



CALIFORNIA

Secretary of State Kevin Shelley

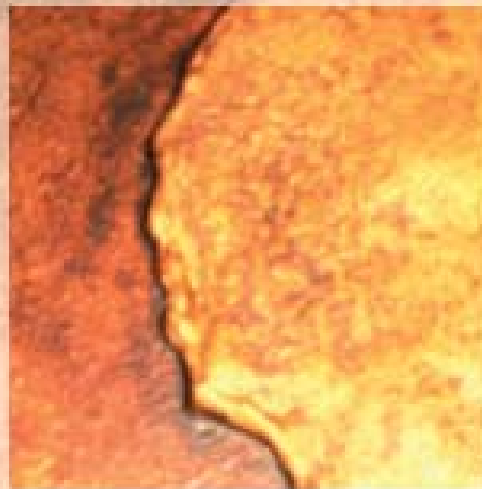
POLLING PLACE MONITORING

PARALLEL TESTING

VOTER OUTREACH

ELECTION DAY ACTIVITIES: POLLING PLACE MONITORING

(ONE PART OF THIS ELECTION PROCESS)



**CALIFORNIA
STATEWIDE PRIMARY ELECTION
MARCH 2, 2004**

FROM THE

**myVote
COUNTS**

ELECTION SERIES

myVote
COUNTS

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ELECTION DAY ACTIVITIES: POLLING PLACE MONITORING

(ONE PART OF THIS ELECTION PROCESS)

**Statewide Primary Election
March 2, 2004**

Introduction and Overall Summary

One of many election activities during California's March 2, 2004 Statewide Primary was Polling Place Monitoring. In twenty-nine of the state's fifty-eight counties, staff representing the Secretary of State's office visited select polling places. The Monitor's purpose was to immediately report any instances of equipment malfunction or attempts to tamper with voting equipment. In an election where nearly sixty percent of the state's voting systems were being converted, it was imperative for Polling Place Monitors to provide an additional "eyes and ears" to local election officials in a cooperative effort to insure the election process was the most efficient and effective. Paramount concern was to provide the greatest public confidence in our voting systems: The more oversight, the better.

It is important to keep this Polling Place Monitoring effort in perspective with the much larger overall election picture. While voters went to their neighborhood-polling place to cast their vote, a swarm of activity was taking place by local and state election officials to make sure the primary election went smoothly. Local election officials and voting system technical experts were dispatched throughout the counties to be on hand if any equipment malfunctions occurred or any voting problem took place. There was constant interaction between individual polling places and the county Registrar of Voter's office to address any issues that rose during Election Day. In numerous select counties, the Secretary of State's office conducted voter system Parallel Testing as a further security against voting equipment malfunction. In Parallel Testing, experts simulated actual voting conditions on randomly selected voting equipment, verifying voting machine accuracy in recording, tabulating, and reporting votes.

A lot was going on during election day and Polling Place Monitoring was one of many activities in a much larger election effort. This report, then, does not suggest to represent the entire election day process. That will be covered in a later review.

This Polling Place Monitoring report reflects the efforts of over thirty-six Monitors assigned to twenty-nine counties for the purpose of assisting the voting effort while obtaining invaluable information for further election system improvement. Spending between ten and fifteen minutes per polling place (unless an issue mandated a longer stay), each Monitor visited approximately fifteen to twenty polling places on election day. While one piece of much larger election day picture, Polling Place Monitoring provided an important source of assistance and information.

3/30/04

PART 1: BACKGROUND

The Special Statewide Election

The March 2, 2004 Polling Place Monitoring effort had its roots in the critical October 7, 2003 California Special Statewide Election, which itself was influenced by the 2000 Presidential election. The focus of the October 7 program was on county central election offices, not polling places. Pursuant to the Secretary of State's February 5 Directive 04043, monitoring was to be focused on polling places. One of the recommendations being made is for monitoring for the November 2004 Presidential election to include county central offices as well as polling places.

One objective of the October Special Statewide Election monitoring effort was to bolster voter electoral process confidence. Public confidence in the nation's election system had been shaken following the 2000 punchcard voting machine tumult in Florida.¹ California Secretary of State Kevin Shelley believed steps had to be taken to assure the public that our election system worked and that every lawfully cast vote was counted. After the Florida debacle, many states, including California, began moving from the pre-scored punchcard system,² which had, for decades, been the accepted and the predominant voting procedure.

This national move from pre-scored punchcard machinery sparked controversy as some locations adopted Direct Recording Electronic (DRE) voting systems. Several reports were highly critical of this system, most notably a Johns Hopkins University study, "Analysis of an Electronic Voting System," published July 23, 2003, and the State of Maryland's "Risk Assessment Report: Diebold AccuVote-TS voting System and Processes," published September 2, 2003.

At a time when a national debate was being launched against the DRE voting alternative, several counties throughout California continued to consider and adopt this system as their voting method. The belief among many was that if questions were being raised concerning the DRE's viability, there would be adequate time in the coming months for calm and quiet testing during the noncomplicated local elections scheduled for November 2003.

Then came the Special Statewide Election!

On top of Florida's punchcard calamity and DRE criticism by prestigious academia, a volatile California Special Statewide election process threatened to further erode election public confidence. This unplanned election not only had a large number of candidates, but "an election date that

¹ Among the nationally perceived election credibility issues in the aftermath of the 2000 Presidential election with which California had to deal was the pre-scored punchcard voting system. A federal court case identified several specific concerns. The case, filed with the US Court of Appeals (Southwest Voter v Shelley, No. 03-56498 D.C. No. CV-03-05715-SVW), indicated on page 8 of court's September 23, 2003 decision, "...national attention was drawn to the eccentricities of voting by pre-scored punchcards."

The specific pre-scored punchcard system under scrutiny uses "...a pre-scored heavy stock paper ballot with columns of small perforated rectangles. These pre-scored rectangles are removed by force to create a space that can be read by a computer or tabulating machine..." (Ibid. 3) "The material separated from the punchcard when forming the hole is known as a chad." (Ibid. 4) Several problems inherent in the use of pre-scored punchcard systems were identified in the arguments before the court: "(a) The fact that voters rather than machines are responsible for removing the chad, leading to chads being incompletely separated from the punchcard, leaving the chad attached to the punchcard. During the counting process, these hanging chads may be pressed back into the card, altering the voters' intent. (b) Chads intended not to be removed may be removed during the counting process due to excessive handling, action of the counting machine, or manipulation, altering the voters' intent. (c) Unlike other systems, there is no mechanism to prevent overvoting (i.e., voting for more than one candidate or more than the allotted number of candidates." (Ibid. 22)

was set, cancelled and re-set within weeks, and a court case that changed the rules regarding who is eligible to vote in the contest for selecting a replacement candidate in the event of the successful recall of the governor of California.”³

In an effort to reassure the public that California elections would be conducted in a fair and efficient manner throughout the state’s 15,238 precincts in fifty-eight counties, Secretary Shelley dispatched Polling Place Monitors throughout the state. These Monitors were assigned to observe voting experiences in select counties. These counties represented a cross section of the voting public and voting process. The Monitors would provide a complementary “eyes and ears” to each county’s effort to administer this Special Statewide election.

