THE UNIVERSITY *of*
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2014 Bernalillo County Election Administration Report

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2014 Bernalillo County Election Administration Study Executive Summary

The 2014 New Mexico Election Administration Report represents a systematic examination of Bernalillo County (BC), New Mexico's November 2014 General Election. It also represents the fifth time point in a series of BC election reports that we began in 2006 when the state moved to paper ballot voting systems. To our knowledge no other election jurisdiction has had the kind of sustained and independent scrutiny over multiple elections. But New Mexico is a unique environment culturally, politically, and electorally, and county clerks, especially BC Clerk Maggie Toulouse Oliver, and the broader electoral community, made up of a variety of activist organizations (e.g. Verified Voting New Mexico and United Voters of New Mexico), have supported and encouraged our efforts. Moreover, feedback on our work from regular voters and poll workers, as well as responsiveness by local election administrators, has made our efforts productive and useful as New Mexico continues to reform and improve its electoral processes.

In this report, we combine qualitative and quantitative methods to systematically analyze the New Mexico election landscape.[1] The key to improving elections is to use a data driven approach that systematically examines a variety of measures to determine election performance deficiencies and strengths.[2] This is the central principle of the Center for Voting, Elections and Democracy and is a central tenant of the BC Clerk and her staff, especially Deputy County Clerk Roman Montoya and Elections Administrator Rebecca Martinez, who use post election evaluation procedures to inform procedures in the next election. For the 2014 study we collected and analyzed data on the experiences of BC voters and poll workers and independently observed Election Day and early voting at Voting Convenience Centers (VCCs) countywide.[3] Together these data, along with comparative data from previous elections, provide a portrait of the election experience from which problems and successes can be identified and confirmed from multiple players. Our research design is a multi-pronged evaluation strategy. Combining data from different electoral actors provides multiple perspectives from key stakeholders to assess how well the election was run and how the management of the election can be improved for future elections.

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[1] See R. Michael Alvarez, Lonna Rae Atkeson, and Thad Hall, 2013, *Evaluating Elections: A Handbook of Methods and Standards*, Cambridge University Press. For another example of an ecosystem approach see: Steven F. Huefner, Daniel P. Tokaji, & Edward B. Foley with Nathan A. Cemenska, 2007, *From Registration to Recounts: The Election Ecosystem of Five Midwestern States*, (TheOhio State UniversityMichael E.Moritz College of Law), available at: http://moritzlaw.osu.edu/electionlaw/joyce/index.php.

[2] See R. Michael Alvarez, Lonna Rae Atkeson and Thad E. Hall 2013, *Evaluating Elections: A Handbook of Methods and Standards*, Cambridge University Press.

[3] Evaluating the fairness and accuracy of democracies is an important international and national question, see, for example, Heather K. Gerken (2009), The *Democracy Index.* Princeton: Princeton University Press and Jorgen Elkitt and Andrew Reynolds, 2005, "A Framework for the Systematic Study of Election Quality," *Democratization*12 (2):147-62.

In 2007, we released our first research report on New Mexico entitled the *New Mexico Election Administration Report*.[4] At the beginning of 2010, we released our 2008 Ecosystem report.[5] In early 2011, we released our 2010 New Mexico Election Administration Report and in May of 2013 our 2012 New Mexico Election Administration Report.[6] These reports provide points of comparison for how the system has evolved since the implementation of a statewide optical scan paper ballot system in 2006 and VCCs in 2012. We use the historical data wherever possible to assist us in determining where improvements or deteriorations have occurred.

Chapter 1 of this report uses election monitoring techniques on Election Day and during early voting in VCCs to evaluate the quality and integrity of the election. It includes poll monitoring and a review of poll worker training. We found that poll workers were well trained and equipped to handle routine and irregular voting issues. We found that the specialized training by poll worker position made for a generally more professional and competent poll working staff, which increased the consistency in the implementation of election law and policy across VCCs.

Nevertheless, our observations produced a number of recommendations at both the local and state level. These include: further improvements in poll worker training, areas where we still see inconsistencies within or across VCCs and how to address them, suggestions for improving the training videos, possible changes to state law or administrative rules, changes to hand counting methods, problems in provisional voting, problems in equipment capabilities and ballot design, etc.

Chapter 2 of this report examines the attitudes and experiences of a census of poll workers in BC, NM in both the pre and post election period. The goal of the surveys was to determine how poll workers generally view the election environment in New Mexico, where they see successes and failures, and where they would like to see continued improvement. Because we wanted to analyze their reactions to training before and after their election experience we interviewed them over time. We collected data to analyze the characteristics of poll workers, their recruitment and training experience, their assessment of the polling locations they work in, their use of voter identification, problems that occurred at the polls, their training experience, their suggestions for improvement, their evaluation of election procedures, their use of provisional balloting, how they handle voter privacy, contact with the county clerk, their job confidence and satisfaction as well as attitudes toward the vote center model.

Chapter 3 of this report turns to the attitudes and experiences of a random sample of BC voters. The report examines factors associated with the voting experience, experience with

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[4] R. Michael Alvarez, Lonna Rae Atkeson and Thad E. Hall, 2007, *The New Mexico Election Administration Report: The 2006 November General Election*, (University of New Mexico), available at: http://www.unm.edu/~atkeson/newmexico.html.

[5] Lonna Rae Atkeson, R. Michael Alvarez and Thad E. Hall, 2010, *Assessing Electoral Performance in New Mexico Using an Ecosystem Approach*, (University of New Mexico), available at: http://www.unm.edu/~atkeson/newmexico.html.

[6] Lonna Rae Atkeson, R. Michael Alvarez, Alex Adams and Lisa Bryant, The 2010 New Mexico Election Administration Report (University of New Mexico), available at: http://www.unm.edu/~atkeson/newmexico.html

the ballot, the polling locations, voter interaction with poll workers, voter confidence, voter identification, voter identification attitudes, how long they waited in line, how voter confidence, attitudes toward the new vote center model, attitudes toward alternative voting methods and requirements, attitudes toward election administration, and voter satisfaction. The post election voter survey gives corroborating evidence supporting the findings from our Election Day observations and poll worker reports as well as providing additional information about how the public reacts to and feels toward the election process. In particular, it provides information on the pulse of the electorate attitudes toward new election reform measures.

The combined report provides a multifaceted profile of the election landscape in BC. Most importantly, our analysis shows a system that is fundamentally working, where voter problems are infrequent, and where voter and poll worker confidence is generally high. For example, voters indicate that their confidence has increased over the last 5 election cycles and in 2014 58% of voters were very confident and another 36% were somewhat confident that their vote was counted correctly. Poll worker confidence is even higher with approximately 99% of the poll workers were very or somewhat confident that the votes were counted accurately in their polling place. Only about 1% of poll workers indicated that they were not very confident and no poll workers indicated that they were not at all confident. This year's confidence level is a full 10% higher than what was reported in 2012.

Voters rated the overall performance of their poll workers very high with almost all voters (96%) indicating their poll workers were very helpful (75%) or somewhat helpful (21%). Using a 10-point scale, we also had poll workers evaluate the overall performance of each position. These data also show very high evaluations of poll workers. Fully 75% of poll workers rated the overall performance of their presiding judge 7 or higher, 78% gave their exceptions judge a 7 or higher, 83% gave their floor judges a 7 or higher, 86% gave their floaters a 7 or higher, 94% gave their system clerks a 7 or higher, 88% gave their machine judge a 7 or higher and 80% gave their student clerks a 7 or higher.

Equally important, the early and Election Day observations revealed a variety of strengths and weaknesses in the election system leading to a series of policy recommendations. For example, we saw very few instances of poll workers identifying voters incorrectly. This finding reflects the quality of poll worker training and the vast improvements made in this area. In general, however, the training was clearly improved. The new process emphasized uniformity by having the poll worker ask identical questions of each voter. Continued emphasis during training on the uniformity and consistency of this method to comply with the law will help to continue to increase compliance with New Mexico's voter identification law.

Based on our findings, we also highlight several areas where improvements could be made in voter education as well as poll worker training and vote center preparations. Each part of our report identifies key areas where voters could be better served including issues related to voter privacy, and whether voters should be encouraged to have their ballot hand counted if they over voted. We also often provide specific recommendations to enhance the efficiency and general quality of the voting experience.

Although we identify some issues in the implementation of the 2014 election, relative to previous elections, this election was generally problem-free and a very well run election. However, as critical problems in the election are addressed, it is important that election officials remain aware of other issues that arise and could become larger problems if left unattended. This report should, therefore, be read as one in a series of observations and recommendations on how to improve an already improving process.

The recommendations contained in the report are primarily administrative in nature and in many cases the County Clerk may want to use the information to create new vote center procedures and training locally, but there are also many that may need to be handled at the state level in the Secretary of State's office to obtain uniformity across counties, precincts, or vote centers, rather than deal with these issues at the local level. There are also several recommendations that could require legislative action to be effectively addressed or require administrative rule changes at the state level. We highlight a few of these larger state executive or state legislative issues below:

- The multi-layered voter identification law in New Mexico helps to create an uneven implementation environment. Though we have seen huge administrative improvement to address this problem and the county is making great strides in poll worker training that is significantly improving the historically uneven implementation of this law, the problem, in part, may lie with the statute itself. Although the lawmakers were attempting to promote easy access to the polls, the flexibility in the identification process creates a chaotic environment where poll workers can easily go outside of the law because the law offers so many alternatives. This, in turn, creates uneven implementation across and within voting locations. Although poll worker training and voter education is solving the problem in BC, more serious measures may be necessary to remedy the problem statewide.

- The legislature passed legislation allowing for a vote center or precinct based election model. Vote centers allow voters to vote anywhere in their county. In 2012, many voters were confused and did not realize they needed to be in their county to vote and thought that they could use any vote center statewide. Given the frequent travel between Bernalillo, Sandoval, Los Alamos, Santa Fe, San Miguel, Rio Arriba, Taos, Torrance, and Valencia counties it would benefit voters to be able to use any vote center in the state to cast their ballot. Therefore, the legislature may want to consider providing voters opportunities to vote across county lines. In 2014 24% of provisional voters were registered in the state, but voted in the wrong jurisdiction.[7] Making this change would include otherwise eligible voters whose ballots are not currently being counted, but easily could be.

- The existing law requires that poll workers party identification be included on their nametags. We recommend that legislators reconsider this statute. The party

[7] This data point comes from the 2014 Election Assistance Commission's Voting Survey.

identification of the poll worker may be seen as a form of electioneering by voters in the polling place. Polling place electioneering is not allowed by statute and voters are not allowed to wear buttons, shirts or other items that may be construed as electioneering. If the intent of the law is to ensure voters that poll workers from different parties are running the vote center then this information could be better achieved through other reporting means. Some voters may feel intimidated by having, for example, a Democratic poll worker assist them with their ballot if they are mostly voting for Republicans.

- Currently voters' ballots are spoiled or hand counted when they over vote a ballot. To ease the burden on closing and congestion in lines, the vote tabulator should have an override button that allows the voter to submit his over voted ballot for electronic counting. The SOS should allow this feature to be turned on.

- Absentee or in-person ballots that are not readable by machine should be reproduced and counted by the machine rather than by hand. Many jurisdictions across the country routinely copy ballots that are unreadable in absentee voting to create a more efficient and expedient process.

- The New Mexico Legislature should consider changing the statute regarding the number of tape results that are required to print. Multiple tapes are sent to multiple election officials, judges and party officials (e.g. Secretary of State, Judge, door at VCC, party chairs). This likely could be streamlined to reduce Election Day administration that in an electronic age seems outdated.

- Because every second is precious in the printing of each ballot it is necessary to make the ballot as simple to print and as readable as possible. Therefore, the New Mexico Secretary of State (NMSOS) should remove unnecessary icons like party flags and eagles that create a denser, but not more readable or printable ballot.

- As part of the contract with the NMSOS the ballot-on-demand technology provider needs to provide accurate statistics about the processing of ballots and printing times related to ballot size and density so that jurisdictions can accurately estimate the supply and demand curve so that voters can be processed efficiently.

Finally, we wish to make clear that our work would not have been possible without the assistance of many individuals throughout New Mexico who we thank throughout this report. We also relied upon the direct research support of many students and colleagues, and in each part of the report below we indicate those individuals who assisted with the research and analysis. This is especially true for the Election Day observations where graduate students observed voting as part of their research class assignments. Funding for these projects came from a contract with the Bernalillo County Clerk, the Department of Political Science at the University of New Mexico, and the Center for Voting, Elections and

Democracy at the University of New Mexico, and the Democracy Fund. Of course, all of the conclusions and recommendations made within this report are ours and do not reflect the views of any of these individuals or entities.

Summary of Key Recommendations:

Recommendations Regarding Poll Worker Training

- We recommend training PJs in the duties of the MPJ so that they can assist in closing and opening the tabulators. Cross-training the PJs on this one aspect of the MPJ job will make things flow more efficiently at opening and closing time when the many tabulators need attention. In addition, because there are so many more tabulators at a VCC than a traditional precinct, the time it takes to close or open all of them, especially closing when the tape has to be printed with all the contests on it, is quite long and therefore having more hands to complete this task would be beneficial.

- The new hands on training allows poll workers to work with the equipment at least once, usually several more times before Election Day. The training also allows for some problem situations. We recommend increasing the number of problem situations examined to ensure more memory with common problems on Election Day. It may be useful to embed common problems, such as paper jams, into the exercises. Although it may not be prudent to have the poll workers attempt to solve all equipment problems, common problems like paper jams may be problems they can handle. If poll workers have a better idea how equipment fails as well as how it works they may be better able to handle equipment breakdowns in the VCC.

- We recommend continuing to ask PJs in training if they have a large enough car to fit all of the voting supplies in on Election Day.

Recommendations Regarding Online Training

- Because we believe that the videos should simulate the election experience as much as possible we found the presence of the police officer carrying a weapon a little off-putting in the video, "Preventing Illegal Electioneering and Campaigning." The video begins by discussing the laws associated with electioneering outside of the polling place and conveys to the poll worker that they must be responsible for enforcing this law. The voice over says, "If you're not sure about the particular location of the sign please measure the distance." Then it shows a police office in full uniform including his weapon measuring the distance to a sign. This conveyed to us the impression that a poll worker might want to obtain the assistance of a police officer in handling these issues, which should not be the case. In addition, we felt it suggested that police officers in full uniform might be acting as poll workers, which also should not be the case. We recommend reworking this video accordingly.

- In the videos entitled, "Routine Transactions with Voters," the voter was not provided a privacy sleeve. In the "Issuing In-Lieu of Absentee Ballots," and "Issuing Provisional Ballots," video the voter was provided a privacy sleeve. We suggest being consistent and showing both regular and irregular voters with privacy sleeves.

- The Dominion ICE tabulator video, which was not produced by BC, but made by Dominion is a bit annoying. The European accent of the voice over made him sometimes difficult to understand. In addition, the very loud techno-pop music that is in the background is very annoying. The Dominion videos are two of the longest videos (about 7.5 and 11 minutes) and these aspects make them more difficult to watch.

Recommendations Regarding Staffing and Polling Place Set Up

- Continue the use of designing polling places for poll workers to accommodate a circular flow. Try to replace VCCs that cannot accommodate a circular flow.

- Continue the use of large flags to help identify polling locations. Keep signage for polling place locations as far away from candidate signage as possible. These definitely help voters find the VCC. Pay particular attention to large areas such as high schools that may have multiple entry points and ensure signage is visible from all of the adjacent streets.

- Use elementary school gyms as a last resort for an Election Day VCC. The small size leads to voter congestion when lines form and the darkness and cold materializes. The small sizes of some of the parking lots were also problematic, especially since schools did not close. Therefore, although the presidential commission suggests schools as a primary location for voting, we think this is not necessarily true in a VCC environment where there needs to be lots of space to place lots of equipment. Consequently, we recommend middle schools and high school and strip malls as the best location for VCCs because some elementary schools are simply too small to accommodate the demands on Election Day required of a VCC.

- Work closely with Albuquerque Public Schools to ensure school closures for Election Day. Use the *American Voting Experience: Report and Recommendations of the Presidential Commission on Election Administration* as a resource to assist in school closures on Election Day.

- Polling places that are located in difficult-to-find locations inside a large complex, such as a high school, should have additional signage to help identify them. Poll workers should be encouraged to follow the site specific instructions about where to put signage outside of the polling place. Perhaps explaining to them the problem for voters in these larger locations would encourage more compliance. Poll workers should be instructed to periodically check the signs to make sure that they are still present throughout Election

Day, and that they are accurately placed in a visible location. This might be a good job duty for a greeter.

- Given the number of signs or posters required at each VCC, we suggest that one large poster be created that combines all of the required information. Because many of the signs are provided by the Secretary of State, we recommend that her office put together one large poster that contains all the relevant signs. This sign could contain the New Mexico State Seal to prominently identify it from many other posters that are on walls, especially in schools. One poster will highlight the election material in a single space allowing voters to easily access all of it. As it is, signage is generally misplaced often located on a wall behind the system clerks where voters are not allowed because of personal information that is visible on the screens of the computer system. Signage that is unique to the county could also be placed in a combined poster format with the county logo prominently displayed on it to identify it as related to the election. Signs should be placed near the front of the entrance to the VCC and where voters can easily observe and read the information. If possible, in some locations, two posters would be preferred, one to display inside the polling place and one to hang where voters are waiting in line, so that they know their voting rights before entering the voting location.

- The voter ballot marking poster should be placed near the voting booths where people vote. One of these should be placed in the provisional voting as well since that is separated from the regular voting area.

- More chairs should be available for voters in line as well as in the voting booth area.

- Allow nice jeans to be worn as professional dress for the poll workers, continue to discourage t-shirts and sweatshirts suggest that poll workers wear collared shirts.

- Incidents or unusual activities that occur during Election Day, early voting or in the counting of absentee ballots should be recorded by poll workers in an incident log and returned to the County Clerk's office for review.

Recommendations Regarding Opening Procedures

- A second poll worker, perhaps the exceptions judge, needs to be designated as the poll worker in charge when the presiding judge does not show up on time. The designated second-in-command poll worker needs to be provided with instructions on what to do if the presiding judge does not show up on time. They need to be provided with the central location number to report the problem so that the presiding judge can be contacted to determine the nature of the problem and whether the County needs to find a replacement. Although there may be some attention to this in training, it needs to be emphasized because we repeatedly find that the second in command does not seem to be aware that they need to step up to the plate in these moments.

- A checklist should be created that enumerates all of the equipment needed at a VCC and should be checked off when equipment is delivered to ensure that all of the necessary equipment is available to open the polls on time. A copy of the certified list should be left at the polling location and the presiding judge should confirm all of the items are present before they begin serving voters. Any supplies not delivered should be called in to County officials immediately, so that they can arrive as soon as possible.

- Add more pens and privacy sleeves to the mix of supplies to ensure there are adequate numbers throughout the day.

- Continue use of quick dry felt tip pens rather than Sharpie markers that may bleed through the ballot paper.

- New tape should be inserted into the tabulator before the beginning of Election Day so that poll workers will not have to change it. Given the number of tape results that have to be printed use the very large roll of paper.

- The New Mexico Legislature should consider changing the statute regarding the number of tape results that are required to print. Multiple tapes are sent to multiple election officials, judges and party officials (e.g. Secretary of State, Judge, door at VCC, party chairs). This likely could be streamlined to reduce Election Day administration that in an electronic age seems outdated.

Recommendations Regarding Long Lines, Voter Check-in, the Ballot on Demand System, and Computer System

- Because every second is precious in the printing of each ballot it is necessary to make the ballot as simple to print and as readable as possible. Therefore, the New Mexico Secretary of State (NMSOS) should remove unnecessary icons like party flags and eagles that create a denser, but not more readable or printable ballot.

- Instead of having the ballot in two languages, select the appropriate print language for the voter. The systems clerk can ask the voter which language is preferred and select the appropriate option to print. Having two languages printed on one ballot makes the ballot more dense, less readable and less printable. In a time when ballots were pre-printed this made a lot of sense administratively to keep costs low, but it does not when the ballot is printed on demand.

- The technology provider needs to provide accurate statistics about the processing of ballots and printing times so that jurisdictions can accurately estimate the supply and demand curve so that voters can be processed efficiently. The vendors need to provide information on how printing times will change based upon ballot size and density as well as equipment capability.

- The technology provider needs to ensure there are enough technicians in the field on Election Day to promptly respond to and resolve printer problems.

- The technology provider should provide a printer that provides for expedited printing time. This may include decreasing the size of the ballot PDF to expedite printing.

- The technology provider needs to work with localities to help reduce transaction time and resolve technological problems, like voltage, that limit the equipment or its functioning in critical high demand periods.

- If lines form, it might be reasonable for the greeter or another poll worker who does not have an overly burdensome job to provide chairs to voters who need them in line or to possibly move elderly and/or disabled voters to the front of the line. Other voters could also provide a place holder for an elderly or disabled voter and let them sit down at the front of the line until their "place" reaches the front.

- Sample ballots should be pre-printed and available for voters who are at increased odds of using that particular VCC on Election Day.

- When voters are unsure of their registration status, allow the greeter or sample ballot clerk to help identify voters who are or are not in the ballot –on-demand system and use this information to direct voters to the appropriate first station.

- Either increase the number of printers available on Election Day at busy locations or increase the number of VCCs if technological problems prevent the placement of multiple printers at one location.

- Teach system clerks how to fix some common problems with the printers like jamming.

- The frequency of problems with the ballot-on-demand (BOD) system should be tracked to determine on-going problems with certain hardware or software. In particular, problems such as ballots that do not print correctly and are not readable by the tabulator need to be enumerated.

- Develop written procedures that provide instructions to poll workers on how to handle technical problems related to the ballot-on-demand (BOD) system.

Recommendations Regarding Voter Privacy, Photos and Movie Cameras

- The use of privacy sleeves was significantly expanded in the 2014 election and voters and poll workers seemed happy to have the available. Be sure to include a larger number of privacy sleeves in the supplies box to ensure that every voter who wants to use one can.

- In busy and large VCCs set up a method for returning privacy sleeves to the check-in station. The greeter/floor judge might be a good choice for this job.

- Administrative rules or policies should be developed to provide for best practices on the type of filming and photography that is and is not allowed.

- Incidences of filming and photography should be logged.

- State legislators should consider taking up the issue of voter privacy in an electronic age where nearly every voter carries a camera and delineating what is and what is not acceptable in this area. In general, voters should not be allowed to take photographs of their ballot or other voter's ballot at the voting booth or anywhere inside the VCC at any stage of the process. This is disruptive and may make some voters feel their voter privacy is at risk. If photographs in the VCC are allowed for some legal or other reason, clear policies need to be formulated that define where, how, and by whom photographs can be taken.

- The addition of signage telling voters to turn off their cell phones was helpful, however, signage is easily overlooked. Voters should be encouraged to turn off their cell phone once they begin the check-in process. Greeters who provided this information to voters as they walked in had much greater compliance than those who relied simply on posted signs. Encourage greeters to tell voters as they come in that they should turn off their cell phones when they get to the check-in station. System clerks may also want to suggest to voters to turn off their cell while voting.

Recommendations Regarding Over Voted, Spoiled Ballots and Hand Tally Counting

- BC should emphasize in training that it is the voter's choice to submit their ballot for hand tallying or spoil the ballot and obtain a new one when they make a mistake on it and why this is so important. We have found that poll workers are more responsive to administrative rules when they understand the logic behind them.

- The machine judge should inform voters who spoil their ballots and want them hand counted that they need to be sure that the over voted office is clearly marked so that hand counting can determine a preference.

- Furthermore, we encourage the addition of role playing this scenario into the machine judge training to ensure that the machine judges explain the hand counting process properly to the voters.

- The County's online tool for hand entering votes should allow the poll worker to enter the entire ballot on one page.

- All computer stations at the VCC should allow for hand tallying at the end of the night to increase the speed and efficiency at which these ballots are processed. Someone, perhaps the PJ or EJ, should be trained to place systems into hand tallying mode so that an AskEd technician is not required to add additional stations.

- The systems clerks should not be responsible for issuing a new ballot to voters whose ballot was spoiled due to problems with ballot printing. This slowed down the processing of voters substantially. Perhaps a computer and printing station should be set aside for all spoiled ballots at each location that would be available to the presiding and exceptions judges or another party who is familiar with the system (including the ballot clerk or greeter –the poll worker who printed out sample ballots and was the least busy poll worker).

- Having a specialized position for spoiled and other non-regular ballots is a great innovation to keep the polling place running smoothly. The EJ needs to be certain that the privacy of any voter she works with is maintained at all times.

- The vote tabulator should have an override button that allows the voter to submit his over voted ballot for electronic counting. The SOS should allow this feature to be turned on.

- Given the amount of poll worker fatigue at the end of Election Day, providing for a central tallying process of hand tallied votes may be a better alternative. To implement this alternative new chain of custody procedures would have to be developed and may require new administrative rules or legislation.

Recommendations Regarding Distributing Voters to Dominion Ice Machines

- MPJs must observe that the counter on each machine is turning appropriately as each ballot is inserted. If there is so much voter activity that the machine's judge cannot perform this duty, he or she should engage the assistance of another poll worker until such time that the machine judge can handle this part of the job themselves.

- Permits have a place currently in helping with balancing and closing at the end of the day. However, they also increase processing time and in a VCC environment where seconds at check-in may matter we need to consider whether they are necessary or whether other points in the process could provide similar or better functionality. Therefore, we suggest that the permit system be eliminated. They make an already complex process more complex. But we recognize that alternative measures may have to be developed at the same time to deal with any auditing holes this leaves in the process.

Recommendations Regarding Watchers and Challengers

- Training should emphasize that watchers and challengers cannot be integrated into the poll worker team.

- Watchers and challengers should never be allowed to stand behind the check-in stations.

Recommendations Regarding Identification Badges

- We recommend that poll workers continue to wear badges identifying them as official poll workers, which includes their name, title and party identification, as currently required by law.

- Because the existing law requires that their party identification be included, we recommend that state legislators reconsider this statute and consider whether or not such presentation is a form of electioneering in the polling place that should not be allowed. Information on party diversity in the polling location could be better achieved through other reporting means.

- County workers should wear name badges so presiding judges, other poll workers and voters know that they are official election administrators.

Recommendations Regarding Voter Identification

- Maintain a strict training system for voter check-in that encourages poll workers to obey the voter identification law. This has been very successful.

Recommendations Security Procedures, Security Procedures Related to Assisted Voting

- Training needs to include an emphasis on logging instances of assisted voting, including the name of the person giving assistance and the name of the voter, especially if the assistant is a poll worker.

- Training needs to emphasize that although poll workers can assist voters in the voting process, including the reading of the ballot, they should refrain from a discussion about the merits or deficiencies of individual candidates or issues, even when asked.

- The floor judge in charge of observing voting in the voting booths should be responsible for observing and recording instances of voter assistance.

- Using the voter permit to record voter assistance is not centralized or easily transparent for post election for review. Alternative methods of recording this information should be considered.

Recommendations Regarding Provisional Voting

- Monitor the incidence of provisional voting at each polling place. Relatively large differences between polling locations in the proportion of voters who voted provisionally may suggest training problems with particular presiding judges.

- Training should continue to emphasize that voters have the right to vote a provisional ballot and it is the obligation of the presiding judge to provide a provisional ballot if requested. This does not mean that the presiding judge should not try and assist a voter who, for example, lives in a different county and therefore her vote will not be counted if she votes provisionally. But, ultimately, it is the voter's decision to vote provisionally and the presiding judge should in the end respond to the request of the voter in this regard.

- If presiding judges confirm that a voter is not on the voter registration list through the county election officials, we recommend allowing the voter to vote provisionally so that they have a second opportunity for their voter qualification to be examined and the potential to appeal any decision.

- Provisional voters should be provided with an explanation sheet that defines their status, the criteria used to qualify the ballot, how the provisional voter will be contacted regarding the final disposition of the ballot, and the fact that a provisional voter may appeal the disqualification of their ballot.

- State legislators should consider changing the law to allow provisional votes to be accepted across county lines. This would reduce many of the uncounted provisional ballots. We note that HB 92, proposed in the 2013 legislative session, would have allowed cross-county voting.

Recommendations Regarding Bernalillo County My Vote Center App and Long Lines

- Discontinue using the app if it is unreliable because it just creates frustrated voters and poll workers.

- To make the app work better the systems clerk should not be responsible for counting the number of voters in line to assist the My Vote Center App in accurately reflecting the amount of time necessary to vote at any given location. We suggest that the poll worker responsible for printing sample ballots be assigned this job. They have access to a computer and given that their job is the least demanding, it allows them to count the number of voters in line and insert that information into the system.

- Emphasize in training and develop a clear and uniform policy on when poll workers should inform voters of nearby locations that are less busy. They should only communicate such information to voters when they know it is accurate.

- If the application is functional create signs that can be hung in waiting areas advertising the app so that voters in line can check for additional locations while waiting. This may encourage some of them to find an alternate location on their own

Recommendations Regarding Disabled Voters and the Dominion ICE machines

- Consider other options for an assisted vote system for disabled voters that provide for more efficiency and are easier for the user to operate.

- Set up one Dominion ICE machine that includes the privacy shields for assisted voting.

Recommendations Regarding Absentee Voting

- Absentee voters can currently phone a local number to determine if their absentee ballot has been received. Online tools should be developed for the same purpose.

- To facilitate efficiency and expedite the counting of absentee ballots, ballots that are not readable by machine should be reproduced and inserted into the vote tabulator.

Recommendations Regarding Post –Election Procedures and Treatment of Election Observers

- Poll workers should be aware that challengers, watchers, and election observers may be present at closing and that they are an important component to the perceived legitimacy and fairness of the election process.

- Though this would likely require legislative change, one possibility for handling closing would be to allow poll workers to return to the voting location in the morning when they are fresh to close the polls. One of the major problems with closing is the fatigue of the poll workers at this point and their inability to comprehend and follow complex instructions. Waiting until the next day might make closing processes smoother.

- Another possibility is to have an alternative staff come in and help close the next day. Perhaps this could be done in conjunction with the PJ and EJ and County staff.

- Increase the hands on training for closing instructions and include specific problem sets that PJs will likely see on Election Day.

- Train the MPJ to close down 1 tabulator at a time. This was consistently found by poll workers and reported to us to be the most efficient method.

- Poll worker training should emphasize to poll workers that they are not allowed to dismantle the polling location early, or even after 7:00 PM if voters are still voting.

Summary of Key Findings from Voter and Poll Worker Surveys:

Poll Worker Survey Findings

- When we asked poll workers why they were poll workers, the three statements most poll workers strongly agreed with were (1) "it is my duty as a citizen," (2) "I am the kind of person who does my share," and (3) "I wanted to learn about the election process." These 3 reasons have consistently and over time been the major reasons poll workers indicate why they decided to be a poll worker.

- Eighty-eight percent of poll workers said they are either very likely (64%) or somewhat likely (24%) to be a poll worker again. This is very similar with what we found in previous survey.

- Monetary incentives were also a very important factor for nearly half (46%) of poll workers. Since this is a fairly important reason for being a poll worker and poll workers work long hours, we recommend raising the compensation for being a poll worker. A raise in compensation might make it easier to attract more and higher quality poll workers.

- On a 1 to 10 scale, where 1 is very poor and 10 is excellent, all of the positions averaged a rating at or above 8.7. These generally high numbers speak to the overall positive and collegial environment that we observed at the early voting locations.

- On average, about 4% of poll workers felt intimidated by poll watchers or challengers at one point or another, which is about the same as we saw in 2010 and 2012.

- Just over half (56%) of poll workers strongly agreed that they were confident in their ability to do their job on Election Day and another 37% indicated they somewhat agree. This is about 5% higher than in 2012.

- A majority of poll workers report that they strongly agree that the training was easy to understand (64%) and that the training was hands on, not just a lecture (61%). In 2012 only 54% indicated it was easy to understand, but 69% it was hands on.

- Poll workers were much less likely to strongly agree (4%) or somewhat agree (12%) that the trainings spent enough time covering election law and procedures, especially among presiding judges (33%) and exceptions judges (29%). About 1 in 8 poll workers across all positions strongly agreed that they would have liked more training (14%). Overall these findings suggest that election law and procedures can be better integrated into the current training rather than adding additional modules to the training to cover these topics.

- Overall, training procedures are well received by poll workers with a very small minority strongly agreeing that the training is boring (4%) or that the training is too long (5%), which is what we saw in 2012.

- Just over half (53%) of all poll workers indicated that the training was more thorough than previous trainings.

- Four in ten poll workers strongly agreed and five in ten agreed that they had the tools and resources to do their job well on Elections Day.

- Five in ten poll workers strongly agreed and four in ten agreed that their job requirements for Election Day were clear.

- Two thirds of poll workers strongly agreed that they are proud to tell other people that they work the polls.

- Nearly 100% of poll workers received training materials at their training session and over eight in ten of them indicated they read all or most of the materials before Election Day.

- Based upon viewership many poll workers took advantage of the new online poll worker training video tools. We find that three in four poll workers (75%) report watching at least one online training video with presiding and exceptions judges the most likely to report watching an online video.

- The most popular video to watch for all positions was the opening video, which was the first one in the sequence on the County web page. It may be useful for the County to identify to poll workers which videos are most important for their position and encourage them to review those given that almost all poll workers (92%) report learning "A lot" or "Some" from the videos.

- On average 47% of poll workers rated their in-person training as excellent and another 44% rated is at good, 6% rated it as fair and 3% rated it as poor.

- Poll workers report great enthusiasm in preparing for their jobs. Fully 52% report being very excited and another 38% report being somewhat excited.

- The survey results suggest that better training in the processing of provisional ballots, spoiled ballots and in-lieu of ballots should be expanded.

- 36% of poll workers sought the job on their own, 13% responded to an advertisement in the local media, and about 23% were recruited by another poll worker.

- Most poll workers (87%) report following the procedures and offering voter registration forms to inactive voters and voters who indicated that they had moved. This is much

higher than in 2012 when about 70% of poll workers reported giving out new registration forms.

- Over four in five poll workers (85%) found the instructions for when to ask a voter for his or her identification before voting to be very clear.

- Four in five poll workers found the instructions for when to issue a provisional ballot to be very clear.

- Poll workers report a high level of confidence that they counted the votes correctly in their voting location. Approximately 99% of poll workers in early voting and 97% of poll workers on Election Day were very or somewhat confident that the votes were counted accurately in their polling place

- Almost all poll workers were very satisfied (80%) or somewhat satisfied (17%) with their performance as a poll worker. These performance ratings are similar to poll worker evaluations from 2012 and 2010.

- We asked poll workers to rate the overall quality of the voting center they worked in. A large majority of poll workers thought that the quality of the location was excellent or good (77%). Almost one in five rated the location as fair with five percent of workers rating it as poor

- 9% of workers were unable to enter the VCC at 6:00AM. Furthermore, 27% of respondents noted that not all of the poll workers arrive on time.

- Over three-fourths (76%) of poll workers thought that the instructions for opening the polls were very clear, while two in five (22%) poll workers thought that the procedures for closing the polls were clear. Improvements need to be made in poll closing instructions.

- Over seven out of ten poll workers rate their polling place as "excellent" or "good" for the following categories: adequate space of operate the polls, accessibility for voters with disabilities, general condition, noise level, parking, number of tabulators, number of voting booths, lighting, and the layout.

- Only about half (57%) of poll workers indicated there were an adequate number of computers to check in voters. Just less than half (47%) indicated that there were enough printers to print ballots. More computers and printers are needed.

- About two thirds of poll workers indicated the temperature of the facility was good, but one third indicated that it was too hot or cold.

- Almost nine in ten poll workers report that voters were offered privacy sleeves very often.

- Two-thirds of poll workers state that there was a Spanish-speaking poll worker at their VCC.

- Three in four poll workers report that the poll workers at the location were very friendly to each other. This is an encouraging finding considering that over half of poll workers found Election Day to be very (17%) or somewhat (39%) stressful.

- Over nine in ten poll workers strongly agreed (29%) or agreed (62%) that voters were satisfied with the voting process.

- Poll workers report using the minimum voter identification requirement a fair amount of the time (69%) of the time, which is up from 62% in 2012 and 44% in 2010.

- We find that 26% of poll workers report looking at a voter's ballot at least once, 40% showed a voter where a mistake was on their ballot, and 26% helped a voter complete their ballot.

- Over half of the poll workers (56%) state that there were problems with the ballot printers. Unfortunately, our survey does not ask what type of problems existed, but we did ask, "what was the biggest problem on ED?" The answers are quite varied, but 3 problems stand out. First, poll workers consistently complain about the need for more computers/printers/check-in stations. In one case, a poll worker discussed how they received a replacement printer that was not calibrated to the vote tabulator and therefore its ballots are unreadable. Second, reconciliation issues kept coming up as a problem and third hand tally issues arose.

- Over ninety percent of poll worker report that voter privacy was compromised hardly at all (16%) or never (77%).

- Less than ten percent of ballots were unreadable by the vote tabulator very often (3%) or somewhat often (3%).

- Poll workers note that it is relatively uncommon for voters to need assistance with only one in four responding that this happens very often (3%) or somewhat often (25%). Eight in ten poll workers noted that voters used the ICE ATI hardly at all (46%) or never (34%). Poll workers report that there were relatively few problems with the ICE ATI machine, but half thought that it did not work well. Very few poll workers encouraged voters who spoiled ballots to use the ICE ATI with a new ballot.

- Over three in four poll workers report contacting the County on Election Day. The vast majority of those who contacted the county felt that it was very easy (46%) or somewhat easy (39%) to get a hold of them. Poll workers generally felt that the County was very (58%) or somewhat responsive (35%) to the call. On average it took 15 minutes to resolve the poll workers most difficult problem.

- We find that a little over ten percent (13%) of poll workers had an argument or disagreement with another poll worker. One in four of these arguments disrupted the normal routine of the VCC. Less than seven percent of poll workers had an argument or disagreement with one of the voters. These incidents were less likely to disrupt the normal routine of the VCC.

- We find that nine out of ten poll workers found the instructions for closing the polls at the end of the day to be very (60%) or somewhat (30%) clear. Similarly, we find that poll workers found the instructions for reconciling the number of voters and ballots to be very (57%) or somewhat (31%) clear

Voter Survey Findings

- 15% of BC voters voted absentee, 49% voted early and 36% voted on Election Day.

- Nearly three quarters of absentee voters chose to vote by mail for reasons of convenience. Another one quarter wanted to avoid lines or vote centers on Election Day.

- About one-third of early and Election Day voters leave from home to go vote. But beyond that early and Election Day voters differ in terms of their activities before going to vote, which ultimately affects the voter demand curve. Early voters are much more likely to schedule voting as a part of their day. Over 2 in 5 (41%) early voters indicated they were doing errands and included voting as part of their errand activity for the day, while this was only true of about 1 in 5 (18%) of Election Day voters. Election Day voters were two times more likely to vote on their way to or from work than early voters (19% vs. 7% to work; 24% vs. 11% from work).

- We find that the County Clerk's website is an important resource for voters with two in five voters (42%) indicating they visited the clerk's website at some point during the election. A huge majority of these voters went to the website to find the location of VCCs and hours of operation.

- BC voters, on average, reported waiting about 14 minutes in line to vote during the 2014 midterm election. However wait times differ depending on whether the individual voted before the election, during early voting, or on Election Day, and in all cases by location.

- One-third of early voters, but only 7% of Election Day voters indicated they had no wait when they went to vote.

- Election Day voters indicated a broad range of wait times from no wait time up to 150 minutes. On average, Election Day voters reported waiting 25 minutes to vote.[8] This is much longer than in the last midterm election in 2010 when Election Day

[8] The difference in wait times between early and Election Day voters is statistically significant at $p < .001$.

voters in Bernalillo County averaged a very short 3 minutes and in the 2012 presidential election, when VCCs were also used, where the average was 16 minutes.

- Early voters indicated a much shorter range relative to Election Day voters from no wait time to up to 75 minutes. On average, in the 2012 general election early voters reported waiting about 5 minutes to vote. In 2012 this was about 4 minutes and in 2010 was about 3 minutes.[9]
- 98% of early voters waited 30 minutes or less to vote while 72% of Election Day voters waited 30 minutes or less to vote.
- Early voters were much more likely to perceive the line length "as not long at all" or "not very long" --over 90% of early voters-- than Election Day voters where only half (51%) expressed that attitude. And fully 1 in 4 indicated that the line length was "very long."
- In our survey, voters were asked if they considered their overall wait time to be "no wait time" a "short" wait time, a "moderate" wait time or a "long" wait time. Voters who indicated "no wait time" averaged about 1.3 minutes with a range of 0 to 15 minutes. Those indicating a "short" wait time averaged about 9 minutes with a range of 0 to 85 minutes. Voters indicating a "moderate" wait time averaged 26 minutes in line with a range of between 0 and 130. Finally, voters indicating a "long" wait averaged 55 minutes in line with a range of between 10 and 150 minutes.
- 94% of in-person voters implicated the check-in system as the location where they waited the longest. About 5% of voters indicated they had to wait for a voting booth and only 1% indicated their longest wait time was standing in line to insert their ballot into the vote tabulator.
- Although we find that there were few reported problems concerning paper ballots, about 5% or 7,382 of in-person voters indicated they made a mistake on a ballot. This was substantially higher than we saw in either 2008 or 2012 when the proportion was only 1.5%. We suspect that mistakes on ballots were more common in 2014 because of the exceptionally long ballot. We found that about 2% of all voters over voted and about 1.7% voted for the wrong person. Another .7% indicated that the tabulator would not accept their ballot, while another .6% indicated that they under voted.
- For voters who over voted or had a tabulator problem, nearly three in five (57%) of them placed their ballot into the hand counting bin, while about two in five (43%) of them got a new ballot and re-voted the entire ballot to correct their mistake.

[9] Statewide, the increases in wait times in both early and Election Day voting across years is statistically significant at $p<.001$ using a one-sample t-test.

- 72% of absentee voters indicated it was "very easy," consistent with what we saw in 2012, and an additional 28% indicated that it was "somewhat easy" to follow the instructions. Importantly, no voters indicated it was somewhat or very hard.
- About one-quarter of absentee mail voters were either somewhat (18%) or very (7%) concerned that their ballot would arrive on time to the County Clerk's office to be counted. This concern was much lower in 2014 than in 2012 and was lower than in 2010.

- Importantly, BC has a procedure that allows voters to call to determine if their ballot has been received or not. We find that only about 14% of absentee voters used this service. Voters who were more concerned about their ballot arriving on time were more likely to use this system. About 36% of voters who were very concerned called in to check on their ballot, while only 7% of those who were not concerned at all did so.

- In 2014 the ballot was a problem for many voters because of its length. About 7 in 10 voters either strongly agreed (33%) or somewhat agreed (38%) that the ballot was too long, while 3 in 10 either somewhat disagreed (19%) or strongly disagreed (11%).

- Although the ballot was too long, it was generally not difficult to use. Nearly 8 in 10 voters strongly (31%) or somewhat agreed (47%) that the ballot was easy to use. However, when the ballot was a bit shorter in 2012, 13% more voters agreed that it was easy to use (78% in 2014 versus 91% in 2012). Thus the length of the ballot is moderately associated with how easy it is to use and has implications for the overall voter experience.

- Voters who had a hard time finding a polling location, or had to go far out of their way to vote, or had a hard time finding a place to park, were less likely to feel their ballot was easy to use and were less confident interacting with their ballot.

- Helpful poll workers increased positive attitudes toward use and confidence in the ballot as well.

- For absentee voters, easier instructions related to casting their ballot positively influenced their attitudes toward the ease of use of the ballot.

- Demographic differences between voters, including gender, education, and ethnicity (black, Native American, Hispanic, white) did not matter to a voter's feelings toward his ability to use the ballot easily. However, older voters were less likely to feel their ballot was easy to use.

- In the 2014 general election, we found that more than half of in-person voters used a privacy sleeve.

- Although about 30% of voters did not believe that the privacy sleeve enhanced their overall privacy during the voting process a large majority (70%) of voters felt that it enhanced their privacy a lot (20%), somewhat (35%), or a little (15%).

- Over 9 in 10 voters (93%) agreed that their ballot privacy was protected exactly the same as we saw in 2012. Over 1 in 2 (56%) "strongly agreed" and almost another 4 in ten (37%) "somewhat agreed." This leaves about 7% who disagreed and were concerned about their ballot privacy.

- A positive local experience strongly influences attitudes toward ballot privacy. Voters who had a hard time finding a polling location, or had to go far out of their way to vote, or had a hard time finding a place to park, were less likely to feel their ballot was private and secure.

- Helpful poll workers were associated with positive a feeling that a voter's ballot privacy was protected and that the information on their ballot was secure after voting.

- Ballot privacy and ease of use are moderately and positively related such that as the ease of using the ballot increases so do feelings about its privacy. Usage and privacy go hand in hand.

- Importantly, voters who made a mistake on a ballot were less likely to feel their ballot information was secure after voting. This could be due to their ballot being placed in the hand counting bin, instead of being counted by the tabulator, or because their spoiled ballot, which had many of their preferences on it, went into a spoiled ballot envelope. Or it could be because a poll worker looked or handled the ballot after the mistake was made.

- Demographics proved to be unrelated to ballot privacy questions along with voting mode.

- We wondered how many voters prefer having a paper record of their vote. We asked voters to agree or disagree with the statement, "It is important to me that there is a paper record of my vote." Nearly 8 out of 10 voters agreed with this statement in the last two election cycles, leaving a mere in 2 in 10 who do not feel it is important to have a paper record of each vote.

- Gender, education and Hispanic or Latino identity did not influence attitudes toward the paper ballot as a record of voting. Age, however, did matter. Older voters were more likely to believe that it is important to have a paper record of individual votes.

- We found that almost 4 in 5 (78%) voters prefer to vote their entire ballot. Nevertheless, over 1 in 5 (22%) of voters choose to only vote for selective offices. Voters who choose to vote in only some offices tend to especially ignore the judicial retention questions.

- The survey results show that, overall, the poll worker-voter interaction was very positive. Similar to previous election contests we find: 95.5% percent of voters agreed with the statement that their poll workers were helpful. Only 4.5% of voters disagree with the statement that their poll workers were helpful.

- 9 in 10 (90%) of voters indicated that they either "strongly agreed" or "agreed" with the statement that their voting location was "easy to find." This is similar to what we saw in 2012.
- Only 10% of early and Election Day voters "somewhat" or "strongly disagreed" with the statement that the location of their voting site was easy to find.
- There was no difference between early and Election Day voters in their ability to easily find the VCC.
- These numbers are slightly less than the precinct based model in which a mere 2% of voters in Bernalillo County in 2010 indicated they found it somewhat hard or very hard to find their polling place.
- We asked voters to agree or disagree with the statement, "I had to go far out of my way to vote." We found that 95% of voters disagreed with this statement and 5% agreed with it.

- About 3 in 50 voters during early voting had problems with parking or about 6% of voters. However, on Election Day nearly 1 in 5 voters (18%) indicated that it was hard to find a place to park at their VCC. We found no difference in the ethnicity, education, age, or gender of those that indicated they had a hard time parking. The difference between early and Election Day problems show why it is important to have APS schools close on all federal Voting Days.

- About 4% of voters used the My Vote Center App during early voting, but 14% used it on Election Day, up 8% from 2012 when it was only 6% of voters that reported using the app.

- 96% of in-person voters agreed with the statement that the "voting process was easy."

- We also asked, "How would you rate the overall quality of your vote center? Excellent, good, fair or poor." We found that early voters and Election Day voters had differing overall opinions. 95% of early voters rated their VCC excellent (57%) or good (38%), but only 81% of Election Day voters rated their VCC excellent (39%) or good (42%).

- Almost 3 in 5 (58%) of voters were very confident and more than 3 in 10 (36%) were somewhat confident that their vote was counted correctly. Thus, over 9 in 10 voters (94%) were very or somewhat confident that their ballot was counted correctly.

- About 5 in 100 voters (5%) were not too confident and only about 1 in 50 voters were not at all confident (2%).

- About 9 in 10 voters rated their overall voting experience as "excellent (45%) or "good" (45%).

- About 1 in 10 voters rated their overall voting experience as only "fair" (9%) or "poor" (2%).

- About 1 in 5 voters indicated they were asked for photo identification at the polls. This is consistent with what we saw in 2012. There was no difference between whites and Hispanics in terms of whether or not they were asked for photo-id.

- To assess attitudes toward the trade-off between vote fraud and greater access, we asked, "Which is more important, ensuring that everyone who is eligible has the right to vote or protecting the system against fraud?" Almost three in five voters (58%) thought that protecting voter access was most important and nearly 2 in 5 voter voters (38%) thought that preventing voter fraud was more important.

- Voters increasingly believe, as shown by over time BCES data, that it is more important to ensure that everyone who is eligible has the right to vote than to protect the system against fraud.

- We find that partisanship is the main determinant of attitudes toward access and integrity. Nearly 8 in 10 Democrats (78%), compared to only 3 in 10 (31%) Republicans believe that is more important to ensure that everyone who is eligible has the right to vote. Democrats, over time, have increased their support for access over integrity.

- Nearly 2 in 3 Republicans (64%), compared to only 1 in 5 (19%) Democrats believe that it is more important to protect the system against fraud.

- When voters were asked to agree or disagree with the following statement, "Photo identification should be required of each voter," one-half (50%) of voters "strongly agreed." Another roughly 1 in 6 (17%) of voters "agreed" with the statement. Thus about two-thirds of voters support photo identification.

- We asked, "How often do you carry some kind of government issued identification (for example a driver's license, passport, or state-issued ID card) with you when you leave home every day?" nearly all voters, 99.6%, indicated that they carried a government ID "all" (93.7%) or "most of the time" (5.9%). Hardly any voters indicated that they carry a government issued ID only "some of the time" (.3%) or "never" (.1%).

- We find that about half of voters think the voter identification law is just right (45%) and about half think it is not strict enough (53%). This is fairly similar to what we saw in 2012, but shows a large change compared to 2010. In 2010, three in five voters (61%) indicated that the New Mexico law was not strict enough and about two in five (38%) indicated it was just right.

- We asked, "which of the following best describes your opinion regarding convicted felons' voting rights?" 9% indicated convicted felons should never lose their right to vote 8% indicated that convicted felons who are currently on probation/parole should regain their right to vote. 65% indicated that convicted felons should regain their right to vote once their sentences are complete and 18% indicated that convicted felons should permanently lose their right to vote.

- We asked voters how much they agreed or disagreed that voting rights should be extended to 16 and 17 year olds. We found that only 11% of voters supported youth enfranchisement and 89% did not support it.

- Voters' support opening the primaries to unaffiliated voters. Seven in 10 voters either "strongly agree" (47%) or "agree" (22%) that primary elections should be open to all voters, not just those registered as Democrat or Republican. 9% of voters "disagree" and 18% of voters "strongly disagree."

