

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

BERNALILLO COUNTY
ELECTION FORUM

Hosted by
County Clerk Maggie Toulouse Oliver

Saturday, April 11, 2009
1:00 p.m.

Vincent Griego Room
1 Civic Plaza Northwest
Albuquerque, New Mexico

REPORTED BY: PEGGY A. SEDILLO, NM CCR NO. 88
Paul Baca Professional Court Reporters
500 Fourth Street, NW, Suite 105
Albuquerque, NM 87102
505-843-9241

1 MS. TOULOUSE OLIVER: All right, we're going to
2 get started here this afternoon. Thank you all for being
3 with us here today on this rainy day before Easter.

4 We did this once before in 2007 following the
5 2006 general election to seek feedback from the public,
6 and also specifically from poll officials who are the
7 folks who actually run the election on election day and at
8 early voting, et cetera, in order to find out what went
9 well with the election process and what can be improved
10 for next time.

11 And because elections are an art and not a
12 science and they are never perfect, we always want to
13 strive to improve them and improve upon past performance.

14 We here at the Bernalillo County Clerk's office
15 feel like the 2008 general election in our county and
16 statewide was quite successful, but we do know that
17 there's always room for improvement, and so that is really
18 the purpose of the forum here today.

19 The folks that you see up here, I'll introduce
20 them all individually in just a moment, but this the
21 Bureau of Elections staff here at the Bernalillo County
22 Clerk's office.

23 And they're all here today to hear from all of
24 you, your comments, your thoughts, your suggestions on how
25 to improve things in elections to come.

1 We're not going to say a whole lot today. We
2 may remark if a comment warrants that, but by and large,
3 our purpose is to hear your comments and take your
4 feedback and use it to improve what we do in the future.
5 So that is the purpose of our forum here today.

6 And again, I want to thank you all for being
7 here. I do want to recognize, we do have a very special
8 guest in the audience, our New Mexico Secretary of State
9 Mary Herrera has come here too. Thank you very much,
10 Mary, for being here.

11 I can only assume that she, like us, wants to
12 hear your feedback as well, and possibly maybe make some
13 comments, I don't know. But I would love to hear if you
14 do have some feedback, that would be great.

15 For those folks who can't make it out today, and
16 we do recognize that today is a busy day for many people
17 here in the community, this actually is going to be video
18 taped and rebroadcast throughout the week and days to come
19 on the local government channel.

20 So I want to use this opportunity to encourage
21 the folks who are not here today to participate. There
22 are other ways to participate in this feedback gathering
23 process.

24 Two ways, in particular, are either to send a
25 letter, to just put your thoughts down on paper and simply

1 put them in the mail. They can be mailed to Election
2 Process Review at County Clerk's Office, One Civic Plaza
3 Northwest, Sixth Floor, Albuquerque, New Mexico, 87102.

4 Those thoughts can also be emailed to
5 clerk@bernco, b-e-r-n-c-o, dot gov. They can also be
6 faxed, if you have the means to fax them, to 505-768-4151.

7 You can also visit our website at
8 www.bernco.gov/clerk, and there is actually a link on our
9 website directly at the bernco.gov website. Just click
10 and enter your comments and they will automatically be
11 e-mailed to us as well.

12 I'm going to take the opportunity today to read
13 some of the e-mail comments that we've already received as
14 well, so those folks will have an opportunity not only to
15 have had their comments received by the office and read by
16 us but also put into the public sphere as well.

17 The way this forum is going to work today,
18 technically, we're slotted from 1:00 to 4:00 p.m. We'll
19 see whether or not we go that long today.

20 But the way it's going to work is, I'm going to
21 call folks in the order that they are on the sign-in list.
22 If you would like to speak or make a comment, please sign
23 up to do so.

24 Theresa is bringing up the list to me right now,
25 but if you change your mind, if you decide you do want to

1 comment, feel free to go to the back of the room and sign
2 up to speak.

3 There's only a couple folks here that appear to
4 want to speak, but if you change your mind, that's
5 absolutely fine, and there should be ample time to do so
6 today.

7 In 2007, we really had to limit the time of the
8 comments because we had so many people and such a small
9 period of time, but I don't think we'll have to do much of
10 that today, at least at this point.

11 You also, when you come up to this front
12 block when I call your name, we'll ask you to come up to
13 the front podium, there's a microphone. We'll ask you to
14 give us your name and what role you played in the
15 election, whether you were a poll worker or a voter, or
16 whether you were working for a political party or a
17 candidate. What role did you play just so we can be aware
18 of the context in which your comments are coming. That
19 would be very helpful to us.

20 It goes without saying, but we hope that even if
21 you didn't think the election went well, if you have a lot
22 of constructive criticism, that it can be done
23 respectfully, respectful of the people who are here
24 listening to the comments, and also, the folks who are out
25 in the audience taking the time out of their day to

1 participate. But I don't really think we'll have much
2 trouble with that. I'm sure most of the comments will be
3 constructive and helpful and we're eager to hear them.

4 And again, like I said just to repeat, we will
5 not be commenting too much with the exception of these
6 initial remarks by me. We may make a couple comments here
7 or there just to let you know if a point you've made has
8 been addressed in some way already, or if we are planning
9 things or, you know, whatever the case may be. But
10 otherwise, we will have very limited commentary from the
11 people here at the dais.

12 So finally without further ado, I'm going to go
13 ahead and introduce everybody up here. And then before we
14 go into the comments, I'm just going to give a brief
15 overview of the 2008 election, just sort of by the numbers
16 and how things went here in Bernalillo County.

17 Beginning on the very far right to me we have
18 Ms. Tina Romero who is our Absentee Coordinator. Tina
19 runs the Absentee Voting Section during the elections.

20 Next to her is Vince Facio who is our National
21 Voter Registration Act Coordinator. Vince is responsible
22 primarily during election time for conducting hundreds of
23 third-party voter registration trainings. In fact, I
24 think he registered over a couple of thousand third-party
25 voter registrants last year.

1 Arthur Dow to his left is our Early Voting
2 Coordinator responsible for overseeing the conduct of --
3 This last year we had 16 early voter sites here in
4 Bernalillo County.

5 Next to him is Gloria Espargen, who is our Voter
6 Registration Supervisor. Gloria is responsible for making
7 sure all of our voter registration documents are properly
8 taken care of.

9 Next to her is Olivia Bolden, and Olivia is our
10 Elections Project Supervisor. And she serves in
11 overseeing a variety of different election
12 related-projects.

13 Next to her on her left is Matt Rivera who is
14 our Election Systems Coordinator. Among other things,
15 Matt is responsible for ensuring that our voting machine
16 systems are functioning properly, our election results
17 recording system is functioning, and he currently is the
18 supervisor of the voting machine warehouse.

19 To my immediate right is Robert Adams who is the
20 Deputy Clerk for the Bureau of Elections. And Robert is
21 probably most responsible for overseeing just about every
22 aspect of the election and acting as my right hand.

23 I, of course, am Maggie Toulouse Oliver, County
24 Clerk.

25 To my left is Jamie Diaz, the BOE Administrator,

1 Bureau of Elections Administrator responsible for the
2 day-to-day operations of the Bureau of Elections. He
3 oversees all the various departments directly.

4 To his left is Mark Montoya who is our Bureau of
5 Elections Coordinator. Currently Mark is responsible for
6 the Voter Registration Section of the Bureau.

7 To his left is Diego Sandoval who is an Election
8 Projects Coordinator currently responsible for
9 coordinating poll officials. So if you are a poll
10 official, more than likely you've talked to Diego, been
11 trained by Diego, or interacted with him in some way.

12 To his left is Anne Arrasmith who is also a
13 Election Projects Coordinator primarily responsible for
14 polling locations. So those of you who have comments
15 about your polling location, this is the lady to direct it
16 to. But Anne also does play a significant role with
17 regard to poll officials as well as training, et cetera.