The Monitored Voting Systems

As the Polling Place Monitors observed various voting sites for the October 7, 2003 Special Statewide election, they saw voters using one of four election systems:

Punchcard (comprised of two distinct systems: pre-scored and non-pre-scored)

“Punchcard systems employ a card (or cards) and a small clipboard-sized device for recording votes. Voters punch holes in the cards (with a supplied punch device) opposite their candidate or ballot issue choice. After voting, the voter may place the ballot in a ballot box, or the ballot may be fed into a computer vote-tabulating device at the precinct.”⁴

(a) Pre-scored Punchcard System

“Punchcard voting systems that use a pre-scored heavy stock paper ballot with columns of small perforated rectangles.”⁵

In California, two pre-scored systems have been used:

Votomatic⁶ and Pollstar.⁷ With the Votomatic card, for example, “the locations at which holes may be punched to indicate votes are each assigned numbers. The number of the hole is the only information printed on the card. The list of candidates or ballot issue choices and directions for punching the corresponding holes are printed in a separate booklet.”⁸ The “chad” left attached to the card created much of the controversy at the Florida Presidential Election in 2000.

Votomatic and Pollstar pre-scored systems are no longer used in California pursuant to a decertification order and federal court decision.

² The Federal Election Commission makes the distinction between two common types of punchcards: Votomatic and Datavote. Votomatic is a pre-scored punchcard system while Datavote is not: “With the Votomatic card, the locations at which holes may be punched to indicate votes are each assigned numbers. The number of the hole is the only information printed on the card. The list of candidates or ballot issue choices and directions for punching the corresponding holes are printed in a separate booklet. With the Datavote card, the name of the candidate or description of the issue choice is printed on the ballot next to the location of the hole to be punched.” www.fec.gov/pages/punchrd.htm

³ www.sequoiavote.com/article.php?id=52

⁴ Federal Election Commission, “Punchcards,” www.fec.gov/pages/punchrd.

⁵ *Southwest Voter v Shelley*, United States Court of Appeals, Ninth Circuit, No. 03-54498 DC No. CV-03-05715-SVW, p. 3.

⁶ Votomatic was used in the following counties for the October 7, 2003 Statewide Special Election: Los Angeles, Mendocino, San Diego, Sierra, and Solano.

⁷ Pollstar was used in the following counties for the October 7, 2003 Statewide Special Election: Sacramento and Santa Clara.

⁸ Federal Election Commission, “Punchcards,” www.fec.gov/pages/punchrd.htm

(b) Non-prescored Punchcard System

“A competing punchcard voting system, Datavote,⁹ uses a mechanical device to create holes in the ballots in the appropriate locations. The ballots are not pre-scored. The Datavote card, unlike the Votomatic card, contains the candidates’ names so that voters may examine the card to make sure their vote has been correctly recorded.”¹⁰

The “punch” is accomplished by using a special device attached to the machine that does not leave “chad” attached to the card.

Optical scan

Similar to standardized testing and lotteries, candidates and issue choices are printed “next to an empty rectangle, circle, oval, or an incomplete arrow. Voters record their choices by filling in the rectangle, circle or oval, or by completing the arrow.”¹¹

Direct Recording Electronic (DRE)

“The voter directly enters choices into electronic storage with the use of a touchscreen, push-buttons, or similar device... (T)here is no ballot; the possible choices are visible to the voter on the front of the machine.”¹²

Four months after the State Special Election in October 2003, the March Presidential Primary Election was held. With the pre-scored punchcard system removed from the voting process for the Primary election, the remaining three (Optical scan, Datavote non-pre-scored punchcard, and DRE) were monitored.

There was a marked difference in voting systems distribution throughout California between the two elections:

- The pre-scored punchcard system was replaced in seven counties pursuant to a federal court order.¹³ Datavote remained in thirteen counties.¹⁴
- The optical scan system remained the choice for a majority of California counties, although its use, too, was reduced, from 59% to 54% of counties using the system. Thirty-four counties had used optical scan in October¹⁵ and thirty-one used it in March¹⁶ with slight variation (see footnote #16 for counties moving from a punchcard to Optical Scan and from Optical Scan to Touchscreen DRE).

⁹ Datavote is used in thirteen counties: Alpine, Calaveras, Del Norte, El Dorado, Glenn, Imperial, Inyo, Monterey, San Benito, Sierra, Ventura, Yolo, Yuba.

¹⁰ Southwest Voter v Shelley. United States Court of Appeals, Ninth Circuit, No. 03-56498, DC No. CV-03-05715-SWW, p. 6.

¹¹ Federal Election Commission, “Marksense (Optical Scan),” www.fec.gov/pages/marksense.htm

¹² Federal Election Commission, “Direct Recording Electronic (DRE),” www.fec.gov/pages/dre.htm

¹³ Counties using Votomatic/Pollstar pre-scored punchcard system in October 2003 Special Election: Los Angeles (Votomatic), Mendocino (Votomatic), Sacramento (Pollstar), San Diego (Votomatic), Santa Clara (Pollstar), Sierra (Votomatic), Solano (Votomatic).

¹⁴ Counties continuing to use Datavote punchcard system in March 2004: Alpine, Calaveras, Del Norte, El Dorado, Glenn, Imperial, Inyo, Monterey, San Benito, Ventura, Yolo, Yuba. Note: Sierra County, which had used Votomatic punchcard in October, went to Datavote punchcard in March. Tehama, which had used Datavote punchcard in October, went to Touchscreen DRE in March.

¹⁵ Counties using Optical Scan in October 2003: Amador, Butte, Colusa, Contra Costa, Fresno, Humboldt, Kern, Kings, Lake, Lassen, Madera, Marin, Mariposa, Merced, Modoc, Mono, Napa, Nevada, Orange, Placer, San Bernardino, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Siskiyou, Sonoma, Stanislaus, Sutter, Trinity, Tulare, Tuolumne.

- The one voting system that experienced a surge of new clients was the Touchscreen DRE system, despite several negative studies focusing on security issues. Used in only four counties in the October Special Statewide election,¹⁷ an additional ten counties¹⁸ adopted the DRE system for March's Presidential Primary election, representing an increase of 17% of counties using the system.

