

Tips and Techniques

Practices implemented by election administrators in Washington State.

Join us



Our mission is to provide fair, accurate and accessible elections. We do this year after year.

Join us



Our mission is to provide fair, accurate and accessible elections. We do this year after year.

But, there are still a few things we can **learn** from one another.

Many thanks



The following awesome ideas were contributed by:

Participants of the online training,
"Elections Ferris Wheel of Fun"

Counties reviewed by the C&T Program

Administrators who responded to our
"all-call" for new tips, techniques and practices

Let's gather



Let's gather for show 'n tell



to share our favorite ideas...



and serve voters.

elections
electoral



and serve voters.

elections
electoral



*Cool hanging
signage!*

and serve voters.

at eye level!



Cool hanging signage!



Yakima County Elections



Let's begin



Let's begin our "lunch & learn"



Let's begin **by showing voters the way**

← **elections**
electoral



Washington
Secretary of State

banners

Increase visibility of
deposit box locations.



banners

Increase visibility of
deposit box locations.

“This drive-up ballot drop box is located in the courthouse parking lot, but not near the building. Despite our best efforts, we would get 1 or 2 ballots in the (county’s) multi-purpose box, particularly on Election Day. Also, when the parking lot was full of cars, it was difficult to see the location of the box.”

- Diana Killian, Franklin County



banners

Increase visibility of
deposit box locations

*“We wanted something eye-catching,
colorful, and that would tie in with
our ballot envelopes for familiarity.*

*It has been **very helpful** to voters
and easy for us to direct voters when
they ask about dropping off ballots at
the courthouse, but don't need to
come into the facility.”*

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branding

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way finding decals

Combined with hanging signage, these floor decals navigate voters through long hallways or multi-use offices.

Try opening a new entrance. Yakima County opened its employee entrance to increase access to voters.



way finding decals

"We didn't want our customers to get lost intermingling with other departments... The line was contained and we never heard any complaints; despite being one staff member short!"

We'll be using this method of way finding for all elections, not just the big ones."

- Kathy Fisher, Yakima County

"follow the yellow brick road"



way finding decals

“follow the yellow brick road”

***repositionable!
and reusable!***

“We didn’t want our customers to get lost intermingling with other departments... The line was contained and we never heard any complaints; despite being one staff member short!”

We’ll be using this method of way finding for all elections, not just the big ones.”

- Kathy Fisher, Yakima County



proof

After 8:00 pm, this sign was held by staff at a busy deposit site to announce that voting was closed.



proof

After 8:00 pm, this sign was held by staff at a busy deposit site to announce that voting was closed.

“We had a local sign company fashion us a reflective construction flagger sign.”

- Kathy Fisher, Yakima County



time

This visible digital clock displays the official time on Election Day.



Washington
Secretary of State

time is of the essence

This visible digital clock displays the official time on Election Day.



time is of the essence

This visible digital clock displays the official time on Election Day.



“For voters at the (ballot deposit) box, there’s no question as to what time the box closes.”

- Kathy Fisher, Yakima County

Let's continue

Let's continue to reach out

Let's continue **to reach out**



and change the world

economical

Need an inexpensive outreach idea? Rather than costly brochures or flyers, print colorful business cards to distribute at fairs and community events.

Pacific County Auditor

Election Information
www.co.pacific.wa.us

Voter Pamphlet Information
www.myvote.wa.gov
www.vote.wa.gov

nzeigler@co.pacific.wa.us
360.875.9317
360.642.9317

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“Color printing is expensive. We ordered 200 business cards (online from Vistaprint). The total came to less than \$30 with shipping.”

- Scott Turnbull, Pacific County

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*Spend less money,
reach more people*

- Scott Turnbull, Pacific County

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economical

Technology can be cheap. Seek out inexpensive apps, or tools such as near field communication (NFC) tags.

“Near field communication” is a set of standards for smartphones and similar devices to establish radio communication with each other by touching them together or bringing them into close proximity, usually no more than a few centimeters.



economical

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example please ?



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*“NFC tags can be ordered in all sorts of things. My thought is to use an NFC bracelet for voter registration drives where anyone could just **touch their phone** to the bracelet and it would take them directly to vote.wa.gov. It could also be programmed to send a text message, or link to a Facebook page.”*

- Scott Turnbull, Pacific County

get mobile

Purchase a low-cost mobile site template (\$9) and customize it to meet your needs.



"We identified that at least 25% of our website visitors were using a mobile device. The Election Team realized that mobile users are not looking for a 'full experience' and are more interested in quick and necessary information..."

- Stuart Holmes, Benton County

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Purchase a low-cost mobile site template (\$9) and customize it to meet your needs.

“All mobile sites include links back to the full site in case the visitor would like more information.”

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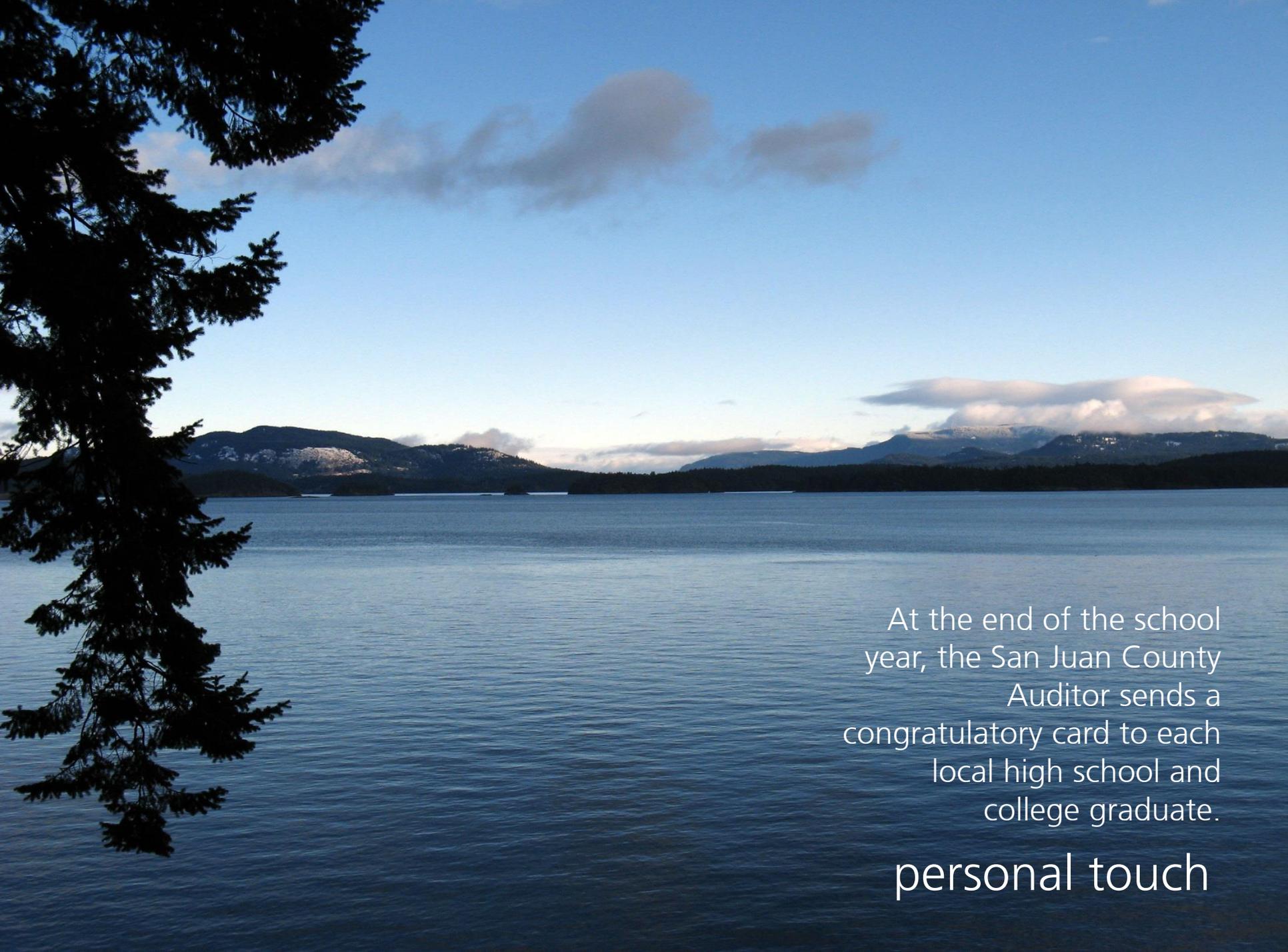
"All mobile sites include links back to the full site in case the visitor would like more information."