18 And then to her left is Louie Espinosa who is
19 our Training Coordinator. He is responsible for training
20 our permanent and temporary staff in all the various
21 procedures.

22 So that was a mouthful, but now you know who
23 everybody is and what their roles are in the election. I
24 think it's important for folks to know who the people are
25 who are responsible for the different pieces of the

1 election. Because sometimes it can get confusing,
2 especially if you are at our office a lot, who is in
3 charge of what. Hopefully, that cleared it up a little
4 for you folks.

5 The last bit of talking for me for the time
6 being, I did kind of want to give an overview of the
7 election here in Bernalillo County.

8 As most folks know, this was really a historic
9 election in Bernalillo County in terms of the number of
10 voters that turned out, primarily, but also in a number of
11 different ways.

12 We had 392,000 registered voters in Bernalillo
13 County around election time this year which was a record
14 number of registered voters. Overall turnout for the
15 election was 71 percent, or approximately 275,000 voters
16 here in Bernalillo County.

17 Another sort of historic milestone for this
18 election was that the vast majority of all the voting
19 occurred before election day. Seventy percent of all
20 votes in Bernalillo County were cast either early or
21 absentee in this year's election, and that, I think,
22 really changed the dynamic of the election in several
23 significant ways.

24 And I think knowing that and knowing that that
25 is probably the trend going into the future, our office is

1 going to be keenly aware of the fact that early absentees
2 are going to continue to grow.

3 Anticipating that, we did expand early voting
4 here in Bernalillo County to 16 early voting sites. Thank
5 goodness. Because really, there was quite a crush on
6 early voting this last year to the extent that we even had
7 to expand the hours.

8 And thanks again to Secretary Herrera for giving
9 us the green light to do that here in Bernalillo County or
10 we might have been in big trouble.

11 We had some legislation passed recently that
12 gives us a little bit more flexibility with regard to
13 that. I'll talk about that later.

14 We had 187 poll locations on election day here
15 in Bernalillo County and 3,000 poll workers on election
16 day. We recruited an additional two poll workers for
17 every polling location just to ensure that election day
18 ran as smoothly as possible.

19 And from what I observed in the triage room on
20 election day, we did have quite a few of them running
21 election day here in Bernalillo County, no doubt with
22 exceptions.

23 And finally, the cost of the election in
24 Bernalillo County was approximately \$2.5 million. So
25 that's sort of the election by the numbers.

1 And let me, without further ado, go ahead and
2 introduce -- or invite folks up to speak. Currently we
3 only have three people signed up. So hopefully, some
4 additional folks will come.

5 I will also read some of the e-mail comments
6 that we received here once folks have finished talking.
7 The first speaker that we'll invite up today is Marilyn
8 Bowman. Marilyn, if you would like to go ahead and come
9 up. And she will be followed by Alan Bloomfield.

10 MS. MARILYN BOWMAN: My name is Marilyn Bowman,
11 and my capacity in the last election was kind of
12 three-fold. I was an absentee board worker, so I did
13 count absentee ballots.

14 In January 2008, I became a voter registrar. So
15 I was busy registering people to vote. And then also, was
16 a volunteer for the Democratic party, worked on Udall and
17 Obama's campaign, and especially Martin Heinrich. So as
18 far as I'm concerned, this was the best election ever.

19 But I just think, starting to count absentee
20 ballots, I believe it was Thursday before the election,
21 whoever decided to do that was a genius. Because we had
22 -- as far as I know, we had all of our count election
23 night and we were able to give that count out to the
24 public.

25 And I think there were several states in this

1 country that were still kind of foundering around two
2 weeks after the election trying to get their absentee
3 ballots counted.

4 As far as working to count absentee ballots, I
5 think basically, it was very well organized. We had a lot
6 of downtime. I don't know if you can do anything about
7 that, but we certainly weren't overworked.

8 And then I would just like to say something
9 about the people who helped me with voter registration.
10 Had a lot of questions multiple times, and everybody --
11 especially Vince -- was very cooperative, and even several
12 times they came down to the office with my little list of
13 questions, and I was attended to quickly and got all my
14 questions answered.

15 And I did vote early. I live downtown, so
16 usually the places to vote early are not very busy. But I
17 don't think I had any waiting time. I did get the wrong
18 ballot from my precinct, but that was quickly corrected.

19 And so I basically, just had pretty much all
20 positive things to say. I think the election went just
21 wonderfully well.

22 MS. TOULOUSE-OLIVER: Thank you, Marilyn. Next
23 up, Alan Bloomfield, followed by Mary Kathryn Schlitz.

24 MR. ALAN BLOOMFIELD: I worked at Singing Arrow
25 the last election and I felt it was very efficient. It

1 was more efficient than any other places I worked at. And
2 they finished the count real quickly. And that was quite
3 different from 2007 where I was a judge. They sent me
4 home early. But I think they must have run to 9:00, or
5 9:30 anyway, which shouldn't really happen. And
6 obviously, 2008 was a great improvement.

7 Now, the other thing I'd like to say, having
8 worked at least ten years on and off as a poll worker is,
9 quite often you have unconfirmed addresses. And you also,
10 if I recall correctly, the Congressional election between
11 Heather Wilson and Patricia Madrid was slowed up terribly
12 because we had a lot of conditional votes. And I think it
13 was about ten days late in adding up, something like that.

14 And I think it's very important to have things
15 easily confirmed as far as a person's credibility when
16 they vote. Now presently, the man who sits on the far
17 right checks identifications for validation, I believe. I
18 can't remember them all but four of them. It would
19 probably be nice if you could reduce that.

20 Now, Bob Clark in his morning program said when
21 you saw Governor Richardson, you had to present one thing
22 only, and that's your driver's license. And I think the
23 elections are very important too, and perhaps there should
24 be some thinking on one or two pieces of identification,
25 but not just a bill or an envelope with an address, if I'm

1 correct in recalling. And that's about it. I thank you.

2 MR. TOULOUSE OLIVER: Mary Kathryn is next, and
3 I don't know how to pronounce your last name, I'd rather
4 you do that than me butcher it.

5 MS. SCHLETZ: Don't feel bad. It happens all
6 the time. My name is Mary Kathryn Schletz. For any of
7 you old enough to remember Schlitz Beer, it's very similar
8 except an "E" instead of an "I."

9 Anyway, I'm a poll worker, have been several
10 times, and thought the election went very well. The only
11 problem that I felt that I encountered, we had two
12 precincts in a very small room.

13 And the lack of privacy in the actual voting
14 booths was a problem a couple of times, because we had a
15 lot of the young voters this time, far more than I've seen
16 before. But they were just kind of leaning around and
17 talking to one another and discussing the ballots, and it
18 was -- it was a bit of a problem in that respect.

19 Other than that, I think you did a wonderful
20 job. I think it went very well. And I was an early voter
21 also, and other than going by three or four times and not
22 wanting to stand in line, when I did get up there, it was
23 about half an hour and it was fine. Great. You did a
24 wonderful job. Thank you.

25 MS. TOULOUSE OLIVER: Ms. Schletz, real quick

1 before you go, where was your -- you mentioned a small
2 room. Where was your polling location?

3 MS. SCHLETZ: Well, don't ask me now to remember
4 my precinct because --

5 MS. TOULOUSE: Well, we can look you up, but --

6 MS. SCHLETZ: We're up there on -- by EG Ross,
7 the -- oh, come on, it's a --

8 UNKNOWN SPEAKER: The activities center?

9 MS. SCHLETZ: Thank you.

10 MS. TOULOUSE OLIVER: Thank you for your
11 comment. We do have a number of persons who would like to
12 comment. Mr. Charles Peterson, would you like to come up,
13 please, sir? And tell us what role you played in the
14 election, even if it was just a voter.

