

*By the Legal Committee of
Milwaukee ELECTION PROTECTION*

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Introduction

The Role of Election Protection

What is Election Protection?

ELECTION PROTECTION is a nation-wide, non-partisan coalition of more than 100 national, state and local partners. Coalition partners include: People For the American Way Foundation, the Lawyers' Committee for Civil Rights Under Law, NAACP, the Voter Protection Project of America's Families United, the National Coalition on Black Civic Participation, the AFL-CIO, the Advancement Project, Working Assets, the Mexican American Legal Defense and Educational Fund, the NAACP Legal Defense and Educational Fund, the National Council of La Raza, the NAACP National Voter Fund, the League of United Latin American Citizens, the League of Women Voters and Common Cause. The American Bar Association, the National Bar Association, and the Hispanic Bar Association have all endorsed this vital initiative that goes to the heart and soul of our democracy.

Election Protection's Purpose

The purpose of ELECTION PROTECTION is to protect voter rights, to expose and prevent voter intimidation, and to preserve access to the polls for all voters.

In advance of, and during General Election Day 2004, ELECTION PROTECTION worked with state and local election officials to identify and resolve problems of voter access and intimidation at selected polling sites in Milwaukee. ELECTION PROTECTION surveyed targeted polling places during the Primary in September 2004, as an opportunity to observe voting patterns and identify improvements needed by the time of the General Election. A copy of Election Protection's 2004 Primary observations and recommendations, contained in its memorandum to Lisa A. Artison, Executive Director of the Milwaukee Election Commission, is attached to this report as Appendix A and pertains to access to the polls, poll worker staffing, and potential facility problems anticipated at specific polling places.

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Election Day Activities in Milwaukee

From 6:30 a.m. until after 8:00 p.m. on November 2, 2004, ELECTION PROTECTION in Milwaukee consisted of a volunteer group of 500 community people, 90 law students and 118 attorneys.

Poll observers from this group of volunteers were stationed at 142 wards (of the 314 total wards in Milwaukee), located at 92 polling places. These polling places were identified by ELECTION PROTECTION and its constituent organizations as being at-risk for potential voter intimidation and access problems.

Volunteer attorneys served both as poll observers and as resources for legal questions, roving among the 92 polling places, providing backup for the observers and identifying voting problems. A dozen volunteer attorneys staffed a central command center, responding by telephone to questions as problems were identified by poll observers and attorneys in the field. The attorneys in the command center worked at a moment's notice to resolve problems identified at specific polling places. They were in regular contact with City election officials, as well as representatives of the District Attorney's office, the State Department of Justice, and others.

Other bilingual attorneys and community volunteers were also assigned to Voces de la Frontera, the south side Milwaukee coordinating site for Election Protection.

Milwaukee ELECTION PROTECTION was supported by People for the American Way, the Milwaukee County Labor Council, AFL-CIO, Voces de Frontera, the NAACP, Operation Big Vote, the Coalition of Black Trade Unionists, the A. Phillip Randolph Institute, Wisconsin Citizen Action, the Faith Community for Worker Justice, Lawyers' Committee for Civil Rights under Law, and the American Civil Liberties Union of Wisconsin.

As a part of their efforts, ELECTION PROTECTION volunteers collected the information in this report regarding their observations of the process of voting and registration in Milwaukee. Using this information, ELECTION PROTECTION proposes specific changes to enhance voter access in future elections.

Access to Voting

Delays at Polling Places

Understaffed Polling Places

Many polling places were woefully understaffed and there was an insufficient number of poll workers necessary to process efficiently the high turnout of voters. Voters continually needed directions to their specific wards and instructions on how to register and how to complete the ballot.

There were long lines of voters at many polling places, for example:

At Ward 152 at Clara Barton School voters had to wait approximately 75 minutes throughout the entire day.

At 8:00 a.m., Wards 301 and 302 at the Washington Park Library had only 3 poll workers with over 200 people in line to vote.

Voters were waiting in long lines all day at Wards 1 and 2 at Silver Spring School and at Wards 159 and 160 at Silver Spring Neighborhood Center.

