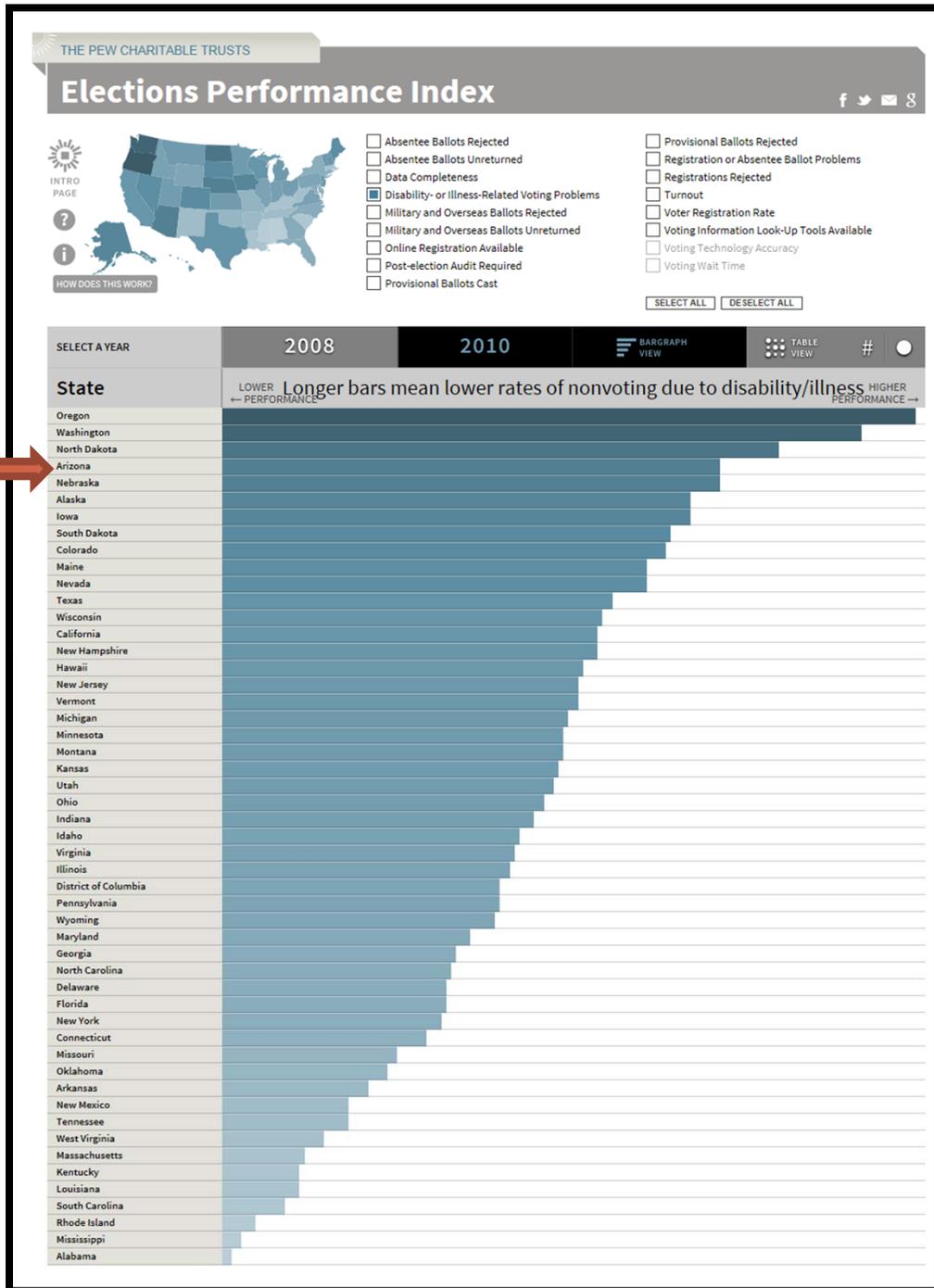
# CÓMO SE COMPARA ARIZONA A OTROS ESTADOS?





# GENERAL 2008

- Arizona obtuvo el lugar número 8 a nivel nacional en 2008 por el éxito en la prevención de discapacidades o enfermedades de impactar la capacidad de un votante para participar.



# GENERAL 2010

- Arizona mejoró en nuestra clasificación a 4.
- Clasificaciones de 2012 estarán disponibles más adelante este año, principios de 2014.

# PROMOCIÓN 2013: EVENTOS

- ◉ Estaremos presentando en el Instituto de Verano de Tecnología Asistiva este mes de Julio.
- ◉ Estamos disponibles para otros eventos también!



# SOS

- A principios de esta semana los trabajadores de alcance en el estado se reunieron en la oficina de SOS.
- Compartimos algunos de nuestros esfuerzos de alcance con otros condados.

## MARICOPA COUNTY OUTREACH & PARTNERSHIPS

Tammy Patrick  
Federal Compliance Officer  
SOS Meeting  
March 25, 2013

## VOTER ACCESS TO INFORMATION

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

The screenshot displays three panels of information on the MCEd website. The top-left panel is titled 'TODOS LOS DOCUMENTOS EN ESPAÑOL, ASL Y TOHONO O'ODHAM' and lists various voter services. The top-right panel is titled 'INFORMACION PARA VOTAR EN TOHONO O'ODHAM' and lists services in that language. The bottom panel is titled 'INFORMACION PARA VOTAR EN TOHONO O'ODHAM' and lists services in that language. The website also features a 'VOTER ACCESS TO INFORMATION' section with audio recordings available in English, Spanish, and Tohono O'odham.

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

The screenshot displays two panels of information on the MCEd website. The left panel is titled 'Basic Voter Information' and lists various voter services. The right panel is titled 'Voter Registration' and shows a video of a woman in American Sign Language (ASL) providing information. The website also features a 'Voter Registration' section with online videos and on DVDs.

**COMENTARIOS?  
PREGUNTAS?**