

Section 2.6: Operational Steps

Vendor must describe:

(a) Detailed processes (including system steps, configuration settings, login and verification steps) for setting up and activating proposed system on morning of election day, both in polling places and at central office location.

ES&S RESPONSE

POLLING PLACE SETUP

The ExpressPoll-5000 is extremely intuitive and easy to set up in a voting location by poll workers of all ages. The ExpressPoll-5000 is also extremely configurable so the set up can be completed in as many or as few as the City of Chicago's procedures require. Basic steps include connecting the device and its peripherals to a power source and switching them on. First, the poll worker opens the hard sided storage case and removes the ExpressPoll-5000 tablet and peripherals. The unit should be laid face down on a table and the USB plugs from the peripherals should be plugged into the USB ports clearly visible on the back of the unit. The ExpressPoll power plug would also be plugged into the power port on the back of the tablet. Once the peripherals are attached and the power plug is inserted into an outlet, the poll worker turns over the device, simply lifts the switch cover on the top of the ExpressPoll-5000 unit and turns the switch to the **ON** position. In seconds, a screen will appear which includes a button titled **Launch ExpressPoll**. This is the only button on the screen, so the poll worker should not mistake the action required. This single-button screen is in contrast to competitor systems which will present a screen full of buttons requiring a poll worker with limited training to make the correct selection.

Within a matter of seconds once the **Launch ExpressPoll** button is pressed a screen will appear which enables the poll worker to verify that the ExpressPoll-5000 unit is being used in the correct voting site. A map and the address of the polling site programmed into the ExpressPoll can be presented on this screen. If the precinct information presented is correct, the poll worker simply touches the **OK Correct Voting Site** button and the system will present the **Manage Polls** screen which enables the poll worker to verify that there are no voters validated in the system prior to the polls opening. The poll worker also opens the polls from this screen as well, by touching the **Open Polls** button. The internal audit trail records every activity on the system including when the polls were opened (and closed), and, if a poll worker password is used to log into the system, the audit trail will also provide poll worker user information as well.

Once the polls are open, the poll worker selects the **Search for Voters** button. The touch screen keyboard will appear, so the poll worker can easily enter letters of each voter's first and last name to validate each voter. This screen will be used for the rest of the voting process to validate voters.

The ExpressPoll system has been used in hundreds of jurisdictions with poll workers of all ages, and the response from poll workers has been *overwhelmingly positive*. Please see the poll worker survey from Arlington, Virginia in **Appendix B** for a sample of the responses we received regarding the intuitive operation of the system.

ELECTION CENTRAL SETUP

The vast majority of election morning setup, configuration, and testing would have already been completed prior to Election Day. The staff at Election Central would only need to log in to the

CentralPoint application to monitor polling locations on the map as they go online and the polls are opened.

(b) Procedures to follow when voter name is not found in the system, including alternate search methods and trouble shooting steps.

ES&S RESPONSE

Voter search can be accomplished on the ExpressPoll-5000 by swiping a mag-stripe, scanning a barcode or manually entering data using the on-screen keyboard. Also, a voter can be searched via many different criteria including name, address, date of birth or ID. If the voter's record cannot be found in any search, and street data is included in the election data, the address to the correct poll associated with the voter's address can be quickly found using the **Find Polls** button. If the voter's precinct is in the consolidation contained on the ExpressPoll unit, the **Issue Ballot** buttons will be enabled, and the poll worker can issue a standard or provisional ballot, according to the jurisdiction's requirements. If the voter's precinct is not in the consolidation/vote center, the address to the correct poll and a map to the location is displayed. The ExpressPoll printer can print the address of the voter's correct voting site and given to the voter.

This expanded search capability will reduce the number of provisional ballots the City of Chicago will have to validate following each election, as voters can be easily directed to the correct location. It is also common for jurisdictions to experience a sizable reduction in the number of precinct-based telephone calls to the election central Help Desk, as voters at an incorrect site can be redirected to their appropriate polling site without the necessity for the poll worker to call election central for this information. Jurisdictions have experienced up to a 70-80% reduction in Election Day help desk calls due to this feature.

(c) Procedures for identifying where a voter should be voting if in the incorrect precinct, including solutions for directing the voter to the correct polling place location.

ES&S RESPONSE

If street data is included in the database and the voter visits the wrong polling location, the poll worker can perform a street search to locate the correct polling place for a voter. The address and a detailed map of the voter's correct location can be displayed and shown to the voter. This address information can be printed out for the voter if the ExpressPoll-5000 printers are used.

This capability enables poll workers to direct voters to their correct voting location in seconds without having to call Election Central to obtain this information. This will reduce your Election Day help desk calls by 70-80%. It will also reduce the number of provisional ballots that will have to be verified following the election. The state of Maryland experienced a substantial reduction in the number of provisional ballots once the ExpressPoll system was implemented because they were able to redirect voters to their correct locations much easier.

(d) How the system captures a voter's signature in the Board's voter registration database, how such signatures are made accessible to poll workers, what access limitations exist, how signature comparisons are conducted, and options for how the system can capture a voter's signature electronically in the polling place using tablets or signature pads. Include procedures if no signature is found in voter registration database.