- Stuart Holmes, Benton County



*service through
innovation*





At the end of the school
year, the San Juan County
Auditor sends a
congratulatory card to each
local high school and
college graduate.

personal touch

personal touch

*“This is a great opportunity to remind young citizens to register to vote. Enclosed within the card is a voter registration application and instructions for registering to vote online. Each card is designed with a photograph taken by election staff and is also **hand signed** by the County Auditor.”*

-Amber Cervantes, OSOS

*Photo by Carlys Allen,
San Juan County Elections*



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Secretary of State

get out there

Have some fun! Find your community at local sporting events and cheer along with potential voters.

“Benton County has facilitated voter outreach events at hockey games and indoor arena football games.”

- Shawn Bohlinger, Benton County



understand

Identify the needs of your community.

For voters with disabilities, Thurston County provides its local voters' pamphlet in multiple formats including American Sign Language (ASL), audio, and simple text on its website.



exemplify

Share your own enthusiasm for historical traditions and civic engagement with young people.



*“Dear Mrs. Nichols,
Thank you for organizing our field trip to the Old Courthouse. We learned about county government, being a citizen, and the importance of voting. It was interesting to find out about the time capsule! Thank you for being our County Auditor.”*

- *Selkirk Elementary School 5th graders,
Pend Oreille County*

Let's prepare



Let's prepare *to rock*

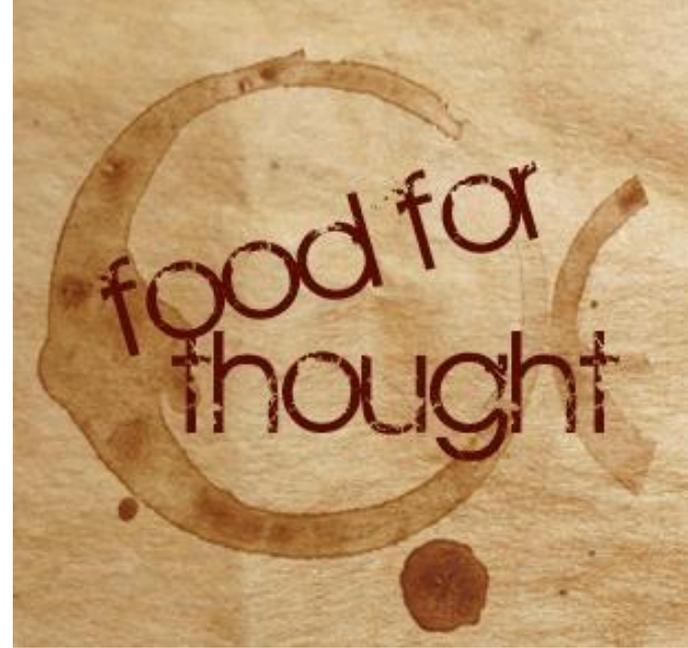
"A practice that is critical to our success is our daily stand-up meetings. Each morning at 8:05am our election team meets to review activities for the day, share information... such as calls from voters, and cover staff schedules. Meeting lasts from 10 – 20 min. and is informal in its flow."



- Garth Fell, Snohomish County

eliminate stress

Sync-up daily with your team.

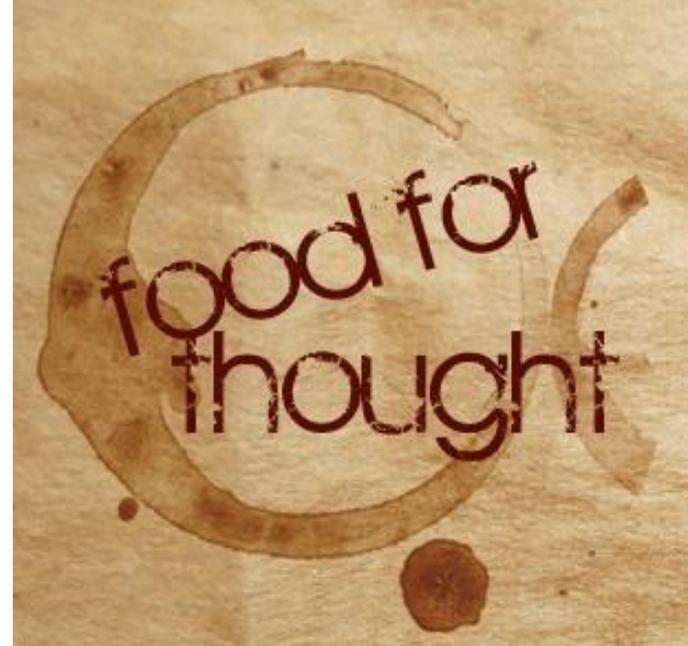


eliminate stress

Sync-up daily with your team.

“During an election and especially during large ones, our election staff regularly meets at the beginning of the day to...

