



Dear *POLLcats*,

It's hard to believe that the November election is just around the corner. We are busy preparing the Official Ballot and the Sample Ballot & Official Voter Information Guide, updating the materials for the democracyLIVE! student poll worker program, testing voting equipment, registering new voters and scheduling the locations for your training classes – among other things! I hope I can count on you to work at the polls in November.

You will receive training schedules in the mail shortly. Sign up right away. Even if you've worked recently, it's important to go to class. There are always improved procedures, new guidelines from the Secretary of State and new laws that change our practices.

Participating in training also means that you will get to meet other election officers, hear their questions and be an example for those with less experience! We like hearing from you directly in these sessions, too.

This summer, we created a video entitled, "Setting up an Accessible Polling Place," which features three of your trainers – Jensine, Sterling and Cynthia – and is narrated by Greta McElroy. The video demonstrates the process for setting up the eSlate equipment and accessibility features before the polls open. We'll be showing it in class and putting it on our website at www.shapethefuture.org under the Election Officer Resources tab. That way you can watch it online just before the election if you want to see it again.

Let us know what you think!

Best,

Warren Slocum

What Voters Are Saying...

To find out how our "customers," the voters in San Mateo County, felt about the service they received on Election Day at the polls, voter survey postcards were handed out on Election Day. Some voters filled them out on the spot; other voters took them home and mailed them back.

The reviews were overwhelmingly positive. Some voters complimented an entire precinct board, others named an individual. There were suggestions and a few complaints. One voter suggested that we "give (you) them all raises," and we know you'd really like that one but unfortunately these are "hard times." Another said to "hire (you) them all back." So what did the rest say?

The compliments were piled high and read like this...

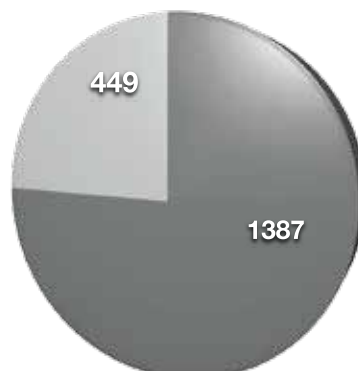
- Really nice people – everything was great!
- Very courteous service
- Nice to see youth involved
- Happy atmosphere – jovial – for a first time voter, excellent experience!
- Keep using this location
- Staff good, layout confusing
- Everyone was so well trained
- Best place to vote
- Friendly judges
- Thanks to all the volunteers
- Keep up the good work
- The Spanish assistance – that's really terrific!
- God Bless America

There were some isolated complaints and some common refrains...

- need better signage (more signs, bigger signs, more visible signs, etc.)
- don't move a precinct at the last minute (with little or no notice)
- disorganized precinct (usually referred to precincts of 3 or more at a single site), and
- a few voters complained of distractions (too much "chatting" or noisy children which made it hard for them to concentrate)

You can see how important you are to the voters you serve. While this is just a sampling, it paints a picture of the voting experience. Hearing directly from voters lets you know what is valued and appreciated, what could be done differently to improve service, and what needs to be fixed. In September, we will launch an online survey to hear from ALL voters, including mail voters. You'll have a chance to comment on your voting experience and rate it from the perspective of a vote by mail voter. We'll look forward to hearing from all of you and we'll report back the survey results.

Total Surveys Received - 1836



● Returned by Mail ● Returned at the Polls

In the Spotlight

Michael Hall, President of the Northern California Bluegrass Society and attorney from Redwood City, is a Certified Double Inspector, with 26 elections in San Mateo County under his belt!

“I’m a 2nd generation election officer; my mom, Louise Hall, of Rutherford County, Tennessee, served at the polls for over 10 years,” said Michael.

Michael summed it up this way:

“My goal is to be the provider of really good customer service. Having a good experience at the polls instills confidence and keeps people voting. I’ve always believed very strongly in democracy, and this is one thing I can do to support it.”