At various times throughout the day, the wait to vote at 35th Street School was 3 hours long, with as many as 500 voters waiting in line.

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Bottlenecks at Voter Check-In

Before receiving a ballot, voters present themselves to two poll workers who check their names and addresses against a duplicated registration list contained in a binder or poll book. Using a single, duplicated registration list creates a bottleneck at the check-in table. This is compounded when a single line is used for multiple wards at a polling place.

Wards 152 and 153 shared a polling location. Ward 152 never had more than 6 people in line, whereas 153 consistently had a wait of over 75 minutes to vote. The same number of workers was assigned to each ward.

ELECTION PROTECTION volunteers observed this great disparity in waiting times in contiguous wards at numerous combined polling places.

There were many reports of citizens waiting in line, only to discover when they got to the front of the line that they were waiting to vote in the wrong ward and had to begin their wait to vote again at the end of a different line in the same polling place.

Additional, New Tasks Required of Poll Workers

For a variety of reasons, poll workers were required to review, locate or complete multiple, new and confusing forms for newly-registered voters and for voters registering at the polls. This caused confusion at the polls and increased the wait for voters. New tasks included:

- Checking off voters against the regular list and a “pink” list
- Finding the completed, yellow registration card for voters who had registered, but were not on the pre-printed registration list, apparently due to late processing of registrations

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Re-registration Delays

There were voters who had registered prior to election day but whose names did not appear on the poll list. Poll workers then had to refer to the “yellow cards” (un-entered voter registration cards) that had arrived at the polling site. If a voter’s card could not be located, the voter was then required to re-register using the same-day registration process. The voter then waited in line a second time to obtain his or her ballot. This resulted in delays not only for the individual voter, but increased the wait for other voters.

Impediments to Voter Access

Curbside Voting and Handicap Access

At Garden Homes School, an 85 year-old woman confined to a wheelchair sat outside in the rain for over 25 minutes while she waited for curbside voting.

At 35th Street School, where 2 poll workers faced long lines of voters all day, curbside voting was denied to a disabled voter on crutches who had difficulty climbing the long stairs to enter the polling place.

Wisconsin law specifically allows for “curbside” voting, that is, the handing of ballots directly to disabled voters outside the polling place. Due to the lack of staffing, many places were unable to provide this service in a reasonably prompt manner.

Disabled voters were left waiting long periods of time until a poll worker could bring out a ballot. During the absence of the poll worker attending to a curbside voter, the line of waiting voters inside the polling place stopped moving along.

Further, no arrangements were made for frail and elderly voters who were unable to comfortably stand for the several hour wait at certain polling locations.

Other polling places were inaccessible to many voters because of steep stairs leading from the outside door to the polls.

Poor Physical Locations Hindered Balloting

Many polling places were too small for the number of persons who came to vote. At other sites, the organization of the room itself made efficient handling of voters difficult.

Many polling places did not have sufficient voting booths or room for additional voting booths. After checking in, voters had to wait in line a second time for access to a booth and a pencil so that they could complete their ballots.

Inadequate Signs and Directions

Many polling places lacked sufficient signs identifying the polls. Often, signs were not located at the actual address of the polling place. For example, some signs were located at the entrance to a parking lot but not at the front door of a building. This made it difficult for first-time voters to locate their polling place.

Within the polling places, there were not sufficient signs or ward maps to direct voters to wait in an appropriate line. This created delays and confusion about which lines were for their specific wards and which were for same-day registration.

Voter Difficulties Completing the Ballot

Many voters found it difficult to understand how to complete the ballot. The instructions on the ballot were confusing.

This was especially true with regard to straight-party vs. individual candidate voting. As a result, many ballots were improperly marked, for example, with a voter marking a straight party and the presidential candidate, and writing the candidate's name next to "President."

Gaps in Training and Supervision of Poll Workers

Problems With Some Chief Inspectors

A number of chief inspectors did not respond to suggestions for solutions to the high voter turnout and long waiting lines. Despite instructions for deputizing and adding poll workers as the need arises, reiterated on election day by Executive Director Lisa Artison, some chief inspectors held rigidly to what they had done in the past, ignoring the inconvenience to voters caused by the high voter turnout and their inefficient practices.