Voting Systems October/March Election Comparison

Format	Number of Counties Using Machine <i>October/March Elections</i>	Percent of Counties Using Machine <i>October/March Elections</i>	Percent Change
Votomatic/Pollstar Punchcard ¹⁹	7 / 0	12% / 0%	-12%
Datavote Punchcard ²⁰	13 / 13 ²¹	22% / 22%	0%
Optical Scan	34 / 31	59% / 54%	- 5%
Touchscreen	4 / 14	7% / 24%	+17%

In terms of the use of Polling Place Monitors in counties with different voting systems, focus shifted with areas of concern. In the October 2003 election, a major issue was how the pre-scored Votomatic/Pollstar punchcard systems would work. As a result, 88% of the counties with pre-scored punchcard systems had Monitors from the Secretary of State. In the March 2004 election, public and academic concern focused on the Touchscreen DRE voting systems. As a result, 100% of counties with Touchscreen DRE voting systems had Monitors.

The Polling Place Monitors October/March Election Comparison²²

Format	Number of Counties with Polling Place Monitors <i>October/March Elections</i>	Percent of Format Being Used with Polling Place Monitors <i>October/March Elections</i>
Votomatic/Pollstar Punchcard	6 / 0	88% / 0%
Datavote Punchcard	2 / 3	15% / 23%
Optical Scan	10 / 12	29% / 40%
Touchscreen	2 / 14	50% / 100%

16 Counties using Optical Scan in March 2004: Amador, Butte, Colusa, Contra Costa, Fresno, Humboldt, Kings, Lake, Lassen, Los Angeles, Madera, Marin, Mariposa, Mendocino, Modoc, Mono, Nevada, Placer, Sacramento, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Siskiyou, Sonoma, Stanislaus, Sutter, Trinity, Tulare, Tuolumne. Note: Six counties went from Optical Scan to Touchscreen DRE for the March 2004 election: Kern, Merced, Napa, Orange, San Bernardino, San Joaquin. Three counties went from a form of punchcard to Optical Scan for the March 2004 election: Los Angeles (Votomatic to OS), Mendocino (Votomatic to OS), Sacramento (Pollstar to OS).

17 Counties using Touchscreen system in October 2003: Alameda, Plumas, Riverside, and Shasta.

18 Counties using Touchscreen DRE system in March 2004: Alameda, Kern, Merced, Napa, Orange, Plumas, Riverside, San Bernardino, San Diego, San Joaquin, Santa Clara, Shasta, Solano, Tehama.

19 The Votomatic punchcard system had problems in the 2000 Presidential election. See footnotes #1 and #2 for description and details.

20 See footnote #2 for comparison between Votomatic and Datavote punchcard systems.

21 See footnote #14 for differences in Datavote punchcard system use in October 2003 and March 2004 elections.

22 In October 2003, 20 counties had Monitors. For March 2004, 29 counties had Monitors. This is why percentage of change does not balance to 100%.

PART 2: POLLING PLACE MONITORING CONCLUSIONS

It is clear that, upon reviewing the Secretary of State's Polling Place Monitoring reports and upon further discussions with Monitors, many voters believe voting should include some type of paper audit trail. In county after county where touchscreen machines were used, voters indicated they liked the electronic voting convenience but expressed concern over the absence of a paper trail. This security/safety concern did not exist in counties where optical scan or other paper-based systems such as Datavote were used. A few examples are set forth:

In Alameda County, at the 907 Underhills Road voting location in Oakland, local poll workers told the Monitor, "voters were concerned about security and safety of their votes." Alternative paper ballots provided a critical back up when touchscreen voting systems failed at the 8 Aztec Way voting location, also in Oakland, as well as at the 2740 Telegraph Avenue polling place in Berkeley.

In Kern County, some voters prematurely cast ballots because the "Cast my Vote" button was placed on the page at the same location as "Next Page." Some voters mistakenly pushed the "Cast my Vote" button, thinking that they were pushing the "Next Page" button. They did not realize their mistake until it was too late. A voter verified paper trail would have provided them an opportunity to review the ballot before it was cast, as one monitor from the Office of the Secretary of State noted.

In county after county, the same message was heard: Some form of paper trail for touchscreen machines is needed.

- In Orange County, people pressed "Cast Ballot" too early and were not able to vote as intended. The Polling Place Monitor said that this would not happen with a paper trail feature providing the voter an opportunity to review and change a vote before casting it.
- In Plumas County, in several of the Quincy polling places, the Monitor reported that many voters talked about their concern over hackers getting to their vote and altering it. They were very concerned about the safety and security of their vote, a concern that would not exist with a touchscreen machine paper trail feature.
- In Riverside County, Monitors "did observe a number of voters at several polling places who were having a difficult time using the voting machines, thereby requiring assistance from an election officer." The Monitors believed that any security/safety issue would be resolved with a paper trail feature.
- San Bernardino County had a similar security story: A Monitor reported that while voters might like the new system, all voters did not trust the technology. Some voters were concerned about information not being properly recorded as they voted. The concerns would likely have been alleviated with a paper trail.

- In San Diego County, amid a host of start up and other touchscreen problems, voting could not even start in many precincts because there was no available paper backup. An unknown number of voters were denied their right to vote. One Monitor reported that because there was not a paper trail on the touchscreen machines, there were voters who wondered if their vote was actually cast. A paper trail, the Monitor said, puts their minds at ease.
- In Shasta County there were several instances in which voters were very apprehensive with the touchscreen machines...an apprehension, which, in the Monitor's view, could be resolved by the existence of a paper trail. When voters said they wanted a paper trail (Precinct 892, Twin View Assembly of God Church), they were told that voting systems had been directed to produce a paper trail by the 2006 primary election.
- In Solano County there was a continued call for solutions that only a paper trail could provide: People were frustrated that they could not go back and make corrections, voters complained of "finicky" machines, several people complaining in different polling locations that screens were skipping when pressed hard, "one machine messes up on the summary screen." One Monitor reported, "The only consistent complaint I heard was that at least one voter in every precinct complained about not having a paper trail and were fearful that electronic voting could be manipulated."
- In Tehama County the Monitor reported voter apprehension with the new touchscreen voting system...apprehension that could have been softened, at least in part, with the existence of a paper trail feature on the voting machines.

In contrast, Contra Costa County used an optical scan device in the March 2 election. Precinct after precinct was visited but on no occasion was an issue of vote security or safety raised. In Fresno there was an issue with ballots not being accepted where they were supposed to be deposited. The fact that there was a physical ballot that could later be counted negated a ballot safety/security issue.

The situation was similar elsewhere: Los Angeles (using Optical Scan), Marin (using Optical Scan), Monterey (using Datavote), Placer (using Optical Scan), Sacramento (using Optical Scan), San Francisco (using Optical Scan), Santa Cruz (using Optical Scan), Sonoma (using Optical Scan), Stanislaus (using Optical Scan), Sutter (using Optical Scan), Tulare (using Optical Scan), Ventura (using Datavote), and Yuba (using Datavote) counties. Where the optical scan or Datavote systems were used, voters, poll workers, or Monitors did not express safety/security issues. Where touchscreen machines were used, there was an underlying demand for a paper trail, or at least a paper backup.