15 MR. CHARLES PETERSON: Good afternoon. I was
16 presiding judge at Manzano High School. I think our
17 training was very good. I think the cooperation we got
18 was very good. The other poll workers were good.

19 What I did in my precinct, everybody switched
20 jobs every two hours, so each person got a chance to do
21 each particular job. And that seemed to work out pretty
22 well.

23 There was one occurrence. Our counting machine
24 didn't work until about 11:00 in the morning. So we just
25 stored up the ballots and put them in when it did. But

1 there should be some way to check that out very early and
2 get it checked. But I guess you did the best you could.

3 One of the things I'd like to have as presiding
4 judge, you know these special ballots, the kind that go in
5 the envelopes and things? I'd like to have some feedback.
6 Did we do it right? Did we do it wrong? What happened?
7 Were the people we signed up for that allowed to have
8 their vote count or what? I think that would be very
9 useful to have sometime after the election, just, you
10 know, what was the results?

11 MS. TOULOUSE OLIVER: Mr. Peterson, you would
12 like for your specific precinct to know, or just a general
13 county wide, or what would be helpful?

14 MR. PETERSON: I'd like know specifically my
15 precinct, but I'd also like to know generally what
16 happened. You know, were a lot of them thrown out, were
17 all of them accepted, what's the result.

18 I personally think election is one of the more
19 important civic duties we have. I've been in politics
20 since 1960 and up in Illinois and down here, and to me,
21 it's a fascinating thing.

22 The saddest thing is when we don't get enough
23 people out to vote. And when we do get people to vote,
24 it's appalling how little they know. I've actually had
25 people say, "How do I vote?" So I show them the

1 demonstration ballot. "No, I mean, who do I vote for?"
2 Well, you know, that's not our position. I guess it would
3 be easy if you were a very prejudiced person to say,
4 "Here's who you vote for." But I don't think anybody
5 would appreciate that.

6 The other thing I'd like to say is, we need to
7 get recruiting of young people. Most election judges are
8 my age. We aren't going to be physically able or around
9 that long. Some kind of a program. Maybe somebody could
10 go around and speak to the high schools and colleges.
11 This is a wonderful opportunity for people to learn what
12 democracy is all about. What is our government.

13 I'll bet you I could go down the street and say,
14 "Who are our senators?" And five out of ten people
15 wouldn't know. "Who is the President's cabinet? Who is
16 the vice president? Who is on the county commission?"
17 Back when I was in school, boy, we learned that in seventh
18 grade and we reviewed it every time there was an election.

19 So in general, I think the election went very
20 well. And I'm glad we got the results as early as we did.
21 As far as I'm concerned, it's a good and fascinating job.

22 But we're getting old and creaky. Give us some
23 replacements. Maybe you could even have some people come
24 and just look and see what we do or something, some people
25 from high schools and colleges in the election in the

1 spring.

2 We were short a precinct workers so one woman
3 said, "My son just graduated from high school," so he came
4 and helped. And that was a good thing. Thank you very
5 much.

6 MS. TOULOUSE OLIVER: Thank you very much,
7 Mr. Peterson. Actually, I think we -- gave us quite a bit
8 -- the comment on here, we're going to be -- many people
9 are involved in the process.

10 We actually made quite a concerted effort during
11 this last election in making -- Well, we embarked on
12 improvement for poll officials for the 2008 election. And
13 the average age of poll officials in Bernalillo County was
14 61 years old -- I think we probably have lowered it,
15 although I don't know what the current average age is --
16 it would be interesting to see by how much.

17 But we did do quite a bit of recruitment. We
18 actually had a number of underage 16 and 17 year old
19 helpers at the polls who we sort of affectionately called
20 Wal-Mart greeters because they couldn't play an active
21 role as a poll official but they could help greet voters
22 and direct them where to go, that type of thing.

23 There has been legislation introduced the last
24 couple of sessions to allow 16 and 17 year olds to act as
25 poll workers because, you know, there are a lot out there

1 who want to be typically engaged. And I really agree with
2 you that we need to get more young people active and
3 energized.

4 I'm teaching a class at the university this
5 semester. And I have a class of about 60 and their
6 average age is probably about 23 years old. And it's
7 amazing, pretty much all of them voted in the last
8 election, pretty much all of them are registered. And
9 it's such a difference this election clearly made on the
10 youth of our community and our country.

11 And I agree with you, we need to start -- seize
12 upon that and continue to encourage those folks to get
13 involved, not just as voters, but in other ways,
14 specifically, and perhaps as poll workers.

15 I thank you for those thoughts and want to let
16 you know that we share them and embrace them as well.

17 One other point, real briefly. Provisional
18 ballots, in particular, it is a really good point that --
19 we really emphasized the training on provisional ballots.
20 And the Secretary of State's office helped with some
21 additional funding to emphasize that training as well.
22 And I know we focused on it for the presiding judges.

23 I'm wondering if either Jamie or Robert, you
24 could comment on the number of provisional ballots that
25 were issued and how many were qualified and if we know --

1 It's hard for certain to know whether that's a poll
2 official error or whether it's just a voter error in not
3 knowing that they weren't properly registered but...

4 MR. ROBERT ADAMS: It was about 2,700
5 provisional ballots that we issued, if I remember
6 correctly, county wide, and about 1,100 of them -- No? I
7 think 900 -- between 900 and 1,100 were actually
8 qualified. But that is information, actually, that is, I
9 believe, posted on our website. We can get it on there.

10 And I just want to comment on the training for
11 the provisional ballot this time that we did for our poll
12 officials. You could really tell that it paid off in
13 terms of, you know, not having as many complaints from
14 voters in terms of their provisional ballots.

15 We have a really great provisional ballot system
16 where if your ballot actually gets rejected, you're
17 notified by us and then the voter has the opportunity to
18 do an appeal. We have an appeal process so the voter can
19 come in and actually talk about the situation surrounding
20 that provisional ballot.

21 So I was really happy with the whole provisional
22 ballot process this time because it worked really well.

23 MS. TOULOUSE OLIVER: Yes, sir?

24 MR. CHARLES PETERSON: Could you tell me how
25 that compares with previous elections, was it better,

1 worse, about the same?

2 MS. TOULOUSE OLIVER: Yeah, Jamie will comment
3 on that. It was better.

4 MR. JAMIE DIAZ: So the question is --
5 Mr. Peterson's question is, how does that compare with
6 previous elections? Clearly, when we moved to provisional
7 ballots, there were a lot of provisional ballots issued.
8 The percentage of qualified provisional ballots versus
9 disqualified provisional ballots were very far apart from
10 2004.

11 Into 2006, that qualifying and disqualifying
12 became very much closer. This last election, 2008, it
13 became clear that the provisional ballots that were
14 disqualified for clear -- very clear and reasonable
15 information, and more likely than -- I'm sorry, the
16 disqualification of the provisional was clearly because
17 the voter was not registered.

18 So we're seeing that the provisional ballot
19 process is better understood by the poll official, and
20 more than that, better understood by the public. So when
21 the public understands the provisional process as it does
22 now and a percentage of probably 90 percent, we won't see
23 provisional ballots just being issued at polling places
24 because there is a provisional ballot. So the voter is
25 actually more aware of how the provisional process works

1 and uses the absentee in the early avenue of voting to
2 clarify that provisional ballot also.

3 Remember, provisional ballots are not just
4 issued on election day, provisional ballots are issued
5 through the early voting period and through the absentee
6 period. And so some of those processes can be -- the
7 process can be a little different in absentee and early
8 than it is on election day.