- We asked voters to agree or disagree with the following statement, "Voters should be able to register on Election Day to vote." The survey results found that about four in ten voters (45%) support moving to an EDR system, but that a majority of voters (55%) do not currently support moving to an EDR system.

- We asked voters whether they agree or disagree that, "Counties should be able to put non-binding questions on the ballot (e.g. marijuana referendum). Over 3 in 5 voters (62%) agreed with the Supreme Court that counties should be able to include nonbinding questions on the ballot and only about 2 in 5 voters (38%) disagreed.

- We asked whether voters agree or disagree that, "Public financing should be used to pay the costs of state legislator campaigns." We found that 45% of voters support public financing but that a majority, (55%), do not. Party identification is strongly related to support for public financing. A majority of Democrats (60%) support public financing, but a minority of independents (40%) and Republicans (23%) do.

- We asked, "How do you think we should elect the President: should it be the candidate who gets the most votes in all 50 states, or the current electoral college system?" Over 7 in 10 voters (72%) preferred the candidate who gets the most votes in all 50 states, while less than 3 in 10 voters (28%) preferred the current Electoral College system.

- We found that nearly three in five voters (57%) agreed that purges might result in eligible voters getting mistakenly removed from the polls. 2 in 5 voters (43%) disagreed that purges may result in eligible voters getting mistakenly removed from the polls.

- One commonly considered election reform measure is proof of citizenship either at the polls or when registering. This is a very popular measure among the public, with nearly 3 in 5 voters (59%) agreeing with the statement that, "Proof of citizenship should be required of each voter at the polls," and about 2 in 5 (41%) disagreeing.

Part 1. Election Observations

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1.1 Introduction and Study Background

We have conducted election monitoring in BC, NM over the last 5 federal election contests from 2006 to 2014. Election monitoring has a long tradition and, when done systematically, can provide important insights into election implementation. In addition, there are many benefits of an uninterrupted, repeated experience with observing a series of election contests over time in the same county. First, it has provided us with a long-term perspective on election administration and election administration change. Our teams have the critical experience, training and knowledge to evaluate election administration procedures as they present themselves in the vote centers. Second, it has provided us with a unique context for understanding the complexities of implementing changes in election administration, where the values of integrity, security, and access are paramount and sometimes in tension. Third, it has also helped us to understand the changing face of election administration, and the nature of change, progress, and the unintended consequences and benefits of innovation. Fourth, it has created a dynamic and productive relationship with BC staff. We learn from their experience and knowledge then observe election procedures and processes and make recommendations. They respond and make changes, using our insights and on the ground observations as opportunities to improve and/or critique their procedures and methods and the process starts again. Fifth, over time we have developed better methods and measures to understand and communicate our Election Day experience. Sixth, it has provided us with systematic data over time to make comparisons and to provide strong social science evidence for our conclusions. Seventh, each team does multiple voting locations and has the flexibility to return and stay at a location as long as necessary. This provides us with the cross-sectional knowledge to observe differences across the same space in time and across locations, as well as provide a longitudinal perspective to consider how factors differ over time.

Since 2006, BC has made tremendous progress in the administering of elections. In particular, there is better and more effective training of poll workers and BC staff, and greater consistency across vote centers in terms of treatment of voters, the following of election administration law, the implementation of voter identification, the higher quality of poll worker and voter interactions, and the better use of technology. There has also been innovation to address and solve problems and work to provide for a better and more uniform experience for each voter.

Indeed BC is at the forefront of election administration nationally. When we consider not only the progress that has been made in modernizing and professionalizing election administration practices, but also that BC is an innovator, creating efficient, cost-effective, and high integrity elections we recognize the leadership role that BC is playing nationally. Indeed BC Clerk Maggie Toulouse Oliver's testimony before the Presidential Commission

on Election Administration helped to identify many of the best practices that were later included in the commission's report. Therefore when we compare the best practices for localities from the *American Voting Experience: Report and Recommendations of the Presidential Commission on Election Administration,* we find that BC has already accomplished many of the goals:

- The report recommends that polling places should be located close to voters with sufficient parking. BC uses VCCs that require larger areas to accommodate voters, including larger parking areas.
- The report recommends that polling places should be accessible to voters with disabilities. All VCCs in BC are selected for their accessibility by these types of voters.
- The report recommends that local election officials should have a diagram of every polling place and where equipment should be located and what the flow of voters should look like. BC with the move to VCCs has created maps or diagrams to maximize the voter flow in each VCC.
- The report recommends that polling locations employ line walkers to assist voters in line. BC employs greeters who help direct voters to the correct line and provide them with sample materials or to check their registration status.
- The report recommends that voters should have information on line length before they go to the polling place. BC has employed an app that provides voters with estimated wait times at VCCs across the County.
- The report recommends that election officials should estimate the time it takes to service voters to provide adequate equipment to meet voter demands. BC models service times for voters to adequately estimate the required amount of equipment. However, in 2014 unforeseen printer problems and testing time loss due to issues related to resolving the ballot content via litigation initiated at the state level prohibited BC from conducting a full analysis of the BOD system and the time it would take for each voter to receive a ballot.
- The report recommends that jurisdiction use electronic poll books. BC uses electronic poll books as part of the VCC election model.
- The report recommends that election jurisdiction use schools as polling places and that schools should be closed on Election Day. BC has most of its polling locations in schools or suites in large strip malls. BC continues to attempt to negotiate with Albuquerque Public Schools to close schools during midterm federal elections.
- The report recommends that states should survey and audit polling places to determine their accessibility. BC has worked closely with the Center for the Study of Voting, Elections and Democracy to have an independent audit or evaluation of the BC election eco-system since 2006.
- The report recommends that jurisdictions provide bilingual poll workers in areas where there are significant number of non-English speaking voters. BC has at least one bilingual poll worker in almost every VCC.

- The report recommends that jurisdictions expand opportunities to vote before Election Day. BC has expanded early voting.

Thus, BC represents a county on the front edge of election administration, innovating and working to make the voting experience a positive one for the voter to create integrity and confidence in the process. The success of BC on this front is clear by the increasing voter confidence over time found in Chapter 3. Therefore, the 2014 election had many aspects that were well run including early voting, training, absentee voting, and consistency in application of administrative law (e.g. voter ID), the design of polling places to allow a circular flow, and generally high levels of poll worker professionalism. But the new technology, particularly the on-demand, individualized ballot printers, was unable to meet voter demands in a large number of Voting Convenience Centers (VCCs) on Election Day resulting in long lines in some VCCs. While the VCC model has many strengths, the necessary technology and equipment must be available to accommodate demand and improvements needed to be made in this area.

In this report, we focus on four distinct areas of administration. 1) state election laws that we believe need to be changed for a better election flow and for greater electoral integrity; (2a) In-person poll worker training; 2b) Web based training videos; 3) Operation challenges during early and Election Day voting and 4) technology issues that influence local election officials, poll workers and voters. Many of these issues overlap and will be discussed in combination.

As in 2012, we observed effective training and largely high quality and service oriented poll workers in 2014. Broadly speaking, poll workers were professional even under stressful and difficult conditions. We saw largely consistent procedures across VCCs, which is important to bureaucratic fairness and the integrity of the process and is a place where BC continues to excel. Nevertheless, a few vote centers had poor quality staff that were not following rules and procedures adequately and we observed a few policies that were administered inconsistently across polling locations. Although this was not the norm, and there was greater overall consistency than we have ever seen before, where appropriate we will note the inconsistencies, how they compare to previous years, and how improvements can be made. We will also note new challenges presented by the vote center model, especially in relation to processing voters and technology, which are the factors that are currently limiting the efficiency of the vote center model. We will also discuss any unintended consequences that require adjustments in election administration, vote center layout, and/or training.

In 2014, we observed voting in both early and Election Day VCC. We observed all 19 early VCCs twice, on opening and closing day of early voting, and 68 of 69 VCCs on Election Day. Two person teams consisted of some combination of faculty, graduate and undergraduate students that were assigned to observe specific VCCs, and fill out an observation sheet/questionnaire on vote center procedures and activities (see Appendix 1.2 for questionnaire and Appendix 1.1 for tabulation of questionnaire results). In addition, team members participated in a joint project with the Massachusetts Institute of Technology

(MIT), funded by the Democracy Fund, which examined polling place congestion and voter flow. The purpose of the Polling Process of the Future (PPOTF) research project was:

1. To develop techniques that could be used to gather the relevant data necessary to apply queuing theory tools to polling places.

2. To assess and calibrate the existing polling place tools on the VTP web site (http://web.mit.edu/vtp/) against data drawn from actual polling places in actual elections.

3. To provide feedback to the five selected jurisdictions about the implications of the gathered data for the management of polling places in their localities.

During the 2014 election we observed each VCC at least once, all early locations at least twice and 68 out of 69 VCCs on Election Day (see Appendix 1.3 for a list of locations we visited in early voting, Appendix 1.4 for a list of locations we visited on Election Day and see Appendix 1.5 for a list of team members). Our observers were trained in-house and each participant took a minimum of one poll worker training course. Half of the team members (those who participated in both early and Election Day observation) attended one additional poll worker class. The minimal course was a short 1.5 hour course that focused on the overall voting process and how the county had designed voting operations to work efficiently. More substantive courses included those for the presiding judge/exception judge, the system clerk, and the floor judge.

Election observers also watched training videos available on YouTube or on the BC's web site (http://www.bernco.gov/Poll-Worker-Training-Videos/) to familiarize themselves with the equipment, and procedures. Training provided team members with firsthand knowledge of the laws, rules, and administrative processes related to this year's election process and provided insight into the instruction provided to poll workers, which allows for a better overall understanding of what should be occurring during the election. It also provided an introduction to the new voting equipment, including a new vote tabulator that was first employed in the June, 2014 primary. Bernalillo County uses the Robis AskED ballot on demand system to print ballots and the Dominion Imagecast Evolution (ICE) tabulator to both count paper votes and serve as an automatic vote system for handicapped or language impaired voters.

This part of our report should be read as one component of this systematic analysis of the election process. The Election Observation Report has 5 sections:

- Section 1.1 describes the background to the study.

- Section 1.2 discusses the methodology behind the election observation and monitoring process in general.

- Section 1.3 is an examination of pre-election preparations (e.g., training) and polling place setup.

- Section 1.4 discusses the observations and systematic data related to Early and Election Day VCCs.

- Finally, in the Appendix, there is a set of appendices detailing the voting locations the observation teams visited, the names of observation team members, copies of the forms we filled out in each vote center, and the frequency report from those forms based upon our Election Day observations.

1.2 Election Observation Methodology

This is the fifth consecutive federal general election that we have monitored elections in BC, NM.[10] Each time, we have refined and improved our efforts so that we can provide better and more complete observation reports to local election administrators. In each election, the BC Clerk Maggie Toulouse Oliver has provided our research teams with independent and unfettered access to polling locations. The research teams were allowed to monitor and observe polling place operations for as long as team members deemed necessary and to return to polling places multiple times over the course of the day. Thus, the research teams had freedom of mobility and no restrictions on their activities, other than following good rules of behavior and not interfering with the election process in anyway. Such behavior is consistent with US and NM government standards of performance auditing and we are extremely grateful to the BC Clerk and her staff, especially Roman Montoya and Rebecca Martinez, for their complete support and cooperation.[11] Our on-going work with a team of dedicated professionals has created a healthy and productive working relationship over time that has enhanced the quality of election administration and improved voter confidence in the election processes (see Chapter 3).

Our methodology is similar over time, although we have refined our approach and the observation questionnaire has evolved to be responsive to new election administration policies, innovations and challenges. Because of similarities across years in observation techniques, we have the comparability that lets the researchers assess both the current election administration performance, and how procedural, administrative, and legal changes have affected the performance of the electoral ecosystem in 2014. In addition, it allows us to examine how increased familiarity with the paper ballot system, implemented statewide in 2006, and innovations such as the VCC, implemented first in 2012, have changed the quality of the election experience for the voter.

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[10] This includes 2006, 2008, 2010, 2012, and 2014. We also monitored two City of Albuquerque Elections in 2009 and 2011. These reports can be found at: http://polisci.unm.edu/c-sved/papers-and-projects.html.
[11] See Alvarez, Atkeson and Hall, 2013, *Evaluating Elections: A Handbook of Methods and Standards*, Cambridge University Press.

Policy changes just prior to the 2006 election included the adoption of optical scan voting for all counties, statewide. This provides for a paper ballot trail that can be audited and equally important creates specific administrative demands on the election process. The optical scan voting technology requires a voter to fill in a circle or "bubble" next to the name of a candidate on a paper ballot as a means of marking their vote choice and then inserting the ballot in an on-site tabulator. Absentee mail-in ballots are identical to the ballots used for in-person voting, except that absentee ballots are tabulated at a central location. In 2014 the BC ballot was exceptionally long at 19", double-sided and had a 6-point font. The ballot included federal and state offices including US Senate, US House, Governor, Secretary of State, State Auditor, multiple judicial retention ballot questions, state house, etc. There were about also 8 county offices or ballot measures as well as constitutional amendments and bond issues on the ballot. (Appendix 1.6)

Besides continued refinement with the vote center model, in 2014 BC obtained resources for new equipment. The former equipment, including the ES&S M100 tabulator, were having increased maintenance issues and were failing at an increasing rate. The Secretary of State secured resources to obtain new equipment and the state and the county selected Dominion Voting as their service provider.[12]

BC tabulates absentee ballots using the Dominion Imagecast Central (ICC) system that can process up to 130 votes per minute. For voters casting ballots in a VCC either during Early Voting or on Election Day, ballots are tabulated on location using the Dominion ImageCast Evolution (ICE) machine. The ICE machine offers both a vote tabulator and an assisted ballot marking in one device. Thus, voters with special needs can use the controller or headphones and puffer device to cast a ballot independently. These ballots are marked by the ICE machine and then can be first examined by the voter or immediately scanned by the tabulator upon completion.

In 2012 the County first implemented a vote center model and continued with this model in the 2014 general election. Vote centers are an alternative to precinct based voting that provide the opportunity for voters to vote at any location; thus providing more choices with fewer locations. Prior to 2012 Bernalillo County used a traditional precinct model that resulted in 423 precincts in 161 unique locations. The vote center based election model created greater efficiency with a mere 69 unique vote centers that can serve every eligible elector. Centralizing the process into a smaller number of voting locations presents certain challenges. Primarily it necessitates securing larger buildings to accommodate increased voter activity and a larger number of poll workers at each site to facilitate the processing of more voters. However, there also are a number of benefits. In particular, VCCs reduce the overall costs of the election. According to Bernalillo County they saved over $1.1 million dollars by using the ballot on demand system that is required to facilitate serving voters with different ballot styles. In addition, in the aggregate the process decreases the overall number of poll workers needed to run the election because of fewer locations. Fewer poll workers results in better-trained and higher quality poll workers. Finally, decreasing the

[12] See http://www.dominionvoting.com/ for information on the company and their products.

number of voting locations provides the opportunity for more administrative oversight by county employees and more consistent across and within VCCs..

In 2014, we had 5 2-person teams during early voting and 13 2-person teams on Election Day. For early voting we had a total election observation monitoring team of 13 observers and for Election Day we had a total of 27 observers (see Appendix 1.5 for a list of observers). Observers consisted of primarily graduate students, one middle school student, one high school student, and one faculty member from the University of New Mexico and one faculty member from the University of Utah.

Early election monitoring teams were in the field the first day of full early voting (October 18) and the last day of early voting (November 1). Early voting teams visited all 19 early voting locations each monitoring day. Teams were required to observe opening and closing operations and visit two additional VCCs during the course of their monitoring activities. Four teams visited four VCCs and one team visited 3 VCCs.

Election Day monitoring teams arrived at their first VCC at 6:00 AM (when the poll workers are required to arrive) to prepare for opening of the polls at 7:00 AM) and watched closing procedures or voting activities until 10:00 PM. Teams visited between 5 and 6 VCCs over the course of Election Day. Election Day monitoring teams visited 68 out of 69 VCCs.[13] (See Appendix 1.4 for a list of VCCs).

All election observers were trained. Training took place in two ways. First, observers were required to attend an election monitoring training session offered by the Principal Investigator that covered the rules on observing elections as well as the data collection requirements. Observers also attended a minimum of one poll worker training class that covered either a specific poll worker position such as systems clerk or exceptions judge or a short class that provided an overview to the voting process.

Observers collected a variety of data. Data were collected via structured forms. Observation forms used for the 2014 study were updated based upon our previous experiences and on changes in election law, procedures, management, and technology. Observation forms allow us a more systematic and standardized look at VCC activity across all the locations we visited. These forms, along with a frequency of answers to each question, are located in Appendix 1.1 and 1.2 and we refer to them throughout this section of the report. There are four operational components of our research design that allow us to create more comparability across our observation teams and systematically study early and Election Day operations:

- (1) First, all of the observation team members attended poll worker training classes so that they would be knowledgeable about the rules and procedures for precinct opening, closing, and general operations. This proved to be very helpful in

[13] We did not observe the Desiderio VCC on Election Day because of time resources, the location is easily over an hour away from any other location. We did observer voting at Desiderio during early voting and included that information in our observation frequency report located in Appendix 1.1.

recognizing common procedural problems and areas where improvements could be made.

- (2) Second, a subset of the election monitors reviewed all of the videos that were made available to poll workers to assist them with their training. These monitors also reviewed information about the new Dominion ICE machines to familiarize themselves with the nuts and bolts and overall ability of the tabulators.

- (3) Third, each team completed an observation form for each VCC visited and special observation forms were developed specifically for observing polling place opening and closing operations (the forms are reproduced in Appendix 1.2). This allowed for systematic comparability of specific early and Election Day VCC across teams. For example, every observation team had to report for each polling place whether certain procedures were being followed, such as the correct application of voter identification laws, and report on several aspects of the polling place's physical quality (e.g. ADA compliance, adequate parking, lighting, space for voting booths, etc.) The frequency reports produced from these forms are in Appendix 1.1.

- (4a) Fourth, to examine voter processing and line length monitoring team were assigned multiple data-gathering tasks. First, the team recorded the polling place's physical layout with a sketch.

- (4b) One team member kept track of the number of voters arriving at the VCC to vote, recording their observations in 10-minute intervals. They also recorded the number of people waiting in the check-in line at the end of each 10-minute interval, and the number of people who left the check-in line without checking-in (i.e., they got tired of waiting and left without voting), which we call balking.

- (4c) The remaining team member observed voters as they went about the act of voting, making recordings that allow us to calculate the following task (or service) times:

    - *Check-in:* the amount of time spent at the check-in counter, from the moment the voter arrived at the table to the moment the voter left with a ballot to vote. This includes the time it took to print the ballot and the ballot permit, which was, on average, about 3 minutes.
    - *Marking the ballot*: the amount of time spent marking the ballot, from the moment the voter occupied a voting booth to the moment the voter left the booth to scan the ballot.
    - *Scanning:* the amount of time necessary to scan the ballot, from the moment the voter initiated contact with the machine presiding or floor judge to hand in the voter permit, to the moment the voter finished placing their ballot in the Dominion ICE Scanner and it made a sound (ding) indicating the ballot had been scanned and counted.

- Fifth, most team members wrote a 1-3 page Election Day report describing his or her experiences. These reports provided us with a detailed account and record of each observer's experience and helped us determine consistent problems or particular successes. We draw from these anecdotes to highlight key problems or experiences of importance.

- Sixth, most of the observation teams attended a post-election debriefing so that the researchers could compare experiences across the observation teams on areas of strengths and weaknesses while everyone had these thoughts fresh in their minds.

New Mexico law, (NM Stat 1-1-3.2) requires that election observers register as academic election observers with the New Mexico Secretary of State. The Secretary of State provided us with a form and we wrote a letter identifying all of the students and faculty involved in the project. A copy of the form is located in Appendix 1.7.

Many of those involved in the election observation study had considerable previous experience studying and observing elections in several states, including New Mexico. All of the observers were academics or students making them independent of the political parties and candidates. Team members were mostly recruited from the Political Science Department at the University of New Mexico. Most teams consisted of 2 members, but sometimes a 3rd observer also participated. Several observers study elections and campaigns and many of them were very knowledgeable about New Mexico elections and politics. A number of graduate students had worked with us previously and thus had intimate knowledge of New Mexico's election administration from previous elections and other projects.[14]

Prior to the election, observers were given briefing materials explaining the purpose of the study, some details on New Mexico election law, including voter identification rules, and state rules on election observation and monitoring. Teams also had Election Day forms, maps of the area, Voting Convenience Center lists, and contact phone lists for the team leader (Professor Lonna Atkeson), her graduate assistants (Alex Adams and Janelle Johnson), and the Deputy County Clerk Roman Montoya.

Working in close consultation with the team leader and her assistant, each team of observers was assigned a specific set of VCCs to observe on Election Day with the goal of monitoring all but one Election Day VCC. Each team was given 5 or 6 VCCs to monitor. VCCs were located all around the county and in a variety of locations including community centers, public schools, strip malls, government buildings, and office parks.

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[14] See, for example, Atkeson, Lonna Rae, R. Michael Alvarez, Thad E. Hall, Lisa A. Bryant, Yann Kerevel, Morgan Llewyllen, David Odegaard. 2008. "The 2008 New Mexico Post Election Audit Report," available at: http://www.unm.edu/~atkeson/newmexico.html.

In early voting the election monitoring process consisted of the following three steps:

- First, observers arrived at a VCC about half an hour before opening, when the poll workers arrived. Because machines in early voting were already up and running, opening procedures were not applicable and thus less time was needed to prepare voting operations for voters.

- Second, observers engaged in observing line activity for 1 full hour after which election monitors could fill out the observation forms about poll workers and polling place attributes.

- Third, observers visited an additional 3 VCCs and followed the same procedures. Election monitoring teams were required to visit one VCC in the last hour of voting and were required to stay and observe closing procedures.

- Fourth, observers entered their observational form data into an Internet survey and then turned over any remaining materials to team leaders.

On Election Day, the observation process consisted of the following three stages:

- First, observers arrived at one of their assigned polling places at 6:00 AM, the same time as the poll workers and well before the opening of the polls at 7:00, to study the VCC setup process and complete a special opening form that asked questions specific to the opening process.

- Second, observers engaged in watching line activity for 1 full hour after which election monitors filled out the observation forms about poll workers and polling place attributes.

- Third, observation teams went to other VCCs throughout the day collecting and recording the required data and generally observing the election process. Observation teams went to their last location at least an hour before closing (6:00 PM) and stayed until 10:00 PM to observe closing.

- Fourth, observers entered their observational form data into an Internet survey and then turned over any remaining materials to team leaders.

1.3. Pre-Election Preparation: Poll Worker Training and Polling Place Setup

Pre-election training of election workers and the initial set up of polling places are important to setting the stage for an effective Election Day experience for voters. Academic research has shown that the quality of the voter-poll worker experience plays an important

role in shaping voter confidence.[15] This confidence comes from the interaction between voters and poll workers. When voters have a good experience, they are more confident, when their experiences are poor they are less confident. Therefore, election training is critical because it leads to a better functioning polling location, which results in a better election experience for voters, and boosts their confidence that their vote was counted correctly.

1.3.1 In-Person Poll Worker Training

In 2012, BC completely revamped their training process to better accommodate the needs of voters in high throughput VCCs. These protocols were reassessed and redesigned for the 2014 cycle. When BC changed to VCCs they also designed specific poll worker positions, this means that each poll worker is hired for a particular position, increasing expertise and efficiency within the polling place. With fewer poll workers, and specified poll worker positions, better training could be developed and employed. In addition, BC adopted methods that groups training into pieces based upon job title. Thus, there was specific training for each poll worker position –floor judge, presiding judge/exception judge, and system clerk. In 2014 a short general class was required to provide an overview of the election process so that poll workers had a larger sense of the process than only their station. Training times were commensurate with job duties. For example, the presiding judge and exception judge training lasted 4 hours, while floor judges lasted 2 hours, and system clerks 1.5 hours. The general protocol course only lasted one hour.

In 2012, the Clerk's staff devised a pilot screening test that some prospective poll workers were required to take. It was a simple timed and observed exercise using the vendor's software to search for voters. The test was used to measure computer proficiency (e.g., locating the power button, use of mouse, etc.) and the ability to follow a simple set of instructions, such as conducting a basic voter search and selecting the correct voter. Observers completed a scoring sheet and then the hiring team assigned the individual accordingly. In 2014 a new screening test was developed and applied to all poll workers. The test was embedded in an online application and measured their experience and was scenario based.

The presiding judge (PJ) is head of the VCC and responsible for the smooth running of the polling place. The PJ is also, along with the exceptions judge, in charge of processing provisional voters, keeping track of in-lieu of ballots, and spoiling ballots. Presiding and

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[15] See Lonna Rae Atkeson and Kyle L. Saunders. 2007, "Voter Confidence: A Local Matter?" *PS: Political Science & Politics* 40(October):655-660. Also see Thad E. Hall, J. Quin Monson, and Kelly D. Patterson. 2007. "Poll Workers and the Vitality of Democracy: An Early Assessment." *PS: Political Science and Society*, 647-654; Atkeson, Lonna Rae. 2014. "Voter Confidence Ten Years after Bush V. Gore," in Ten Years after Bush V. Gore, edited by R. Michael Alvarez and Bernard Grofman, Cambridge University Press.

exceptions judges were trained in all critical areas to run the VCC. The systems clerks were responsible for checking in voters using the ballot-on-demand system and printing ballots. The floor judge was responsible for greeting the voters and directing them toward the appropriate station. We also saw floor judges working the tabulator station and assisting voters in completing their voting transaction. Floor judges had no training on using the computers, printing ballots or processing provisional voters, as their primary job was managing the flow of traffic and assisting voters during voting. The machine presiding judge focused exclusively on the operations of the Dominion ICE tabulators and was responsible for removing the cartridge that summarized the vote totals and taking it to a central location at the end of the night on Election Day. In many locations high school student workers were primarily being used as system clerks.

In general, training poll workers for their specific job and duties was much more effective and efficient than previous training methods that focused on the overall process. We heard numerous comments from experienced poll workers about improvement in training when we attended training sessions. The trainers were excellent. They were clear, knew the material well, and kept the audience on-task and kept the tone up beat to maintain energy and focus. By focusing on individual duties and expectations, poll workers learned the specific tasks for which they would be responsible. The changes in the program from 2012 to 2014 were productive and positive improvements.

The training facility was located in the Bernalillo County Voting Warehouse and was set up so that poll workers could get hands on training on the equipment they would be using along with the forms, bags, and other materials necessary for having an election. This allowed for more scenario-based training, where election workers are presented with various problems that may occur on Election Day and then discuss how to address them. It also allowed workers the opportunity to work with the computers, the printer, the voting machines, or forms they would encounter through the voting process, providing for more hands on or situational education and more opportunity for the poll workers to feel comfortable with their specific tasks and responsibilities. Placing training in a simulated VCC environment was smart and was a key factor to the consistency in procedures across VCCs and to the generally high quality of the poll workers in the 2014 election. Overall, the process was functional, efficient, and effective. Poll workers were better equipped to handle their specific job duties and focused on performing that job well.

In-person Training Recommendations

Nevertheless, there were several areas where we saw possible room for improvement.

Recommendation 1: First, there was a general shortage of poll workers on Election Day. This led to several poll workers starting new jobs and the absence of a full set of poll workers in each location and some poll workers not as well trained in their job. Because this is likely to happen in some VCCs at each election, we recommend training PJs in the duties of the MPJ so that they can assist in closing and opening the tabulators. Cross-training the PJs on this one aspect of the MPJ job will make things flow more efficiently at

opening and closing time when tabulators require attention. In addition, because there are so many more tabulators at a VCC than a traditional precinct, the time it takes to close or open all of them, especially closing when the tape has to be printed with all the votes on it, is quite long and therefore having more hands to complete this task would be beneficial.

Recommendation 2: There are many items that a PJ has to return at the end of the day (e.g. ballot box, banker box of supplies) and these are actually fairly large items. During training we observed the trainer telling poll workers about the size of the materials and to be certain they had a large enough vehicle to accommodate these items. However, we observed one PJ at closing who could not fit these items into her vehicle. Therefore, we recommend continuing to ask PJs in training if they have a large enough car to complete their job on Election Day.

Recommendation 3: The new hands on training allows poll workers to work with the equipment at least once, usually several more times before Election Day. The training also allows for some problem situations. We recommend increasing the number of problem situations examined to ensure more memory with common problems on Election Day. It may be useful to embed common problems, such as paper jams, into the exercises. Although it may not be prudent to have the poll workers attempt to solve all equipment problems, common problems like paper jams may be problems they can handle. If poll workers have a better idea how equipment fails as well as how it works they may be better able to handle equipment breakdowns in the VCC.

1.3.2 Poll Worker Training Videos

This year in addition to in-person training, Bernalillo County provided poll workers the opportunity to extend or reinforce their training with short online videos. These videos are a great supplement to the in-person training described above. We commend the County for making and including these videos as part of their training. They provide more information in a scenario-based environment that poll workers can observe in the comfort of their home on an ad hoc basis. Importantly, based upon viewership it appears that many poll workers took advantage of this new tool.

We watched all of the online poll worker training videos. These included (number of views in parentheses[16]):

- Dominion ICE Tabulator –Basic Information (422 views)
- Dominion Ice Tabulators – Longer Version (150 views)
- Opening Polls for Early Voting and Election Day (795 views)
- Closing the Polls for Early Voting (152 views)

[16] The number of views was recorded on February 7, 2015.

- Closing the Polls on Election Day (493 views)
- Preventing Illegal Electioneering and Campaigning (385 views)
- Issuing Provisional Ballots (164 views)
- Issuing in Lieu of Absentee Ballots (169 views)
- Assisting Voters with Disabilities (499 views)
- Routine Voter Transactions (133 views)

Online Training Recommendations

Recommendation 1: Because we believe that the videos should simulate the election experience as much as possible we found the presence of the police officer carrying a weapon a little off-putting in the video, "Preventing Illegal Electioneering and Campaigning." The video begins by discussing the laws associated with electioneering outside of the polling place and conveys to the poll worker that they must be responsible for enforcing this law. The voice over says, "If you're not sure about the particular location of the sign please measure the distance." Then it shows a police officer in full uniform including his weapon measuring the distance to a sign. This conveyed to us the impression that a poll worker might want to obtain the assistance of a police officer in handling these issues, which should not be the case. In addition, we felt it suggested that police officers in full uniform might be acting as poll workers, which also should not be the case. We recommend reworking this video accordingly.

Recommendation 2: In the videos entitled, "Routine Transactions with Voters," the voter was not provided a privacy sleeve. In the "Issuing In-Lieu of Absentee Ballots," and "Issuing Provisional Ballots," video the voter was provided a privacy sleeve. We suggest being consistent and showing both regular and irregular voters with privacy sleeves.

Recommendation 3: The Dominion ICE tabulator video, which was not produced by BC, but made by Dominion is a bit annoying. The European accent of the voice over made him sometimes difficult to understand. In addition, the very loud techno-pop music that is in the background is very annoying. The Dominion videos are two of the longest videos (about 7.5 and 11 minutes) and these aspects make them more difficult to watch.

1.3.3 General Polling Place Issues and Staffing

VCCs were located in strip malls, shopping plazas, community center, pavilions, government centers, and largely school buildings. VCCs vary in size and shape by location, which can make it difficult to design an adequate polling place that moves voters through the process smoothly and efficiently. In presidential election years, public schools close, which makes some of the problems we report in off election years moot. In the past precinct based voting system, poll workers were largely left to their own devices in terms of setting up a polling place. This led to an inefficient system that often reduced the privacy of the voter, especially for those voters who voted on the automated system. With the change to VCCs, and the resulting much lower number of voting locations, the County was able to use staff time to design each VCC to create a circular flow to the voting process. We found this to be a huge improvement over previous years where items were placed somewhat randomly in a location by poll workers. The County's decision to locate VCCs in large buildings and provide plans for equipment placement has made for a much better, logical, and more private voting experience for voters.

We observed all the locations and 93% of them had a circular flow. Those areas that did not were largely prohibited from such a design because of a long and narrow building. These included Petroglyph Plaza, Duranes Elementary School, Highland High School, Raymond G. Sanchez Community School, and Rio Bravo Senior Meal Site. Nevertheless, even in these areas that did not have a circular feel to it, the voter flow was good given the conditions.

However, it is important to note that while many of the locations did have the circular flow in very busy locations placement of voter lines led to entrances or exists being blocked. There were also problems in some smaller locations at dusk when the temperature started dropping and voters did not want to wait in the cold. We saw several locations that created a swirl pattern in the middle of the gymnasium that made it very difficult and confusing for voters to know where the beginning and end of the line were located. This was especially the case in places where there were long lines at the end of the day. We found smaller gymnasiums, like those found at elementary schools, were problematic when lines began forming.

We noticed a problem of voter fatigue given both the long ballot and long lines at the end of the day. Moreover some voters have disabilities or are senior citizens who cannot stand without discomfort for a long time. In nearly all of the places we visited there was very limited seating for voters, especially while voters were waiting in line. Increasing the number of chairs available to voters would be very helpful, especially for disabled and handicapped voters.

This year, as in 2012, the County used banners to help identify polling locations as well as the more traditional "vote here" sings. The flags, in particular, were a good innovation and we recommend their continued used. Large flags helped to separate a voting location from an abundance of candidate signage making it easier for a voter to identify the site. Over 9 in 10 (92%) of VCC had visible signs from the street, but only 75% of VCCs had signs large enough to identify them. For example, the Alice Hoppes Pavilion is difficult to find if you are unfamiliar with the fair grounds and then finding the right door to go in is also problematic. Other places on Election Day that had signage problems was Cibola High

School, Del Norte High School, Hoover Middle School, Onate Elementary School, and Rio Grand High School. Large high schools tend to have lots of different streets from which a voter can enter various parking lots or school areas making signage coverage more difficult. In these areas take special care to place signage on all adjacent streets.

However, even when we were able to find a voting location from good signage, sometimes there were problems locating the physical space within the building or property of the VCC. This was true in large high schools where sometimes the parking lot was quite a long distance from the voting location. We found about 90% of VCCs were either very or somewhat easy to locate. The places that were more difficult to find the voting location inside the building were A. Montoya Elementary School, Albuquerque High School, Chaparral Elementary School, Cibola High School, Eldorado High School, Hayes Middle School, the University of New Mexico and West Mesa High School.

There is also important signage located inside the voting location. These include signs such as the "Voter Bill of Rights," the "Voter Ballot Marking Sign" and the "Voter Identification Poster." We have repeatedly found that these signs are often small, placed in odd locations, and difficult to discern from other signage found in many spaces, like schools, where posters proliferate. It is important to note that in nearly all locations we found the "Voter Bill of Rights" posted behind the check-in desk and it was relatively small and essentially unreadable from anywhere a voter stood. Thus, if a voter did have problems it would be unlikely that they would have been able to learn about their rights from these signs. Simply, signs placed at this distance make the poster impossible for a voter to read and if a voter were to have problems, it would certainly be uncomfortable to go behind the poll workers to read the sign. It is also worth mentioning that poll workers may not allow voters behind the check-in desk to read the poster while processing voters, given that sensitive information on other voters might be visible.

Finally, poll workers are supposed to dress professionally and this is covered in training. In general many poll workers do not comply with professional dress rules. That said, we think dress rules should allow for nice jeans to be included since so many poll workers choose to wear them anyway.

Polling Place set up and Staffing Recommendations

Recommendation 1: Continue the use of designing polling places for poll workers.

Recommendation 2: Try to replace VCCs that cannot accommodate a circular flow with alternatives that can.

Recommendation 3: Use elementary school gyms as a last resort for an Election Day VCC. The small size leads to voter congestion when lines form and the darkness and cold materializes.

Recommendation 4: Continue the use of large flags to help identify polling locations. Keep the signage for polling place locations as far away from candidate signage as possible. These definitely help voters find the VCC. Pay particular attention to large areas such as high schools that may have multiple entry points and ensure signage is visible from all of the adjacent streets.

Recommendation 5: Polling places that are located in difficult-to-find locations inside a large complex, such as a high school, should have additional signage to help identify them. Poll workers should be encouraged to follow the site specific instructions about where to put signage outside of the polling place. Perhaps explaining to them the problem for voters in these larger locations would encourage more compliance. Poll workers should be instructed to periodically check the signs to make sure that they are still present throughout Election Day, and that they are accurately placed in a visible location. This might be a good job duty for a greeter.

Recommendation 6: Given the number of signs or posters required at each VCC, we suggest that one large poster be created that combines all of the necessary signs. As many of the signs are provided by the Secretary of State, we recommend that her office put together one large poster that contains all the relevant signs. This sign could contain the New Mexico State Seal to prominently identify it from many other posters that are on walls, especially in schools. One poster will highlight the election material in a single space allowing voters to easily access all of it. As it is, signage is generally misplaced often located on a wall behind the system clerks where voters are not allowed because of personal information that is visible on the screens of the computer system. Signage that is unique to the county could also be placed in a combined poster format with the county logo prominently displayed to identify it as related to the election. Signs should be placed near the front of the entrance to the VCC and where voters can easily observe and read the information. If possible, in some locations, two posters would be preferred, one to display inside the polling place and one to hang where voters are waiting in line, so that they know their voting rights before entering the voting location.

Recommendation 7: The voter ballot marking poster should be placed near the voting booths where people vote. One of these should be placed in the provisional voting as well since that is separated from the regular voting area.

Recommendation 8: More chairs should be available for voters in line as well as at the voting booths.

Recommendation 9: Allow nice jeans to be worn as professional dress for the poll workers, continue to discourage t-shirts and sweatshirts.

1.3.4 Early and Election Day Voting

We visited every early location twice and 68 out of 69 VCCs on Election Day. Overall, we were very impressed with the changes that we saw. In particular, the early voting sites seemed very well run. The fact that the poll workers are present for a longer period of time

allows kinks to be worked out and allows County staff to interact with poll workers more frequently to solve problems and to continue to teach them about the election process. The first day of early voting was an important, but relatively slow dry-run that allowed poll workers to solidify their training in a moderately low stress environment compared to Election Day. There were a number of initial problems during the first day of early voting. Poll workers could not log on to their computers in many of the VCCs we observed. But this problem was resolved within one half hour of the polls opening. We also saw problems with closing procedures, but with county and vendor resources readily available to assist the poll workers in early voting in every location we visited, closing was more of a learning experience than an independent adventure. We saw none of these problems when we returned to observe voting on the last day of early voting.

On Election Day, at the start of the day, one of the biggest problems was a lack of poll workers. Most election sites we visited were staffed with fewer poll workers than would have been optimal. Our monitors counted mostly between 6 and 10 poll workers at any location with 8 being the modal category.

One benefit from the VCC model is that we continue to generally see greater consistency in the administrative process than in the precinct model. This speaks to the higher quality training being done and better oversight and management. Nevertheless, we still observed a few locations with problems we have seen before as well as some new problems due to changes and unintended consequences. We highlight these below.

1.3.5 Opening Procedures

In general, opening procedures went fairly well in the 13 locations we examined on Election Day. There was one place, Willow Village, where the presiding judge was late, but even after he arrived they could not get in because the building was locked and he did not have the keys to open it. We had to wait about 20 minutes for someone from the BC to come and open it. Bellehaven Elementary School was another location where the PJ arrived late. Of course, when a presiding judge does not arrive, it is always hard on the other poll workers who usually do not know what to do in this situation. Given that polling places have both an exception judge and a presiding judge, and more of an established hierarchy than before, it might be worthwhile to designate the exceptions judge as the presiding judge when the presiding judge is not available. Thus, establishing a hierarchy of authority so that everyone knows who is in charge to get things moving and contact the BC regarding problems.

Furthermore, the lack of poll workers in some areas led to some communication breakdowns. We talked to one presiding judge who told us he called in and said he did not have a machine presiding judge and they said they would work on it, but by mid-day no one had arrived and he had not heard anything from the County. The judge was particularly concerned at this point about closing and how this would impact their ability to their job efficiently.

There are always supply problems on Election Day, but we found that this time there were several items that, over the course of the day, led to administration problems. First, we visited quite a number of locations that thought they were going to run out of ballot paper or permit paper and was very disconcerting to the poll workers who immediately feared a line of voters with no printers to print ballots. However, the printers start reading "low" with 250 pages left, which is nearly enough paper for an entire a day of printing and therefore there was no need for concern, but the message nevertheless was very disturbing. The ballot on demand vendor should set the printers to read low when the ballot paper is in much shorter supply, say 50 sheets left.

We visited one location where they had run out of paper for the sample ballot station a couple of hours before. This left this poll worker with nothing to do in a very busy VCC. The poll worker largely abandoned her station to help voters with inserting their ballots into the tabulators.

Two other items that were problematic throughout the day were ink supplies for the printers and tape for the tabulators. If one printer goes down because there is no ink it has a huge impact on ability to process voters efficiently. At the end of the day, we were in several locations where the tabulators ran out of tape and tape had to be delivered to the VCC. This delayed closing and increased poll worker frustration.

In addition, two other supplies were problematic throughout the day. These included privacy sleeves and pens. Because the ballot was very long, voters were in the voting booth much longer and in several places they did not have enough privacy sleeves to give out to each voter, even when a voter requested one. In very large VCCs they also did not have clear procedures for getting privacy sleeves back from the machine presiding judge who took them from voters. Pens were also in low supply over the course of the day because voters would accidently take them with them when they left. Finally, in early voting many voters were concerned with the use of Sharpie ® brand markers because these would bleed through the ballot paper. BC staff found that this was not a problem for the tabulator because it would not necessarily bleed through to another "bubble" on the other side. However, we found that most voters were more comfortable using quick dry felt pens and the County decided to remove the Sharpies soon after early voting started.[17]

Opening Procedures Recommendations

Recommendation 1: A second poll worker, perhaps the exceptions judge, needs to be designated as the poll worker in charge when the presiding judge does not show up on

[17] See Milan Simonich. 2014. "Secretary of State Issues Sharpie Recall Amid Fears that Pens will Foul Ballots," the Santa Fe New Mexican, October 23, 2014 available at http://www.santafenewmexican.com/news/local_news/secretary-of-state-issues-sharpie-recall-amid-fears-that-pens/article_00c25ff3-ebaf-59ca-92aa-1ff955c45038.html

time. The designated second-in-command poll worker needs to be provided with instructions on what to do if the presiding judge does not show up on time. They need to be provided with the central location phone number to report the problem so that the presiding judge can be contacted to determine the nature of the problem and whether BC needs to find a replacement. Although there may be some attention to this in training, it needs to be emphasized because we repeatedly find that the second in command does not seem to be aware that they need to step up to the plate in these moments.

Recommendation 2: A checklist should be created that enumerates all of the equipment needed at a VCC and should be checked off when equipment is delivered to ensure that all of the necessary equipment is available to open the polls on time. A copy of the certified list should be left at the polling location and the presiding judge should confirm all of the items are present before they begin serving voters. Any supplies not delivered should be called in to BC officials immediately, so that they can arrive as soon as possible.

Recommendation 3: Add more pens and privacy sleeves to the mix of supplies to ensure there are adequate numbers throughout the day.

Recommendation 4: Continue use of ballpoint pens rather than markers that may bleed through the ballot paper.

Recommendation 5: New tape should be inserted into the tabulator before the beginning of Election Day so that poll workers will not have to change it. Given the number of tape results that have to be printed use the very large roll of paper.

Recommendation 6: The New Mexico Legislature should consider changing the statute regarding the number of tape results that are required to print. Multiple tapes are sent to multiple election officials, judges and party officials (e.g. Secretary of State, Judge, door at VCC, party chairs). This likely could be streamlined to reduce Election Day administration that in an electronic age seems outdated.

1.3.6 Line Length and Times

Compared to the precinct-based model of election administration used in previous elections, the VCC model meant that nearly all locations were continuously busy to one degree or another. Some VCCs were very busy with long lines, and some were not so busy with relatively short lines. We observed an increase in traffic throughout Election Day in all the locations and an unusual spike that started about 3:00 PM on Election Day increasing line length substantially. During our observations, we noticed that the lines mainly revolved around the checking in of voters and the printing of the ballot with the ballot on demand (BOD) system not with their ability to vote or insert their ballot into the tabulator. Wait times for some voters were as long as two hours.

Basic Statistics

Drawing on the observations made by the researchers, Table 1 reports summary statistics concerning line information (arrivals and line length), check-in time, voting time, and

scanning time. The table lists the summary statistics separately for each of the three days when researchers were observing voting. For each day's research, there are three columns of numbers. The first column lists averages; the second column lists medians. The final column reports the number of observations on which the statistics are based. The average amount of time it took to vote — from the moment the voter approached the check-in counter to the moment the voter finished scanning his or her ballot — was 17 minutes and 30 seconds for the first day of early voting, 16 minutes and 47 seconds for the last day of early voting, and 16 minutes and 3 seconds on Election Day. This does not include any time that the voter spent waiting to check in, which in the case of Election Day voting, on average, was about 20 minutes.

Comparing the statistics across days, we see similarities and differences in polling place dynamics between early- and Election Day voting. Early voting turnout was lower, on a daily basis, than Election Day turnout, which is reflected in the lower arrival rates and smaller number of people waiting to check-in in each day of early voting compared to Election Day. Once we look at the actual service times, the differences between early and Election Day voting diminish. Check-in took about 50% longer on the first day of early voting than it did on the last day and on Election Day. On the other hand, differences in voting and scanning times across the three days are not statistically significant.[18] Finally, the total time spent voting was the greatest on the first day of early voting, a bit less for the last day, and even less on Election Day. These differences in total time spent voting, from check-in to scanning, are substantially small, but are different to a statistically significant degree.

[18] The standard of statistical significant in this report relies on 95% confidence intervals.

Table 1.1. Summary statistics of arrival and voting time measures

	Early voting, first day				Early voting, last day				Election Day		
	Mean (s.d.)	Median (iqr[a])	N[b]		Mean (s.d.)	Median (iqr[a])	N[b]		Mean (s.d.)	Median (iqr[a])	N[b]
Arrivals											
Arrival rate / min.	0.28 (0.35)	0.2 (0.4)	163		0.87 (0.68)	0.8 (0.9)	157		1.26 (0.92)	1.1 (1.0)	500
Number in line waiting to check-in	0.32 (1.37)	0 (0)	163		8.63 (16.45)	0 (7)	158		25.45 (34.94)	7 (40)	496
Voting time											
Check-in time (min.: sec.)	3:14 (3.15)	2:31 (0:56)	104		2:14 (0.73)	2:09 (0.39)	310		2:08 (0.93)	2:10 (0:44)	1,125
Voting time (min.: sec.)	13:12 (5:54)	11:58 (6:07)	98		13:22 (6:25)	12:08 (6:34)	299		12:40 (5.42)	11:56 (6:39)	1,068
Scanning time (min.: sec.)	0:56 (0:59)	0:39 (0:29)	97		0:47 (0:37)	0:35 (0:22)	295		0:48 (1.25)	0:23 (0:16)	1,043
Total time voting (min.: sec.)	17:30 (6:22)	16:31 (7:23)	98		16:47 (6:22)	15:42 (6:43)	297		16:03 (5:47)	15:19 (6:52)	1,054

[a]iqr = interquartile range
[b]"N" is defined as the number of ten-minute intervals that contributed to the arrivals measures and the number of voters who contributed to the voting time measures.
Definitions: Arrival rate (voters/min.): total number of voters arriving to vote divided by the total number of minutes observing. An arrival is defined as arriving at a polling place and either getting in line to check-in or proceeding directly to the check-in counter. Number in line waiting to check-in: the number of people waiting in line was observed at the end of each ten-minute increment; the reported number is the average of these observations. It excludes voters actually checking in at the time the observation is made. Check-in time: time elapsed between approaching the check-in counter and engaging with the clerk and leaving the table with a ballot to be cast. Voting time: time elapsed between arriving at a voting booth and occupying it for the purpose of casting a ballot and leaving the voting booth, making it available to another voter. Scanning time: time elapsed between leaving the voting booth and the time that the ballot is scanned. Total time voting: time elapsed between approaching the check-in counter and engaging with the clerk and finishing scanning the ballot.

Arrival variation

Figure 1.1 breaks down arrival rates on the three days by the hour of observation. (To make it easier to compare across graphs, the axis scales are the same in each.) The large solid squares in

each graph show the average arrival rates across all VCCs, for each hour when observation occurred.[19] (The arrival rates are measured in terms of the number of voters arriving each minute.) Overall arrival rates were steady and low on the first day of early voting. On the last day of early voting, arrivals started at a slow pace in the morning, but picked up to a brisker pace by noon. On Election Day, arrivals were on a one-per-minute pace for most of the day, before the arrival rate doubled at 4:00 p.m.

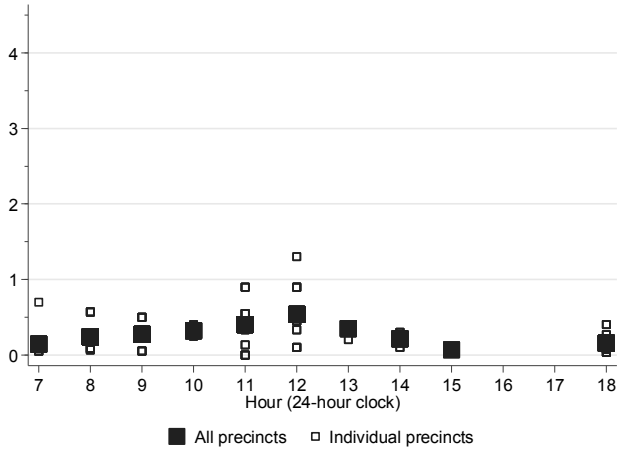
Keep in mind that at any given time, only a subset of vote centers were being observed, one by each team. Because no vote center was observed for the entire day — only for a two-hour period — we need to treat with caution these estimates of how arrival rates varied across the day.

Nonetheless, because the researchers observed multiple vote centers during each slice of time, we can get a sense of the variability in arrival rates across the centers from the data we have. To emphasize the variability of arrival rates across VCCs, the hollow data points in Figure 1 record the actual precinct averages that go into calculating the overall means for each hour.