- Lorene Roe, Benton County



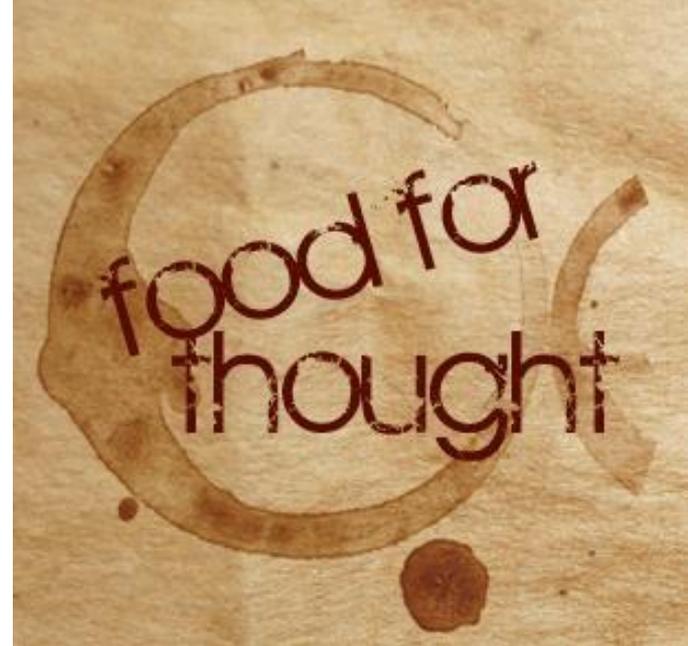
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regroup

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eliminate stress

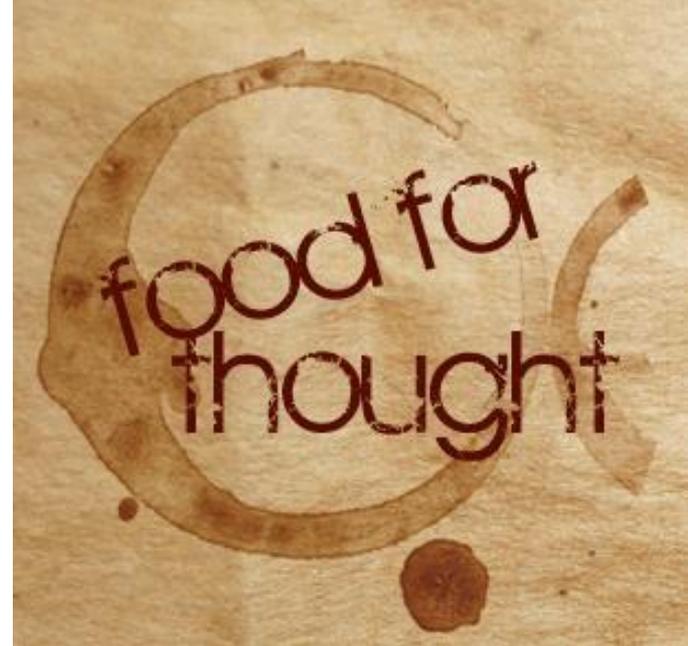
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refocus

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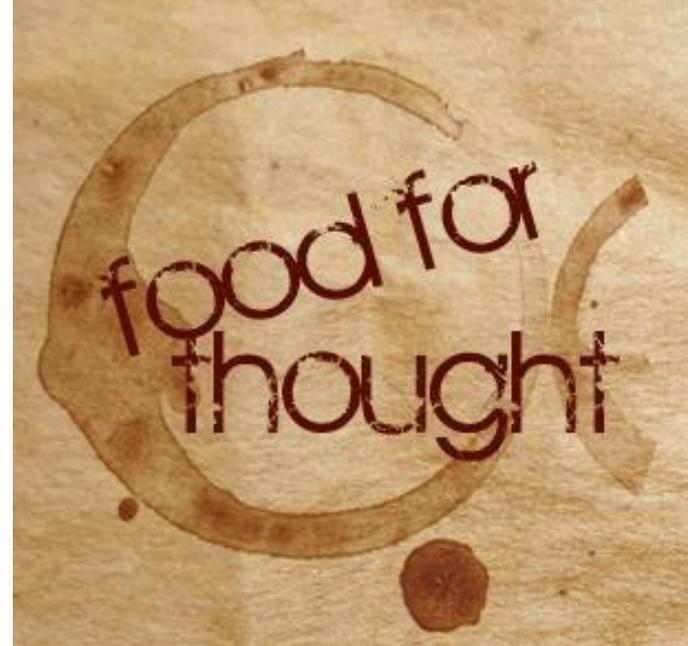
regroup

refocus

resolve

any tensions from the previous day and generally begin the day feeling like a team...

- Lorene Roe, Benton County

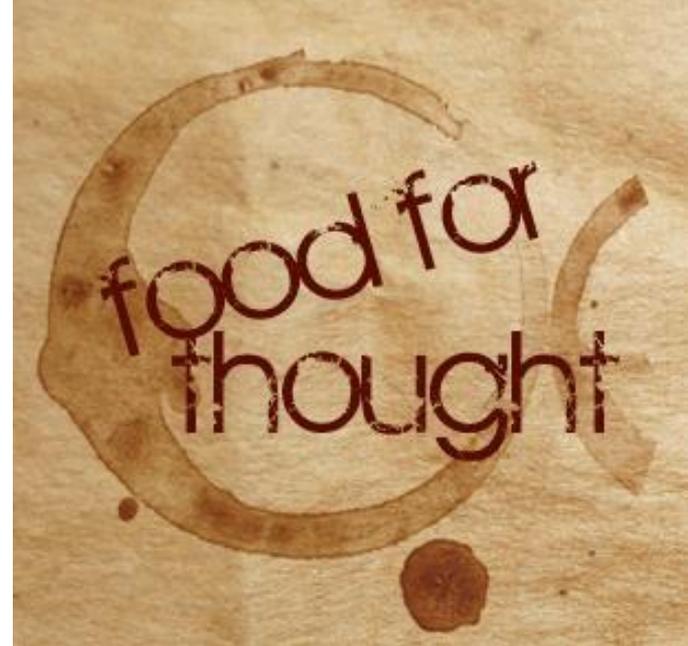


eliminate stress

Sync-up daily with your team.

*“This eliminates **stressors** from becoming issues and allows for any gaps or breakdowns in processing to be cleaned up.”*

- Lorene Roe, Benton County



growth is a spiral process
doubling back on itself
reassessing and regrouping

synchronicity

Increase employee engagement.



*"In a small office environment, we must **'wear many hats'** and be involved in many (or all) aspects of the election process. Although necessary, this can lead to inconsistency or confusion as to who has completed which task.*

To prepare for the General Election, we identified clear roles and tasks that each staff member would employ throughout the election...

- Nathan Phillips, Skamania County

synchronicity

Increase employee engagement.

“As a result, our process became more efficient, more accurate, and more consistent.”

*In addition, employee **engagement** was higher since they had clear roles and responsibilities each day.”*

- Nathan Phillips, Skamania County



face time

Meet with stakeholders in person.

*“Before every primary and general we meet with USPS. We schedule **face to face** meetings with our mailing vendor, VP vendor, and ask questions. We’ve found that this improves communications with everyone, including our postal carriers.”*

- Wendy Mauch, Snohomish County



candidates

Host a candidate
workshop.



candidates

Host a candidate
workshop.

Cover the following topics:



online filing

important dates

PDC info

*local voters'
pamphlet*



Washington
Secretary of State

candidates

Host a candidate workshop.