9 So back to your question, I think our poll
10 officials did great in executing the provisional ballots.
11 Thank you.

12 MS. TOULOUSE OLIVER: Before I open up the floor
13 and/or begin to read some e-mails, Mary -- I would love to
14 invite our Secretary of State to say a few words if you
15 have any thoughts since you made the time to come down
16 here today.

17 MS. MARY HERRERA: Thank you. Mary Herrera,
18 Secretary of State. First of all, I want to commend all
19 of you for a great, wonderful election. It worked out
20 real great. Down in the Secretary of State's office, we
21 prepared for months and months and months, and I'm
22 serious, we had that radio room set up for all the county
23 clerks to call in directly so that they could get their
24 questions answered directly through the Secretary of
25 State's office. And it was calm on election day.

1 So you're right, most of the activity did occur
2 in early voting and absentee this election. And Jamie is
3 right about provisional ballots. The first time we were
4 introduced with provisional ballots, we had 11,000
5 provisional ballots with no instructions on how we were
6 going to count them. So there were a lot of issues.

7 And you're right, Maggie, elections can always
8 be improved and we're going to continue to improve them.
9 And I'm glad that you -- I commend you for having this.

10 And first of all, I want applause for Maggie
11 Toulouse for running an excellent election, everyone.

12 MS. TOULOUSE OLIVER: Thank you.

13 MS. MARY HERRERA: The public forgets that --
14 you know, the Secretary of State's office and the County
15 Clerk, we don't just have elections, we have another
16 section of our duties. She has recording and filing, I
17 have operations. But the majority of our tasks are
18 elections, or that is the section and the division we get
19 criticized for more because it's more public.

20 The public uses the election, of course. People
21 vote and they want to register, they want to work. We get
22 a lot of calls for poll workers.

23 Also what was brought up was poll workers,
24 hiring younger age groups. There was a bill introduced
25 this year -- that did not get through -- to hire 16 and 17

1 year olds that did not come out of -- It got all the way
2 to the floor and it never got out of the floor. So we
3 will try that again. We will go back.

4 And they were only to be hired one per polling
5 place and only as a clerk. That's it, they couldn't be
6 presiding judges. So that might help training them at an
7 early age. And then as they go through, you know, getting
8 into the system -- Once you get into elections, you're
9 hooked. Because it is rewarding. It's tiring, it's a
10 long day. You do a lot of work all day. But it's
11 rewarding to see that you're helping the public go through
12 and vote. So I'm looking forward and hoping that that
13 bill gets through.

14 I know it's difficult to recruit young folks
15 because -- I mean, we've been trying for years, putting
16 posters up at colleges. We would think that some college
17 students would want to work that one day and come in and
18 make some extra money, but it never works out and I don't
19 understand why. Maybe they just don't understand it yet
20 or -- I don't know. I don't have the answer for that.
21 But I know that there's been a lot of attempt to recruit
22 them.

23 So basically, you know, right now, new tools are
24 being introduced. We did apply for some federal grants.
25 We're going to start pilot programs with electronic poll

1 booths. We're going to try that with three counties. We
2 could not afford Bernalillo County.

3 But I know that Maggie does support that because
4 she would like to implement electronic poll booths for
5 Bernalillo County which will make the system quicker for
6 folks that are in line ready to vote on election day and
7 at the early voting sites. Especially for those, because
8 those lines now seem to be the long lines, not election
9 day any longer.

10 So basically, that's my comment. I just -- you
11 know, there's a lot involve in elections and I could stand
12 here and talk about every section, to recruiting poll
13 workers, to setting up early voting sites, and training
14 and so on. It's just a lot involved out there and the
15 public needs to realize that there's always room for
16 improvement.

17 And I want to talk about this. Quit
18 criticizing, because, you know, you guys do work hard. I
19 know that. I've been in your position. I've seen every
20 single one of these people here work hard, work long
21 hours. They're not taking time off. They don't have any
22 -- very short hours of sleep.

23 And so, I'm letting the public know that because
24 it's important that they start realizing what elections
25 all entail and that we all want to do a good job. It's

1 important. Otherwise, we wouldn't be in these positions.

2 So thank you.

3 MS. TOULOUSE OLIVER: Thank you very much, Madam
4 Secretary. We really appreciate your being here today and
5 sharing your thoughts with us.

6 I'm going to read a couple of quick e-mails that
7 came in from the public. And then those of you who
8 haven't yet, come up to share your thoughts. If you want
9 to think about maybe doing so, I would encourage you to do
10 that. The floor is yours today. I'd rather hear you and
11 your thoughts rather than ours.

12 The first e-mail that I'm going to read was from
13 Mr. Art Bailey. And it doesn't say from his e-mail
14 whether or not he served as a poll official or what his
15 role was during the election. But his e-mail says
16 basically:

17 "Maggie, I have two concerns.

18 Number one, all voters should have to
19 provide identification, for obvious reasons.
20 And number two, voters should be registered
21 at least one month before election day to
22 make sure they are serious about the
23 election."

24 And that's it, Arthur W. Bailey. I think that,
25 you know, Mr. Bailey's concern is shared by the other

1 gentleman that spoke here earlier today about voter ID.
2 That's something that continues to be an issue here in our
3 state and continues to be debated. We will see whether
4 the law is changed or at least remain the same for the
5 time being from this last legislative session.

6 I got a second e-mail -- well, I have multiple
7 e-mails, but another one from a Mr. Thomas H. Curry. His
8 e-mail reads:

9 "Dear Maggie, I won't be able to
10 attend your 11th of April public forum
11 but wanted to say a few words about your
12 conduct. It was a very good general elec-
13 tion last November. I worked Precinct 544,
14 McCullum Elementary School. And we were
15 over-manned at our three precincts there.
16 I understand the over-manning because the
17 turnout was estimated to be so great. But
18 as it worked out, the early and absentee
19 voters took up most of the initial load.

20 "This was the best organized election
21 I've ever participated in. Congratulations
22 on your good management. I look forward to
23 serving in our next election. Thank you for
24 the unique election.

25 "Respectfully submitted, Mr. Thomas

1 Curry."

2 Mr. Curry comments on the fact that, you know,
3 we did have quite a few additional poll workers stationed
4 at election day locations because we did anticipate a
5 massive turnout. And you just never know how voters are
6 going to participate. We know that they really took
7 advantage of early voting this year, and we anticipated
8 for that. But election day could have been just as easily
9 as busy.

10 And in my opinion, I would rather -- You know,
11 you poll workers do amazing work. You work very hard.
12 I'd have rather have you sitting around with idle time on
13 election day because you have so many people there to help
14 you than the reverse.

15 Although I wish voters would truly take
16 advantage of the opportunity and keep you busy on election
17 day. But to me, it's better to plan for the worst and
18 have the best rather than the opposite. So I think that
19 is what we did experience on election day this last year.

20 I'm going to go ahead and open up the floor if
21 there's anybody out there who didn't sign up but would
22 like to make a comment. I see at least a few faces. Yes,
23 ma'am, would you like to come up? Would you tell us your
24 name?

25 MS. DORIS VICIAN: My name is Doris Vician and I

1 worked at Precinct 6 at the Alameda Elementary School out
2 in the county. We were another one of those places that
3 had a nonfunctioning machine. And it took our precinct
4 judge several calls, and then two different people came
5 out, and finally, the machine was fixed.

6 So in the meantime, we too had people just
7 putting their ballots in the bin and then we had to refeed
8 them into the machine later on.

9 There were two precincts in the same room, and
10 sometimes we think people crossed over and put their
11 ballots in the other person's tallying machine. Because
12 at the end, we had a long time to try to count and recount
13 those ballots because our counts were off. And I think we
14 were there until maybe, oh, eight o'clockish or something
15 like that. You know, it wasn't that terrible, but, you
16 know, it -- This was my first time in doing this.