Poll Workers and Chief Inspectors Unaware of Registration and HAVA Requirements

Poll workers were not uniformly informed of the same-day registration requirements for Wisconsin and the HAVA identification requirements. As a result, they inhibited the access of many new voters. Common errors included:

- Demanding photo identification
- Refusing to allow proof of residency by corroboration by another voter
- Requiring re-registration for minor errors in name spelling
- General confusion about HAVA identification requirements and Wisconsin registration requirements

Inconsistencies in Following Standard Procedures

Election Protection observers noted that poll workers were inconsistent in their accuracy and methods of confirming voters' addresses and their wards. This activity was time consuming, caused delays in voting, and was fraught with error.

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Chief inspectors and poll workers were also inconsistent in allowing voters assistance in completing their ballots. They showed uncertainty and varying approaches to handling machine malfunctions.

Some inspectors allowed partisan observers to insert completed ballots into the tabulating machines.

Lack of Bilingual Poll Workers and Materials

Non-English speaking citizens seeking to vote had a difficult time. Various official materials, including registration cards and instructions for completing the ballot, were not available in languages other than English. In addition, due to a shortage of bilingual poll workers, ELECTION PROTECTION volunteers were sometimes called upon to translate for voters.

Poll workers were confused whether voters, especially non-English speaking voters, had a right to assistance in completing the ballot.

Difficulty Contacting Superiors

Some poll workers were unable to reach the City Election Commission via telephone or were placed on hold for lengthy periods of time. This delayed their ability to have ballot and voter questions answered in a timely manner.

Problems with Absentee Voting

Impediments to Casting Absentee Ballots

ELECTION PROTECTION received many reports from voters who timely requested but did not receive absentee ballots. Other voters reported a several-week delay between their request for and receipt of an absentee ballot. In some cases, voters received the ballots too late to complete and timely return them. The extent to which the delayed mailing of or failure to mail absentee ballots is related to the late entry of voter registration information is uncertain.

Many voters who tried to vote absentee in-person in advance of the election faced long lines and waits of several hours at City Hall, the only location available to cast an “early vote.” The availability of this well-publicized option was critical to reaching new voters and likely reduced waiting time on election day. However, unless the waiting time can be reduced and the in-person option made available at neighborhood locations, it is unlikely that this will become a more popular option for city voters.

Problems with Counting Absentee Ballots

The ELECTION PROTECTION command center received several calls regarding absentee ballots that were delivered to local wards after the closing of the polls. There was confusion as to whether these ballots should be counted and in many instances they were not.

The counting of absentee ballots was the focus of attention for many of the observers and resulted in much contention. Problems with the process were exacerbated by uncertainty on the part of many poll workers regarding whether ballots should be counted or rejected and how to process improperly marked ballots where the voter’s intent was discernable.

Reports of numerous absentee ballots that were rejected cause concern over absentee ballot procedures. (238 absentee ballots were counted after election day. According to a report in the *Milwaukee Journal Sentinel* on December 1, 2004, 47 of these ballots -- or 20% -- were rejected and not counted for a variety of reasons.)

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Some rejections were based on not finding the voter on the registration list. This reflects an error in procedure, as only registered voters are eligible to receive absentee ballots from the Election Commission.

Other rejections occurred because of voter or witness address problems on the certification envelope. Voters temporarily residing out of town may list their temporary address, rather than the address at which they are registered; witnesses may sign but not include their address. There has been confusion regarding whether those omissions should be the basis of rejecting the ballot of an eligible voter.

Fraud Not An Issue

There have been allegations in the press of voter fraud and calls for new restrictions on voting such as requiring voters to present photo IDs. The hundreds of Election Protection observers at more than 90 locations did not observe voter fraud. Rather, observations indicate that the greatest threat to voting was the impediments -- lines, accessibility, registration difficulties, confusing instructions -- that confronted eligible voters.