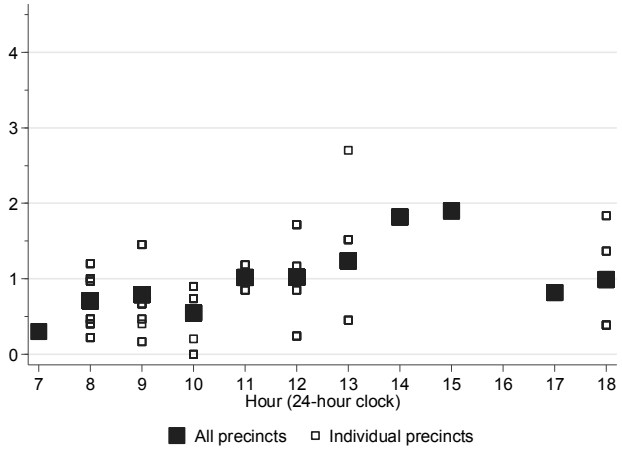
[19] Because so many researchers were travelling between early voting sites during the 4:00 p.m. and 5:00 p.m. hour on the first day of early voting and during the 4:00 p.m. hour during the last day of early voting, there are gaps in the first two graphs of Figure 1.

Figure 1.1 Arrival rates at VCCs

a. Early voting, first day



b. Early voting, last day



c. Election Day

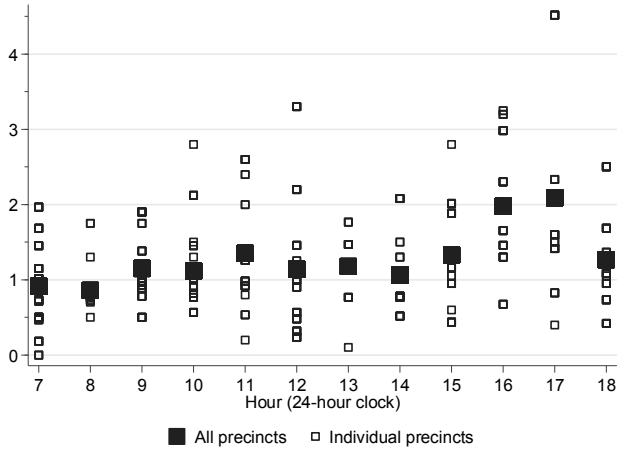
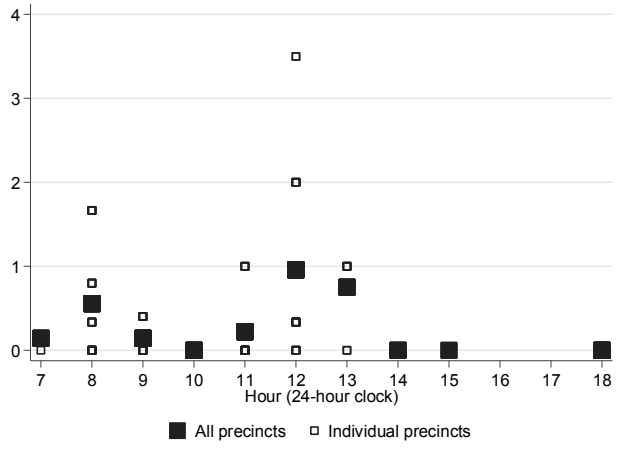


Figure 1.2 provides companion graphs to Figure 1.1, showing the number of people waiting in line to check-in at the voting centers at each hour when observation was occurring. The large solid squares in the graphs show the average number of people waiting to check-in for each hour of the three days observed. In each case, the length of lines was short in the mornings. In the case of the first day of early voting, the lines remained short throughout the day. On Election Day, lines remained short through mid-afternoon, when they started to grow. In the end, an average of more than 50 people were standing in line, waiting to check-in to vote, at the Election Day vote centers from 4:00 p.m. onward.

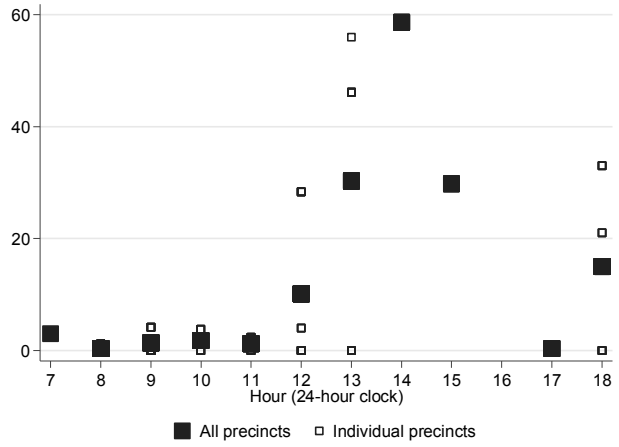
Of course, 2014 was a midterm election, so the overall volume of voters visiting these VCCs was considerably less than what would have been observed if this research were done in a presidential year. It is for that reason that one must only assume that if this had been a presidential election, the end-of-day lines on Election Day would have been much longer.

Figure 2. Number of voters waiting to check-in

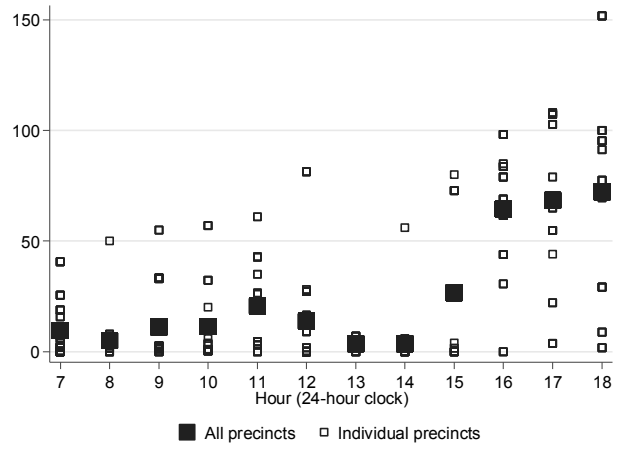
a. Early voting, first day



b. Early voting, last day



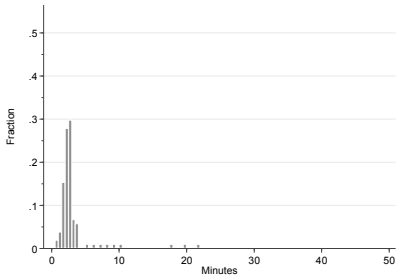
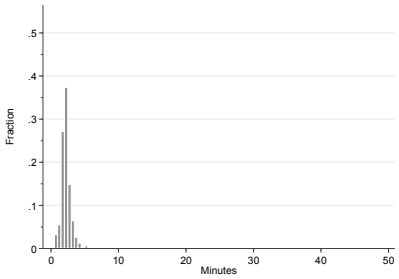
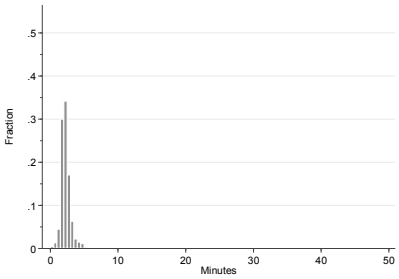
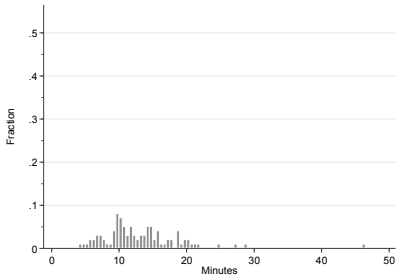
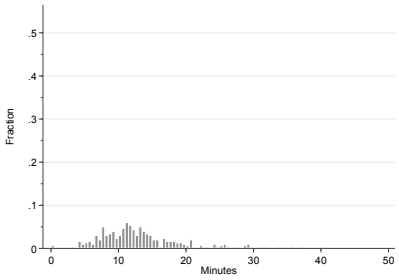
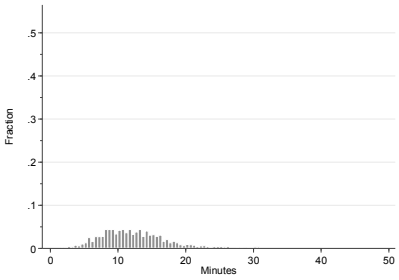
c. Election Day

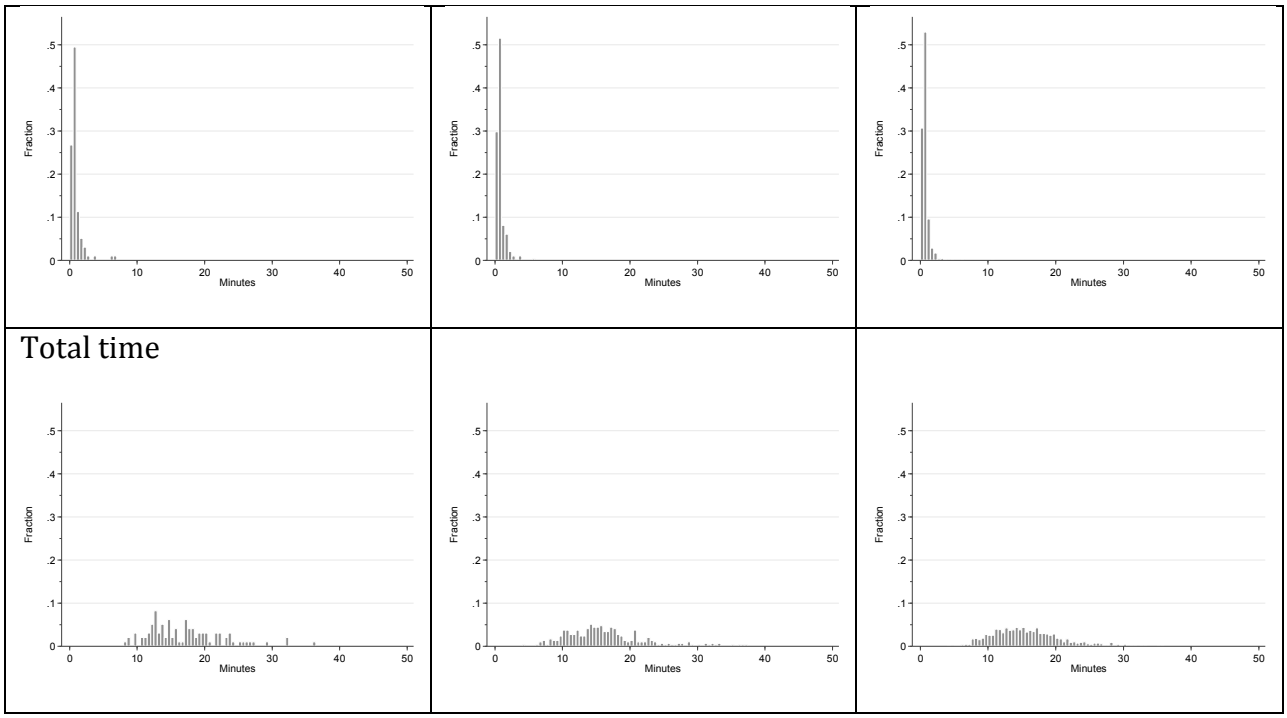


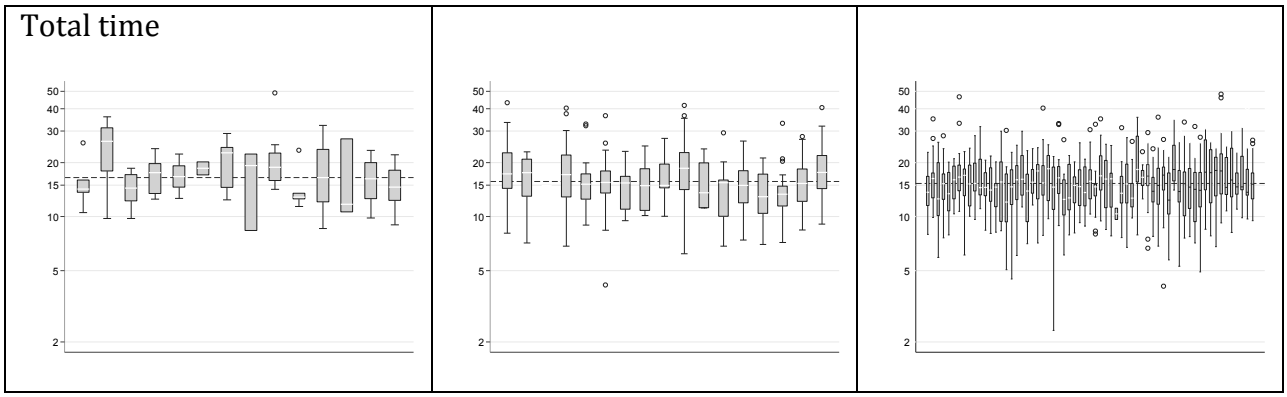
Voting time variation

Figure 1.3 provides a series of histograms that show variation in service times related to voting for the three days when observations were conducted. Down each column are histograms that show the distribution of times for checking-in, casting the ballot, scanning the ballot, and the total time voting. The four histograms in Figure 1.3 show variation in voting time across all the Election Day voters. The graphs are characterized by three patterns. First, each distribution has a well-defined center, showing that the amount of time "typical" voters spend checking-in, casting a ballot, and scanning the ballot falls along a fairly narrow range. Second, variation in check-in and scanning times is much less than variation in times to cast ballots. It is this greater variation in ballot-casting times that drives the greater variation in total time to vote. Third, each graph shows a few extreme outliers.

Figure 1.3. Distribution of service times across all observed voters

Early voting, 1st day	Early voting, last day	Election day
Check-in 		
Voting 		
Scanning		


Total time
Fraction
Minutes



There is considerable variation across vote centers in this and other measures. Analyzing the source of this variation is beyond the scope of the current report. However, there is so much variability across vote centers in casting and scanning ballots across precincts to suggest that it would be useful to understand vote-center-specific factors that lead to variation in these items.

It is possible to use the statistics derived by this research to calculate an estimate of the average wait time prior to check-in using a cornerstone of queuing theory called "Little's Law." Little's Law would suggest that the average wait time should be equal to the arrival rate multiplied by the average number waiting to check-in. For the first early voting day, the average arrival rate was 0.28/minute and the average number waiting to check-in was 0.32. (See Table 1.) This yields an average estimated countywide wait time throughout the first day of early voting of just over one minute. For the last day of early voting, the average arrival rate was 0.87/minute and the average number waiting to check-in was 8.63, which yields an estimated check-in wait time of nearly 10 minutes. Finally, on Election Day, the arrival rate was 1.26/minute, with an average of 25.45 waiting, resulting in an estimated average check-in wait of 20 minutes.

However, this average underestimates the time for many voters who waited until the end of the day to vote. Lines increased throughout the day. In every VCC we were in at the end of the day there were lines and some were very long. The last voter at Manzano High School, for example, checked in at 8:48, nearly two hours after closing the polls. Other VCCs that had at least a 1 hour wait after 7:00 PM include: Lyndon B Johnson, Eisenhower Middle School, Highland High School, Volcano Vista High School, Onate Elementary School, Duranes Elementary school, Double Eagle Elementary School, Sun Country Plaza, Jackson Middle School, Eldorado High School, La Cueva High School, Glenwood Village, Paseo Crossing Shopping Center, Madison Middle School, Kennedy Middle School, Bellehaven Elementary School, Hubert Humphrey Elementary School, and Glenwood Village.

1.3.7 Long lines, Voter Check-in - Ballot on Demand – Computer System

The floor judge would greet the voter and direct them to the first check-in station. If the voter wanted a sample ballot the greeter would often be the one who would provide that to them. The sample ballot station is used sometimes by voters, but is relatively inefficient. It appears that it takes much more time to get in the voting line when voters are waiting for a sample ballot to be printed and so many voters are not interested in waiting. Given that VCCs, especially on Election Day, are largely used by voters who live nearby it might be worthwhile to have a set of sample ballots that are likely to be common for voters who are likely to vote at the VCC. This would shorten the time it took for the greeter to provide a sample ballot to many voters.

Greeters could also play another important role for voters who are unsure of their registration status. We observed several instances late in the day where a voter came into a VCC indicating they were not sure about their registration status, saw the line of voters, and weighed whether it was worth staying if they were not actually registered to vote. Because the voter identity is used to print out a sample ballot, the station could also be used to identify these types of voters possibly before they get to the check-in station.

In 2014, each early and Election Day VCC used the ballot on demand system for ballot delivery and the Robis AskED system's E-Poll book for electronic signatures and access to the voter registration system for both early and Election Day voting. This was true in 2012 as well. Moving to VCCs and ballot on demand systems, county wide, throughout the election offered many advantages. Primarily, this creates a more secure environment as ballots are not lying around and do not need to be destroyed at the end of Election Day. In addition, this reduces the likelihood that a voter will get the wrong ballot style. In general, the ballot on demand system is more secure, less complex, easier procedurally, more environmentally friendly, more cost-effective, and can be helpful when last minute changes to the ballot are necessary. According to the BC the ballot-on-demand system saved them over 1.1 million dollars in 2012 and numbers were likely similar in 2014.

The process for early VCCs and Election Day VCCs was the same. A voter entered the election location and was greeted by a greeter who directed them to the first voting station or to the individual providing sample ballots in a friendly way. Having a person greet voters and direct them to the first location was very helpful and helped to create good flow in the voting process. In the few locations where a greeter was absent, voters were more confused about where to begin the process.

Once voters went to the authentication station, they were asked first for their name and then when the record was located in the system were asked additional authentication questions including their address and birth year. This is consistent with voter identification laws in New Mexico. Having the poll worker at the computer and controlling the process helped to limit the number of unnecessary examinations of other forms of identification, though we discuss voter identification in more detail below. After the ballot was printed, in most locations, the voter was given the ballot along with a voter permit and

moved to the voting booths, after which voters moved to the tabulators to insert their ballot into the Dominion ICE machines.

We saw few lines at the voting booths or the vote tabulators, however, we did see lines forming, especially late on Election Day, at the check-in systems where voters receive their ballot. These problems appear to be the result of complications that arose at the vendor and state level that created problems for BC in providing the necessary printing equipment to deliver an unusually late, long, and dense ballot.

One problem is that BC has to estimate their equipment needs prior to knowing what the ballot will look like or being able to test the equipment in a high demand environment. Thus, the state, and its tabulator and ballot on demand vendors, needs to be more responsible at providing information about ballot size before the election and needs to be able to be responsive to local jurisdictions needs as they identify problems in their system that need expansion. Therefore, one difficulty in the management of elections is that the request and funding cycle for the election is inconsistent with the modern election process and needs to be more dynamically responsive to the needs of its jurisdictions in the few months leading up to the election. This is necessary because planning all of the needs of an election nearly an entire year from its date is not a viable model in a VCC environment where the demands upon the system are unclear when the requests are made.

Another problem is that the printers themselves use a tremendous amount of energy. This is due to a long and complex ballot and the need for a fairly dark font that will enable the ballot to be read by both voters and the tabulating machines. The ballot was 19" long, double-sided and had a 6 point font. Here is an example of a 6 point font (note font size of the document is 12 point): vote here. Appendix 1.6 has a copy of the 2014 ballot. The amount of energy they use to print a ballot, in some locations limits the number of printers available to half the number of ballot-on-demand systems. In some places, this limited the capacity to 2 printers. This equipment limitation can severely limit the capacity of any particular location to process voters efficiently when voter demand is high.

Although the BC understood the energy limits of the ballot on demand printers, they were not made aware of the time it would take to process a 19", 6 point font ballot with decorative party icons on it. The party icons were not traditionally used for each race, and the BC did not anticipate their addition by the State during the ballot design process. (The Secretary of State prescribes the form of the ballot pursuant to state statute).

They estimated, based upon data from the 2012 general election, that the average time to process a voter through the check-in station would take, on average, 2 minutes. However, processing times, on average, took about 3 minutes per voter due to the printer inefficiencies.

BC was unaware of these potential problems because they had never experienced the processing of such a lengthy and dense ballot and were not provided with the necessary time to test and process the ballot before the election began. The ballot was extra long because of additional advisory county measures that were included as well as an unusually large number of judicial contest and judicial retention questions due to retirements and

vacancies on the bench. The ballot was also extra dense because party logos were printed next to candidate names, an Eagle for Democrats, and a US flag for Republicans, which had not been done in the past. These logos added precious seconds to printing time ultimately slowing down the voter check-in process, and caused the printer to utilize extensive amounts of toner, decreasing the efficiency of voter processing and increasing the total check in time. Given the increased demands on the printer in a ballot on demand environment it is critical that each second be necessary for it to be included on the ballot. The fact that these are not icons consistent with national party images that might assist the voter in voting correctly we recommend they not be included on future ballots.

In addition, BC lacked the necessary time to test the ballot because the ballot was not finalized until the day it had to be delivered to uniform and overseas (UOCAVA) voters. Federal law requires ballots to be sent out to UOCAVA voters 45 days before the election. Due to a lawsuit instigated by the Secretary of State's refusal to allow advisory county measures on the ballot, the printing of ballots was delayed until the day of the UOCAVA ballot-mailing deadline. Therefore, BC did not know the length of the ballot or have the opportunity to test the ballot prior to its printing.

Early voting did not provide the necessary demand parameters to provide BC with any data that there could be problems on Election Day. Because demand during early voting was relatively low and voting was intermittent and not continuous there was no stress on the ballot-on-demand printers. This meant that additional problems with the equipment, specifically printer jams and other printer errors that reduced voter processing time, were not visible until late into Election Day when no actions were available for solving problems.

For example, on Election Day we saw several printers jam and we were in 1 VCC near the end of the day where lines were long and when a printer was removed from the location by an AskED support person several voters abandoned the line due to the obvious implications that processing was going to slow down. Printer jamming increases processing times. One problem, however, is that printer jams may be a result of energy demands on local circuits. Apparently sometimes there is not enough accessible wattage to provide the printers with a consistent amount of energy they need to print the ballot successfully. This causes sags in the power draw, which in turn causes ballot jams.

All of these factors resulted in a very large document size that resulted in slower check-in times. Identifying ways to trim printing time is critical. Reducing unnecessary pictures or party icons or on the ballot is therefore necessary. Another contributor to the long ballot is the bilingual ballot. With the AskED on demand ballot printing it should be possible to choose the ballot language in advance before printing reducing the amount of information on any single ballot. This should result in shorter ballots, saving time and supplies.

All of these factors led to BC's inability technologically to meet the demands of some voters, which led to some long lines. This is a critical problem and must be addressed as preparations are made for the 2016 election, which will have larger in-person Election Day turnout. If printer efficiency cannot be improved, either the number of VCCs need to be expanded or the number of ballot on demand printers and check-in stations need to be expanded at the 69 locations to accommodate a voter demand curve of 30 minutes or less.

The introduction of vote centers has many advantages that make for a better run and higher quality election administration experience for the voters, poll workers, and election administrators, but equipment demands and the required technology must be realized to achieve the full benefits of this voting method.

In other areas, we saw fewer instances in 2014 than in 2012 where printers had problems printing ballots that the tabulator could not read, though there was one case where a printer was not set up correctly and the tabulator would not read ballots printed by it. Nevertheless, compared to the older equipment, the new Dominion ICE machines appeared to work well in this regard. We also saw absolutely no problems with the E-Poll book system.

Although the equipment generally worked well compared to older equipment, it might be worthwhile to document problems with equipment as they occur so that problems can be identified early.

Long Lines, Voter Check-in, Ballot on Demand, and Computer System Recommendations

Recommendation 1: Because every second is precious in the printing of the ballot it is necessary to make the ballot as simple to print as possible. Therefore, remove unnecessary icons like flags and eagles that create a denser, but not more readable or printable ballot.

Recommendation 2: Instead of having the ballot in two languages, select the appropriate print language for the voter. The systems clerk can ask the voter which language is preferred and select the appropriate option to print. Having two languages printed on the ballot makes the ballot more dense, less readable and less printable. In a time when ballots were pre-printed this made a lot of sense administratively, but it does not when the ballot is printed on demand.

Recommendation 3: The ballot-on-demand technology provider needs to provide accurate statistics about the processing of ballots and printing times related to ballot size and density so that jurisdictions can accurately estimate the supply and demand curve so that voters can be processed efficiently.

Recommendation 4: The technology provider needs to work with localities to help reduce transaction time and resolve technological problems, like voltage, that limit the equipment or its functioning in critical high demand periods.

Recommendation 5. If lines form, it might be reasonable for the greeter or another poll worker who does not have an overly burdensome job to provide chairs to voters who need them in line or to possibly move elderly and/or disabled voters to the front of the line. Other voters could also provide a place holder for an elderly or disabled voter and let them sit down at the front of the line until their "place" reaches the front.

Recommendation 6: Sample ballots should be pre-printed and available for voters who are at increased odds of using that particular VCC on Election Day.

Recommendation 7: When voters are unsure of their registration status, allow the greeter or sample ballot clerk help to identify voters who are or are not in the ballot-on-demand system and use this information to direct voters to the appropriate first station.

Recommendation 8: Either increase the number of printers available on Election Day at busy locations or increase the number of VCCs if technological problems prevent the placement of multiple printers at one location.

Recommendation 9: Teach system clerks how to fix some common problems with the printers like jamming.

Recommendation 10: The frequency of problems with the ballot on demand system should be tracked to determine on-going problems with certain hardware or software. In particular, problems such as ballots that do not print correctly and are not readable by the tabulator need to be enumerated.

1.3.8 Privacy, Photos, Movie Cameras

The institutional act of voting is fundamentally a private activity. Voters are entitled to a private ballot and poll workers are responsible for ensuring the privacy of voters in the polling locations. Voter privacy at the voting booth has long been a staple of American politics to ensure that voters are not coerced into voting for specific candidates because of their relationship with employers or parties.[20] Moreover, a private ballot is seen as a hallmark of a legitimate and fair voting process.[21] Finally, recent research in American politics suggests that as many as 25% of citizens often do not feel that their ballot privacy is maintained by public officials.[22]

This year we saw full implementation of the voting sleeve in nearly all early and Election Day locations, almost 9 out of 10 voting locations were offering voter privacy sleeves. The voter sleeve was a long legal sized file folder that the voter could place their ballot into when they were moving from station-to-station in the polling location. Voter sleeves were used much more systematically in polling places than in 2012, except in locations where there was not enough privacy sleeves to provide to voters. In these cases, several presiding judges' told us they wanted more privacy sleeves to give to voters. Training included a discussion of the importance of privacy for the voter. This was a good addition to the training.

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[20] For a discussion regarding the use of the Australian ballot in American politics see: Eldon Cobb Evans, *A History of the Australian Ballot System in the United States* (Chicago: University of Chicago Press, 1917).
[21] For example see Article 25 of the United Nations Civil and Political Covenant discussed in Thomas M. Franck, 'The Emerging Right to Democratic Governance', American Journal of International Law, 86 (1992), 46-91, p. 64.
[22] Gerber, Alan S., Gregory A. Huber, David Doherty, Conor M. Dowling, and Seth J. Hill. 2013. "Do Perceptions of Ballot Secrecy Influence Turnout? Results from a Field Experiment." *American Journal of Political Science* (forthcoming; formerly NBER Working Paper w17673).

In 2012 only 48% of VCCs that we observed were using the privacy sleeve, but in 2014 fully 88% of VCCs were using them. Thus, the privacy sleeve appears to have been accepted and adopted in most of the VCCs. Given the research on voting and privacy, this is beneficial to voters. We commend the BC on integrating voter privacy sleeves into the administration process.

There is no law in New Mexico that specifically prohibits the use of cameras in the polling place and we saw cameras or other video taping being used in about ten of the VCCs we visited in early voting and on Election Day. However voters have a right to privacy and to not have their ballot recorded. We see a tension between individual privacy and the Australian ballot and the lack of laws or rules regulating their usage. Moreover the presence of cameras and related equipment can have the effect of disrupting voters and the voting process and given that practically every voter carries a smart phone that can also be used as a camera the opportunity for mischief is real. Therefore, we suggest that either local or state policies, or administrative rules, or laws be developed to prevent privacy issues from arising.

The presence of cell phones means that voters get calls and make calls while they are voting. Phone calls can be very disruptive to the voting process. Signs in the voting location suggest that voters should not use their phones in the voting location, but they often do. We found that about 44% of voting locations we visited had voters on their phones while voting. Poll workers should be encouraged to ask voters if they can return calls later to respect other voters voting.

Finally in only one location did we find that there was not enough booths for voters and that was in Tijeras. It is important to provide ample privacy to voters during the voting process.

Privacy, Photos and Movie Camera Recommendations

Recommendation 1: The use of privacy sleeves was significantly expanded in the 2014 election and voters and poll workers seemed happy to have the available. Be sure to include a larger number of privacy sleeves in the supplies box to ensure that every voter who wants to use one can.

Recommendation 2: In busy and large VCCs set up a method for returning privacy sleeves to the check-in station. The greeter/floor judge might be a good choice for this job.

Recommendation 3: Administrative rules or policies should be developed to provide best practices on the type of filming and photography that is and is not allowed.

Recommendation 4: Incidences of filming and photography should be logged.

Recommendation 5: State legislators should consider taking up the issue of voter privacy in an electronic age where nearly every voter carries a camera and delineating what is and what is not acceptable in this area. In general, voters should not be allowed to take photographs of their ballot or other people's ballot at the voting booth or anywhere inside

the VCC at any stage of the process. This is disruptive and may make some voter's feel their voter privacy is at risk. If photographs in the VCC are allowed for some legal or other reason, clear policies need to be formulated that defines where, how, and by whom photographs can be taken.

Recommendation 6: The addition of signage telling voters to turn off their cell phones was helpful, however, signage is easily overlooked. Voters should be encouraged to turn off their cell phone once they begin the check-in process. Greeters who provided this information to voters as they walked in had much greater compliance than those who relied simply on posted signs. Encourage greeters to tell voters as they come in that they should turn off their cell phones when they get to the check-in station. System clerks may also want to suggest to voters to turn off their cell while voting.

1.3.9 Over Voted, Spoiled Ballots, and Hand Tally Counting

In previous elections, we largely saw voters who spoiled a ballot because of over voting being encouraged, or often required, to fill out a new ballot and turn in it. In this election, we saw some voters being discouraged from filling out new ballots and instead simply placing their ballot into the Dominion ICE machines hand tabulating bin. But in other locations, we saw voters being told they MUST fill out a new ballot. In a few instances, we saw voters refuse to vote a new ballot and walk out and the presiding or exception judge spoiled their ballot. This was one area where we saw larger inconsistency across voting location behavior and is supported by the large range in the number of hand tallies reported ranging from 0 to 106.

We know that the County policy is that it is the voter's option to spoil their ballot and vote a new one or to put their ballot into the hand counting bin. However, it is clear that this is not the poll workers policy in many locations. Allowing voters to place their ballot in the hand counting bin is the most liberal policy because it allows voters who cannot take the stress of trying to vote an additional ballot the option of still voting. Spoiling ballots that are in every other way valid except due to a single over vote seems draconian to the voter. Nevertheless, we understand why some presiding judges may not want to allow for an extraordinary number of hand-tallied ballots. The process at the end of the night for counting them is labor intensive and in 2014 took between 5 and 8 minutes to complete for each one. In some locations, the number of hand tallies was overwhelming.

If poll workers are to allow voters the option of putting their "spoiled" ballot in the hand counting bin we think that the voter needs to understand that a) they need to make their over vote preference clear by marking it in ways consistent with administrative practices for determining a vote choice, b) that voters understand the implications of not doing so may lead to their vote on those ballot items not being counted, and c) voters should be notified that their ballot will be hand counted instead of counted by machine. Given that

hand counting has a greater error rate than machine counting,[23] it is important to notify the voter of the procedures that will be used to count their ballot at the end of the day.

We also found that the procedures for hand counting were much more onerous and inefficient with the current online system than with the paper system that was used previously. The current system provides a single page for each ballot question, which increases the overall time it takes to put the ballot into the system because it has to update and save after each page or ballot question. Modifying the system to allow the poll worker to enter the whole ballot or at least large sections of the ballot at one time would be much more efficient.

Another option would be to allow poll workers to remake the ballot. Many jurisdictions across the country routinely copy ballots that are unreadable in absentee voting. New Mexico should consider allowing this option for absentee and hand counted ballots.

It appeared to us that only the sample ballot computer station could hand tally ballots. We were in one VCC where an AskEd person set up a second system at the check-in system so that two poll workers could hand tally at the same time. All computer stations should allow poll workers to hand tally votes at the end of the night.

Moving spoiled ballots to a special poll worker, the exceptions judge, was a good innovation and one that helped to keep the presiding judge focused mostly on the smooth running of the polling place. Mostly we saw instances where the voter's privacy was maintained and the exceptions judge did not touch the spoiled ballot in any way. However, we did observe one instance where the exceptions judge took the spoiled ballot from the voter and processed it him/herself. Importantly, we did not observe any exceptions judge allowing a spoiled ballot to be used by the voter to copy over to their new ballot, which would be a ballot security problem.

Over Voted, Spoiled Ballots, and Hand Tally Counting Recommendations

Recommendation 1: The BC should emphasize in training that it is the voter's choice to submit their ballot for hand tallying when they make a mistake on it and why this is so important. We have found that poll workers and bureaucrat are more responsive to administrative rules if they understand the logic behind them.

[23] See: Atkeson, Lonna Rae, R. Michael Alvarez, Thad E. Hall, Lisa A. Bryant, Yann Kerevel, Morgan Llewyllen, David Odegaard. 2008. "The 2008 New Mexico Post Election Audit Report," typescript, University of New Mexico."

Recommendation 2: We believe that it is best to allow voters who want their machine unreadable ballot to be hand counted to submit their ballot to the hand counting bin so long as the machine presiding judge explains the process to them. The machine judge should inform voters who spoil their ballots and want them hand counted that they need to be sure that the over voted choice is clearly marked so that hand counting can determine a preference. Furthermore, we encourage the addition of role playing this scenario into the machine judge training to ensure the that machine judges explains the hand counting process properly to the voters.

Recommendation 3: BC's online tool for hand entering votes should allow the poll worker to enter the entire ballot on one page.

Recommendation 4: All computer stations at the VCC should allow for hand tallying at the end of the night to increase the speed and efficiency at which these ballots are processed. Someone, perhaps the PJ or EJ, should be trained to place systems into hand tallying mode so that an AskEd person is not required to add additional hand counting stations.

Recommendation 5: The systems clerks should not be responsible for issuing a new ballot to voters whose ballot was spoiled due to problems with ballot printing. This slowed down the processing of voters substantially. Perhaps a computer and printing station should be set aside for all spoiled ballots at each location that would be available to the presiding and exceptions judges or another party who is familiar with the system (including the ballot clerk or greeter –the poll worker who printed out sample ballots and was the least busy poll worker).

Recommendation 6: Having a specialized position for spoiled and other non-regular ballots is a great innovation to keep the polling place running smoothly. The exception's judge needs to be certain that the privacy of any voter they work with is maintained at all times.

Recommendation 7: The vote tabulator should have an override button that allows the voter to submit his over voted ballot for electronic counting. This may require an administrative rule.

Recommendation 8: Given the amount of poll worker fatigue at the end of Election Day, providing for a central tallying process of hand tallied votes may be a better alternative. To implement this alternative new chain of custody procedures would have to be developed and may require new administrative rules or legislation.

1.3.10 Distributing Voters to Dominion ICE Machines

VCCs require a larger number of vote tabulators than precinct systems because of the larger number of voters being processed in these locations.

In general, the machine judge and other poll workers assisting with the vote tabulators did a good job of processing voters. But given the sheer number of voters submitting ballots in

multiple machines at the same time, it is likely that some sort of mistake will be made. In particular, we observed that it was harder for poll workers to consistently observe that the ICE machine was counting each ballot, though the fact that Dominion ICE machines ring every time a ballot is counted is helpful. Second, we observed that it was much more complicated for poll workers to assist voters by taking their ballot permits and then helping them insert their ballot into one of the tabulators. On several occasions we know that voters took their permits with them because they were unaccounted for at the end of the day.

Voter permits are largely used in states that appear to have been concerned with one person somehow voting many ballots. Permits were a way to identify a single ballot with a single person. However, these problems are no longer likely given current election administration procedures and few states employ these procedures anymore. Although permits may have some auditing value, we think they add more complexity to an already complex process and in a busy VCC lead to balancing and closing problems at the end of the day. Therefore, we recommend they be terminated.

Distributing Voters to Dominion ICE Machines Recommendations

Recommendation 1: MPJs must observe that the counter on each machine is turning appropriately as each ballot is inserted. If there is so much voter activity that the machine's judge cannot perform this duty, he or she should engage the assistance of another poll worker until such time that the machine judge can handle this part of the job themselves.

Recommendation 2: Permits have a place currently in helping with balancing and closing at the end of the day. However, they also increase processing time and in a VCC environment where seconds at check-in may matter we need to consider whether they are necessary or whether other points in the process could provide similar or better functionality. Therefore, we suggest that the permit system be eliminated. They make an already complex process more complex. But we recognize that alternative measures may have to be developed at the same time to deal with any auditing holes this leaves in the process.

1.3.11 Identification Badges

The last two times we noted an increase in the use of identification badges for poll workers that included only their party identification. We recommended that the badges include the poll worker's name. BC adopted our recommendation and included a name and title on poll worker badges. We commend the County for this administrative procedure, which helps to identify polling officials in a crowded polling place and can help voters identify those individuals who can assist them.

However, we, like some voters in New Mexico, do find the party identification part of the badge somewhat problematic. We realize that the purpose of the party identification of the poll worker is to demonstrate to voters that both parties are represented in the administrative process (NM Statute§1-2-18) However, voters do not come in contact with all poll workers and so may instead determine that the VCC was run by Republicans or Democrats. Far more problematic is that some voters may find the party identification more offensive than informative and may see it as a form of electioneering.[24] Given that voters are not allowed to wear campaign buttons or other apparel or accessories that might support specific candidates or parties into the polling place, we are perplexed that badges that indicate partisanship are allowed. We understand that there is a requirement of party diversity, but wonder if party badges in the polling place are functioning in a manner meant by the law.

Finally, we noted that county employees, runners and other county administrators, in many cases do not appear to wear any form of identification. These individuals pick up in-lieu of ballots and interact with poll workers to help solve other problems. These actors should also wear some kind of official identification that identifies them as county employees and part of the local election official's election workers.

Identification Badges Recommendations

Recommendation 1: We recommend that poll workers continue to wear badges identifying them as official poll workers, which includes their name, title and party identification as currently required by law.

Recommendation 2: Because the existing law requires that their party identification be included, we recommend that state legislators reconsider this statue and consider whether or not such presentation is a form of electioneering in the polling place that should not be allowed. Information on party diversity in the polling location could be better achieved through other reporting means.

Recommendation 3: County workers should wear name badges so presiding judges, other poll workers and voters know that they are official election administrators.

1.3.12 Watchers and Challengers

Watchers and challengers is another area where we see inconsistency across VCCs. Some watcher or challengers are integrated in to the election process and seem to develop a camaraderie with poll workers and in other places it seems to be more confrontational and conflictual. In particular, we saw two different incidences that gave us concern. First, we saw challengers/watchers located behind the systems clerk observing check-in of every

[24] See for example the story on KOB-TV, http://www.kob.com/article/stories/S2820688.shtml

voter. This is problematic because personal information of voters is included on the screen and challengers/watchers should not be allowed to view it. Second, we saw another watcher/challenger looking through ballots after closing. Watchers/challengers should not participate in the closing process and should not be allowed to review ballots.

Watchers and Challengers Recommendations

Recommendation 1: Training should emphasize that watchers and challengers cannot be integrated into the poll worker team.

Recommendation 2: Watchers and challengers should never be allowed to stand behind the check-in stations.

1.3.13 Voter Identification

Getting poll workers to accurately reflect voter identification laws has been a struggle in in-person election administration since we began observing operations in Bernalillo and other counties in 2006. This problem is not unique to Bernalillo County. Research shows that problems getting poll workers to correctly authenticate voters is especially difficult in places that have very minimal voter identification requirements.[25] Each year, we report repeated problems and each year the BC makes efforts to improve the process. With the changes in procedures for the VCCs BC election administrators have made an even stronger effort to force poll workers to obey the law when asking for voter identification. The overall training for voter identification was excellent and the procedures put in place for how voters ask for the information required to determine voter eligibility encourages poll workers to do it correctly. In a number of incidences we observed poll workers declining harder forms of voter identification, including driver's license, in favor of following the least intrusive form of voter identification, which requires voters to report only their name, address and birth year. These changes improved the voter identification problems we have seen in the past quite a lot. While in 2010, we observed about one-third of precincts incorrectly administering the voter identification law; this was down significantly to only 3% in the 2012 election and we saw a similar 3% in 2014 in both early and Election Day voting, which amounted to 3 incidences.

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[25] See: Atkeson, Lonna Rae & Kyle L. Saunders. 2007. "Voter Confidence: A Local Matter?" *PS: Political Science & Politics* 40(October):655-660 and Atkeson, Lonna Rae, Yann Kerevel, R. Michael Alvarez, Thad E. Hall. 2014. "Who Asks for Voter Identification?" *Journal of Politics* 76(4): 944-57.

Importantly, many cases of voter authentication with photo identification are the result of voters giving their identification to poll workers voluntary, which then encourages voters behind them in line to pull out their ID too. Poll workers should be encouraged to decline harder forms of ID since it encourages all voters to think they need an ID to vote. For example, we heard one voter say when he saw voters in front of him pulling out their ID, "I don't have mine, do I need it?" Because such doubts might encourage some voters to leave the line, we encourage poll workers to focus on the minimal requirement.

Voter Identification Recommendations

Recommendation 1: Maintain a strict training system for voter check-in that encourages poll workers to obey the voter identification law. This has been very successful.

Recommendation 2: Encourage poll worker to decline harder forms of ID in favor of the minimal identification because once one voter pulls out her driver's license it has a domino effect on all voters.

1.3.14 Security Procedures, Security Procedures Related to Assisted Voting

The centralization of the process that happened under the move to VCCs substantially reduced many of the problems related to the physical security of election materials, such as ballots, voting machines, and ballot boxes that we had seen in the past. Designing each polling location at the county level, instead of leaving it to individual poll workers, created more uniformity, consistency, and overall better security and voter privacy than we had seen before the introduction of VCCs. These improvements speak well of the dedication of the county staff as well as their understanding of the issues they faced in centralizing many aspects of the Election Day experience faced by voters.

One problem that we noted this year and in the past involved "assisted voting," which is both a security and privacy issue. New Mexico election law (NM Statute §1-12-15) allows voters to request assistance at the polls from poll workers or family members. In all cases, the intention of the poll worker or other voter assistant was helpful and responsive to the needs to the voter. However, when poll workers assist voters they should refrain from commenting on the candidates, ballot initiatives or amendments. This could be interpreted as a form of electioneering, which is not allowed in the polling place. In addition, the law (§ 1-12-15) also requires that "The name of the person providing assistance to a voter pursuant to this section shall be recorded on the signature roster." Although observers did see instances of "assisted voting," they did not see any indication that the name of the person providing assistance was recorded in the signature roster or in any other location, though we understand that poll workers were trained to note this information on the voter permit, however we did not observe this activity. Moreover, although we understand that this method complies with the law, it is not clear how it offers a transparent representation of what happened at the polling location as voter permits are not as easily accessible post-

election as the signature file is. Therefore, we argue alternative methods to log these activities are necessary.

Recommendations Regarding Security Procedures and Procedures Related to Assisted Voting

Recommendation 1: Training needs to provide a renewed emphasis on logging instances of assisted voting including the name of the person giving assistance and the name of the voter, especially if the assistant is a poll worker. This is one aspect of election code that is not followed consistently across polling locations.

Recommendation 2: Training needs to continue to emphasize that although poll workers can assist voters in the voting process, including the reading of the ballot, they should refrain from a discussion about the merits or deficiencies of individual candidates or issues, even if asked.

Recommendation 3: The poll worker in charge of observing voting in the voting booths should be responsible for observing and recording instances of voter assistance.

Recommendation 4: Using the voter permit to record assisted voting is not centralized or easily transparent for post election review. Alternative methods of recording this information should be considered.

1.3.15 Provisional Voting

Provisional voting is an important component of the voting process meant to ensure that administrative issues do not prevent a qualified voter from participating in the election. Provisional voters are largely those who are not found on the voter list or those voters who do not have the proper identification. Although we saw several instances of provisional voting, we also saw presiding judges who simply would not allow voters who were not found on the voter list to vote provisionally. They were simply told to leave. Supporting evidence from VCCs suggest that there is a lot of variance in poll worker behavior in offering provisional ballots given that the range of provisional voters is between 0 and 18.

One place where we commonly see this is if a voter votes out of their home county. Some presiding judges refuse to give them a provisional ballot knowing that it will not be counted, while others give them one and tell them it will not be counted. Because the legislature has already provided for convenience voting, we believe they should expand convenience voting to at least allow provisional voters who are registered in the state, but in another county to have their ballot transferred to the correct county and counted accordingly. At the very least provisional voters should have the same rights as UOCAVA voters and at least be able to have their ballots counted on federal and statewide races.

Provisional Voting Recommendations

Recommendation 1: Monitor the incidence of provisional voting at each polling place. Relatively large differences between polling locations in the proportion of voters who voted provisionally may suggest training problems with particular presiding judges.

Recommendation 2: Training should continue to emphasize that voters have the right to vote a provisional ballot and it is the obligation of the presiding judge to provide a provisional ballot if requested. This does not mean that the presiding judge should not try and assist a voter who, for example, lives in a different county and therefore her vote will not be counted if she votes provisionally. But, ultimately, it is the voter's decision to vote provisionally and the presiding judge should in the end respond to the request of the voter in this regard.

Recommendation 3: State legislators should consider changing the law to allow provisional votes to be accepted across county lines. This would reduce many of the uncounted provisional ballots.

1.3.16 Bernalillo County My Vote Center App

BC developed and used the My Vote Center App (MVCA) first in 2012 and then again in 2014 to assist voters in determining which VCC would be the most efficient. However, in busy VCCs the MVCA was consistently inaccurate. The problem with the MCVA was that the systems check-in person is responsible for determining the number of people in line and reporting that in a dialogue box that appears on their computer screen. In busy VCCs, the systems clerk cannot determine the number of people in line because it is too long and often out the door and not visible. In addition, given how busy the systems clerk is, it does not make sense for him or her to pay attention to the number of people in line, or even wait for a count from a fellow poll worker, when their main job is to process voters in line.

In addition, in several locations we visited, especially towards the end of Election Day, we saw incredibly long lines. Some lines took nearly two hours for the voters to be processed after closing; in these locations, the poll workers were very aware of the situation and wanted to process voters as fast as possible, but were limited by their equipment and staffing. In some cases, poll workers mentioned to us that they suggested to voters that they try another voting location, only a short distance away that did not have the long lines. However, in other locations poll workers were unsure whether or not to give this instruction because there was no instruction on this issue during training or in their procedures and because they were worried that once voters left their line that they may not find another voting location and simply abstain from voting.

In one case, we observed the presiding judge tell voters in a long line to just go down the street to another location. But the problem was that location was just as busy and therefore sending voters there would likely only frustrate them.

If BC can find a way to make the My Vote Center App accurate, poll workers could use it to help voters find the best and nearest location to head to when lines start increasing. Thus, this could be a very helpful tool to voters and poll workers, but as it stands, the application does not provide reliable information when polls are busy and therefore is not helpful.

Bernalillo County My Vote Center App and Long Lines Recommendations

Recommendation 1: Discontinue using the app if it is unreliable because it just creates frustrated voters and poll workers.

Recommendation 2: To make the app work better the systems clerk should not be responsible for counting the number of voters in line to assist the My Vote Center App in accurately reflecting the amount of time necessary to vote at any given location. We suggest that the poll worker responsible for printing sample ballots be assigned this job. They have access to a computer and given that their job is the least demanding, it allows them to count the number of voters in line and insert that information into the system.

Recommendation 3: Make a policy on whether or not poll workers can inform voters of nearby locations that are less busy and communicate that policy to poll workers in training so that there is uniformity on this issue. They should only communicate such information to voters when they know it is accurate.

Recommendation 4: If the application is functional create signs that can be hung in waiting areas advertising the app so that voters in line can check for additional locations while waiting. This may encourage some of them to find an alternate location on their own.

1.3.17 Disabled voters and the Dominion ICE machines

The Dominion ICE voter tabulator also doubles as an assisted voting system. The problem is that it does not do it very well or easily. In addition, these systems were rarely set up properly. We watched several people try to use it some with success and others who gave up after spending a substantial amount of time trying to work with it. We saw one voter mange to successfully use the system, but it took about 1.5 hours to complete the process. In addition, it is somewhat awkward because the voter is using the system differently than all the other voters around them, creating some traffic issues. Therefore, even though Dominion ICE tabulator meets the letter of the law for assisting these types of voters, it does not meet the spirit of the law and other types of assisted vote systems should be considered to help disabled and handicapped voters independently in an easy and comfortable format.

We also noticed a problem with set-up for assisted voting. The newly acquired Dominion ICE machines serve the dual purposes of both tabulator and assisted marking machines. This means that one of the Dominion ICE machines is reserved for assisted voting. In very few VCCs did we see an ICE machine set up for private assisted voting, in the places where an ICE machine was set up for this purpose it was simply turned in a different direction. According to the Dominion website the assisted voting equipment can be set up in a voting booth up to 10-15 feet away from the machine allowing for more privacy[26], but we did not see any ICE machines set up in this way.

Disabled voters and the Dominion ICE machines Observers Recommendations

Recommendation 1: Consider other options for an assisted vote system for disabled voters that provide for more efficiency and are easier for the user to operate.

Recommendation 2: Set up one Dominion ICE machine with a voting booth for assisted voting.

1.4 Post –Election Procedures

The closing of a polling location is a complex final step in the election process. Poll workers are exhausted from a long day of work and some polling locations do not finish processing voters until hours after the official 7:00 PM poll close time to accommodate the last voter in line. In addition, election observers, including challengers and watchers, are often present to observe closing, which can create more stress. Despite this stress, the presence of challengers, watchers, and election observers is critical to the legitimacy of the process that their presence should be welcomed.

In general, we noticed that closing the VCCs was a bit more overwhelming than closing precincts. Balancing multiple tabulators, keeping track of permits, and entering hand counted ballots electronically seemed to cause a significant amount of stress in every location we observed. Balancing was difficult and poll workers struggled with all of the duties they needed to do at the end of the day.

Talking to poll workers who worked in early voting and those who had former election experiences, including the primary, indicated that it was best to close down one machine and then move on to the next one. Trying to close down multiple machines simultaneously led to problems and ultimately took longer.

[26] See: http://www.dominionvoting.com/products.

The problems in balancing are large and serious. Balancing is important because it is one of many audits that take place post-election to ensure the integrity of the process. We think procedures for closing need to be modified. We are not sure of the best approach, and so we suggest multiple options.

Post –Election Procedures Recommendations

Recommendation 1: Though this would likely require legislative change, one possibility for handling closing would be to allow poll workers to return to the voting location in the morning when they are fresh to close the polls. One of the major problems with closing is the fatigue of the poll workers at this point and their inability to comprehend and follow complex instructions. Waiting until the next day might make closing processes smoother.