*“Have a currently elected official come and talk about how they won, their strategy, and what happened when they became elected. Each official tells his or her **story**, what they expected, and what actually happened.”*

- Wendy Mauch, Snohomish County



candidates

Go green with a
custom USB.

✓
Vote

Yakima County Elections
1-800-833-0569
www.yakimacounty.us/vc



candidates

Go green with a custom USB.

“Rather than providing candidate filing packets in hard copy form, (and having a lot left over that can’t be reused because of dates), we provided candidates with a customized USB.”

- Kathy Fisher, Yakima County



Washington
Secretary of State

candidates

Go green with a custom USB.

Provide a guidebook, PDC guidelines, an F-1, C-1, lot draw notice, voter guide rules, etc. in a convenient format.

“The cost was comparable to the costs associated with producing all of the hard copy materials.”

- Kathy Fisher, Yakima County



Washington
Secretary of State

candidates

Go green with a custom
USB.

and it's reusable

"The cost was comparable to the costs associated with producing all of the hard copy materials."

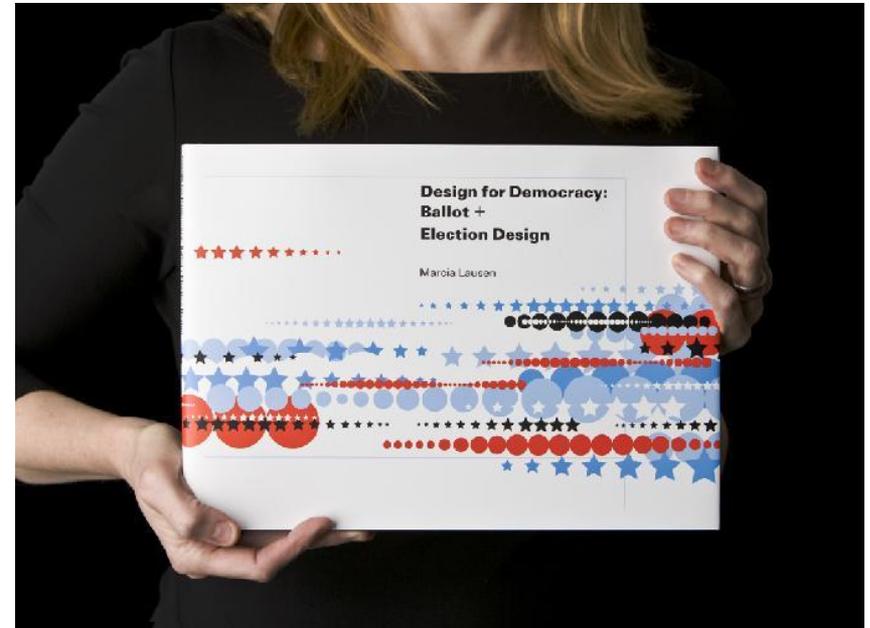
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Washington
Secretary of State

across the enterprise

Adopt design principles outlined in the American Institute of Graphic Arts Design for Democracy program.



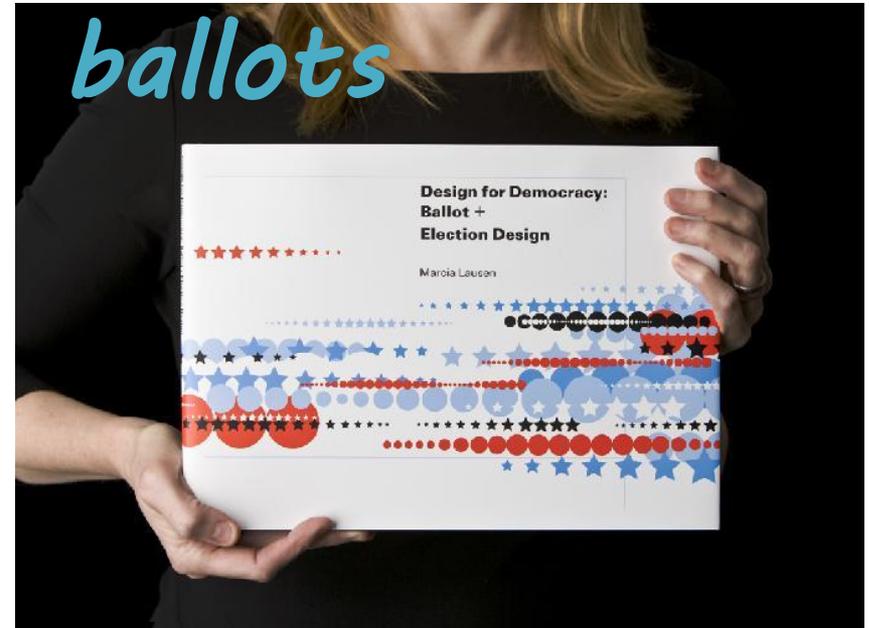
across the enterprise

Adopt design principles outlined in the American Institute of Graphic Arts Design for Democracy program.

“Every letter, form, ballot instruction or other printed material we create we review against the 10 Election Design Guidelines.”

- Garth Fell, Snohomish County

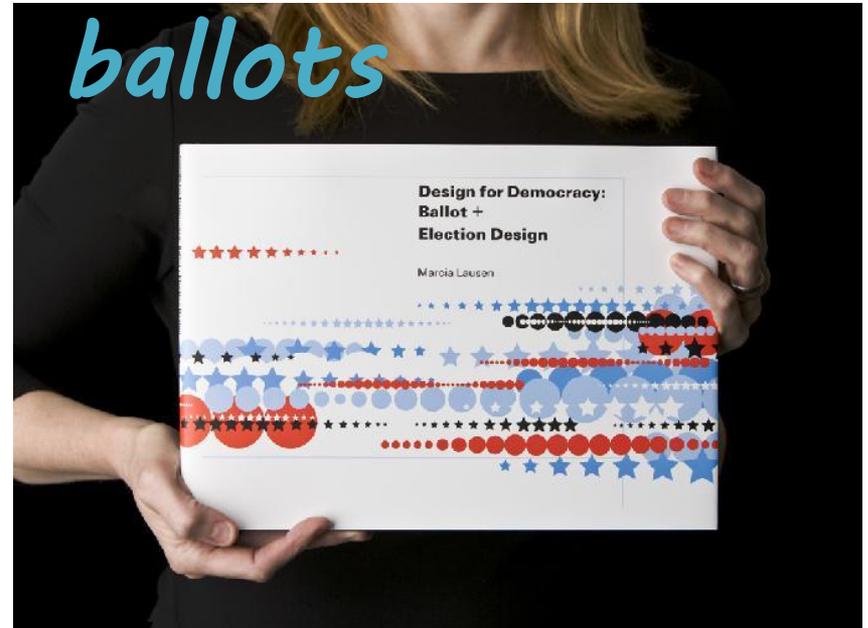
*not just for
ballots*



across the enterprise

“We know that the use of the D4D principles has been successful because there’s been a decrease in the number of ballot issues, signature issues and other voter concerns...”

