

**IRIS REPORT: NOVEMBER 4, 2008 GENERAL ELECTION
POLLWORKER ISSUES**

By Winnie Yu

The IRIS Report (phone log of precinct calls to the Election Day support center) for the November 4, 2008 Election was 107 pages in total. Below is a review of the second half of the IRIS Report pages 53 to 107, focusing on pollworker patterns or recurring issues:

- (1) Even distribution of AM versus PM calls, with a little over half being AM calls.**
- (2) 76 precincts called Election Day support center, per the second half of IRIS Report.**
 - (i) 51 precincts called regarding Clerks:**
 - (a) 40 calls regarding Clerks unable to follow protocol, procedures, or instructions per Pollworker Manual and Clerk Training.
 - (b) 29 calls regarding understaffed precincts.
 - (c) 7 Clerks replaced because they were unable to follow protocol, procedures, or instructions per Pollworker Manual and Clerk Training.
 - (d) 6 calls regarding mishandling of Provisional Ballots.
 - (e) 4 calls regarding understaffed Chinese (2 Cantonese) Bilingual Pollworkers.
 - (f) 3 calls regarding understaffed Spanish Bilingual Pollworkers.
 - (g) 2 calls regarding all voters required to show identification before they can vote.
 - (h) Call regarding partisan communication to voters in Chinese.
 - (ii) 37 precincts called regarding Inspectors:**
 - (a) 25 calls regarding Inspectors unable to follow protocol, procedures, or instructions per Pollworker Manual and Inspector Training.
 - (b) 6 calls regarding mishandling of Provisional Ballots.
 - (c) 4 Inspectors replaced because they were unable to follow protocol, procedures, or instructions per Pollworker Manual and Inspector Training.
 - (d) 4 calls regarding understaffed precincts.
 - (e) 4 calls regarding the Insight ballot tabulator machine.
 - (f) 4 languages requested by voters: Chinese, Korean, Russian, and Vietnamese.
 - (g) 2 calls regarding overwhelmed Inspectors who were replaced.
 - (h) Call regarding Chinese language hotline going straight to voicemail.

IRIS REPORT ON POLLWORKER ISSUES

By Rosabella Safont

The IRIS report for the November 2008 Election was 107 pages. My report focuses only on pollworker issues. I identified 95 pollworker issues of ½ of the report. The main categories were:

Possible Training issues:

- Tearing off receipts prior to giving ballots to Voters (5 times)
- Mistakenly trying to close polls at 7pm instead of 8pm
- Clerk issued blue secrecy sleeve to provisional voter. Ballots mistakenly fed into the insight machine
- Inspector informed that she must assist voters that need ballot read to them and fill out assisted voter log(3 times)
- Pw accidentally put spoiled ballot with another marked ballot (stuck together) into the Red box and didn't know what color ballots. Voter said pink and purple. So those were reissued and reported on PBS. (2 times)
- PW busy & will only update street index once. Additional clerk to help.(2 times
- Polling place not set up correctly. Pw's are inserting the ballots instead of voters
- DL left completed forms at pp after replacing the machine.
- Pw unclear on the procedure for surrendering VBM. (8times)
- Inspector talked through printing the Insight report.
- provisional ballots accidentally inserted into insight (8 times)
- Pw asking everyone in line for ID(voter called it in)
- Pct having trouble closing, requested FED(closed at 10:59pm) (4 times)
- Inspector does not understand what insight message means.
- Need Fed to check on pct: Replacement inspector not clear on voting procedures.
- Inspector called to confirm PV voting procedures.
- PW needs help with Edge set up Fed unable to help until 12:07
- Inspector did 1st ballot transfer w clerk w/o waiting for FED
- Voter forgot vbm envelop told to go & retrieve it. Voter cannot.
- Pw put aux bin into Aux bin closing bag Fed does not have time to feed them all
- Pct needed clarification on over voted message
- Inspector called about Campaigns coming in to look at Street index,(he had not posted it outside).
- Fed reports inspector inexperienced and stressed need a more experienced inspector at this polling place.
- Inspector does not have a blue insight message card and does not understand the process of ballots being returned.
- Clerk giving out duplicate ballots to more than 5 voters.
- Fed unable to contact the pct. Pw with cell phone took break and phone with them.
- Edge machine not set up. 8:27 am. Edge set up 12:29pm
- Pw had questions on green inactive roster
- Inspector left keys inside red box sheriff has already left and she is leaving, please alert Fed.

- Inspector pulled memory pack out of insight while still plugged in w/o printing totals first & pulled results cartridge out of Edge w/o turning off power.
- Inspector never gave afternoon breaks.
- Fed called & said Inspector did not alert him that a ballot transfer was needed. Inspector & clerk opened bin & transferred ballots.

Unexpected issues

- Voter inserted 2 cards with circles, machine accepted them, the other 2 cards were spoiled and remarked.
- Inspector called about situation w Commissioner regarding Edge. Commissioner did not think machine was fit to be used. Inspector said he was trained differently, Fed sent, assessed situation & followed director's instructions.
- Fed needs assistance w closing procedures, he packed up Edge w/o following procedures
- Fed unable to get in touch w inspector last night. When he drove by everything appeared fine. However there are 2 inspectors there now.
- Voter concerned with voting procedures the insight is not working and manual voting is too open & not secure.
- Inspector has issues w pw. Fed called. New inspector dispatched.
- Cantonese voter claims someone else signed his name on the roster and voted. He was given a pv ballot.
- Insight tape was accidentally torn, taped together & signed by 2.
- Voter has vbm but wants to keep it when they are voting.
- Precinct opened late and turned away people w/o ID. Fed explained that only yellow list needs ID.
- Pct has extra clerk if someone needs a clerk has long lines and would like to keep.
- Inspector says a voter is listed in street index but not on roster, checked purple & green pages. voter cast a pv ballot
- Voter was given a ballot that was already voted on for Mc Cain & Palin.

Inappropriate behavior

- Insight clerk made comments to voters on candidates on the ballot
- Pw was being rude and loud.
- Pw very loud and talkative, being disruptive to voters.
- Clerk called to complain about Inspector, who is very unkind to voters & clerk is having a hard time working in this pp because of this.
- Pw called because a Voter was screaming at him and disturbing voting. Inspector very calm and voter stormed out resolving issue.
- Inspector has issues w pw Fed called. New inspector dispatched.
- Inspector not helping voters. Not competent to understand English. Pushing them away from precinct if their names are not on the active only roster
- Pw in his 60's is yelling about procedures to voters.

Logistics

- Inspector left alone at 10:07pm. All clerks gone. FED to find nearby help (3 times)
- PP in need of ballot transfer.
- Inspector left alone with all the ballots.
- Precinct closed and ready for 1st pickup 8:44 & they want pickup soon.
- Insight needs ballot transfer Fed not picking up phone (4 times)
- Pw gave DPT data but he did not take pink CTF
- Replacement clerk needs ride back (3 times)
- Fed remembered that ballots in aux bin not fed into the Insight earlier, the Fed is advised to feed them into Insight when she has a chance.
- Inspector says afternoon pick up never happened they are at 850 ballots need pickup now.
(5:50pm)

Dependability

- Inspector in an accident and unable to show, sister called at 6:42 & will drop off rice bag in 15 minutes
- Pw can't get to pp until after 6:30am
- Pollworker will be late after 6:15am
- Pw phone not working properly bad reception
- Clerk could not locate PP (4 times)
- Precinct opened late 7:20
- A couple of clerks took 2 hour lunch breaks
- Adult clerk did not show up another will be dispatched.
- Adult clerk finally showed up now they have 2 adult clerks.