PART 3: POLLING PLACE MONITORING

Statewide Primary Election

March 2, 2004

In this section, Polling Place Monitor experiences, observations, and recommendations will be outlined. In this March 2004 Primary election, Polling Place Monitors visited selected precincts in the following twenty-nine (out of fifty-eight) counties, or, 50% of California's counties:

Alameda, Contra Costa, Fresno, Kern, Los Angeles, Marin, Merced, Monterey, Napa, Orange, Placer, Plumas, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, Santa Clara, Santa Cruz, Shasta, Solano, Sonoma, Stanislaus, Sutter, Tehama, Tulare, Ventura, and Yuba.

1. Alameda (using Touchscreen/DRE, Diebold AccuVote-TS)

Personal comments of Polling Place Monitor Andrew Lee regarding what was seen on election day by this individual.

Monitor visited fourteen polling places.

For the most part, no electioneering, voter intimidation, or long waits to cast ballots took place.

2. Contra Costa (using Optical Scan, Mark-A-Vote)

Personal comments of Polling Place Monitor Ruth Matta regarding what was seen on election day by this individual.

Monitor visited over two-dozen precincts.

a. Good communication with local election officials, contacting Registrar, for example, when difficult voter question arises.

b. No long lines or issues.

3. Fresno (using Optical Scan, Diebold AccuVote OS)

Personal comments of Polling Place Monitor Edward Cuellar regarding what was seen on election day by this individual.

Monitor, working with County Clerk-Registrar of Voters, visited four poll sites (Monitor also covered Merced and Tulare counties in addition to Fresno, as well as Stanislaus County vote count).

a. In March election, prior to 9:00 AM, up to thirty-one poll sites were reporting a problem in which ballots were being rejected or not counted by the machine where ballots were deposited. Faulty ballots were either jamming or were not accepted by the AccuVote machines into which voters fed their ballots. Because of the problems, faulty ballots would have to be tallied at the county elections office election night.

The Diebold Election systems produced some ballots with barcode-like markings that were “slightly askew.” As a result, AccuVote machines would not accept some of them. The markings are designed to keep counterfeit ballots from being produced and used.

The problem ballots were later brought to the downtown election office where workers discovered the AccuVote machines would process them only if they were inserted face up, bottom first. The process added one to two hours to Fresno County’s election work and expense.

b. By midday, four separate poll sites were visited (with Fresno County Clerk-Registrar of Voters, Victor Salazar), all of which reported some problems with the ballots. There were not any problems observed relating to “electioneering,” voter intimidation, or long lines.

Comparison of October 2003 and March 2004 elections: Observations/Recommendations

The Polling Place Monitor focus in October was election readiness. March was not as intense. Secretary of State March preparation was appreciated (handbook, special instructions, maps to polling places). Developing a positive county/state working relationship “will make our job easier and more effective.”

One effective method of preparing for the October 2003 election was a statewide Sacramento meeting of county clerks, held Friday, September 5. This helped build working relationships and was instrumental for future county site visits. Follow-up contact and visits to evaluate county election readiness went well, due to earlier efforts. Daily reports were submitted to Sacramento on voter outreach and county election preparedness. Secretary of State personnel attended Fresno County poll worker training.

On October, 2003 election day, Secretary of State Monitor witnessed county verification that all poll sites were open and in operation by 7:00 AM as well as county phone banks and front counter activity as voters came to the election office to vote and submit absentee ballots. Poll worker training helped Monitor visualize and understand the minor problems when they occurred. No major issues developed. Snap tally results, key to observing local turnouts, were transmitted to Sacramento. Nine polling sites were monitored, representing a voter ethnic and economic cross section. Monitor observed poll closing and transmission of results to county election headquarters. Monitor also participated in post-election ballot canvassing at Fresno Elections warehouse, estimated to take two weeks to complete. This was time consuming but essential to account for any ballot discrepancies.

4. Kern (using Touchscreen/DRE, Diebold AccuVote TSx)

Personal comments of Polling Place Monitor Jay Hansen regarding what was seen on election day by this individual.

Monitor visited about two-dozen polling sites in over three hundred miles.

- a. Friendly voters and local election officials.
- b. Everyone cooperative in learning new voting machine.

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c. Several voters cast only partial votes. The on-screen button used to “Cast my Vote” is in the same place as the “Next Page” on-screen button. An inexperienced voter may push “Next Page” repeatedly without noticing the final “Cast my Vote” button and push it, sending their vote into the memory.

d. The electronic device used to program the voter’s election cards as to their proper ballot type has a very limited battery capacity. Poll workers were told by Diebold personnel to keep the card programmer plugged in at all times as the battery only lasted ten minutes! Some polling places had difficulty making sure they had enough plugs for all their devices.

e. The touch screen voting machines allowed voters to toggle between larger font size and normal font size. If a previous voter had left the machine on larger font size, for some reason the next person’s final vote tally page would not be properly displayed. Instead it would be scrolled halfway down the page covering up the top half of the ballot. This could be fixed by toggling back to the smaller screen but caused some confusion and voting problems at two precincts where poll workers identified this problem.

5. Los Angeles (using Optical Scan, InkaVote)

Personal comments of Polling Place Monitor Primitivo Castro regarding what was seen on election day by this individual.

Visited fourteen polling sites in Southgate and Cudahy “from the moment the polls were open until the polls closed.”

a. Almost every polling location visited hosted two and three precincts. Crowding resulted: In many of these crowded polling locations—Polling sites #6550048A, 6550050A, 6550035A—poll workers complained that these locations with numerous precincts were too small to hold a large amount of poll workers, voting booths, and the voters.

b. Many of the sample ballots did not include the Democratic nominees for the Assembly and other races. For Assembly district 50, Democratic candidate Hector De La Toree was not included, nor was Statewide Proposition 56.

c. Party identification was mislabeled on the roster (Polling site #6550034A). This meant that if the voter were a Democrat, they would be listed on the roster as a Republican, which frustrated many voters due to the fact that they were given a different party’s ballot.

d. As night grew closer, a few of the polling sites had minimal visibility.

Personal comments of Polling Place Monitor Ray Gonzalez regarding what was seen on election day by this individual.

Monitor visited predominantly Latino precincts to observe LA's InkaVote system and voting process.

- a. No problem with system, although sometimes voters attempt to punch the ballot rather than ink the circle.
- b. Multilingual Polling Place and "Voter Bill of Rights" English/Spanish signs all visible at some polling sites, but not all. In some cases, Voter Bill of Rights and/or appropriate election signs not posted (Precincts 9000755A, 9000070A, 6050016A, 6050009A, 900032A, 9000915A). Bilingual election materials available and polls had bilingual staff.
- c. Light turnout.

Personal comments of Polling Place Monitor Clark Lee regarding what was seen on election day by this individual.