Based upon our observations, ELECTION PROTECTION does not believe additional restrictions on voting such as requiring registered voters to present photo ID's are warranted. Current penalties for voter fraud, including felony prosecution and the potential of a prison sentence are a sufficient deterrent to voter fraud. Instead of expending effort and financial resources to make voting more difficult and time consuming, careful consideration should be given instead to strengthening and improving existing procedures.

Interference with Voters

ELECTION PROTECTION witnessed individuals engaging in various activities which interfered with the voters. These persons included self-identified partisan observers, “HAVA” workers and other third parties. These activities included:

- Insisting that voters without photo identification should only get provisional ballots
- Telling voters they needed two forms of identification
- Stating to poll workers that they had to reject any green registration card if a certain box was not checked, even if all of the required information was present on the card
- Demanding ID from voters
- Taking photos of voters
- At some firehouse polling locations, firefighters parked vehicles with campaign signs/stickers in close proximity to the polls. Some firefighters at these sites assumed a policing function, interfering with lawful observer activities including removal of ELECTION PROTECTION signs
- Handling voter’s ballots

At Starms School, HAVA observers were feeding ballots into the machine. The Chief Inspector was notified of this behavior and stopped it.

In many instances, these activities had to be curtailed by representatives of the District Attorneys’ Office. Where there was a knowledgeable, assertive Chief Inspector, this interference was quickly terminated.

Recommendations for the Future

Staffing and Procedural Improvements

Increase the Number of Poll Workers and Split the Poll Book to Accommodate Elections with High Voter Turnout

Understaffed polling places were a significant problem affecting voter access to the polls on November 2. More poll workers, including more bilingual poll workers, should be hired for Presidential Elections to staff wards with high voter turnout, providing registrars dedicated to same day registrations, greeters to direct voters to their ward and others to instruct and assist voters.

Increased staffing prior to the election to assist with the timely entry of registration and absentee ballot information should be considered. This would reduce or eliminate the re-registration problems identified by ELECTION PROTECTION.

In populous wards, the City should consider splitting the voter list into two books, requiring an additional table and two more poll workers. This would provide, for example, voting by persons living on certain streets at one table and certain streets at another. The ward list could be separated by odd numbered streets and even numbered streets, or by whatever criterion makes sense in the specific ward.

Splitting the poll book would greatly increase the speed of processing voters, while continuing to use the same system of two poll workers checking off names on duplicate lists.

Additionally, more extensive use of signs and written instructions is essential to more efficient voting.

Sufficient Staff Needed to Accommodate Curbside Voting

A shortage of staff made the wait for curbside voting unacceptable. Handicapped voters must be able to exercise their right to vote safely and promptly. Given that all of the polling places are not accessible, additional poll workers must be available to accommodate the needs of disabled or elderly voters.

Backup Personnel Must Be Immediately Available

There will always be a certain percentage of poll workers who, for whatever reason, cannot or will not appear for work on election day. Backup personnel must be in place, preferably at City Hall, ready to fill the missing worker's spot. Having those persons trained and ready to work will allow them to be assigned to wards that have a surprisingly high turnout on an "as needed" basis.

Improve Poll Worker Training and Communications

Clarify and Simplify Election Procedures

The voter registration card was small, hard to read and understand, and difficult to complete. It was often unclear to voters and poll workers what information the voter should complete, and what information the poll worker should complete. The form should be revised to make it easier to complete and read.

Poll workers also need comprehensive training in HAVA identification and Wisconsin registration requirements. Considering the high number of new voters registering at the polls, same-day registration went fairly smoothly. Better training of election workers as to proper completion of the forms, combined with easier forms, would speed up the process and reduce the risk of error. Providing a separate table with a sufficient number of dedicated staff for voter registration at the polls is essential to efficient and speedier voting.

Poll workers should not be expected to refer to multiple lists and forms when checking in voters. Using multiple lists is inefficient and increases the risk of error.

Clear, easy to read and follow directions should be provided to poll workers for specific functions. For example, a single sheet, in large type, laminated, detailing the specific procedure for processing absentee ballots could insure consistent handling of those ballots and any the challenges to them.