17 Because I had worked with the Obama campaign and
18 we were encouraged to get involved as poll workers, et
19 cetera, et cetera, which I did. And it was very
20 interesting and I learned a lot and I hope to do this
21 again in other elections.

22 But it was extremely frustrating about the
23 nonfunctional machine and then having to recount those
24 ballots by hand several times until we got the count
25 right. And then we figured out people crossed from the

1 other precinct and that's why our count was off. So it
2 finally got resolved, but it shouldn't have taken that
3 long and it shouldn't have taken as long as it took and as
4 many people as it took to figure out why that machine was
5 nonfunctional. Thank you.

6 MS. TOULOUSE OLIVER: Thank you for your
7 comments. Let me comment briefly on the issue of the
8 voting machines. First of all -- since this has come up
9 aa couple times -- we put the voting machines through a
10 rather vigorous testing process before we send them out
11 into the field. And we make sure that not only are they
12 functional, do they turn on, but are they reading the
13 ballots properly.

14 And that's a public process that we -- we make a
15 concerted effort to invite folks to. And we actually had
16 quite a number of public observers of the testing process
17 of the voting machines before the general election.

18 The problem is, once you test the machine and
19 then you close it up and you put it in the moving truck
20 and you move it to such and such, then it might sit for a
21 while. And then election day morning, it gets plugged in
22 and turned on at 7:00 a.m., you know.

23 There's a variety of things that can happen,
24 obviously, between the time that it left our custody and
25 we knew that it was in proper working order to that

1 morning when it just wouldn't turn on, or it just wouldn't
2 take ballots, or whatever the problem may be. So we do
3 recognize that that's an issue.

4 And Matt, do you remember off the top of your
5 head how many machines we had to replace in the general
6 this year?

7 MR. MATT RIVERA: This year in the general it
8 was under 20, which was pretty good considering that we
9 anticipated up to -- we were prepared to handle up to a 10
10 percent failure rate. In any case, we made sure we had 50
11 troubleshooters, which was more, I believe, than had been
12 hired in the past. As well as we had a larger dispatch
13 unit than we've had in the past.

14 To kind of address the situation about the time
15 that two officials have now brought up, as you can
16 imagine, the early morning time is when we receive the
17 majority of our phone calls. We do track them rigorously
18 and we do respond to them as quickly as we can.

19 We do have troubleshooters. That's your first
20 line that goes out and responds to the call. And they
21 then talk to a technician back at the warehouse and relay
22 that information. We do only have and did only have at
23 the time a handful of certified technicians that are
24 actually authorized to go take care of your machine.

25 So that's why we employ so many troubleshooters

1 so that we have some eyes and ears out in the field.
2 Before we're able to deploy them, though, we have to
3 reprogram the card and recertify a new machine. So it is
4 a somewhat time -- it does take a certain amount of time
5 to do that.

6 As well as we generally like to keep the
7 majority of our staff there for the early morning period
8 to respond to all the calls that we initially get during
9 that surge as soon as the polls are open.

10 MS. TOULOUSE OLIVER: Thank you, Matt. And just
11 one last comment on the issue of the machines. Even
12 though it's sort of a pain in the neck to have to feed the
13 ballots into the bin, and then when a new machines arrives
14 you feed the ballots that were put into the bin into the
15 new machine, that's sort of the beauty of having a paper
16 ballot system. At least the election doesn't have to come
17 to a screeching halt because a machine isn't functioning
18 properly.

19 And, you know, there's a lot of folks out there
20 who don't like paper ballots, who think they're onerous
21 and -- you know, we have issues with paper ballots. I
22 mean, the storage, the -- you know, keeping them safe.
23 You know, there are a lot of issues with paper ballots.
24 They're certainly not as simple as electronic voting
25 machines.

1 But in those types of situations, it's really
2 the beauty of the paper ballot, and at least the voters
3 were able to come in and vote at the end of the day.

4 So thank you so much for your sharing that. We
5 appreciate it. Are there any other folks --

6 MR. CARL WEIK: My name is Carl Weik. We're
7 fairly new to New Mexico, but my wife and I worked both
8 the primary and the general election. And you guys are
9 getting too much good feedback. I'm going to give you a
10 couple complaints.

11 MS. TOULOUSE OLIVER: Thank you.

12 MR. CARL WEIK: First of all, we found the
13 reconciliation process at the end to be very confusing.
14 In both the elections that we worked on, all the
15 tabulating where you have to have the book tie up to the
16 machine and then tie out to -- everything that has to tie
17 out, not that the process itself is so difficult, but I
18 think the instructions are extremely poorly written.

19 I think if you just stand back and say, okay,
20 this makes sense, that's fine, but when you read the
21 instructions and you see different terminology and --
22 well, I can't give you a specific example. It's the
23 terminology in the instructions I think that we found very
24 confusing.

25 And so, we wasted a lot of time. "What does this

1 mean?" And so maybe someone just needs to take a look at
2 that, make sure the verbiage makes sense. Because I think
3 there tends to be different verbiage.

4 Just a general comment, you said there's so
5 much -- so many people voted early. I'm just sort of
6 curious as to why they voted early. And just talking to
7 people prior to the general election, I think there was a
8 fear out there in the community that if you waited until
9 actually election day, you were going to get involved in
10 these long lines.

11 And I think that's a criticism of prior
12 elections in that maybe some prior elections didn't go
13 very smoothly. And we don't want to get caught up in
14 that, we don't want to spend three hours at the polls.

15 So now they understand that you can go on
16 election day and not have to wait more than half an hour
17 and go through that. You may find more people actually
18 going on election day and doing that as long as they --
19 you know, there's not that fear out there.

20 Another question I had was with these AutoMARK
21 machines. I think that's the -- people who need some
22 extra help. Well, in the two elections that we worked, we
23 had two precincts in one room.

24 And for both elections, I don't think we had a
25 single person use either one of the -- use the machine.

1 Maybe there's a law that says you have to have it. But we
2 didn't see anybody use it. I know in the training there's
3 a lot of effort put into using these AutoMARK machines
4 that I've never seen anybody use.

5 And I guess the last comment I have is with the
6 training itself. The training you had for the primary was
7 a lot different, the videos and everything was a lot
8 different than what we had for the general. And I know --
9 going forward from here, which is the way you plan on
10 using? I found the one for the primary -- I don't know
11 how to describe it except I didn't find it very helpful.

12 I assume you were trying to be PC correct or
13 something like that or whatever, but I don't think it
14 helped people that were going to be election officials
15 actually go through that. It didn't help them during the
16 election process.

17 And just a suggestion I guess I would have for
18 the training, is to actually have the judges go through
19 the process at the training. There's people up there
20 talking, but when we got -- and you go through -- I guess,
21 you know, from an instructor's viewpoint of what should be
22 done, but when you arrive on election day and you have new
23 people who possibly didn't go through the process --
24 because you were trying to recruit people at the end, it's
25 helpful to have just everybody just go through what you

1 do. You come in, you look up your name in the rolls, you
2 go over, you sign in, you go over and you vote, just go
3 through that process itself and I think you can eliminate
4 a lot of the lengthy training you have. That's all.

5 MS. TOULOUSE OLIVER: Thank you for your
6 comments, sir. Certainly, it's nice to hear accolades,
7 but it's also very nice to hear that type of constructive
8 criticism. I think that that is very useful to us.

9 Specifically, I want to address the topic of
10 training, which I'm actually glad that somebody mentioned.
11 Because I would say that poll official training is
12 probably, if not the number one -- one of the number one
13 priorities of what we were trying to accomplish in this
14 last election in terms of improving the training, making
15 it more consistent, making it better in terms of the --
16 not only the format, but in terms of the facilities, in
17 terms of the audio-visual equipment, et cetera, et cetera,
18 so that folks would actually glean something from the
19 training.