Recommendation 2: Another possibility is to have an alternative staff come in and do closing the next day. Perhaps this could be done in conjunction with the presiding judge and County staff.

Recommendation 3: Increase the hands on training for closing instructions and include specific problem sets that PJs will likely see on Election Day.

Recommendation 4: Train the MPJ to close down 1 tabulator at a time. This was consistently found by poll workers and reported to us to be the most efficient method.

1.5 Conclusions

Overall, BC continues to improve their election processes and has made huge gains especially in terms of training and the quality of the poll workers. We applaud BC for these improvements and for creating an overall better voting experience for the voter.

The most important problem facing the County is ensuring that voters do not have longer than half an hour wait when they go to vote. This standard is based on the report of the Presidential Commission on Election Administration, which was issued in January 2014.[27] More equipment or more locations need to be available on Election Day to ensure voters move efficiently through the system.

[27] https://www.supportthevoter.gov/files/2014/01/Amer-Voting-Exper-final-draft-01-09-14-508.pdf.

Appendix 1.1 Frequency Reports, Election Day Observations

Frequency Report for Opening Procedures

1a. Did the presiding judge show up to the vote center on time? (n=11)

Yes	81.8%
No	18.2%

1b. Did all of the other poll workers show up on time? (n=12)

Yes	58.3%
No	41.7%

1c. Did the presiding judge call roll or in some other way make sure everyone was present? (n=13)

Yes	76.9%
No	23.1%

2. Did they verify the ballot bins in the ICE machines were empty? (n=12)

All of them	66.6%
Some of them	0.0%
None of them	33.4%

3. Was the zero-tape generated for each ICE machine? (n=13)

All of them	100.0%
Some of them	0.0%
None of them	0.0%

4. Was the zero-tape signed by all the poll workers for each of the ICE machines? (n=12)

All of them	50.0%
Some of them	42.0%
None of them	8.0%

5. Was the zero-tape left on the machines or was it detached? (n=12)

All of them	100.0%
Some of them	0.0%
None of them	0.0%

6. Were there any problems connecting to the Internet? (n=13)

Yes	0.0%
No	100.0%

7. Were there any problems setting up the printers? (n=13)

Yes	7.7%
No	92.3%

8. Did the poll workers have any problems with the passwords they were provided? (n=13)

Yes	53.8%
No	46.2%

9a. Was there an IT AskEd worker on site? (n=13)

Yes	38.5%
No	61.5%

9b. If so were they: (n=5)

Observing	20.0%
Helping	60.0%
Resolving	20.0%

10a. Was there a Bernalillo county worker on site? (n=13)

Yes	38.5%
No	61.5%

10b. If so were they: (n=5)

Observing	60.0%
Helping	40.0%
Resolving	0.0%

Closing Frequency Report

1. At what time did the poll workers call the VCC closed? (In Military Time) (n=11)

1900	100.0%

2a. Were there any voters still in line waiting to vote when the polls closed? (n=12)

Yes	91.7%
No	8.3%

2b. If so, how many? (n=12)

Mean	75.4
Median	59.5
Range	0-205

3. Did the Presiding Judge or other poll worker properly mark the last voter? (n=11)

Yes	81.8%
No	18.2%

4. Did the Presiding Judge assign Floor Judges to clean/straighten up the Voting Area? (n=12)

Yes	75%

No 25%

5. Was the Presiding Judge the only person to work with closing the ICE machines? (n=12)
Yes 33.3%
No 67.7%

6a. Did they have to hand tally any ballots? (n=12)
Yes 91.7%
No 8.3%

6b. If so, were there any problems using the "Sample Ballot" computer to enter in the number of hand-tallied ballots? (n=11)
Yes 63.6%
No 36.4%

6c. How many workers were involved in this process? (n=11)
2 63.6%
3 27.3%
4 9.0%

6d. How long did it take, on average, to process 1 hand tally ballot? (In minutes) (n=10)
Mean 7.0
Median 8.0
Range 5-11

6e. How long did the whole process take to enter hand counted ballots? (In minutes) (n=5)
Mean 71.7
Median 150.0
Range 60-360

6f. How many ballots did they have to count by hand? (n=10)
Mean 18.75
Median 16.5
Range 1-72

7a. Were there any write-in candidates? (n=9)
Yes 11.1%
No 88.9%

7b. Were there any problems counting the write-in votes? (n=1)
Yes 0%
No 100%

7d. How many workers were involved in this process? (n=1)

2 100%

7e. Did they actually hand count the ballots or did they just use the machine count for 3rd party? (n=1)
Hand count 100%

8. Did the poll workers sign a certificate of election completion stating the total number of voters? (n=8)
Yes 62.5%
No 37.5%

9a. Was there an IT AskEd worker on site? (n=12)
Yes 41.7%
No 58.3%

9b. If so were they: (n=5)
Observing 0%
Helping 40%
Resolving 60%

10a. Was there a Bernalillo County worker on site? (n=12)
Yes 58.3%
No 41.7%

10b. If so were they: (n=7)
Observing 42.9%
Helping 57.1%
Resolving 0%

11. Did the poll workers balance the number of voters from the AutoVote report with the ICE tapes? (n=9)
Yes 77.8%
No 22.2%

12. Was there a problem balancing the # of voters with the # of ballots cast at closing for each ICE machine? (n=10)
Yes 50.0%
No 50.0%

13. Did poll workers place the ballots in each of the ballot boxes? (n=8)
None 0%
Some 0%
All 100%

14. Were spoiled ballots also included in each of the ballot boxes? (n=8)

None 25.0%
Some 25.0%
All 50.0%

15. Were each of the ballot boxes padlocked? (n=7)
None 0%
Some 0%
All 100.0%

16. Was there anything other than ballots placed in each of the ballot boxes? (n=6)
None 100%
Some 0%
All 0%

17. Were the 2 sets of keys for each of the ballot box locks placed in different envelopes? (n=8)
None 0%
Some 0%
All 100.0%

18. Did you see poll workers attempt to feed any uncounted ballots (placed in the emergency slot) into one of the machines after the polls closed? (n=10)
None 100%
Some 0%
All 0%

19. Were provisional votes placed in the appropriate bag? (n=8)
Yes 87.5%
No 12.5%

20. Did the poll workers use any chain of custody forms? (n=6)
Yes 66.7%
No 33.3%

21. Were the data cards removed from each ICE machine? (n=7)
None 0%
Some 0%
All 100.0%

22. What time did the machine judge leave to get the data cards to 1 Civic Plaza? (In Military Time) (n=3)
2056 33.3%
2110 33.3%
2140 33.3%

23. Did all members of the Precinct Board (all poll workers) sign all copies of the tabulator reports and the AskED reports? (n=5)
Yes 80%
No 20%

Election Day Frequency Report*

*Included Desiderio observation from early voting here

1. Was the voting location relatively easy to find? (n=68)
Yes 26.0%
No 74.0%

2. Was the polling place readily visible from the street? (n=69)
Yes 55.1%
No 44.9%

3. Was the polling place adjacent to a major street (4 lanes/divided traffic)? (n=69)
Yes 43.5%
No 56.5%

4a. Were any signs, flags, or banners visible from the street, such as "vote here"? (n=69)
Yes 91.3%
No 8.7%

4b. If so was the signage large enough to draw attention to them? (n=61)
Yes 75.4%
No 24.6%

5. Were all campaign materials located at least 100 feet from the polling location? (n=69)
Yes 97.1%
No 2.9%

6. Were there activists from political campaigns outside the polling location? (n=68)
Yes 42.6%
No 57.4%

7. What was the estimated wait time in the Bernalillo My Vote Center App? (In minutes) (n=69)
Mean 10.2
Median .00
Range 0-81

8a. How difficult was it to find parking? (n=69)

Not at all 49.3%
Somewhat 34.8%
Very 15.9%

8b. How close were you able to park? (n=69)
Not at all 11.6%
Somewhat 56.5%
Very 31.9%

8c. Was there ample parking for *incoming* voters? (n=69)
Yes 55.1%
No 44.9%

9. How long did it take to get from your vehicle to back of line? (In seconds) (n = 69)
Mean 92.3 Seconds
Median 60.0 Seconds
Range 0-720 Seconds

10. Was the accessibility to the voting location easy for handicapped voters? (n=68)
Yes 80.9%
No 19.1%

11. Was there only one entrance into the voting location? (n=69)
Yes 60.9%
No 39.1%

12. How many exit-polling operations were in place at this location? (n=69)
None 91.3%
One 8.7%

13. Once inside the building, how easy is it to find the polling place? (n=69)
Very Easy 69.6%
Somewhat Easy 18.8%
Somewhat Hard 8.7%
Very Hard 2.9%

14a. Were you greeted immediately after entering the voting center? (n=69)
Yes 76.8%
No 23.2%

14b. How were you received after announcing you were there to observe? (n=69)
Positively 68.1%
Neutral 27.5%

Negatively 4.3%

15a. What was the gender of the poll worker that greeted you? (n=69)
Male 42%
Female 58%

15b. What was the ethnicity of the poll worker that greeted you? (n=69)
Black 5.8%
Latino 5.9%
Native American 10.1%
White 68.1%

15c. What was the age of the poll worker that greeted you? (n=68)
Under 40 23.5%
40-65 45.6%
Over 65 30.9%

16. How many poll workers were working at the time you were present? (n=68)
Mean 8
Median 8
Range 2-15

17a. Was there an IT AskEd worker on site? (n=69)
Yes 18.8%
No 81.2%

17b. If so were they: (n=13)
Observing 7.7%
Helping 38.5%
Resolving 53.8%

18a. Was there a Bernalillo county worker on site? (n=69)
Yes 33.3%
No 66.7%

18b. If so were they: (n=23)
Observing 82.6%
Helping 8.7%
Resolving 8.7%

19. Were the poll workers dressed appropriately? (n=69)
Yes 81.2%
No 18.8%

20. Were poll workers on a phone, or running apps (email, Facebook, etc.)? (n=69)

Yes 15.9%
No 84.1%

21. Was the vote center set-up so as to enable a circular flow of voters? (n=69)
Yes 92.8%
No 7.2%

22a. Was there a line of voters waiting to check in? (n=69)
Yes 73.9%
No 26.1%

22b. If so was the line visible from outside the location? (n=51)
Yes 39.2%
No 60.8%

23. What type of waiting area was present? (n=69)
None 29%
Small 31.9%
Medium 17.4%
Large 21.7%

24. Was there a clearly marked restroom inside the voting center? (n=69)
Yes 37.7%
No 62.3%

25. Was there a drinking fountain visible? (n=69)
Yes 33.3%
No 66.7%

26. Was it noisy inside the polling location? (n=69)
Yes 26.1%
No 73.9%

27. How crowded was it inside the polling location? (n=69)
Not Crowded 55.1%
Somewhat 24.6%
Very 20.3%

28. Was the temperature in the voting center comfortable? (n=69)
Yes 75.4%
No 24.6%

29. Generally speaking, describe the size of the polling area: (n=69)
Very small 4.3%
Somewhat small 11.6%
Medium 24.6%

Somewhat large 29.1%
Very large 30.4%

30a. Was the ballot marking example sign posted at the voting location? (n=69)
Yes 100%
No 0%

30b. If so was it easily visible to voters? (n=69)
Yes 94.2%
No 5.8%

31a. Was the voter ID poster posted at the voting location? (n=69)
Yes 97.1%
No 2.9%

31b. If so was it easily visible to voters? (n=66)
Yes 53.0%
No 47.0%

32a. Was the voter bill of rights posted at the voting location? (n=69)
Yes 95.7%
No 4.3%

32b. If so was it easily visible to voters? (n=66)
Yes 65.2%
No 34.8%

33. Generally speaking, was the interior of the polling place well lit for completion of ballot? (n=69)
Yes 97.1%
No 2.9%

34. Were there any other watchers or challengers present in the polling location? (n=69)
Yes 31.9%
No 68.1%

35. Were voters being directed on where to go? (n=68)
Yes 88.2%
No 11.8%

36. Were poll workers asking voters for photo ID? (n=69)
Yes 4.3%
No 95.7%

37. Were voters offering identification without being asked? (n=69)

Yes 81.2%
No 18.8%

38. Based on your observations, were they asking for ID appropriately? (n=69)
Yes 95.7%
No 4.3%

39a. Did you see anyone who tried to vote, but who didn't appear in the voter registration file? (n=68)
Yes 44.1%
No 55.9%

39b. If so, were they provided a provisional ballot? (n=30)
Yes 53.3%
No 46.7%

40. Did you see anyone using a cell phone in the voting booth or at the voting location? (n=69)
Yes 46.4%
No 53.6%

41. Did anyone take a picture or videotape in the VCC? (n=68)
Yes 14.7%
No 85.3%

42. Did voters have adequate privacy while filling out their ballots? (n=69)
Yes 88.4%
No 11.6%

43. Were voters being offered a privacy sleeve for their ballot? (n=68)
Yes 92.6%
No 7.4%

44. Were any voters using a privacy sleeve for their ballot? (n=69)
Yes 92.8%
No 7.2%

45. Did the poll worker examine the ballots as they were fed through the machine in such a way that there could have been privacy issues for the voter? (n=68)
Yes 30.9%
No 69.1%

46. Were the poll workers rotating voters between the voting machines? (n=68)
Yes 91.2%
No 8.8%

47. Did the floor judge watch to ensure that the ballot counter was counting accepted ballots accurately? (n=69)

Yes	95.7%
No	4.3%

48. Were the poll workers generally sticking to their assigned positions? (n=69)

Yes	88.4%
No	11.6%

49. Did poll workers appear to be well trained? (n=69)

Yes	91.3%
No	8.7%

50. Did there appear to be any conflict between the poll workers? (n=69)

Yes	11.6%
No	88.4%

51. Were poll workers friendly/helpful to voters? (n=69)

Yes	98.6%
No	1.4%

52a. Was at least one of the poll workers bilingual? (n=58)

Yes	79.3%
No	20.7%

52b. Did you see the poll workers help someone in a language other than English? (n=63)

Yes	23.8%
No	76.2%

53. How would you rate the overall quality of this voting center? (n=69)

Poor	4.3%
Fair	17.4%
Good	50.7%
Excellent	27.5%

54. How many on-demand ballot printers were operable? (n=69)

1	2.9%
2	69.6%
3	24.6%
4	2.9%

55. How many polling booths were available to voters? (n=68)

Mean	42.9

Median 46.0
Range 2-72

56. How many voting machines (ICE) were operable? (n=69)
2 7.2%
3 56.5%
4 34.8%
5 1.5%

57. Was an ICE machine set aside so that a voter who needed assistance would have privacy? (n=69)
Yes 21.7%
No 78.3%

58a. Did you see any voter's ballot get rejected from the ICE machine? (n=68)
Yes 61.8%
No 38.2%

58b. If so, did they spoil their ballot and get another one or were they encouraged to place their ballot into the hand counting slot? (n=36)
Spoiled ballot 52.8%
Hand counted 47.2%

59. Were there any reported problems with the ICE voting tabulators? (n=69)
Yes 21.7%
No 78.3%

60. Were there any reported problems with the AskED system? (n=69)
Yes 11.6%
No 88.4%

61. Were there any reported problems with the printer used to print ballots? (n=69)
Yes 26.1%
No 73.9%

62. Were there any reported problems with the signature pad? (n=69)
Yes 2.9%
No 97.1%

63. Were there any reported problems connecting to the Internet? (n=69)
Yes 2.9%
No 97.1%

Appendix 1.2 Observation Forms

General Observation Worksheet

New Mexico Midterm Election, 10/18/2014 - 11/4/2014

Please fill out a form for each individual vote center. When appropriate, ask poll workers, poll judges or observers for their observations for answers to questions that took place during periods when you were not present or events that are taking place currently. When a situation is different than it should be, please elaborate as much as possible. Always feel free to add notes and other observations. Please write as much as you like about each precinct.

Polling Location Information:

Vote Center Name:
_____

Type of Polling Location (church, school, strip mall, office park, etc.)
_____

Name of Observer:
_____

Time of Arrival: _____ Time of Departure_____ Put in Military Time; e.g. 7:30AM = 0730

Are you observing in Early Voting or on Election Day? (Circle one) Early Voting Election Day

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OUTSIDE THE POLLING LOCATION: ANSWER THESE QUESTION MOSTLY BEFORE YOU ENTER THE POLLING PLACE

1. Was the voting location relatively easy to find? Yes No

2. Was the polling place readily visible from the street? Yes No

3. Was the polling place adjacent to a major street (4 lanes/divided traffic)? Yes No

4. Were any signs, flags, or banners visible from the street, such as "vote here"? Yes No

4a. If so was the signage large enough to draw attention to them? Yes No

5.Were all campaign materials located at least 100 feet from the polling location?

Yes No

6. Were there activists from political campaigns outside the polling location? Yes No

7. What was the estimated wait time in the Bernalillo My Vote Center App? _____Minutes

8. How difficult was it to find parking? Not at all Somewhat Very

8a. How close were you able to park? Not at all Somewhat Very

8b. Was there ample parking for *incoming* voters? Yes No

9. How long did it take to get from your vehicle to back of line? _____Seconds

10. Was the accessibility to the voting location easy for handicapped voters? Yes No

11. Was there only one entrance into the voting location? Yes No

11a. If more than one, how many entrances? _____

12. How many exit-polling operations were in place at this location? _____

INSIDE THE POLLING LOCATION

13. Once inside the building, how easy is it to find the polling place?

Very Easy Somewhat Easy Somewhat Hard Very hard.

14. Were you greeted immediately after entering the voting center? Yes No

14a. How were you received after announcing you were there to observe?

Negatively Neutral Positively

15. What were the gender, ethnicity, and age of the poll worker that greeted you?

☐ Male ☐ Female

☐ White ☐ Black ☐ Latino ☐ Asian

☐ Under 40 ☐ 40-65 ☐ Over 65

16. How many poll workers were working at the time you were present? _____

17. Was there an IT AskEd worker on site? Yes No

17a. If so were they:

☐ Observing (poll workers knew what to do)

☐ Helping poll workers resolve problems

☐ Resolving problems for poll workers

18. Was there a Bernalillo county worker on site? Yes No

18a. If so were they:

☐ Observing (poll workers knew what to do)

☐ Helping poll workers resolve problems

☐ Resolving problems for poll workers

19. Were the poll workers dressed appropriately? Yes No

20. Were poll workers on a phone, or running apps (email, Facebook, etc.)? Yes No

21. Was the vote center set-up so as to enable a circular flow of voters? Yes No

---

22. Was there a line of voters waiting to check in? Yes No

22a. If so was the line visible from outside the location? Yes No

---

23. What type of waiting area was present? None Small Medium Large

24. Was there a clearly marked restroom inside the voting center? Yes No

25. Was there a drinking fountain visible? Yes No

26. Was it noisy inside the polling location? Yes No

27. How crowded was it inside the polling location? Not Crowded Somewhat Very

28. Was the temperature in the voting center comfortable? Yes No

29. Generally speaking, describe the size of the polling area:

Very Small Somewhat Small Medium Somewhat Large Very Large

30. Was the ballot marking example sign posted at the voting location? Yes No

30a. If so was it easily visible to voters? Yes No

31. Was the voter ID poster posted at the voting location? Yes No

31a. If so was it easily visible to voters? Yes No

32. Was the voter bill of rights posted at the voting location? Yes No

32a. If so was it easily visible to voters? Yes No

33. Generally speaking, was the interior of the polling place well lit for completion of ballot? Yes No

34. Were there any other watchers or challengers present in the polling location? Yes No

34a. If yes, please indicate role (ex. challenger, etc.)_____

PROCEDURES AND VOTER EXPERIENCE

35. Were voters being directed on where to go? Yes No

36. Were poll workers asking voters for photo ID? Yes No

37. Were voters offering identification without being asked? Yes No

38. Based on your observations, were they asking for ID appropriately? Yes No

38a. If no, please explain: _____

_____

39. Did you see anyone who tried to vote, but who didn't appear in the voter registration file? Yes No

39a. If so, were they provided a provisional ballot? Yes No

40. Did you see anyone using a cell phone in the voting booth or at the voting location? Yes No

41. Did anyone take a picture or videotape in the VCC? Yes No

42. Did voters have adequate privacy while filling out their ballots? Yes No

43. Were voters being offered a privacy sleeve for their ballot? Yes No

44. Were any voters using a privacy sleeve for their ballot? Yes No

45. Did the poll worker examine the ballots as they were fed through the machine in such a way that there could have been privacy issues for the voter? Yes No

46. Were the poll workers rotating voters between the voting machines? Yes No

47. Did the floor judge watch to ensure that the ballot counter was counting accepted ballots accurately? Yes No

48. Were the poll workers generally sticking to their assigned positions? Yes No

49. Did poll workers appear to be well trained? Yes No

50. Did there appear to be any conflict between the poll workers? Yes No

51. Were poll workers friendly/helpful to voters? Yes No

52. Was at least one of the poll workers bilingual? Yes No

52a. Did you see the poll workers help someone in a language other than English? Yes No

53. How would you rate the overall quality of this voting center?

Poor Fair Good Excellent

EQUIPMENT

54. How many on-demand ballot printers were operable? _____

55. How many polling booths were available to voters? _____

56. How many voting machines (ICE) were operable? _____

57. Was an ICE machine set aside so that a voter who needed assistance would have privacy? Yes No

58. Did you see any voter's ballot get rejected from the ICE machine? Yes No

58a. If so, did they spoil their ballot and get another one or were they encouraged to place their ballot into the hand counting slot?

Spoiled ballot ☐ Hand counted ☐

59. Were there any reported problems with the ICE voting tabulators? Yes No

59a. If yes, please explain:_____

60. Were there any reported problems with the AskED system? Yes No

60a. If yes, please explain:_____

61. Were there any reported problems with the printer used to print ballots? Yes No

61a. If yes, please explain:_____

62. Were there any reported problems with the signature pad? Yes No

62a. If yes, please explain: _____

63. Were there any reported problems connecting to the Internet? Yes No

63a. If yes, please explain:

_____

64. **Additional Comments**:

_____

_____

_____

_____

_____

_____

_____

_____

_____

Open Polls Worksheet

New Mexico Midterm Election, 10/18/2014 - 11/4/2014

(THIS FORM IS FOR OPENING POLLS ONLY)

Please fill out a form for each individual vote center. When appropriate, ask poll workers, poll judges or observers for their observations for answers to questions that took place during periods when you were not present or events that are taking place currently. When a situation is different than it should be, please elaborate as much as possible. Always feel free to add notes and other observations. Please write as much as you like about each precinct.

Polling Location Information:

Vote Center Name:

_____

Type of Polling Location (church, school, strip mall, office park, etc.)

_____

Name of Observer:

_____

Are you observing in Early Voting or on Election Day? (Circle one) Early Voting Election Day

---

OPENING INFORMATION

1. Did the presiding judge show up to the vote center on time? Yes No

1a. Did all of the other poll workers show up on time? Yes No
(Please explain any tardiness issues in the opening comments section of this form)

2. Did the presiding judge call roll or in some other way make sure everyone was present?

Yes No

3. Did they verify the ballot bins in the ICE machines were empty? All Some None

4. Was the zero-tape generated for each ICE machine? All Some None

5. Was the zero-tape signed by all the poll workers for each of the ICE machines? All Some None

6. Was the zero-tape left on the machines or was it detached? All Some None

7. Were there any problems connecting to the Internet? Yes No

8. Were there any problems setting up the printers? Yes No

9. Did the poll workers have any problems with the passwords they were provided? Yes No

9a. If so, how did they resolve the problem? (ex. They called City Clerk; they had another poll worker get them logged in, etc.).

_____

_____

_____

10. Was there an IT AskEd worker on site? Yes No

10a. If so were they:

☐ Observing (poll workers knew what to do)

☐ Helping poll workers resolve problems

☐ Resolving problems for poll workers

11. Was there a Bernalillo county worker on site? Yes No

11a. If so were they:

☐ Observing (poll workers knew what to do)

☐ Helping poll workers resolve problems

☐ Resolving problems for poll workers

12. Additional Comments About the Opening Process:

_____

_____

_____

_____

Closing Polls Worksheet

New Mexico Midterm Election, 10/18/2014 - 11/4/2014

(THIS FORM FOR CLOSING POLLS ONLY)

Please fill out a form for each individual vote center. When appropriate, ask poll workers, poll judges or observers for their observations for answers to questions that took place during periods when you were not present or events that are taking place currently. When a situation is different than it should be, please elaborate as much as possible. Always feel free to add notes and other observations. Please write as much as you like about each precinct.

Polling Location Information:

Vote Center Name:
_____

Type of Polling Location (church, school, strip mall, office park, etc.)
_____

Name of Observer:
_____

Are you observing in Early Voting or on Election Day? (Circle one) Early Voting Election Day

---

CLOSING INFORMATION

1. At what time did the poll workers call the VCC closed? _____ (Military Time)

2. Were there any voters still in line waiting to vote when the polls closed? Yes No

2a. If so, how many?_____

3. Did the Presiding Judge or other poll worker properly mark the last voter? Yes No

4. Did the Presiding Judge assign Floor Judges to clean/straighten up the Voting Area?

Yes No

5. Was the Presiding Judge the only person to work with closing the ICE machines? Yes No

6. Did they have to hand tally any ballots? Yes No

6a. If so, were there any problems using the "Sample Ballot" computer to enter in the number of hand-tallied ballots? Yes No

6b. If so, please explain the problem and whether or not it was resolved: _____

_____

6c. How many workers were involved in this process? _____

6d. How long did it take, on average, to process 1 hand tally ballot? _____Minutes

6e. How long did the whole process take to enter hand counted ballots?_____Minutes

6f. How many ballots did they have to count by hand? _____

7. Were there any write-in candidates? Yes No

7a. Were there any problems counting the write-in votes? Yes No

7b. If so, please explain the problem and whether or not it was resolved: _____

_____

7c. How many workers were involved in this process? _____

7d. How long did the whole process take? _____

7e. Did they actually hand count the ballots or did they just use the machine count for 3rd party?

Hand Count ☐ Machine Count ☐

8. Did the poll workers sign a certificate of election completion stating the total number of voters?

Yes No

9. Was there an IT AskEd worker on site? Yes No

9a. If so were they: ☐ Observing (poll workers knew what to do)

☐ Helping poll workers resolve problems

☐ Resolving problems for poll workers

10. Was there a Bernalillo county worker on site? Yes No

10a. If so were they: ☐ Observing (poll workers knew what to do)

☐ Helping poll workers resolve problems

☐ Resolving problems for poll workers

11. Did the poll workers balance the number of voters from the AutoVote report with the ICE tapes? Yes No

11a. If not, please explain the problem and whether or not it was resolved: _____

_____

12. Was there a problem balancing the # of voters with the # of ballots cast at closing for each ICE machine?

Yes No

12a. If so, please explain the problem and whether or not it was resolved: _____

_____

13. Did poll workers place the ballots in each of the ballot boxes? All Some None

14. Were spoiled ballots also included in each of the ballot boxes? All Some None

15. Were each of the ballot boxes padlocked? All Some None

16. Was there anything other than ballots placed in each of the ballot boxes?

All Some None

16a. If yes, please describe what those items were: _____

_____

17. Were the 2 sets of keys for each of the ballot box locks placed in different envelopes?

All Some None

18. Did you see poll workers attempt to feed any uncounted ballots (placed in the emergency slot) into one of the machines after the polls closed? All Some None

19. Were provisional votes placed in the appropriate bag? Yes No

20. Did the poll workers use any chain of custody forms? Yes No

21. Were the data cards removed from each ICE machine? All Some None

22. What time did the machine judge leave to get the data cards to 1 Civic Plaza? _____ (Military Time)

23. Did all members of the Precinct Board (all poll workers) sign all copies of the tabulator reports and the AskED reports? Yes No

24. Additional Comments About Closing (please make sure to describe the drop off process):

_____

_____

_____

Appendix 1.3 2014 Early Voting Center Addresses

Petroglyph Plaza
8201 Golf Course Rd. NW

Sun Country Plaza
9421 Coors Blvd. NW, Suite G & H

Los Ranchos Villa
6601 4th St. NW

Paseo Crossing Center
8000 Paseo del Norte NE, Suite A3

Fiesta del Norte Shopping Center
6001 San Mateo Blvd. NE

Montgomery Crossing
8510 Montgomery Blvd. NE, Suite A6

Glenwood Village
12611 Montgomery Blvd. NE

98th & Central
120 98th St. NW, Suite A5

West Bluff Center
5201 Ouray

Daskalos Center
5339 Menaul NE

Central & Juan Tabo
11816 Central SE, Suite C

Tijeras City Hall
12 Camino Municipal, Tijeras, NM

Desiderio Community Center
117 Tribal Road 7036, ToHajiilee, NM

South Valley Multipurpose Senior

2008 Larrazolo Rd. SW

Clerk's Annex
111 Union Square St. SE

University of New Mexico
Student Union Building

Willow Village Shopping Center
955 San Pedro SE

Rio Bravo Meal Site
3912 Isleta Blvd. SW

Isleta Recreation Center
Building 60, Tribal Road 40, Isleta, NM

Appendix 1.4 Team Locations on Election Day

Team 1

1. Chaparral Elementary	6325 Milne Rd NW
2. Volcano Vista High School	8100 Rainbow Blvd NW
3. Ventana Ranch Elementary	6801 Ventana Village Rd NW
4. Cibola High School	1510 Ellison Dr NW
5. Petroglyph Plaza	8201 Golf Course Rd NW
6. Lyndon B Johnson Middle School	6811 Taylor Ranch Rd NW

Team 2

1. Sun Country Plaza	9421 Coors Blvd NW
2. Raymond G. Sanchez Community Center	9800 4th St. NW
3. Taylor Middle School	8200 Guadalupe Trail NW
4. Los Ranchos Villa	6601 4th St. NW
5. Fiesta Del Norte Shopping Center	6001 San Mateo Blvd NE

Team 3

1. La Cueva High School	7801 Wilshire Ave NE
2. Paseo Crossing	8000 Paseo Del Norte NE
3. Arroyo Del Oso	6504 Harper Dr NE
4. Hubert Humphrey Elementary	9801 Academy Hills Dr NE
5. Eisenhower Middle School	11001 Camero Ave NE
6. Double Eagle Elementary	8901 Lowell Dr NE

Team 4

1. West Mesa High School	6701 Fortuna Rd NW
2. West Bluff Center	5201 Ouray Rd NW
3. Duranes Elementary	2436 Zickert Rd NW
4. Valley High School	1505 Candelaria Rd NW
5. Garfield Middle School	3501 6th St NW

Team 5

1. McKinley Middle School	4500 Comanche Rd NE
2. Del Norte High School	5323 Montgomery Blvd NE
3. Daskalos Center	5339 Menaul Blvd NE
4. Zuni Elementary	6300 Claremont Ave NE
5. Sandia High School	7801 Candelaria Rd NE
6. Montgomery Crossing	8510 Montgomery Blvd NE #A6

Team 6

1. Madison Middle School	3501 Moon St NE
2. Eldorado High School	11300 Montgomery Blvd NE
3. Glenwood Village Shopping Center	12611 Montgomery Blvd NE
4. Hoover Middle School	12015 Tivoli Ave NE
5. Onate Elementary	12415 Brentwood Hills Blvd NE

Team 7

1. 98th and Central	120 98th St NW #A5
2. Truman Middle School	9400 Benavides Rd SW
3. Rudolfo Anaya Elementary	2800 Vermejo Park Dr SW
4. Adobe Acres Elementary	1724 Camino Del Valle SW
5. Rio Grande High School	2300 Arenal Rd SW

Team 8

1. South Valley Multipurpose Senior Center	2008 Larrazolo Rd SW
2. Valle Vista Elementary	1700 Mae Ave SW
3. Washington Middle School	1101 Park Ave SW
4. Albuquerque High School	800 Odelia Rd NE
5. Clerk's Annex	111 Union Square St SE
6. East San Jose Elementary	415 Thaxton Ave SE

Team 9

1. Jefferson Middle School	712 Girard Blvd NE
2. Bandelier Elementary	3309 Pershing Ave SE
3. University of New Mexico	Student Union Building

Team 10

1. Montezuma Elementary	3100 Indian School Rd NE
2. Willow Village Shopping Center	955 San Pedro Dr NE
3. Alice Hoppes Pavillion	310 San Pedro Dr NE
4. Van Buren Middle School	700 Louisiana Blvd SE
5. Highland High School	4700 Coal Ave SE

Team 11

1. Manzano Mesa Elementary	801 Elizabeth St SE
2. Manzano High School	12200 Lomas Blvd NE
3. Kennedy Middle School	721 Tomasita St NE
4. Jackson Middle School	10600 Indian School Rd NE
5. Bellehaven Elementary	8701 Princess Jeanne Ave NE
6. Hayes Middle School	1100 Texas St NE

Team 12

1. Rio Bravo Meal Site	3912 Isleta Blvd SW
2. Pajarito Elementary	2701 Don Felipe Rd SW
3. Polk Middle School	2220 Raymac Rd SW
4. Mountain View Elementary	5317 2nd St SW
5. Isleta Recreation Center	Building 60, Tribal Rd 40, Isleta

Team 13

1. Vista Grande Community Center	15 La Madera Rd
2. Tijeras City Hall	12 Camino Municipal
3. A Montoya Elementary	24 Public School Rd
4. Forest Meadow	54 NM-217
5. Central & Juan Tabo	11816 Central Ave SE

Appendix 1.5 Election Monitoring Team Members

Name
Lonna Atkeson
Alex Adams
Janelle Johnson
Dan May
Eleanor Anderson
Jackson Cary
William Cary
Thad Hall
Thomas Avila
Anna Calasanti
Luiz Castro
Melina Juarez
Sondra Spence
Carli Steelman
Yoshira
Andrew Grigsby
Colin
Fiorella
Brittany Ortiz
Julia Hellewege
Jessica Jones
Jared Clay
Nicole Gayer
Mia Livaudais
Angie Poss
Noah Madrid
Akunnaya Ezenyilmba

Appendix 1.6 Sample Ballot In Bernalillo County

GENERAL ELECTION BALLOT / BOLETA DE ELECCION GENERAL

November 4, 2014 / 4 de noviembre, 2014 **BERNALILLO COUNTY / CONDADO DE BERNALILLO**

INSTRUCTIONS TO VOTERS: To vote, completely fill in the oval to the left of your choice. Use only the marking pen provided to mark your ballot. To vote for a qualified write-in candidate, write the person's name in the write-in space and fill in the oval.

INSTRUCCIONES PARA LOS VOTANTES: Para votar, rellene completamente el óvalo a la izquierda de su selección. Use sólo el marcador que le entregaron para marcar la boleta. Para votar por escrito por un candidato calificado, escriba el nombre de la persona en el espacio de votación por escrito y llene el óvalo.

Ballot 4 - Type 4 - Bernco Pct 108.1

UNITED STATES SENATOR
SENADOR DE LOS ESTADOS UNIDOS
VOTE FOR ONE / VOTE POR UNO

- ALLEN E. WEH — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- TOM UDALL — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

UNITED STATES REPRESENTATIVE
REPRESENTANTE DE LOS ESTADOS UNIDOS
DISTRICT 1 / DISTRITO 1
VOTE FOR ONE / VOTE POR UNO

- MICHAEL H FRESE — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- MICHELLE LUJAN GRISHAM — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

GOVERNOR & LIEUTENANT GOVERNOR
GOBERNADOR y TENIENTE GOBERNADOR
VOTE FOR ONE / VOTE POR UNO

- SUSANA MARTINEZ *and / y* JOHN A SANCHEZ — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- GARY K KING *and / y* DEBRA A HAALAND — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

SECRETARY OF STATE
SECRETARIO DE ESTADO
VOTE FOR ONE / VOTE POR UNO

- DIANNA J. DURAN — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- MAGGIE TOULOUSE OLIVER — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

STATE AUDITOR
AUDITOR DE ESTADO
VOTE FOR ONE / VOTE POR UNO

- ROBERT J ARAGON — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- TIMOTHY M KELLER — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

STATE TREASURER
TESORERO DE ESTADO
VOTE FOR ONE / VOTE POR UNO

- RICK J LOPEZ — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- TIM EICHENBERG — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

ATTORNEY GENERAL
PROCURADOR GENERAL
VOTE FOR ONE / VOTE POR UNO

- SUSAN M. RIEDEL — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- HECTOR BALDERAS — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

COMMISSIONER OF PUBLIC LANDS
COMISIONADO DE TIERRAS PÚBLICAS
VOTE FOR ONE / VOTE POR UNO

- AUBREY DUNN — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- RAY BENNETT POWELL — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

JUDGE OF THE COURT OF APPEALS
JUEZ DE LA CORTE DE APELACIONES
VOTE FOR ONE / VOTE POR UNO

- J. MILES HANISEE — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- KERRY C. KIERNAN — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

STATE REPRESENTATIVE
REPRESENTANTE ESTATAL
DISTRICT 15 / DISTRITO 15
VOTE FOR ONE / VOTE POR UNO

- SARAH MAESTAS BARNES — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- EMILY A KANE — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

DISTRICT JUDGE
2ND JUDICIAL DISTRICT
JUEZ DEL DISTRITO
2° DISTRITO JUDICIAL
DIVISION 5 / DIVISIÓN 5
VOTE FOR ONE / VOTE POR UNO

- BRETT R. LOVELESS — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- M. DAVID CHACON — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

DISTRICT JUDGE
2ND JUDICIAL DISTRICT
JUEZ DEL DISTRITO
2° DISTRITO JUDICIAL
DIVISION 6 / DIVISIÓN 6
VOTE FOR ONE / VOTE POR UNO

- JAMES BAIAMONTE — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- NANCY J FRANCHINI — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

DISTRICT JUDGE
2ND JUDICIAL DISTRICT
JUEZ DEL DISTRITO
2° DISTRITO JUDICIAL
DIVISION 8 / DIVISIÓN 8
VOTE FOR ONE / VOTE POR UNO

- CRISTINA T JARAMILLO — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- JOSHUA DAVID BOONE — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

DISTRICT JUDGE
2ND JUDICIAL DISTRICT
JUEZ DEL DISTRITO
2° DISTRITO JUDICIAL
DIVISION 9 / DIVISIÓN 9
VOTE FOR ONE / VOTE POR UNO

- JUDITH K NAKAMURA — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- JOHN T.L. GRUBESIC — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

DISTRICT JUDGE
2ND JUDICIAL DISTRICT
JUEZ DEL DISTRITO
2° DISTRITO JUDICIAL
DIVISION 14 / DIVISIÓN 14
VOTE FOR ONE / VOTE POR UNO

- SAMUEL L WINDER — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- MARIE WARD — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

DISTRICT JUDGE
2ND JUDICIAL DISTRICT
JUEZ DEL DISTRITO
2° DISTRITO JUDICIAL
DIVISION 27 / DIVISIÓN 27
VOTE FOR ONE / VOTE POR UNO

- NED S FULLER — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- VICTOR S LOPEZ — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

PUBLIC EDUCATION COMMISSIONER
COMISIONADO DE EDUCACIÓN PÚBLICA
DISTRICT 3 / DISTRITO 3
VOTE FOR ONE / VOTE POR UNO

- CARMIE LYNN TOULOUSE — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

JUDGE OF THE METROPOLITAN COURT
JUEZ DE LA CORTE METROPOLITANA
DIVISION 4 / DIVISIÓN 4
VOTE FOR ONE / VOTE POR UNO

- CHRIS J. SCHULTZ — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- COURTNEY BRYN WEAKS — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

JUDGE OF THE METROPOLITAN COURT
JUEZ DE LA CORTE METROPOLITANA
DIVISION 7 / DIVISIÓN 7
VOTE FOR ONE / VOTE POR UNO

- ROSEMARY COSGROVE-AGUILAR — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

JUDGE OF THE METROPOLITAN COURT
JUEZ DE LA CORTE METROPOLITANA
DIVISION 8 / DIVISIÓN 8
VOTE FOR ONE / VOTE POR UNO

- JOHN DURÁN — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- JILL M MARTINEZ — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

JUDGE OF THE METROPOLITAN COURT
JUEZ DE LA CORTE METROPOLITANA
DIVISION 13 / DIVISIÓN 13
VOTE FOR ONE / VOTE POR UNO

- MICHELLE CASTILLO DOWLER — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- CARLOS SCARBOROUGH — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

JUDGE OF THE METROPOLITAN COURT
JUEZ DE LA CORTE METROPOLITANA
DIVISION 14 / DIVISIÓN 14
VOTE FOR ONE / VOTE POR UNO

- PEG A HOLGUIN — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- VONDA G CHAVEZ — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

JUDGE OF THE METROPOLITAN COURT
JUEZ DE LA CORTE METROPOLITANA
DIVISION 15 / DIVISIÓN 15
VOTE FOR ONE / VOTE POR UNO

- KENNY C MONTOYA — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

COUNTY COMMISSIONER
COMISIONADO DEL CONDADO
DISTRICT 1 / DISTRITO 1
VOTE FOR ONE / VOTE POR UNO

- SIMON A KUBIAK — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- M. DEBBIE O'MALLEY — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

COUNTY ASSESSOR
ASESOR DEL CONDADO
VOTE FOR ONE / VOTE POR UNO

- GEORGE E TORRES — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- TANYA R GIDDINGS — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

COUNTY SHERIFF
ALGUACIL DEL CONDADO
VOTE FOR ONE / VOTE POR UNO

- JAMES SCOTT BAIRD — *REPUBLICAN PARTY / PARTIDO REPUBLICANO*
- MANUEL GONZALES, III — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

PROBATE JUDGE
JUEZ DE SUCESIONES
VOTE FOR ONE / VOTE POR UNO

- WILLOW MISTY PARKS — *DEMOCRATIC PARTY / PARTIDO DEMÓCRATA*

JUDICIAL RETENTION
RETENCION JUDICIAL

Shall EDWARD L CHAVEZ be retained as Justice of the Supreme Court?
¿Retendremos a EDWARD L CHAVEZ como Juez de la Corte Suprema?
YES / SI — NO / NO

Shall LINDA M VANZI be retained as Judge of the Court of Appeals?
¿Retendremos a LINDA M VANZI como Juez de la Corte de Apelaciones?
YES / SI — NO / NO

Shall JIM WECHSLER be retained as Judge of the Court of Appeals?
¿Retendremos a JIM WECHSLER como Juez de la Corte de Apelaciones?
YES / SI — NO / NO

JUDICIAL RETENTION
RETENCION JUDICIAL

Shall CYNTHIA A FRY be retained as Judge of the Court of Appeals?
¿Retendremos a CYNTHIA A FRY como Juez de la Corte de Apelaciones?
YES / SI — NO / NO

Shall WILLIAM E PARNALL be retained as Judge of the 2nd Judicial District, Division 1?
¿Retendremos a WILLIAM E PARNALL como Juez del 2° Distrito Judicial, División Número 1?
YES / SI — NO / NO

Shall STAN WHITAKER be retained as Judge of the 2nd Judicial District, Division 2?
¿Retendremos a STAN WHITAKER como Juez del 2° Distrito Judicial, División Número 2?
YES / SI — NO / NO

Shall BEATRICE J BRICKHOUSE be retained as Judge of the 2nd Judicial District, Division 4?
¿Retendremos a BEATRICE J BRICKHOUSE como Juez del 2° Distrito Judicial, División Número 4?
YES / SI — NO / NO

Shall BRIANA H ZAMORA be retained as Judge of the 2nd Judicial District, Division 6?
¿Retendremos a BRIANA H ZAMORA como Juez del 2° Distrito Judicial, División Número 6?
YES / SI — NO / NO

Shall JOHN J ROMERO, JR be retained as Judge of the 2nd Judicial District, Division 7?
¿Retendremos a JOHN J ROMERO, JR como Juez del 2° Distrito Judicial, División Número 7?
YES / SI — NO / NO

Shall CHRISTINA P ARGYRES be retained as Judge of the 2nd Judicial District, Division 10?
¿Retendremos a CHRISTINA P ARGYRES como Juez del 2° Distrito Judicial, División Número 10?
YES / SI — NO / NO

Shall GERARD J LAVELLE be retained as Judge of the 2nd Judicial District, Division 11?
¿Retendremos a GERARD J LAVELLE como Juez del 2° Distrito Judicial, División Número 11?
YES / SI — NO / NO

Shall CLAY PACE CAMPBELL be retained as Judge of the 2nd Judicial District, Division 12?
¿Retendremos a CLAY PACE CAMPBELL como Juez del 2° Distrito Judicial, División Número 12?
YES / SI — NO / NO

Shall VALERIE A HULING be retained as Judge of the 2nd Judicial District, Division 13?
¿Retendremos a VALERIE A HULING como Juez del 2° Distrito Judicial, División Número 13?
YES / SI — NO / NO

Shall ALAN M MALOTT be retained as Judge of the 2nd Judicial District, Division 15?
¿Retendremos a ALAN M MALOTT como Juez del 2° Distrito Judicial, División Número 15?
YES / SI — NO / NO

Shall CARL J BUTKUS be retained as Judge of the 2nd Judicial District, Division 16?
¿Retendremos a CARL J BUTKUS como Juez del 2° Distrito Judicial, División Número 16?
YES / SI — NO / NO

Shall NAN G NASH be retained as Judge of the 2nd Judicial District, Division 17?
¿Retendremos a NAN G NASH como Juez del 2° Distrito Judicial, División Número 17?
YES / SI — NO / NO

Shall DENISE BARELA-SHEPHERD be retained as Judge of the 2nd Judicial District, Division 18?
¿Retendremos a DENISE BARELA-SHEPHERD como Juez del 2° Distrito Judicial, División Número 18?
YES / SI — NO / NO

Shall BENJAMIN CHAVEZ be retained as Judge of the 2nd Judicial District, Division 19?
¿Retendremos a BENJAMIN CHAVEZ como Juez del 2° Distrito Judicial, División Número 19?
YES / SI — NO / NO

Shall JACQUELINE DOLORES FLORES be retained as Judge of the 2nd Judicial District, Division 20?
¿Retendremos a JACQUELINE DOLORES FLORES como Juez del 2° Distrito Judicial, División Número 20?
YES / SI — NO / NO

Shall ALISA ANN HADFIELD be retained as Judge of the 2nd Judicial District, Division 21?
¿Retendremos a ALISA ANN HADFIELD como Juez del 2° Distrito Judicial, División Número 21?
YES / SI — NO / NO

Shall DEBORAH DAVIS WALKER be retained as Judge of the 2nd Judicial District, Division 22?
¿Retendremos a DEBORAH DAVIS WALKER como Juez del 2° Distrito Judicial, División Número 22?
YES / SI — NO / NO

Shall SHANNON BACON be retained as Judge of the 2nd Judicial District, Division 23?
¿Retendremos a SHANNON BACON como Juez del 2° Distrito Judicial, División Número 23?
YES / SI — NO / NO

Shall ELIZABETH WHITEFIELD be retained as Judge of the 2nd Judicial District, Division 25?
¿Retendremos a ELIZABETH WHITEFIELD como Juez del 2° Distrito Judicial, División Número 25?
YES / SI — NO / NO

SAMPLE BALLOT

JUDICIAL RETENTION
RETENCIÓN JUDICIAL

Shall CHARLES W BROWN be retained as Judge of the 2nd Judicial District, Division 26?
¿Retendremos a CHARLES W BROWN como Juez del 2° Distrito Judicial, División Número 26?

YES / SÍ — NO / NO

Shall VICTOR E VALDEZ be retained as Judge of the Metropolitan Court, Division 1?
¿Retendremos a VICTOR E VALDEZ como Juez de la Corte Metropolitana, División 1?

YES / SÍ — NO / NO

Shall KEVIN L FITZWATER be retained as Judge of the Metropolitan Court, Division 2?
¿Retendremos a KEVIN L FITZWATER como Juez de la Corte Metropolitana, División 2?

YES / SÍ — NO / NO

Shall FRANK A SEDILLO be retained as Judge of the Metropolitan Court, Division 5?
¿Retendremos a FRANK A SEDILLO como Juez de la Corte Metropolitana, División 5?

YES / SÍ — NO / NO

Shall MARIA I DOMINGUEZ be retained as Judge of the Metropolitan Court, Division 6?
¿Retendremos a MARIA I DOMINGUEZ como Juez de la Corte Metropolitana, División 6?

YES / SÍ — NO / NO

Shall YVETTE K. GONZALES be retained as Judge of the Metropolitan Court, Division 9?
¿Retendremos a YVETTE K. GONZALES como Juez de la Corte Metropolitana, División 9?

YES / SÍ — NO / NO

Shall EDWARD L BENAVIDEZ be retained as Judge of the Metropolitan Court, Division 10?
¿Retendremos a EDWARD L BENAVIDEZ como Juez de la Corte Metropolitana, División 10?

YES / SÍ — NO / NO

Shall SANDRA ENGEL be retained as Judge of the Metropolitan Court, Division 11?
¿Retendremos a SANDRA ENGEL como Juez de la Corte Metropolitana, División 11?

YES / SÍ — NO / NO

Shall DANIEL E RAMCZYK be retained as Judge of the Metropolitan Court, Division 12?
¿Retendremos a DANIEL E RAMCZYK como Juez de la Corte Metropolitana, División 12?

YES / SÍ — NO / NO

Shall SHARON D WALTON be retained as Judge of the Metropolitan Court, Division 16?
¿Retendremos a SHARON D WALTON como Juez de la Corte Metropolitana, División 16?

YES / SÍ — NO / NO

Shall HENRY A. ALANIZ be retained as Judge of the Metropolitan Court, Division 17?
¿Retendremos a HENRY A. ALANIZ como Juez de la Corte Metropolitana, División 17?

YES / SÍ — NO / NO

Shall ROSIE LAZCANO ALLRED be retained as Judge of the Metropolitan Court, Division 18?
¿Retendremos a ROSIE LAZCANO ALLRED como Juez de la Corte Metropolitana, División 18?

YES / SÍ — NO / NO

Shall LINDA S. ROGERS be retained as Judge of the Metropolitan Court, Division 19?
¿Retendremos a LINDA S. ROGERS como Juez de la Corte Metropolitana, División 19?

YES / SÍ — NO / NO

STATE
ESTATAL

CONSTITUTIONAL AMENDMENT 1

Proposing to amend Article 7, Section 1 of the Constitution of New Mexico to provide that school elections shall be held at different times from partisan elections.

ENMIENDA CONSTITUCIONAL 1

Propone una enmienda al Artículo 7, Sección 1 de la Constitución de Nuevo México para proveer que elecciones escolares se llevan a cabo en fechas diferentes que las elecciones partidistas.

FOR / EN FAVOR — AGAINST / EN CONTRA

CONSTITUTIONAL AMENDMENT 2

Proposing to amend Article 12, Section 13 of the Constitution of New Mexico to change the board of regents of the New Mexico State School by filling one student position with a student.

