

# Election Day Precinct Support Portal – Rochester Hills, MI.

With 32 precincts and an AV counting board, Election Day in the City of Rochester Hills is quite hectic. We have three staff members devoted to answering support calls from the precincts with two runners traveling among the precincts assisting with technical problems, delivering needed supplies, etc. With only three call lines, precinct workers often times have to call back repeatedly to get through to the Clerk’s Office.

In an effort to alleviate the need for repeated call backs, we developed an online support requisition portal that allows precinct workers to submit requests or questions via a smart phone or tablet using a simple Google Form. Form submissions feed into a shared Google Sheet in real time that is monitored by the phone staff as well as the runners moving between precincts.

Support calls are prioritized as High, Medium and Low, color-coded and sorted with the highest priority items appearing at the top of the Google Sheet. When a support call is “claimed” by a worker for resolution, the support call changes to green so others know that it is in the resolution stage. When it is resolved the call changes to gray and drops to the bottom of the Google Sheet, letting everyone know that the call has been addressed.

After the election the Google Sheet can be used to generate analytics indicating the types of calls received, which precincts experienced which issues and who resolved each matter. This information can be used to better prepare for future elections and enhance poll worker training.

**Precinct Support Call**

\* Required

**Precinct \***  
Your answer

**Problem \***  
Your answer

**Priority \***

- 1 - High
- 2 - Medium
- 3 - Low

**Name**  
Your answer

**Callback #**  
Your answer

**SUBMIT**

## How it Works

Using Google Apps, a simple Google Form was created for poll workers to submit their precinct number, a short description of the problem and assign a priority level (high, medium, low). Submitting a name and contact number are optional depending on the circumstance.

The form is browser-based and, thus, can be accessed using a smart phone or tablet and does not require a special app or software, nor does it require that the user have a Gmail account.

Outlook 11:34 AM docs.google.com

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Submissions populate into a Google Form in real time.