*not just for
ballots*



across the enterprise

“We know that the use of the D4D principles has been successful because there’s been a decrease in the number of ballot issues, signature issues and other voter concerns...

*In addition to the improvements in our materials, D4D has helped us as an organization recognize that there are a number of professionals and specialists that can be **resources** for election administrators – people with facility management skills, signage and traffic specialists, training specialists, etc...*

*but wait
there’s more*



Washington
Secretary of State

across the enterprise

*but wait
there's more*

*“We are much more apt to ask who are the experts in a particular area and **seek them out** rather than think we need to have the expertise or skills ourselves.”*

- Garth Fell, Snohomish County



hire early

It's never too soon to start building election knowledge.



*"One of the best practices we applied for 2012 was hiring and training extra staff early...starting **back in May** to help with candidate filing.*

We created new roles and implemented new ideas to really make sure voters were receiving the best possible level of customer service."

- Kortney Kinzer, King County

winning can be defined
as the science
of being well prepared

collaborate

Join forces across the state to feel supported and meet the standard.



in a pickle ?

collaborate

Join forces across the state to feel supported and meet the standard.

“Before 2010, the State and 3 counties under Section 203 translated the word ‘ballot’ into Spanish 4 different ways.

*The reason this happened was because staff in charge of translations rarely had an opportunity to have their work **peer reviewed** or be part of a team.*

This has changed. We all work together as a group to help each other comply and ensure the highest quality of our work...

- Cristina Labra, OSOS



collaborate

Join forces across the state to feel supported and meet the standard.

"Once we started working together, we developed a Spanish-English glossary and created a Minority Language Plan.

We've also collaborated on different outreach efforts and educational events.

*We are just **one example** of how staff across county lines can work as a team to feel supported and make sure our work meets the standards of elections in Washington State."*

- Cristina Labra, OSOS



delish!

collaborate

Join forces across the state to feel supported and meet the standard.

Another example of collaboration can be seen here through the sharing of graphics among users of one voting system (HART).

Instructions

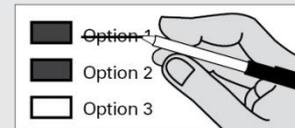
How to vote



Use a dark blue or black ink pen to completely fill in the box to the left of your choice.

Vote for one in each race. If you vote for more than one, no votes will be counted for that race.

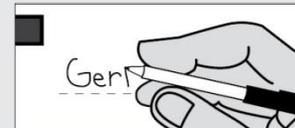
If you make a mistake



Draw a line through the entire measure response or candidate's name.

Then you may make another choice.

Optional write-in



To vote for a candidate not listed for that race, fill in the box to the left of the dashed line and print the name of the candidate.



Who donates to campaigns?

View contributors for candidates and measures

Public Disclosure Commission

www.pdc.wa.gov
Toll Free (877) 601-2828

collaborate

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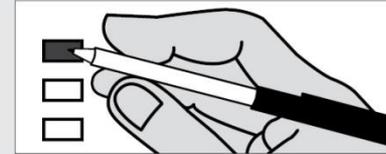
Another example of collaboration can be seen here through the sharing of graphics among users of one voting system (HART).

When recent legislative changes required a new statement/graphic on the ballot, HART counties teamed up and distributed a graphic that flows well with existing graphics.

nice!

Instructions

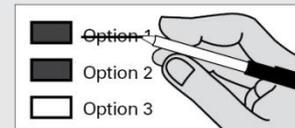
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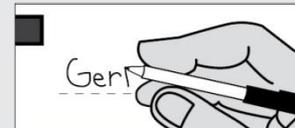
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good artists borrow
great artists steal

- *pablo picasso*



Washington
Secretary of State

Let's open

Let's open **the doors**



drive-thru voter registration





drive-thru registration

*relocate
outside*



drive-thru registration



*relocate
outside*



*and reduce
lines inside*

drive-thru registration

“Due to limited space at our Election Center, Pierce County customer service staff moved to the main annex campus.

The goal for drive-thru registration was to reduce lines inside the voting center.

Two lanes were available for voters to drive through and register to vote.

A Dept. of Emergency Management mobile unit and pop up tents were used to help keep staff dry...

- Mike Rooney, Pierce County

drive-thru registration



*relocate
outside*

*and reduce
lines inside*

“Election staff provided a clip board, a pen, a voter registration application and a voters’ pamphlet to each new voter.

Voters with more complex voter registration questions or individuals needing a replacement ballot were directed to the voting center inside the annex for assistance.

How was it accomplished? Facilities Management was involved in planning from the beginning. A traffic control firm was hired. Radios provided by Emergency Management allowed for quick communication.”

- Mike Rooney, Pierce County

drive-thru registration





*1200+ people
registered to vote*



pre-screen voters

Expecting a line?



pre-screen voters

Expecting a line?

Step out from behind the counter and “triage” voters who need different levels of service.

pre-screen voters

“For the 8-day voter registration deadline we were able to use iPads (tablets). Staff went through the line looking up voters in the VRDB to make sure they were not already registered, handing out forms, shifting people to the correct line...

- Kortney Kinzer, King County



pre-screen voters

“For the 8-day voter registration deadline we were able to use iPads (tablets). Staff went through the line looking up voters in the VRDB to make sure they were not already registered, handing out forms, shifting people to the correct line...

*This helped ensure voters were **not waiting** for long periods of time in line and impacted our process in a positive way.”*

- Kortney Kinzer, King County



*friendly
and effective*



Washington
Secretary of State

pre-screen voters

"We've always used quick reference charts as part of our process for accessible voting center staff.

*As part of our iPad implementation, we created an **electronic** flow chart to identify people who have already been helped and to place them in various lines depending on their needs...*

- Janice Case, King County

How can I help you today?

I want to vote.

I want to drop-off my mail ballot.

I lost one of my envelopes and need a new one.

I want to register.

Other

Start over

I want to vote.

Select their registration status:

pre-screen voters

*“The electronic flow chart was able to break down and **simplify** a very intricate management system to make it easier for short-term temporary staff to process voters without being overwhelmed.”*

- Janice Case, King County

Active

Inactive

Pending

Cancelled

Not registered

Registered in another county

Start over

more
line management

*“We implemented a triage-type system, and depending on how voters were registered (active, inactive) they were given a **color-coded card** that corresponded to their situation...*

Printed on green card stock

I am here to vote.

Ready to vote?
If you are not ready to vote, ask someone in an orange apron for a voters' pamphlet to read before voting.

Complete your form
Complete the Accessible Voting Form.

Get your ID ready
If you have an acceptable photo ID we are able to issue you a ballot much faster.