20 And certainly, the primary was sort of like the,
21 you know, the halfway point. We had made quite a bit of
22 progress. We had developed a rudimentary video at that
23 point. We had developed our initial powerpoint
24 presentation, and it was -- you know, it was sort of our
25 first attempt at standardizing the training and making the

1 class sizes smaller.

2 I'm glad to hear that you felt that it was so
3 much better between the primary and the general because we
4 made a lot of work to improve it between the primary and
5 the general. We put a bunch of workers to just produced
6 what we did for the primary, but then even -- You know,
7 more so for the general.

8 And so I'm glad to hear that you noticed the
9 difference, because if you hadn't, then I would be
10 worried. Because we really did put a lot of work into
11 trying to make that better.

12 And I do agree with hands on being the best way
13 to train in general. I do think that it's hard to sort of
14 sit and listen in just about anything. I mean, most
15 people tend to be tactile and want to see things and do
16 things and touch things for themselves.

17 It's hard for us to balance that with the number
18 of poll workers that we have to train in the amount of
19 time we have to do it. And I think that we're going to
20 continue to think of creative ways.

21 One thing that we do offer immediately after the
22 class and also at other times is hands-on machine training
23 for folks who want to take advantage of that and want to
24 actually turn on the machine, make sure that -- put it
25 through the paces, set it up so that they know how to do

1 it physically.

2 But I really like the idea of maybe going
3 through the voting process during training or something
4 like that just so that there is a, you know, an actual
5 experience that can be associated with what they've just
6 learned. And maybe everything can be tied together.

7 And finally, I want to thank you for your
8 comments about the close-down procedure. And actually,
9 another -- I think you, ma'am, also addressed the
10 close-down procedure as well, and that's something that we
11 are striving on our end to try to make easier as well.
12 And thank you for your comments. Those will definitely
13 inform those efforts going forward.

14 So before anyone else maybe wants to make a
15 comment here, I'm going to -- if I can find them -- read a
16 couple more e-mail comments. This one is from George
17 Clark.

18 "Dear Ms. Oliver, I tried to submit.

19 My comments via your website unsuccess-
20 fully but the document button doesn't
21 push.

22 "I was a presiding judge in one of
23 four precincts, which was Eldorado High
24 School in the northeast heights. I thought
25 the election went well with one exception.

1 "The turnout was so small, a single
2 consolidated precinct could have easily
3 handled the entire turnout for that four.

4 "That was the result of a very success-
5 ful early and absentee voting campaign.
6 And while the twenty of us appreciated the
7 extra income, the cost of the general was
8 much more than it should have been. If this
9 had been the first time that we had had
10 excess capacity, I wouldn't mention it, but
11 for the last several elections, boredom has
12 been the norm.

13 "My wife, who usually works with me,
14 mentioned several of her concerns. The first
15 is that signage supplied in the black box are
16 always inadequate for a campus the size of
17 Eldorado. She also said, 'Thanks for the
18 duct tape. And please consider separating
19 the experienced poll workers from the new
20 poll workers during training.'

21 "The latter issue is particularly
22 aggravating as the experienced folks are
23 held for far longer than necessary for train-
24 ing while listening to all those questions
25 which answers we all know so well.

1 "Thank you for listening, quote,
2 unquote, and I hope you will consider
3 implementing some of these suggestions for
4 the next election."

5 This e-mail is from Stacey Seibert who is a
6 self-described world traveler.

7 "I was a poll worker in the last
8 election and I received a letter inviting
9 me to attend a public forum to discuss it.
10 I won't be attending but I wanted to convey
11 my thoughts on how it went.

12 "I have 100 percent faith that the
13 election results we reported from the pre-
14 cinct in which I worked were complete, accu-
15 rate and fair. My belief in the system
16 increased exponentially in that one day of
17 poll working, not only increasing in judg-
18 ment, knowledgeable, rule following, and
19 highly effective. If there's a, quote,
20 'election worker of the year award,' I
21 believe she deserves it. Our team worked
22 well together and we had a fun team.

23 "If you have any questions or would
24 like to further discuss my feedback,
25 please do not hesitate to contact me."

1 More comments? Anyone else from the floor who
2 wants to come up? Sir? Please come up.

3 MR. JOHN BLAKE: This is John Blake here. And I
4 actually worked as a poll worker and I was at Precinct 343
5 up at Montezuma Elementary School up by the UNM loop by
6 Carlisle and Indian School. And I have an interesting
7 comment to make about that.

8 Overall, I think the election process went very
9 well and the poll workers and the judges at my particular
10 place did an excellent job. There's a few suggestions and
11 a few criticisms I have, however.

12 One is that the end of day, the closing
13 procedure, like the previous person mentioned, was a
14 rather confusing process. In fact, it was so confusing to
15 us five poll workers and we had a presiding judge who was
16 also confused about the procedure of closing the election.

17 So in essence, the very process of closing took
18 us about an hour. So when the polls closed at seven, it
19 was well after eight before we finally finished the job
20 due to confusing issues, ambiguities in the verbiage in
21 the language, for instance.

22 And the other issue is, the machines get --
23 malfunctioned. We had a -- the regular voting machine
24 which we used malfunctioned in the early part of the
25 election. So we had to get a troubleshooter to fix our

1 machine. But the machine, however, got fixed within that
2 first 30 minutes. So it was up and going by 7:30,
3 basically, in the morning.

4 And for improvement in the future, I think that
5 we can have some type of a universal and nationally
6 recognized identification card should be developed so
7 that you are universally recognized as an eligible voter
8 once it is seen by a poll official or a poll worker at the
9 location. Pretty much that's what I had to say.

10 MS. TOULOUSE OLIVER: Thank you very much,
11 Mr. Blake, for you comments. We appreciate it.
12 Ms. Bowman, did you want to make some additional remarks?

13 MS. MARILYN BOWMAN: I just have a couple. Will
14 people be able to register at the same time that they
15 vote?

16 MS. TOULOUSE OLIVER: That is a very good
17 question. That is very good question. There were some --
18 there was a piece of legislation, actually, a couple
19 pieces of legislation that were introduced during this
20 year's legislative session that concerned either same-day
21 or election-day voter registration.

22 Same-day voter registration did make it through
23 the House of Representatives. And the way it would have
24 looked had it passed ultimately through the Legislature
25 and finally to the governor -- which it wasn't, how it

1 would have looked is, it would have allowed voters to
2 register and vote on the same day during the early voting
3 process in New Mexico, but not on election day.

4 And there are a lot of different reasons why
5 that came to be. In fact, the State Association of County
6 Clerks was quite involved in this process.

7 But the belief was that the proper technological
8 equipment was necessary to make it effective. And so,
9 because early voting sites across the state are plugged in
10 directly to the state-wide voter registration system, that
11 it would have allowed folks to come in and register, be
12 automatically entered into the system, essentially go
13 through the same process that any other voter registration
14 card would go through so that they would be able to be
15 issued a ballot right on the spot and vote.

16 For whatever reason, the clerks and a number of
17 other elected officials didn't feel comfortable with
18 having that same process on election day. There are about
19 nine other states that do it on election day, and most of
20 them just do it on paper, it seems like. Idaho,
21 Minnesota, several others do it on paper.

22 But in this state, the perception is that there
23 is a need to do it electronically. So it did pass the
24 House of Representatives, as I suggested. And that's the
25 first time that that type of legislation has ever even

1 made it that far this year.

2 However, it did not get passed by the Senate and
3 it was not ultimately signed by the governor. So perhaps
4 in the future, I guess is the short answer to your
5 question. But not in this upcoming calendar year. And
6 unless it passes next year's legislative session, you
7 know, possibly not for the 2010 election, although
8 anything is possible I suppose. So.

9 Were there any other comments from folks out in
10 the -- Mr. Blake, you may sit down. Mr. Peterson, did you
11 want to come all the way up or is it brief?