ENMIENDA CONSTITUCIONAL 2

Propone una enmienda al Artículo 12, Sección 13 de la Constitución de Nuevo México para cambiar la junta de regentes de la escuela del estado del estado llenando la posición de un regente con la de un estudiante.

FOR / EN FAVOR — AGAINST / EN CONTRA

CONSTITUTIONAL AMENDMENT 3

Proposing an amendment to Article 6 of the Constitution of New Mexico to allow the legislature to set the date for filing declarations of candidacy for judicial retention elections.

ENMIENDA CONSTITUCIONAL 3

Propone una enmienda al Artículo 6 de la Constitución de Nuevo México para permitir a la legislatura a establecer la fecha para presentar las declaraciones de candidatura para las elecciones de retención judicial.

FOR / EN FAVOR — AGAINST / EN CONTRA

CONSTITUTIONAL AMENDMENT 4

Proposing an amendment to Article 10, Section 10 of the Constitution of New Mexico to allow certain counties to become urban counties and to clarify the majority vote needed to adopt a county charter.

ENMIENDA CONSTITUCIONAL 4

Propone una enmienda al Artículo 10, Sección 10 de la Constitución de Nuevo México para permitir que ciertos condados se conviertan en condados urbanos y para clarificar la mayoría de votos necesarios para adoptar una carta del condado.

FOR / EN FAVOR — AGAINST / EN CONTRA

STATE
ESTATAL

CONSTITUTIONAL AMENDMENT 5

Proposing to amend Article 12, Section 7 of the Constitution of New Mexico to preserve the land grant permanent funds by increasing the duty of care, removing the restrictions on the type of investment that may be made and increasing the threshold amount for additional distributions.

ENMIENDA CONSTITUCIONAL 5

Propone una enmienda al Artículo 12, Sección 7 de la Constitución de Nuevo México para preservar, por medio de aumentación del deber de diligencia, los fondos permanentes derivadas de tierras concedidas; eliminando las restricciones en el tipo de inversion que pueda hacerse y aumentando la cantidad umbral para distribuciones adicionales.

FOR / EN FAVOR — AGAINST / EN CONTRA

BOND QUESTION A

The 2014 Capital Projects General Obligation Bond Act authorizes the issuance and sale of senior citizen facility improvement, construction and equipment acquisition bonds. Shall the state be authorized to issue general obligation bonds in an amount not to exceed seventeen million dollars ($17,000,000) to make capital expenditures for certain senior citizen facility improvement, construction and equipment acquisition projects and provide for a general property tax imposition and levy for the payment of principal of, interest on and expenses incurred in connection with the issuance of the bonds and the collection of the tax as permitted by law?

PROPUESTA DEL BONO A

El Acto del Proyecto Capital de Bono de Obligación General 2014 autoriza la emisión y venta de bonos para mejorar, construir y adquirir equipo para las facilidades de los centros de ancianos. ¿Debe el estado estar autorizado a emitir los bonos de obligación general en una cantidad que no exceda dieciséte millones de dólares ($17,000,000) para hacer gastos de capital para el mejoramiento de ciertas facilidades para ciudadanos ancianos; construcción y proyectos de adquisición de equipo, y proveer para un impuesto general sobre la propiedad, e impuesto y recaudado para el pago del principal de, e interés en, los gastos incurridos en conexión con la emisión de los bonos y la recaudación del impuesto como permitido por la ley?

FOR / EN FAVOR — AGAINST / EN CONTRA

BOND QUESTION B

The 2014 Capital Projects General Obligation Bond Act authorizes the issuance and sale of library acquisition bonds. Shall the state be authorized to issue general obligation bonds in an amount not to exceed eleven million dollars ($11,000,000) to make capital expenditures for academic, public school, tribal and public library resource acquisitions and provide for a general property tax imposition and levy for the payment of principal of, interest on and expenses incurred in connection with the issuance of the bonds and the collection of the tax as permitted by law?

PROPUESTA DEL BONO B

El Acto del Proyecto Capital de Bono de Obligación General 2014 autoriza la emisión y venta de bonos para la adquisición de bibliotecas. ¿Debe el estado estar autorizado a emitir los bonos de obligación general en una cantidad que no exceda once millones de dólares ($11,000,000) para hacer gastos de capital para la adquisición de recursos de bibliotecas académicas, escuelas públicas, y tribus, y proveer para un impuesto general sobre la propiedad impuesto y recaudado para el pago del principal de, y interés sobre, los gastos incurridos en conexión con la emisión de los bonos y la recaudación del impuesto como permitido por la ley?

FOR / EN FAVOR — AGAINST / EN CONTRA

BOND QUESTION C

The 2014 Capital Projects General Obligation Bond Act authorizes the issuance and sale of higher education, special schools and tribal schools capital improvement and acquisition bonds. Shall the state be authorized to issue general obligation bonds in an amount not to exceed one hundred forty-one million dollars ($141,000,000) to make capital expenditures for certain higher education, special schools and tribal schools capital improvements and acquisitions and provide for a general property tax imposition and levy for the payment of principal of, interest on and expenses incurred in connection with the issuance of the bonds and the collection of the tax as permitted by law?

PROPUESTA DEL BONO C

El Acto del Proyecto Capital de Bono de Obligación General 2014 autoriza la emisión y venta de bonos para las mejoras de construcción y adquisición para educación superior, escuelas especiales y escuelas de tribus. ¿Debe el estado estar autorizado a emitir los bonos de obligación general en una cantidad que no exceda ciento cuarenta y un millones de dólares ($141,000,000) para hacer gastos de capital para mejoramientos para ciertas universidades, escuelas especiales y escuelas de tribus, y proveer para un impuesto general sobre la propiedad, y impuesto y recaudado para el pago del principal de, e interés sobre, los gastos incurridos en conexión con la emisión de los bonos y la recaudación del impuesto como permitido por la ley?

FOR / EN FAVOR — AGAINST / EN CONTRA

COUNTY
CONDADO

BOND QUESTION 1

Shall Bernalillo County, be authorized to issue $1,800,000 in general obligation bonds for library materials and resources for libraries within the County?

PREGUNTA DE BONO 1

¿Deberá el Condado de Bernalillo, ser autorizado a emitir $1,800,000 en bonos de obligación general para materiales y recursos de biblioteca para las bibliotecas dentro del Condado?

FOR / EN FAVOR — AGAINST / EN CONTRA

BOND QUESTION 2

Shall Bernalillo County, be authorized to issue $5,741,000 in general obligation bonds, to construct and equip County buildings, including for public safety?

PREGUNTA DE BONO 2

¿Deberá el Condado de Bernalillo, ser autorizado a emitir $5,741,000 en bonos de obligación general, para construir y equipar edificios del Condado, incluyendo la seguridad pública?

FOR / EN FAVOR — AGAINST / EN CONTRA

BOND QUESTION 3

Shall Bernalillo County, be authorized to issue $6,460,000 in general obligation bonds, to acquire property, design and equip, including compliance with the Americans with Disabilities Act, recreational facilities within the County?

PREGUNTA DE BONO 3

¿Deberá el Condado de Bernalillo, ser autorizado a emitir $6,460,000 en bonos de obligación general, para adquirir propiedades, diseñar y equipar, incluido el cumplimiento de la Ley para personas estadounidenses con discapacidades, facilidades recreacionales dentro del Condado?

FOR / EN FAVOR — AGAINST / EN CONTRA

COUNTY
CONDADO

BOND QUESTION 4

Shall Bernalillo County, be authorized to issue $9,070,000 in general obligation bonds, for acquiring property, designing, constructing and repairing roads and related non-motor vehicle pathways within the County?

PREGUNTA DE BONO 4

¿Deberá el Condado de Bernalillo, ser autorizado a emitir $9,070,000 en bonos de obligación general, para adquirir propiedades, diseñar, construir y reparar caminos y vías para vehículos sin motor dentro del Condado?

FOR / EN FAVOR — AGAINST / EN CONTRA

BOND QUESTION 5

Shall Bernalillo County, be authorized to issue $4,500,000 in general obligation bonds, to acquire property, design, construct and repair storm sewer, waste water, and fiber optic systems within the County?

PREGUNTA DE BONO 5

¿Deberá el Condado de Bernalillo, ser autorizado a emitir $4,500,000 en bonos de obligación general, para adquirir propiedades, diseñar, construir y reparar el alcantarillado pluvial, las aguas residuales y sistemas de fibra óptica dentro del Condado?

FOR / EN FAVOR — AGAINST / EN CONTRA

MILL LEVY QUESTION

Shall the County of Bernalillo, New Mexico establish a 0.20 mill levy for 15 years for the purposes of acquiring, improving, operating, and maintaining natural areas, open spaces, and cultural, historic and nature education sites within the county to protect drinking water sources, wildlife habitat, and agricultural land, including along the Rio Grande, and to allow children and families to get outdoors in nature, with all expenditures subject to independent annual audit and citizen review?

PROPOSICIÓN IMPUESTO DE MILL

¿Deberá el Condado de Bernalillo, Nuevo México establecer un levy de 0.20 por 15 años para el propósito de adquirir, mejorar, operar y mantener las áreas naturales, espacios abiertos, lugares culturales, históricos y lugares de educación sobre la naturaleza dentro del condado para proteger los recursos de agua potable, el habitat de la vida silvestre y tierras agrícolas incluyendo a lo largo del Río Grande y para permitir que los niños y las familias puedan salir al aire libre y la naturaleza, con todos los gastos sujetos a una auditoría anual independiente y la revisión por ciudadanos?

FOR / EN FAVOR — AGAINST / EN CONTRA

ADVISORY QUESTION 1

Are you in favor of the Bernalillo County Commission supporting County, City and Statewide efforts to decriminalize possession of one ounce or less of marijuana?

PREGUNTA DE ASESORÍA 1

¿Está usted a favor de que la Junta de Comisionados del Condado de Bernalillo, apoye al Condado, a la Ciudad y los Estados en todo el estado para despenalizar la posición de una onza o menos de marihuana?

FOR / EN FAVOR — AGAINST / EN CONTRA

ADVISORY QUESTION 2

Are you in favor of the Bernalillo County Commission establishing a one-eighth percent gross receipts tax to be used for the purpose of providing more mental and behavioral health services for adults and children in the Albuquerque and Bernalillo County area, to provide a safety net system that develops continuum of care not otherwise funded in New Mexico?

PREGUNTA DE ASESORÍA 2

¿Está usted a favor de que la Junta de Comisionados del Condado de Bernalillo, establezca un impuesto de un octavo por ciento a los ingresos brutos con el propósito de proporcionar más servicios de salud mental y de comportamiento para los adultos y los niños en el área de Albuquerque y el Condado de Bernalillo y para proveer un sistema de red de seguridad que desarrolle la atención continua de cuidados que no es financiada en Nuevo México?

FOR / EN FAVOR — AGAINST / EN CONTRA

SPECIAL DISTRICT
DISTRITO ESPECIAL

GENERAL OBLIGATION FLOOD CONTROL BONDS

Shall the Albuquerque Metropolitan Arroyo Flood Control Authority be authorized to issue its general obligation bonds in the principal amount not exceeding $25,000,000 for the extension, betterment, alteration, reconstruction, repair and other improvement of the Authority's flood control system?

BONOS DE OBLIGACIÓN GENERAL DEL CONTROL DE INUNDACIONES

¿Deberá ser la Autoridad Metropolitana de Inundaciones de Arroyo de Albuquerque autorizada para emitir sus bonos de obligación general en la cantidad principal que no exceda los $25,000,000 para la ampliación, mejora, modificación, reconstrucción, reparación y otras mejoras del sistema de control de inundaciones de la Autoridad?

FOR / EN FAVOR — AGAINST / EN CONTRA

SAMPLE BALLOT

Appendix 1.7. Registration Form for Academic Observers

Office of the New Mexico Secretary of State
Dianna J. Duran

Registration of Election-Related Organizations and Election Observers

I would like to register with the New Mexico Secretary of State as an:

☐ Election Related Organization

☐ Election Observer

If registering as an Election-Related Organization, I intend to: (please check all applicable boxes)

☐ Conduct Election Monitoring ☐ Appoint Watchers

☐ Monitor Voter Turnout Activities ☐ I do not intend to appoint Watchers

Name of Organization or Institution: _____

Address: _____ Phone Number: _____

Contact Person (in New Mexico, if possible):

Name: _____

Address: _____

Telephone: _____ Email: _____

Signed: _____ Date: _____

For official use only: Processed by: _____ ***Date:*** _____

Chapter 2: Poll Worker Experiences

Principal Authors: Alex Adams and Lonna Atkeson

After the 2014 general election, we conducted a survey of poll workers in Bernalillo County. The survey had a number of goals: (1) to describe the characteristics and motivations of poll workers; (2) to examine the effectiveness of poll worker training; (3) to study how poll workers evaluate the election and election process, (4) to examine specific electoral administration issues such as opening and closing procedures and other election questions, (5) evaluate the conditions and quality of the VCCs; (6) to see if poll worker attitudes have changed over time.[28]

This report has 11 sections:

Section 2.1 provides background on the study.

Section 2.2 describes the demographic characteristics of poll workers who responded.

Section 2.3 provides information on how poll workers reported being recruited.

Section 2.4 provides information on their training.

Section 2.5 covers their evaluations of early voting.

Section 2.6 covers their evaluations of Election Day voting.

Section 2.7 reviews the process of opening the VCC

Section 2.8 examines the condition of polling place facilities.

Section 2.9 describes the process of looking up voters.

Section 2.10 assesses the voting process.

Section 2.11 examines the process of closing the VCC.

2.1. Background to Study

Every federal election since 2006, we have surveyed Bernalillo County poll workers as part of our election ecosystem evaluation. Over this period, we have altered our survey in response to changes in election administration and based upon observations we made in

[28] We did similar reports in 2006, 2008, 2010, and 2012 that we mention frequently for purposes of comparison. The reports can be downloaded at: https://polisci.unm.edu/c-sved/papers-and-projects.html.

previous studies or during early and Election Day observations. In 2014, we are especially interested in continuing to examine the experiences of poll workers and voters under the VCC model. Therefore, we repeated many questions from the 2012 study and added new questions based on what we learned in 2012.

Due to new requirements by BC that poll workers must have access to the Internet, we were able to survey the census of poll workers in both early and Election Day VCCs. Both surveys were conducted over the Internet. The first contact was made the following Monday via email after the poll worker attended training. Imbedded in the email was a link to the training survey. This early contact gave us insights into the training process soon after it occurred when memories were fresh and not affected by Election Day experiences. The second contact, also via email, was after the election, and began on November 16. For each survey, we sent several reminder emails with a link to the Internet survey. A full statement of our methodology can be found in Appendix 2.2 and a selected frequency report of our survey instrument can be found in Appendix 2.3.

2.2. Poll Worker Demographics

Poll workers trained for one of five positions: presiding judge, exceptions judge, floor judge, systems clerk and machine judge. Table 2.1 presents the demographics of the poll workers by position. We see that the average age of all workers is 58 years old. This is younger than the average age in 2010 (62 years old), but older than the average in 2012 (54 years old). In 2012, poll workers in all positions displayed an average age very close to the overall average age of 54. In 2014, we find that floor judges display the highest average age (64 years old).

Almost two out of three (66%) poll workers are female, but this varies widely by position, from a low of 45% female machine presiding judges to a high of 74% for systems clerks. Half of all presiding judges are female.

Just over half of all poll workers identified as white and a little over two-fifths (41%) of the sample identified as Hispanic. A little over one in five poll workers (23%) stated that they were fluent in Spanish, with PJs being the most likely bi-lingual speakers (30%) among the poll worker positions.

On average, 71% of poll workers had at least some college education. As in previous years most of the poll workers were retired (52%), with just over a tenth employed full time (13%). Election Day was a normal day off for over three-fourths of the poll workers (75%). Floor judges are the most likely to be retired (61%) and for those whom Election Day was a normal day off (89%). The average number of poll workers who are retired and had Election Day off are much higher compared to 2012 (44% and 68%), and the number of poll workers employed full time is down from 2012 (19%).

Table 2.1: Demographics of Poll Workers by Position (in %)

		PJ	EJ	FL	SC	MJ	Total
Age and Gender	Average Age	54.8	57.6	64.4	54.3	53.8	57.9
	Percentage Female	51.2	65.8	68.0	74.3	45.2	65.6
Ethnicity	White	41.0	52.8	57.6	49.1	53.3	51.5
	African American	10.3	11.1	6.5	0.9	0.0	4.8
	Native American	5.1	2.8	3.3	2.6	0.0	2.9
	Hispanic	43.6	33.3	32.6	47.4	46.7	40.8
Spanish Fluency	Yes	29.6	10.3	22.8	26.7	12.9	22.7
	No	70.4	89.7	77.2	73.3	87.1	77.3
Education	High school or less	11.4	30.8	31.1	36.4	21.9	29.5
	Some college	50.0	33.3	37.9	34.8	43.8	38.4
	College degree or more	38.6	35.9	31.1	28.8	34.4	32.1
Employment Status	Full time	18.2	18.4	8.9	12.5	12.9	12.9
	Part time	11.4	13.2	11.9	15.8	22.6	14.4
	Unemployed	18.2	2.6	12.9	10.8	19.4	12.6
	Student	2.3	2.6	0.0	11.7	3.2	5.1
	Retired	50.0	55.3	61.4	45.8	38.7	51.5
	Homemaker	0.0	7.9	4.0	3.3	3.2	3.6
Time Off	Took day off	33.3	26.7	11.5	29.0	37.0	24.6
	Was normal day off	66.7	73.3	88.5	71.0	63.0	75.4
Comfort With Computers	Very comfortable	90.9	89.7	60.0	79.2	74.2	75.8
	Somewhat comfortable	6.8	10.3	34.0	20.8	19.4	21.6
	Not very comfortable	2.3	0.0	5.0	0.0	3.2	2.1
	Not at all comfortable	0.0	0.0	1.0	0.0	3.2	0.6
Frequency of Internet Use	Once or more a day	97.7	97.4	78.0	85.0	90.3	86.5
	A few times a week	2.3	2.6	14.0	14.2	6.5	10.5
	A few times a month	0.0	0.0	5.0	0.8	0.0	1.8
	Hardly ever	0.0	0.0	2.0	0.0	3.2	0.9
	Never	0.0	0.0	1.0	0.0	0.0	0.3

Note: PJ = Presiding judge, EJ=Elections Judge, FL=Floater; SC =Systems Clerk, MJ=Machine Judge.

Table 2.2 shows there are small differences across positions in the party identification of poll workers. On average half of all poll workers are registered as Democrats (53%), one-third are registered as Republicans (36%), and a little over one in ten (11%) are registered with an Independent party or are registered as 'Declined-to-State' (DTS). These numbers are somewhat close to partisan representations in Bernalillo County, although both Republicans and Democrats are over represented and DTS are underrepresented. Registered Democrats make up 46% of voters in Bernalillo County, registered Republicans

make up 31%, DTS make up 23%.[29] We have observed over time that it is harder to obtain DTS/other party poll workers. This is most likely due to the fact that they are the least committed voters and, on average turnout at rates lower than would be expected based upon their rate of registration.

Table 2.2. Partisanship of Poll Workers by Position (in %)

		Voter Registration	PJ	EJ	FL	SC	MJ	Total
Party Identification	Democrat	46	55	42	56	55	48	53
	DTS/Other Party	23	7	13	10	14	10	11
	Republican	31	39	45	34	31	41	35

Note: PJ = Presiding judge, EJ=Elections Judge, FL=Floater; SC =Systems Clerk, MJ=Machine Judge.

2.3. Poll Worker Recruitment

How do people become poll workers in New Mexico? Table 2.3 shows that similar to years past; in general, most people seek out the job on their own (36%) or are recruited by another poll worker (23%). In 2014 about 1 in 8 poll workers were recruited by an advertisement in the local media (13%). This was down 9% from 2012 when 22% of poll workers were recruited by an advertisement in local media. Given the recruiting problems in 2014, these numbers suggest that more poll workers may be recruited through local media outlets and that efforts should be made to utilize these outlets more fully in 2016 for recruitment.

When we asked respondents why they were poll workers, over half of them indicated that (1) "It is my duty as a citizen," (2) "I am the kind of person who does my share," and (3) "I wanted to learn about the election process" are more important. These 3 statements consistently rank as the primary reasons people chose to become poll workers over time. However it is important to note that the monetary incentives were also a very important factor for nearly half (46%) of poll workers. Since this is a fairly important reason for being a poll worker and poll workers work long hours, we recommend raising the compensation for being a poll worker. A raise in compensation might make it easier to attract more and higher quality poll workers.

[29] These data come from the NM Secretary of State voter registration report dated October 20, 2014 available at: http://www.sos.state.nm.us/uploads/FileLinks/558ca6801ade495195d87cc7f0af418e/STATEWIDE12314.PDF, accessed March 24, 2015.

Table 2.3. Poll Worker Recruitment and Reasons for being a Poll Worker

How were you first recruited as a poll worker?	%
I wasn't recruited by anyone, I sought the job on my own	36.4
Another poll worker	23.3
An official job posting by the county	13.1
An advertisement in the local media	12.9
Some other way	12.1
A teacher or professor	2.4
A political party official	0.7
Why did you decide to be a poll worker?	**(% responding "Very Important")**
I think it is my duty as a citizen	60.0
I am the kind of person who does my share	56.3
I wanted to learn about the election process	53.7
I wanted to make some extra money	46.1
I get to meet new people	45.0
I was asked by someone in my political party	5.7

Table 2.4 provides the frequencies, by job assignment, for a question about the likelihood of being a poll worker again and a question about the previous election experience of the poll workers. In 2012, we found that BC was much more successful than in the past at recruiting new poll workers, but this was not the case in 2014. We find that the number of new poll workers returned to previous year's levels with less than one in ten poll workers (9%) in 2014 working their first election.

In addition, the first two rows of Table 2.4 show that almost 90% of poll workers indicate they are either very likely (64%) or somewhat likely (23%) to be a poll worker again. Additionally, there is a large amount of variation across positions in those stating they would be 'very likely' to work again, from a high of 68% for machine presiding judges to a low of 56% for exceptions judges. Interestingly, in 2012, exceptions judges were the most likely to say that they would work again in future elections (81%). Because of the difference across years and between PJs and EJs, we suggest that BC examine changes they made to EJs duties in 2014 to potentially help inform this finding. We do not have a good reason for why EJs were less likely to want to be a poll worker again and want to be sure that it is not something related to their job set or because of performance problems.

An examination of the relationship between interest in being a poll worker in the future and the number of times they have already worked suggests that poll workers who have already worked multiple times are most interested in a future commitment.

Table 2.4. Future and Past Elections by Position (in %)

		PJ	EJ	FL	SC	MJ	Total
Likelihood of Being a Poll Worker Again	Very likely	63.8	56.1	65.0	64.7	67.7	64.0
	Somewhat likely	25.5	24.4	19.7	24.1	26.5	23.1
	Not very likely	10.6	12.2	7.7	7.5	0.0	7.8
	Not at all likely	0.0	4.9	5.1	2.3	2.9	3.2
Number of Previous Elections Worked (Including 2014)	1	12.8	16.7	4.8	9.9	0.0	8.6
	2-5	46.2	50.0	54.8	60.4	70.8	56.5
	6-10	20.5	26.7	26.2	17.8	8.3	20.9
	10+	20.5	6.7	14.3	11.9	20.8	14.0

Note: PJ = Presiding Judge, EJ=Elections Judge, FL=Floater; SC =Systems Clerk, MJ=Machine Judge.

2.4. Training

In Table 2.5, we see that almost all of the poll workers report that they received training materials at their training session (99.5%) and nine in ten poll workers (90%) report receiving training materials from the County Clerk. Furthermore, over eight in ten poll workers (86%) say they read all or most of the materials before Election Day.

This year in addition to in-person training, BC provided poll workers the opportunity to reinforce their in-person training with short online videos. These videos are a great supplement to the in-person training described above. We commend BC for making and including these videos as part of their training. They provide more information in a scenario-based environment that poll workers can observe in the comfort of their home on an ad hoc basis. Most importantly, the poll worker survey confirms our observation that based upon viewership, many poll workers took advantage of this new tool. We find, that three in four poll workers (75%) report watching at least one online training video.

The most popular video to watch for all positions was the opening video, which was the first one in the sequence on the BC web page. It may be useful for the County to identify to poll workers which videos are most important for their position and encourage them to review those given that almost all poll workers (92%) report learning “A lot” or “Some” from the videos.

Table 2.5. Poll Worker Training by Position (In %)

		PJ	EJ	FL	SC	MJ	Total
Did you receive any training materials at your training session	Yes	100.0	100.0	100.0	98.5	100.0	99.5
	No	0.0	0.0	0.0	1.5	0.0	0.5
Did you receive any training materials from County Clerk	Yes	92.3	88.5	92.3	88.2	77.8	89.5
	No	7.7	11.5	7.7	11.8	22.2	10.5
How much of the materials did you read before to Election Day?	All	66.7	53.9	45.7	50.9	44.4	51.9
	Most	20.8	23.1	43.5	36.4	44.4	34.4
	Some	12.5	23.1	10.9	12.7	11.1	13.8
Did you watch any of the online training videos	Yes	85.2	81.5	69.8	75.0	55.6	75.0
	No	7.4	18.5	30.2	22.1	44.4	22.8
	Don't know	7.4	0.0	0.0	2.9	0.0	2.2
Which videos have you watched?	Opening	57.1	60.7	54.7	49.3	44.4	53.5
	Routine Voter Interactions	39.3	28.6	34.0	43.5	33.3	37.4
	Issuing Provisional Ballots	46.4	35.7	24.5	36.2	22.2	33.7
	Issuing In-Lieu of Ballots	42.9	39.3	24.5	34.8	22.2	33.2
	Spoiling Ballots	50.0	39.3	26.4	39.1	22.2	36.4
	Assisting Voters with Disabilities	42.9	50.0	35.9	37.7	33.3	39.6
	Preventing Electioneering	35.7	32.1	20.8	37.7	33.3	31.6
	Closing Polls	42.3	37.0	34.0	33.9	37.5	35.8
How much did you learn from the videos?	A lot	33.3	25.0	43.8	55.0	40.0	42.4
	Some	47.6	75.0	52.1	35.0	60.0	50.0
	Not very much	19.1	0.0	3.1	10.0	0.0	7.6
How much time practiced with AskED during training?	No practice	20.8	15.4	55.8	3.6	62.5	25.6
	1-5 Minutes	12.5	23.1	16.3	14.6	12.5	16.0
	6-10 Minutes	20.8	30.8	9.3	29.1	12.5	21.8
	11-15 Minutes	25.0	3.9	2.3	27.3	12.5	15.4
	16-20 Minutes	16.7	11.5	4.7	14.6	0.0	10.9
	More than 20 Minutes	4.2	15.4	11.6	10.9	0.0	10.3
(Previous PW) How was the training compared to previous trainings?	Less Thorough	10.5	0.0	6.1	2.5	0.0	4.0
	About the Same	31.6	35.3	42.4	50.0	100.0	43.0
	More Thorough	57.9	64.7	51.5	47.5	0.0	53.0

Over the past 5 election cycles BC has been modifying its training to improve the quality poll worker service, which creates higher quality elections. One of our on-going recommendations has been to make training more hands on and experiential based and BC has done so. Almost all of the poll workers who worked as a system clerk (96%) on Election Day practiced with the AskED system during training. A large majority of presiding judges (79%) and exceptions judges (85%) also practiced with the AskED system during training. Those poll workers who are not required to use the AskED system, floor judges and machine presiding judges, received minimal training on the system during training. This hands on training is important because it provides experience and confidence that can directly translate into performance.

Finally, except for systems clerks, a majority of poll workers with previous training experience thought that the trainings in 2014 were more thorough than in the past. 58% of systems clerks indicated their training was about the same and 43% indicated it was less thorough.

The critical question when it comes to training is whether or not poll workers felt that their training left them feeling confident in their ability to do their work on Election Day. In Table 2.6 we show the results of a number of training questions. It is important to note that the specialized training for each position in the 2014 election means that training for positions may not have covered some of the items we asked about because they were not necessary for the job. Therefore, the results in Table 2.6 should be read with an eye toward the duties of each assigned poll worker.

In 2014, we see that just over half (56%) of poll workers strongly agree that they were confident in their ability to do their job on Election Day and another 37% indicated they somewhat agree. This is about 5% higher than in 2012. Interestingly, while presiding and exceptions judges attended the same training, they report confidence in their abilities at very different rates (63% of presiding judges strongly agree, while only 42% of exceptions judges strongly agree). We see this gap consistently in our study between PJ and EJ's evaluations. We are not sure of the reasons why and encourage the County to explore how training differs between the two positions in 2014.

A majority of poll workers report that they strongly agree that the training was easy to understand (64%) and that the training was hands on, not and just a lecture (61%). In 2012 only 54% indicated it was easy to understand, but 69% indicated it was hands on.

In 2014, they are much less likely to strongly agree (4%) or somewhat agree (12%) that the trainings spent enough time covering election law and procedures, especially among presiding judges (33%) and exceptions judges (29%). In addition, about 1 in 8 poll workers across all positions strongly agree that they would have liked more training (14%). Overall these findings suggest that election law and procedures are areas where poll workers would like more training.

Overall, training procedures are well received by poll workers with a very small minority strongly agreeing that the training is boring (4%) or that the training is too long (5%), which is what we saw in 2012.

Table 2.6. Poll Worker Evaluation of Training by Election Day Position (In %)

	Percent Answering Strongly Agree					
Pre-Election Day Survey	PJ	EJ	FL	SC	MJ	Total
After the training, I was confident in my ability to do my job on Election Day	62.5	41.7	55.6	60.4	44.4	55.6
The training was easy to understand	79.2	50.0	58.1	72.6	77.8	64.1
The training was hands on, not just a lecture	62.5	37.5	65.9	60.0	88.9	60.9
The training sessions spent enough time covering election law and procedures	33.3	29.2	47.7	47.1	44.4	43.2
The training sessions were boring	4.4	0.0	4.6	5.9	0.0	3.2
The training sessions were too long	4.4	4.2	11.6	0.0	0.0	7.2
I would have liked more training	13.0	17.4	15.9	8.0	28.6	14.0
The training prepared me well for handling provisional ballots	39.1	25.0	25.6	37.3	12.5	35.5
The training prepared me well for handling spoiled ballots	43.5	29.2	27.9	44.2	11.1	42.2
The training prepared me well for handling in lieu of ballots	30.4	30.4	19.5	36.0	12.5	31.8
The training was clear for how to use the AskED system	34.8	52.2	20.0	57.7	0.0	46.9
The training prepared me well for looking up a voter	66.7	38.1	34.9	68.6	11.1	60.2
The training prepared me well for printing ballots	70.8	42.9	26.2	72.6	0.0	63.9
The training taught me how to greet people and keep people moving in line to vote	54.6	47.8	55.8	60.8	55.6	56.1
The training prepared me to use the voting machines	69.6	30.4	62.8	24.0	77.8	56.0
The training prepared me to perform the hand tally of write-in ballots	39.1	30.4	20.9	25.0	37.5	34.5

Note: PJ = Presiding judge, EJ=Elections Judge, FL=Floater; SC =Systems Clerk, MJ=Machine Judge.

We focus on the responses of the presiding and exceptions judges for their perceptions of the effectiveness of the training for specific duties because these two positions are expected to perform all duties over the course of Election Day. Even though these two positions received the same training, the percent of poll workers answering strongly agree varies widely across how well the training prepared the poll worker for handling common Election Day procedures. In general, the presiding judges report that they felt more

prepared than the exceptions judges except for handing in lieu of ballots and using the AskED system. Clearly, the results suggest that better training in the processing of provisional ballots, spoiled ballots and in-lieu of ballots should be expanded. These types of irregular ballots are especially the purview of the EJ and their lack of confidence in these areas may be the reason for their generally lower evaluations in our study. Irregular ballots are actually quite common occurrences and therefore poll worker familiarity with them is important.

Additionally, we find that the training prepared the poll workers for the jobs that they were expected to perform. We find that floor judges were most prepared to greet people and keep them moving in line to vote and to use the voting machines. Systems clerks were best prepared to use the AskED system, to look up voters, print ballots, and greet people and keep people moving in line to vote. Finally, machine presiding judges report feeling best prepared to greet people and keep the line to vote moving forward, and to use the voting machines. We compliment BC for preparing the poll workers for the specific job that they were expected to fulfill on Election Day.

Table 2.7 displays the frequencies for two questions, rating the training and excitement to work the upcoming election by poll worker positions. The results confirm what we show above that the training was well received by the poll workers with over nine in ten stating that the training was excellent or good. Furthermore, over half of poll workers state that they were excited to work the upcoming election.

Table 2.7. Poll Worker Rating of Training & Enthusiasm by Position (In %)

		PJ	EJ	FL	SC	MJ	Total
Rating of the training	Excellent	45.8	41.7	47.7	50.9	44.4	47.4
	Good	45.8	45.8	43.2	41.5	55.6	44.2
	Fair	0.0	12.5	6.8	5.7	0.0	5.8
	Poor	8.3	0.0	2.3	1.9	0.0	2.6
Excitement to work the election	Very excited	77.3	39.1	43.6	56.6	37.5	52.4
	Somewhat excited	13.6	39.1	38.5	34.0	50.0	33.8
	Not very excited	4.6	17.4	17.9	9.4	0.0	11.7
	Not at all excited	4.6	4.4	0.0	0.0	12.5	2.1

Note: PJ = Presiding judge, EJ=Elections Judge, FL=Floater; SC =Systems Clerk, MJ=Machine Judge.

2.5. Early Voting Evaluations

Table 2.8 shows that poll workers who worked during early voting rated the overall performance of their colleagues very high. On a 1 to 10 scale, where 1 is very poor and 10 is excellent, all of the positions averaged a rating at or above 8.7. These generally high

evaluations speak to the overall positive and collegial environment that we observed at the early voting locations.

Table 2.8. Evaluation of Fellow Poll Workers and Poll Watcher – Early Voting

		Total
Average rating of fellow poll workers by position: (1= Very Poor; 10=Excellent)	Presiding Judge	9.0
	Exceptions Judge	8.7
	Floor Judge	8.8
	Systems Clerk	9.3
	Machine Judge	8.8

One key bottom line metric for evaluating the experience of poll workers is to consider their confidence that the votes in the election were counted accurately. To examine poll worker confidence that the votes were counted accurately, we asked if the poll workers thought that the votes were counted accurately *in their voting location*, essentially a measure of their confidence in themselves and how they ran their vote center.

We ask these questions because the implementation of the election process is highly decentralized and, on Election Day, it is the poll workers who implement the election process in VCCs. These workers are, in many ways, the best people to evaluate the election process because (1) they can evaluate the experience at the polling place that others cannot easily observe, (2) they have been with other poll workers during early and Election Day voting and have a sense of the quality of workers especially in their own location, and (3) they have a sense of the overall quality of the state laws and procedures that have to be implemented to make elections function well.

Table 2.9 shows that poll workers report a high level of confidence that they counted the votes correctly in their voting location during early voting. Approximately 99% of the poll workers were very or somewhat confident that the votes were counted accurately in their polling place. Those involved in all aspects of the voting process, presiding judges (96%) were the most likely to respond that they were very confident that the votes were counted accurately. More importantly, it should be noted that there were only a handful of poll workers who stated not very confident and no poll workers who stated that they were not at all confident that the votes in their polling place were counted accurately.

Table 2.9. Poll Worker Satisfaction in Percentages by Position

		PJ	EJ	FL	SC	Total
Confidence Votes Counted Accurately in Their Voting Location	Very confident	96.4	89.3	92.2	89.5	91.3
	Somewhat confident	3.6	3.6	7.8	9.3	7.3
	Not very confident	0.0	3.6	0.0	0.0	0.5
	Not at all confident	0.0	0.0	0.0	0.0	0.0
	Don't know	0.0	3.6	0.0	1.2	1.0
Rating of the	Excellent	50.0	37.0	55.6	49.4	49.8

Overall Quality of the Voting Center	Good	39.3	37.0	30.2	36.1	34.8
	Fair	10.7	7.4	11.1	14.5	11.9
	Poor	0.0	18.5	3.2	0.0	3.5

Note: PJ = Presiding judge, EJ=Elections Judge, FL=Floater; SC =Systems Clerk, MJ=Machine Judge.

We also asked the early poll workers to rate the overall quality of the voting center. Overall, we see that over eight in ten poll workers thought that the quality of the location was excellent or good. Only one in ten rated the location as fair with even less rating it as poor. The presiding judges rated the location the highest, while exceptions judges were the most negative in their ratings.

2.6. Election Day Voting Evaluations

Table 2.10 shows the poll workers ratings of their colleagues on Election Day, which are not quite as high as similar rating in early voting. As with early voting, we find that these ratings are very high. On a 1 to 10 scale, where 1 is very poor and 10 is excellent, all of the positions averaged a rating at or above 8.0. These generally high numbers speak to the overall positive environment in most vote centers during the 2014 general election.

Table 2.10. Evaluation of Fellow Poll Workers (In %)

		Total
Average rating of fellow poll workers by position: (1= Very Poor; 10=Excellent)	Presiding Judge	8.0
	Exceptions Judge	8.2
	Floor Judge	8.4
	Systems Clerk	9.1
	Machine Judge	8.2
	Student Clerk	8.3

We see in Table 2.11 that, in 2014, almost all poll workers were very satisfied (80%) or somewhat satisfied (17%) with their performance as a poll worker. These performance ratings are similar to poll worker evaluations from 2012 and 2010. While the percentage of poll workers stating very or somewhat satisfied is very similar across poll worker positions, there is some variation in the proportions between these two categories. For example, the percentage of floor judges, systems clerks, and machine presiding judges responding very satisfied was more than twenty points higher than exceptions judges.

Table 2.11. Poll Worker Satisfaction in Percentages by Position (In %)

		PJ	EJ	FL	SC	MJ	Total
Satisfaction with Performance as Poll Worker	Very Satisfied	75.0	60.5	84.8	82.4	82.9	79.7
	Somewhat Satisfied	18.8	37.2	15.3	12.5	14.3	17.1
	Somewhat Dissatisfied	2.1	2.3	0.0	2.2	0.0	1.3
	Very Dissatisfied	4.2	0.0	0.0	2.9	2.9	1.8

Confidence Votes Counted Accurately in Their Voting Location	Very confident	91.7	90.7	83.2	72.3	85.3	81.4
	Somewhat confident	8.3	9.3	14.3	21.2	14.7	15.5
	Not very confident	0.0	0.0	0.8	2.9	0.0	1.3
	Not at all confident	0.0	0.0	0.0	1.5	0.0	0.5
	Don't know	0.0	0.0	1.7	2.2	0.0	1.3
Rating of the Overall Quality of the Voting Center	Excellent	25.5	13.9	39.0	24.8	42.4	29.6
	Good	59.6	55.8	39.0	48.2	45.5	47.4
	Fair	12.8	16.3	16.9	21.2	12.1	17.5
	Poor	2.1	13.9	5.1	5.8	0.0	5.6

Note: PJ = Presiding Judge, EJ=Elections Judge, FL=Floater; SC =Systems Clerk, MJ=Machine Judge.

At the level of the poll worker's voting location, there is a high level of confidence among the poll workers. Comparable to early voting nearly all (97%) of the poll workers were very or somewhat confident that the votes were counted accurately in their polling place. Interestingly, the poll workers that were least likely to be involved in the actual process of counting votes, systems clerks, were the least likely to state that they were very confident (54%) as we saw in early voting. Furthermore, those that were most likely to be involved in the process of counting votes, machine judges (72%), and those involved in all aspects of the voting process, presiding judges (92%) were the most likely to respond that they were very confident that the votes were counted accurately. More importantly, it should be noted that there were very few poll workers and in many cases no poll workers that stated that they were "not at all" or "not very" confident that the votes in their polling place were counted accurately.

Finally, we asked the Election Day workers to rate the overall quality of the voting center. Like early voting, we see that a large majority of poll workers thought that the quality of the location was excellent or good (77%). Almost one in five rated the location as fair with five percent of workers rating it as poor.

If we look at the average score for each VCC as rated by poll workers we can determine which VCCs were rated overall worst by poll workers. Three VCCs were rated 2.2, the lowest VCC rating by poll workers, including Double Eagle ES, Duranes ES, and Highland High School; Onate ES was rated 2.33, McKinley Middle School was rated 2.40; A. Montoya ES was rated 2.43; and Washington Middle School was rated 2.5.

2.7. Opening the Polls

Election Day is a long day that starts early in the morning. Poll workers are required to start setting up the VCC at 6:00AM. Table 2.12 shows that 9% of workers were unable to enter the VCC at 6:00AM. Furthermore, 27% of respondents noted that not all of the poll workers arrived on time. In regards to setting up equipment, 15% noted that there was a problem setting up one or more of the ICE voting tabulators and 19% said that the systems clerks had problems logging onto the AskED system. The best solution for technical problems like these, especially early in the morning, is to have clear instructions and be

prepared for troubleshooting. We saw similar opening problems on the first day of early voting suggesting that these may be common troubles that can be prepared for. Knowing what to do when things do not work is just as important as knowing how to use the systems when they are working. Almost all of the poll workers felt that the instructions for opening the polls were very clear (76%) or somewhat clear (22%).

Table 2.12. Information about the Opening of the VCC

Poll workers were able to enter the VCC at 6:00 AM		91.0
All poll workers arrived on time		72.7
Whether poll worker was administered the oath of office		92.9
Whether there were problems setting up one or more of the ICE machines		15.3
Whether there were problems when the Systems Clerks first logged onto the AskEd Systems		19.1
How clear were the instructions for opening the polls on Election Day?	Very clear	75.7
	Somewhat clear	21.7
	Not very clear	2.1
	Not at all clear	0.5

2.8. The Condition and Quality of VCCs

Table 2.13 shows the poll worker evaluations of the quality of the polling places. Here, we see that over seven out of ten poll workers rate their polling place as "excellent" or "good" for all of the categories, except for number of computers to check in voters, number of printers to print ballots, and the temperature. This is evidence that the greater control over the vote center locations and set-up provided by the county and the vote center model resulted in better voting environments for voters and poll workers. Furthermore, close to eight out of ten poll workers rated the general condition of the facility and the number of voting booths as excellent or good.

We find that 20-30% of poll workers rated the polling locations as fair or poor for some of the physical attributes of the vote centers, such as its accessibility for people with disabilities, the lighting, the noise level, the availability of parking at the facility and the layout of the vote center and the traffic flow for voters. The temperature of some facilities was particularly uncomfortable and may be something the county wants to attend to given

that poll workers are there for 16 or more hours. Ten VCCs were given an average rating of less than 2.0 on temperature including: Cibola HS, Desidero CC, Eisenhower MS, Madison MS, Manzano HS, McKinley MS, Rio Grande HS, Valle Vista ES, Van Buren MS. Overall, the data indicate that BC did a good job choosing locations with generally good conditions. The county should continue to invest time seeking out good locations and replacing lower quality locations with those that allow for a good flow of voter traffic, a good atmosphere and where the condition of the facility if very good.

The number of computers, and the number of printers available at the vote centers was identified as a problem. Just over 2 in 5 poll workers (43%) indicated that the number of computers available for check-in was not enough and 1 in 2 poll workers (53%) indicated that there were not enough printers to print ballots quickly and efficiently. In some VCCs, printers were shared between computers slowing down the balloting process. We recommend each computer have its own printer to check in voters, though we recognize that there may be problems with voltage and other equipment issues that might limit their supply. We note that these findings about voter check-in equipment are consistent with our observations that these factors were the primary problems in creating long lines.

Table 2.13. Evaluation of Polling Place Facilities

	Excellent/Good	Poor/Fair
Adequate space to operate the polls	89.2	10.8
Its accessibility for people with disabilities	73.3	26.7
The general condition of the facility	84.0	16.0
The noise level of the facility	77.1	22.9
The availability of parking at the facility	72.3	27.7
Adequate number of vote tabulators	91.7	8.3
Adequate number of voting booths	83.3	16.7
Adequate number of computers to check in voters	56.6	43.4
Adequate number of printers to print ballots	46.6	53.4
The temperature	66.0	34.0
The lighting	77.5	22.5
The layout of the vote center provided a good traffic flow for voters	75.8	24.3

Table 2.14 displays general information about the polling places. We find that poll workers report that there were more Democrat (31%) and Republican (28%) watchers than Democrat (18%) and Republican (24%) challengers at the polling locations. Importantly, poll workers rarely felt intimidated by the watchers or challengers and the percent is about the same amount as we saw in 2010 and 2012.

Table 2.14. General Information About Polling Place

Democrat watcher at VCC	30.5

Democrat challenger at VCC		17.6
Republican watcher at VCC		28.1
Republican challenger at VCC		23.8
Poll worker felt intimidated by watchers or challengers		4.4
Usability of voting booths for voters	Very usable	62.9
	Somewhat	30.9
	Not very/Not at all	6.2
Voters offered privacy sleeves	Very often	87.4
Whether any Spanish speaking poll workers at VCC		66.5
Missing supplies at VCC		39.3
VCC had a full set of poll workers		52.9
Poll worker positions that were missing at the VCC	EJ	20.1
	Floor judge	30.2
	Systems clerk	48.0
	MPJ	29.1
Friendliness of poll workers	Very friendly	75.0
How stressful was Election Day for poll worker	Very	17.2
	Somewhat	39.2
	Not very	29.1
	Not at all	14.6
How different was your training from your experience on Election Day?	Very	30.7
	Somewhat	34.4
	Not very	33.2
	Not at all	1.7

In our observations, we found that the voting booths appeared to be uncomfortable for voters. However, the poll workers generally thought that the voting booths were very (63%) or somewhat (31%) usable for voters. Similar to our observations, almost nine in ten poll workers report that voters were offered privacy sleeves very often. Two-thirds of poll workers state that there was a Spanish-speaking poll worker at their VCC. Two in five poll workers noted that there were missing supplies at the polling location. There were missing poll workers in almost half of polling locations. The positions that were missing included exceptions judges (20%), floor judges (30%), systems clerks (48%), and machine presiding judges (29%).

Three in four poll workers report that their fellow poll workers were very friendly. This is an encouraging finding considering that over half of poll workers also found Election Day to be very (17%) or somewhat (39%) stressful. Finally, almost two out of three poll workers found the training to be very (31%) or somewhat (34%) different from their experience on Election Day.

In our survey, we asked the poll workers a series of questions about their opinions of voting. Over nine in ten poll workers strongly agreed (29%) or agreed (62%) that voters were satisfied with the voting process. Four in ten poll workers strongly agreed and five in ten agreed that they had the tools and resources to do their job well on Elections Day. Five in ten poll workers strongly agreed and four in ten agreed that their job requirements for Election Day were clear. Two thirds of poll workers strongly agreed that they are proud to tell other people that they work the polls. Almost all poll workers (99%) strongly agreed or agreed that they really care about making sure that every eligible voter that wants to vote can vote and that they really care about ensuring that all votes are counted correctly.

Table 2.15. Poll Worker Opinions of Voting

	Strongly Agree	Agree	Disagree	Strongly Disagree
Voters were satisfied with the voting process	29.2	62.0	5.2	3.6
I had the tools and resources to do my job well on Election Day	38.2	47.9	11.0	2.9
My job requirements for Election Day were clear	51.2	43.5	5.1	0.3
I am proud to tell others that I work the polls	65.1	30.9	2.9	1.1
I really care about making sure that every eligible voter that wants to vote can vote	77.0	22.4	0.3	0.3
I really care about ensuring that all votes are counted correctly	82.3	17.4	0.3	0.0

2.9. Looking Up and Processing Voters

With the introduction of on-demand ballots, the process of looking up a voter has become slightly more complex than looking through the precinct's voter roster. There are many factors that can affect the voter lookup process and Table 2.16 displays frequencies of some of these. We find that over seven in ten poll workers report that the AskED system worked all day without problems (70%) and that the Internet connection worked all day without problems (73%). Given that 30% of poll workers indicated that there were some problems with the AskED system BC may want to look for common problems that exist across VCCs to provide a troubleshooting guide. We are aware that there were problems the first day of early voting and that across BC poll workers were unable to login. Looking into why these occurred may reduce or mitigate quickly problems that arise next time.

We find that four out of five poll workers processed an individual who showed up to vote at the polls, but was not in the AskED system. Similarly, three in five poll workers encountered a voter from another county trying to vote at the VCC. These voters ultimately received a provisional ballot and for those voters who were registered outside of BC these votes were not counted. However technically it would not be difficult to transmit provisional ballots across counties for processing. Therefore, we recommend the state legislature change the law to allow provisional ballots from voters who are registered in

the state, but in a different county, to be transferred to the appropriate county for counting of statewide and any other appropriate district level offices that overlap.

Finally, most poll workers (87%) report following the procedures and offering voter registration forms to inactive voters and voters who indicated that they had moved. This is much higher than in 2012 when about 70% of poll workers reported giving out new registration forms.

Table 2.16. Frequency of Voter Lookup Events

	% "Yes"
Did the AskED system work all day without problems?	70.2
Did the Internet connection work all day without problems?	73.3
Were there voters who showed up that were not in the AskED system?	81.4
Did any voters from another county try to vote at your VCC?	62.5
Did you provide any inactive voters OR voters who indicated they moved with a voter registration form?	86.7

Table 2.17 presents the poll workers' evaluations of the clarity of the instructions for looking up voters. In general, most poll workers found these instructions to be very clear. Specifically, over seventy percent of poll workers found the instructions for when to refer a voter to the County Clerk to be very clear. Over four in five poll workers (85%) found the instructions for when to ask a voter for his or her identification before voting to be very clear. Finally, four in five poll workers found the instructions for when to issue a provisional ballot to be very clear.

Table 2.17. Evaluation of Instructions for Looking Up Voters

The instructions for when to refer a voter to the County Clerk	Very clear	71.3
The instructions for when to ask a voter for his or her identification before voting	Very clear	85.1
The instructions for when to issue a provisional ballot	Very clear	79.2

New Mexico requires that all voters be identified at the polls (§ 1-12-7.1 (D)). However, there is a range of acceptable forms of identification allowed under New Mexico law (§ 1-1-24) and the choice of identification is left with the voter.

First, a voter can show a physical form of identification, including a current, valid photo identification, such as a drivers license, with or without an address (if there is an address, it does not have to match the voter rolls and the identification can be either an original or a copy). Identification can also include any of the following physical forms that include both a name and address (again, the address is not required to match the address that appears on the voter rolls): (1) utility bill, (2) bank statement, (3) government check, (4) paycheck, (5) student identification card, or (6) other government documents (e.g. ID issued by an Indian nation, tribe, or Pueblo). Finally, a voter can merely provide a verbal or written statement of his or her name, address, and year of birth.

In Table 2.18, we see the various ways in which poll workers asked voters to provide identification, assuming that the voter did not approach the poll worker and present identification.[30] According to the statute, poll workers can use many methods for identifying voters. However, it is the voter, not the poll worker, who has the choice of determining the way to authenticate herself to the poll worker. The minimal requirement under law is for the voter to state his/her name, address, and birth year. However, it was more prevalent for voters to be asked for their name or their name and address than the full minimum requirement. Table 2.18 shows the frequency and the average score of requests for different forms of identification. The average score is coded from one (1) through four (4) such that a higher number means more often and the options in the table are ordered from most to least frequent forms of identification used. As Table 2.18 makes clear, poll workers report using the minimum requirement a fair amount of the time (69%) of the time, which is up from 62% in 2012 and 44% in 2010. This is consistent with our early and Election Day observations that voter identification procedures were implemented in a manner consistent with the law, but much greater numbers than we had seen before the on demand ballot system and new poll worker training had been implemented. However, similar to previous elections this is less common than having the

[30] The numbers presented only reflect the responses from presiding judges, exceptions judges, and system clerks since floaters and machine judges were not supposed to be looking up voters.

voter state their name (83%) or having the voter state their name and birth year (84%). Most encouragingly, we continued to see that the use of the AskED system and the better training has been implemented in relation to that.

Table 2.18. Poll Workers Reported Use of Voter Identification Methods

	Very Often	Somewhat Often	Hardly At All	Never	Average
State Name and Birth Year	83.8	6.9	3.7	5.6	3.7
State Name	83.3	4.2	4.2	8.4	3.6
State Name & Address	73.4	10.3	7.9	8.4	3.5
State Name, Address & Birth Year	69.0	15.5	9.4	6.1	3.5
Photo ID	4.3	9.4	43.4	42.9	1.8
Registration Card	3.8	10.0	37.0	49.2	1.7
None, knew the voter personally	2.4	1.5	9.2	86.9	1.2
Voter offered identification	55.5	35.9	8.2	0.5	3.5

In a follow-up question we asked, "Did you ask a voter for any identification for any of the following reasons?" Table 2.19 shows all the reasons that we asked about and the percentage of yes responses. One troubling finding is that there are still a substantial number of poll workers who indicated that they did not check the identification of first-time voters. Of course, first time voters, by law, have to provide identification that includes their address, so the fact that 60% of poll workers verified the identity of first time voters is consistent with the law and is similar to 2012 (64%) and up from 56% in 2010, but it seems that it should be higher. There may be some confusion as to where it is required to show additional identification and so training should emphasize that procedures may be different for first time voters.

All of the other reasons to ask for physical identification are incorrect. If the voter cannot be found in the voter rolls, the voter should move to provisional balloting status but this does not mandate further identification. Lack of recognition of the voter should not influence whether a poll worker asks for ID or not. Likewise, poll workers should be following the law and thus, authenticating voters to "prevent fraud" is inappropriate, but over one-fifth (26%) of poll workers report doing so. Nevertheless, this percentage is similar to 2012 (23%) and is down from 31% in 2010, suggesting that poll workers are learning the photo identification laws better than in the past. More pragmatically, about two in five poll workers (43%) asked for identification because they could not hear well or because it was easier to read the voter's name from a physical form of identification. Finally, even though we observed very long lines at some of the precincts, only 18% of poll workers stated that they asked for photo identification to process voters more quickly because of long voter lines. Thus, this once again confirms what we saw on Election Day: the voter identification law was not always administered consistently or correctly, but it was administered correctly and consistently most of the time. The county is on-track on this issue and is heading in the right direction. Overall the improvement is substantial and something in which BC and its staff can be proud.

Of course, one important question is whether certain types of poll workers may be more likely to request a physical form of identification then others. We continue to find that minority poll workers were more likely to ask for a physical form of ID than were white poll workers. We can say conclusively that white poll workers appear to be the least likely to ask for voter identification.

Unlike previous years, when we examine some of the reasons for requesting voter identification by political party, we find that Republicans (32%) are no more likely than Democrats (34%) and Independents (30%) to believe that voter identification is required to vote. Although, we find that Republicans (37%) are much more likely than Democrats (29%) and Independents (24%) to ask for voter identification to prevent fraud.

Table 2.19. Reasons for Requesting Voter Identification

	Percentage Yes
Information didn't match the voter rolls	61.4
Verify identity of first time voters	60.4
Couldn't find the voter in the rolls	49.8
Verify identity of provisional voter	49.8
Trouble hearing/Easier to read name from ID	42.9
It's required by law to verify the identity of voters	30.2
To prevent fraud	26.8
To process voters more quickly because of long voter lines	18.7
I did not recognize the voter	12.0

Finally, we were curious about what the poll workers did when they could not find a voter in the AskED system. Table 2.20 shows the results. The most common answer was that the poll worker called the County Clerk (35%). The second most common answer was that the poll worker would issue a provisional ballot (22%). Very few poll workers stated that they sent the voter to a new location (2%) and none said that they asked a voter to leave when they could not find them in the AskED system. One in ten poll workers indicated they did something else. When we examine the open ended responses from something else we find that many poll workers indicate that with persistence they can find someone in the AskED system, but they sometimes have to be creative on the spelling of a name or be flexible on the year of birth because it is incorrect. It might be useful in training to suggest to poll workers who find this type of problem in the e-pollbook to have the voter fill out a new voter registration form so that the information error will be fixed.

Table 2.20. Actions When Could Not Find a Voter in AskED

	Percentage Yes
Issue a provisional ballot	22.4
Call County Clerk	35.0
Send them to new location	1.7
Ask them to leave	0.0
Something else	10.2

2.10. The Voting Process

Election Day is extremely long with potentially hundreds and sometimes even a thousand voters processed over a twelve-hour period in a single VCC. For the overwhelming vast majority everything goes smoothly and as planned, however, there are going to be problems and mishaps. No general election is free from problems. This section documents some of the atypical events that can occur during the voting process.

Table 2.21 displays the percent of poll workers who observed or participated in certain events at the VCC. In regards to the voters' ballots, we find that 26% of poll workers report looking at a voter's ballot at least once, 40% showed a voter where a mistake was on their ballot, and 26% helped a voter complete their ballot.

Almost two thirds of poll workers report that the vote tabulators worked all day without problems and half stated that the voter assistance program (ICE ATI) worked all day without problems. A little over one in four poll workers reported encouraging over voted ballots to be placed in the hand counting bin. This is consistent with our observations that different poll workers were encouraging different termination actions for over voted ballots. We recommend that a policy be created for poll workers to follow in regards to over voted ballots.

We also find that poll workers report running out of paper to print ballots (12%), running out of paper to print permits (20%), and running out of sample ballot paper (5%). This is consistent with our observations. BC should include paper supplies that estimate turnout at ranges of 10% to 20% above what is expected to ensure that no delays results because of these types of events. The ballot-on-demand vendor should also adjust the printer warnings for when the paper is low. While we did see sample ballot stations without paper and it was reported to us that some polling location ran out of permit paper, apparently some of the concerns about paper problems was due to printer warnings indicating low paper supplies when paper supplies were actually still quite high. Therefore, reducing warnings to levels that are much lower, from 250 sheets to 50 sheets, is reasonable.

Over half of the poll workers (56%) stated that there were problems with the ballot printers. Unfortunately, our survey does not ask what type of problems existed, but we did ask, "What was the biggest problem on ED?" The answers are quite varied, but 3 problems stand out. First, poll workers consistently complain about the need for more computers/printers/check-in stations. In one case, a poll worker discussed how they

received a replacement printer that was not calibrated to the vote tabulator and therefore would not read any ballots. Second, reconciliation issues come up as a problem and third hand tally issues arose. Equipment problems and failures prevent voters from being processed efficiently. Therefore ensuring that there is adequate coverage and replacement equipment is available, because equipment will fail, is important to a smooth running VCC.

Table 2.21. Frequency of Events During the Voting Process

	% Yes
Did you ever look at a voter's ballot?	25.8
Did you show a voter where a mistake was on their ballot?	40.3
Did you help a voter complete a ballot?	25.9
Did the vote tabulators work all day without problems?	64.1
Did the ICE ATI work all day without problems?	53.4
Did you encourage over voted ballots to be placed in the hand counting bin?	27.4
Did you run out of paper to print ballots?	12.0
Did you run out of paper to print permits at your location?	19.9
Did you run out of sample ballot paper at your location?	5.4
Were there problems with the ballot printers?	56.2

Table 2.22 provides the frequency of specific voter privacy issues. Over ninety percent of poll workers reported that voter privacy was compromised hardly at all (16%) or never (77%). 6% of ballots were unreadable by the vote tabulator very often (3%) or somewhat often (3%). Nevertheless, this represents a potentially large number of ballots. BC should determine if these were unreadable because of voter errors or because of ballot printing problems.

Over eight in ten poll workers were able to very often watch the counter change when the ballot was placed into the tabulator. Furthermore, seven in ten poll workers were able to spread voters across the vote tabulators very often (71%).

Table 2.22. Frequency of Specific Voter Privacy Issues

	Very Often	Somewhat Often	Hardly At All	Never
Voter privacy was compromised	3.9	2.6	16.2	77.4
Ballots were unreadable by the vote tabulator	2.7	3.1	16.9	77.3
Poll worker was able to watch counter change when ballot was placed into the tabulator	85.8	2.2	3.0	9.1
Poll worker was able to spread voters across the vote tabulators	71.4	16.3	4.4	7.9

In 2014, the Secretary of State retired the AutoMark assisted voting machines in favor of the Dominion ICE voter tabulator, which also doubles as an assisted voting system (ICE ATI). Table 2.23 shows poll worker responses to questions about assisted voting. First, poll workers note that it is relatively uncommon for voters to need assistance with only one in four responding that this happens very often (3%) or somewhat often (25%). Eight in ten poll workers noted that voters used the ICE ATI hardly at all (46%) or never (34%). Poll workers report that there were relatively few problems with the ICE ATI machine, but nevertheless half thought that it did not work well. Very few poll workers encouraged voters who spoiled ballots to use the ICE ATI with a new ballot. Given the difficulty of using the ICE ATI we are hesitant to encourage poll worker to encourage voters to use it.

A third of poll workers saw a voter use ICE ATI to complete a ballot. Of those poll workers, 92% saw at least one voter complete the ballot on the ICE machine, and 13% saw at least one voter give up while voting on the ICE machine. In addition 18% of poll workers report problems with the ICE ATI machines and half of the poll workers thought that voters thought the ICE ATI machines did not work very well. These results confirm findings from our Election Day observations that assisted voting is underutilized, but because of problems we cannot recommend that they actively be utilized. Importantly, this is a technology provider issue and can only be fixed by the vendor. In truth, many voting machines for disabled or voters needing language assistance are not very good and meet the letter, but not the spirit of the law. Hopefully continued pressure from the election administration community and the disabled community will force improvements in this area.

Table 2.23. Frequency of Assisted Voting

	Very Often	Somewhat Often	Hardly At All	Never
A voter needed assistance from a poll worker to complete ballot	3.3	25.2	62.2	9.4
Voters used the ICE ATI	10.0	10.0	46.3	33.8
Problems with ICE ATI	5.6	13.0	21.1	60.3
Voters who used the ICE ATI thought it worked well	27.7	22.3	21.4	28.6
We encouraged voters who spoiled ballots to use the ICE ATI	6.1	8.8	27.2	57.8

Table 2.24 provides information about poll workers experiences trying to contact the County Clerk's office on Election Day. Over three in four poll workers report contacting the County on Election Day. The vast majority of those who contacted the county felt that it was very easy (46%) or somewhat easy (39%) to get a hold of them. Poll workers generally felt that the county was very (58%) or somewhat responsive (35%) to the call. On average it took 15 minutes to resolve the poll workers most difficult problem.

Table 2.24. Contacting the County Clerk

Whether contacted the county on Election Day		77.7
How easy was it to get ahold of them	Very	46.2
	Somewhat	38.5
	Not very	11.5
	Not at all	3.9
How responsive were they to your call	Very	58.4
	Somewhat	35.1
	Not too	6.5
	Not at all	0.0
Median number of minutes to resolve most difficult problem		15

As already stated, Election Day is very long, with many interactions between poll workers and voters. For 2014 we included several questions to examine the extent to which these interactions led to arguments and disagreements. We find that a little over ten percent (13%) of poll workers had an argument or disagreement with another poll worker. One in four of these arguments disrupted the normal routine of the VCC. Less than seven percent of poll workers had an argument or disagreement with voters. These incidents were less likely to disrupt the normal routine of the VCC.

Table 2.25. Arguments and Disagreements in the VCC

	% Yes
Did you have any arguments or disagreements with any of the poll workers?	13.4
Did the event disrupt the normal routine of the VCC?	24.5
Did you have any arguments or disagreements with any of the voters?	7.0
Did the event disrupt the normal routine of the VCC?	14.8

2.11. Closing the Polls

Election Day is stressful. Poll workers are exhausted by the time the polls close at 7:00PM. This is especially true for those older, and retired poll workers who are not used to being busy all day long. This exhaustion does not affect the processing of voters, which becomes automatic after the first couple of hours in the VCC. However, poll workers are asked to complete fairly complex procedures that they have only done once or twice, if at all, once the last voter places her ballot into the vote tabulator. It is unrealistic to expect this process to go smoothly even if the last voter was processed at 7:00PM, and in most cases the last voter is processed after 7:00PM. Table 2.26 shows that according to the poll workers, the median number of voters in line at 7:00PM was 50.

One way to mitigate problems caused by exhaustion is clear and helpful instructions. We find that nine out of ten poll workers found the instructions for closing the polls at the end of the day to be very (60%) or somewhat (30%) clear. Similarly, we find that poll workers found the instructions for reconciling the number of voters and ballots to be very (57%) or somewhat (31%) clear. We commend the county for providing the poll workers with materials that put them in a position to be successful.

However, with multiple voting tabulators to shut down, and many ballots in the hand tally bin, problems occur outside of anyone's control that slows down the closing process. One problem is the difference between early voting shut down and Election Day shut down. For poll workers who are working early voting this transition may be particularly hard. We find that almost a third of poll workers report that there was a problem shutting the vote tabulator down. Almost two thirds of poll workers noted that they ran out of zero tape paper. One out of three poll works responded that there was a problem reconciling the number of voters and ballots. Finally, one out of five poll workers reported that the number of permits did not equal the number of ballots at the end of the night. Closing procedures are clearly more difficult to complete than opening procedures.

All of these different types of problems lead to very long nights for the poll workers. We find that on average poll workers finally left the VCC five hours after 7:00PM. Starting at 6:00AM means that on average Election Day poll workers worked for 18 hours! This is an incredibly long day, especially considering that the poll workers are paid a flat fee instead of by the hour. The County needs to consider new closing or more efficient closing procedures. One option, that currently is not allowed in statute, might be to look into ways to allow poll workers to leave after the last voter is processed and return the next morning when they are fresh. Alternatively, a different team may come in that specializes in closing and perhaps works with key poll workers to assist them. Alternatively, we need to consider other means to make closing more straight forward and efficient under current conditions.

Table 2.26. Information about Closing the Polls on Election Day

Number of voters in line at 7:00 PM	Mean	61.8
	Median	50.0
How clear were the instructions for closing the polls at the end of the day?	Very	60.2
	Somewhat	30.1
	Not very	8.3
	Not at all	1.4
How clear were the instructions for reconciling the number of voters and ballots?	Very	57.4
	Somewhat	31.2
	Not very	7.9
	Not at all	3.5
Whether had any problems shutting vote tabulators down		28.7
Whether ran out of zero tape paper for the vote tabulators		62.0
Whether there was a problem reconciling the number of voters and ballots		36.3
The number of permits did NOT equal number of ballots		19.1
Number of hours after close (7 PM) until poll worker left VCC	Mean	5.0
	Median	5.0

2.12. Conclusion

Overall the poll worker data support the conclusion that training and voter-poll worker interactions were very positive. Poll workers did a good and efficient job at processing and guiding voters through the vote process.

Appendix 2.1. Frequency Report for the 2014 Bernalillo County Election Administration Poll Worker Survey

Poll Worker Pre-Election Training Survey

1. Your local election official sponsored many training sessions for poll workers prior to the election to teach workers about election procedure, how to lookup a voter, print a ballot and use the voting machines. Which of the following training sessions did you attend (MARK ALL THAT APPLY)?

Machine PJ	5.4%
Floor Judge	32.9%
Systems Clerk	39.1%
Presiding Judge/Exceptions Judge	25.5%

2. Did you receive any manuals, booklets, or a link to access training videos at your *training session* to help you learn more about the election procedures?

Yes	99.6%
No	0.0%
I didn't attend any training session	0.4%

3. Did you receive any manuals, booklets, or a link to access training videos from your *county clerk* to help you learn more about the election procedures?

Yes	89.7%
No	4.7%
I didn't receive any materials from my County Clerk.	5.6%

4. Have you watched any training videos online?

Yes	72.5%
No	25.8%
Don't know	1.7%

5. Which videos have you watched?

Opening Polls for Early Voting and Election Day	51.0%
Routine Voter Transactions	35.0%
Issuing Provisional Ballots	32.9%
Issuing In-Lieu-Of Ballots	30.5%
Spoiling a Ballot	34.2%
Assisting Voters with Disabilities	37.9%
Preventing Illegal Electioneering and Campaigning	29.6%
Closing the Polls for Early Voting	34.2%
Closing the Polls on Election Day	34.5%

6. How much did you learn from the online training videos?

A lot	45.0%
Some	48.3%
Not Very much	6.7%
Not at all	0.0%

7. How much of the materials have you read?

All of them	49.2%
Most of them	35.3%
Some of them	14.5%
None of them	1.0%
I haven't received any materials to read	0.0%

8. How much time did you spend practicing on the computer with AskED (the voter lookup/ballot print system)?

1-5 minutes	19.4%
6-10 minutes	23.4%
11-15 minutes	14.9%
16-20 minutes	8.5%
More than 20 minutes	9.5%
I didn't do any hands on practice in my training session	24.3%

9. About how long did your training session take in hours?

1	2.1%
2	19.7%
3	26.6%
4	26.6%
5	9.9%
6	12.0%
More than 6	3.1%

10. Thinking back on your poll worker and presiding judge training, please tell us whether your agree or disagree with each of the following statements:

a. After the training, I was confident in my ability to do my job on Election Day.

Strongly agree	55.6%
Somewhat agree	37.2%
Somewhat disagree	5.1%
Strongly disagree	2.1%

b. I would have liked more training.

Strongly agree	14.0%

Somewhat agree	33.7%
Somewhat disagree	29.9%
Strongly disagree	22.4%

c. The training was easy to understand.

Strongly agree	64.1%
Somewhat agree	32.3%
Somewhat disagree	3.1%
Strongly disagree	0.5%

d. The training was hands on, not just a lecture.

Strongly agree	60.9%
Somewhat agree	29.2%
Somewhat disagree	6.8%
Strongly disagree	3.1%

e. The training sessions spent enough time covering election law and procedures.

Strongly agree	4.7%
Somewhat agree	12.0%
Somewhat disagree	40.1%
Strongly disagree	43.2%

f. The training sessions were boring.

Strongly agree	3.2%
Somewhat agree	16.1%
Somewhat disagree	25.3%
Strongly disagree	55.4%

g. The training prepared me well for looking up a voter.

Strongly agree	60.2%
Somewhat agree	30.4%
Somewhat disagree	7.5%
Strongly disagree	1.9%

h. The training prepared me well for printing a ballot.

Strongly agree	63.9%
Somewhat agree	25.8%
Somewhat disagree	7.7%
Strongly disagree	2.6%

11. Thinking back on your poll worker and presiding judge training, please tell us whether you agree or disagree with each of the following statements:

a. The training prepared me well for handling spoiled ballots.

Strongly agree	42.2%
Somewhat agree	39.3%
Somewhat disagree	14.5%
Strongly disagree	4.0%

b. The training prepared me well for handling provisional ballots.

Strongly agree	35.5%
Somewhat agree	44.2%
Somewhat disagree	15.1%
Strongly disagree	5.2%

c. The training session was too long.

Strongly agree	7.2%
Somewhat agree	17.1%
Somewhat disagree	39.8%
Strongly disagree	35.9%

d. The training prepared me well for handling in-lieu-of absentee ballots.

Strongly agree	31.8%
Somewhat agree	41.2%
Somewhat disagree	20.0%
Strongly disagree	7.1%

e. The training taught me how to greet people and keep people moving in line to vote.

Strongly agree	56.7%
Somewhat agree	34.4%
Somewhat disagree	5.6%
Strongly disagree	3.3%

f. The training was clear for how to use the AskED system.

Strongly agree	46.9%
Somewhat agree	34.6%
Somewhat disagree	10.5%
Strongly disagree	8.0%

g. The training prepared me to use the voting machines.

Strongly agree	56.0%
Somewhat agree	31.3%
Somewhat disagree	6.6%
Strongly disagree	6.0%

h. The training prepared me to perform the hand tally of write-in ballots.

Strongly agree	34.5%
Somewhat agree	32.7%
Somewhat disagree	22.4%
Strongly disagree	10.3%

12. How did this election training compare to training that you have received in the past?

This election's training was much more thorough than in the past	41.6%
This election's training was about the same as in the past	33.7%
This election's training was much less thorough than in the past	2.6%
I have not had previous training	22.1%

13. Was the training for the following jobs very clear, somewhat clear, not very clear, or not at all clear?

a. The instructions for opening the polls

Very clear	73.8%
Somewhat clear	19.7%
Not very clear	2.0%
Not at all clear	1.0%
N/A	3.5%

b. The instructions on when to refer a voter to the County Clerk.

Very clear	51.0%
Somewhat clear	24.7%
Not very clear	8.6%
Not at all clear	5.1%
N/A	10.6%

c. When to ask a voter for his or her identification before voting.

Very clear	68.9%
Somewhat clear	13.8%
Not very clear	6.6%
Not at all clear	1.5%
N/A	9.2%

d. The instructions for reconciling the number of voters voting and the number of ballots cast.

Very clear	47.0%
Somewhat clear	26.2%
Not very clear	9.6%
Not at all clear	2.5%
N/A	14.7%

e. The instructions for closing the polls at the end of the day.

Very clear	55.1%
Somewhat clear	29.1%
Not very clear	5.1%
Not at all clear	3.1%
N/A	7.6%

f. The printed instruction materials we used when we had a procedural question.

Very clear	58.2%
Somewhat clear	28.4%
Not very clear	7.2%
Not at all clear	2.1%
N/A	4.1%

g. Securing the ballots during and after the election.

Very clear	60.6%
Somewhat clear	21.8%
Not very clear	6.2%
Not at all clear	1.6%
N/A	9.8%

h. The instructions for when to issue a provisional ballot.

Very clear	50.5%
Somewhat clear	30.2%
Not very clear	7.8%
Not at all clear	2.6%
N/A	8.9%

14. How would you rate your training?

Excellent	43.9%
Good	46.5%
Fair	7.1%
Poor	2.5%

15. How excited are you to work the 2014 General Election?

Very excited	48.7%
Excited	34.2%
Somewhat excited	13.9%
Not very excited	3.2%

16. Thinking back on your poll worker and presiding judge training, please tell us whether you agree or disagree with each of the following statements:

a. I have the tools and resources to do my job well when working the polls.

Strongly agree	68.2%
Somewhat agree	28.1%
Somewhat disagree	3.7%
Strongly disagree	0.0%

b. My job requirements for working the polls are clear

Strongly agree	74.0%
Somewhat agree	20.8%
Somewhat disagree	4.2%
Strongly disagree	1.0%

c. I am proud to tell others that I work the polls.

Strongly agree	88.6%
Somewhat agree	8.8%
Somewhat disagree	1.6%
Strongly disagree	1.0%

d. I really care about making sure every eligible voter that wants to vote can vote

Strongly agree	94.8%
Somewhat agree	4.7%
Somewhat disagree	0.5%
Strongly disagree	0.0%

e. I really care about ensuring that all votes are counted correctly.

Strongly agree	95.8%
Somewhat agree	4.2%
Somewhat disagree	0.0%
Strongly disagree	0.0%

17. How much can people like you affect what the government does?

A great deal	44.8%
A lot	21.7%
A moderate amount	16.5%
A little	13.4%
Not at all	3.6%

18. How much do public officials care what people like you think?

A great deal	22.2%
A lot	21.1%

A moderate amount	27.3%
A little	21.1%
Not at all	8.3%

19. How well do you understand the important political issues facing our country?

Extremely well	37.4%
Very well	38.0%
Moderately well	21.0%
Slightly well	1.0%
Not well at all	2.6%

20. How often do politics and government seem so complicated that you can't really understand what's going on?

Always	5.2%
Most of the time	18.6%
About half of the time	21.1%
Some of the time	42.2%
Never	12.9%

Poll Worker Post Election Experience Survey

1. Did you work early voting, Election Day, or both?

Early voting	3.8%
Election Day	49.1%
Both	47.1%

2. [Election Day or both only] What was your official job title on Election Day?

Presiding Judge	11.7%
Exceptions Judge	11.1%
Systems Clerk	37.1%
Floor Judge	30.9%
Machine Presiding Judge	9.2%

3. [Election Day or both only] Overall how satisfied are you with your job performance as an election worker in the 2014 election?

Very satisfied	79.3%
Somewhat satisfied	17.6%
Somewhat dissatisfied	1.4%
Very dissatisfied	1.7%

4. [Election Day or both only] How confident are you that votes in the voting location *you worked in* on Election Day were counted correctly?

Very confident	81.5%
Somewhat confident	15.1%
Not very confident	1.4%
Not at all confident	0.6%
Don't know	1.4%

5. [Election Day or both only] How would you rate the overall quality of the voting center you worked on **Election Day**?

Excellent	29.5%
Good	47.0%
Fair	18.0%
Poor	5.5%

6. [Election Day or both only] On a scale of 1 to 10 where 1 is "very poor" and 10 is "excellent" how would rate the overall performance of your:

a. Presiding Judge

1 "Very Poor"	4.0%
2	1.4%
3	2.6%
4	4.0%
5	5.7%
6	4.8%
7	7.7%
8	10.8%
9	19.9%
10 "Excellent"	39.1%
Mean	8.0

b. Exceptions Judge

1 "Very Poor"	2.5%
2	0.9%
3	1.5%
4	3.1%
5	5.9%
6	4.6%
7	8.3%
8	9.9%
9	22.8%
10 "Excellent"	40.5%
Mean	8.2

c. Floor Judge

1 "Very Poor"	1.1%

2	0.0%
3	1.4%
4	2.0%
5	6.2%
6	4.2%
7	11.0%
8	11.0%
9	23.0%
10 "Excellent"	40.1%
Mean	8.5

d. Systems Clerk

1 "Very Poor"	0.3%
2	0.0%
3	0.3%
4	1.4%
5	1.4%
6	2.0%
7	5.1%
8	11.6%
9	26.2%
10 "Excellent"	51.7%
Mean	9.1

e. Machine Presiding Judge

1 "Very Poor"	7.6%
2	0.0%
3	2.2%
4	2.2%
5	3.8%
6	3.2%
7	5.1%
8	11.2%
9	22.3%
10 "Excellent"	42.4%
Mean	8.2

f. Student Clerk

1 "Very Poor"	5.8%
2	0.4%
3	0.4%
4	1.3%
5	4.9%
6	3.1%
7	8.9%

8	11.5%
9	19.5%
10 "Excellent"	44.2%
Mean	8.3

7. [Early voting only] What was your primary job title during early voting?

Presiding Judge	12.7%
Exceptions Judge	13.8%
Systems Clerk	42.8%
Floor Judge	30.2%
Machine Presiding Judge	0.5%

8. [Early voting only] How confident are you that votes in the voting location *you worked in* during early voting were counted correctly?

Very confident	91.6%
Somewhat confident	7.4%
Not very confident	0.5%
Not at all confident	0.0%
Don't know	0.5%

9. [Early voting only] How would you rate the overall quality of the voting center you worked during **early voting?**

Poor	3.7%
Fair	12.8%
Good	33.7%
Excellent	49.8%

10. [Early voting only] On a scale of 1 to 10 where 1 is "very poor" and 10 is "excellent" how would you rate the overall performance of your:

a. Presiding Judge

1 "Very Poor"	0.5%
2	0.5%
3	0.5%
4	1.7%
5	2.2%
6	2.2%
7	5.5%
8	11.0%
9	20.3%
10 "Excellent"	55.6%
Mean	9.0

b. Exceptions Judge

1 “Very Poor”	0.0%
2	1.7%
3	0.6%
4	1.1%
5	4.4%
6	5.0%
7	6.1%
8	8.9%
9	15.6%
10 “Excellent”	56.6%
Mean	8.7

c. Floor Judge

1 “Very Poor”	0.0%
2	0.5%
3	1.7%
4	1.7%
5	3.8%
6	3.3%
7	7.1%
8	14.1%
9	19.0%
10 “Excellent”	48.8%
Mean	8.8

d. Systems Clerk

1 “Very Poor”	0.5%
2	0.0%
3	0.0%
4	0.5%
5	0.5%
6	1.6%
7	3.7%
8	8.0%
9	22.5%
10 “Excellent”	62.7%
Mean	9.3

e. Machine Presiding Judge

1 “Very Poor”	4.7%
2	0.9%
3	0.0%
4	0.0%
5	2.8%
6	4.7%

7	6.5%
8	5.6%
9	17.8%
10 "Excellent"	57.0%
Mean	8.8

11. [Early voting only] On average, how many minutes did it take to put the ballots into precinct order at the end of each day during early voting?

    Average = 25 mintues

1-15 Minutes	15.6%
16-30 Minutes	42.2%
31-60 Minutes	32.2%
61 or more Minutes	10.0%

12. Do you have any problems or concerns about the sorting of ballots?

Yes	17.5%
No	82.5%

13. How were you first recruited as a poll worker? Were you recruited by: (MARK ALL THAT APPLY)

An official job posting by the county	12.8%
A political party official	0.7%
Another poll worker	22.8%
An advertisement in the local media	13.1%
A teacher or professor	2.4%
I wasn't recruited by anyone, I sought the job on my own	36.8%
Some other way (please specify below)	11.9%

14. Thinking about your decision to be a poll worker, please mark if each of these reasons was very importance, somewhat important, not very important, or not at all important in your decision to be a poll worker.

    a. I wanted to learn about the election process.

Very important	53.2%
Somewhat important	33.2%
Not very important	8.6%
Not at all important	5.0%

    b. I was asked by someone in my political party.

Very important	5.5%
Somewhat important	10.0%
Not very important	16.7%
Not at all important	67.8%

    c. I think it is my duty as a citizen.

Very important	59.8%
Somewhat important	26.8%
Not very important	6.0%
Not at all important	7.4%

d. I am the kind of person who does my share

Very important	56.1%
Somewhat important	32.5%
Not very important	6.8%
Not at all important	4.6%

e. I wanted to make some extra money

Very important	46.0%
Somewhat important	33.0%
Not very important	14.7%
Not at all important	6.3%

f. I get to meet new people

Very important	45.0%
Somewhat important	34.0%
Not very important	14.9%
Not at all important	6.1%

15. Were you a poll worker in Bernalillo County prior to the November 2014 general election?

Yes	76.4%
No	23.6%

16. What was/were the positions that you held in previous elections? [MARK ALL THAT APPLY]

Presiding Judge	20.1%
Exceptions Judge	10.4%
Systems Clerk	39.5%
Floor Judge	33.9%
Machine Presiding Judge	12.1%
Student Clerk	1.5%
Floater	5.1%
Don't know	0.5%
Something else (please specify)	2.9%

17. In what election year did you first work as a poll worker? (*If you are not sure, give the best guess possible).*

Before 2000	13.2%

2000-2005	16.3%
2006-2010	31.8%
2011-2013	11.9%
2014	26.8%

18. Including the recent 2014 November general election, in how many elections have you worked as a poll worker?

1	8.2%
2	22.5%
3	12.0%
4	12.0%
5	9.9%
6-10	21.1%
More than 10	14.3%

19. How likely are you to work as a poll worker in the next election?

Very likely	63.6%
Somewhat likely	22.9%
Not very likely	8.2%
Not at all likely	3.3%
Don't Know	2.0%

20. [Election Day Poll Workers] Were you able to enter the VCC at 6:00 AM?

Yes	90.8%
No	9.2%

21. [Election Day Poll Workers] Did all of the poll workers arrive on time?

Yes	72.6%
No	27.4%

22. [Election Day Poll Workers] Did your polling location have a full set of poll workers or were you missing some?

Full set	52.4%
Missing some	47.6%

23. [Election Day Poll Workers] What poll worker or poll worker stations were you missing? (Mark all that apply)

Exceptions Judge	9.3%
Systems Clerk	20.7%
Floor Judge	13.6%
Machine Presiding Judge	13.3%

24. [Election Day Poll Workers] Were you administered the oath of office?

Yes	92.2%
No	7.8%

25. [Election Day Poll Workers] How clear were the instructions for opening the polls on Election Day?

Very clear	74.6%
Somewhat clear	22.8%
Not very clear	2.3%
Not at all clear	0.3%

26. [Election Day Poll Workers] Were there problems setting up one or more of the ICE machine/vote tabulators?

Yes	15.5%
No	84.5%

27. [Election Day Poll Workers] Were there problems when the system clerks first logged onto the AskED system?

Yes	18.8%
No	81.2%

28. How would you rate your voting center in regards to the following?

a. Its accessibility for people with disabilities

Poor	11.4%
Fair	15.7%
Good	35.5%
Excellent	37.4%

b. The general condition of the facility.

Poor	4.1%
Fair	11.9%
Good	46.6%
Excellent	37.4%

c. The noise level of the facility

Poor	5.9%
Fair	17.3%
Good	50.9%
Excellent	25.9%

d. The availability of parking at the facility

Poor	9.0%
Fair	19.1%

Good	41.4%
Excellent	30.5%

e. Adequate space to operate the polls

Poor	2.7%
Fair	8.2%
Good	42.1%
Excellent	47.0%

f. Adequate number of tabulators or voting machines

Poor	2.7%
Fair	5.6%
Good	42.6%
Excellent	49.1%

g. Adequate number of voting booths

Poor	4.6%
Fair	12.0%
Good	35.8%
Excellent	47.6%

h. Adequate number of computers to check in voters

Poor	21.1%
Fair	22.3%
Good	30.0%
Excellent	26.6%

i. Adequate number of printers to print out ballots

Poor	29.2%
Fair	24.3%
Good	26.5%
Excellent	20.0%

j. The temperature inside the facility

Poor	13.5%
Fair	21.0%
Good	44.7%
Excellent	20.8%

k. The lighting inside the facility

Poor	7.9%
Fair	14.9%

Good	48.8%
Excellent	28.4%

l. The layout of the vote center provided a good traffic flow for voters

Poor	10.5%
Fair	14.1%
Good	47.0%
Excellent	28.4%

29. How usable were the voting booths for voters?

Very usable	62.9%
Somewhat usable	31.1%
Not very usable	5.2%
Not at all usable	0.8%

30. Which party members worked as poll watcher or poll challenger at your voting center? (MARK ALL THAT APPLY)

a. Democrat

Poll watcher	30.3%
Poll challenger	17.0%

b. Republican

Poll watcher	27.9%
Poll challenger	23.2%

31. Whether poll worker felt intimidated by watcher or challengers:

No	95.5%
Yes	4.5%

32. How often were voters offered a privacy sleeve with their ballot?

Very often	87.5%
Somewhat often	7.6%
Not too often	3.3%
Not at all	1.6%

33. [Election Day Poll Workers] How stressful was Election Day for you?

Very stressful	17.2%
Somewhat stressful	39.8%
Not very stressful	28.1%
Not at all stressful	14.9%

34. Was at least one poll worker at your vote center fluent in Spanish?

Yes	66.5%
No	5.4%
Don't know	28.1%

35. [Election Day Poll Workers] Were you missing any supplies (paper, signs, pens, etc.) at your location?

Yes	39.2%
No	43.3%
Don't know	17.5%

36. How friendly were the poll workers with each other?

Very friendly	74.9%
Somewhat friendly	22.9%
Not too friendly	2.2%
Not at all friendly	0.0%

37. Please tell us whether you agree or disagree with the following statements:

a. Generally speaking voters were satisfied with the voting process.

Strongly agree	27.5%
Agree	59.6%
Disagree	5.1%
Strongly disagree	3.5%
Don't know	4.3%

b. I had the tools and resources to do my job well on Election Day

Strongly agree	37.5%
Agree	47.5%
Disagree	11.0%
Strongly disagree	3.0%
Don't know	1.0%

c. My job requirements for Election Day were clear

Strongly agree	51.1%
Agree	43.5%
Disagree	5.1%
Strongly disagree	0.3%
Don't know	0.0%

d. I am proud to tell others that I work the polls

Strongly agree	63.9%
Agree	30.2%
Disagree	2.9%

Strongly disagree	1.1%
Don't know	1.9%

e. I really care about making sure every eligible voter that wants to vote can vote

Strongly agree	76.6%
Agree	22.5%
Disagree	0.3%
Strongly disagree	0.3%
Don't know	0.3%

f. I really care about ensuring that all votes are counted correctly

Strongly agree	82.1%
Agree	17.3%
Disagree	0.3%
Strongly disagree	0.0%
Don't know	0.3%

38. [Election Day Poll Workers] How different was your training from your experience on Election Day?

Very different	29.1%
Somewhat different	31.7%
Not too different	30.6%
Not at all different	1.4%
I didn't attend training	7.2%

39. [Election Day Poll Workers] Were the instructions on Election Day for the following jobs you performed very clear, somewhat clear, not very clear or not at all clear?

a. The procedures on when to refer a voter to the County Clerk

Very clear	70.2%
Somewhat clear	24.3%
Not very clear	3.5%
Not at all clear	2.0%

b. When to ask a voter for his or her identification before voting

Very clear	84.1%
Somewhat clear	14.9%
Not very clear	0.5%
Not at all clear	0.5%

c. The instructions for when to issue a provisional ballot

Very clear	79.0%
Somewhat clear	16.0%
Not very clear	4.5%

Not at all clear	0.5%

40. Please answer yes or no to each of the following questions:

a. Did the AskED (ballot on demand) system work all day without problems?

Yes	70.7%
No	23.0%
Don't know	6.3%

b. Did the Internet connection work all day without problems?

Yes	73.4%
No	19.4%
Don't know	7.2%

c. Did you run out of paper to print ballots at your location?

Yes	11.7%
No	85.6%
Don't know	2.7%

d. Did you run out of paper to print permits at your location?

Yes	19.3%
No	77.1%
Don't know	3.6%

e. Did you run out of sample ballot paper at your location?

Yes	5.0%
No	84.1%
Don't know	10.9%

f. Did any voters from another county try to vote at your vote center?

Yes	62.4%
No	18.6%
Don't know	19.0%

g. Were there problems with the ballot printers?

Yes	55.6%
No	39.5%
Don't know	4.9%

h. Were there voters who showed up that were not in the AskED system?

Yes	82.1%

No	8.1%
Don't know	9.8%

i. Did you provide any inactive voters OR voters who indicated they moved with a voter registration form?

Yes	86.6%
No	3.6%
Don't know	9.8%

41. Many voters offer a physical form of identification, like a driver's license or voter registration card. How often did this happen in your voting location?

Very often	54.2%
Somewhat often	34.5%
Hardly at all	8.1%
Never	0.5%
Don't know	2.7%

42. How often did you identify voters in the following ways to look them up in AskED?

a. Asked voters to show their registration card

Very often	3.2%
Somewhat often	9.6%
Not very often	35.0%
Not at all	46.7%
Don't know	5.5%

b. Asked voters to show a form of photo identification

Very often	3.7%
Somewhat often	8.7%
Not very often	41.5%
Not at all	41.5%
Don't know	4.6%

c. Asked voters to state their name

Very often	80.0%
Somewhat often	4.1%
Not very often	4.1%
Not at all	8.2%
Don't know	3.6%

d. Asked voters to state their name and address

Very often	70.1%
Somewhat often	10.0%

Not very often	7.7%
Not at all	8.1%
Don't know	4.1%

e. Asked voters to state their name and birth year

Very often	80.6%
Somewhat often	6.8%
Not very often	3.6%
Not at all	5.4%
Don't know	3.6%

f. Asked voters to state their name, address, and birth year

Very often	66.0%
Somewhat often	15.1%
Not very often	9.2%
Not at all	6.0%
Don't know	3.7%

g. I knew the voter personally and didn't ask for any form of identification

Very often	1.8%
Somewhat often	1.4%
Not very often	8.6%
Not at all	80.1%
Don't know	8.1%

43. Did you ask a voter for any identification for any of the following reasons?

a. Trouble hearing/easier to read name from ID

Yes	42.6%
No	52.9%
Don't know	4.5%

b. Verify identity of first time voter

Yes	60.8%
No	31.1%
Don't know	8.1%

c. Verify identity of provisional voter

Yes	50.0%
No	37.6%
Don't know	12.4%

d. It's required by law to verify the identity of voters

Yes	30.1%
No	62.6%
Don't know	7.3%

e. To prevent fraud

Yes	26.7%
No	62.7%
Don't know	10.6%

f. I did not recognize the voter

Yes	11.7%
No	78.5%
Don't know	9.8%

g. The information they gave didn't match the voter rolls.

Yes	50.0%
No	43.9%
Don't know	6.1%

h. I couldn't find the voter in AskED system

Yes	61.7%
No	33.2%
Don't know	5.1%

i. To process voters more quickly because of long voter lines

Yes	18.5%
No	74.1%
Don't know	7.4%

44. If someone came in to vote and you could not find him or her in the AskED (ballot-on-demand) system, what did you do most of the time? (MARK ALL THAT APPLY)

Call the Clerk's office for assistance	35.1%
Send them to another location	1.7%
Issue them a provisional ballot	22.5%
Ask them to leave	0.0%
Other	10.4%
Don't know	2.9%

45. Please answer yes or not to each of the following questions:

a. Did you ever look at a voter's completed ballot, a spoiled ballot, or a provisional ballot?

Yes	25.9%

No	70.7%
Don't know	3.4%

b. Did you ever show a voter where a mistake was on their ballot?

Yes	40.6%
No	55.6%
Don't know	3.8%

c. Did you ever help a voter complete a ballot?

Yes	26.0%
No	72.8%
Don't know	1.2%

d. Did you encourage people who overvoted to place their ballot in the hand counting slot?

Yes	27.5%
No	66.5%
Don't know	6.0%

46. Please answer yes or no to each of the following questions:

a. Did the ICE vote tabulators work all day without problems?

Yes	63.4%
No	24.8%
Don't know	11.8%

b. Did the ICE ATI work the whole day without problems?

Yes	52.6%
No	16.1%
Don't know	31.3%

c. Did any candidate or campaign bring snacks to the vote center for poll workers?

Yes	6.7%
No	85.3%
Don't know	8.0%

d. Did any candidate or campaign bring snacks to the vote center for voters?

Yes	4.6%
No	86.2%
Don't know	9.2%

47. Thinking back on your experience during the 2014 November general election, please tell us how often the following activities occurred:

a. Voter ballot privacy was compromised when a voter cast his or her ballot

Very often	3.9%
Somewhat often	2.6%
Not very often	15.7%
Not at all	77.8%

b. The ballot printer printed a ballot that was unreadable by the vote tabulator

Very often	2.7%
Somewhat often	3.2%
Not very often	16.7%
Not at all	77.4%

c. You were able to watch the counter change when a voter inserted their ballot into the ICE machine

Very often	86.3%
Somewhat often	1.8%
Not very often	3.1%
Not at all	8.8%

d. You were able to spread voters out across the machines

Very often	72.2%
Somewhat often	15.7%
Not very often	4.5%
Not at all	7.6%

48. Thinking back on your experience during the 2014 November general election, please tell us how often the following activities occurred:

a. There were problems with one or more of the ICE ATI systems in my voting location

Very often	4.1%
Somewhat often	9.5%
Not very often	15.3%
Not at all	42.7%
Don't know	28.4%

b. Voters used the ICE ATI system

Very often	7.3%
Somewhat often	6.8%
Not very often	33.6%
Not at all	24.1%
Don't know	28.2%

c. Voters who used the ICE ATI system thought it worked well

Very often	14.0%
Somewhat often	11.6%
Not very often	11.2%
Not at all	14.4%
Don't know	48.8%

d. We encouraged voters who spoiled a ballot to vote using the ICE ATI

Very often	4.2%
Somewhat often	6.0%
Not very often	17.6%
Not at all	39.3%
Don't know	32.9%

49. About how often did a voter have trouble filling out his/her ballot and need assistance for a poll worker?

Very often	3.0%
Somewhat often	22.9%
Hardly at all	55.0%
Never	8.5%
Don't know	10.6%

50. Did anyone including language minorities or disabled individuals, use the ICE-ATI machine to complete their ballot?

Yes	35.4%
No	36.3%
Don't know	28.3%

51. Was the voter able to complete their ballot or did they give up? **(Mark all that apply)**

They were able to complete their ballot

Yes	91.7%
No	8.3%

They gave up

Yes	13.1%
No	86.9%

52. About how many minutes did it take them to complete their ballot?

Average=28 minutes

0-20 minutes	42.3%
21-35 minutes	35.9%
36-45 minutes	14.1%
46 or more minutes	7.7%

53. Did you or another poll worker need to call the clerk or the county election office at any time while you were working?

Yes	78.2%
No	11.9%
Don't know	9.9%

54. How easy was it to get ahold of them?

Very easy	46.7%
Somewhat easy	37.7%
Not too easy	11.7%
Not easy at all	3.9%

55. About how long would you say it took to solve your most difficult problem with them in minutes?

Average=27 minutes

1-10 minutes	47.3%
11-20 minutes	25.0%
21-30 minutes	11.1%
31-60 minutes	6.9%
More than 60 minutes	9.7%

56. Were they very responsive, somewhat responsive, not too responsive, or not at all responsive?

Very responsive	59.2%
Somewhat responsive	34.2%
Not too responsive	6.6%
Not at all responsive	0.0%

57. Did you have an argument or disagreement with any of the poll workers?

Yes	13.6%
No	84.5%
Don't know	1.9%

58. Did the event disrupt the normal routine of the voting center?

Yes	24.5%
No	71.4%
Don't know	4.1%

59. Did you have an argument or disagreement with any of the voters?

Yes	7.1%
No	92.9%
Don't know	0.0%

60. Did the event disrupt the normal routine of the voting center?

Yes	14.8%
No	74.1%
Don't know	11.1%

61. About how many voters were in line when the polls closed at 7:00 PM?

Average = 74 voters

0	7.2%
1-10	10.8%
11-25	9.6%
26-50	26.8%
51-75	10.8%
76-100	18.6%
101-150	11.7%
More than 150	4.5%

62. How clear were the instructions for closing the polls at the end of the day?

Very clear	60.2%
Somewhat clear	29.9%
Not very clear	8.4%
Not at all clear	1.5%

63. Were there any problems shutting down one or more of the ICE machines/vote tabulators at the end of the day?

Yes	29.0%
No	71.0%

64. Did you run out of tape paper for the ICE machine tabulators?

Yes	62.2%
No	37.8%

65. How clear were the instructions for reconciling the number of voters voting and the number of ballots cast?

Very clear	57.2%
Somewhat clear	31.3%
Not very clear	8.0%
Not at all clear	3.5%

66. Was there a problem reconciling the number of voters with the number of ballots cast at the end of

the night?

Yes	36.8%
No	46.2%
Don't know	17.0%

67. Did you have the same number of permits and ballots at the end of the night?

Yes	61.6%
No	19.3%
Don't know	19.1%

68. About how many ballots did you count by hand at closing?

0	13.3%
1-10	11.9%
11-25	33.3%
26-50	20.0%
51-100	6.7%
More than 100	14.8%

69. What time did you finish all of your duties as a poll worker?

8-9 PM	6.1%
9:01-10 PM	11.8%
10:01-11 PM	16.3%
11:01 PM-12 AM	16.9%
12:01-1 AM	19.5%
1:01-2 AM	16.0%
After 2 AM	13.4%

70. Which is more important?

Ensuring that everyone who is eligible has the right to vote	76.2%
Protecting the voting system against fraud	19.2%
Don't know	4.6%

71. Below is a list of possible illegal election activities that may or may not take place at your vote center. Please tell me how often you think each event occurs in **YOUR** VOTE CENTER?

a. A voter casts more than one ballot

All of most of the time	0.0%
Some of the time	3.4%
Not much of the time	6.8%
Never	74.3%
Don't know	15.5%

b. Tampering with ballots to change votes

All of most of the time	0.0%
Some of the time	1.4%
Not much of the time	3.4%
Never	80.8%
Don't know	14.4%

c. Someone pretends to be another person casts a vote for them

All of most of the time	0.0%
Some of the time	3.4%
Not much of the time	7.6%
Never	60.9%
Don't know	28.1%

d. A non-US citizen votes

All of most of the time	0.3%
Some of the time	3.4%
Not much of the time	4.3%
Never	55.2%
Don't know	36.8%

72. How much can people like you affect what the government does?

A great deal	25.3%
A lot	20.1%
A moderate amount	26.7%
A little	21.9%
Not at all	6.0%

73. How much do public officials care what people like you think?

A great deal	9.9%
A lot	16.1%
A moderate amount	38.0%
A little	24.1%
Not at all	11.9%

74. How well do you understand the important political issues facing our country?

Extremely well	36.4%
Very well	30.1%
Moderately well	27.9%
Slightly well	4.5%
Not well at all	1.1%

75. How often do politics and government seem so complicated that you can't really understand what's going on?

Always	4.6%
Most of the time	12.0%
About half the time	24.0%
Some of the time	41.7%
Never	17.7%

76. What is your age?

18-30	9.2%
31-45	7.4%
46-55	14.8%
56-65	29.4%
66+	39.2%

77. Are you male or female?

Male	33.8%
Female	66.2%

78. Generally speaking, do you consider yourself to be a(n):

Strong Democrat	25.5%
Democrat, not so strong	16.1%
Independent leaning Democrat	12.0%
Independent	5.6%
Independent leaning Republican	5.3%
Republican, not so strong	13.2%
Strong Republican	16.7%
Other	5.6%

79. What is the highest level of education you completed?

Some high school, but did not finish	3.1%
Completed high school	25.6%
Some college	26.5%
Two year college degree	12.0%
Four year college degree	20.5%
Some graduate work	8.6%
Completed Master's degree or professional degree	0.0%
Advanced graduate degree (MD, JD, PhD)	3.7%

80. Did you take time off your job to work at the polls or was Election Day your regular day off?

I took Election Day off	23.4%
Election Day was my normal day off	76.6%

81. Are you fluent in Spanish?

Yes	22.6%

No	77.4%

82. How would you describe your current employment status?

Employed full time	12.3%
Employed part time	14.3%
Unemployed/looking for work	12.0%
Student	4.9%
Retired	52.8%
Homemaker	3.7%

83. What racial group best describes you?

White/Anglo	68.9%
Black/African American	5.4%
Native American/American Indian	3.8%
Asian	1.9%
Other	20.0%

84. Are you Spanish, Hispanic, or Latino?

Yes	39.1%
No	60.9%

85. Generally speaking, how comfortable do you feel with a computer?

Very comfortable	75.6%
Somewhat comfortable	21.5%
Not very comfortable	2.3%
Not at all comfortable	0.6%

86. How often do you use the Internet?

Once or more a day	86.5%
A few times a week	10.6%
A few times a month	1.7%
Hardly ever	0.9%
Never	0.3%

87. Do you have an Internet connection at home?

Yes	94.5%
No	5.5%

88. Did you take this survey on a desktop computer, a laptop, or on a smartphone?

Desktop computer	48.2%
Laptop	35.6%
Smartphone	16.2%

89. Did you engage in any other activities while taking this survey? (MARK ALL THAT APPLY)

Watch TV	10.9%
Eat	3.2%
Cook food	2.2%
Do laundry	1.5%
Help with homework	0.5%
Talk to someone	7.5%
Nothing else	64.2%
Something else (please specify)	4.8%

Chapter 3: Voter Experiences

Principal Author: Lonna Atkeson

Voters are the central customers in an election and their experiences with the 2014 general election in BC are central to understanding the election ecosystem. In Chapter 3 of our report we focus on the assessments and experiences of a random stratified sample of Bernalillo County voters with the election process. Our sample included every type of voter (in person early, in-person Election Day and absentee by mail) and voters from every early and Election Day Voting Convenience Center (VCC). Voters were asked about their voting experience, their attitudes toward the new vote centers, their confidence in the voting process, their attitudes toward voter identification, their attitudes toward poll workers, and their attitudes toward alternative voting methods and requirements. The post election survey was in the field between November 11, 2014 and January 22, 2015, with 99% of responses completed before the Christmas holidays (see Appendix 3.1 for survey methodology details).

The 2014 survey represents the fifth post election survey of BC voters focusing on election administration. Beginning in 2006, we surveyed voters in the First Congressional District, which encompasses 95% of Bernalillo County, and in 2008 and 2010 we surveyed voters statewide. In 2012 and 2014, we surveyed voters in Bernalillo County only. The Bernalillo County Election Studies (BCES) provides us with continuous data on Bernalillo County voters allowing us to compare voter attitudes and experiences over time and provides us with an extended look at a variety of election administration issues. This represents a unique, continuous cross section of an election administration unit, which is unparalleled! The 2014 frequency report can be found in Appendix 3.2. Previous reports can be found at: http://polisci.unm.edu/c-sved/index.html.

In 2012, voters in BC switched from a traditional precinct model of election administration to a vote center model in which registered voters could vote at any of the 69 Voting Convenience Centers (VCCs) in the county on Election Day or any of the 19 early VCCs during early voting. Early VCCs opened on October 7, 2014 and closed on November 1, 2014 and hours of operations were between 8:00 AM to 8:00 PM Mondays through Saturdays. VCCs on Election Day were open from 7:00 AM to 7:00 PM.

Chapter has 7 sections:

- Section 1 examines the voter experience with the election and the election administration process, including reported average wait times in line to vote, voter-ballot interactions, voter-poll worker interactions, absentee balloting, location of polling places, and differences between voting modes (absentee, Election Day, and early).
- Section 2 examines voter attitudes and experiences with vote centers in early and Election Day voting.

- Section 3 examines voter confidence in the ballots being counted as intended at multiple levels of election administration including the voter's ballot at his vote center, all of the ballots in the county, all of the ballots in the state and all of the ballots in the nation. We also examine voter confidence and voter satisfaction over time, comparing the current results with data collected in 2006, 2008, and 2010.
- Section 4 examines voters' interactions and attitudes with the ballot, including ballot privacy, security, confidence in using the ballot, and the importance of having a paper ballot.
- Section 5 examines voters' reports concerning the implementation of New Mexico's voter identification law.
- Section 6 examines voter attitudes toward photo identification issues.
- Section 7 examines opinions toward election reform proposals that are being considered at the local, national or international level. These include attitudes toward the Electoral College, voter purges, proof of citizenship voting requirements, Election Day voter registration, extending the franchise to 16 and 17 year olds, an open primary system, public financing of legislative contests, the presence of nonbinding ballot measures, and attitudes toward voting rights and convicted felons.

3.1 Voting Options and Contact with the County Clerk

Voters are the primary customers, along with candidates, in an election. Assessing voter experiences with, and attitudes toward, the election process provides important data on the effectiveness and efficiency of election administration procedures. Voter experiences with the ballot, the quality of the polling site, and the quality of the interaction with poll workers provide important administrative and individual level evidence about the voting process and the quality of the voting experience. These administrative and interactive experiences are the primary means through which election officials influence voter confidence. When voters have problems voting—for example, because the ballot is confusing or too long, or poll workers are unhelpful—they are likely to feel less confident that their vote will be counted.[31] Therefore, this report begins with an examination of attitudes surrounding the voting experience. This will provide a broad look at the overall quality of the vote experience as assessed by Bernalillo County voters.

Voting Modes

[31] See Lonna Rae Atkeson and Kyle L. Saunders, 2007, "Voter Confidence: A Local Matter?" *PS: Political Science & Politics* 40(October):655-660; Thad E. Hall, J. Quin Monson, and Kelly D. Patterson, 2007, "Poll Workers and the Vitality of Democracy: An Early Assessment," *PS: Political Science and Society*, 647-654; Thad E. Hall, J. Quin Monson, and Kelly D. Patterson, 2009, "The Human Dimension of Elections: How Poll Workers Shape Public Confidence in Elections," *Political Research Quarterly* 62(2): 507-522.

Over the past several election cycles, early voting has become increasingly popular in New Mexico and especially in BC. This is especially true in presidential years when additional resources flow into the state and information about the race is easily available, both of which mobilize voters. Table 3.1 shows the break down of voting mode for the last six general elections. If we hold constant whether the election was in a presidential election or not, we can see that absentee voting, and Election Day voting has continued to decline as early voting has expanded.

In 2014, the BC Clerk opened 19 early VCCs, two more locations than in 2010 or 2012. Given that early voters were processed quickly during early voting, the current number of early VCCs appears adequate. However, increased use of early voting facilities in future elections may increase demand and the need for a larger number of early voting sites. Importantly, one study of early voting in BC showed that most voters who chose to vote early have an early vote center very close to their residence suggesting that increased use of early voting depends a great deal on the location of vote centers.[32] From a policy perspective, this suggests that expanding the number of locations and placing locations in higher residential areas will likely attract a significant portion of voters to vote early and expand the overall number of voters who take advantage of this opportunity. The popularity of early voting and its potential benefits for relieving pressures on Election Day voting makes it an important component of election administration in BC and continued efforts should be made to expand and extend early voting options. Given most voters choose to vote on the last weekend before the election during early voting, expanding the number of locations for the last weekend may create more efficiencies in terms of processing voters.

Table 3.1 Percentage of Voters Choosing Different Voting Modes in Bernalillo County Over Time

Year	Absentee Voters	Early Voters	Election Day Voters
2004	23.1	31.0	45.9
2006	25.1	21.0	53.9
2008	26.7	44.2	29.0
2010	18.5	39.6	41.8
2012	14.2	54.7	31.1
2014	14.7	48.8	36.5

Choosing How and Where To Vote

Absentee Voters

[32] Bryant, Lisa. 2010. "A Demographic and Spatial Profile of New Mexico's Early Voters in 2008." Presented at the Midwest Political Science Association, Chicago, Illinois, April 22-25, 2010.

Absentee by mail voters made up 15% of Bernalillo County voters in 2014 and it continues to be an important voting mode, especially for those voters who have health disabilities and for those uniform and overseas voters who no longer live in New Mexico or cannot be present to vote in person. New Mexico provides no-excuse absentee voting, allowing voters to choose the absentee by mail voting option for any reason. However, voters have to request a ballot each election because there is no permanent absentee by mail status in New Mexico. For many absentee voters health or illness make them homebound and vote by mail offers an easier and less stressful alternative to voting in-person. Many other voters want to avoid lines or not have to deal with Election Day voters.

- Nearly three quarters of absentee voters chose to vote by mail for reasons of convenience. Another one quarter wanted to avoid lines on Election Day.

Early and Election Day Voters

Early voters in Bernalillo County tend to be stronger partisans and more interested in the political process than Election Day voters. This makes them more committed voters and therefore more likely to bear the opportunity costs associated with voting early. Citizens vote early for a variety of reasons, but most importantly they do so because it is convenient for them. Over 4 in 5 early voters indicated they voted early to avoid lines on Election Day and another one in six indicated they voted early to avoid Election Day political activity or mobilization efforts. About 8% of early voters vote early because they have to be out of town or working on Election Day and cannot make it to the polls.

In a VCC model of elections, voters can choose to vote at any VCC. In early voting in 2014 that meant that voters had up to 19 choices and on Election Day had up to 69 choices. But what are the factors that lead them to choose one VCC over another? Over 7 in 10 in-person voters primarily choose a VCC that is close to their home and over 1 in 2 indicate that it is because it is where they voted in the past. About 1 in 10 voters use a voting location near their work or because they drive by the location every day. These data suggest that denser areas of BC should have more voter traffic at nearby VCCs and therefore denser areas of BC may need more VCCs to accommodate the larger number of voters who will use them on Election Day.

In terms of VCC choice our research suggests that voting is a two-stage decision process.[33] In-person voters first decide whether they are going to vote early or on Election Day and because those choices shape the options they have for performing their civic duty, those options shape voter decision making about where to vote. Our research does show that convenience matters. Voters are taking advantage of the choices they have in where to vote and although many voters are choosing options that are near their home many voters

[33] See Atkeson, Bryant and Proctor, (2014), "Where to Vote and When to Vote: Characteristics of Early and Election Day Voters and the Decision to Vote Correctly," presented at the Midwestern Political Science Association Annual Meeting, Chicago, Illinois.

are also choosing locations that are close to work or they actively fit voting into their schedule with other errands.

About one-third of early and Election Day voters leave from home to go vote. But beyond that early and Election Day voters differ in terms of their activities before going to vote, which ultimately affects the voter demand curve. Early voters are much more likely to schedule voting as a part of their day. Over 2 in 5 (41%) early voters indicated they were doing errands and included voting as part of their errand activity for the day, while this was only true of about 1 in 5 (18%) of Election Day voters. Election Day voters were two times more likely to vote on their way to or from work than early voters (19% vs. 7% to work; 24% vs. 11% from work). The fact that so many voters on Election Day choose to vote after work increases the demands on VCCs as the Election Day passes and citizens get off work. Thus, it is important to recognize that voter demand is not constant throughout Election Day and that VCCs need to be prepared for a huge increase in demand as the end of the day approaches.

Contacting the County Clerk

The County Clerk and her office, as the election administrators, play an important role in creating seamless elections and providing information to voters about where they can vote, how they can vote and whom they will be voting for. The County website, therefore, is an important resource for voters searching for information about the voting process.

- We find that the County Clerk's website is an important resource for voters with two in five voters (42%) indicating they visited the clerk's website at some point during the election. A large majority of these voters went to the website to find the location of VCCs and hours of operation.

Providing useful information about the election process is the responsibility of election officials. Useful information is easily accessible and transparent. Given the importance of the website as a resource, we encourage the BC to make it as easy to navigate as possible so that voters can obtain the information they need. In previous research, we found that websites that were solely devoted to elections, instead of including information about all of the election officials' functions and business were much easier to use.[34] This also relates to a broader point: simplicity almost always provided a more useable website than those that were cluttered and hence made it difficult to find the necessary links of interest. A specific example of this is the inclusion of large buttons to links for common information needed by voters, where the most useable sites included these links at the top or side of all of the webpages.

[34] See Atkeson, Lonna Rae. 2014. "Election Data Transparency," in *The Measure of American Elections*, edited by Barry Burden and Charles Stewart III, Cambridge University Press.

3.2 Wait Times

Wait times and line length were one of the items addressed in *The American Voting Experience: Report and Recommendations of the Presidential Commission on Election Administration*.[35] The commission recommended that no voter wait in line longer than 30 minutes. BC voters, on average, reported waiting about 14 minutes in line to vote during the 2014 presidential election. However wait times differ depending on whether the individual voted before the election, during early voting, or on Election Day and in all cases by location.

- One-third of early voters, but only 7% of Election Day voters indicated they had no wait when they went to vote.
- Election Day voters indicated a broad range of wait times from no wait time up to 150 minutes. On average, Election Day voters reported waiting 25 minutes to vote.[36] This is much longer than in the last midterm election in 2010 when Election Day voters in Bernalillo County averaged a very short 3 minutes and in the 2012 presidential election, when VCCs were also used, where the average was 16 minutes.
- Early voters indicated a much shorter range relative to Election Day voters from no wait time to up to 75 minutes. On average, in the 2012 general election early voters reported waiting about 5 minutes to vote. In 2012 this was about 4 minutes and in 2010 was about 3 minutes.[37]
- 98% of early voters waited 30 minutes or less to vote while 72% of Election Day voters waited 30 minutes or less to vote.

This difference between early and Election Day voting is a continuation of what we saw with the introduction of VCCs in the 2012 election. Election Day voters wait, on average, longer than early voters and are more likely to get caught in long lines. Consistent with this fact, lines on Election Day were reported to be much longer than lines in early voting. Table 3.1 shows that early voters were much more likely to perceive the line length "as not long at all" or "not very long" --over 90% of early voters—compared to Election Day voters where only half (51%) expressed that attitude. And fully 1 in 5 indicated that the line length was "very long."

Table 3.2. Percentage Responding to How Long was the Voting Line when you got to your Polling Location by Voting Mode

	Early (n=556)	Election Day (n=449)

[35] The report can be found at: http://www.supportthevoter.gov/
[36] The difference in wait times between early and Election Day voters is statistically significant at p <.001.
[37] Statewide, the increases in wait times in both early and Election Day voting across years is statistically significant at p<.001 using a one-sample t-test.

Not long at all	79	30
Not very long	12	21
Somewhat long	8	30
Very Long	2	19

The data also indicate a great deal of variability across vote center locations with some locations accommodating voters very quickly, while other locations experienced long lines and long waits. In general, the range of wait times in early vote centers was manageable for nearly all voters, with a maximum wait time of 30 minutes or less. However, for some Election Day voters the wait time was over 2 hours.

In our survey, voters were asked if they considered their overall wait time to be "no wait time" a "short" wait time, a "moderate" wait time or a "long" wait time. Voters who indicated "no wait time" averaged about 1.3 minutes with a range of 0 to 15 minutes. Those indicating a "short" wait time averaged about 9 minutes with a range of 0 to 85 minutes. Voters indicating a "moderate" wait time averaged 26 minutes in line with a range of between 0 and 130. Finally, voters indicating a "long" wait averaged 55 minutes in line with a range of between 10 and 150 minutes.

Sometimes we observed voters leaving lines during election monitoring and therefore we asked voters in our sample whether they had to leave a VCC before they got the opportunity to vote and subsequently went to another one and why they did that. Nearly all voters (97%) who indicated they left a line did so because the wait time or the lines were too long. This suggests that the processing speed influences voters and that to service voters adequately wait times need to be reasonable.

Given that some vote centers had very short lines while others had very long lines, election officials need to study which vote centers had long lines and increase BOD systems and staffing in the next election. Consistent with election monitoring data found in Chapter 1 nearly all of the wait time was at the check-in system, fully 94% of in-person voters implicated the check-in system as the location where they waited the longest. About 5% of voters indicated they had to wait for a voting booth and only 1% indicated their longest wait time was standing in line to insert their ballot into the vote tabulator.

3.3 Voter-Ballot Interaction Issues: Early and Election Day Voters

Although we find that there were few reported problems concerning paper ballots, about 5% or 7,382 of in-person voters indicated they made a mistake on a ballot. This was substantially higher than we saw in either 2008 or 2012 when the proportion was only 1.5%. We suspect that mistakes on ballots were more common in 2014 because of the exceptionally long ballot. We found that about 2% of all voters over voted and about 1.7% voted for the wrong person. Another .7% indicated that the tabulator would not accept their ballot, while another .6% indicated that they under voted. In many cases, those voters who indicated that they under voted did not realize there was an entire second page to the

ballot! This later finding suggests that check-in system clerks should be instructed to inform voters that the ballot is double-sided.

For voters who indicated they under voted many of them simply fixed their ballot by bubbling in the appropriate contests and then inserted their ballot into the vote tabulator. Other voters indicated they did not care that they under voted for what they perceived to be minor races and simply inserted their ballot into the machine without completing it.

For voters who over voted or had a tabulator problem, nearly three in five (57%) of them placed their ballot into the hand counting bin, while about two in five (43%) of them got a new ballot and re-voted the entire ballot to correct their mistake. One voter asked in their open ended responses if hand counting was an option why they were not allowed to take that option given the ballot length. The open-ended responses are consistent with what we saw during election observations in which some machine poll judges allowed voters to insert their problem ballots into the hand counting bin, while others insisted voters obtain a new ballot.

Of course, there are two ways to handle over voted ballots that will not be accepted by a vote tabulator. First, and we observed this several times in both early and Election Day voting, is to explain to the voter that they can clearly mark their choice on her current paper ballot and then put it in the hand tally box. When this option was given it was usually the first choice of the voter. Second, voters can spoil their ballot and get a new one. Given the length of the ballot this was not a popular choice in the 2014 election. Of course, hand tallying has its downside after closing and in some VCCs MPJs did not give voters the option of dropping their ballot into the hand counting bin. Therefore, we suggest that vote tabulating machines be allowed to count over voted ballots when the voter indicates that it is not important to them.

Voter-Ballot Interaction Issues: Absentee Voters

Absentee voters had few problems with their ballots. Absentee voters were asked how easy it was to follow the absentee voting ballot instructions.

- 72% of absentee voters indicated it was "very easy," consistent with what we saw in 2012, and an additional 28% indicated that it was "somewhat easy" to follow the instructions.
- Importantly, no voters indicated it was somewhat or very hard.

Although they had an easy time with the instructions, about one-quarter of voters were either somewhat (18%) or very (7%) concerned that their ballot would arrive on time to the County Clerk's office to be counted. This concern was much lower in 2014 than in 2012 and was lower than in 2010. Overall it appears that County procedures for absentee voters have improved over time creating more confidence that voters' ballots would arrive on time to be counted.

Table 3.3. Percentage of Absentee Voters who were Concerned about whether their Ballot would Arrive on Time to be Counted 2010-2014

	2014	2012	2010
Very concerned	7	17	6
Somewhat concerned	18	27	26
Not Very Concerned	29	33	32
Not at all Concerned	45	24	36

Importantly, BC has a procedure in which voters can call in and determine if their ballot has been received or not. We find that only about 14% of absentee voters used this service. Voters who were more concerned about their ballot arriving on time were more likely to use this system. About 36% of voters who were very concerned called in to check on their ballot, while only 7% of those who were not concerned at all did so. We encourage BC to highlight in their absentee voting materials the opportunity that absentee voters have to determine with confidence whether their ballot has been received. We also believe that online tools should be developed for the same purpose.

Voter-Ballot Interaction Issues: All In-Person and by Mail Voters

We also explored voters' attitudes toward their ballots in a variety of ways.

- In 2014 the ballot was a problem for many voters because of its length. About 7 in 10 voters either strongly agreed (33%) or somewhat agreed (38%) that the ballot was too long, while 3 in 10 either somewhat disagreed (19%) or strongly disagreed (11%).

- Although the ballot was too long, it was generally not difficult to use. Nearly 8 in 10 voters strongly (31%) or somewhat agreed (47%) that the ballot was easy to use. However, when the ballot was a bit shorter in 2012, 13% more voters agreed that it was easy to use (78% in 2014 versus 91% in 2012). Thus the length of the ballot is moderately associated with how easy it is to use and has implications for the overall voter experience.

- Voters who had a hard time finding a polling location, or had to go far out of their way to vote, or had a hard time finding a place to park, were less likely to feel their ballot was easy to use and were less confident interacting with their ballot.

- Helpful poll workers increased positive attitudes toward use and confidence in the ballot as well.

- For absentee voters, easier instructions related to casting their ballot positively influenced their attitudes toward the ease of use of the ballot.

- Demographic differences between voters, including gender, education, and ethnicity (black, Native American, Hispanic, white) did not matter to voters' feelings toward their ability to use the ballot easily. However, older voters were less likely to feel their ballot was easy to use.

Recent research suggests that some voters are very concerned about their ballot privacy and doubt that their vote is secure and/or private.[38] The past two election cycles saw the introduction of the privacy sleeves for voters. The voter privacy sleeve is a long legal sized file folder that the voter can place their ballot into when they are moving from station-to-station in the polling location to ensure privacy.

- In the 2014 general election, we found that over 1 in 2 in-person voters used a privacy sleeve.

- Although about 30% of voters did not believe that the privacy sleeve enhanced their overall privacy during the voting process a large majority (70%) of voters felt that it enhanced their privacy a lot (20%), somewhat (35%), or a little (15%).

Overall privacy sleeves have enhanced the voting experience for a large majority of voters and therefore we recommend that it be continued.

To assess voters' general attitudes toward the privacy of their ballot, we asked voters to agree or disagree with the following statement, "My ballot privacy was protected."

- Over 9 in 10 voters (93%) agreed that their ballot privacy was protected exactly the same as we saw in 2012. Over 1 in 2 (56%) "strongly agreed" and almost another 4 in ten (37%) "somewhat agreed." This leaves about 7% who disagreed and were concerned about their ballot privacy.

- A positive local experience strongly influences attitudes toward ballot privacy. Voters who had a hard time finding a polling location, or had to go far out of their way to vote, or had a hard time finding a place to park, were less likely to feel their ballot was private and secure.

- Helpful poll workers were associated with positive feelings about ballot privacy during the voting process and its security afterwards.

- Ballot privacy and ease of use are moderately and positively related such that as the ease of using the ballot increases so does feelings about its privacy. Usage and privacy go hand in hand.

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[38] Gerber, Alan S., Gregory A. Huber, David Doherty, Conor M. Dowling, and Seth J. Hill. 2013. "Do Perceptions of Ballot Secrecy Influence Turnout? Results from a Field Experiment." *American Journal of Political Science* (forthcoming; formerly NBER Working Paper w17673).

- Importantly, voters who made a mistake on a ballot were less likely to feel their ballot information was secure after voting. This could be due to their ballot being placed in the hand counting bin, instead of being counted by the tabulator, or because their spoiled ballot, which had many of their preferences on it, went into a spoiled ballot envelope. Or it could be because a poll worker looked or handled their ballot after the mistake was made.

- Demographics proved to be unrelated to ballot privacy along with voting mode.

Ballot privacy is primarily related to voters' local experience. Once again, this suggests that a good voting experience is affected by many factors that happen during the voting process. Performing better in all areas of the election process improves the quality of the experience for the voter and makes them feel their ballot is private and secure.

In 2006, New Mexico voters statewide moved to a paper ballot to ensure a paper record of each vote. Beginning in 2008, New Mexico added post election audits to check the accuracy of the tabulators and the legitimacy of the election for various contests to its election administration processes.[39] We wondered how many voters prefer having a paper record of their vote. We asked voters to agree or disagree with the statement, "It is important to me that there is a paper record of my vote."

- As in 2012, in 2014 we saw a large majority of voters agreeing with this statement. Nearly 8 out of 10 voters agreed with this statement in the last two election cycles, leaving a mere in 2 in 10 who do not feel it is important to have a paper record of each vote. 43% strongly agreed compared to 52% in 2012 and another 36% somewhat agreed that it is important to have a paper record of their vote, compared to 29% in 2012. Differences could be due to the differences in the type of voter who turned out in 2014 relative to the much larger electorate of voters who voted in 2012.

- Gender, education and Hispanic or Latino identity did not influence attitudes toward the paper ballot as a record of voting. Age, however, did matter. Older voters were more likely to believe that it is important to have a paper record of individual votes.

Voters have the choice to vote the entire ballot or vote in selective contests. We found that almost 4 in 5 (78%) voters prefer to vote their entire ballot. Nevertheless, over 1 in 5 (22%) of voters choose to only vote for selective offices. Voters who choose to vote in only some offices tend to especially ignore the judicial retention questions. Voters likely choose to ignore these questions because they are predominantly not candidate contests and because they have very little information on how to vote on retention issues. The state evaluates judges through the judicial performance evaluation commission as a way to assist voters in making good choices regarding judicial retention.[40] The County may want to provide a link to these pages on their website to assist voters who are looking for information on these contests.

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[39] NMSA § 1-14-13.2
[40] See http://www.nmjpec.org/en/.

3.4 Voter-Poll Worker Interactions

Poll worker-voter interactions are a key component of election administration and it is important that this interaction be a positive experience for the voter. As part of the change to the VCC model, BC redesigned the way they organize poll workers. In this new environment, poll workers are given a particular job position and trained for just that position. One new position that was developed is called the greeter. The greeter meets the voter as she walks into the VCC and directs her to the check-in station line or assists her by printing out a sample ballot. We found that 93% of early voters, but only 73% of Election Day voters were greeted by a poll worker. The difference is likely due to the problems on Election Day with a shortage of poll workers. The greeter, however, plays an important role in situating the voter and helping the voter begin the voting process, and has implications for a more positive election experience. We think this is an important position and hope to see it fully staffed in 2016.

We also asked Election Day and early voters whether they strongly agreed, somewhat agreed, somewhat disagreed or strongly disagreed with the statement, "The poll workers were helpful?" The survey results show that, overall, the poll worker-voter interaction was very positive. Similar to previous election contests we find:

- 95.5% percent of voters agreed with the statement that their poll workers were helpful.
- Only 4.5% of voters disagree with the statement that their poll workers were helpful.

3.5. Voters Attitudes toward Vote Centers

In 2010, we surveyed voters to determine their attitudes toward the establishment of VCCs with the option of voting at any voting location in the county. We presented arguments both for and against vote centers and assessed how these statements altered their attitudes as they learned about the strengths and weaknesses of the vote center model over the traditional precinct method. We found that the arguments presented shifted voters attitudes to a slightly more favorable position toward the vote center model.[41] We also found that voters who had participated in early voting before and those voters in BC (as opposed to other parts of the state) were especially open and positive to a vote center

[41] See Atkeson, Lonna Rae, R. Michael Alvarez. Alex N. Adams, Lisa Bryant. 2011. "The 2010 New Mexico Election Administration Report. Typescript, University of New Mexico. Available at: https://polisci.unm.edu/common/documents/c-sved/papers/nm-2010-general-election.pdf.

model.[42]

In 2012, the county's major innovation and change in election administration was moving from the precinct model to the vote center model. This reduced the number of voting locations by 94 (down from 163 locations and 423 precincts in 2008), but allowed anyone to vote at any VCC in BC. Due to the smaller number of voting locations, the new model provided for better-trained poll workers[43] and more oversight of poll workers at voting locations by county staff.

Finding VCCs

Despite fewer polling locations, voters were not inconvenienced in terms of voting locations. Both early and Election Day voters reported that they easily found their voting location. These voters were asked to strongly agree, somewhat agree somewhat disagree or strongly disagree with the following statement, "The location was easy to find."

- 9 in 10 (90%) of voters indicated that they either "strongly agreed" or "agreed" with the statement that their voting location was "easy to find." This is similar to what we saw in 2012.
- Only 10% of early and Election Day voters "somewhat" or "strongly disagreed" with the statement that the location of their voting site was easy to find.
- There was no difference between early and Election Day voters in their ability to easily find the VCC.
- These numbers are slightly less than the precinct based model in which a mere 2% of voters in Bernalillo County in 2010 indicated they found it somewhat hard or very hard to find their polling place.
- There were no differences between men and women, across different education groups, between Hispanics and non-Hispanics, or between younger and older voters.

It appears that, overall, most voters were able to locate a voting facility easily. Table 3.4 stacks VCCs from the hardest to the easiest to find based upon the voters' average agreement or disagreement with the statement, "The location was easy to find." The variable is coded on a scale from 1 to 4 where 1 is strongly disagree and 4 is strongly agree. Therefore, higher numbers represent VCCs that were easier to find.

[42] Ibid.
[43] The county also implemented a new poll worker training program, see section 1 on Early and Election Day Voting.

Table 3.4. VCCs Ranked from Hardest to Easiest to Find

VCC	Average	VCC	Average
1. Zuni Elementary School	2.58	36. Double Eagle Elementary	3.50
2. La Cueva High School	2.70	37. Forest Meadow Baptist Church	3.50
3. Eldorado High School	2.78	38. Volcano Vista High	3.52
4. Redolfo Anaya Elementary	2.90	39. Lyndon B. Johnson MS	3.53
5. Clerk's Annex	2.92	40. Isleta Recreation Center	3.53
6. South Valley Multigeneration	2.98	41. Garfield Middle School	3.54
7. Hayes Middle School	3.02	42. Del Norte High School	3.54
8. West Bluff Center	3.10	43. Hubert Humphrey ES	3.55
9. Kennedy Middle School	3.12	44. Bandelier Elementary	3.56
10. Highland High School	3.16	45. Raymond G. Sanchez CC	3.60
11. Valley High School	3.18	46. Mountain View ES	3.61
12. Madison Middle School	3.23	47. Jefferson Middle School	3.61
13. Alice Hoppes Paviilion	3.25	48. Durranes Elementary	3.62
14. Manzano Mesa Elementary	3.25	49. Tijeras City Hall	3.62
15. Hoover Middle School	3.26	50. Arroyo Del Oso ES	3.62
16. Sun Country Plaza	3.27	51. Los Ranchos Villa	3.65
17. Taylor Middle School	3.27	52. Albuquerque High	3.65
18. West Mesa High School	3.27	53. Van Buren Middle	3.65
19. Bellehaven Elementary	3.28	54. Cibola High School	3.66
20. Onate Elementary	3.31	55. Jackson Middle School	3.69
21. Chaparral Elementary	3.33	56. Adobe Acres Elementary	3.69
22. Sandia High School	3.35	57. 98th &Central Shopping	3.70
23. Fiesta Del Norte	3.38	58. Petroglyph Plaza	3.72
24. Manzano High School	3.38	59. Washington MS	3.73
25. Glenwood Village	3.39	60. Montezuma ES	3.73
26. Central & Juan Tabo Plaza	3.39	61. Ventana Ranch ES	3.75
27. University of New Mexico	3.41	62. Rio Grande High School	3.77
28. East San Jose Elementary	3.41	63. Montoya Middle School	3.78
29. Daskalos Center	3.42	64. Eisenhower MS	3.79
30. Montgomery Crossing	3.42	65. Pajarito Elementary	3.82
31. Paseo Crossing	3.43	66. Rio Bravo Senior Meal	3.90
32. Willow Village	3.46	67. Desidero Comm Center	4.00
33. Polk Middle School	3.48	68. Truman MS	4.00
34. Mckinley Middle School	3.49	69. Valle Vista ES	4.00
35. Vista Grande Community	3.50		

The data from Table 3.4 support a finding in Chapter 1, the election monitoring section, which is that the location of the VCC inside the building is difficult to find and that there

needs to be better signage instructing people in large complexes, like many high schools, where the VCC is located.

We also found that voters did not feel that they had to go far out of their way to vote with the new vote center model regardless of whether they voted early or on Election Day. We asked voters to agree or disagree with the statement, "I had to go far out of my way to vote." We found that 95% of voters disagreed with this statement and 5% agreed with it. This is consistent with what we saw in 2012 when 93% of voters agreed with this statement.

Parking Problems

Although most voters did not have problems parking there were problems at some vote centers and there were more problems on Election Day than in early voting. Over a set of questions about voters' experience at their vote center, parking appears to be one of the larger concerns expressed by voters. About 3 in 50 voters during early voting had problems with parking or about 6% of voters. However, on Election Day nearly 1 in 5 voters (18%) indicated that it was hard to find a place to park at their VCC. We found no difference in the ethnicity, education, age, or gender of those that indicated they had parking problems. What members of this group do share are longer wait lines. Voters who experienced longer wait times, also had parking problems. Given that some lines were nearly 2 hours deep at the end of Election Day it is not surprising that wait time positively correlates with parking problems. Longer wait times mean more people are at the polling location and that results in fewer parking spaces and parking problems. In our observations, we found parking to be problematic especially at elementary schools where the parking areas were much smaller. When voters cannot park they may choose to drive away.

The fact that nearly one in five voters had a parking problem is a large enough problem that it should be a consideration in VCC selection. Parking issues are especially difficult to deal with in nonpresidential years because Albuquerque Public Schools (APS) refuse to close, which certainly impacted parking. For the presidential election schools do close, which helps with parking issues. However, in our 2012 report, parking was one of the main concerns of Election Day voters with about the same percentage of respondents reporting parking problems as we saw in 2014.

Two things will alleviate parking issues. The first one is to have VCCs located at places that have large parking lots. The second factor is decreasing line length. Both factors should be considered as the Co plans for 2016.

Design of VCCs

The County implemented VCC design as part of its centralization efforts when it moved form the precinct to the VCC model in 2012. Thus each VCC is designed to create a circular flow of the voting process so that voters can easily move from station-to-station in a large

building with lots of activity and will not get lost. We asked voters, "Was the polling place designed so that your voting experience moved easily form one station to the next (check-in, filling out your ballot, putting your ballot into the voting machine?" We found that 97% of early and 91% of Election Day voters believed their VCC was well designed so that they could easily move from station-to-station. Based upon voter data, Chaparral Elementary School, Montezuma Elementary School, McKinley Middle School and Polk Middle School were seen as not having a circular flow.

Usage of My Vote Center App

To assist voters in finding the most efficient place to vote, BC created a smart phone application called My Vote Center App. The purpose of the app is to provide real time information on line wait times to voters at each voting location. Only about 4% of voters used it during early voting, but 14% used it on Election Day, up 8% from 2012 when it was only 6% of voters that reported using the app. The increase in usage on Election Day suggest that more voters learned about it and integrated it into their voting behavior. As time passes, we suspect that the app will become more popular and that with increased advertising it will create a more efficient voting process as voters use the tool to select locations that are less busy.

However, the app is not very accurate in its current manifestation, as we discussed in Chapter 1 and voter data support our findings. Early voters indicate that the app was incorrect only 5% of the time. This is not surprising given that most early voting locations did not have heavy traffic until the last weekend before Election Day and our research indicates the app works well when voting is relatively light. But when lines start to form, inaccurate data input results in inaccurate wait time information. On Election Day about one third (34%) of voters indicated that it was inaccurate, which is consistent with our observations noted in Chapter 1. When such devices are inaccurate, they increase voter frustration, which affects voter confidence. Changes must be made to make the tool accurate otherwise it is not a value for the voter.

Vote Center Conclusion

Regardless of small problems in the vote center related to parking problems and similar issues, 96% of in-person voters agreed with the statement that the "voting process was easy." We also asked, "How would you rate the overall quality of your vote center? Excellent, good, fair or poor." We found that early voters and Election Day voters had differing overall opinions. 95% of early voters rated their VCC excellent (57%) or good (38%), but only 81% of Election Day voters rated their VCC excellent (39%) or good (42%). In both cases, the same factors (parking, lines, privacy, etc.) contribute to an overall lower evaluation of the VCC, although the strength of the association is much stronger for Election Day voters than early voters. This is most likely due to the fact that Election Day voters had greater variation in their VCC.

The strongest factor relating to the overall quality of the VCC was the amount of time a voter waited in line. Line length significantly and negatively influenced the rating of the VCC overall quality. Decreasing line lengths in 2016 will have a significant effect on voter evaluations of their VCC.

The second strongest factor relating to the overall quality of the VCC was the level of helpfulness of the poll workers. Helpful poll workers have a positive and significant relationship with overall VCC quality. Being met by a greeter as a voter walked in to a VCC also had a positive and significant effect on VCC rating. The careful training, hiring, and positioning of high quality poll workers has a very positive effect on voter attitudes towards their voting experience. Maintaining high quality poll workers will have an on-going positive effect on voter evaluations of their election experience.

Other factors that were negatively related to the overall quality ranking of the VCC was difficulty in parking and whether the VCC was hard to find. Making a mistake on the ballot also had a negative and significant effect on VCC rating.

Education, age, gender, and ethnicity had no effect on the overall quality rating of the VCC.

3.6. Voter Confidence & Voter Satisfaction

Voter confidence is a necessary component of a democratic society. Voter confidence represents a fundamental belief in the fairness of the electoral process and ultimately the legitimacy of the government. Even if citizens are unhappy with the choices their leaders make, they should feel confident that the process that placed those individuals into power was fair and honest and that future elections can result in a change of leadership.

We focus on four levels of voter confidence.

- We asked in an independent question, "How confident are you that YOUR vote in the General Election was counted as you intended?" Response options were very confident, somewhat confident, not too confident and not at all confident. The personal vote is the most important level of voter confidence because it represents how the voter feels about his/her own voting experience and its accuracy.

- The second level is voter confidence in the county's election system. The county is the election administrative unit for the state and is responsible for all matters related to election administration including: poll worker training, logic and accuracy testing of the tabulating machines, the counting of ballots, the qualification of provisional ballots, the county canvass, etc. The second, third and fourth levels were asked together in a grid.

- The third level is confidence in the process at the state level and therefore is an aggregation of how voters feel about the election process within their larger administrative unit.

- The fourth level is confidence that all the ballots were counted correctly nationwide and is an aggregation of how voters feel about the election process across many election administrative units.

- The results are presented in Table 3.5 and show both the frequency of response and the confidence averages across levels of administration and for each voting mode (Election Day, early, and absentee). The variables are coded on a 4-point scale, from 1 to 4, so that a higher average indicates greater confidence. Overall, the results show that voters have very high confidence that their votes were counted correctly.

- Almost 3 in 5 (58%) of voters were very confident and more than 3 in 10 (36%) were somewhat confident that their vote was counted correctly. Thus, over 9 in 10 voters (94%) were very or somewhat confident that their ballot was counted correctly.

- About 5 in 100 voters (5%) were not too confident and only about 1 in 50 voters were not at all confident (2%).

The results also show that as the election administrative unit is more distant from the voter (e.g. from personal to national) voter confidence significantly declines.[44] This result is consistent over time and we have observed the same finding in the last 5 election cycles. As people get further away from the voting process, they become more concerned about its accuracy.

- For example, 58% of voters are very confident that their vote was counted as intended.

- Only 42% of voters are very confident in the process at the county level.

- Only 31% of voters are very confident in the process at the state level.

- Only 21% of voters are very confident in the process nationwide.

Interestingly our results show that over time voters are becoming more confident in their personal vote and in the county vote, but are becoming less confident in the recording of the votes for the entire state and nation. Importantly, however, a large majority of voters are either very or somewhat confident that their vote or all the votes were counted as

[44] A paired t-test shows that there are significant declines in vote confidence as we move from personal vote to county to state and nation (most of these are $p < .001$).

intended and, conversely, a relatively small minority of voters is either not too or not at all confident.

Table 3.5. Frequency and Means of Personal, County, State and National Voter Confidence

	Your Vote	Votes in your county	Votes in your state	Votes nationwide
Frequency				
(4) Very confident	58.1	42.1	31.1	21.4
(3) Somewhat confident	36.3	48.1	54.2	48.4
(2) Not too confident	3.9	7.6	11.3	19.9
(1) Not at all confident	1.7	2.2	3.4	10.3
Total	100.0	100.0	100.0	100.0
Averages				
Election Day voters	3.50	3.31	3.13	2.86
Early voters	3.54	3.30	3.13	2.80
Absentee voters	3.47	3.31	3.17	2.76
Overall Average	3.51	3.30	3.13	2.82

At the bottom of Table 3.5 average voter confidence levels are broken down by voting mode. Previous research has found that voting mode can influence voter confidence.[45] Specifically, studies have noted that absentee voters appear to be less confident than other voters that their ballots were counted correctly. In 2006, absentee voters in New Mexico were significantly less confident than other types of voters. In 2008, however, both Election Day and absentee voters shared the same level of confidence and early voters displayed significantly higher personal voter confidence. In 2010 and in 2012 absentee voters displayed attitudes similar to those in 2006, indicating significantly less confidence than both Election Day and early voters, while Election Day voters and early voters displayed the same level of confidence.[46] In 2014, we see no significant or substantive differences between different voting modes. All voters, relatively speaking, had the same average confidence evaluations. In some years, specific absentee ballot mailing issues made the news, which may have contributed to specific problems in those years.

Voter Confidence 2006, 2008, 2010, 2012 & 2014

[45] See Atkeson and Saunders, 2007; R. Michael Alvarez, Thad E. Hall and Morgan Llewellyn (2008), "Are Americans Confident Their Ballots are counted?" *The Journal of Politics* 70, 3: 754–766 and Atkeson, Lonna Rae, (2014) "Voter Confidence Ten Years after Bush V. Gore," in Ten Years after Bush V. Gore, edited by R. Michael Alvarez and Bernard Grofman, , (Cambridge University Press), Charles Bullock and M.V. Hood III, (2005) "Punchcards, Jim Crow and Al Gore: Explaining Voter Trust in the Electoral System in Georgia , State Politics and Policy Quarterly 5: 283-94.

[46] A group t-test indicates that the p value is significant at $p < .08$ for personal voter confidence between absentee and in-person voters, but $p > .10$ for all other group comparisons.

As noted above, the repeated surveys of voters over time allows us to make comparisons between voter confidence in 2006, 2008, 2010, 2012, and 2014. Table 3.6 shows that, on average, voters in 2014 were more confident that their ballots were counted as intended more than any other year in which we have measured voter confidence! Nearly 3 in 5 voters were "very confident" their ballot was counted as intended and the average score was 3.51, which places it right in-between very confident and somewhat confident.

Table 3.6. Percentage and Average Voter Confidence Over Time

	2014 Bernalillo County	2012 Bernalillo County	2010 Bernalillo County	2008 Bernalillo County	2006 First CD
Very Confident	58.1	48.5	49.9	54.4	39.4
Somewhat confident	36.3	37.5	44.1	39.7	44.9
Not too confident	3.9	9.5	3.8	4.4	11.8
Not at all confident	1.7	4.5	2.3	1.5	3.9
Total	100.0	100.0	100.0	100.0	100.0
Average	3.51	3.30	3.42	3.47	3.20

Voter Experiences, Demographics and Voter Confidence

Experience with the ballot, the polling location, and interactions with poll workers are the objective experiences the voter has with the voting process.[47] These experiences are the core local factors that influence voter confidence and are factors that election administrators can influence through a well designed voting facility and well trained poll workers. When voters have a good local experience they feel more confident that their vote is counted.[48] Local election officials should do as much as they can to make the local experience a completely positive one for voters.

- Making a mistake on a ballot reduces voter confidence.
- Feelings that ballot privacy was protected increases voter confidence.

[47] See Atkeson and Saunders, 2007. Also see, Hall, Thad E., J. Quin Monson, and Kelly D. Patterson. 2007. "Poll Workers and the Vitality of Democracy: An Early Assessment. *PS: Political Science and Society*, 647-654, Atkeson, Lonna Rae, 2014, and Bullock and Hood, 2005.

[48] Voter confidence is also affected by winning and losing, such that winners are more confident than losers. In some years, voters win and lose elections resulting in changes in confidence between years. In 2008, for example, Democrats won overwhelmingly and won the House of Representatives, a win-win for Democrats. However, they lost the House in 2010 and then Republicans maintained the House again in 2012, despite Democratic gains in the Senate and a win in the White House.

- Helpful poll workers increases voter confidence as does the overall quality of the voting facility and how easy the voting process is perceived.

- A difficult time parking or finding the voting location reduces voter confidence.

- For absentee voters, the easier the instructions were perceived to be the greater their voter confidence.

- For absentee voters, the more concerned they were about their ballot not arriving in time to be counted, the less confident they were their vote was counted.

Because context matters so much in understanding the voter experience, it might be expected that long waits are associated with lower voter confidence, but there is no evidence to support this relationship in New Mexico. When comparing average voter confidence levels between voters who waited above the median wait time, which was 2 minutes, or between voters who waited above the average wait time, which was 5.8 minutes, we find there is no difference in confidence levels. Voters who waited in line very little and voters who waited in line quite a long time do not significantly vary in their voter confidence. These findings are consistent and robust over time:

- Voters who waited in line above the median wait time had an average confidence level of 3.54 out of 4, about the same voter confidence level as those who waited below the median wait time, which was 3.49.

- Using the 30 minute presidential commission recommendation as a reference point, voters who waited in line below and above 30 minutes had, on average, identical values of voter confidence (3.51).

Even though it is often assumed that long lines affect voter confidence, there is little evidence that long lines, in and of themselves, are associated with a decline in voter confidence.[49] However, long lines do appear to influence other attitudes including voter satisfaction with their overall voting experience (see below), and the quality of the VCC. This suggests that wait times are important to how voters perceive administrative practices, but it does not appear to influence whether or not voters have confidence that their ballot was counted correctly.

Finally, it is important to consider whether voter's demographic characteristics are associated with higher or lower voter confidence. We found that gender, age, income and whether or not someone identifies as Hispanic/Latino, black or Native American/American Indian are not associated with different levels of voter confidence. In 2014, we did find that voters with higher levels of formal education had higher voter confidence as we saw in 2012 and 2008.

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[49] See, for example, Heather K. Gerken (2009), *The Democracy Index.* Princeton: Princeton University Press who argues that wait times may be an important factor in a democracy index.

Overall Voter Experience

An alternative measure of the voter experience is to ask about the overall voter experience. We asked, "How would you rate your voting experience overall?" Responses were coded on a 1 to 4 scale with higher numbers related to a better voting experience. Thus poor is coded 1 and 4 is coded excellent. We found that overall voters had a very positive election experience in 2014. The results are shown in Table 3.7. We include parallel information on the First Congressional District (CD1) for 2006 and information on BC in 2008 through 2012.

Table 3.7. How Would You Rate Your Overall Voting Experience

	Bernalillo County 2014	Bernalillo County 2012	Bernalillo County 2010	Bernalillo County 2008	Congressional District 1 2006
Excellent	44.6	62.5	47.9	51.9	25.1
Good	45.1	34.4	45.4	45.7	56.8
Fair	8.7	3.0	6.4	2.1	14.3
Poor	1.6	.1	0.3	0.3	3.8
Total	100.0	100.0	100.0	100.0	100.0
Average	3.33	3.59	3.41	3.49	3.03

- About 9 in 10 voters rated their overall voting experience as "excellent (45%) or "good" (45%) (see column labeled "Bernalillo County 2014").

- About 1 in 10 voters rated their overall voting experience as only "fair" (9%) or "poor" (2%).

The voter experience, unlike voter confidence, includes all of the factors that voters encounter on Election Day. Thus, wait times, helpful poll workers, hard to find voting locations, difficulties in parking, ballot privacy, the ease of the process, making a mistake on a ballot, the circular flow of the VCC, and having someone greet the voter upon entering the VCC all influence the overall voting experience.

Here, wait times are particularly important. Wait times influence overall experience in terms of the overall wait time and the perceived wait time, whether or not the voter personally perceives the wait to be no time at all, a short wait, a moderate wait or a long wait.

- If we compare voters who waited less than the median (4 minutes) with those who waited above the median (5+ minutes) the overall experience was much better for those who waited less than the median (3.56 versus 3.12).

- If we compare voters who waited 30 minutes or less from those who waited over 30 minutes, we find an even larger difference in their overall voting experience. Those who waited 30 minutes or less had an average overall score of 3.42 compared to 2.64 for those who waited over 30 minutes.

Negative factors such as hard to find parking or hard to find voting location reduces the overall voting experience.

Helpful poll workers, having a circular flow to the VCC, having someone greet you, the ease of the voting process and feeling that their ballot privacy was protected all led to a more positive overall voting experience.

No demographic factors influenced voter's evaluation of their overall voting experience. Age, gender, income, education and race or ethnicity did not affect the overall voting experience. Voters of all economic and social groups, on average, perceived their voting experience similarly.

3.7 Voter Identification

Since 2006, survey data showed that the voter identification law was not implemented uniformly. Overall, implementation of voter identification in 2012 and 2014 was more uniform than in previous election cycles. The BC has made huge strides in correcting past problems in this area such that we rarely observed voter identification problems in the VCCs we visited (see Chapter 1).

The minimum identification required for voters under state law is to state their name, address, and birth year. Voters can also choose to show a physical form of identification, such as a voter registration card, driver's license, or utility bill. If the voter opted for a photographic identification, it did not have to contain the voter's address, and if the voter opted for a non-photo form of identification, the document did have to include an address, but it did not have to match the address in the voter registration rolls (§ 1-1-24 NMSA 1978).

In the 2008, 2010, 2012 and 2014 surveys, respondents were asked the following two part question: "When you went to vote were you **ASKED** to show PHOTO-identification, like a driver's license, did you just provide a PHOTO-ID to the poll worker **without them asking**, or were you identified in some other way?"

Those who said they were identified in "some other way" in response to the first question were asked a follow up question with a list of choices: "If you were not asked to show photo-identification or did not just automatically provide ID to the poll worker, how were you identified at the polls? Did you:

- Show your registration card

- State your name
- State your name and address
- State your name, address, and birth year
- I handed my ID to the poll worker before they asked
- I did so in another way"

These responses were collapsed so that voters were classified as being identified incorrectly if voters indicated they were asked for photo-id.

- About 1 in 5 voters indicated they were asked for photo identification at the polls. This is consistent with what we saw in 2012.
- There was no difference between whites and Hispanics in terms of whether or not they were asked for photo-id.

Of course, all voters should have to go through an identification process that complies with the law. The data show general improvement in implementing the New Mexico identification law and we have observed general success with this issue in the County. Research shows that poll workers ask inappropriately for voter identification because they strongly believe it should be part of the process.[50] Part of the difficulty in New Mexico is in the complexity of the law that provides so many options and leaves those choices to the voter. A law that would be easier to administer would limit the options and would require the same form of identification (either verbal, written, or a stronger form of identification, such as a physical form of identification or photo identification like a driver's license) of all voters.

3.8 Attitudes toward Voter ID

Voter identification laws have been a hot topic since 2000 when it first appeared on the state legislative agenda. Voter authentication and identification is an important component of election administration because only qualified electors are allowed to vote. The Help America Vote Act 2002 (HAVA) established a minimum threshold for voter identification in federal elections. Many sates, however, have mandated higher standards, especially for in-person voting. The laws across states are quite complex and varied, but 15 states require some form of photo-identification, another 16 require some sort of identification, but not necessarily a photo-id, and about 20 states, including New Mexico, require no additional documentation.[51]

New Mexico has not been exempt from the voter identification law debates. Each legislative session for the past several years, a New Mexico legislator or several New

[50] See Lonna Rae Atkeson, Yann Kerevel, R. Michael Alvarez, Thad E. Hall. 2014. "Who Asks for Voter Identification?" *Journal of Politics* 76(4): 944-57.
[51] See the National Conference on State Legislatures website on photo identification laws at: http://www.ncsl.org/legislatures-elections/elections/voter-id.aspx.