Improve Poll Worker Access to Supervisors

The Election Commission should increase its centralized response and number of available telephone lines on the next general election day to accommodate and resolve the inevitable questions and problems from poll workers.

There should be sufficient supervisory staff available to assume the role of Chief Inspector in polling places where the assigned chief is unable or unwilling to manage the polling place efficiently.

Voting Must Continue To Be Accessible

Many voters valiantly endured waiting in lines for hours to exercise their right to vote. Our observers did not observe voter fraud. To the contrary, the problems observed, including long lines, difficult forms, language barriers, and barriers caused by the poor physical location of polling places, tended to impede the rights of eligible voters to vote.

Based upon our observations, ELECTION PROTECTION does not believe additional restrictions on voting such as requiring registered voters to present photo ID's are warranted. Current penalties for voter fraud, including felony prosecution and the potential of a prison sentence are a sufficient deterrent to voter fraud. Instead of expending effort and financial resources to make voting more difficult and time consuming, careful consideration should be given instead to strengthening and improving existing procedures.

Improve Polling Place Conditions

Physical Locations and Layout

All polling places should be reviewed both for their ease of access and physical capacity to handle large voter turnouts. Prior to the next election, the Election Commission should also review the best arrangement of tables, booths and personnel for each polling place and note any changes needed in the physical spaces.

As many polling places are in schools, there should be discussions with MPS officials to ensure the coordination of school and voting activities.

The Commission should pay special attention to the needs of handicapped, elderly and frail voters. This should include providing some kind of seating or other mechanisms to insure their well being while they are waiting to vote.

Ballot Instructions

The ballots should incorporate clearer instructions to voters on how to express their choices, especially regarding straight party or independent candidate voting.

Polling Place Signs

The City must provide consistently clear, visible and effective signage at polling places. This includes exterior signs directing voters to the polling site as well as interior signs directing voters to the correct lines. Poll workers should be given the materials with which to create additional signs and the means to mount or display signs on an as-needed basis.

Multi-Lingual Materials

Instructions for completing the ballot should be available in languages other than English, to accommodate non-English speaking citizens.

Signs and registration materials should also be provided in languages other than English to facilitate the voting process and reduce the risk of error for voters who do not speak English.

Improve Absentee Ballot Procedures

There is widespread agreement that our electoral system is strengthened by increased participation through absentee voting. However, the problems highlighted in this election pose a significant deterrent to continued use of this voting procedure. To maintain voter confidence and ensure that absentee ballots are properly counted, ELECTION PROTECTION recommends the following measures:

- Review the system and staffing for responding to absentee ballot requests to determine how to ensure that all requests can be met in a timely manner.
- Determine the rejection rate for absentee ballots and the most common reasons for rejection. Review procedures and instructions to reduce rejection for reasons unrelated to voter eligibility, e.g., because of missing address information.
- Revise the system for delivering absentee ballots to the polls to ensure that all ballots arrive in sufficient time to be counted.
- Provide specialized training to chief inspectors who will be involved in handling absentee ballots at the polls. Consider assigning dedicated staff for processing absentee ballots for elections where a large turnout is expected, such as a Presidential election, and particularly where most of the processing and counting of absentee ballots will occur after the polls close.

Conclusion

More than 277,000 citizens of Milwaukee voted in the election on November 2, 2004. That number represents almost 70% of the pre-registered voters. This was an enormous turnout. It caused long lines of patient voters in many polling places and highlighted the problems and issues that are identified in this report.

Overall, the poll workers of Milwaukee did a remarkable job. They handled the demands of election day conscientiously and deserve commendation for their efforts. ELECTION PROTECTION expects that the lessons learned from this election can serve as a guide to improving the voting process and ensuring a system that facilitates rather than frustrates every citizen's right to vote.

