

# MAKING VOTES COUNT

CITIZENS UNION FOUNDATION  
ELECTION REFORM PROJECT

## PROJECT REPORT:

### 2006 POLL WORKER RECRUITMENT PROGRAM

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# 1

## IN APPRECIATION

Citizens Union Foundation (CUF) extends a gracious thank you to everyone who played a part in developing and implementing our 2006 poll worker recruitment program. The program was overseen by Doug Israel, CUF's Director of Policy and Advocacy and managed by Andrea Senteno, CUF's Program Associate. We would like to acknowledge the work of our present and former interns who were involved with the program, particularly John Pham, for developing our poll worker recruitment website and working on this project with CUF for the past two years. We also thank CUF board member, Grace Lyu-Volckhausen, for initiating a partnership between our organization and the Korean American League for Civic Action (KALCA). KALCA has supported our efforts by funding an exceptional intern, Jane Kim, who contributed to the success of the program. Thanks also go to CUF Board member Chung-Wha Hong and the New York Immigration Coalition for helping us expand our language interpreter recruitment efforts this year.

Citizens Union Foundation would like to thank all 3,313 New Yorkers who applied through our organization to become poll workers last year, with a special thanks to the 317 individuals who completed and returned our survey.

Citizens Union Foundation would also like to extend its appreciation to the New York City Board of Elections – especially former Executive Director, John Ravitz and Coordinator of Election Day Operations, Rosanna Rahmouni — for their assistance with our efforts and the information they provided us about the Board's poll worker program.

We extend a final thank you to the New York Community Trust, the Lily Auchincloss Foundation, and the U.S. Election Assistance Commission, all of which have generously provided funds to Citizens Union Foundation for this project, as well as supported our other election reform efforts.

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## EXECUTIVE SUMMARY

Citizens Union Foundation (CUF) has worked to recruit New Yorkers to serve as stand by Election Day poll workers since 2001. Our poll worker recruitment project seeks to address the shortage of poll workers that inevitably occurs each Primary and Election Day. Our efforts are geared toward encouraging citizens outside of New York’s partisan political party structure to participate in the poll worker program to assist voters in casting their ballots.

In 2006, Citizens Union Foundation continued its efforts from 2005 to recruit much needed language interpreters to work at the polls on Election Day. New York City is federally mandated under the national Voting Rights Act to provide certain qualified jurisdictions with language assistance in Spanish, Chinese, and Korean. Language interpreters serve a vital role in the election process, allowing voters with limited English proficiency to exercise one of our most basic rights and responsibilities. Recruiting language interpreters also allows CUF to engage people normally outside of the partisan party structure.

CUF also focused its efforts in 2006 to recruit college-age poll worker applicants. With the inevitable introduction of new electronic voting machines in New York City, the New York City Board of Elections (BOE) will need to mobilize a more tech savvy poll worker force to aid New Yorkers during this important transition. In addition, new machines may mean some poll workers choose to opt out of working on Election Day because of their fear or unfamiliarity with the new machines, leaving a potential gap at the polls to be filled by new recruits. CUF sees a largely untapped resource in a younger generation of poll worker applicants that are well equipped to handle that the demands of new poll site procedures and machines will require. The federal Elections Assistance Commission provided CUF with a grant to recruit poll workers between the ages of 18-24, as part of their “Help America Vote College Poll Worker” program.

Compared to our 2005 work, CUF’s 2006 number goals and achievements were as follows:

	<u>2005 Actual</u>	<u>2006 Goal</u>	<u>2006 Actual</u>
Total Poll Workers	1,357	1,500	3,313
Language Interpreters	314	500	579
College Age Poll Workers	N/A	500	1,326

CUF exceeded all goals by recruiting 3,313 total poll worker applicants, 579 of which were language interpreters—200 more than the 314 recruited in 2005—and 1,326 of which were college age. CUF solicited surveys from all of our applicants and received 317 responses. This report includes findings from our recruitment efforts and survey results.

Based on survey results answered by our applicants and observations of our poll worker program, CUF was able to gain better insight into our poll worker recruitment efforts and poll worker experiences city wide. Our notable findings and recommendations are presented herein.

### **2006 POLL WORKER RECRUITMENT PROGRAM KEY FINDINGS:**

- I. Internet recruitment strategies and efforts proved to be the most cost effective method and easiest method of recruitment, especially when coupled with the more streamlined online application process CUF implemented in 2006 though not yet replicated by the Board of Elections. Greater resources and emphasis should be placed into such recruitment efforts to increase the available pool of desperately need poll workers.
- II. There remains a strong need for poll workers to have more hands on training in the form of practicing before each election - as opposed to simple text book learning. Practicing through the use of role playing situations should always include the use of, and training on, actual voting machines.
- III. Demand for on site language interpreters exceeds the number of such workers who are trained and available to work. This demand will only continue to rise in future years. More active and aggressive recruitment is needed of this vital group of poll workers in order to serve the federally required needs of this voting population.
- IV. With the long delayed but soon to be expected use of new voting machines, it will be important that poll workers who are more comfortable with the newer technology, such as college-age young adults, be recruited to replace those who may choose to no longer work because of this shift to newer technologically different machines.
- V. Too often poll workers mishandled the request for identification and the use of affidavit ballots resulting in the unnecessary disenfranchisement of certain voters. This failure indicates a need for more comprehensive training on HAVA mandated identification procedures and proper poll site practices to ensure that no voter is unnecessarily denied the right to vote because of a lack of knowledge on the part of the poll worker.

CUF has worked with the City Board of Elections over the years to implement meaningful and practical changes to the city's Poll Worker Program. Improvements to election day procedures, recruitment, and training have been made by the BOE, and we recognize that with the implementation of new voting machines, the BOE will need to further strengthen and redefine much of its operations and training regarding poll workers. CUF sees the arrival of new voting machines as an opportunity to make meaningful improvements to the poll worker program. In this report, CUF recommends the following changes to the New York City Board of Elections poll worker program, based on our observations and efforts over the years.

## **POLL WORKER PROGRAM RECOMMENDATIONS TO NYC BOE:**

### I. Recruitment and Application Processing

- **Expand efforts to recruit poll workers online.** In addition, use online methods of communication to streamline the application process and stay in touch with applicants.
- **Increase the financial compensation for poll workers** from the maximum of \$460 if they and work on both the primary and general election days, to something much higher and more appealing.
- **Implement a Voluntary Municipal Employee Poll Worker Program** that allows non-emergency city employees to serve at the polls on the day of the General Election.

### II. Training

- **Require all poll workers, regardless of past experience, to attend training before each election cycle,** including returning poll workers.
- **Offer a more practical “hands-on” experience** including the demonstration of voting machines during the training of Election Day procedures.
- **Enhance and strengthen the online component to the training process,** allowing poll workers to refresh their skills before Election Day.
- **Emphasize and clarify HAVA identification requirements in training sessions** to ensure no one is unnecessarily asked for identification, including improper forms.
- **Offer real life scenarios for poll workers to practice Affidavit Ballot procedures** so that voters whose registrations may be flawed through the fault of the system are not disenfranchised and therefore are allowed to cast their vote on an Affidavit ballot so that their registration can later be verified or not.

### III. Election Day Operation

- **Coordinators should contact all poll site personnel prior to Election Day** to ensure greater and timelier attendance.
- **Implement stronger enforcement of the existing rules and penalties.** As outlined in the NYC BOE Poll Worker Manual, poll workers who exhibit unacceptable behavior or fail to adhere to the tasks required in the manual are subject to penalties and fines<sup>1</sup>.
- **Ensure that all poll sites have required language materials on Election Day** by utilizing available statistics on district demographics and language needs, and responding to problem areas in the future.
- **Increase use of local and ethnic press to recruit language interpreters.**
- **Include HAVA identification requirement procedures on Voter’s Bill of Rights that are supplied at the polls.**

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<sup>1</sup> New York City Board of Elections. Poll Worker’s Manual: Training Edition. 2005.

# 3

## **THE 2006 POLL WORKER PROGRAM: Overall Recruitment Strategies and Recruitment of Language Interpreters and College-Age Poll Workers**

Citizens Union Foundation, having observed a persistent shortage of poll workers on Election Day, began its poll worker recruitment effort in the summer of 2001. Over the years, CUF has sought to increase poll worker participation by providing the Board of Elections with applications from people to fill poll worker positions that are not from within the two party political system. The drawback to this program, however, is that such workers are on a ‘stand-by’ or “on call” basis, meaning that they often do not know at what poll site they will be placed until the morning of, or day (s) before the election since they serve are placed at sites where they are needed due to party vacancies.

To address the need for language interpreters at the poll sites as mandated by the Voting Rights Act, CUF began a language interpreter recruitment program in 2005. Language interpreters serve the important function of helping non-English proficient voters cast their ballots on Election Day. Reports of language interpreter shortages at the polls persist; Citizens Union Foundation worked in 2006 to address this need by stepping up its own recruitment efforts and will continue to do so in the future.

In anticipation of the city’s transition to new voting machines, CUF also focused efforts in 2006 on recruiting a younger generation of poll workers. New York State has suffered a number of obstacles implementing new HAVA compliant voting machines. Slow adoption of state legislation to implement HAVA, machines submitted by vendors that do not meet state guidelines, as well as the decertification of the main testing agency, Ciber, Inc. by the Election Assistance Commission have all contributed to the extremely tardy implementation of a new voting system and use of new voting machines. Despite not knowing when exactly new machines will be at every poll site in New York City, it remains important that preparation for their arrival is not left to the last minute, including recruitment of poll workers capable of operating new voting technology. In addition, the BOE may experience a drop off of poll workers with the implementation of new machines, as some may choose not to continue working at the polls given the inevitable increase in training and responsibility of dealing with new technology. CUF worked in 2006 to recruit college age poll workers, and at the conclusion of the program, had provided the city BOE with 1,326 applications from people between the ages of 18-24.

Building upon previous years’ successes, Citizens Union Foundation reached our largest recruitment numbers yet in 2006. CUF pledged to recruit 1,500 poll worker applications, and as a result of effective online targeting as well as a more streamlined application process, we were able to recruit

3,313 applications, more than 10% of the 30,000 poll workers needed to staff an election in the five boroughs of New York City.

### ***Recruitment and Strategy***

In 2006, Citizens Union worked to develop an internet recruitment strategy that would be able to reach a larger audience of potential poll worker applicants than in previous years. The internet proved to be the most cost effective and successful recruitment tool utilized, as it did in 2005. These tactics included posting advertisements on Craigslist.org, Gothamgazette.com, Facebook.com and Myspace.com, among other websites, to bring attention to the poll worker program and recruit applicants from varying audiences on the internet. Craigslist.org was the most successful means of advertising because of the high number of applicants that came through that source. Citizens Union was able to post 15 job advertisements for \$25 each and also posted an additional 40 announcements free of charge in other categories on the site. Other job advertisement sites, such as Idealist.org, did not yield as successful results.

CUF also used more traditional community organizing and outreach efforts to recruit poll worker applicants. We sent out Public Service Announcements (PSAs) requests to both radio and newspapers throughout New York City. In addition we reached out to civic groups, labor unions, libraries, academic institutions, and job agencies by contacting them and sending application information and flyers for distribution.

In addition CUF worked to improve our poll worker website ([www.citizensunionfoundation.org/pollworker](http://www.citizensunionfoundation.org/pollworker)) by providing visitors with links to the City Board of Elections, U.S. Election Assistance Commission, BOE Poll Worker Manual, Gothamgazette.com and previous poll worker reports, as well as a frequently asked questions section. More importantly CUF also modified the processing procedures for poll worker applications by allowing applicants to complete the forms directly online.

Poll worker applicants in 2005 were able to apply through CUF by downloading the application from our website and then emailing CUF their completed applications. CUF in 2006 improved the efficiency of the process by switching to a web-based application process where the data was submitted back to CUF through an online form, unlike the BOE system that still requests applicant to print off the application, manually complete it, and then mail it in. By simplifying our own internal application process and allowing people to directly apply online, we were able to boost our recruitment rate significantly.

## **LANGUAGE INTERPRETER RECRUITMENT PROGRAM**

Language interpreters provide a vital service to the city on Election Day, assisting voters with limited English proficiency as required by the Voting Rights Act. New York City is required to provide language assistance in Spanish, Chinese, and Korean in areas where over 5% of the total voting age population belong to one or more of those minority language groups and have been documented in the most recent U.S. census as having depressed literacy rates and limited English proficiency.<sup>2</sup>

CUF continued its focus on recruiting much needed language interpreters to assist non-English speaking voters. In 2006 we partnered with the New York Immigration Coalition (NYIC) and the

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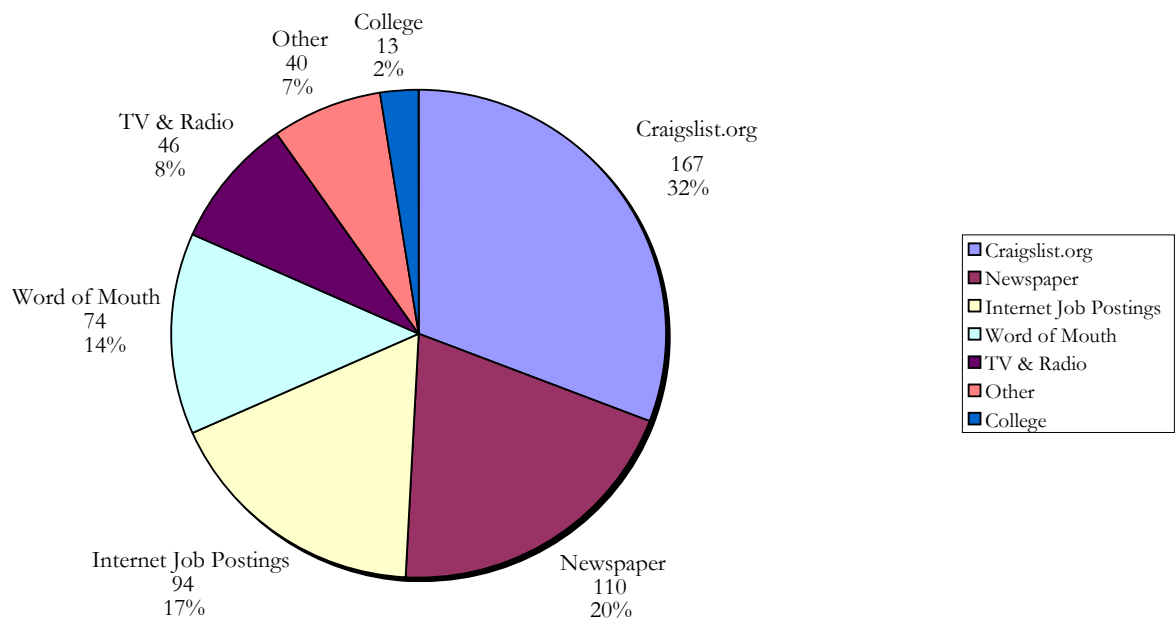
<sup>2</sup> Section 203 of the Voting Rights Act.



Korean American League for Civic Action (KALCA) to attract attention to the need for language interpreters at the polls and recruit poll workers capable of providing such services. These joint efforts included community outreach, advertising, member recruitment, and securing ethnic and mainstream press coverage.

In 2006 CUF recruited 579 - over 250 more than recruited in the previous year - citizens to provide language interpretive services. In the same way Craigslist.org proved to be the most cost effective tool for recruiting poll workers overall, this was also true for recruiting language interpreters. As the chart below shows, Craigslist.org yielded 32% of the total number of language interpreter applicants CUF recruited in 2006. Other internet job postings yielded 17% of the recruits.

**Language Interpreter Recruitment Source—(2006)**



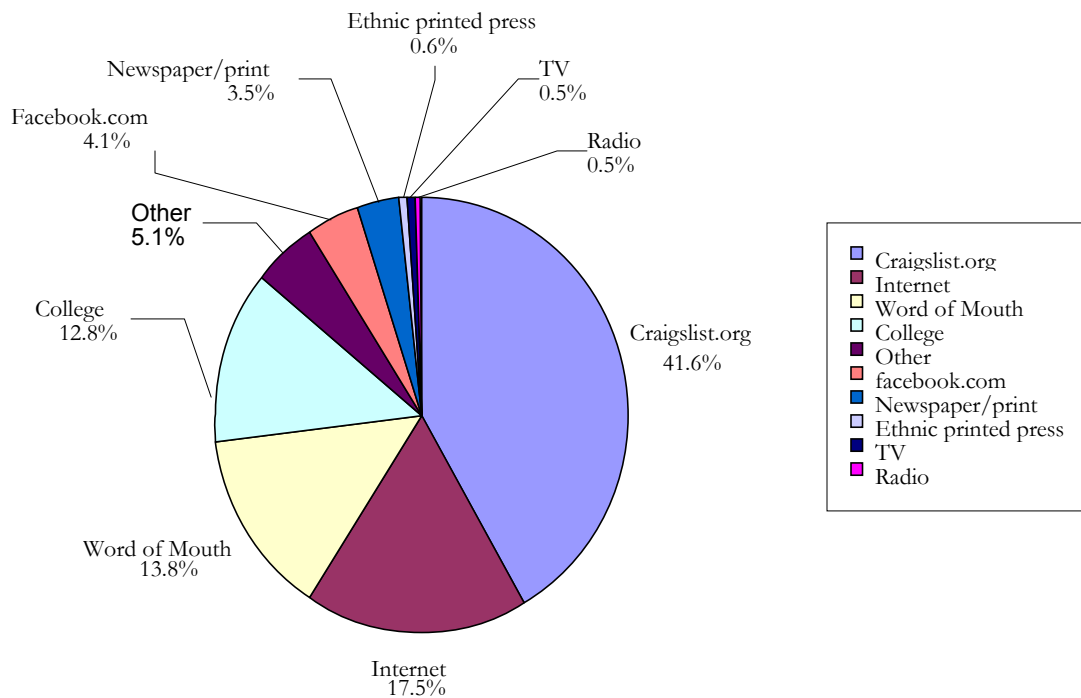
CUF not only utilized online recruitment strategies but we garnered the attention of local print media to raise awareness of the recruitment program and encourage applicants to apply online. Media coverage was extensive as publications or news services such as the New York Metro, Hoy, Korea Times, NY1, Sing Tao, Korea Daily, Polish Daily News, Sinovision, Queens Ledger, and World Journal reported on our joint recruitment efforts with NYIC and KALCA, and press conference with the City Board of Elections in July 2006. This attention proved to be an effective way to reach an outside audience apart from the internet, yielding 20% of the language interpreter applications CUF received in 2006. Word of mouth also proved to be a successful tool, having accounted for 14% of the language interpreter applications. With this information, CUF will be able to better target recruitment efforts for language interpreters in the future. We encourage the BOE take advantage of the local and ethnic media in those jurisdictions that are required to provide language interpreters as a way to more effectively reach out to potential poll workers.

## **COLLEGE AGE POLL WORKER RECRUITMENT PROGRAM**

Despite the delays the state and city have experienced implementing new voting machines, a new voting system in New York City is inevitable and when that time does arrive, it will be important that poll workers not only can operate new electronic machines but will be able to assist voters who have likely never used anything other than New York’s antiquated Shoup lever machines, at the polls. Tech savvy poll workers will be in high demand and a younger generation of poll worker may be more comfortable with the new voting machines.

CUF received a grant from the U.S. Election Assistance Commission (EAC) in 2006 as part of its “HAVA College Poll Worker Program,” to recruit college age adults to apply to be poll workers. With evidence that electoral participation of 18-24 years old is in decline since the 1971 passage of the twenty-sixth amendment lowering the voting age to 18, the U.S. Election Assistance Commission developed the HAVA College Poll Worker program as a way to address both the need for additional poll workers across the country and the importance of engaging more 18-24 year olds in the electoral process. With the support of the EAC, Citizens Union recruited 1,326 poll worker applicants between the ages of 18-24, in 2006.

**18-24 Year Old Poll Worker Applicants Recruitment Sources—(2006)**



CUF developed a recruitment strategy for college age applicants that incorporated internet recruitment, outreach and traditional methods of recruitment, and partnerships with academic institutions. We conducted an expansive and comprehensive Internet recruitment and outreach

strategy that was based on the development of our website, online poll worker applications, online postings and advertisements, and online social networks. As the chart above shows, online recruitment proved to be our most successful method with this age group, yielding 63.2% of the total applicants in the 18-24 year old age range. Craigslist.org was the largest source for applications, having provided CUF with 41.6% of our 18-24 year old applicants.

To supplement our Internet outreach efforts, we also used traditional methods of recruitment by developing PSAs to be announced on radio and flyers to be printed in relevant publications or be distributed on college campuses. Word of mouth, newspaper ads and coverage also proved to be some of our more successful recruitment sources. In addition, flyers were distributed at summer events around the city, including Shakespeare in the Park and Brooklyn Bridge Park's "Movies with a View" series.

Working to build a relationship with academic institutions in recruiting college students to serve as poll workers, CUF reached out primarily to the CUNY systems, but also to various student organizations in colleges across the city. CUF contacted college counselors and encouraged them to include information about our poll worker program on their bulletins, and also sent flyers, found in Appendix C, to all of the CUNY campuses, along with Fordham and Columbia Universities.

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## **2006 SURVEY RESULTS AND ANALYSIS**

Following the 2006 General Election in November, CUF sent a notice to all of the 3,313 poll workers we recruited in 2006 asking that they complete a CUF survey on their experiences. We also sent notice to several hundred contacts from our poll worker recruitment efforts in 2005 to request their participation if they worked in 2006. We received 317 responses in total, 128 by mail and 189 online. These respondents were a self-selected group and the results presented here are only a non-scientific sample of the various experiences and impressions of the entire pool of poll worker applicants we recruited. Nevertheless, we think their observations are worth discovering and drawing conclusions from.

The survey asked poll worker applicants about their experiences participating in the overall program and at the polls, including their contact with the BOE, the quality of their training sessions, and the various tasks performed on Primary and Election Day. Responses provide CUF with demographic and recruitment information that allow us to identify improvements in the poll worker program and areas that need more attention. CUF in 2006 sought information specific to language interpreters in our survey to better understand the volume of people they aided on Election Day and the availability of language materials. In addition, we examined the involvement of college age poll workers and an analysis of their surveys. CUF worked in 2006 to recruit a younger generation of poll workers and with the information provided through their surveys, we can improve on recruitment strategies and continued participation in the future by understanding their obstacles and experiences as a poll worker.

We also asked poll workers specific questions related to the new implementation of HAVA identification requirements and poll site procedures to determine the effectiveness of the training received and their experiences implementing the procedures on Election Day. Reports and personal accounts of voters from the news and other voting rights organizations have shown that poll workers improperly implemented the HAVA identification requirements at the polls, however the survey questions focus on the training poll workers received about the correct procedures to be followed, as well as the observations of poll workers on Election Day.

### **SURVEY RESULTS ANALYSIS**

The key findings of our survey results are presented here, the complete results can be found in Appendix A. These findings are a quantitative measure of our applicants' poll worker experiences in 2006, including their responsibilities and observations working on election day, training, and interactions with the BOE. These survey results will allow CUF to provide constructive feedback and recommendations to the City Board of Elections, to better improve the poll worker program and further meet the needs of voters in New York City.

# 1. Observations from Total Survey Population

## A. Background Information of Survey Respondents

**FINDING #1: Many respondents remain motivated to apply to be a poll worker by monetary compensation.**

Consistent with previous years, most of those who responded selected monetary compensation as the primary factor motivating them to apply to the poll worker program (38.9%). The pay received for working at the polls can be an important incentive, especially considering the long hours poll workers are expected to work on election days from 5:30AM to at least 9PM. When New York City makes the transition to new machines, poll workers will be required to take on the additional task of assisting voters, many who may have only ever voted on the New York's current lever machines. Adequate monetary compensation for poll workers will be necessary to ensure that the city's poll worker program attracts capable participants.

**FINDING #2: 16.6% of surveyed applicants were never contacted by the Board of Elections, up from 9.7% in 2005, but still down from 49% in 2004.**

The dramatic improvements from 2004 to 2005 were slightly dampened by a decrease in the number of CUF applicants contacted in 2006. In 2004, of those who submitted applications to CUF, 49% were never contacted by the City BOE. In contrast, only 9.7% of respondents were never contacted by the BOE in 2005, a dramatic and welcomed change. In 2006, that percentage increased to 16.6% of survey respondents having said that the BOE never contacted them to train or work on Election Day. This may be attributed to the increased number of applications CUF sent to the BOE, nearly double the amount from 2005, and the ability of the BOE to handle such an increase in applications for standby workers outside of the two party system.

**FINDING # 3: Of those that responded, 52.7% spoke at least one foreign language**

CUF focused its efforts on the recruitment of applicants that spoke Spanish, Chinese or Korean to serve as language interpreters; those languages that the Board of Elections is mandated by the Voting Rights Act to have language assistance at the polls. As different ethnic and language minority communities grow within the city, new languages may be added to list the BOE will be required to provide assistance for at the polls, and CUF may expand its recruitment efforts into those communities as well. Of those applicants that responded, 52.7% spoke at least one foreign language. The results on the next page demonstrate the ability of applicants recruited through CUF to fill those gaps.

**Survey Question #5: What language(s) do you speak?**

<u>Language</u>	<u>Number of Respondents</u>
Spanish	82
Chinese*	35
Korean	3
French/Creole	12
Russian	7
Hindi/Punjabi/Urdu/Marathi/Gujarati	5
Polish	5
Italian	3
German	4
Portuguese	4
Hebrew	2
Hungarian	1
Swahili	1
American Sign Language	1
Arabic	1
Taiwanese	1
Ukrainian	1
Greek	1
Romanian	1
Vietnamese	1

\*Poll worker recruits spoke a variety of Chinese dialects including Cantonese and Mandarin. For the purposes of the above table, all are considered collectively as “Chinese.”

**B. Training**

**FINDING #4: Only 5.7% of poll workers who served on Election Day never received training, down from 15% in the previous year.**

In 2005, 15% of recruits who worked either the Primary or General Election reported that they had never attended a training session. 2006 results show a significant decrease in this percentage to 5.7%. Often late or insufficient

*"I did not receive notice prior to Primary Day; I had to call the Board of Elections to have my name put back on the list."  
-Poll Inspector, Queens*

*"They forgot to send me to a site. When they did send notice, I received it too late."  
-Not Assigned, Bronx*

notice and difficulties rescheduling or getting to the training were the main problems applicants encountered. When the city introduces new voting machines and modified poll site procedures, it will be necessary that every poll worker is properly trained.

**FINDING #5: Applicants trained in Queens were the most likely to attend a training session where a voting machines was used. Applicants in Manhattan were the least likely to have attended a training session that used a voting machine.**

**Survey Question #18: Was a voting machine used during training?**

	<u>All Boroughs</u>	<u>Bronx</u>	<u>Brooklyn</u>	<u>Manhattan</u>	<u>Queens</u>	<u>Staten Island</u>
<b>Yes</b>	56.6% (120)	57.6% (19)	50% (35)	47.1% (24)	72% (40)	66.7% (2)
<b>No</b>	43.4 (92)	42.4% (14)	50% (35)	52.9% (27)	27.3% (15)	33.3% (1)

Across the all five boroughs, the number of respondents that attended a training session with a voting machine demonstration increased from 2005, however recruits trained in Queens remain the most likely to have this hands on training. Recruits in Manhattan were among the least likely to have attended a training with a demonstration of the voting machine.

With the introduction of new machines, it will be imperative that every poll worker attends a training session that not only includes a demonstration of the machine, but provides every recruit with hands on experience of the new voting technology and the process of voting. They will be expected to be intimately familiar with the new, and for many complicated, technology, and should be well prepared to assist voters who will likely be using the machines for the first time.

**FINDING #6: Over half of the respondents recommended that future training classes include a demonstration of duties performed on Election Day**

A majority of survey respondents (56.1%) reported that training classes could be improved by providing a more hands on and visual experience of Election Day procedures and activities. In addition, applicants would also like the opportunity to train on machines (45%), something that the BOE has stated that every poll worker will need to do when New York City transitions to new voting machines.

**Survey Question #21: Which of the following recommendations (if any) would you suggest be made to the training class?**

	<b>YES</b>
Longer Training	12.2% (23)
Multiple Training	13.2% (25)
Include a demonstration of duties as performed on election day	56.1% (106)
Provide actual materials for review	23.3% (44)
Incorporate worksheet activities for practice	19.1% (36)
Train on a voting machine	45% (85)
Other	5.8% (11)

**FINDING #7: 19.1% of applicants were not assigned to work following training**

Only 6.9% of applicants who received training in 2005 were not assigned to work, but in 2006, we saw that figure rise to 19.1%. All applications CUF receives are forwarded to the BOE to be considered for poll worker positions. Applicants are contacted when poll worker positions cannot be filled through appointments made by the two major political parties. CUF applicants may not have been contacted because they possibly were not needed, or perhaps they failed to pass the open-book exam at the conclusion of their training session, or because of a failure within the system to communicate. Nonetheless, this percentage demonstrates how difficult it can be to place poll worker applicants outside of the two party patronage system at poll site locations. It is important that applicants who have attended a training session be placed in a timely fashion, as much as possible, so that they have the opportunity participate fully in the poll worker program.

**C. Overall Experience**

**FINDING #8: Two most common problems observed by poll workers on Election Day were broken machines and inattentive poll workers.**

Poll worker applicants who worked the primary or general election in 2006 were asked about some of the problems they may have seen or encountered on Election Day. Overall, many respondents did not encounter any such problems, but of those who did, inattentive poll workers and broken machines were among the most common. Survey results fluctuated somewhat from 2005 as respondents who reported a shortage of language interpreters and inattentive poll workers increased, while those that witnessed long lines, broken machines, and missing inspectors decreased slightly.

**Survey Question #36: At your poll site, did you encounter any of the following problems?**

	Yes	No
Missing inspectors	14% (23)	86% (141)
Broken machines	18.2% (30)	81.8% (135)
Long lines	10.4% (17)	89.6% (146)
Lack of language interpreters	9.8% (16)	90.2% (147)
Missing language materials	3.7% (6)	96.3% (155)
Inattentive poll workers	22.2% (37)	77.8% (155)

**FINDING #9: 96.2% of respondents said they would sign up again as poll workers.**

In an encouraging sign, the overwhelming majority of participants expressed interest in signing up again to be a poll worker. Many left on Election Day with positive impressions of their experiences or their participation. For others, their poll worker experience raised concerns about the quality of the

*"I definitely enjoyed it as a civic experience. Because I worked in my own ED, I met people in my building whom I'd never met before, even though I've lived here for nine years. It gave me a chance to get to know my neighborhood in a whole different way."  
-Poll Inspector, Queens*

*"I worked with 3 other people at my poll site from 5am to closing at 9pm. It was their pleasing personalities that kept us all going at a steady pace for the whole duration. I hope to see them next year!!"  
-Poll Inspector, Queens*



poll worker pool, and the poll site practices. Some of those concerns are captured in the statement below.

*"For the primary I received no written notice to work ahead of time; I just got a "reminder" telephone call the Sunday before, which was my first time hearing about it. Also, the "team" I was assigned to work with contained people who were unwilling to do their fair share of work, along with a leader who did not know all the correct procedures but insisted that he did and that we do things his way."*  
 -Poll Inspector, Queens

## 2. Language Interpreter Survey Results Analysis

To better gauge the success of CUF’s 2006 recruitment of language interpreters, the survey sought to capture information specific to language interpreters and their activities on Election Day. Through the survey responses, CUF learned that our recruits most likely served as Spanish interpreters, and almost half of the respondents provided language assistance to more than 25 people on Election Day. In addition, results also showed that further support is needed at the polls for language interpreters, including more materials in the required languages and interpreters at the poll site.

**FINDING #10: Half of the respondents served as Spanish interpreters**

Of those that responded, 52% said they worked as a Spanish language interpreter on Election Day. Spanish language interpreters are required at specific polling locations in the Bronx, Manhattan, Queens and Brooklyn. Survey responses showed that 40% of language interpreters that completed the survey served as Chinese respondents. Certain polling sites in Manhattan, Queens and Brooklyn are required to provide Chinese language assistance.

**Survey Question #30: What language was assigned to you?**

	Interpreter Responses
Spanish	13 (52%)
Chinese	10 (40%)
Korean	2 (8%)

**FINDING #11: Almost half of those who responded provided language assistance to more than 25 people on Election Day.**

CUF asked language interpreters to estimate how many people they assisted on Election Day. Of those that responded, 41.9% estimated that they had provided language assistance to more than 25 people at the polls, while 12.9% said they provided language assistance to more than 100 people on Election Day.

**Survey Question #31: About how many voters would you say you provided language assistance to on Election Day?**

	Interpreter Responses
0-25 people	18 (58.1%)
25-50 people	4 (12.9%)
50-75 people	2 (6.5%)
75-100 people	3 (9.7%)
More than 100 people	4 (12.9%)

With almost 30% serving more than 50 people language interpreters, it is clear that they are a vital resource for non-English speaking voters

on Election Day. They serve the vital function of assisting voters exercise their voting rights, who without their assistance may not have been able to do so, especially if there were no available language materials at the poll site.

**FINDING #12: Over half of the interpreters reported that there were not enough language interpreters at their poll site.**

On the flip side of the earlier question, 53.9% (7)<sup>3</sup> of survey respondents reported that they had a shortage of language interpreters at their site. In addition, 38.5% (5)<sup>4</sup> responded that there was not enough language materials provided for voters with limited English proficiency. New York City is required to provide language interpreters in specific polling locations, and only in Spanish, Chinese or Korean. With the continued help of community partners like KALCA and the NYIC, CUF hopes to expand recruitment numbers even further in hopes of ensuring the BOE will have all the capable language interpreters that are needed on Election Day. But the BOE needs to also step up its own internal efforts at recruiting and providing for language interpreters.

### 3. College Age Applicant Survey Results Analysis

CUF worked in the 2006 Poll Worker Program to target college-age applicants, with the help of funding from the U.S. Election Assistance Commission. Seen as a somewhat underutilized resource for poll workers in the city, young adults may also prove to be particularly helpful in the transition to a new voting system in New York City. A younger generation of poll workers in some cases may be more comfortable and familiar with the technical nature of the new voting machines, which will be a crucial characteristic when aiding voters who may be largely unfamiliar with the new voting machines.

Upon analysis of survey responses from applicants in the 18-24 year age range, CUF found that the majority of respondents attended a higher education institution, and were the most likely age group to speak a second language. This information may prove useful in future recruitment efforts that target college students, and encourage young adults to serve as language interpreters. Furthermore, monetary compensation was the number one factor that motivated the 18-24 year old age group to sign up to be a poll worker. Complete findings from this age group can be found in Appendix B.

**FINDING #13: A majority of 18-24 year old applicants were enrolled in college.**

Of the survey respondents between 18 and 24 years old, 66% of them were enrolled in college. Referrals through colleges yielded 12.8% of our applicants between the ages of 18 and 24 years old. This percentage demonstrates that while college referrals was not among our largest recruitment sources, respondents were more likely to have been enrolled in a higher education institution. In the future, CUF will strengthen its relationship with the city's colleges and universities, particularly

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<sup>3</sup> Some of the respondents that reported a shortage of language interpreters at their poll site on Election Day worked at Assembly District 44/Electoral District 19, and the poll site at PS. 3. The location of other respondents is unknown.

<sup>4</sup> Respondents that reported a shortage of language materials at their sites on Election Day worked at Assembly District 25/Electoral District 25, Assembly District 15/Electoral District 45, the poll site at St. Sebastian School in Woodside, Queens, at the poll site at PS.3.

CUNY, to increase involvement of younger poll workers, in addition to expanding recruitment strategies to reach young adults not enrolled in college

**FINDING #14: 18-24 year olds were most likely to speak a second language, yet were only the third most likely age-group to be placed as a language interpreter on Election Day.**

Survey results showed that while those 18-24 year olds that responded were more likely to speak a second language, they served as language interpreters at a lower rate than their middle-aged counterparts.

Age	<u>% in age group that spoke a second language</u>	<u>% in age group that said they were assigned to be a language interpreter</u>
18-24 years old	61.2% (33)	16.7% (4)
25-29 years old	44.7% (17)	4.6% (1)
30-40 years old	56% (33)	22.6% (7)
40-55 years old	54.1% (52)	18.6% (11)
Over 55 years old	45.6% (32)	13% (6)

Despite the fact that 61% of 18-24 years olds spoke a second language, those skills did not translate into positions as language interpreters. Of the total number of respondents assigned to be a language interpreter, only 13.8% came from the 18-24 year old age range. The highest percentage of language interpreters came from respondents between 40-55 years old. While it is the choice of the applicant which position they apply for, the 18-24 year old age group may demonstrate an untapped resource to fulfill language interpreter positions across the city.

**FINDING #15: 18-24 year old applicants were motivated to apply to the poll worker program by monetary compensation at a higher rate than most other age groups.**

47.2% of 18-24 year old survey respondents reported that they were motivated primarily by monetary compensation to apply to be a poll worker. The age group ranked behind 30-40 year olds (51.7%) in citing money as the main reason for applying. Students may be attracted to serve as a poll worker as a way to earn extra money while in school. College credit or other incentives may also be explored to encourage more participation from this age group.

**Survey Question #7: Primary Factor for Applying to be a Poll Worker?**

Age	<u>% Who Answered Monetary Compensation</u>
Monetary Compensation	47.2% (25)
Educational experience	17% (9)
Community service	15.1% (8)
Civic duty	18.9% (10)
Other	1.9% (1)

## 4. Implementation of HAVA Identification Requirements

New York City in 2006 implemented new voter identification requirements mandated under HAVA. They require first time voters who did not provide a valid form of identification at the time of registration to present valid identification at the polling site when they vote for the first time. If a voter fails to provide identification when required, or encounters a problem with his registration that results in preventing him from voting on the lever machines, they are still permitted by law to cast an affidavit ballot, to be verified and corrected later by BOE officials.

CUF questioned respondents about their knowledge of this procedure based on the training they received, as well as their observations of the implementation of the new identification requirements at the polls. It is important that the identification requirements, intended to detect and deter fraudulent voting, is not used mistakenly to prohibit registered voters from casting a valid ballot and thereby disenfranchising them from voting.

**FINDING #16: 48.6% of survey respondents replied that according to their training, any voter who did not show identification when required to do is not allowed to cast an Affidavit Ballot.**

CUF asked respondents to determine under which circumstances a voter should be able to cast an affidavit ballot. Of those who responded, 48.6% (67) said that according to their training a voter who fails to show a photo ID when required cannot cast an Affidavit Ballot, contrary to state law. In addition 81% (98) said that according to their training, a voter whose ballot has already been recorded also cannot cast a ballot. Almost 30% believed that voters with incorrect or outdated information on the voter roll are also not permitted to cast an Affidavit Ballot. Under all the circumstances posed to the respondent, voters are permitted by law to cast an Affidavit Ballot. The poll workers understanding of appropriate practice is in conflict with the law and needs to be rectified.

**Survey Question #39: According to the training you receive, under what circumstances can a voter cast an Affidavit Ballot?**

	Yes	No
The voter fails to show a photo ID when required	51.4% (71)	48.6% (67)
The voter's name does not appear on the electoral roll for the given precinct	84.5% (131)	15.5% (24)
The voter's registration contains inaccurate or out-dated information such as the wrong address or a misspelled name	70.7% (104)	29.3% (43)
The voter's ballot has already been recorded	19% (23)	81% (98)

Not only do these numbers reflect misinterpretation of the federal and state requirements that were explained during the training session, but they also highlight the importance that every poll worker be trained annually with a special emphasis on the proper handling of affidavit ballots. Poll workers need to be kept abreast of the most current information available. Even seasoned poll workers need refresher training sessions to remind and strengthen what has been learned in previous years, and provide practice opportunities of real life situations they will likely encounter on Election Day.

**FINDING #17: Respondents' observations indicate some voters who failed to provide photo identification on Election Day may have been disenfranchised at the polls.**

Of those who responded, 9.4% (16) reported that they observed voters at the polls who failed to provide identification being prevented from casting an Affidavit Ballot. HAVA requires that any first time voter who does not produce a valid form of identification is still able to fill out an Affidavit Ballot, which is later reviewed by the BOE to determine its validity. Voters who were denied this option may have been prevented from casting a valid ballot and disenfranchised at the polls. It is important not only that poll workers complete a training session each election cycle, but that they also receive more accurate training regarding ID requirements and the handling of affidavit ballots so as to ensure valid voters are not turned away at the polls on Election Day.

**FINDING #18: Poll Workers observed HAVA identification requirements being misused at the polls.**

In addition, 23.7% (40) said they witnessed voters other than new registrants being asked to provide photo identification. Not enough research has been done on the effects that improper practices like these may have on voter turnout; however, for voters not required to show identification at the polls anecdotal evidence shows that it can be discouraging, especially if they are told to return with identification later.

# 5

## RECOMMENDATIONS

Over the past several years, as CUF has worked with the City BOE through our poll worker recruitment efforts, changes have been made to improve the BOE's Poll Worker program in various areas including training, recruitment and poll site procedures. Based on the 2006 survey results and observations from recruitment numbers, CUF has compiled a number of ways not only to increase poll worker applications, but provide poll workers with more comprehensive training, timely communication, and measures to ensure poll workers on Election Day perform their responsibilities dutifully and correctly. Many of these recommendations were made in 2005, but have not yet been implemented or enforced strongly enough; CUF reiterates their importance by including them below, along with new recommendations based on comments and observations from our 2006 survey.

### I. RECRUITMENT AND APPLICATION PROCESSING

- **Increase internet recruitment strategies.** CUF in 2005 recommended the BOE allow people to apply for poll worker positions over the internet and promote the city's poll worker program on internet employment and volunteer websites as well as New York City message boards and blogs, a recommendation that has not yet been followed. Our own internal 2006 recruitment program improved upon our application process and allowed people to apply directly online through the CUF website though the BOE has not yet made available such technology. As a result, our recruitment numbers increased dramatically as well as our capacity to process them.
- **Increase pay for poll workers.** The introduction of new machines in New York City will mean that the BOE may need to replace some workers who have served for many years. All workers will need to attend longer and more comprehensive trainings and will be responsible for assisting voters on all new voting machines. In order to recruit poll workers to perform these expanded responsibilities financial compensation will need to be increased from the current \$25 for taking and passing the test, \$200 for each election worked, and a \$35 bonus if one works both the primary and general election days. However, there is concern that increasing pay without raising the standard of service expected from poll workers will not lead to better staff at the polls. Any increase in pay will need to be implemented in conjunction with the recommendation that the BOE to more strictly enforce established rules that require tardy or non-compliant poll workers to be penalized as well as requiring all poll workers to attend training sessions each election cycle.
- **Implement a Voluntary Municipal Employee Poll Worker Program that allows non-emergency employees to serve at the polls on Election Day.** CUF first recommended in 2004 that the BOE seek to establish a pilot program with a selected city agency that would allow non-essential municipal workers to serve as poll workers. Municipal workers would be allowed to serve as poll workers on election day, since they already have the day off, and

receive the poll worker stipend in addition to their regular wages for that day. This could potentially be a way not only to increase poll worker recruits but to also mobilize a sector of the public already engaged in New York City civic life. [City workers do not have off the day of primary election only that of the general election.]

## **II. TRAINING**

- **Require all poll workers to attend training before each election cycle, including returning poll workers.** CUF has made this recommendation since 2004 and continues to advocate for training of all poll workers. Observations from our 2006 survey and findings regarding the implementation of HAVA identification requirements demonstrate the importance that all poll workers have the opportunity to practice and absorb these procedures, many of which are new in the past two years, in their training sessions. In addition, having untrained poll workers at the polls when new machines are introduced will only cause confusion for voters as they learn to vote on an entirely different system. The implementation of HAVA identification requirements as well as training to accommodate voters with disabilities and limited English proficiency will be vital to ensuring that poll site practices are not misinterpreted or abused.
- **Offer a more practical “hands-on” experience including the demonstration of voting machines and election day procedures during training.** With the introduction of new voting machines, it will be even more necessary for every poll worker to practice with voting machines during their course; regardless of the position a poll worker has been assigned. In addition, role plays or simulations of poll site procedures and events that can be expected on election day would provide stronger training, allow poll workers to answer any questions, as well as allow trainers the ability to correct any misinformation.
- **Emphasize the proper procedures for ID requirements and use of Affidavit Ballots.** As survey respondents reported, too often voters with either new registrations or registration problems, were improperly asked for identification or denied the use of an affidavit ballot in violation of federal and state law. Clearly, poll workers need to be better trained on these aspects of the voting process, and the poll site coordinators better equipped and trained in this area as well.
- **Enhance online technology resources to complement the training process, allowing poll workers to refresh their skills before Election Day.** The BOE has discussed its intentions to redesign the BOE webpage and add different resources for poll workers to access over the internet. We believe that by hosting videos of training sessions and information for poll workers to reinforce the training they received before Election Day, poll workers will be more confident about poll site procedures. In 2005 we also recommended that the Board add a calendar to the website listing all the dates and times training classes are offered. This would help recruits reschedule their training if necessary.

### **III. ELECTION DAY OPERATION**

- **Coordinators should contact all poll site personnel prior to Election Day to ensure 100% attendance.** In 2005 we recommended instituting this policy to alert site Coordinators of any absences expected on Election Day and provide them with the opportunity to contact the BOE for a replacement earlier on, ensuring that poll sites are fully staffed when the polls open.
- **Stronger enforcement of the Commissioners' Program for Poll Worker Non-Compliance.** CUF continues to recommend that the BOE enforce election laws and procedures to the maximum extent possible. Poll workers who are tardy or non-compliant with the procedures outlined in Poll Worker Manual should be penalized and prohibited from serving in future election cycles.
- **Ensure that all poll sites have the necessary language materials available on Election Day.** This is based on feedback from poll locations that experienced a shortage of language interpreters, and securing an adequate number of stand-by poll workers capable of taking the place of tardy or absent language interpreters on Election Day. We recognize that the BOE already places Spanish language interpreters in the Bronx and Staten Island without being required to do so under federal law. This continued practice as well as providing poll sites with a sufficient number of materials is imperative to preventing future shortages of language resources at poll sites in the future.
- **Recruit language interpreter applications through ethnic and local media.** Based on sources provided from language interpreter applicants, coverage by the ethnic press and other news media about the need for language interpreters provided CUF with a significant number of referrals. Advertisements in ethnic local newspapers and through ethnic and community press may be a successful way for the BOE to recruit language interpreters in those districts required to provide language assistance on Election Day.
- **Include HAVA identification requirement procedures on Voter's Bill of Rights that are supplied at the polls.** Voters can find information on their rights on Election Day at the polls, among them the "Voter's Bill of Rights." Information on proper identification requirement procedures should be included as well, so voters can be properly prepared and aware of when they need to show identification to vote.



# 6

## CONCLUSION

Citizens Union Foundation's Poll Worker Program grew in 2006 with great success. We recruited over twice our stated goal of 1,500 poll workers with 3,313 applications. CUF increased our language interpreter applications to 579, over 200 more than 2005, and surpassed our goal of recruiting 500 college-age applicants, ending our efforts with 1,326 applications from people between the ages of 18 and 24.

CUF surveyed all of the applicants recruited in 2006 and used those results to better understand the our applicant's experiences and to compare against previous years to gauge both adjustments made to our recruitment program and changes made within the Board of Elections to improve its poll worker program.

Keys findings based on the 2006 Poll Worker Recruitment Program include:

- I. Internet recruitment strategies and efforts proved to be the most cost effective method and easiest method of recruitment, especially when coupled with the more streamlined online application process CUF implemented in 2006 though not yet replicated by the Board of Elections. Greater resources and emphasis should be placed into such recruitment efforts to increase the available pool of desperately need poll workers.
- II. There remains a strong need for poll workers to have more hands on training in the form of practicing before each election - as opposed to simple text book learning. Practicing through the use of role playing situations should always include the use of, and training on, actual voting machines.
- III. Demand for on site language interpreters exceeds the number of such workers who are trained and available to work. This demand will only continue to rise in future years. More active and aggressive recruitment is needed of this vital group of poll workers in order to serve the federally required needs of this voting population.
- IV. With the long delayed but soon to be expected use of new voting machines, it will be important that poll workers who are more comfortable with the newer technology, such as college-age young adults, be recruited to replace those who may choose to no longer work because of this shift to newer technologically different machines.
- V. Too often poll workers mishandled the request for identification and the use of affidavit ballots resulting in the unnecessary disenfranchisement of certain voters. This failure indicates a need for more comprehensive training on HAVA mandated identification procedures and proper poll site practices to ensure that no voter is unnecessarily denied the right to vote because of a lack of knowledge on the part of the poll worker.

Expansion of our internet recruitment efforts proved to be not only the most cost effective means of soliciting applications but also allowed us to dramatically increase our recruitment numbers. Craigslist.org was again the best venue for recruiting applicants and in combination with other internet outreach allowed CUF to reach a larger audience. CUF also experienced success with outreach to ethnic and local press.

CUF also restructured the process of accepting applications. It was the first year CUF allowed applicants to apply directly online. In previous years, applicants needed to first download the application and either email or mail it to CUF to be delivered to the BOE. By allowing people the ease of applying directly online through our website, we were able to boost recruitment numbers significantly. We will continue to look at ways to improve this process and not only make applying to be a poll worker easy, but further institutionalize recruitment efforts internally and improve the overall application process.

The 2006 survey revealed useful information about our recruitment efforts and the experiences of our applicants. We included analysis of language interpreters in our 2006 report. With that we learned that 53.8% of the language interpreters that responded experienced a shortage of language interpreters at their site. This percentage demonstrates the need for poll sites to be better staffed with language interpreters and provided sufficient language materials at the polls. As immigrant communities grow in New York City, some groups are working to expand the list of required languages in New York City to take into account growing voting communities, like the South East Asian community in parts of Queens. Should language assistance increase to incorporate new languages, language assistance problems may continue to be a problem.

We also solicited information about the implementation of the HAVA identification requirements and procedures that were put in effect in 2006. First time voters who registered after 2003 are required to show identification at polls, if their identity was not verified at the time of registration. The law permits voters who are unable or refuse to show identification, have already been recorded as having cast a ballot, whose name does not appear on the rolls, or contains incorrect information, to submit an affidavit ballot. Through our survey, 49% (67) of those who responded reported that according to their training a voter who fails to show a photo ID when required cannot cast an Affidavit Ballot, which is later confirmed by the BOE and counted if valid. In addition, 10% of those that responded witnessed a voter that did not provide identification when asked to do so was not afforded the opportunity mandated by law to vote via Affidavit Ballot. Voters who were denied the opportunity to cast an Affidavit ballot on Election Day represent the possibility of citizens being disenfranchised at the polls. The findings CUF has presented in this report highlight the need for more comprehensive training on poll site procedures, as well as the need for poll workers to attend training sessions annually to ensure that they are refreshed and informed of the proper procedures for any special scenarios that may occur on Election Day.

Lastly, our survey results revealed that most of our applicants had a positive experience with the Poll Worker Program. Despite issues with training, placement, or observed problems on Election Day, respondents in general expressed a willingness to serve in the future. While most of our respondents were pleased with their experience, the information collected through our survey still reveals areas for improvement. With the introduction of new machines, many of the current poll site procedures and recruitment practices will no longer be appropriate, making this an opportune time to make the necessary adjustments to the poll worker program in preparation for this transition.

# 7

## **ABOUT CITIZENS UNION FOUNDATION**

Founded in 1948, Citizens Union Foundation (CUF) is the nonprofit research, education and advocacy organization affiliated with Citizens Union, though it is governed by a separate board of directors and operates with independent finances. CUF monitors the deliberations and actions of government, conducts research, and analyzes the impact of proposed public policy and legislation at the city and state level.

Believing an informed citizenry is the cornerstone of good government, Citizens Union Foundation publishes GothamGazette.com, a daily news website covering the issues facing New York. GothamGazette.com features news, commentary, in-depth analysis and links to other Internet resources on New York City. It has become a vital resource for elected officials, policy makers, advocates, community leaders, students, media professionals, and concerned citizens covering local issues like no other news publication in the City. Since 1989, Citizens Union Foundation has also monitored the New York City Council and has published Searchlight on the City Council, a comprehensive guide to the city's legislative body and its actions.

## **Citizens Union Foundation Advocacy and Policy Staff Bios**

**Dick Dadey** is the Executive Director of the Citizens Union and Citizens Union Foundation, both inter-related organizations working in pursuit of good government in New York since 1897.

Mr. Dadey has an extensive background as a leader on and an advocate for civic-related issues. Mr. Dadey previously served as the executive director of City Parks Alliance, a national organization that works to strengthen city parks throughout the country. Prior to becoming the executive director of City Parks Alliance in September 2002, Mr. Dadey served as the executive director of New Yorkers for Parks, formerly the Parks Council, an organization that he helped transform into a \$2.5 million privately funded not-for-profit advocacy organization focused on building greater public support for New York's city parks. He directed government relations and client services for the New York City office of M&R Strategic Services, a national government affairs and public relations firm.

Mr. Dadey served seven years as the first Executive Director of the Empire State Pride Agenda, New York's statewide gay and lesbian political organization. Under his leadership, the Pride Agenda grew from a staff of two and budget of \$100,000, to a staff of 13 with a budget of \$1.5 million. In doing so, the Pride Agenda quickly became a powerful and effective organization in New York's political landscape. Among the accomplishments during his tenure was securing domestic partner benefits for New York City residents and New York State and City employees. Mr. Dadey also led the effort to win the first-ever funding for gay and lesbian social services and historic passage of the lesbian and gay civil rights bill in the New York State Assembly.

**Doug Israel** is the former Policy and Advocacy Director for Citizens Union and Citizens Union Foundation. Mr. Israel received his master's degree in public policy from Western Washington University in Washington State and spent four years organizing and training young voters in the northwest to be more active in electoral efforts and on critical environmental issues with the Center for Environmental Citizenship (CEC). With CEC, Mr. Israel helped increase youth voter turnout on campuses across the northwest by over 10% in three consecutive elections and founded the Eco Campaign School, an intensive three month training and campaign program that trains young leaders to work on environmental ballot initiative campaigns throughout the country. Immediately prior to joining Citizens Union in 2003, Mr. Israel was the Program Director for the Sea Turtle Restoration Project, a marine advocacy organization located in San Francisco, CA. Mr. Israel was responsible for launching the organization's campaign to persuade the United Nations to institute a moratorium on industrial longline fishing and its Mercury Awareness Campaign which has resulted in a court decision that requires California supermarkets to post health warnings for seafood that is high in mercury content.

**Andrea Senteno** is the Program Associate for Citizens Union and Citizens Union Foundation assisting with advocacy, policy and program activities with a primary focus on election reform and voter enfranchisement. She received her B.A. from Pitzer College of the Claremont Consortium in California, where she received double majored in Political Studies and Latin American Studies and minored in Spanish, graduating with honors in both her faculties. Prior to joining Citizens Union, Ms. Senteno was a Program Associate for The After-School Corporation helping manage after-school programs across the five boroughs.

## Citizen Union Foundation Board of Directors

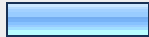


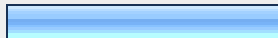

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- Amabel B. James** Economist, board chair of CUNY Graduate Center; board member, Lenox Hill Neighborhood Center and Citizens Union 2000-2006.

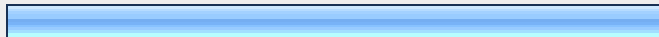
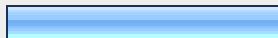
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- Han-Hsien Tuan** Managing Partner, Tuan, Connolly & Cho, LLP; BA, Haverford College, JD, NYU School of Law.
- Sheena Wright** President and Chief Operating Officer, Abyssinian Development Corporation; former Executive, Crave Technologies; former attorney with Reboul, MacMurray, Hewitt, Maynard & Kristol and Wachtell, Lipton, Rosen & Katz.

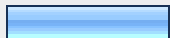
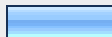
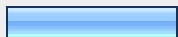
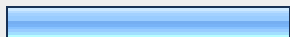
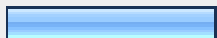
# Appendix A:

## 2006 Poll Worker Survey Responses: Total Survey Population

# Citizens Union Foundation 2006 Poll Worker Program Survey

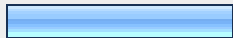
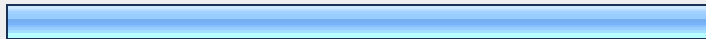
1. Which borough do you live in?			Response Percent	Response Count
Bronx			15.8%	50
<b>Brooklyn</b>			<b>31.2%</b>	99
Manhattan			21.1%	67
Queens			29.0%	92
Staten Island			2.8%	9
			<i>answered question</i>	<b>317</b>
			<i>skipped question</i>	<b>0</b>

2. What is your gender?			Response Percent	Response Count
<b>Female</b>			<b>70.1%</b>	220
Male			29.9%	94
			<i>answered question</i>	<b>314</b>
			<i>skipped question</i>	<b>3</b>


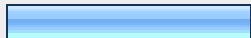
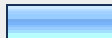

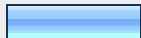
3. How old are you?			Response Percent	Response Count
18-24 years old			17.0%	54
25-29 years old			12.0%	38
30-40 years old			18.6%	59
<b>40-55 years old</b>			<b>30.3%</b>	96
Over 55 years old			22.1%	70
			<i>answered question</i>	<b>317</b>
			<i>skipped question</i>	<b>0</b>



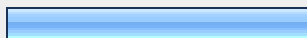

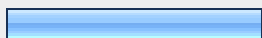
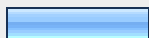

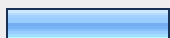
**4. Are you a college student?**

		Response Percent	Response Count
Yes		24.5%	75
No		75.5%	231
		<i>answered question</i>	<b>306</b>
		<i>skipped question</i>	<b>11</b>

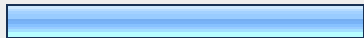


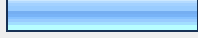

**5. Which language(s) do you speak? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
English		94.3%	299
Spanish		26.2%	83
Chinese		11.0%	35
Korean		1.0%	3
Other (please specify)		14.5%	46
		<i>answered question</i>	<b>317</b>
		<i>skipped question</i>	<b>0</b>

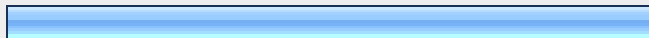



**6. How did you hear about the Poll Worker Recruitment Program?**

		Response Percent	Response Count
Craigslist.org		32.4%	101
Facebook.com		1.0%	3
Friend or relative		27.9%	87
Newspaper		15.7%	49
College		5.5%	17
Other (please specify)		17.6%	55
		<i>answered question</i>	<b>312</b>
		<i>skipped question</i>	<b>5</b>

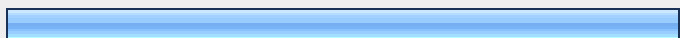


**7. What was the primary factor that influenced your decision to apply to be a poll worker?**

		Response Percent	Response Count
Monetary compensation		38.9%	119
Educational experience		15.0%	46
Community service		22.9%	70
Civic duty		20.3%	62
Other (please specify)		2.9%	9
		<b>answered question</b>	<b>306</b>
		<b>skipped question</b>	<b>11</b>




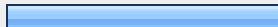
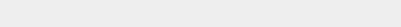
**8. Were you contacted by the Board of Elections? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
Yes, Notice to Train		69.4%	218
Yes, Notice to Work		57.6%	181
Yes, Notice of any changes/special instructions		6.1%	19
No		16.6%	52
		<b>answered question</b>	<b>314</b>
		<b>skipped question</b>	<b>3</b>



**9. Did you attend a poll worker training?**

		Response Percent	Response Count
Yes		72.5%	216
No, but I worked for the Primary or General Election		5.7%	17
No, and I did not work for any election		21.8%	65
		<b>answered question</b>	<b>298</b>
		<b>skipped question</b>	<b>19</b>





**10. When did you receive your training notice?**

		Response Percent	Response Count
Day of training or after training		1.4%	3
1 to 3 days before training date		7.9%	17
4 to 6 days before training date		18.7%	40
One week before training date		29.4%	63
<b>Two or more weeks before the training date</b>		<b>42.5%</b>	<b>91</b>
		<b>answered question</b>	<b>214</b>
		<b>skipped question</b>	<b>103</b>

**11. Did you have any problems being assigned to a training?**

		Response Percent	Response Count
<b>No</b>		<b>94.9%</b>	<b>204</b>
Yes (please specify)		5.1%	11
		<b>answered question</b>	<b>215</b>
		<b>skipped question</b>	<b>102</b>

**12. Which training did you attend?**

		Response Percent	Response Count
<b>Inspector/Poll Clerk</b>		<b>55.8%</b>	<b>120</b>
Information Clerk		20.0%	43
Door Clerk		7.0%	15
Interpreter		17.2%	37
		<b>answered question</b>	<b>215</b>
		<b>skipped question</b>	<b>102</b>

13. How many people attended your training class?


		Response Percent	Response Count
Less than 5		0.9%	2
5-10		10.2%	22
<b>11-25</b>		<b>44.9%</b>	97
25-50		38.4%	83
More than 50		5.6%	12
		<b>answered question</b>	<b>216</b>
		<b>skipped question</b>	<b>101</b>

14. What would you say your training class size was?

		Response Percent	Response Count
Too large		7.6%	16
Large		18.5%	39
<b>Appropriate</b>		<b>70.6%</b>	149
Small		2.8%	6
Too small		0.5%	1
		<b>answered question</b>	<b>211</b>
		<b>skipped question</b>	<b>106</b>

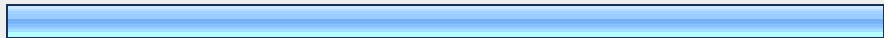

15. Which of the following best describes your trainer?

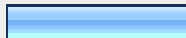

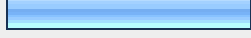

		Response Percent	Response Count
Extremely qualified		43.0%	92
<b>Qualified</b>		<b>49.1%</b>	105
Somewhat qualified		6.5%	14
Not qualified at all		1.4%	3
		<b>answered question</b>	<b>214</b>
		<b>skipped question</b>	<b>103</b>


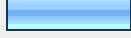
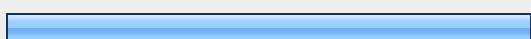
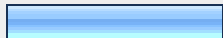
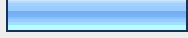
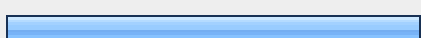

16. Which of the following best describes the quality of the training manual?			Response Percent	Response Count
Extremely thorough and clear			32.2%	69
<b>Thorough and clear</b>			<b>62.2%</b>	133
Not thorough and clear (please specify)			5.6%	12
			<i>answered question</i>	<b>214</b>
			<i>skipped question</i>	<b>103</b>

17. How adequate was the length of the training session to cover all of the necessary material?			Response Percent	Response Count
The session was too short			14.6%	31
<b>The session was just the right length</b>			<b>75.0%</b>	159
The session was too long			10.4%	22
			<i>answered question</i>	<b>212</b>
			<i>skipped question</i>	<b>105</b>




18. Was a voting machine used during your training session?			Response Percent	Response Count
Yes			<b>56.6%</b>	120
No			43.4%	92
			<i>answered question</i>	<b>212</b>
			<i>skipped question</i>	<b>105</b>

19. Did you feel the exam at the end of the training was reflective of the information taught during the training?			Response Percent	Response Count
Yes			94.8%	199
No (please specify)			5.2%	11
			<b>answered question</b>	<b>210</b>
			<b>skipped question</b>	<b>107</b>



20. What level of preparedness did you feel after the training to work the polls?			Response Percent	Response Count
Extremely prepared			19.2%	41
<b>Prepared</b>			53.7%	115
Somewhat prepared			26.2%	56
Not at all prepared			0.9%	2
			<b>answered question</b>	<b>214</b>
			<b>skipped question</b>	<b>103</b>

21. Which of the following recommendations (if any) would you suggest be made to the training class?			Response Percent	Response Count
Longer training			12.2%	23
Multiple trainings			13.2%	25
<b>Include a demonstration of duties as performed on election day</b>			56.1%	106
Provide actual materials for review			23.3%	44
Incorporate worksheet activities for practice			19.1%	36
Train on a voting machine			45.0%	85
Other (please specify)			5.8%	11
			<b>answered question</b>	<b>189</b>
			<b>skipped question</b>	<b>128</b>



**22. Overall, how did you feel about the training?**

		Response Percent	Response Count
It incorporated too much information		3.8%	8
<b>It presented the right amount of information</b>		<b>84.8%</b>	<b>178</b>
It did not present enough information		11.4%	24
		<b>answered question</b>	<b>210</b>
		<b>skipped question</b>	<b>107</b>




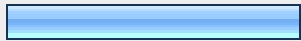
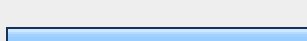
**23. After the training, were you assigned to work?**

		Response Percent	Response Count
Yes		81.0%	170
No		19.1%	40
		<b>answered question</b>	<b>210</b>
		<b>skipped question</b>	<b>107</b>

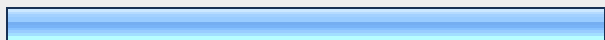
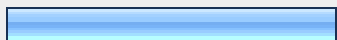
**24. Did you have problems being assigned to a poll site?**

		Response Percent	Response Count
No		87.3%	165
Yes (please specify)		12.7%	24
		<b>answered question</b>	<b>189</b>
		<b>skipped question</b>	<b>128</b>

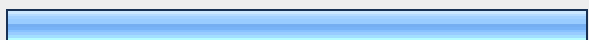
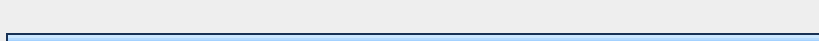
**25. When did you receive your notice to work?**

		Response Percent	Response Count
Election Day or after the election		3.2%	6
1 to 3 days before the election		13.4%	25
4 to 6 days before the election		19.8%	37
One week before the election		31.6%	59
<b>Two or more weeks before the election</b>		<b>32.1%</b>	60
		<i>answered question</i>	<b>187</b>
		<i>skipped question</i>	<b>130</b>

**26. Were you assigned to the poll site nearest to your home?**

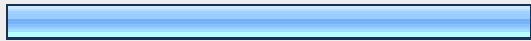
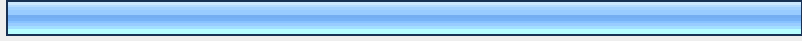
		Response Percent	Response Count
Yes		64.4%	123
No		35.6%	68
		<i>answered question</i>	<b>191</b>
		<i>skipped question</i>	<b>126</b>

**27. Which day(s) were you assigned to work? (CHECK ALL THAT APPLY)**



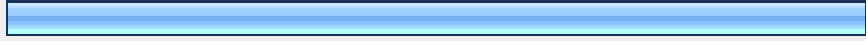
		Response Percent	Response Count
September 12th - Primary Day		62.0%	116
<b>November 7th - General Election Day</b>		<b>87.2%</b>	163
		<i>answered question</i>	<b>187</b>
		<i>skipped question</i>	<b>130</b>




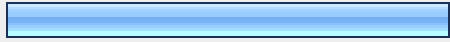



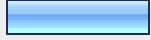
**28. Which day(s) did you actually work? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
September 12th - Primary Day		56.3%	99
<b>November 7th - General Election Day</b>		<b>85.8%</b>	151
		<i>answered question</i>	<b>176</b>
		<i>skipped question</i>	<b>141</b>

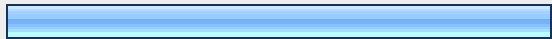




**29. Which Assembly District and Electoral District were you assigned to work?**

		Response Percent	Response Count
Assembly District:		64.0%	80
Electoral District:		59.2%	74
<b>Address of poll site:</b>		<b>92.8%</b>	116
		<i>answered question</i>	<b>125</b>
		<i>skipped question</i>	<b>192</b>



**30. Which one of the following tasks was assigned to you?**

		Response Percent	Response Count
Coordinator		3.3%	6
<b>Poll Inspector</b>		<b>47.3%</b>	86
Information Clerk		17.6%	32
Door Clerk		7.1%	13
Standby poll worker		8.8%	16
Language Interpreter (please specify language)		15.9%	29
		<i>answered question</i>	<b>182</b>
		<i>skipped question</i>	<b>135</b>


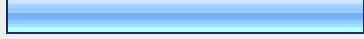

**31. About how many voters would you say you provided language assistance to on Election Day?**

		Response Percent	Response Count
0-25		58.1%	18
25-50		12.9%	4
50-75		6.5%	2
75-100		9.7%	3
More than 100		12.9%	4
		<b>answered question</b>	<b>31</b>
		<b>skipped question</b>	<b>286</b>

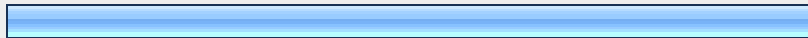
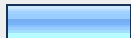
**32. Were you denied access to the booth to assist a voter at any point during the day?**

		Response Percent	Response Count
Yes		6.7%	2
No		93.3%	28
		<b>answered question</b>	<b>30</b>
		<b>skipped question</b>	<b>287</b>

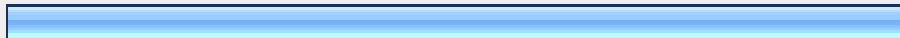

**33. Were there any language-specific problems that occurred at your poll site? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
There were not enough language interpreters at the poll site		53.9%	7
Language materials were not provided for voters with limited English proficiency		38.5%	5
Other (please specify)		15.4%	2
		<b>answered question</b>	<b>13</b>
		<b>skipped question</b>	<b>304</b>

**34. Was your site completely set up to receive voters at 6 AM?**

		Response Percent	Response Count
Yes		86.7%	150
No		13.3%	23
<i>answered question</i>			<b>173</b>
<i>skipped question</i>			<b>144</b>

**35. Were all the necessary signs (Voter's Bill of Rights, VOTE HERE, No Electioneering, etc.) posted?**

		Response Percent	Response Count
Yes		96.0%	168
No		4.0%	7
<i>answered question</i>			<b>175</b>
<i>skipped question</i>			<b>142</b>

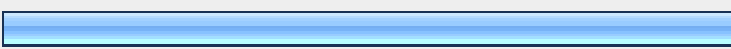
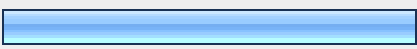
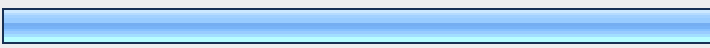
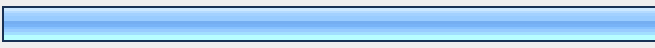
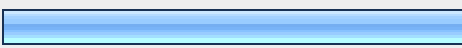
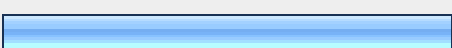
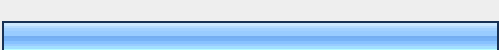
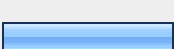
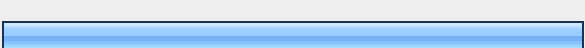
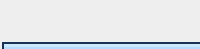

**36. At your poll site, did you encounter any of the following problems: (CHECK ALL THAT APPLY)**

	Yes	No	Response Count
Missing inspectors	14.0% (23)	86.0% (141)	164
Broken machines	18.2% (30)	81.8% (135)	165
Long lines	10.4% (17)	89.6% (146)	163
Lack of language interpreters	9.8% (16)	90.2% (147)	163
Missing language materials	3.7% (6)	96.3% (155)	161
Inattentive poll workers	22.2% (37)	77.8% (130)	167
<i>answered question</i>			<b>175</b>
<i>skipped question</i>			<b>142</b>

**37. Please rate your comfort level in performing the following tasks: (RATE ALL ACTIVITIES)**

	Unfamiliar	Vaguely Familiar	Can Perform with Assistance	Knowledgeable	Rating Average	Response Count
Using the Street Finder/Identifying EDs	4.0% (7)	5.2% (9)	16.7% (29)	<b>74.1% (129)</b>	3.61	174
Opening and setting up voting machine	15.3% (26)	11.8% (20)	<b>40.0% (68)</b>	32.9% (56)	2.91	170
Finding a voter in the Voter Registration List	5.2% (9)	5.7% (10)	9.2% (16)	<b>79.9% (139)</b>	3.64	174
Demonstrating how to use the voting machine	5.8% (10)	5.8% (10)	11.0% (19)	<b>77.3% (133)</b>	3.60	172
Filling out an Affidavit Ballot	6.4% (11)	7.0% (12)	31.6% (54)	<b>55.0% (94)</b>	3.35	171
Identifying verification for new voters	8.1% (14)	9.2% (16)	24.9% (43)	<b>57.8% (100)</b>	3.32	173
Completing a voter card for the voter	10.5% (18)	6.4% (11)	15.2% (26)	<b>67.8% (116)</b>	3.40	171
Submitting a blank ballot (using the silver lever)	17.0% (29)	15.2% (26)	30.4% (52)	<b>37.4% (64)</b>	2.88	171
Recording final votes for Return of Canvass form	12.4% (21)	7.6% (13)	27.6% (47)	<b>52.4% (89)</b>	3.20	170
	<b>answered question</b>					<b>176</b>
	<b>skipped question</b>					<b>141</b>


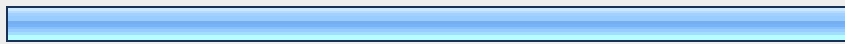
38. Select the following task(s) that you performed on Election Day: (CHECK ALL THAT APPLY)

		Response Percent	Response Count
Using the Street Finder/Identifying EDs		78.8%	134
Opening and setting up voting machine		44.7%	76
Finding a voter in the Voter Registration List		76.5%	130
Demonstrating how to use the voting machine		70.6%	120
Filling out an Affidavit Ballot		49.4%	84
Identifying verification for new voters		48.8%	83
Completing a voter card for the voter		53.5%	91
Submitting a blank ballot (using the silver lever)		18.8%	32
Recording final votes for Return of Canvass form		62.9%	107
Maintained an Interpreter Journal of number of voters helped and problems encountered		21.2%	36
Assisted voters with language needs		35.9%	61
		<b>answered question</b>	<b>170</b>
		<b>skipped question</b>	<b>147</b>

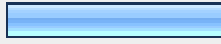
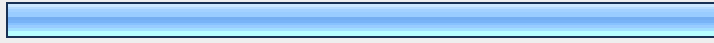
**39. An Affidavit Ballot is a paper ballot that is issued when the eligibility of the voter has not yet been determined. According to the training you received, under what circumstances can a voter cast an Affidavit Ballot? (CHECK ALL THAT APPLY)**

	Yes	No	Response Count
The voter fails to show a photo ID when required	<b>51.4% (71)</b>	48.6% (67)	138
The voter's name does not appear on the electoral roll for the given precinct	<b>84.5% (131)</b>	15.5% (24)	155
The voter's registration contains inaccurate or out-dated information such as the wrong address or a misspelled name	<b>70.7% (104)</b>	29.3% (43)	147
The voter's ballot has already been recorded	19.0% (23)	<b>81.0% (98)</b>	121
	<i>answered question</i>		<b>165</b>
	<i>skipped question</i>		<b>152</b>

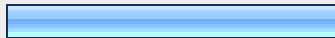



**40. A voter has the right to cast an Affidavit Ballot whether or not he or she provides identification. Did you observe any voters who failed to provide identification being prevented from casting an Affidavit Ballot?**

		Response Percent	Response Count
Yes		9.4%	16
No		<b>90.6%</b>	154
	<i>answered question</i>		<b>170</b>
	<i>skipped question</i>		<b>147</b>

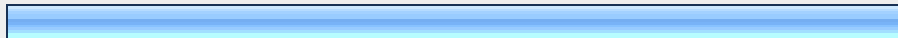

**41. Only newly registered voters are required to show photo identification at the polling site on Election Day. At your polling location did you witness voters other than new registrants being asked to provide photo ID?**

		Response Percent	Response Count
Yes		23.7%	40
No		<b>76.3%</b>	129
	<i>answered question</i>		<b>169</b>
	<i>skipped question</i>		<b>148</b>

42. Overall, which of the following best describes your poll worker experience?

		Response Percent	Response Count
Excellent		35.6%	63
Good		52.0%	92
Fair		10.7%	19
Poor		1.7%	3
		<b>answered question</b>	<b>177</b>
		<b>skipped question</b>	<b>140</b>

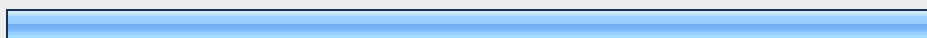
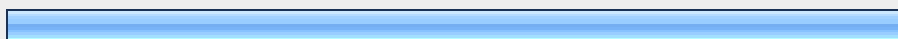
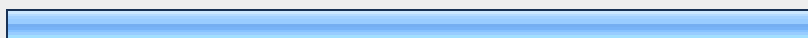
43. Would you sign up to work as a poll worker again?

		Response Percent	Response Count
Yes		96.2%	175
No		3.9%	7
		<b>answered question</b>	<b>182</b>
		<b>skipped question</b>	<b>135</b>

44. Please provide any additional comments or thoughts in the space below:

		Response Count
		85
		<b>answered question</b>
		<b>85</b>
		<b>skipped question</b>
		<b>232</b>

45. If you would like to be considered to win one of five \$20 gift certificates to be used at a movie theatre of your choice, please provide the following information:

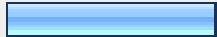


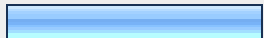

		Response Percent	Response Count
Name:		100.0%	275
Phone:		96.4%	265
Email:		86.9%	239
		<b>answered question</b>	<b>275</b>
		<b>skipped question</b>	<b>42</b>

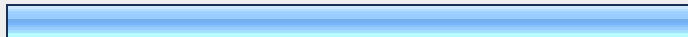
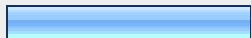
# Appendix B:

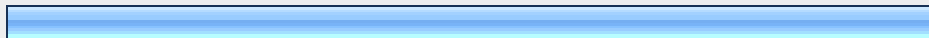
2006 Poll Worker  
Survey Responses:  
18-24 Age Group



# Citizens Union Foundation 2006 Poll Worker Program Survey

1. Which borough do you live in?			Response Percent	Response Count
Bronx			22.2%	12
<b>Brooklyn</b>			<b>37.0%</b>	20
Manhattan			11.1%	6
Queens			27.8%	15
Staten Island			1.9%	1
			<b>answered question</b>	<b>54</b>
			<b>skipped question</b>	<b>0</b>

2. What is your gender?			Response Percent	Response Count
<b>Female</b>			<b>73.6%</b>	39
Male			26.4%	14
			<b>answered question</b>	<b>53</b>
			<b>skipped question</b>	<b>1</b>

3. How old are you?			Response Percent	Response Count
<b>18-24 years old</b>			<b>100.0%</b>	54
25-29 years old			0.0%	0
30-40 years old			0.0%	0
40-55 years old			0.0%	0
Over 55 years old			0.0%	0
			<b>answered question</b>	<b>54</b>
			<b>skipped question</b>	<b>0</b>

**4. Are you a college student?**

		Response Percent	Response Count
Yes		66.0%	35
No		34.0%	18
		<b>answered question</b>	<b>53</b>
		<b>skipped question</b>	<b>1</b>

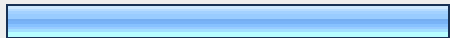


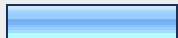

**5. Which language(s) do you speak? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
English		96.3%	52
Spanish		29.6%	16
Chinese		16.7%	9
Korean		1.9%	1
Other (please specify)		13.0%	7
		<b>answered question</b>	<b>54</b>
		<b>skipped question</b>	<b>0</b>

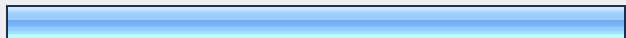
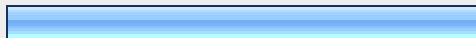

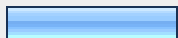
**6. How did you hear about the Poll Worker Recruitment Program?**

		Response Percent	Response Count
Craigslist.org		38.9%	21
Facebook.com		5.6%	3
Friend or relative		27.8%	15
Newspaper		3.7%	2
College		14.8%	8
Other (please specify)		9.3%	5
		<b>answered question</b>	<b>54</b>
		<b>skipped question</b>	<b>0</b>

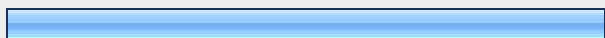

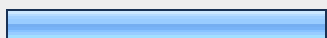
**7. What was the primary factor that influenced your decision to apply to be a poll worker?**

		Response Percent	Response Count
Monetary compensation		47.2%	25
Educational experience		17.0%	9
Community service		15.1%	8
Civic duty		18.9%	10
Other (please specify)		1.9%	1
		<b>answered question</b>	<b>53</b>
		<b>skipped question</b>	<b>1</b>

**8. Were you contacted by the Board of Elections? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
Yes, Notice to Train		66.7%	36
Yes, Notice to Work		50.0%	27
Yes, Notice of any changes/special instructions		7.4%	4
No		18.5%	10
		<b>answered question</b>	<b>54</b>
		<b>skipped question</b>	<b>0</b>


**9. Did you attend a poll worker training?**

		Response Percent	Response Count
Yes		64.0%	32
No, but I worked for the Primary or General Election		2.0%	1
No, and I did not work for any election		34.0%	17
		<b>answered question</b>	<b>50</b>
		<b>skipped question</b>	<b>4</b>

**10. When did you receive your training notice?**

		Response Percent	Response Count
Day of training or after training		0.0%	0
1 to 3 days before training date		9.4%	3
4 to 6 days before training date		9.4%	3
One week before training date		34.4%	11
<b>Two or more weeks before the training date</b>		<b>46.9%</b>	<b>15</b>
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>22</b>

**11. Did you have any problems being assigned to a training?**

		Response Percent	Response Count
<b>No</b>		<b>93.8%</b>	<b>30</b>
Yes (please specify)		6.3%	2
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>22</b>

**12. Which training did you attend?**

		Response Percent	Response Count
<b>Inspector/Poll Clerk</b>		<b>38.7%</b>	<b>12</b>
Information Clerk		22.6%	7
Door Clerk		12.9%	4
Interpreter		25.8%	8
		<b>answered question</b>	<b>31</b>
		<b>skipped question</b>	<b>23</b>

**13. How many people attended your training class?**

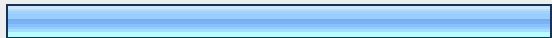
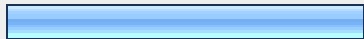

		Response Percent	Response Count
Less than 5		0.0%	0
5-10		16.1%	5
<b>11-25</b>		<b>51.6%</b>	16
25-50		32.3%	10
More than 50		0.0%	0
		<b>answered question</b>	<b>31</b>
		<b>skipped question</b>	<b>23</b>


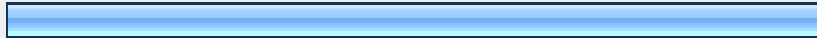

**14. What would you say your training class size was?**

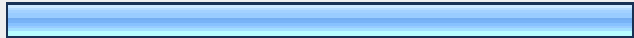

		Response Percent	Response Count
Too large		6.5%	2
Large		22.6%	7
<b>Appropriate</b>		<b>71.0%</b>	22
Small		0.0%	0
Too small		0.0%	0
		<b>answered question</b>	<b>31</b>
		<b>skipped question</b>	<b>23</b>

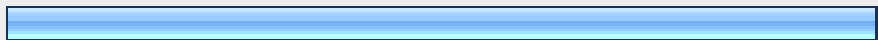

**15. Which of the following best describes your trainer?**

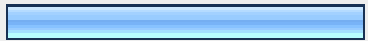
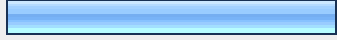
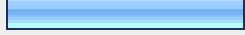
		Response Percent	Response Count
<b>Extremely qualified</b>		<b>54.8%</b>	17
Qualified		41.9%	13
Somewhat qualified		3.2%	1
Not qualified at all		0.0%	0
		<b>answered question</b>	<b>31</b>
		<b>skipped question</b>	<b>23</b>






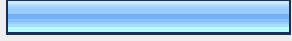

16. Which of the following best describes the quality of the training manual?			Response Percent	Response Count
Extremely thorough and clear			58.1%	18
Thorough and clear			38.7%	12
Not thorough and clear (please specify)			3.2%	1
			<i>answered question</i>	<b>31</b>
			<i>skipped question</i>	<b>23</b>

17. How adequate was the length of the training session to cover all of the necessary material?			Response Percent	Response Count
The session was too short			3.2%	1
The session was just the right length			87.1%	27
The session was too long			9.7%	3
			<i>answered question</i>	<b>31</b>
			<i>skipped question</i>	<b>23</b>




18. Was a voting machine used during your training session?			Response Percent	Response Count
Yes			67.7%	21
No			32.3%	10
			<i>answered question</i>	<b>31</b>
			<i>skipped question</i>	<b>23</b>

19. Did you feel the exam at the end of the training was reflective of the information taught during the training?			
		Response Percent	Response Count
Yes		93.6%	29
No (please specify)		6.5%	2
<b>answered question</b>			<b>31</b>
<b>skipped question</b>			<b>23</b>

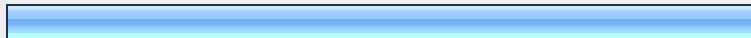

20. What level of preparedness did you feel after the training to work the polls?			
		Response Percent	Response Count
Extremely prepared		38.7%	12
Prepared		35.5%	11
Somewhat prepared		25.8%	8
Not at all prepared		0.0%	0
<b>answered question</b>			<b>31</b>
<b>skipped question</b>			<b>23</b>

21. Which of the following recommendations (if any) would you suggest be made to the training class?			
		Response Percent	Response Count
Longer training		7.7%	2
Multiple trainings		11.5%	3
Include a demonstration of duties as performed on election day		57.7%	15
Provide actual materials for review		19.2%	5
Incorporate worksheet activities for practice		30.8%	8
Train on a voting machine		30.8%	8
Other (please specify)		3.9%	1
<b>answered question</b>			<b>26</b>
<b>skipped question</b>			<b>28</b>

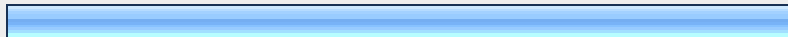
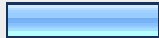
**22. Overall, how did you feel about the training?**

		Response Percent	Response Count
It incorporated too much information		9.7%	3
<b>It presented the right amount of information</b>		<b>80.7%</b>	25
It did not present enough information		9.7%	3
		<b>answered question</b>	<b>31</b>
		<b>skipped question</b>	<b>23</b>

**23. After the training, were you assigned to work?**




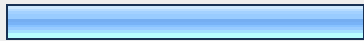
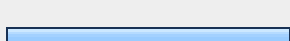
		Response Percent	Response Count
Yes		80.7%	25
No		19.4%	6
		<b>answered question</b>	<b>31</b>
		<b>skipped question</b>	<b>23</b>

**24. Did you have problems being assigned to a poll site?**

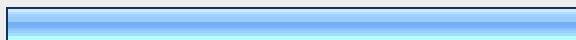
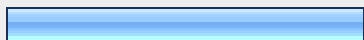
		Response Percent	Response Count
No		84.0%	21
Yes (please specify)		16.0%	4
		<b>answered question</b>	<b>25</b>
		<b>skipped question</b>	<b>29</b>



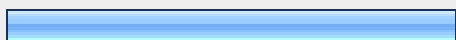
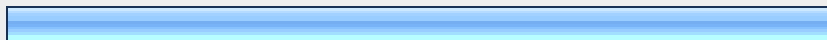
**25. When did you receive your notice to work?**

		Response Percent	Response Count
Election Day or after the election		3.9%	1
1 to 3 days before the election		3.9%	1
4 to 6 days before the election		23.1%	6
<b>One week before the election</b>		<b>38.5%</b>	10
Two or more weeks before the election		30.8%	8
		<i>answered question</i>	<b>26</b>
		<i>skipped question</i>	<b>28</b>

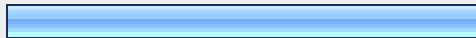

**26. Were you assigned to the poll site nearest to your home?**

		Response Percent	Response Count
Yes		61.5%	16
No		38.5%	10
		<i>answered question</i>	<b>26</b>
		<i>skipped question</i>	<b>28</b>

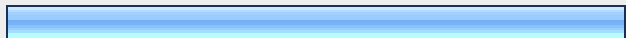
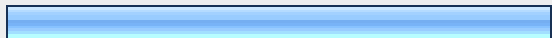
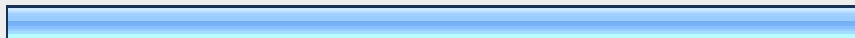
**27. Which day(s) were you assigned to work? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
September 12th - Primary Day		48.0%	12
<b>November 7th - General Election Day</b>		<b>88.0%</b>	22
		<i>answered question</i>	<b>25</b>
		<i>skipped question</i>	<b>29</b>

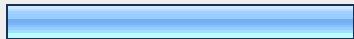
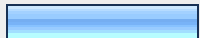
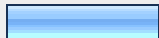


**28. Which day(s) did you actually work? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
September 12th - Primary Day		50.0%	12
November 7th - General Election Day		83.3%	20
		<i>answered question</i>	<b>24</b>
		<i>skipped question</i>	<b>30</b>

**29. Which Assembly District and Electoral District were you assigned to work?**

		Response Percent	Response Count
Assembly District:		66.7%	8
Electoral District:		58.3%	7
Address of poll site:		91.7%	11
		<i>answered question</i>	<b>12</b>
		<i>skipped question</i>	<b>42</b>

**30. Which one of the following tasks was assigned to you?**

		Response Percent	Response Count
Coordinator		0.0%	0
<b>Poll Inspector</b>		<b>37.5%</b>	<b>9</b>
Information Clerk		20.8%	5
Door Clerk		16.7%	4
Standby poll worker		8.3%	2
Language Interpreter (please specify language)		16.7%	4
		<i>answered question</i>	<b>24</b>
		<i>skipped question</i>	<b>30</b>

**31. About how many voters would you say you provided language assistance to on Election Day?**


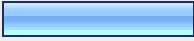
		Response Percent	Response Count
0-25		75.0%	3
25-50		0.0%	0
50-75		0.0%	0
75-100		25.0%	1
More than 100		0.0%	0
<i>answered question</i>			<b>4</b>
<i>skipped question</i>			<b>50</b>

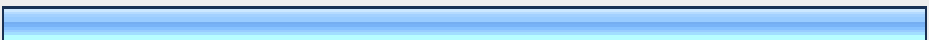
**32. Were you denied access to the booth to assist a voter at any point during the day?**

		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	4
<i>answered question</i>			<b>4</b>
<i>skipped question</i>			<b>50</b>

**33. Were there any language-specific problems that occurred at your poll site? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
There were not enough language interpreters at the poll site		0.0%	0
Language materials were not provided for voters with limited English proficiency		50.0%	1
Other (please specify)		50.0%	1
<i>answered question</i>			<b>2</b>
<i>skipped question</i>			<b>52</b>

34. Was your site completely set up to receive voters at 6 AM?				
			Response Percent	Response Count
Yes		80.0%	20	
No		20.0%	5	
			<b>answered question</b>	<b>25</b>
			<b>skipped question</b>	<b>29</b>

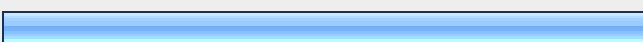

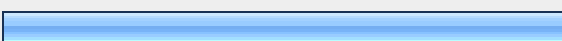




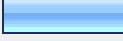
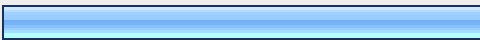
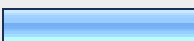
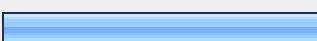
35. Were all the necessary signs (Voter's Bill of Rights, VOTE HERE, No Electioneering, etc.) posted?				
			Response Percent	Response Count
Yes		100.0%	25	
No		0.0%	0	
			<b>answered question</b>	<b>25</b>
			<b>skipped question</b>	<b>29</b>

36. At your poll site, did you encounter any of the following problems: (CHECK ALL THAT APPLY)				
	Yes	No	Response Count	
Missing inspectors	20.0% (5)	80.0% (20)	25	
Broken machines	8.3% (2)	91.7% (22)	24	
Long lines	16.7% (4)	83.3% (20)	24	
Lack of language interpreters	25.0% (6)	75.0% (18)	24	
Missing language materials	13.0% (3)	87.0% (20)	23	
Inattentive poll workers	25.0% (6)	75.0% (18)	24	
			<b>answered question</b>	<b>25</b>
			<b>skipped question</b>	<b>29</b>

**37. Please rate your comfort level in performing the following tasks: (RATE ALL ACTIVITIES)**

	Unfamiliar	Vaguely Familiar	Can Perform with Assistance	Knowledgeable	Rating Average	Response Count
Using the Street Finder/Identifying EDs	15.4% (4)	7.7% (2)	11.5% (3)	<b>65.4% (17)</b>	3.27	26
Opening and setting up voting machine	26.9% (7)	7.7% (2)	<b>38.5% (10)</b>	26.9% (7)	2.65	26
Finding a voter in the Voter Registration List	11.5% (3)	11.5% (3)	7.7% (2)	<b>69.2% (18)</b>	3.35	26
Demonstrating how to use the voting machine	11.5% (3)	3.8% (1)	11.5% (3)	<b>73.1% (19)</b>	3.46	26
Filling out an Affidavit Ballot	11.5% (3)	11.5% (3)	34.6% (9)	<b>42.3% (11)</b>	3.08	26
Identifying verification for new voters	15.4% (4)	15.4% (4)	15.4% (4)	<b>53.8% (14)</b>	3.08	26
Completing a voter card for the voter	19.2% (5)	7.7% (2)	11.5% (3)	<b>61.5% (16)</b>	3.15	26
Submitting a blank ballot (using the silver lever)	19.2% (5)	3.8% (1)	30.8% (8)	<b>46.2% (12)</b>	3.04	26
Recording final votes for Return of Canvass form	19.2% (5)	3.8% (1)	30.8% (8)	<b>46.2% (12)</b>	3.04	26
	<b>answered question</b>					<b>26</b>
	<b>skipped question</b>					<b>28</b>

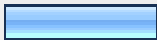
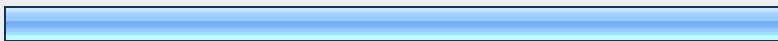
38. Select the following task(s) that you performed on Election Day: (CHECK ALL THAT APPLY)

		Response Percent	Response Count
Using the Street Finder/Identifying EDs		69.6%	16
Opening and setting up voting machine		34.8%	8
Finding a voter in the Voter Registration List		60.9%	14
Demonstrating how to use the voting machine		69.6%	16
Filling out an Affidavit Ballot		34.8%	8
Identifying verification for new voters		30.4%	7
Completing a voter card for the voter		43.5%	10
Submitting a blank ballot (using the silver lever)		13.0%	3
Recording final votes for Return of Canvass form		52.2%	12
Maintained an Interpreter Journal of number of voters helped and problems encountered		21.7%	5
Assisted voters with language needs		34.8%	8
		<b>answered question</b>	<b>23</b>
		<b>skipped question</b>	<b>31</b>

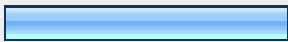
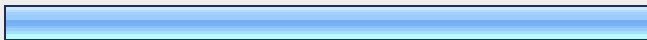
**39. An Affidavit Ballot is a paper ballot that is issued when the eligibility of the voter has not yet been determined. According to the training you received, under what circumstances can a voter cast an Affidavit Ballot? (CHECK ALL THAT APPLY)**

	Yes	No	Response Count
The voter fails to show a photo ID when required	50.0% (11)	50.0% (11)	22
The voter's name does not appear on the electoral roll for the given precinct	91.3% (21)	8.7% (2)	23
The voter's registration contains inaccurate or out-dated information such as the wrong address or a misspelled name	66.7% (14)	33.3% (7)	21
The voter's ballot has already been recorded	10.0% (2)	90.0% (18)	20
	<i>answered question</i>		<b>23</b>
	<i>skipped question</i>		<b>31</b>

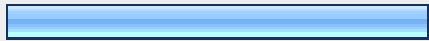


**40. A voter has the right to cast an Affidavit Ballot whether or not he or she provides identification. Did you observe any voters who failed to provide identification being prevented from casting an Affidavit Ballot?**

		Response Percent	Response Count
Yes		16.7%	4
No		83.3%	20
	<i>answered question</i>		<b>24</b>
	<i>skipped question</i>		<b>30</b>

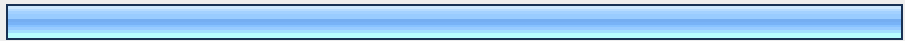

**41. Only newly registered voters are required to show photo identification at the polling site on Election Day. At your polling location did you witness voters other than new registrants being asked to provide photo ID?**

		Response Percent	Response Count
Yes		30.4%	7
No		69.6%	16
	<i>answered question</i>		<b>23</b>
	<i>skipped question</i>		<b>31</b>

42. Overall, which of the following best describes your poll worker experience?

		Response Percent	Response Count
Excellent		45.8%	11
Good		50.0%	12
Fair		4.2%	1
Poor		0.0%	0
		<b>answered question</b>	<b>24</b>
		<b>skipped question</b>	<b>30</b>

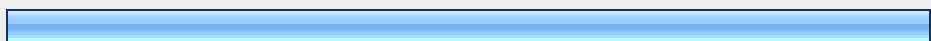
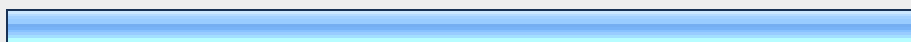
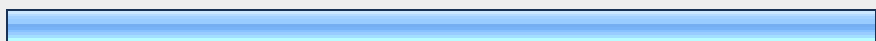
43. Would you sign up to work as a poll worker again?

		Response Percent	Response Count
Yes		96.0%	24
No		4.0%	1
		<b>answered question</b>	<b>25</b>
		<b>skipped question</b>	<b>29</b>

44. Please provide any additional comments or thoughts in the space below:

		Response Count
		8
		<b>answered question</b>
		<b>8</b>
		<b>skipped question</b>
		<b>46</b>

45. If you would like to be considered to win one of five \$20 gift certificates to be used at a movie theatre of your choice, please provide the following information:

		Response Percent	Response Count
Name:		100.0%	47
Phone:		97.9%	46
Email:		93.6%	44
		<b>answered question</b>	<b>47</b>
		<b>skipped question</b>	<b>7</b>



Appendix C:  
Poll Worker  
Recruitment Flyer

# DON'T LET DEMOCRACY BREAK DOWN BECOME A POLL WORKER

PREVENT THIS FROM  
HAPPENING IN NEW YORK!



## SERVE YOUR COMMUNITY: Become an Election Day Poll Worker or Interpreter

  
CITIZENS UNION  
FOUNDATION OF THE CITY OF NEW YORK

- Each year, New York City needs 30,000 residents to work at poll sites to assist citizens in exercising their right to vote
- College students are needed to work this upcoming Primary and General Election
- Fulfill your civic duty and earn up to \$460
- Poll worker positions include: Inspector/ Poll Clerk; Information Clerk; Door Clerk; and Chinese, Korean, and Spanish Interpreters throughout New York City

Citizens Union Foundation is a non-profit, non-partisan organization dedicated to engaging New Yorkers to Reform Government.

**APPLY NOW: [WWW.CITIZENSUNIONFOUNDATION.ORG/POLLWORKER](http://WWW.CITIZENSUNIONFOUNDATION.ORG/POLLWORKER)**