ES&S RESPONSE

The ExpressPoll-5000 supports electronic signature capture. The ExpressPoll can capture the voter's "live" signature at the polls, allowing the poll worker to compare the current signature against the stored signature.



Figure 2.6-1: Electronic signature pad

The signature pad provides a high-quality digital signature. The signature captured during the election is displayed adjacent to the digital signature from your archived signature files, so the poll worker can easily compare the two signatures on the same screen.

When the signature pad is connected to the unit and the voter is found in the database, the **Get Voter's Signature** screen displays.

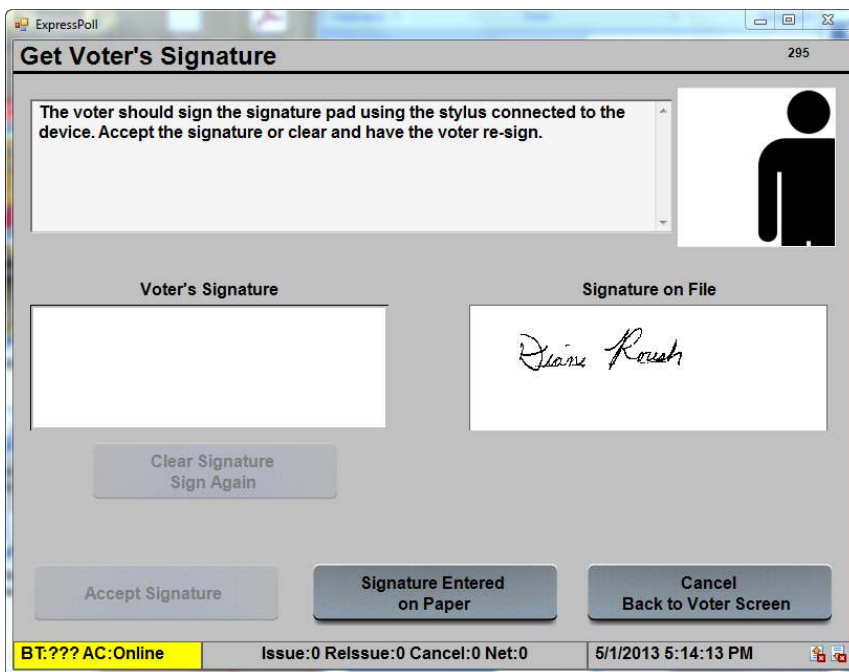


Figure 2.6-2: Get Voter's Signature screen

Using the signature pad, the poll worker asks the voter to sign his/her name with the attached stylus. Once the voter signs the signature pad, the result is displayed in the Voter's Signature box on the screen.

- If the poll worker is dissatisfied with the signature, they press the **Clear Signature, Sign Again** button.
- If the poll worker wants to stop the procedure, they can press the **Cancel, Back to Voter Screen** button.

Once the voter has completed his/her signature and the poll worker accepts the signature comparison, the poll worker will press the **Accept Signature** button.

Each voter's signature that is captured by the ExpressPoll system is stored in Compact Flash memory.

Montgomery County, Ohio, among others, used the electronic signature pads during recent elections. The letter of reference from Montgomery County in **Appendix C** provides additional detail concerning their use of the electronic signature pads.

The **History** tab for each voter can retrieve the live signature and the voter's signature from the voter registration system.

Voter signatures can be printed in the Voter List with Signatures Report or exported from within the BridgePoint application following the election.

(e) How the system treats voters whose registration status is listed as "inactive."

ES&S RESPONSE

The EZRoster application is very flexible and can be programmed to process voters as required by law or rule within a jurisdiction. To handle the process defined in this requirement, the EZRoster could be programmed to initiate a different set of instructions and workflow for voters with a registration status of inactive or any other registration status assigned to voters in your system. This workflow is initially defined by the City of Chicago as part of the initiation process of the system, and can be modified as the rules and laws change over time.

(f) How the system identifies and tracks voters who cast a provisional ballot.

ES&S RESPONSE

Displays can be customized to reflect provisional voting requirements in Illinois regulations, so voters who must cast ballots provisionally will be easily identified. In addition, instructional text fields can be customized to provide directions to poll workers on how to identify voters who must vote provisionally.

Provisional ballots can be made available to all voters, or the user can define unique voter statuses that allow only provisional voting. Typically, provisional ballots are issued to voters who are not registered in a precinct within the current consolidation/polling location, or voters who cannot be found in a countywide or even statewide search.

Find Voters 205

Enter the voter's last name.

If TOO MANY voters are found with this last name, tap on the First Name field and enter the voter's first name. If needed, tap and enter data into the Middle Initial, Zip Code, or Birth Date fields.

If NO VOTERS are found with this name, check the spelling or widen the search by tapping the "Search Entire County" button.

To search for a voter by address, tap the "Find by ADDRESS" button and enter the voter's data.

Find by Name | Find By Address | Find By Id

Last Name

First Name Middle Init.