12 MR. CHARLES PETERSON: I have a cousin in
13 Moorhead, Minnesota, which is almost flooded now, but
14 anyway, we always talk elections. She's very active. In
15 Clay County, Minnesota, to help us older workers, they
16 have half shifts. I'd completely be willing to work a
17 half shift. That would be nice. Otherwise, it's a real
18 long day.

19 The other thing is, at our precinct, we had some
20 poll watchers and challengers. It's my first experience
21 with them, and it was excellent. They were very polite,
22 very helpful. And I would encourage both parties to get
23 poll watchers and challengers out so more people can see
24 what the election is about. Sometimes they seem to have a
25 bad name, but our relations were excellent.

1 One last comment. I'd sure like to get a copy
2 of the minutes of this meeting. It would be great.

3 MS. TOULOUSE: Great.

4 MR. CHARLES PETERSON: Thank you.

5 MS. TOULOUSE: Thank you again, Mr. Peterson.
6 I'm glad you mentioned split shifts. I was actually --
7 the next e-mail that I was going to read is from a poll
8 worker named Ida Humphrey. And her e-mail reads:

9 "I'm not able to be at the April
10 11th meeting, but I want you to know
11 how great it was to work a split shift
12 at the November election. I hope that we
13 can continue to do it. Thanks."

14 We actually did implement a split shift on a
15 pilot basis. In this last election we did it in a limited
16 number of precincts with a limited number of poll
17 officials just to see how -- how it could work.

18 Some of the concerns we had about implementing a
19 split shift primarily were consistencies at the polling
20 locations throughout the course of the day.

21 It's important that the rules that are being
22 implemented are being implemented consistently from the
23 first voter that walks in, to the last voter that walks
24 out at the end of the night.

25 And secondarily, at the end of the night, as

1 many of you mentioned, the close-down process and the
2 ballot reconciliation that needs to occur, et cetera, it's
3 important to make sure that the folks who are doing this
4 process have been there since the beginning of the day so
5 in case there are discrepancies, there is a collective
6 knowledge and what the discrepancies may have been and an
7 institutional knowledge throughout the course of the day.

8 But what we were able to do in a limited number
9 of precincts, as most of you know, there's three roles on
10 a precinct board. We have a presiding judge who is the
11 person who is in charge of the precinct. And then we have
12 two judges and two clerks.

13 The clerk role is typically, you know, the
14 person who serves as aides to voters as they walk in,
15 signs them in, you know, maybe takes their permit, et
16 cetera.

17 And what we were able to do for that role, for
18 the clerk role, we were able to have folks shift in and
19 out throughout the course of the day in a couple of
20 precincts. Ms. Humphrey was one of those.

21 And we can report that, you know, we had some
22 success with that. We felt, I think, that that was
23 successful and worked well on that small and limited
24 basis.

25 So for the next election, we will definitely, I

1 think, consider doing that again. Again, probably on a
2 limited basis just because we had a lunch shift coming in,
3 and in every single precinct, there would probably be a
4 logistical nightmare across the county. But we could
5 definitely considering doing that.

6 And if that's something you're interested in
7 when you are contacted in anticipation of the next
8 election, or anyone who is a poll worker is contacted and
9 you express that interest, we can make that note and
10 consider you for that type of a split shift role going
11 into the next election.

12 MR. ROBERT ADAMS: And the way that it worked
13 really successfully in these precincts that Maggie was
14 just talking about is, folks who were interested in it,
15 basically, we told them, all right, recruit another
16 person.

17 So when you do, you know, get your letter of
18 appointment, or sign up and you talk to the poll official
19 people and you want to do that split shift-type work, you
20 know, make sure you have another person so that we can
21 basically plug both of you in at the same time.

22 MS. TOULOUSE OLIVER: I'm going to go ahead and
23 read another couple more e-mail comments that we received.
24 This one is from John Hawkins. His e-mail says:

25 "I worked as a poll worker and

1 think every voter should be required to
2 show a photo ID."

3 I'm beginning to see a trend here.

4 "Giving a bill with name and address
5 is not sufficient to prevent voter fraud.
6 If you have to show a photo ID to buy cigar-
7 ettes or rent a video or use a credit card,
8 why not the vote, which is much more import-
9 ant. Other states have had such a require-
10 ment and it has been upheld in court. Why
11 is New Mexico so far behind?"

12 And to Mr. Hawkins, I would say, that is a very
13 good question for our state legislature.

14 I have just a couple more that I'm going to read
15 and then we'll see where we go from here. This next one
16 came from Christina Gonzales. Her e-mail says:

17 "I was a volunteer for the November
18 2008 election here in Albuquerque. I'm
19 unable to attend the Saturday 4/11 meet-
20 ing as I will be out of town, but I did
21 want to share a list of ideas, sugges-
22 tions, and requests that we workers for
23 Precinct 51 had developed. Please see
24 attached, but if you have any difficulty,"
25 et cetera, et cetera. And her list as attached requested

1 a series of supplies for poll workers. They would like a
2 package of Post-its, a package of paperclips, sticker's
3 that say "I voted" to hand out.

4 As an aside, we do hand those out at early
5 voting but often we don't have enough left for election
6 day. And we have received that request multiple times.
7 So we will definitely look into that for the next
8 election.

9 "A list and/or map of other
10 precincts with detailed location inform-
11 ation to assist the public in finding
12 their correct precinct, one for the judge
13 and copies to hand out.

14 "An assistant badge for the clerk
15 to wear. More Spanish language version
16 fliers describing how to fill out the
17 ballot.

18 "Signs with large numbers used to
19 guide voters through the process,
20 especially if sharing a large room with
21 another precinct. For example, the signs
22 could read, 'Station 1' or 'Stop 1' and
23 continue through 'Station 4' or 'Stop 4.'

24 "Please ensure that all parts of the
25 voting tables are included in the box as

1 we were short one pair of legs.

2 "I'm sorry that I am out of town and
3 cannot attend the Saturday meeting. Please
4 feel free to contact me directly if you
5 have any questions."

6 We -- Diego and you guys always address the leg
7 issue at your training, don't you? Sometimes you run out
8 of legs.

9 This e-mail came from Kathleen McCorkle.

10 "I served as an election clerk for
11 the first time in the November 2008 elec-
12 tion and I attended the required training.
13 As the new kid on the block, I felt I didn't
14 get enough hands-on training with the equip-
15 ment. I also thought it would have helped
16 us retain the information about the legal
17 requirements and the procedures for handl-
18 ing different situations if there had been
19 something like a quiz at the end just to
20 educate everyone and help us see maybe what
21 we didn't get right and needed to go over
22 again. The people attending the class could
23 even score their own questions.

24 "There was no problem on election day
25 since everyone else assigned to my precinct

1 was experienced and many voters had already
2 voted early or absentee, so we weren't as
3 busy as some precincts.

4 "However, I didn't feel that I myself
5 was as well prepared as I would like to be.
6 I worked for over 30 years for the National
7 Labor Relations Board which conducts a great
8 many elections in different work places.
9 And by the standards we had on that job, I
10 was only partially trained.

11 "It was a good experience, though, and
12 I plan to be an election worker again in
13 the next election.

14 "Sincerely, Kathleen McCorkle."

15 Finally -- and I should note that, you know,
16 this is a sample of the e-mails, and I really tried to
17 read ones that were not, you know, all sunshine light and
18 include ones that had some constructive criticisms as
19 well.

20 But this one -- actually, this was a message
21 that was left by Darlene Foster. And Darlene says that
22 for training classes, she would like the option to chose
23 her training location if possible. She found out that
24 there was a training very close to home and she would much
25 rather have gone there instead of downtown.