Respectfully Submitted:

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Appendix A

TO: Lisa A. Artison, Executive Director
Board of Election Commissioner

FROM: Anita Johnson, Wisconsin Election Protection Coordinator
Sheila Cochran, AFL-CIO Election Protection Coordinator- WI
Barbara Zack Quindel, AFL-CIO Legal Coordinator for Election
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DATE: September 24, 2004

RE: Observations for September 14th Primary

Prior to our meeting on October 4, 2004, we wanted to share with you our observations from our poll monitoring of September 14th. On that day, our Election Protection program had poll monitors and mobile field attorneys at approximately 19 polling locations on the north and near south side of the city. We also had attorneys at a command center to which monitors and attorneys in the field called in for assistance. When needed, these attorneys and project leaders communicated with the Election Commission to report problems or seek assistance in remedying issues that arose throughout the day.

Below is a summary of the information we collected from our poll monitors and attorneys.

Facilities

Several issues identified with respect to specific polling places that were too small to accommodate larger turnout and insufficient signage to identify voting locations. Poor organization within certain polling place caused confusion and frustration among voters. Some multiple ward sites had a listing of streets in each of the wards covered at a table located at the entrance to the polling place. This allowed voters to be assisted in determining in which of the wards their address was located and to then go to the proper table. In other wards, no listing was made and there was no “traffic cop” who could direct the voter, as a result of which voters often went from ward to ward and became frustrated.

A complete listing of issues identified regarding facilities is included at the end of this report.

Staffing

Most of the polls had sufficient staff to run the primary election, however, several poll monitors reported that full staff had not arrived by 7 a.m. We were aware of two

polls that didn't open at 7 a.m. due to the late arrival of chief inspectors (65th Street School and Humboldt Park). UWM was understaffed and had to recruit on the spot on campus to bolster their ranks. It is not clear whether there is an adequate pool of additional, trained workers not assigned to a given polling place who could be called upon in the event of last minute illness, worker having to leave a polling site, or unanticipated, additional needs at a particular site.

Same Day Registration

Almost all of the facilities had separate tables for voter registration with one to two workers assigned to staff these tables. Our monitors and lawyers strongly recommended additional poll workers to assist with registration in the general election.

Voters were being required to fill out the ID section on the voter registration card, providing a driver's license number and the last four digits of SSN. While no one was prevented from registering, some poll workers believed that if the elector checked the "neither" box applicant would not be permitted to vote.

Issues regarding proof of residence arose at various polling sites. For example, at one location, a voter was not permitted to register with a pay stub--told he needed a lease or utility bill. At another location, poll workers told voters they needed an identification card to register. The chief intervened and resolved the issue allowing voters to register with alternative forms of proof of residence.

Certain polling sites were requiring the new voter to orally recite the oath. The Election Commission informed inspectors at those locations that oral recitation is not required.

Poll workers did not appear to have a uniform, clear understanding of the requirements for same day registration.

ID Process for Those Annotated on the List

We did not witness many instances of voters who were annotated, but through inquiry learned that most situations were resolved with voter presenting driver's license. A problem was noted at one location where a voter, whose name was annotated on the list, was unable to produce a photo ID and was almost turned away by the poll worker. The chief inspector intervened and the voter produced a bank statement and was then allowed to vote. Election inspectors gave us different explanations as to what was required with regard to the ID process and provisional balloting.

One provisional ballot was reported to have been issued at Grand Avenue School. It would be useful to know the number of provisional ballots issued city-wide and the circumstances under which they were issued.

Voting Machine Malfunctions

We received reports of voting machine malfunctions at three sites:

Ben Franklin: The chief inspector recognized that the machine was not properly functioning at 6:35 a.m. The chief called several times to report the malfunction. It was not corrected until approximately 8:20 a.m. During this period of voting, ballots were placed in the auxiliary bin. After the machine was fixed, these ballots were manually fed into the machine. Forty-two ballots had been cast in this intervening period; nine were rejected for over votes. The voters were unable to correct their ballots, as they had already left the polling site.

Congress Elementary, 5225 W. Lincoln Creek Drive: A voting machine was down between 10:45 a.m. and noon. One hundred ballots were cast and held in the auxiliary bin. Inspectors were checking with voters to make sure they were not over voting during this period. All of the ballots reportedly went through without any rejections for over votes.