Monitor visited eleven polling places in the East San Gabriel Valley area of Los Angeles County. Poll workers very courteous, working to accommodate voter needs, being creative in making modified disabled-accessible polling booths or setting aside separate table for disabled voters to vote. Bilingual poll workers provided.

- a. No disabled-accessible polling booths at ten of the eleven polling places monitored.
- b. One voter came to 1575 White Avenue, City of Pomona polling site, to vote, as her polling place was not opened when she attempted to vote at approximately 8:00 AM.
- c. InkaVote received complaints and compliments:
 - i. Ink pen difficult to use—polling place at 3601 Hart , West Covina.
 - ii. InkaVote device for Democratic ballot broken—polling place at 919 N. Sunset, West Covina.
- d. Some poll workers (polling place at 3601 Hart in West Covina) complimented about Secretary Shelley taking the initiative to change the administration of voting and for sending poll monitors from his office.
- e. When two voters (mother and daughter) had same name, same address, one voted and second voted via provisional ballot as only one name was on roll.
- f. Directions from LA County Registrar-Recorder's website to 919 N. Sunset, West Covina, faulty, listing City of Covina as polling location instead of City of West Covina.
- g. Parking difficult to find.
- h. Poll worker arrived late. A reportedly napping poll worker gave wrong ballot to voter (at polling site 3400 California Avenue, El Monte).
- i. Voters attempted to vote at University of Southern California polling site but were not on registration rolls permitting campus voting. Polling site did not have provisional ballots. Regular ballots were used in place of provisional ballots but treated as if they were provisional, and voters were able to vote.

Declaración de derechos de los

Personal comments of Polling Place Monitor Reverend Tony Pierce regarding what was seen on election day by this individual.

Monitor visited eleven polling sites in South Central Los Angeles and five locations in Inglewood.

At one location (Tom Bradley Family and Youth Community Center, 5213 W. Pico Blvd., Precinct number 9005321A), poll inspector first refused provisional ballots to those from different precincts, fearing she would run out of provisional ballots. Poll inspector first directed voters to their original polling site, later recanted and provided provisional ballots at her site.

Personal comments of Polling Place Monitor Jesse Saucedo, Jr. regarding what was seen on election day by this individual.

Monitor visited ten polling locations in Bellflower, Cerritos, Downey, and Norwalk. No polling places opened late, no long lines or extended problem of turning away voters because they were in different precincts. At three polling sites, two or more precincts were accommodated.

Personal comments of Polling Place Monitor Jacqueline Velastegui regarding what was seen on election day by this individual.

Monitor went to several polling places.

- a. Poll workers had to resolve voter issues, such as when a voter registered as American Independent wanted to vote in the Democratic primary.
- b. Changes in precinct locations caused voter confusion.
- c. Some polling places ran out of voter registration forms.
- d. One polling site, el Rincon School Library at 11177 Overland Avenue, Culver City, held three precincts (#1600031A, 1600034A, and 1600071A), which created a very disconcerting, very crowded atmosphere. Space was too limited.

6. Marin (using Optical Scan, Diebold AccuVote-OS)

Personal comments of Polling Place Monitor Caren Daniels-Meade regarding what was seen on election day by this individual.

Monitor covered Napa and Sonoma counties as well as Marin County.

Marin County Clerk-Registrar, Michael Smith had recommendations relating to voting system contractors. See Recommendation introduction, p. 22.

- a. Card-read access locks installed on rooms where ballots are stored and counted. Camera monitor also installed in tabulating room.
- b. Polling Place Monitor accompanied Registrar on review of polling sites.
- c. There was confusion over the non-partisan/decline-to-state (DTS) voter's ability to vote in certain partisan races. Most counties apparently did not encourage their precinct officials to

offer the partisan ballots to DTS voters, and several officials said they had voters who were irritated when they realized they could vote partisan in some races after taking the nonpartisan ballot. The nonpartisan ballot had to be returned and a second ballot issued.

d. Several polling workers complained that the voting laws have become too complex. The pay for polling workers is too low for all that has to be learned and done. Voter verbal abuse is discouraging (polling workers consider themselves the front line and voters often think the workers are fair game for venting about government in general and election campaigns or procedures in particular). Equipment is too heavy for elderly polling workers to transport.

7. Merced (using Touchscreen/DRE, ES&S iVotronic)

Personal comments of Polling Place Monitor Edward Cuellar regarding what was seen on election day by this individual.

Monitor (also covering Fresno and Tulare counties in addition to Merced, as well as Stanislaus County vote count) visited five polling sites with a total of nine precincts with Merced County Clerk.

a. A poll worker did not allow his machine to activate before he turned it off. It takes from four to five minutes for the machine to boot up. The poll worker thought it was a malfunction and turned it off. A technician was called to either replace or reactivate the machine.

b. No problems were observed or reported by poll watchers.

8. Monterey (using punchcard, Datavote)

Personal comments of Polling Place Monitor Amy Anderson regarding what was seen on election day by this individual.

Monitor visited sixteen polling places.

a. Effectively worked with County Registrar, local contact and other local election officials. County provided polling sites to be visited. They were located in Monterey, Pacific Grove, and Carmel.

b. Polling places busy and running very smoothly. No lines or hold-ups for the voting process.

c. Local elections inspector effective in resolving questions on the spot.

d. Local election officials demonstrated voting procedures to first time voters.

e. Low turnout.

投票者の権利章

9. Napa (using Touchscreen/DRE, Sequoia AVC Edge)

Personal comments of Polling Place Monitor Caren Daniels-Meade regarding what was seen on election day by this individual.

Polling Place Monitor covered Sonoma and Marin counties in addition to Napa County. Monitor toured several polling sites with Registrar of Voters.

- a. Polling Place Monitor attended poll worker training class prior to election day.
- b. Absentee and all-mail precinct ballots processed prior to election day were optical scan as opposed to the touchscreen systems used in the precincts and Registrar of Voters counter.
- c. There was marked voter support for DRE system. Instances of voter complaint were addressed (Optical scan absentee ballot used by voter disliking touchscreen machine. Touchscreen moved to insure privacy for a concerned voter).
- d. Registrar of Voters notified by post office that some last-minute ballots had been dropped off on election day in mailboxes so they could be picked up and counted.
- e. Procedures for closing the polls witnessed by Monitor and Registrar.
- f. Vote count went smoothly.

10. Orange (using Touchscreen/DRE, Hart eSlate)

Personal comments of Polling Place Monitor Susan Walsh regarding what was seen on election day by this individual.

Monitor oversaw Secretary of State monitoring operation in San Diego County as well as conducting personal monitoring in Orange County. Monitor visited fourteen Orange County precincts.

- a. Local poll workers very positive and cooperative towards Secretary of State Polling Place Monitor.
- b. The Orange County Registrar of Voters had a number of roving technical support teams.
- c. Some polls did not open on time and some voters were turned away, sent to a nearby precinct.
- d. There were at least five poll workers at each polling site. In some locations, as many as eight. The additional poll workers helped the day run more smoothly for the voters who were facing the new machines.