He’s right. Academic studies have shown that voters evaluate their voting experience primarily by the way they are treated by the Election Officers at their precinct.

By the way, Michael encourages all bluegrass fans to come to Bluegrass on Broadway, held Jan. 27-30 in Redwood City.



Redwood Shores Double Inspector Michael Hall emcees at the Good Old Fashioned Bluegrass Festival in Tres Pinos. (Photo: Gary Smaltz)

Legislative Update

Two new election laws will go into effect next year will affect will affect election officers, voters and the conduct of elections. Read on!

AB 1717 (deLeon) - Ballot materials; electronic access

AB 1717 will allow voters to “opt out” of receiving a paper copy of the Sample Ballot & Official Voter Pamphlet and “opt in” to receiving it electronically instead. This law will suit the lives of many people who prefer to read, save and retrieve their information online. It will also help reduce our carbon footprint, save resources, and money.

AB 2616 (Hill) - Vote by Mail ballots

If signed into law, vote by mail voters will be able to confirm their votes were counted by checking the county web site or calling the Elections Office. If a ballot isn’t counted, the voter will be told why. (signature doesn’t match, ballot arrives late, etc.)

SB 1342 (Simitian) - Election precincts

This law will allow registrars to redraw the precinct boundary lines subtracting out the vote by mail voters from the total universe of 1000 voters served by a single precinct. Today, nearly half of our voters vote by mail. As you know, in low turnout elections, a long day becomes an incredibly long, slow day. This law will save money and create more vibrant, active polling places on Election Day.

By the Numbers

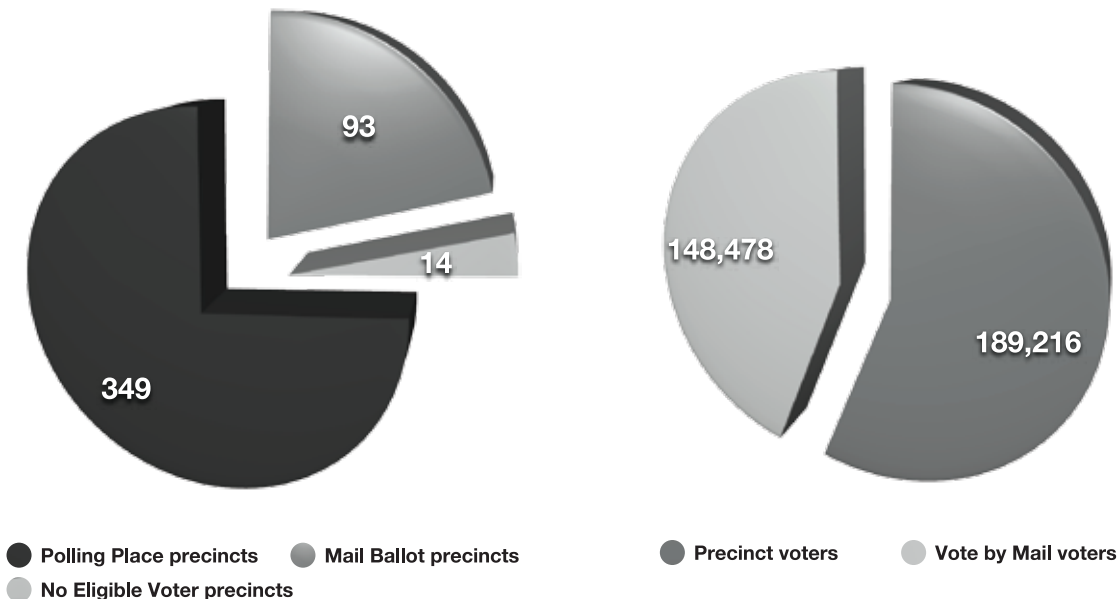
November 2, 2010 General Gubernatorial Election

Total registered voters
337,694

Election Officers needed
1200

Student poll workers needed
349

Total reporting precincts
455



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