If you don't have an acceptable photo ID we will have to verify your signature with your voter registration signature on file.

i Acceptable photo ID:

- driver's license
- state ID card
- student ID card
- tribal ID card
- employer ID card

- Beth Ratzlaff, King County



more line management

*“We implemented a triage-type system, and depending on how voters were registered (active, inactive) they were given a **color-coded card** that corresponded to their situation.*

*Voters with correct, up-to-date information were given a **green** card; inactive voters were given an **orange** card; provisional voters or those requiring additional research beyond what a greeter was able to provide were given a **purple** card. The cards also included instructions to voters, based on their situations.”*

- Beth Ratzlaff, King County



Hello?



Hello?



Can you help me?

Where's my ballot?

Hello?



Can you help me?

Where's my ballot?

Hello?



Where's my dog?

Can you help me?

Where's my ballot?

Hello?

*Does my dog
have my ballot??*

Where's my dog?

Can you help me?



phones

Enhance communications with voters.

“Working with our Telecommunications Dept., we created a recorded “day script” and separate “night script” to answer common questions voters might have.



*The **day script** provides general information and different question options to choose, allowing a voter to have their question answered immediately. Of course, at any time, they may choose to talk with elections staff...*

- Cathie Garber, Clark County



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Secretary of State

phones

Enhance communications with voters.



The **night script** has the same question options, but allows the voter to leave a detailed message to be answered by staff the next working day.

The phone bank personnel prints out a screen shot of the voters' registration information and writes down transfer information and contact phone numbers. The transfers are given to permanent elections staff to complete...

- Cathie Garber, Clark County

phones

Enhance communications with voters.



*"This works very well... It allows permanent staff to process ballot requests and **concentrate** on their tasks at hand.*

*After the first election with phone bank personnel, we learned it was wise to provide them with a notebook of pertinent information... and we quickly realized a dedicated printer must be located **very close** to the phone bank personnel allowing them to quickly retrieve copies and write down new information provided by the voter."*

- Cathie Garber, Clark County



Washington
Secretary of State



accessible voting centers

for any voter

“King County’s Accessible Voting Units (AVUs/DREs) are not only used for voters needing an accessible option but also for any voter who arrives requesting a replacement ballot.

At our off-site locations it is the only option available.

***All voters** needing to vote for any reason are verified as registered voters who have not yet returned a ballot and then issued an AVU ballot...*

- David Pohl, King County



accessible voting centers

for any voter

“This method has been successful for a number of reasons. King County, depending on the election, can have up to several hundred ballot styles. We simply do not have the room in off-site locations to store paper ballots. The single option of the AVU also increases the efficiency of the voting center. With all voters voting in essentially the same manner, staff can be trained in that single method and process voter quickly.”

- David Pohl, King County



accessible voting centers

for any voter

"We know this has been successful because in past elections, voters needing a replacement ballot were sent to our front counter to receive a paper ballot.

This led to confusion in the voting center; some people were voting on AVUs and others were being directed to other areas of the building to vote."

- David Pohl, King County



results

“Lines are minimal. Greeters help voters the moment they walk in the door all the way until they finish voting.

*Here are two smiling greeters. This has got to be the **happiest place** on earth. Disneyland has some serious competition.”*

- Lori Guerrero, OSOS



General Election 2012

I will tell everyone who will listen
we aren't finished
until Washington is No. 1 in Elections!

I will tell everyone who will listen
we aren't finished
until Washington is No. 1 in Elections!

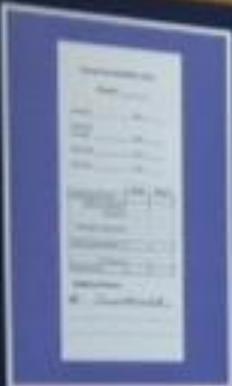
-Stuart Holmes, Benton County

Let's count

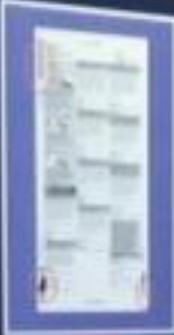
Let's count on each other



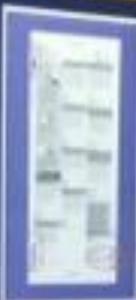
ballot processing



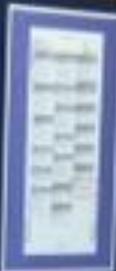
ALL ARE EXAMPLES OF QUESTIONABLE BALLOTS
PLACE IN TOP OF BATCH & DOCUMENT THE REASON
REASONED ON THE BATCH SLIP
NEVER WRITE ON THE OFFICIAL BALLOT!



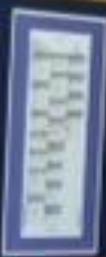
BALLOTS WITH MARKS OR TEARS ON ANY BARCODE



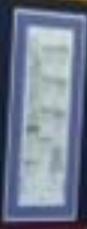
BALLOTS WITH MARKS OR TEARS ON ANY BARCODE



WRITE-IN WITHOUT THE BOX FILLED IN



CORRECT A MISTAKE; NO NEW SELECTION



LIGHT PENCIL MARK

REPRODUCTION

- 1. Do not mark the ballot with a pencil or pen.
- 2. Do not mark the ballot with a marker or crayon.
- 3. Do not mark the ballot with a stamp or sticker.
- 4. Do not mark the ballot with a hole punch.
- 5. Do not mark the ballot with a hole punch.
- 6. Do not mark the ballot with a hole punch.
- 7. Do not mark the ballot with a hole punch.
- 8. Do not mark the ballot with a hole punch.



ballot processing



Cool  *manual inspection tool*



visual aids

There's nothing like a good visual aid to train staff how to inspect ballots.

Create visuals by marking and laminating sample ballots, or, try mounting large professional mock-ups onto foam core.

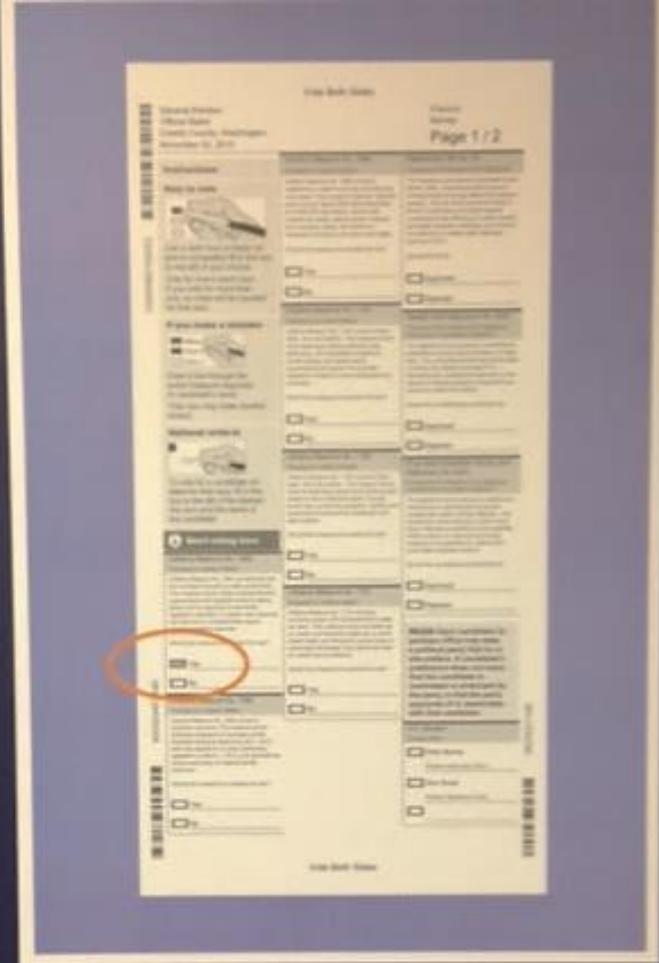


**CORRECT A
MISTAKE;
NO NEW
SELECTION**

visual aids

Cowlitz County displays these visuals in the processing area for an easily viewable reference tool.