11. Placer (using Optical Scan, Diebold AccuVote-OS)

Personal comments of Polling Place Monitor Becky Inthavong regarding what was seen on election day by this individual.

- a. Slow vote turnout in morning. Busy in afternoon.
- b. Poll workers friendly and cooperative.

12. Plumas (using Touchscreen/DRE, Diebold AccuVote-TS)

Personal comments of Polling Place Monitor Janice White regarding what was seen on election day by this individual.

Monitor visited nine polling sites.

- a. Very positive experience.
- b. Local election officials very positive.

13. Riverside (using Touchscreen/DRE, Sequoia AVC Edge)

Personal comments of Polling Place Monitors Sharon Hawkins and Barbara Levis regarding what was seen on election day by these individuals.

Monitors visited eight polling locations before inclement weather made further visits impossible.

- a. Majority of polling places was clean, well organized and adequately staffed. Election officers appeared to be knowledgeable about voting procedures, responding appropriately to voters' inquiries.
- b. At Mt. San Jacinto High School (Precinct 40012) voting machines had been placed in administration building. A room was not provided for voting process. Voting machines set up on area outside principal and counselor's offices as well as a classroom. There were many distractions, such as students and school officials socializing and walking through the voting area. The atmosphere was clearly not appropriate for voting.
- c. No electioneering or voter intimidation observed.
- d. A number of voters at several polling places had difficult time using the voting machines, thereby requiring assistance from election officer.
- e. One of monitored precincts did not have "vote signs" outside polling place directing voters to the proper area. One voting machine not working (at precinct 40-005, 30310 Landas Blvd.). There was not a voting problem because of low turnout.

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14. Sacramento (using Optical Scan, Mark-A-Vote)

Personal comments of Polling Place Monitor Michael Byrd regarding what was seen on election day by this individual.

Monitor visited twelve polling sites.

- a. Poll workers friendly and cooperative.
- b. No electioneering or long lines (the maximum number of voters in a long line was five deep).

Personal comments of Polling Place Monitor Cory Fox regarding what was seen on election day by this individual.

Election day very positive. No significant problems observed.

Personal comments of Polling Place Monitor Barbara Hopkins regarding what was seen on election day by this individual.

Monitor visited thirteen polling locations.

- a. All polling places conformed to election standards and organization to well placed signs and directions both outside and inside to proper room arrangement of election table and voting booths.
- b. Local election officials very friendly and cooperative.
- c. Concern by local election official regarding potential security problems with Touchscreen voting machinery.
- d. Many absentee voters.
- e. Some polling places offered unique ambiance. See details on page 3 of Hopkins report.

15. San Bernardino (using Touchscreen/DRE, Sequoia AVC Edge)

Personal comments of Polling Place Monitor Jason Fanner regarding what was seen on election day by this individual.

Monitor visited thirteen polling places.

- a. Most voters accepted touchscreen-voting technology.
- b. Some voters had to be shown how new polling machines worked.
- c. Local poll workers felt their training with new machines should have taken place earlier...
...providing more lead-time prior to election.
- d. There was a sense that local Registrar of Voters office was not enthusiastic about Secretary of State Polling Place Monitors visiting polling sites, feeling it was a slap in the face to have a poll monitor sent into their territory. Nevertheless, communications between poll monitors and central office very efficient.

e. Monitor program beneficial in that it gives Secretary of State Elections division a grasp of what is actually happening around the state as well as an indication of the public opinion regarding the current election process.

16. San Diego (using Touchscreen/DRE, Diebold AccuVote/TSx)

Personal comments of Polling Place Monitor Marc Carrel regarding what was seen on election day by this individual.

Monitor covered election day from Registrar of Voter's office and witnessed vote count.

- a. Most voters used touchscreen machines, although an estimated one in twenty requested paper ballots.
- b. Many precincts' PCM were down, leading to inability to activate key cards, resulting in many poll workers either telling people to go to the nearest polling place to cast a provisional ballot, come to Registrar of Voter's office, or come back to polling site at a later time. About 15% of polling locations were not open by 7:30 AM.

Personal comments of Polling Place Monitor Maria Collins regarding what was seen on election day by this individual.

Monitor visited five polling sites, as well as five hours at Registrar of Voters office.

- a. Voters enthusiastic about voting, overcoming fear of new electronic voting machine.
- b. Some voter and poll worker confusion when voter wanted to change vote after electronic machine had finalized the vote.
- c. Some polling posters were hard to see.

Personal comments of Polling Place Monitor Tony McNeal regarding what was seen on election day by this individual.

Monitor visited sixteen polling sites.

- a. Twelve of sixteen visited polling sites had start-up problems with voting machines and computer consoles that controlled machines. The problems delayed the beginning of voting for the precincts from a low of about fifteen minutes to as much as two hours.

Some delay problems came from poll workers not setting the machines properly and once the workers could not get them to work, the workers were unable to contact the Registrar's Office's troubleshooting team due to the overwhelming number of calls from precincts at the same time.

- b. Some poll workers did not feel properly trained.
- c. Communication between site workers and Registrar's office could resolve many issues.

Batas sa mga karapatan ng

d. Of the four polling places witnessed by the Monitor that opened on time, there were one or two younger poll workers, presumably were more comfortable with computers, in each. Of the twelve polling sites that opened late, as witnessed by the Monitor, were primarily “stocked with senior citizens.”

e. Voters speaking languages other than English or Spanish (such as Vietnamese) had trouble voting, despite help from polling official.

17. San Francisco (using Optical Scan, ES&S Optical)

Personal comments of Polling Place Monitor Jaime Poblitz regarding what was seen on election day by this individual.

Monitor visited nineteen voting sites.

- Many Polling Places reserved designated parking spots so polling place remained easily accessible.
- No problems with voting machines, lines, electioneering.

18. San Joaquin (using Touchscreen/DRE, Diebold AccuVote/TSX)

Personal comments of Polling Place Monitor Debra McCastle regarding what was seen on election day by this individual.

Monitor visited sixteen voting sites.

- Senior voters discussed new voting system, apprehensive at first, happy about how simple and fast the process was.
- Voting machine heavy for older poll worker to move: each weighing twenty-five pounds, usually four per site.

19. Santa Clara (using Touchscreen/DRE, Sequoia AVC Edge)

Personal comments of Polling Place Monitor Melissa Villorama regarding what was seen on election day by this individual.

Monitor visited twelve polling sites.

- Santa Clara well prepared for using new touchscreen machine in election.
- Very smooth running voting operations.
- No lines of voters.
- Friendly local election officials.

20. Santa Cruz (using Optical Scan, Mark-A-Vote)

Personal comments of Polling Place Monitor Erica Padilla-Chavez regarding what was seen on election day by this individual.