Zip Code Birth Date

Search in Precinct

Search Entire County

Search Entire State

Clear

Voter NOT Found Issue Ballot

Return to Main

BT:?? AC:Online Issue:0 RelIssue:0 Cancel:0 Net:0 4/29/2013 12:40:46 PM

Figure 2.6-3: Search Voter Roster screen

When the poll worker presses an **Issue Provisional Ballot** button, the **Enter Provisional Reason** screen is displayed. If the AutoProvisional ID option is used, the provisional ID field is automatically populated with an election-wide unique provisional ID number. If this option is not used, the poll worker may manually enter a provisional ID number from a list of numbers assigned to the consolidation/polling location. This process ensures that unique provisional ID numbers are assigned.

If the jurisdiction is using a pre-printed list of barcode provisional IDs, the provisional ID can be scanned using a barcode scanner. To complete the process, when the ID field is populated the poll worker presses the **Issue Provisional Ballot** button.

Figure 2.6-4: Enter Provisional ID screen

The BridgePoint and CentralPoint software also both report on provisional voting enabling you to quickly determine who voted provisionally, where the provisional votes were cast and why if capturing a reason within the ExpressPoll system. You can even configure custom alerts in CentralPoint to monitor the quantity or ratio of provisional voting at the polling locations.

(g) How the system will support other management functions in the polling place, including

(i) Time sheets for recording poll workers' time and attendance;

ES&S RESPONSE

The ExpressPoll-5000 can be enhanced to provide time and attendance tracking for election judges/poll workers.

The time and attendance system would be a workforce management system that will reduce time spent on administrative processing and managing of your election judges. The system would be used to account for the activities of poll workers on Election Day. Categories could include critical information on the arrival time of each judge, number of hours worked, those who failed to serve, note who is required to return supplies to the receiving station, and more. We would include the ability to run reports and export this information for other systems.

(ii) Operational checklist for poll workers to assist them in following all proper steps for opening, operating and closing the polls on election day;

ES&S RESPONSE

Virtually every page of the system has an **Instructions** text box that can be customized to provide operational guidance to the poll worker using the system. The text used for the instructions and procedures is the verbiage from the City of Chicago. Your terminology and instructions are used, not

boilerplate verbiage. The advantage of using your existing verbiage is that your poll workers are already familiar with your terminology and procedures; training them on the ExpressPoll system is simplified, and they become very familiar with the system in a short period of time. Also, using familiar terminology helps reduce poll worker error.

The Chicago BOE may wish to develop a customized poll worker manual. This can be based on ES&S' generic manual, and include local election processes. ES&S can provide a documentation specialist to assist, if desired.

"The most favorable aspect of the ExpressPoll units for our staff is the adaptability and ease with which you can modify the text and options to your county's specifications." – **Paulette Hankins, Director of Elections, Richland County, Ohio.**

If, in addition to the customizable Instructions text, the Board would also like to see an operational checklist for the polling place, the ExpressPoll system can be enhanced to support the creation, management and display of a custom checklist as defined by the Board. Support for this feature would be managed in the BridgePoint application.

(iii) Reconciliation of ballots and ballot applications after the closing of the polls.

ES&S RESPONSE

The ExpressPoll provides an excellent solution for the support of management functions within the polling place. Reports, which include the number of ballots cast (by type), and the number of spoiled ballots can be generated in seconds at any time on the ExpressPoll unit.

Once the polls close, a poll worker can simply touch the "Totals Report" icon on the screen to generate a report that includes the number of ballots cast (by type), number of provisional ballots, number of spoiled ballots and a total of the number of voters validated. The quantity of printed ballot application forms can be easily matched against the total number of voters validated by the ExpressPoll unit. This automated report dramatically expedites the process of closing the polls on election night, and eliminates potential manual count errors.

(h) How the system will guide the user through simple technical problems.

ES&S RESPONSE

The ExpressPoll-5000 system provides tremendous flexibility in determining what information and instructions are presented to poll workers for each situation they might encounter. Nearly every screen on the ExpressPoll-5000 device has an instructions text box that can be customized to guide the poll worker using the system. Status text, warning messages, information grids, tab names, screen names, and button names also can be customized to suit the needs of your jurisdiction.

Specific ExpressPoll functions also can be protected with password or supervisor card requirements, allowing you to further direct your poll workers' actions without the need for separate printed instructions.

Figure 2.6-5: On-screen instructions for poll workers.

As part of the installation process, ES&S would work with the City of Chicago to determine which procedures, instructions, and terminology you want to be presented on ExpressPoll-5000 screens. We can provide examples of the type of information that has been used in other jurisdictions. This system of instructions reduces poll worker errors and gives them confidence in handling voters throughout the voter verification process.

(i) How the system would guide a voter who is not in the system to the correct precinct if that voter was registered.

ES&S RESPONSE

If the voter visits the wrong polling location, the poll worker can perform a street search to locate the correct polling place for a voter. The address and a detailed map of the voter's correct location can be displayed and shown to the voter. This address information can be printed out for the voter if the ExpressPoll-5000 printers are used.

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