Supervisors use the visuals as focal points for teachable moments throughout the election.



**LIGHT PENCIL
MARK**

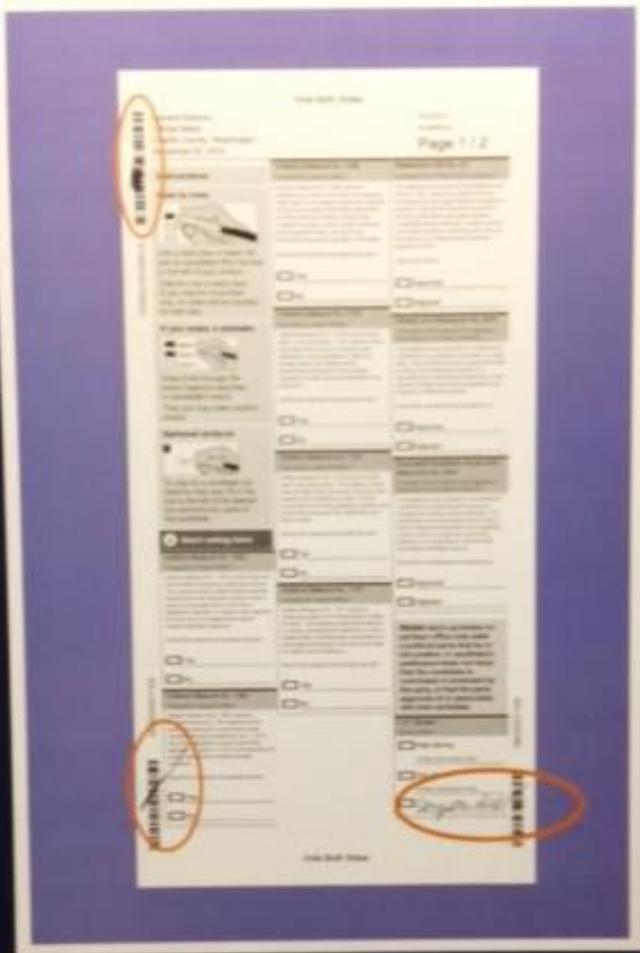
visual aids

“For the Presidential Election, we added a ‘ballot inspector’ to help facilitate Opening Board (manual inspection).

*The ballot inspector began **each session** with verbal guidance on specific questionable occurrences that staff members should look for when reviewing the ballots.*

These occurrences were placed on the wall... things the ballot scanner would not easily catch or read.”

- Sharon Weinhold, Cowlitz County



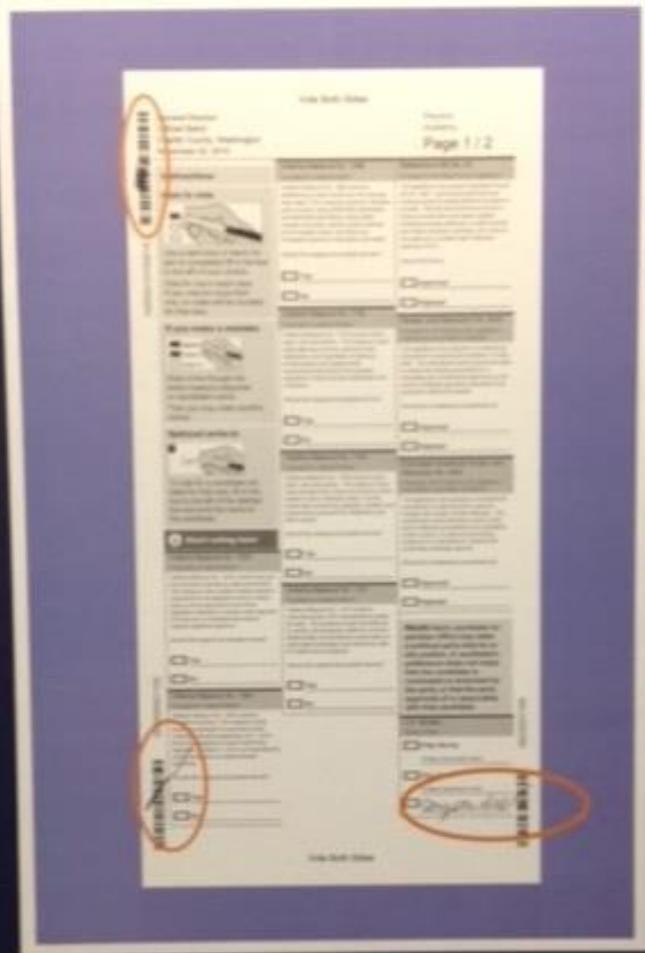
**BALLOTS WITH
MARKS OR
TEARS ON ANY
BARCODE**

visual aids

"We were inspired to create these visuals because we wanted a quick reference guide for Opening Board without a lot of words to read.

*We wanted posters that could be reviewed daily so members could keep fresh in their minds which ballots should be marked as questionable for the personnel scanning and resolving. **This has been a time saver...**"*

- Carolyn Myers and Jeremy Heffernan,
Cowlitz County



**BALLOTS WITH
MARKS OR
TEARS ON ANY
BARCODE**

training means
going slow now
to go fast later

for good measure

Weigh ballots.



“Before each election, we take a sample stack of test ballots, count the number of ballots in them, and caliper (calibrate) a scale so it correctly shows how many ballots are in the stack.”

Throughout the day, we will re-caliper the scale, as heat and humidity can change the weight of each ballot. We will weigh these batches to get a count of how many ballots to expect from the report from the scanner.”

- Cathie Garber, Clark County



Washington
Secretary of State

for good measure

Weigh ballots.

In addition to other ballot procedures,

“Weighing the ballots lets us know the report is correct and there is no possibility of two ballots stuck together.”

- Cathie Garber, Clark County



improve security

Security measures clearly detect unauthorized access; document who has contact with ballots.

*"We took several measures to improve security in our overall process. First, we made certain that **all doors** for the work room could be locked using a numbered seal and keyed padlock.*

We reinforced the policy that ballots must be accompanied by two persons in each phase of the work...

- Sheilah Crider, Island County



improve security

Security measures clearly detect unauthorized access; document who has contact with ballots.



"We acquired two locking cabinets in which voted ballots are stored upon immediate receipt.