Mexico legislators have put forward a voter photo identification bill.[52] These debates have become very partisan as Democratic leaders have focused on voter access and the possibility of disenfranchising some voters, especially the old, young, minority and disabled, who may not have adequate identification, while Republicans have focused on protecting the system against fraud and ensuring only eligible voters get to cast a ballot.[53]

Attitudes toward voter identification are complex and take on different perspectives depending on how the question is framed. Because of the complexities and the nature of the debates going on in the Statehouse and among activists, in the 2012 & 2014 voter survey we expanded our examination of attitudes toward voter identification.

To assess attitudes toward the trade-off between vote fraud and greater access, we repeated a question that we have asked respondent since 2006, "Which is more important, ensuring that everyone who is eligible has the right to vote or protecting the system against fraud?" Our result, see Table 3.8, in 2014 are very similar to what we saw in 2012 with

- Almost three in five voters (58%) thought that protecting voter access was most important and
- Nearly 2 in 5 voter (38%) thought that preventing voter fraud was more important.
- Over time more voters believe that it is more important to ensure that everyone who is eligible has the right to vote.

Table 3.8. Voter Attitudes toward Voter Identification over time?

2014 Which is more important?	
Ensuring that everyone who is eligible has the right to vote	58.0
Protecting the voting system against fraud	37.7
Don't know	4.3
2012 Which is more important?	
Ensuring that everyone who is eligible has the right to vote	58.6
Protecting the voting system against fraud	32.6
Don't know	8.8
2010 Which is More important?	
Ensuring that everyone who is eligible has the right to vote	45.2
Protecting the voting system against fraud	48.3
Don't Know	6.5
2006 Which is More important?	
Ensuring that everyone who is eligible has the right to vote	42.8
Protecting the voting system against fraud	52.2
Don't Know	5.0

[52] In the 2015 legislative session both HB340, sponsored by Rep. Brown and HB61 sponsored by Honorable James Smith and Honorable Daniel Ivey-Soto.
[53] Liebschutz, Sarah and Daniel J. Palazzolo. 2005. "HAVA and the State," *Publius* Fall: 497-514.

We find that partisanship is the main determinant of attitudes toward access and integrity.

- Nearly 8 in 10 Democrats (78%), compared to only 3 in 10 (31%) Republicans believe that is more important to ensure that everyone who is eligible has the right to vote. Democrats, over time, have increased their support for access over integrity.

- Nearly 2 in 3 Republicans (64%), compared to only 1 in 5 (19%) Democrats believe that it is more important to protect the system against fraud.

- Demographic characteristics such as age, gender, education, income or identifying as Hispanic or Latino did not influence responses to this question.

Despite the fact that some voters think that ensuring access is more important than protecting fraud, most voters support voter identification laws when they are asked about them as a specific policy issue. However, support for voter identification in BC has been declining over time.

- When voters were asked to agree or disagree with the following statement, "Photo identification should be required of each voter," one-half (50%) of voters "strongly agreed." Another roughly 1 in 6 (17%) of voters "agreed" with the statement. Thus about two-thirds of voters support photo identification.

- This is much lower than in 2010 when 88% of voters supported voter identification, 68% of voters "strongly agreed" and another 19% "agreed."

Moreover, most voters already carry some form of identification, like a driver's license, which may influence their opinion on the voter identification questions. We asked, "How often do you carry some kind of government issued identification (for example a driver's license, passport, or state-issued ID card) with you when you leave home every day?" nearly all voters, 99.6%, indicated that they carried a government ID "all" (93.7%) or "most of the time" (5.9%). Hardly any voters indicated that they carry a government issued ID only "some of the time" (.3%) or "never" (.1%). This is very similar to what we saw in 2010 and 2008.

To assess how voters feel about the current New Mexico Voter ID law, we asked, "New Mexico's voter ID law requires voters to identify themselves. The minimum identification is to state their address, name, and birth year. Do you think the minimum identification is: too strict, just right, or not strict enough."

- We find that about half of voters think the law is just right (45%) and about half think it is not strict enough (53%). This is fairly similar to what we saw in 2012, but shows a large change compared to 2010. In 2010, three in five voters (61%) indicated that the New Mexico law was not strict enough and about two in five

(38%) indicated it was just right.

It appears that the electorate understands photo identification issues differently as the debate has continued and while a majority of voters believe that current laws are not strict enough, those who believe New Mexico policies are just right has been increasing. It is important to note that the 2012 and the 2010 findings about voter attitudes are highly influenced by partisan identification. Table 3.9 shows that Republicans (86%) and Independents (61%) are more likely than Democrats (29%) to state that the law is not strict enough. Thus, the national framing of the debate has influenced individual attitudes on this issue and they appear to be stable across the last two election cycles.

Table 3.9. Voter Attitudes toward New Mexico Voter ID Law by Partisanship

2014 Is the New Mexico voter ID:			
	Democrats	Independents	Republicans
Not strict enough	28.7	60.7	85.6
Just right	68.6	38.7	11.6
Too strict	2.6	5.9	0.0
Total	100.0	100.0	100.0
2012 Is the New Mexico voter ID:			
	Democrats	Independents	Republicans
Not strict enough	30.7	52.9	87.6
Just right	68.8	47.1	11.8
Too strict	0.6	0.0	0.6
Total	100.0	100.0	100.0
2010 Is the New Mexico Voter ID?			
	Democrats	Independents	Republicans
Not Strict Enough	38.1	75.0	87.0
Just right	60.3	25.0	13.0
Too Strict	1.6	0.0	0.0
Total	100.0	100.0	100.0

Overall, the 2014 survey results echo sentiments we suggested previously. The public wants a **fair and accessible** election process. They want to solve the tension between access and integrity by ensuring every eligible voter has a chance to participate, but also protect the system against fraud.

3.9 Attitudes toward Election Reforms

Enfranchisement of Former Felons

Felons are, for the most part, disenfranchised when they are in prison with the exception of Maine and Vermont where there are no voting restrictions on felons. A plurality of states, including New Mexico, disenfranchise felons while they are in prison, on parole and probation and just over 1 in 5 states disenfranchise felons permanently. Recently there has been more interest in liberalizing these laws in order to increase citizenship and integration among former felons and in providing greater uniformity across states on this issue.

To insert the public's voice in this debate we asked a variety of questions related to convicted felons' voting rights. Our primary interest was in describing and explaining voting policy preferences for felons. We asked, "which of the following best describes your opinion regarding convicted felons' voting rights?"

- 9% indicated convicted felons should never lose their right to vote

- 8% indicated that convicted felons who are currently on probation/parole should regain their right to vote.

- 65% indicated that convicted felons should regain their right to vote once their sentences are complete

- 18% indicated that convicted felons should permanently lose their right to vote.

We thought that being a victim of a violent crime or knowing anyone who served time in prison might help to shape attitudes on felon enfranchisement, but we found these factors did not help to explain citizen opinion.

Citizen opinion was largely explained by ideology and partisanship. Ideology, however, was the stronger predictor.

- Self-identified liberals were more likely (17%) than self identified conservatives (2%) to support full voting right for felons even while they are in prison. Moderates are in-between at 7%.

- Similarly, self-identified liberals were more likely (15%) than self identified conservatives (2%) to support voting right for felons while they are on parole or probation. Moderates are in-between at 6%.

- However, there is a relatively small difference between liberal, moderates and conservatives in their support for felon voting rights upon completion of their sentences. 65% of self-identified liberals support this position, 70% of moderates and 62% of conservatives. Thus, this preference is the majority preference for all voters.

- Conservatives are much more likely to support permanent loss of voting rights for convicted felons than liberals (34% versus 4%). Moderates are in-between at 16%.

Some demographics characteristics are weakly related to felon voting rights.

- Older voters are more likely to support more conservative policies.
- Hispanics/Latinos are more likely to support more conservative policies than Whites.

Extension of voting rights to 16 and 17 years olds

Voting rights extensions to younger voters is gaining support in some municipalities across the nation. Takoma Park, Maryland became the first municipality to extend voting rights in local elections to 16 and 17 year olds. Hyattsville, Maryland became the second. Proponents argue it increases youth voter turnout.

- We asked voters how much they agreed or disagreed that voting rights should be extended to 16 and 17 year olds. We found that only 11% of voters supported such a voting rights extension and 89% did not support it.

Closed Primary Elections

New Mexico has a closed primary system in which voters who do not identify with a major party are not allowed to participate in the process. In June of 2014 an independent voter sued the state of New Mexico to open up the primary to independent voters by allowing them to choose a party ballot during the primary election.[54] This lawsuit is currently under review by a District Court Judge. Voters support opening the primaries to unaffiliated voters. Seven in 10 voters either "strongly agree" (47%) or "agree" (22%) that primary elections should be open to all voters, not just those registered as Democrat or Republican. 9% of voters "disagree" and 18% of voters "strongly disagree."

Election Day Registration

Election Day registration (EDR) is an election reform that allows voters to register on Election Day in a precinct and 11 states have successful EDR programs including: Colorado, Connecticut, Illinois, Iowa, Maine, Minnesota, Montana, New Hampshire, Wisconsin and Wyoming. Uniform and Overseas voters can register on Election Day in New Mexico, but in-person voters must register to vote 28 days before the election. EDR allows voters to register at any time, including the day of the election at the voting location. States that use EDR have increased turnout relative to states that do not have EDR. They also have fewer provisional ballots, since most voters who are not on the voter roster can simply choose to register on-site instead of a completing a provisional ballot.[55]

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[54] See http://krqe.com/2014/06/04/independent-voter-sues-nm-for-open-primaries/

[55] See, for example, R. Michael Alvarez and Stephen Ansolabehere, California Votes: The Promise of Election Day Registration (Dēmos, 2002); R. Michael Alvarez, Jonathan Nagler and Catherine Wilson, Making Voting Easier: Election Day Registration in New York, (Dēmos, 2004); M.J. Fenster, "The Impact of Allowing Day of Registration Voting on Turnout in U.S. Elections from 1960 to 1992," *American Politics Quarterly* 22(1) (1994): 74-87; B. Highton, "Easy Registration and Voter Turnout," *The Journal of Politics* 59(2) (1997): 565-575; Lorraine C. Minnite, An Analysis of Voter Fraud in The United States (Dēmos, 2004), http://www.demos.org/pubs/Analysis.pdf; Dēmos, Election Day Registration: A Ground Level View (2007),

Technology has made multiple voting due to EDR nearly impossible because voting locations are connected to each other electronically. The same technology that allows voters to vote anywhere can ensure that voters do not register at multiple locations and vote multiple times.

- We asked voters to agree or disagree with the following statement, "Voters should be able to register on Election Day to vote." The survey results found that about four in ten voters (45%) support moving to an EDR system, but that a majority of voters (55%) do not currently support moving to an EDR system.

- Interestingly, older voters are less likely to support EDR. Younger voters are more likely to support it, which is intuitive since younger voters are more likely to reap the benefits of same day registration.

- Partisanship is related to support for EDR. 86% of Democrats support EDR, while only 23% of Republicans and 37% of independents do.

- Demographic characteristics do not seem to influence attitudes toward EDR.

- These results are consistent with what we saw in 2012, but are much more supportive of EDR than we saw in 2010 when 30% of voters did not support it. Thus, overtime there has been increasing support for policies that allow voters to register the same day they vote.

Non Binding Ballot Questions

In 2014 two counties, BC and Santa Fe County, placed nonbinding advisory measures on the ballot. Nonbinding questions provide a means for political actors to gauge voter support for measures being considered by the county. These measures included a marijuana decriminalization measure in both counties, and in BC a measure about a possible tax levy to pay for mental health services. The nonbinding ballot questions were initially blocked by the Secretary of State because they were viewed as unconstitutional because they have no force of law. Bernalillo County sued and the New Mexico State Supreme Court ruled in favor of the counties and the placement of nonbinding ballot questions on the ballot.[56]

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http://www. demos.org/pubs/EDR%20Clerks.pdf; S. Knack, "Election-Day Registration: The Second Wave," *American Politics Quarterly* 29(1) (2001): 65-78.

[56] See http://projects.registerguard.com/apf/health/nm-new-mexico-marijuana/ and http://www.abqjournal.com/462394/news/bernalillo-county-to-file-emergency-petition-for-ballot-questions.html.

- We asked voters whether they agree or disagree that, "Counties should be able to put non-binding questions on the ballot (e.g. marijuana referendum). Over 3 in 5 voters (62%) agreed with the Supreme Court that counties should be able to include nonbinding questions on the ballot and only about 2 in 5 voters (38%) disagreed.

- Younger voters, higher educated voters, and women support non binding questions more than older voters or less educated voters.

- Partisanship also plays a role. A large majority of Democrats (78%) and independents (57%) support this measure, but only 43% of Republicans do not.

Public Financing of State Legislative Campaigns

Two of New Mexico's largest cities, Albuquerque and Santa Fe, support public financing in city elections. The state of New Mexico also supports public financing of Public Regulation Commission members and for statewide judicial contests. We were curious about whether voters supported expanding public financing of candidates.

- We asked whether voters agree or disagree that, "Public financing should be used to pay the costs of state legislator campaigns." We found that 45% of voters support public financing but that a majority, 55%, do not.

- More educated voters support public financing than less educated voters.

- Hispanics and blacks support public financing less than whites.

- Party identification is strongly related to support for public financing. A majority of Democrats (60%) support public financing, but a minority of independents (40%) and Republicans do (23%).

Electoral College

During the 2011 regular session of the New Mexico State Legislature, the House of Representatives passed House Memorial 56, which called on New Mexico's Secretary of State to "study and compare the current Electoral College system and the national popular vote system" and present her findings to the New Mexico Legislature.[57] The University of New Mexico Center for the Study of Voting, Elections and Democracy (C-SVED) took this

[57] For an overview of the national popular vote plan go to: www.nationalpopularvote.com.

opportunity to educate and assist the public and legislative leaders in understanding the costs and benefits of the proposed national popular vote system and to present its conclusions to those engaged in this national debate.

C-SVED formed a citizen panel that met three times to discuss the current implementation of the Electoral College and how that would change under a national popular vote system. Citizen panel members included state legislators, election administrators (in particular, county clerks), interest groups focused on election work (including the League of Women Voters, Common Cause, and Verified Voting of New Mexico), prominent members of different New Mexico communities including the Hispanic and Native American communities, and students from the University of New Mexico and New Mexico State University.[58]

In the past, New Mexico has benefited from being a competitive state in presidential elections, which has brought candidates and their campaigns to our state. However, in 2012, New Mexico was not considered a battleground state and the presidential election footprint was much smaller. It is unlikely we will be considered a battleground in 2016.

However, as part of our on-going efforts around this issue we included a question on the voter survey to assess voter preferences for the best method to elect the President and Vice President of the United State of America.

- We asked, "How do you think we should elect the President: should it be the candidate who gets the most votes in all 50 states, or the current electoral college system?" Over 7 in 10 voters (72%) preferred the candidate who gets the most votes in all 50 states, while less than 3 in 10 voters (28%) preferred the current Electoral College system.

- These percentages are a slight increase in support of the current Electoral College implementation. In 2012 nearly two thirds (65%) of voters in Bernalillo County preferred the candidate who gets the most votes in all 50 states, while about one third (35%) supported the current Electoral College system.

- We did find that women were more likely than men to support changing the way in which we select our president (77% versus 67%).

- Republicans (63%) supported the change somewhat less than Democrats (80%), but were similar to independents (65%).

Voter Purges

[58] See Lonna Rae Atkeson, Kim Proctor, and Jim Noel, "Report of the Citizen Panel
The Electoral College and the National Popular Vote Plan," Center for the Study of Voting, Elections and Democracy, Political Science Department, University of New Mexico, available at http://polisci.unm.edu/c-sved/index.html

In 2012, the Secretary of State began an aggressive campaign to "clean up" the voter rolls and prepare for voters purges. In August, Secretary Duran sent out approximately 177,000 postcards to people who had had mail previously returned to her office, going back to mailings since 2005.[59]

In other states, voter purges have also made headlines.[60] As a consequence, we were curious as to whether voters were concerned about voter purges and the idea that qualified voters might be deleted from the polls, or if they were concerned that they might be more likely to be purged from the voter rolls than in the past. Therefore, we asked two questions. In the first question, we asked voters to agree or disagree with the following statement, "Eligible voters get mistakenly removed from the voter lists during purges/cleanup."

- We found that nearly three in five voters (57%) agreed that purges might result in eligible voters getting mistakenly removed from the polls.
- 2 in 5 voters (43%) disagreed that purges may result in eligible voters getting mistakenly removed from the polls.
- These results are consistent with what we found in 2012.
- Voters with higher incomes were more likely to disagree with the statement.
- 65% of Democrats and 51% of independents were more likely to agree that purges may result in qualified voters being removed from the polls, but only 44% of Republicans agree.

Given the surprisingly large number of voters who are concerned that purges could result in de-registrations, the policies for how purging is accomplished need to be very carefully crafted to ensure that a voter's right to participate is not infringed.

Proof of Citizenship

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[59] See Steve Terrell, "Secretary of state's voter roll cleanup targets 'shocked' voting rights advocate," August 9, 2012, Santa Fe New Mexican, Available at: http://www.santafenewmexican.com/localnews/081012SOS#.UToLIRmoevU, accessed March 8, 2013. Ibid. Also see Annie-Rose Strasser, August 12, "Voters Kicked Off The Rolls In New Mexico Include Voting Rights Activist, Wife Of State Representative," available at: http://thinkprogress.org/justice/2012/08/10/675161/new-mexico-voter-purge/?mobile=nc, accessed March 8, 2013.

[60] See Lizette Alvarez, September 12, 2012, "After Mistakenly Purging Citizens, Florida Agrees to Let Them Vote" Available at: http://www.nytimes.com/2012/09/13/us/politics/florida-agrees-to-let-citizens-mistakenly-purged-from-rolls-to-vote.html?_r=0, accessed March 8, 2013, Pam Fezzler, September 20, 2102, Voter Purges Under Review Ahead of Elections, available at: http://www.npr.org/2012/09/20/161437481/voter-purges-under-review-ahead-of-election-day," accessed March 8, 2013.

In addition to voter identification laws, states have considered other measures to prevent voter fraud. One commonly considered measure is proof of citizenship either at the polls or when registering. This is a very popular measure among the public, with nearly 3 in 5 voters (59%) agreeing with the statement that, "Proof of citizenship should be required of each voter at the polls," and about 2 in 5 (41%) disagreeing.

This is actually a slight increase in support for this measure among BC voters compared to 2012 when it was supported by 56% of voters, but it is still a decline in support among Bernalillo County voters in comparison to 2010, which agreed with the same statement at a rate of 63%.

3.10 Conclusion

All in all, the voter part of our study confirms and expands many of the interpretations and findings we presented earlier in the election monitoring section or the poll worker survey. Importantly, we find that most voters are confident that their ballots are counted correctly. 95% of voters are either very or somewhat confident that their vote was counted correctly in the 2014 election. We also see that the level of confidence is substantially higher than what we found in 2006 when we first started examining voter confidence in New Mexico. We also find that compared to previous elections we have examined, that implementation problems with voter identification were much less likely to occur. Nevertheless, voters on Election Day had to deal with long lines, which affected their evaluation of their overall voting experience, but not their voter confidence.

Appendix 3.1. Selected Frequency Report for the 2014 Bernalillo County Election Administration Voter Survey

1. How interested were you in the 2014 election? (n=1232)

Not at all interested	0.7%
Not too interested	5.4%
Somewhat interested	30.7%
Very interested	63.2%

2. On average, how many days in the past week did you:

2a. Watch network or cable TV news stories either online or on TV (i.e. CBS, NBC, CNN, FOX, etc.)? (n=1254)

None	13.7%
One day	6.6%
Two days	5.7%
Three days	6.5%
Four days	6.9%
Five days	14.7%
Six days	8.8%
Seven days	37.1%

2b. Read a daily newspaper (either online or paper)? (n=1239)

None	19.2%
One day	8.7%
Two days	10.2%
Three days	6.2%
Four days	6.7%
Five days	6.6%
Six days	5.7%
Seven days	36.7%

2c. Read news stories posted on Twitter, Facebook, or other social media? (n=1205)

None	52.6%
One day	7.9%
Two days	6.3%
Three days	5.3%
Four days	3.9%
Five days	5.7%
Six days	3.0%
Seven days	15.3%

2d. Discuss politics with family or friends? (n=1240)

None	9.1%
One day	12.6%
Two days	15.5%
Three days	18.1%
Four days	14.0%

Five days	10.8%
Six days	6.7%
Seven days	13.2%

3. Thinking in political terms, would you say that you are: (n=1269)

Very liberal	17.0%
Somewhat liberal	21.0%
Moderate	23.0%
Somewhat conservative	19.0%
Very conservative	18.0%
Don't know	2.0%

4. How often do you carry some kind of government issued identification (for example, driver's license, passport, or state-issued ID card) with you when you leave home every day? (n=1267)

Never	0.1%
Some of the time	0.3%
Most of the time	5.9%
All of the time	93.7%

5. How confident are you that **YOUR vote** in the General Election was counted as you intended? (n=1267)

Not at all confident	1.7%
Not too confident	3.9%
Somewhat confident	36.3%
Very confident	58.1%

6. Thinking about your county, state, and nation, how confident are you that all of the ballots in the county, the state, or nation were **counted as the voter(s) intended?**

6a.Your county. (n=1263)

Not at all confident	2.2%
Not too confident	7.6%
Somewhat confident	48.1%
Very confident	42.1%

6b. Your state. (n=1227)

Not at all confident	3.4%
Not too confident	11.3%
Somewhat confident	54.2%
Very confident	31.1%

6c. Nationwide. (n=1220)

Not at all confident	10.3%
Not too confident	19.9%
Somewhat confident	48.4%
Very confident	21.4%

7. This election did you vote in person at an early voting location, by absentee mail-in ballot, or at a vote center on Election Day? (n=1269)

Domestic absentee by mail	14.7%
Early in person	48.9%
Election Day in-person	36.4%

8. [Early Voters Only] Why did you vote early – MARK ALL THAT APPLY? (n=620)

	Yes
To avoid lines	83.0%
Planned to be out of town	5.5%
To avoid political activity	15.7%
Something else (please specify):	11.3%

9. [Absentee voters only] Did you drop off your ballot at a polling location or did you mail it in? (n=183)

Mailed It	96.9%
Dropped off at a polling location	3.1%

10. [Absentee Voters Only] Overall, how easy was it to follow all the instructions necessary to complete your ballot and return it to be counted? (n=186)

Very hard	0.0%
Somewhat hard	0.0%
Somewhat easy	28.4%
Very easy	71.6%

11. [Absentee Voters Only] How concerned were you that your ballot would arrive at the County Clerk's office in time to be counted? (n=187)

Not concerned at all	45.0%
Not very concerned	29.2%
Somewhat concerned	18.4%
Very concerned	7.4%

12. [Absentee Voters Only] Did you contact the county to determine if your ballot had been received? (n=187)

Yes	13.5%
No	86.5%

13. [Absentee Voters Only] Why did you vote absentee – MARK ALL THAT APPLY? (n=183)

	Yes	No
Did not want to travel to vote center	22.6%	77.4%
No longer knew where to vote	1.8%	98.2%
Planned to be out of town	5.6%	94.4%
Convenience of doing it in my home	73.4%	26.6%
Had to work on Election Day	5.5%	94.5%
Wanted to avoid lines	26.0%	74.0%
Something else (please specify):	17.6%	82.4%

14. [Early and Election Day Voters Only] How would you rate the overall quality of your vote center?

	Total (n=1082)	Early (n=616)	Election Day (n=461)
Excellent	49.1%	56.7%	38.9%
Good	39.8%	38.1%	42.5%
Fair	9.0%	4.3%	14.8%
Poor	2.1%	0.9%	3.8%

15. [Early and Election Day Voters Only] Did you go to a vote center and have to leave before you got the opportunity to vote?

	Total (n=1084)	Early (n=618)	Election Day (n=461)
Yes	2.0%	0.6%	4.0%
No	98.0%	99.4%	96.0%

16. [If yes,] Why did you have to leave? (n=22)

Personal reasons (e.g. got a call and had to leave, etc.)	2.9%
The lines were too long	59.5%
Wait time too long	22.1%
Couldn't find parking	0.0%
There was too much political activity going on outside	0.0%
Felt the poll workers were rude/felt mistreated	0.0%
There was an administrative problem at the vote center	2.9%
Something else (please specify)	12.6%

17. [If yes,] How many minutes did you wait in line before you left the vote center? (n=22)

0-10 Minutes	50.0%
11-30 Minutes	44.1%
31-60 Minutes	5.9%

18. [Early and Election Day Voters Only] Why did you choose the voting convenience center that you did?- MARK ALL THAT APPLY

	Total (n=1,082)	Early (n=620)	Election Day (n=462)
I've used it in the past	39.7%	43.2%	35.1%
It was close to my home.	73.0%	74.7%	70.8%
It was close to my school.	2.0%	1.8%	2.4%
It was close to my work.	12.0%	10.6%	13.9%
I drive by it every day.	10.2%	10.0%	10.4%
A friend/family member voted there and recommended it.	4.0%	4.8%	2.8%
The line looked short (didn't seem busy)	8.1%	9.4%	6.5%
This is where I always vote	14.7%	9.5%	21.6%
Other (please specify):	6.6%	6.6%	6.7%

19. [Early and Election Day Voters Only] What were you doing before you went to vote?- MARK ALL THAT

APPLY

	Total (n=1082)	Early (n=620)	Election Day (n=462)
On my way to work	11.6%	7.1%	17.5%
On my way home from work	16.7%	11.5%	23.8%
On my way to run errands	20.4%	27.1%	11.5%
On my way home from running errands	9.3%	12.3%	5.4%
On my way to school	0.6%	0.3%	1.1%
On my way home from school	1.6%	1.0%	2.4%
I was at home	34.6%	36.0%	32.8%
On my way to/from somewhere else (please specify)	8.4%	7.4%	9.7%

20. [Early and Election Day Voters Only] Did you use the My VoteCenter app to look up wait times at vote centers?

	Total (n=1064)	Early (n=607)	Election Day (n=456)
Yes	8.5%	4.2%	14.3%
No	91.5%	95.8%	85.7%

21. [If yes,] Was the time provided by the My VoteCenter app accurate?

	Total (n=91)	Early (n=26)	Election Day (n=65)
Yes	55.1%	62.8%	51.8%
No	24.5%	5.0%	33.9%
Don't remember	20.4%	32.2%	14.3%

22. [Early and Election Day Voters Only] Please mark how much you agree or disagree with the following statements regarding the voting location where you voted:

22a. The location was easy to find.

	Total (n=1076)	Early (n=614)	Election Day (n=456)
Strongly agree	57.4%	57.2%	57.8%
Agree	32.3%	32.7%	31.8%
Disagree	6.3%	6.1%	6.7%
Strongly disagree	4.0%	4.0%	3.7%

22b. I had to go far out of my way to vote.

	Total (n=1009)	Early (n=576)	Election Day (n=430)
Strongly agree	2.4%	3.2%	1.4%
Agree	2.9%	2.5%	3.5%
Disagree	26.5%	26.2%	26.7%
Strongly disagree	68.2%	68.1%	68.4%

22c. It was hard to find a place to park.

	Total (n=1002)	Early	Election Day

		(n=575)	(n=424)
Strongly agree	3.7%	2.9%	4.9%
Agree	7.6%	3.6%	13.0%
Disagree	30.8%	28.6%	33.9%
Strongly disagree	57.9%	64.9%	48.2%

23. [Early and Election Day Voters Only] How long was the voting line when you got to your polling location?

	Total (n=1077)	Early (n=616)	Election Day (n=455)
Not long at all	57.6%	78.2%	29.8%
Not very long	15.8%	12.0%	20.6%
Somewhat long	17.1%	8.2%	29.3%
Very long	9.5%	1.6%	20.3%

24. [Early and Election Day Voters Only] Did you consider the overall wait time at the vote center to have been:

	Total (n=1064)	Early (n=607)	Election Day (n=453)
No wait time	42.6%	61.5%	17.4%
Short wait time	28.1%	27.1%	29.1%
Moderate time	18.2%	9.5%	30.1%
Long wait time	11.1%	1.9%	23.4%

25. [Early and Election Day Voters Only] Approximately, how many minutes did you have to wait in line to vote?

	Total (n=1066)	Early (n=610)	Election Day (n=456)
0 Minutes	21.8%	32.7%	7.2%
1-5	35.9%	45.9%	22.7%
6-15	16.3%	13.8%	19.7%
16-30	12.2%	5.7%	20.9%
31-45	6.8%	1.6%	13.6%
46-60	3.3%	0.3%	7.2%
61-90	3.1%	0.0%	7.2%
91-120	0.5%	0.0%	1.1%
121-150	0.2%	0.0%	0.4%

26. [Early and Election Day Voters Only]: Would you say that most of your wait in line was:

	Total (n=1012)	Early (n=559)	Election Day (n=447)
To check in to vote	90.8%	90.1%	91.4%
For a voting booth to complete my ballot	5.3%	5.2%	5.5%
For an available vote machine tabulator to insert my completed ballot	0.9%	0.7%	1.3%
I don't remember	3.0%	4.0%	1.8%

27. [Early and Election Day Voters Only] Did someone greet you when you entered the polling location?

	Total (n=1071)	Early (n=613)	Election Day (n=453)
Yes	84.7%	93.3%	73.1%
No	15.3%	6.7%	26.9%

28. [Early and Election Day Voters Only] Please mark how much you agree or disagree with the following statements regarding the voting location where you voted:

28a. The poll workers were helpful

	Total (n=1076)	Early (n=616)	Election Day (n=455)
Strongly agree	53.2%	59.9%	45.1%
Agree	42.3%	36.5%	49.9%
Disagree	2.1%	1.6%	2.9%
Strongly disagree	2.4%	2.4%	2.1%

28b. The voting process at the vote center was easy.

	Total (n=1062)	Early (n=609)	Election Day (n=449)
Strongly agree	49.1%	54.2%	42.4%
Agree	43.2%	39.3%	48.2%
Disagree	4.2%	2.8%	6.1%
Strongly disagree	3.5%	3.7%	3.3%

29. [Early and Election Day Voters Only] Was the polling place designed so that your voting experience moved easily from one station to the next (check-in, filling out your ballot, putting your ballot into the vote machine)?

	Total (n=1070)	Early (n=609)	Election Day (n=456)
Yes	94.2%	96.8%	90.8%
No	5.8%	3.2%	9.2%

30. [Early and Election Day Voters Only] When you went to vote were you **ASKED** to show PHOTO-ID, like a driver's license, did you just provide a PHOTO-ID to the poll worker **without them asking** or were you identified in some other way?

	Total (n=1071)	Early (n=613)	Election Day (n=453)
Asked for Photo-ID	17.4%	16.0%	19.5%
Provided ID without being asked	32.5%	31.7%	33.5%
I was identified in some other way	41.9%	43.2%	40.2%
Don't know	8.2%	9.1%	6.8%

31. [IF asked or provided] What type of photo ID did you show?

	Total (n=531)	Early (n=291)	Election Day (n=239)
Driver's license	93.3%	92.8%	93.7%
Military ID	1.6%	2.1%	1.0%

Passport	0.9%	1.4%	0.3%
Membership card	0.0%	0.0%	0.0%
Other (please specify):	4.2%	3.7%	5.0%

32. [If identified in some other way] If you were not asked to show photo-identification or did not just automatically provide ID to the poll worker, how were you identified at the polls? Did you:

	Total (n=447)	Early (n=265)	Election Day (n=181)
Show your registration card	6.3%	6.4%	6.2%
State your name	7.9%	5.7%	10.2%
State your name and address	35.5%	36.4%	34.4%
State your name, address and birth year	46.9%	47.0%	47.1%
I handed my id to the poll worker before they asked	0.7%	0.8%	0.7%
I did so in another way	2.7%	3.7%	1.4%

33. [Early and Election Day Voters Only] Was the poll worker able to find your voter registration in the computer when you checked in to vote?

	Total (n=1076)	Early (n=614)	Election Day (n=456)
Yes	98.7%	99.1%	98.2%
No, but I voted provisionally	0.1%	0.0%	0.3%
Other (please explain below):	1.2%	0.9%	1.5%

34. [Early and Election Day Voters Only] Did you use a voter privacy sleeve (a folder to protect the privacy of your ballot)?

	Total (n=1068)	Early (n=609)	Election Day (n=454)
Yes	53.5%	55.3%	51.5%
No	46.5%	44.7%	48.5%

35. [If yes] How much did the privacy sleeve enhance your privacy during the voting process?

	Total (n=566)	Early (n=333)	Election Day (n=233)
Not at all	9.4%	10.1%	8.5%
Not much	20.7%	20.2%	21.4%
A little	15.8%	14.5%	17.3%
Somewhat	34.6%	36.7%	31.7%
A lot	19.5%	18.5%	21.1%

36. [Early and Election Day Voters Only] Did you make a mistake on a ballot?

	Total (n=1072)	Early (n=613)	Election Day (n=454)

No	95.1%	94.7%	96.0%
Yes, I over voted/chose more than one option for the same race	1.3%	1.6%	1.1%
Yes, I voted for the wrong person	1.7%	1.6%	1.4%
Yes, because the vote tabulator wouldn't read my ballot	0.4%	0.3%	0.6%
Yes, other reason (please specify):	1.5%	1.8%	0.9%

37. [If yes,] Did you get a new ballot to fix the problem or did you place your ballot in the hand-counting bin?

	Total (n=49)	Early (n=31)	Election Day (n=17)
Got a new ballot	33.9%	43.0%	14.3%
Placed it in the hand-counting bin	44.6%	38.3%	58.1%
Something else (please specify)	21.5%	18.7%	27.6%

38. [If yes,] Did you insert your ballot into the vote tabulator, did a poll worker insert your ballot into the vote tabulator or did you have to put your ballot into the hand-counting bin?

	Total (n=54)	Early (n=33)	Election Day (n=19)
I inserted it into the vote tabulator	67.8%	69.0%	62.5%
A poll worker inserted it into the vote tabulator	12.0%	12.4%	12.5%
I placed it into the hand-counting bin	20.2%	18.6%	25%

39. How would you rate your voting experience overall?

	Total (n=1247)	Absentee (n=182)	Early (n=613)	Election Day (n=452)
Poor	1.6%	0.0%	0.9%	3.1%
Fair	8.7%	3.3%	4.9%	16.1%
Good	45.1%	52.7%	39.6%	49.4%
Excellent	44.6%	44.0%	54.6%	31.4%

40. Have you ever used the straight party option? (n=1243)

Yes	41.6%
No	58.4%

41. Would you like to have the straight party option reinstated on the ballot? (n=1231)

Yes	46.9%

No	53.1%

42. When you vote, do you vote the entire ballot usually or only selected contests and ballot measures? (n=1250)

Entire ballot	78.1%
Selected contests and ballot measures	21.9%

43. What contests do you usually **NOT** vote on? [MARK ALL THAT APPLY]

Statewide races (such as Governor, Attorney General, Secretary of State, etc.)	0.5%
Federal races (Senate, House of Representatives, President)	0.4%
State legislative (New Mexico House, New Mexico Senate)	1.3%
County offices (County Commissioner, Sheriff, etc.)	3.0%
Judicial retention contests (to retain judges)	15.4%
Bonds	2.8%
Referendums (e.g. marijuana, mental health)	2.1%
Constitutional amendments	1.6%

44. Did you vote the entire ballot in the 2014 general election? (n=1235)

Yes	78.0%
No	22.0%

45. Please mark how much you agree or disagree with the following statements regarding the ballot you used to vote:

45a. The ballot was easy to use. (n=1246)

Strongly agree	31.1%
Somewhat agree	47.0%
Somewhat disagree	13.8%
Strongly disagree	8.1%

45b. My ballot privacy was protected. (n=1232)

Strongly agree	55.8%
Somewhat agree	37.1%
Somewhat disagree	5.3%
Strongly disagree	1.8%

45c. It is important to me that there is a paper record of my vote. (n=1231)

Strongly agree	42.8%
Somewhat agree	35.8%
Somewhat disagree	14.4%
Strongly disagree	7.0%

45d. The ballot was too long. (n=1236)

Strongly agree	32.6%
Somewhat agree	38.2%

Somewhat disagree	18.6%
Strongly disagree	10.6%

46. Did you visit the county clerk's website at any time prior to the election? (n=1251)

Yes	42.2%
No	56.8%
Don't know	1.0%

47. [Party Identification Summary]: Generally speaking do you think of yourself as a: (n=1229)

Strong Democrat	23.0%
Democrat-not so strong	11.1%
Independent-closer to Democrat	16.5%
Independent	7.6%
Independent-closer to Republican	11.2%
Republican-not so strong	10.5%
Strong Republican	14.7%
Other	5.4%

48. We are interested in whether you strongly approve, approve, disapprove, or strongly disapprove of how the following are handling their jobs:

48a. President Barack Obama (n=1229)

Strongly approve	13.9%
Approve	36.7%
Disapprove	12.9%
Strongly disapprove	35.2%
Don't know	1.3%

48b. Governor Susana Martinez (n=1221)

Strongly approve	20.5%
Approve	33.7%
Disapprove	20.4%
Strongly disapprove	23.7%
Don't know	1.7%

48c. Senator Tom Udall (n=1213)

Strongly approve	21.6%
Approve	37.9%
Disapprove	16.0%
Strongly disapprove	18.2%
Don't know	6.3%

48d. The US Congress (n=1204)

Strongly approve	1.2%
Approve	7.5%
Disapprove	33.5%
Strongly disapprove	54.0%
Don't know	3.8%

48e. Your US House member (n=1200)

Strongly approve	13.6%
Approve	38.1%
Disapprove	20.8%
Strongly disapprove	15.8%
Don't know	11.7%

48f. County Clerk Maggie Toulouse Oliver (n=1204)

Strongly approve	14.7%
Approve	46.8%
Disapprove	8.3%
Strongly disapprove	6.2%
Don't know	24.0%

48g. Secretary of State Dianna Duran (n=1180)

Strongly approve	3.9%
Approve	34.7%
Disapprove	16.1%
Strongly disapprove	11.1%
Don't know	34.2%

48h. NM Attorney General Gary King (n=1202)

Strongly approve	3.2%
Approve	25.5%
Disapprove	26.4%
Strongly disapprove	26.4%
Don't know	18.5%

48i. NM State Legislature (n=1196)

Strongly approve	0.8%
Approve	33.9%
Disapprove	34.8%
Strongly disapprove	16.2%
Don't know	14.3%

49. We are interested in how people are getting along financially and about the national and state economy. Compared to a year ago how are each of the following doing?

49a. You and your family (n=1209)

Much better	5.3%
Somewhat better	21.3%
Same	50.1%
Somewhat worse	18.3%
Much worse	4.6%
Don't know/Not sure	0.4%

49b. National economy (n=1205)

Much better	6.6%
Somewhat better	38.4%
Same	18.6%

Somewhat worse	21.4%
Much worse	12.7%
Don't know/Not sure	2.3%

49c. State economy (n=1204)

Much better	1.2%
Somewhat better	21.1%
Same	32.8%
Somewhat worse	28.3%
Much worse	12.3%
Don't know/Not sure	4.3%

50. Please mark how much you agree or disagree with the following statements regarding the administration of elections:

50a. Voting rights should be extended to 16 and 17 year olds. (n=1216)

Strongly agree	2.1%
Somewhat agree	9.1%
Somewhat disagree	22.0%
Strongly disagree	66.8%

50b. Primary elections should be open to all voters, not just those registered as Democrat or Republican. (n=1212)

Strongly agree	47.1%
Somewhat agree	25.6%
Somewhat disagree	9.4%
Strongly disagree	17.9%

50c. Photo identification should be required of each voter at the polls. (n=1216)

Strongly agree	50.4%
Somewhat agree	16.7%
Somewhat disagree	12.0%
Strongly disagree	20.9%

50d. Proof of citizenship should be required of each voter at the polls. (n=1210)

Strongly agree	41.7%
Somewhat agree	17.5%
Somewhat disagree	15.5%
Strongly disagree	25.3%

50e. Eligible voters get mistakenly removed from the voter lists during purges/cleanup. (n=1112)

Strongly agree	15.3%
Somewhat agree	40.3%
Somewhat disagree	33.6%

Strongly disagree	10.8%

50f. Voting is a privilege. (n=1207)

Strongly agree	56.6%
Somewhat agree	11.9%
Somewhat disagree	7.7%
Strongly disagree	23.8%

50g. Voters should be able to register on Election Day to vote. (n=1206)

Strongly agree	22.4%
Somewhat agree	22.5%
Somewhat disagree	25.5%
Strongly disagree	29.6%

50h. Voting is a right. (n=1196)

Strongly agree	77.9%
Somewhat agree	11.3%
Somewhat disagree	4.9%
Strongly disagree	5.9%

50i. Public financing should be used to pay the costs of state legislator campaigns. (n=1173)

Strongly agree	20.2%
Somewhat agree	22.9%
Somewhat disagree	21.0%
Strongly disagree	35.9%

50j. Voting is a duty. (n=1203)

Strongly agree	73.0%
Somewhat agree	20.7%
Somewhat disagree	4.2%
Strongly disagree	2.1%

50k. Counties should be able to put non-binding questions on the ballot (e.g. marijuana referendum) (n=1207)

Strongly agree	33.3%
Somewhat agree	29.0%
Somewhat disagree	14.1%
Strongly disagree	23.6%

51. Please indicate which of the following best describes your opinion regarding convicted felons' voting rights: (n=1202)

Convicted felons should never lose their right to vote	8.8%
Convicted felons who are currently on probation/parole should regain their right to vote	7.9%
Convicted felons should regain their right to vote once their sentences are complete	64.9%
Convicted felons should permanently lose their right to vote	18.4%

52. If election fraud happens at all, do you think it is more likely to take place with absentee or mail voting or in-person voting in a voting center? (n=1212)

Absentee or mail voting	50.1%
In-person voting in a voting center	8.4%
Don't know	41.5%

53. How do you think we should elect the President: should it be the candidate who gets the most votes in all 50 states, or the current Electoral College system? (n=1185)

The candidate who gets the most votes in all 50 states	72.3%
The current Electoral College system	27.7%

54. Below is a list of possible illegal election activities that may or may not take place in YOUR COMMUNITY. Please tell me whether you think each event occurs?

54a. A voter casts more than one ballot. (n=1210)

All or most	4.2%
Some of the time	23.2%
Not much	38.5%
Never	12.4%
Don't know/Not sure	21.7%

54b. Tampering with ballots to change votes. (n=1205)

All or most	3.0%
Some of the time	22.0%
Not much	36.9%
Never	13.3%
Don't know/Not sure	24.8%

54c. Someone pretends to be another person and casts a vote for them. (n=1204)

All or most	6.8%
Some of the time	31.7%
Not much	34.0%
Never	7.4%
Don't know/Not sure	20.1%

54d. A non-US Citizen votes (n=1204)

All or most	13.8%
Some of the time	32.3%
Not much	25.9%
Never	8.7%
Don't know/Not sure	19.3%

55. Which is more important? (n=1207)

Ensuring that everyone who is eligible has the right to vote	58.0%
Protecting the voting system against fraud	37.7%
Don't know/Not sure	4.3%

56. New Mexico's voter ID law requires voters to identify themselves. The minimum identification is to state their address, name, and birth year. Do you think the minimum identification is: (n=1208)

Too strict	1.4%
Just right	44.8%
Not strict enough	53.8%

57. Do you think election fraud has changed the outcome of any election in which you have participated? (n=1211)

Yes	28.8%
No	34.7%
Don't know	36.5%

58. What is your age? (n=1191)

18-30	5.1%
31-45	15.2%
46-55	17.7%
56-65	29.7%
65+	32.3%

59. Are you male or female? (n=1183)

Male	47.3%
Female	52.7%

60. What is the highest grade of education you have completed? (n=1201)

Less than a High School degree	0.8%
High School degree	5.1%
Some college	16.5%
Completed trade school/Associates degree	10.4%
College degree	30.4%
Master's degree	23.8%
JD/MD/PhD	13.0%

61. What is your religious denomination or church affiliation? (n=1069)

Atheist	5.1%
Buddhist	1.3%
Catholic	16.8%
Christian (Other)	50.4%
Hindu	0.1%
Jewish	1.8%

Latter Day Saints/Mormon	1.7%
None	17.0%
Other	4.1%
Refused	1.7%

62. Are you Spanish, Hispanic, or Latino? (n=1165)

Yes	19.1%
No	80.9%

63. What racial or ethnic group best describes you? (n=1143)

Black/African American	1.5%
Native American/American Indian	2.9%
Asian American	2.0%
White/Anglo	84.8%
Other:	8.8%

64. What is your current marital status? (n=1187)

Married	64.4%
Divorced	10.9%
Single	14.3%
Living with a partner	4.9%
Widowed	4.8%
Separated	0.7%

65. Have you ever been the victim of a violent crime? (n=1199)

Yes	16.1%
No	83.0%
Don't know	0.9%

66. Do you know anyone who has served time in prison? (n=1196)

Yes	61.5%
No	33.4%
Don't know	5.1%

67. To the best of your knowledge, what was your total **FAMILY** income before taxes in 2013, including yourself and all those living in your house? (n=1133)

Below $21,000	5.8%
$21,000-$41,999	16.2%
$42,000-$59,999	15.3%
$60,000-$79,999	15.6%
$80,000-$99,999	10.6%
$100,000 or more	30.1%
Don't know	6.4%

Appendix 3.2. Survey Methodology

Mixed Mode Survey Methodology

The 2014 New Mexico Election Administration Survey was based on a random sample of 11,447 voters in New Mexico stratified by voting mode (in-person or absentee) and for in-person voters by voting location. The sample was provided by Bernalillo County Clerk Maggie Toulouse Oliver. Stratification by voting mode was 927 randomly selected absentee voters and 10,520 in-person voters. 2,241 voters were randomly and equally selected from the 19 early voting locations, 8, 279 Election Day voters were randomly and equally selected from the 69 Election Day VCCs.

Our survey contact and response methodology used a mixed mode design. On November 24th, we sent out postcards to 11,447 sample members requesting their participation in our 2014 Bernalillo County Election Administration Survey. The postcard (copied in Appendix 3.3.) provided sample respondents with a URL (vote2014.unm.edu) that directed them to the survey. Sampled voters who did not respond were re-contacted two times with an additional postcard. The second postcard was sent December 9th and the third was sent December 18th.

We sent out a mail survey to a random subset of 552 voters stratified by voting location who had not responded after the second reminder postcard on December 11.

The response rate was 10.9% (n=1,246) using Response Rate 2 (RR2) calculations, as defined by the American Association for Public Opinion Research (AAPOR 2011). It is important to note that this is the minimum response rate and includes all voters who we tried to contact, regardless of whether we were able to contact them or not. The margin of error is plus or minus 2.8%.

The contact rate was 11.4% as 535 addresses we were provided were returned to us as undeliverable.

Survey questions asked about their election experience (voter confidence, voting problems, method of voting, experience with poll workers, experience with the ballot, *etc.*), their attitudes toward possible election reforms including voter record purging, fraud, voter access, voter identification, enfranchising 16 and 17 year olds, same day registration, etc. as well as other political attitudes and behaviors including evaluations of the President, the congressional candidates and their local and state election administrators. They were also asked several questions related to the statewide contests (vote choice, candidate evaluation, candidate ideology, etc.) and a variety of demographic information.

Post Script: 2014 and Beyond

In 2006, we began a systematic ecosystem examination of the New Mexico election process. This provided many insights and recommendations on ways to enhance and improve the quality of the election experience for the voters and increased efficiency and performance of the election administrator. In 2008, we were able to expand our study and provide additional analyses of New Mexico's first post election audit. In 2010, we had to scale back some of our efforts, but managed to continue our statewide voter survey and poll worker survey in five counties and four of the largest counties in the state (Bernalillo, Dona Ana, Santa Fe, and San Juan, Lincoln). We also did 2010 Election Day observations in Bernalillo County. In 2012 and 2014, we focused all of our efforts on the biggest county in the state, Bernalillo County. This provides us with 5 successive elections on voters, poll workers, and Election Day and early observations in Bernalillo County. To our knowledge this a unique data set and one that demonstrates the power and value of a data driven approach to election administration. We commend the transparency and commitment of Bernalillo County election officials to this endeavor. Their openness and willingness to be on the front burner and having us in their back yard all the time is a testament to their strong commitment to a high quality voting experience.

Overall, we found a system that is fundamentally working as designed and where election workers and voters have a high degree of confidence that votes were counted correctly. Over the course of our efforts, we have continued to see improvement in election administration and increasing comfort with the paper ballot system adopted in 2006. New training methods and implementation of new reforms, especially the vote center model, have resulted in better run elections with a higher degree of voter confidence. That being said, there is always room for improvement and we have made every effort to detail these in this report. As we move into preparation for the 2016 election cycle, and possibly smaller off year local contests, we hope that our report provides useful insights and information to improve the quality of the election experience and create greater uniformity in election administration at vote centers across the county.

Critical to continued improvement of the process is consistent systematic feedback on the process, which Bernalillo County has supported since 2006. We note that our 2006 study provided a baseline from which to examine events of the 2008, 2010, 2012, and 2014 elections and that we continue to see improvements in election administration, including poll worker training, that has created a better experience for the poll worker and the voters, resulting in greater confidence and satisfaction with the election. Nevertheless, it is important to continue to monitor the ecosystem to ensure continued progress and responsiveness to a system that is in on-going change due to changes in the law and in administrative guidelines and choices. So, we call for more expanded research in future elections encompassing more counties and once again a statewide voter survey. We also call for more coordination with the county in advance so that we can be a better check on new procedures and be a better reflection of election day efforts. In 2014 we met several times with the County, which helped us to understand their processes better and helped us to provide better election monitoring and poll worker and voter survey. The number of

observable counties needs to be expanded, as well as poll worker and voter reports. In addition, an examination of election procedures including the voter registration process, the voter purging process, an audit of the quality and accuracy of the voter rolls, a consideration of processes at the state level, including resource allocation to counties as well as the counting of absentee and provisional ballots should be added. Each of these dimensions of election administration in New Mexico merit independent study to create a long term analysis that feeds back into the election administration improvement process, which we hope will be facilitated in the 2016 federal election and thereafter.

Appendix A. Acknowledgements

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