North Division: Problems with ballots jamming during the afternoon following evacuation due to noxious smells.

Absentee Ballot Procedures

There were concerns at certain locations with poll workers remarking, rather than remaking, the ballots. In other words, poll workers would write over the original ballot to either connect the arrow based on voter intent or mark in pencil where pen had previously been used. This is not in accordance with the proper procedure, which requires the remaking of ballots that the machine is not able to read in order to preserve a record of the voter's intent in the event of any challenge.

Questions also arose as to whether absentee ballots could be taken into the polling place and voted there.

We also had reports of voters who had requested absentee ballots as long as two weeks prior to the election who did not receive the absentee ballot prior to the election.

Other Reports:

- Delayed voting at Marquette Ward 311. Voter list not in the machine. New list was run and delivered about an hour late. A complaint filed by one voter who waited one hour; another voter left during this time.
- North Division was evacuated in the middle of the day due to fumes. Voters voted curb side and ballots were checked before and placed in auxiliary bin. It was not clear how many voters may have left during this time.

- Ward 301, 302 voting signs were removed at 7:30 am Put back out after EP worker raised issue and noted that these must be displayed until 8:00 pm.
- Doerfler School. Sale of handicrafts at table next to registration table.
- “Special list”: At Doerfler School (and perhaps another location), persons were asked for ID who were on a “special list.” These were reportedly two people with the same name residing at the same address. One voter complained that he had voted for many years at the same site and never had to show identification. What are these special lists?
- At African American Women’s Center, 3020 W. Vliet Street, a regular voter was not listed as registered. The poll workers reported they had three people with the same problem and would ask downtown to check into it.
- At Grand Avenue, a poll worker found ballots in one of the compartments of a machine. The poll worker did not know why ballots were in a particular compartment in the machine and demonstrated this by sending a ballot through the machine, which registered a vote. This was a marked ballot, which had apparently already been put through the machine, thereby registering a second time.

You may recognize some of the above situations because we called in and were able to get prompt assistance from you and Commission staff. This was important in quickly responding to issues throughout the day and we look forward to similar access on November 2nd. We also believe that many of these issues can be addressed before November 2nd and look forward to meeting with you on October 4th to discuss this. In particular, we would like to discuss:

1. Staffing for anticipated large turnout
2. Additional Training of Chiefs and training for poll workers, particularly in the area of same day registration and administering ID requirements and provisional ballots
3. Absentee ballot procedures
4. Facilities issues and organization of the polling sites
5. Procedures for addressing interruptions in voting or machine problems.

Thank you.

Specific Facility Issues

Keefe Avenue School, Wards 164-166. Locked doors made it difficult for voters to find the correct polling location.

Townsend School, Wards 170, 171. Difficult to get to polling area requiring two flights of steps. Recommend opening up gym at larger election.

Auer Avenue School. Voters are in the hallway of the basement where there is no privacy and a bottleneck situation was created even with the turnout of the primary election. Problem exacerbated by the layout with no separate table for registering voters. Privacy impacted by kids and teachers passing through the hallway where the voting booths are located.

Sixty Fifth Street School. The polling site is in a busy location, in the hallway, right outside the school office by the children's bathroom and entrance to the art room, where teachers deposit and collect lines of students off and on throughout the morning. The physical layout of the area exacerbated the problem with insufficient space between the booth and tables for people to pass or to line up. One observer believes there is no way that voter registration could take place in the hallway area and that a new location for this site within the building should be explored before the presidential election.

Observers noted a number of sites were not handicap accessible, e.g. Silver Spring Neighborhood Center, Ben Franklin School.

Other facility issues:

- Firehouse, 9th and Greenfield, Ward 203, voting in garage area. When engines start, noise is deafening.
- Grand Avenue School, Wards 65, 66, serious lighting problems with difficulty seeing after sunset.
- Parking problems noted at Riverside, Wards 43, 44.
- Ticketing of cars at North Division: reported that police ticketing cars that were there more than 15 minutes.
- Larger areas needed at Garden Homes, Westside Academy.