1 I do want to note that we did create multiple
2 locations for the training for this last election, and not
3 only did we offer election worker training, but also
4 presiding judge training -- No? We did not offer
5 presiding judge training? Okay, so that was -- So I stand
6 corrected.

7 So all the presiding judge training, we did have
8 them downtown. And so Darlene, more than likely, was a
9 presiding judge and was required to come downtown.

10 However, that's duly noted and maybe we can
11 consider regionalizing presiding judge training for next
12 time as well, maybe have at least one training.

13 I'm going to open it up to the floor one last
14 time in case there is anyone else who is in the audience
15 who would like to make any comments since we had such a
16 long period of time established for this forum. I would
17 hate to close up shop so early, but sometimes, enough
18 said.

19 I don't know if anybody who is up here with me,
20 any of the staff has any comments they would like to make
21 about the election and plans for the future or what
22 they've heard here today. My guess is most of you
23 probably won't, but I would love for your guys to comment.

24 Okay, Kelly, please. Yeah.

25 MS. KELLY FULGENZI: Thank you. I'm Kelly

1 Fulgenzi. I'm the Bureau of Elections Administrator for
2 the Secretary of State's office.

3 And this is my first general election with you
4 all. Prior to that, I was the municipal clerk here in
5 Albuquerque for 20 years. And so I commend your staff,
6 because I've worked with them for a very long time. And
7 they are very efficient with elections.

8 But some of the things that Madam Secretary and
9 I wanted to talk about, during this last legislative
10 session -- this was my first session there -- it was a
11 full 60 day session. And there were quite a few election
12 bills. Eighty were introduced this session. Only 13 of
13 them actually passed, four of them which were initiated by
14 our office, which I was very happy to see signed. We were
15 successful in working with the County Clerk's affiliate.

16 Like you said, Representative Steinborn's bill
17 did not make it to have the 16 to 17 year old precinct
18 officials who work. They are not in our future.

19 We are working, of course, on the bill that did
20 pass regarding the county clerks new -- leaflets regarding
21 your voting machines. We'll have future comments about
22 that. And that did pass. Madam Secretary was successful
23 in doing a cleanup bill. So our election handbook that
24 all you poll officials utilized will be cleaned up and
25 there will no longer be electronic tabulators listed in

1 our handbook. So all the language will be cleaned up. It
2 was a very successful bill.

3 We also would be able to satisfy an outstanding
4 audit finding. Representative Sandoval and Madam
5 Secretary were successful in that piece of legislation.

6 The other bill that passed that we were very
7 happy to work with, Senator Duran -- and Maggie touched on
8 this a little bit -- was a bill that combined quite a few
9 of those election voting, and that was Senate Bill 685.
10 That will help us immensely in early voting sites, federal
11 qualified electors, early voting hours of operation, it
12 just does a number of things. It's a wonderful piece.

13 So thank you for your comments today. Thank you
14 for hosting this and having us, and we look forward to
15 working with all of you in the future. Thank you.

16 MS. TOULOUSE OLIVER: Thank you, Kelly. Thanks
17 to you both for being here today from the Secretary of
18 State's office. We do all have to work closely together
19 and it's -- And, you know, as the largest county here in
20 Bernalillo, you know it is, and I know that Madam
21 Secretary recognizes from her tenure as the county clerk
22 here that, you know, so many of the voters of this state
23 are here in Bernalillo and are affected by what we do. So
24 it is really important to make sure that we're all on the
25 same page with that type of -- especially with the

1 legislation. So thank you for your efforts legislatively.

2 So I know I had a couple folks up here that
3 wanted to comment. Jaime?

4 MR. JAMIE DIAZ: Thank you, Maggie. Thanks
5 everybody for coming out. It's always a pleasure to see
6 poll officials happy, because we know if you're happy,
7 we're happy.

8 The only thing I want to comment about is that
9 although the County Clerk and her staff, and the Bureau of
10 Elections participate in most all elections in the county,
11 you know, we're primarily the contact for federal and
12 state elections, local school board elections, special
13 elections, and we also help with municipal elections.

14 It's always our intent that whoever comes into
15 our office for whatever type of election question they
16 have, whether we're involved in the election or not
17 involved in the election, we're going to assist and do the
18 best we can.

19 Whether it's dealing with the City of
20 Albuquerque's election, the Village of Los Ranchos, the
21 Village of Corrales, the MRGC, the Middle Rio Grande
22 Conservancy Election, we will do our best to help that
23 customer understand and get them in the right direction of
24 where they need to get their answers.

25 And really, that's all my comments, you know.

1 Elections can't happen without election-day poll
2 officials, early poll officials. It can't happen without
3 an absentee board with their poll officials. We're always
4 happy to do the work.

5 As Madam Secretary mentioned earlier, once it's
6 in your blood, it's exciting, it's fun. And we enjoy the
7 public coming out and helping us. Thank you.

8 MS. TOULOUSE OLIVER: Thank you, Jamie. Do we
9 have any other comments? Any other complaints? Well, let
10 me thank you all for coming out on this busy holiday
11 Saturday. Thank you for being here. And I want to thank
12 my staff also for coming out today. Thank you, guys, for
13 taking the time to be here and listen to the feedback.

14 Again, we don't always hear sunshine and light,
15 sometimes we hear a lot of criticism. But again, it just
16 help us improve. We can't always make every change but we
17 definitely do our best to try to address themes, things
18 that come out from what we hear.

19 And I think we've heard a lot of thematic things
20 here today about training, about closedowns, about
21 machines, a variety of other issues that are really
22 valuable to us in terms of how we are going to try to
23 tweak and improve for the next election. So we do thank
24 you all for being here.

25 And again, I just want to remind the public who

1 may be watching that they're -- if they couldn't make it
2 down today, if all of a sudden from listening to today's
3 forum they all of a sudden got a burning comment that they
4 would like to make and make sure that we are aware of, or
5 if they would like to echo something that someone said
6 here today or that was touched on or that they possibly
7 heard, they can contact us a number of different ways.

8 Of course a phone message can always be left at
9 our office at 768-1291. They can mail us a letter snail
10 mail to Election Process Review, County Clerk, 1 Civic
11 Plaza Northwest, Sixth Floor, Albuquerque, New Mexico,
12 87102.

13 Comments may also be e-mailed to
14 clerk@bernco.gov, that's b-e-r-n-c-o dot gov. Comments
15 may also be faxed to 505-768-4151. Or you can visit our
16 website at www.bernco.gov/clerk and click on the link to
17 send us a comment and fill out the box and it will e-mail
18 us a comment automatically.

19 And I also want to mention, finally, that in
20 addition to today's forum and the comments that we are
21 receiving by snail mail, e-mail, et cetera, we are also
22 conducting a series of outreach meetings this month with
23 various groups, including the political parties, activist
24 groups that take part in the election, any type of, you
25 know, voter-related groups, League of Women Voters, et

1 cetera, we are meeting with folks to gain their feedback
2 as well since they play such an active role in the
3 election and interact with our office on a regular basis
4 as well. So we will be having those meetings and
5 definitely taking their feedback into consideration as
6 well for future elections.

7 On that note, I just want to say thank you once
8 again for coming out and I hope that you all have a
9 wonderful and happy Easter and holiday weekend. Thank
10 you.

11

12

13

14

* * *

15

16

17

18

19

20

21

22

23

24

25

1 STATE OF NEW MEXICO)
) ss.
2 COUNTY OF BERNALILLO)

3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

REPORTER'S CERTIFICATE

I, PEGGY A. SEDILLO, Certified Court Reporter of the firm Paul Baca Professional Court Reporters do hereby certify that the foregoing transcript is a complete and accurate record of said proceedings as the same were recorded by me or under my supervision.

Dated at Albuquerque, New Mexico this 22nd day of April, 2009.

PEGGY A. SEDILLO, CCR NO. 88
License Expires 12/31/09