*An **incidental benefit** for the cabinets was a secure location in which we stored email ballots received via fax or email until they could be duplicated.*

We revised work schedules, requiring all staff to take breaks and lunch periods at the same time...

- Sheilah Crider, Island County

improve security

Security measures clearly detect unauthorized access; document who has contact with ballots.

"We changed the style of security boxes in which we seal scanned and resolved ballots; the security bags are cloth and much lighter than the old metal boxes, reducing risk of injury to staff who move the security ballot boxes throughout the process.

These measures have been successful in meeting our goals for improving security and ensuring compliance."

- Sheilah Crider, Island County



***treat ballots
like money***



Washington
Secretary of State

visual reminder

Indicate voter intent decisions on ballots prior to duplication or imaging.

*"The Okanogan County Canvassing Board determines voter intent issues according to the Statewide Standards of What is a Vote, then **stamps** 'valid' or 'invalid' as applicable next to the germane response area on the ballot..."*

Voter intent decisions are also documented in meeting minutes. These procedures prevent re-canvassing the ballot during a hand recount."

- Libby Nieland, OSOS



Let's create

Let's create **space**



transparency

Pend Oreille County expanded its Election Center to include a separate tabulation center and observation area divided by a large window.



transparency

Pend Oreille County expanded its Election Center to include a separate tabulation center and observation area divided by a large window.

Observers have plenty of space to view while election workers focus on ballot processing.



transparency *+efficiency*

“This has been very successful. We’re able to tabulate ballots in a timely manner without distractions....

*We have learned the **fewer interruptions**, the quicker we can tabulate ballots.”*

-Tina Olson, Pend Oreille County



transparency *+efficiency*

For a low-cost alternative,
organize space with
stanchions and ropes.



re-purpose

Pierce County made way for voters by temporarily converting a staff lunch room into an accessible voting center.



re-purpose = *nimble thinking*

Pierce County made way for voters by temporarily converting a staff lunch room into an accessible voting center.

“We closed the Election Center and relocated in full force to the Pierce County annex. About 400 voters visited the voting center located in the cafeteria.”

- Mike Rooney, Pierce County



use it

Identify idle space or infrequently used areas.



“An otherwise unused area of the office adjacent to the main work area but enclosed within a work station environment was repurposed for the signature verification process; this adjacent area also allowed for better placement of ballots waiting to be processed.

It allowed for segregation of the ballots so that the rest of the full service office was less impacted by the sig-ver process...

- Diana Harper, Snohomish County

use it ...don't lose it

Identify idle space or infrequently used areas.



"The (new) work area was entirely open and transparent to political observers through the prescribed procedures. The observers were able to view the entire process as planned.

*The process was very accurate and successful and worked exactly as planned; it was a real **high point** for all voter registration staff members."*

- Diana Harper, Snohomish County

rearrange

Remove or reposition equipment to maximize valuable real estate.



“We knew we would have to reallocate our space for 2012, there’s just not enough space for the volume expected. We readjusted our basement space for incoming ballots from drop boxes.

*As expected, the volume was extremely high and all the space we saved by **surplusing** non-essential items was used...*

- Joseph Smith, Snohomish County

rearrange

Remove or reposition equipment to maximize valuable real estate.



*“In addition, in the tabulation center, machines that were used to tabulate ballots on Election Day, but were **not necessary** post-Election Day, were removed to a storage area... and the space was used for additional duplication teams, ballot prep teams and the reconciliation process.”*

- Joseph Smith, Snohomish County

more powerful
than the obstacles around us
are the obstacles within us

move

Nothing is impossible.

“We re-configured our office to move our phone bank from the second floor to the first. We took over a conference room to accommodate more staff members and handle increased call volume.

*Moving meant that staff members were able to **monitor** situations, react more quickly to them and change “messages” when needed...*

- Beth Ratzlaff, King County



move

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**near the
action!**

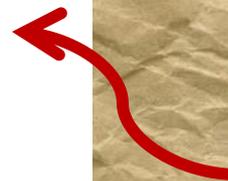
move

Nothing is impossible.

*“Meaning, the phone bank was more **in-tune** with day-to-day operations of the organization...”*

In November, with all desks filled, staff handled over 44,000 calls over 6 weeks, and over 6,400 calls on Election Day alone – both the space and the move was very beneficial.”

- Beth Ratzlaff, King County



good move

Let's dream

Let's dream **out loud**

*"I'd like to use MS Visio to chart out our **election calendar**. If we could implement it, I would include 'detours' so that if some process goes south we have a backup plan in place. I would implement it first using a Spring election and fine tune it during the next Primary. Success will be measured by staff being able to look at the flowcharts and track progress."*

- Scott Turnbull, Pacific County



Let's dream **out loud**

election calendar

*"I would like to see our office open electronic kiosks in the Customer Service Center building as well as the County Courthouse building (other areas of the county campus) to bring attention to the timelines and deadlines approaching voter registration. Why? I believe the registration timelines need more visibility... more voters would take the opportunity to register and/or update their registrations – if they happened upon the **registration kiosks** as they go about their daily business at the county."*

- Diana Harper, Snohomish, County

Let's dream **out loud**

election calendar

*"I'd like to use YouTube to get informational videos out to the general public. These can be targeted, such as "how to vote your ballot" for all voters using a paper ballot; or **training videos** for prospective processing center personnel, tabulation operators, hired for a specific election..."*

- Joseph Smith, Snohomish County

registration kiosks



Washington
Secretary of State

Let's dream **out loud**

election calendar

*"I like the idea of **projecting ballot images** during Canvassing Board meetings. Not only would this allow attendees to view the ballots, but it would reduce the amount of hard-copies produced for each meeting. The meeting area is already equipped with a screen and projector, so it's just a matter of scanning the ballots as an image."*

- Nathan Phillips, Skamania County

registration kiosks

training videos



Washington
Secretary of State

Let's dream **out loud**

projecting ballot images

election calendar

we can do it

registration kiosks

training videos

Let's dream **out loud**

projecting ballot images

election calendar



we can do it

registration kiosks

training videos

Let's inspire



Let's inspire

one another



Let's inspire

one another

and carry on the mission ...



Your assignment



Your assignment *if you choose to accept it*



Your assignment

Please **share** your favorite tips, tools, techniques, photos or best practices – anything that has improved election administration in your county. Nothing is too large or too small and your idea may be useful to another county.

Receive 3 training hours of **credit** by sending your responses to each of the following essay questions to ctsupport@sos.wa.gov.

1. If you've applied a practice covered in this presentation, please describe in detail *how* it's been implemented in your county. Explain *why* it has been successful (or why not). What have you learned?

2. Describe a practice *not* covered in this presentation that's been successfully implemented in your county. *Why* was the practice implemented? *How* has it impacted your process?

3. Select a technique in this presentation that's *not* currently practiced in your county, but one that you would like to try. Explain *why* you would like to implement it. How would you measure its success?

This was fun



Questions?
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Certification & Training Program
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(360) 902-4180

Let's get together again soon