	A	B	C	D	E	F	G
1	Priority	On It	Prnt	Problem	Name	Callback #	Timestamp
2	1 - High		7	Accidentally sealed spoiled ballot envelope, unsealed to insert additional ballots, how do I reseat for processing into ball	Brad Pitt	248-123-4567	11/6/2018 19:15:42
3	1 - High		1	Voter drivers license found in parking lot. Do we have a way to contact her?	Angie Dickinson	248-123-4567	11/6/2018 13:16:32
4	1 - High	CH	20	No stickers people are very unhappy!!	Dana Carvey	248-123-4567	11/6/2018 18:04:38
5	1 - High		31	All good on ballots	Lisa Logan		11/7/2018 8:19:04
6	1 - High		16	One application was found NOT signed... help?	Micah Cohen	248-123-4567	11/6/2018 18:36:25
7	1 - High		2	EPB off	Maureen McGovern	248-123-4567	11/6/2018 14:42:29
8	1 - High	LB	12	Went to lunch and all went to poll!!! Help out of order and missing voter numbers help!!?			11/6/2018 11:12:57
9	1 - High		6	Printer not connecting			
10	1 - High		8	Voter not in epb	Bruce Springsteen	248-123-4567	11/6/2018 7:20:36
11	1 - High	NR	12	VAT keeps saying printer error.	Ruth Gordon		11/6/2018 6:47:15
12	1 - High		6	Missing flash drive for pollbook	Tina Turner	248-123-4567	11/6/2018 6:19:33
13	2 - Medium		16	Out of secrecy Steeves	Valerie Harper	248-123-4567	11/6/2018 11:18:08
14	2 - Medium		3	Out of voting stickers	Janet Jackson	248-123-4567	11/6/2018 12:18:22
15	2 - Medium	TF	13	We could use some "I voted stickers"	Barbra Streisand	248-123-4567	11/6/2018 13:25:59
16	2 - Medium		5	Need more I voted stickers	Joanie Mitchell	248-123-4567	11/6/2018 15:39:38
17	2 - Medium		4	Out of stickers	Diana VanBelson	248-123-4567	11/6/2018 17:00:19
18	2 - Medium	CH	30	Voter walked out with application to vote	Danielle Steal	248-123-4567	11/6/2018 17:59:55
19	2 - Medium		31	All good on ballots	Lisa Logan		11/6/2018 18:23:06
20	2 - Medium		15	Couple of complaints that line chaser is not sending people to the right precinct.	MJ Flatts	248-123-4567	11/6/2018 16:24:48
21	2 - Medium		3	Missing one leg from old style poll booth	Janet Jackson	248-123-4567	11/6/2018 11:36:03
22	3 - Low		5	Need more "I voted stickers"	Joanie Mitchell	248-123-4567	11/6/2018 15:35:47
23	3 - Low	TF	29	We only have a few I VOTED stickers left. Is that too small of an issue to worry about for this election?	Marie Osmond	248-123-4567	11/6/2018 16:53:52
24	3 - Low		16	Almost out of "I voted" Stickers	Valerie Harper	248-123-4567	11/6/2018 13:55:43
25	3 - Low	NR	30	More "I Voted Stickers"	Griffin Dunn	248-123-4567	11/6/2018 13:38:14
26	3 - Low		5	Need I voted stickers	Joanie Mitchell	248-123-4567	11/6/2018 13:44:55
27	3 - Low	LB	15	Out if I Voted stickers at voter 651. Extremely low priority!!	MJ Flatts	248-123-4567	11/6/2018 18:49:50
28	3 - Low		19	No problem, just issued Ballot #500 (we have 200 left)	Christina Applegate	248-123-4567	11/6/2018 16:49:04
29	3 - Low		31	Ballots issued 415	Lisa Logan		11/6/2018 14:22:59
30	X	NR	6	Printer not printing all the way across	Lori McDuff	248-123-4567	11/6/2018 6:27:03
31	X	LB	12	Can't find ballot accounting sheet	Ruth Gordon		11/6/2018 6:34:27
32	X	CH	21	FYI: Poll challengers had question re voter with student ID. Showed them list of accepted IDs and made a voter remark	Laura Palmer	248-123-4567	11/6/2018 11:54:49
33	X	NR	16	less than 5 "I voted" stickers/ same for precinct 201	Valerie Harper	248-123-4567	11/6/2018 15:12:20
34	X	LB	3	We are on our second to last ballot pack. At ballot number 626	Janet Jackson	2487210012	11/6/2018 18:01:20

Using Conditional Formatting, submitted items are color-coded based on their priority:

- Red = High
- Blue = Medium
- Yellow = Low

A member of the Clerk's staff then claims an item for resolution and enters their initials. Again, using Conditional Formatting, the item changes to Green alerting others that the issue is being resolved and by whom. Once resolved, an X is entered and the item turns gray.