Monitor visited fifteen polling sites.

- a. Voters, even in the most remote areas, take voting responsibility to heart, producing a high voter turnout. Voters familiar with poll workers in remote area.
- b. Quiet voter turnout until midafternoon in Santa Cruz/Capitola/Aptos areas.
- c. In more populated areas, where turnout increased after midafternoon, poll workers panicked because of rush to vote. For example, the poll workers working the lists were having a hard time finding names and they did not know what to tell the voter.
In one situation, two voters waited for over fifteen minutes to cast their vote because poll workers did not know what to do. In another situation, a panicked poll worker failed to provide voter a provisional ballot after the ballot had been requested.
Such situations underscore importance of good poll worker training.
- d. Good display of signage, especially bilingual.
- e. Several elderly voters had not received absentee ballots in the mail and questioned why they had not received their ballots.

21. Shasta (using Touchscreen/DRE, Sequoia AVC Edge)

Personal comments of Polling Place Monitor John Vigna regarding what was seen on election day by this individual.

Monitor visited twenty-one polling sites.

- a. Problem at one polling place (Precinct 831) in setting up the ballot-configuring device was corrected before the polling place opened.
- b. Low turnout.
- c. Many voters indicated preference for touchscreen system over punchcard.
- d. Some local election officials had negative expectations of Polling Place Monitors. Negative apprehension changed to positive views after talking to Monitor.
- e. Positive image given to TV station on-camera as to purpose of Secretary of State Monitoring program.

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22. Solano (using Touchscreen DRE, Diebold AccuVote TSx)

See Christina Maria Chavez: (a) Voters should be advised what to do if they make a mistake on their ballot. With Touchscreen, correction options seem limited. (b) In one case, connection to one voting machine not available and battery expired. (c) Some frustrated with new voting machines because of skipping. (d) Voters feel machines provide a lack of privacy and a sense of being rushed.

See Daniel Chavez: (a) Many voters want paper trail with voting machine. (b) Lack of privacy is an issue with voters.

Many absentee voters did not receive ballots in the mail. Vote count uneventful.

Personal comments of Polling Place Monitor Christina M. Chavez regarding what was seen on election day by this individual.

Monitor visited eighteen polling sites and oversaw vote count.

- a. Slow voting day.
- b. Voters should be advised that it is impossible to go back after a vote has been cast. They should know what to do if a mistake in voting has taken place, thereby avoiding future complaints. Some nonpartisan voters found out after they voted that they could vote on partisan ballots and were frustrated that they were not told in advance.
- c. Many absentee voters did not receive ballots in the mail.
- d. Poll workers did not have correct connection to run voting machine and battery power expired.
- e. Some voters were frustrated with new machines because of tendency to skip (Precincts 1620 and 1645).
- f. Some voters complained about glare on the voting machine screen.
- g. At one precinct (#1720: Amy Blanc School), polling workers of diverse age, which gives more reassuring feeling to voters of various ages.
- h. Many voters pleased with new machines.
- i. Voters feel machines provide a lack of privacy and a sense of being rushed.
- j. One machine rejected voter's card (Precinct 1780).
- k. Vote count began at 8:30 PM and did not have issues. For more details, see Ms. Chavez's Field Report.

Personal comments of Polling Place Monitor Daniel Chavez regarding what was seen on election day by this individual.

Monitor visited fourteen polling sites.

- a. A paper trail is needed for electronic voting, said at least one voter in every precinct.
- b. Lack of privacy an issue with voting machine.

23. Sonoma (using Optical Scan, Mark-A-Vote)

Personal comments of Polling Place Monitor Caren Daniels-Meade regarding what was seen on election day by this individual.

Monitor covered Napa and Marin counties, as well as Sonoma County.

- a. Death of a chief precinct inspector with ballots in her possession did not interfere with voting process. Provisional ballots were used until official ballots could be delivered.
- b. While a higher than normal number of precinct officials did not appear at assigned locations, polling places were all staffed and opened on time.
- c. Voters using absentee ballots enthusiastic about drive-up, drop off window.
- d. Secretary of State office maintained close and positive relationship with County Clerk-Registrar of Voters.

24. Stanislaus (using Optical Scan, ES&S Optech)

Personal comments of Polling Place Monitor Angelina Lopez regarding what was seen on election day by this individual.

Monitor covered eight polling places.

- a. Slow voting turnout. Few young voters, mostly senior citizens or middle-aged individuals.
- b. Parking was difficult for some voters.

Personal comments of Polling Place Monitor Edward Cuellar regarding what was seen on election day by this individual.

In addition to covering Fresno, Merced, and Tulare during voting hours, Monitor covered Stanislaus County for vote count.

- a. Candidate issue made it imperative that Secretary of State office be present for vote count. Presence of Fresno County Secretary of State manager was effective way to quell incident.
- b. Vote count proceeded without incident.

25. Sutter (using Optical Scan, Mark-A-Vote)

Personal comments of Polling Place Monitor Barbara Smith regarding what was seen on election day by this individual.

Monitor visited fifteen polling locations.

- a. Voter turnout low.
- b. Difficult to post signage because of inclement weather.

Voter Bill of Rights

c. Atmosphere between local election officials and Secretary of State Monitor very relaxed and cooperative.

d. Homey atmosphere with homemade dishes being brought for polling workers. Flowers provided poll worker having birthday. Unsigned absentee ballot was saved when staff contacted sender to have voter sign the ballot.

e. Because some polling places are hard to find, a standardized election sign might assist voters locate voting site.

26. Tehama (using Touchscreen/DRE, Sequoia AVC Edge)

Personal comments of Polling Place Monitor John Vigna regarding what was seen on election day by this individual.

Monitor, covering Shasta County, visited over six polling sites in Tehama County.

a. Low voter turnout. No election issues.

b. Was not able to witness new voting machinery during high-turnout environment, as high voter turnout did not materialize.

27. Tulare (using Optical Scan, Diebold AccuVote-OS)

Personal comments of Polling Place Monitor Edward Cuellar regarding what was seen on election day by this individual.

Monitor, in addition to visiting four polling sites (representing eleven precincts) in Tulare County, also covered Fresno and Merced counties during voting hours, and Stanislaus County for vote count.

a. No election issues.

b. Local election officials pleased Secretary of State representative was present.

28. Ventura (using punchcard, Datavote)

Personal comments of Polling Place Monitor Rolando Torres regarding what was seen on election day by this individual.

Monitor visited sixteen polling sites.

a. Low voter turnout.

b. Some voters claiming to be members of the Reform Party asked for Reform Party ballots but were properly given non-partisan ballots since there was not a Reform Party ballot.

29. Yuba (using punchcard, Datavote)

Personal comments of Polling Place Monitor Barbara Smith regarding what was seen on election day by this individual.

Monitor visited fifteen polling locations.

- a. Voter turnout low.
- b. Difficult to post signage because of inclement weather.
- c. Atmosphere between local election officials and Secretary of State Monitor very relaxed and cooperative.
- d. Homey atmosphere with homemade dishes being brought for polling workers. Flowers provided poll worker having birthday. Unsigned absentee ballot was saved when staff contacted sender to have voter sign the ballot.
- e. Because some polling places are hard to find, a standardized election sign might assist voters locate voting site.

10. 您有權向地方選舉官員或州務卿辦公室報告任何非法或欺詐活

如果您認為自己行使上述權利的要求被拒絕，或者
或不良行為，請電州務卿設立的選民保護熱線，該

選民保護熱線： 1-800-339-28

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POLLING PLACE MONITOR RECOMMENDATIONS

The following are recommendations made by various Polling Place Monitors. For more detail regarding the recommendations, see Polling Place Monitoring, Volume II, referencing the county and, if there is more than one Monitor for a county, the Monitor's name.

One recommendation of a more general nature came from Marin County Registrar of Voters, Michael Smith (see Marin, p. 10). He suggested voting system vendors undergo an assessment process similar to services provided for county treasurers. Example: Institutional Shareholder Services performs Corporate Governance Quality assessments. A rating is provided evaluating corporations based on governing structures and stock performances. This is considered a key in determining a company's long-term viability.

1. Secretary of State Monitors (Monitors) should participate in local poll worker training (see Fresno, see Los Angeles: Saucedo, see Shasta/Tehama).
2. Monitors should participate in local ballot canvassing at county elections warehouse to account for any ballot discrepancies. Because this can take up to two weeks, be select in which counties to observe (see Fresno).
3. There should be more formal, adequate, personal training for Monitors, possibly as a group in Sacramento, including the poll monitor's role in the polling place (see Contra Costa, see Los Angeles: Castro, see Riverside, see Sacramento: Hopkins, Fox, see Santa Cruz).
4. Send training materials in timely manner so Monitors can extract any information and apply information. One week prior to election is recommended, especially for list of and directions to precincts to be monitored. Be as familiar as possible with area in advance. Provide better directions and maps (see Los Angeles: Castro, Saucedo, see Monterey, see Orange, see Placer, see Sacramento: Hopkins, see Stanislaus).
5. Have Monitors focus on problematic and predetermined polling sites, preferably located within a nearby geographic area to minimize time, energy and gas needed for traveling distances (see Los Angeles: Castro and Velastegui, see Monterey, see Sacramento: Hopkins).
6. Have more Monitors to cover more ground (see Los Angeles: Castro, Saucedo).
7. "Voter Bill of Rights" signs should be posted and posted where they can be seen (see Los Angeles: Castro).
8. Include a checklist with specific items for which Monitor could look: types of languages poll workers speak, amount of materials available in different languages, number of poll workers present, manner with which the voter roll outside each polling place is placed, visibility of polling place signs, number of voters who have voted at the time of poll monitoring, presence of disabled-accessible polling booths (see Los Angeles: Lee, see Sacramento: Hopkins).
9. Counties should ask the Decline to State (DTS) voters if, as DTS registrants, they wish to vote a non-partisan ballot or if they wish to vote in one of the parties' primaries. Although it may seem to encourage these voters to do so, it would avoid voter frustration when they find out after a ballot had been issued or cast and deposited in the ballot box, that this was an option for them (see Marin).

10. Secretary of State Shelley invited to visit a wide selection of polling locations on election day (see Marin).
11. Closer working relations should be built between poll workers and local and state election officials (see Marin).
12. Conduct parallel monitoring of touch screen machines on a different date than the election as voters may misinterpret what monitors are doing by the testing and camera taping of the machine (see Merced). (Note: This would defeat the purpose of parallel monitoring.)
13. Poll workers doing touch screen voting should begin setting up earlier in the morning, thus allowing more time for setup (see Napa).
14. Assign monitoring in most diverse manner possible. Example: San Diego monitoring assignment should include non-English speaking areas: Chula Vista, National City, Imperial Beach, etc., where Spanish is spoken; Mira Mesa, Rancho Penesquitos, where Tagalog precincts are located. Having more presence in these areas would provide the Secretary of State with a greater understanding of the enfranchisement of minority-language voters (see Orange County, see San Diego: McNeal).
15. Provide Polling Place Monitor partner to assist in locating precinct. Difficult for Monitor to drive to precinct while looking at directions and map (see Placer, see San Joaquin, see Stanislaus).
16. Monitor should communicate with County Registrar Office prior to election day (see Sacramento, see Shasta/Tehama).
17. Monitors should wear a nametag as well as badge (see Sacramento: Hopkins).
18. Registrar of Voters acceptance of Polling Place Monitors could increase through joint cooperation between Secretary of State and County Registrar offices, with state monitor and local officials visiting polling locations together (see San Bernardino).
19. Monitors might be allowed to speak with voters, as many voters seemed to want to talk to representatives of Secretary of State (see San Diego: McNeal).
20. Secretary of State office should provide more signage to polling places (see San Francisco).
21. Driving to unfamiliar areas after dark causes concern of Monitors (see San Joaquin).
22. Monitors should be provided precinct number as well as address (see Santa Cruz).
23. Change title, Election Monitor to something more positive (see Sutter, see Yuba).
24. Provide close communicating between Secretary of State and local voting officials so no misunderstandings regarding Polling Place Monitoring program exist (see Shasta/Tehama).
25. Local media should be alerted of Monitor's presence so questions relating to interviews, etc., could be addressed prior to election day (see Shasta/Tehama).
26. Equip Monitor with a networked PDA. It could be important in general election, where turnout could be greater. Rapid communication between Monitor and Sacramento executive staff would be more efficient than contacting thirty-plus field operatives via telephone (see Shasta/Tehama).

27. Monitors should be aware of political parties that may have once existed, like the Reform Party, but now do not have a primary election ballot. Such knowledge could assist in polling places if and when related questions are raised (see Ventura).
28. Provide Monitor training regarding report writing, giving Monitors past reports as examples (see Contra Costa).
29. Provide Monitors with a small quantity of business cards to give poll workers greater confidence in Monitor's identity. Cards could be produced from computers (see Kern).
30. Provide Monitors a copy of county's election plan to familiarize Monitors with their county's election process (see Kern).
31. Provide Monitors with voter registration forms so that if a polling site runs out, Monitor can provide the forms (see Los Angeles: Velastegui).
32. On report form, Monitors should have information regarding disability access with specific references to different types of disabilities (see Solano: Daniel Chavez).
33. On report form, Monitors should have indication if bilingual poll workers were present to assist non-English-speaking voters (see Solano: Daniel Chavez).
34. When recruiting for November Polling Place Monitors, approach college language departments and ethnic clubs for individuals with bilingual skills (see Solano: Daniel Chavez).
35. Monitoring should be expanded to include both county central offices and polls.