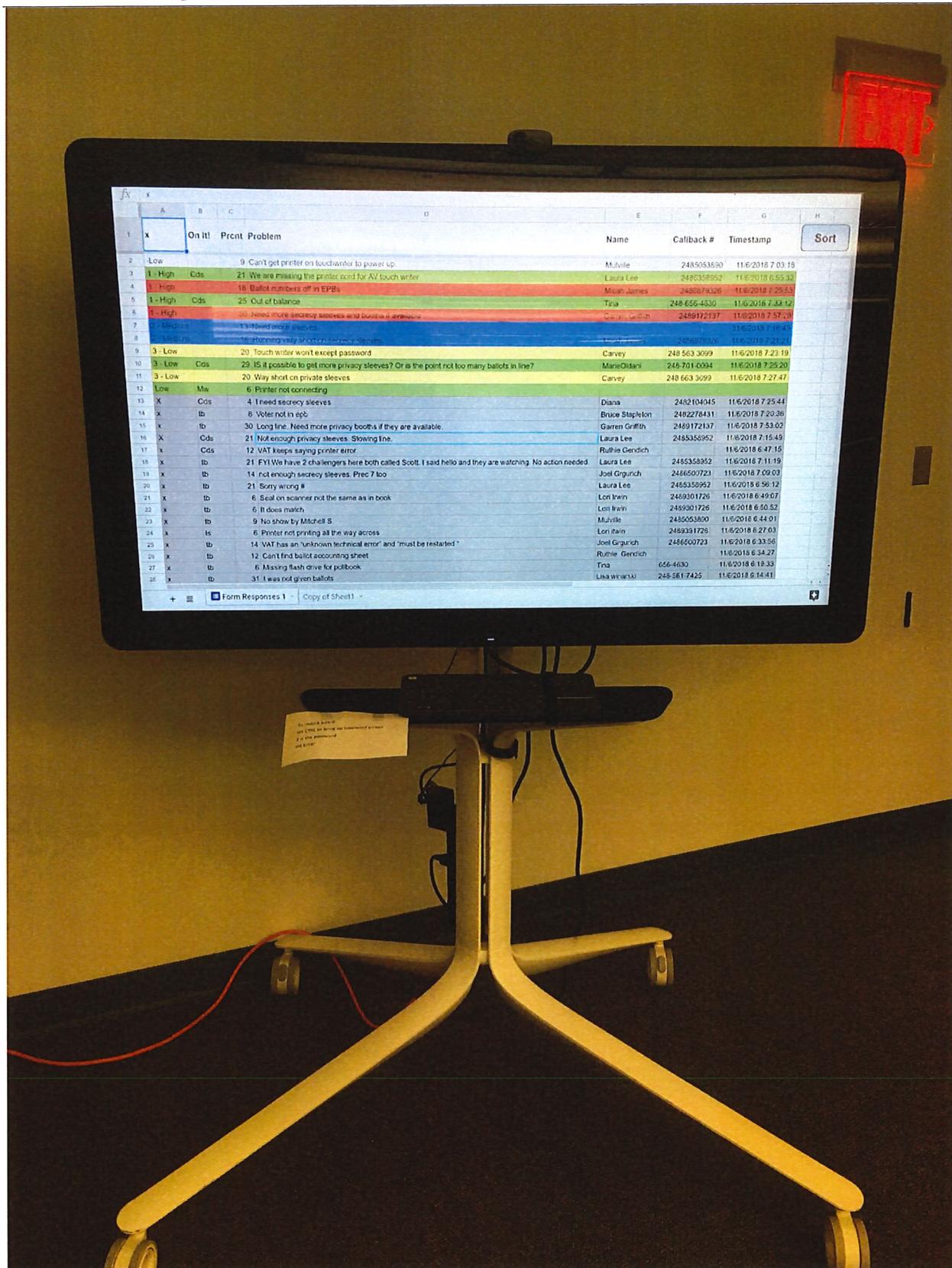
A Sort button launches a macro that sorts the items based on Priority. When sorted, gray completed items drop to the bottom of the Google Sheet.

Clerk's Office staff answering phones access the spreadsheet on their computers.<sup>1</sup> Mobile staff members ("runners") travel among the precincts and are able to access and interact with the Google Form on their mobile devices using the free Google Sheets app.



<sup>1</sup> During the 2018 General Election we also utilized a touch-screen smart board that was stationed at the front of the Clerk's department to display the fully interactive Google Form.

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## Results

Over 90 entries were made throughout the day by Election Inspectors. The entries ranged from needing more “I Voted” stickers to Electronic Poll Books being out of balance. Each of the 90 entries meant 90 less phone calls coming in that our staff members had to answer. The Election Inspectors were able to submit the request with the assurance that we were responding. This led to less time wasted by them trying to get through on one of the open lines. We are able to look at the issues and see what supplies we need to increase, and what issues we need to train on more.

## Analytics

Valuable analytics were generated from the data including requests per precinct, individual responder rates and a breakdown of the different assigned priority levels:

