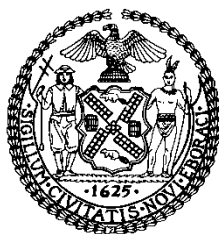


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THE COUNCIL

BRIEFING PAPER OF THE GOVERNMENTAL AFFAIRS DIVISION

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COMMITTEE ON GOVERNMENTAL OPERATIONS

Hon. Gale Brewer, Chair

OVERSIGHT:

Assessing the Board of Elections' Performance in the 2012
Congressional Primary Election and Preparedness for the
Upcoming 2012 New York State Primary Election

August 8, 2012, 1 p.m.

Council Chambers, City Hall

I. Introduction

Today, the Committee on Governmental Operations (the “Committee”), chaired by Council Member Gale Brewer, will meet to conduct an oversight hearing of the New York City Board of Elections’ (“BOE”) performance during the 2012 Congressional Primary Election and its preparedness for the upcoming 2012 New York State Primary Election.

Those invited to testify at today’s hearing include representatives of the BOE, the Administration, the New York State Board of Elections, the New York City Voter Assistance Advisory Committee, other elected officials, good government groups and civic organizations, and the public.

II. Past Oversight Hearings

The 2010 Primary Election

The 2010 Primary Election held on September 14th, 2010 marked the first elections held in New York City using new voting machines mandated by the Help American Vote Act (“HAVA”), a federal law passed in 2002.¹ HAVA required punch card and lever voting machines to be replaced with voting systems in which voters could be notified of any errors on their ballot and make changes to it prior to casting their final vote.² New York City adopted optical scan voting machines manufactured by Election Systems & Software (ES&S).³

¹ See Briefing Paper, *Oversight: Evaluating the Board of Elections’ Performance in the 2010 Primary Election*, Oct. 4, 2010, Committee on Governmental Operations.

² Help America Vote Act, 42 USC § 15301-15545 (2002).

³ See Briefing Paper, *Oversight: Evaluating the Board of Elections’ Performance in the 2010 Primary Election*, Oct. 4, 2010, Committee on Governmental Operations.

In the lead-up to the 2010 Primary Election, the BOE ramped up its training programs to ensure that the election went smoothly, and that both poll workers and voters understood how the new voting system worked.⁴ Despite these efforts, on the day of the election many poll sites experienced significant difficulties, including late openings, malfunctioning voting machines, inadequately trained poll workers, a lack of privacy when casting ballots, poll site accessibility problems, and other issues.⁵ The confluence of newspaper reports and independent accounts indicated that the problems experienced were widespread and serious – some voters were unable to vote altogether.⁶ Mayor Michael Bloomberg went so far as to refer to that day’s election operations as having been a “royal screw-up.”⁷

In response to these events the Committee held a hearing on October 4, 2010 to examine the nature and extent of the problems and the BOE’s plans to address the problems for subsequent elections. During this hearing, representatives of the BOE testified that although some problems existed, the problems “were in large measure similar to those [BOE] encounter[s] in some form at every election.”⁸ Upon further questioning, however, the BOE representatives acknowledged that in most cases they did not track data that would indicate whether the problems were more or less pervasive than years past.⁹ The BOE also claimed that many of its problems derived from inadequate

⁴ See Transcript, *Oversight: Evaluating the Board of Elections’ Performance in the 2010 Primary Election*, Oct. 4, 2010, Committee on Governmental Operations.

⁵ See Briefing Paper, *Oversight: Evaluating the Board of Elections’ Performance in the 2010 Primary Election*, Oct. 4, 2010, Committee on Governmental Operations.

⁶ *Id.*

⁷ *Id.*

⁸ See Transcript, *Oversight: Evaluating the Board of Elections’ Performance in the 2010 Primary Election*, Oct. 4, 2010, Committee on Governmental Operations.

⁹ *Id.*

funding.¹⁰ It was also pointed out that the form of the ballot, which many voters complained was confusing, is prescribed by New York State Election Law.¹¹ Despite these assertions, other evidence and testimony presented at the hearing indicated the many of the problems encountered by voters were attributable to poor preparation and planning by the BOE for the implementation of the new voting system.¹²

The 2010 General Election

For the 2010 General Election, in conjunction with good government organizations including NYPIRG, Citizens Union, League of Women Voters, and CIDNY, the Council conducted an exit survey of voters on Election Day about their voting experiences. The survey questions addressed issues ranging from voting equipment malfunctions and late poll site openings to inadequately trained poll workers and privacy concerns. Approximately 1,200 voters responded to the Council's voter exit survey.¹³ The results of the survey indicated that voters' experience generally improved for the general election: 41% of surveyed voters who voted in the primaries felt their experience on Election Day was better than Primary Day, while 19% felt their experience was worse.¹⁴

On December 6, 2010, the Committee held another oversight hearing to assess BOE's operations during the 2010 General Election, to determine whether the BOE had implemented lessons learned from the primary, and to evaluate the results of the

¹⁰ *Id.*

¹¹ *Id.*

¹² *Id.*

¹³ See Briefing Paper, *Oversight: Evaluating the Board of Elections' Performance in the 2010 General Election*, Dec. 6, 2010, Committees on Governmental Operations and Oversight and Investigations.

¹⁴ *Id.*

Council's Election Day voter exit survey. At the hearing, representatives of the BOE described several measures that were taken to improve the BOE's Election Day operations, including additional poll worker training, expanded poll worker recruitment, revised pre-qualification and testing of voting machines, enhanced call center operations, and changes to its process for deploying and tracking Election Day equipment.¹⁵ While it was generally perceived that the BOE had rectified many of the problems experienced during the Primary Election, the Council's Election Day survey found that a significant percentage of voters still experienced similar problems to the primary, including almost 25 percent of those surveyed who received no assistance from poll workers about how to use the new voting system.¹⁶ Moreover, 34.4% of surveyed voters struggled to read the ballot as a result of small font size and a layout that was deemed confusing.¹⁷

The September 2011 Elections

On September 13, 2011, primary and special elections were held throughout New York City. One of the issues that emerged from the election was that the BOE did not release 100 percent of unofficial results until several days after the election, due to what it claimed were procedural constraints resulting from State Election Law about how it has to handle election returns.¹⁸ Other observers, however, attributed this delay to the BOE's unnecessarily complicated election night canvass procedures.¹⁹ Specifically, for the

¹⁵ See Transcript, *Oversight: Evaluating the Board of Elections' Performance in the 2010 General Election*, Dec. 6, 2010, Committees on Governmental Operations and Oversight and Investigations.

¹⁶ See Briefing Paper, *Oversight: Evaluating the Board of Elections' Performance in the 2010 General Election*, Dec. 06, 2010, Committees on Governmental Operations and Oversight and Investigations.

¹⁷ *Id.*

¹⁸ See Editorial. "New York's Benighted." *The New York Times*. September 16, 2011.

¹⁹ See Editorial. "Board of Elections incompetence keeps vote counting in horse-and-buggy era." *Daily News*, September 15, 2011; see also Transcript, *Oversight: Evaluating the Board of Elections'*

purpose of conducting the election night canvass and reporting unofficial results, BOE poll workers print out vote tallies for each ballot scanner, cut the printouts into sections by election district, tape the corresponding sections together for each election district, manually add up the votes for each office or ballot measure by election district, and manually record the totals onto a return of canvass form. These forms are then placed into sealed bags, and are delivered to police stationhouses to be transmitted to the press. Many observers maintain that this process is outdated, having been designed to comply with a law, substantial portions of which were written before the introduction of electronic voting machines, and that recalculating and recording results at the poll site by election district is time consuming, unnecessarily duplicative, and increases the probability that reported results are inaccurate due to human error.

On September 22, 2011, the Committee held an oversight hearing regarding the BOE's performance in the 2011 September Primary Election. The Committee questioned the BOE about its unique procedures for tabulating and reporting the unofficial election results.²⁰ The Committee pointed out that the new voting machines have the capability to upload the automatically tabulated election results to a portable memory device ("PMD") that is contained in each machine, which can then be transported to the central election sites for reporting by the press.²¹ It was noted that several New York counties, including neighboring Nassau County, utilize this feature for the purpose of reporting unofficial results.

Performance in the 2010 General Election, Dec. 06, 2010, Committees on Governmental Operations and Oversight and Investigations.

²⁰ See Transcript, *Oversight: Evaluating the Board of Elections' Performance in the 2011 Primary Election*, Sept. 22, 2011, Committee on Governmental Operations, at 35-44.

²¹ See *id.*

In response, the BOE's General Counsel asserted that the BOE was restricted by State Election Law from changing its current process.²² Nevertheless, it was also announced at the hearing that the BOE planned to conduct a pilot program in Queens during the next election to test the use of the PMDs for reporting unofficial election night results.²³ The BOE conducted this pilot program during the next two elections: the 2011 General Election and the 2012 Presidential Primary Election. Although there were logistical issues with the first run of the pilot program during the 2011 General Election, the second time the pilot program was employed during the 2012 Presidential Primary Election was successful.²⁴

III. Council Resolutions

Resolution No. 671-A

In response to the complaints by voters in the 2010 Primary Election and 2010 General Election regarding the poor ballot design and small font size, several pieces of legislation were introduced in the State Legislature to improve the ballot design to make the ballots more readable and less confusing to voters.²⁵ On November 29, 2011, the Council adopted Resolution No. 671-A, calling on the New York State Legislature to

²² See Transcript, *Oversight: Evaluating the Board of Elections' Performance in the 2011 Primary Election*, Sept. 22, 2011, Committee on Governmental Operations, at 41-42.

²³ See *id.* at 35-38.

²⁴ See Hearing Transcript, "Fiscal Year 2013 Preliminary Budget Hearing," New York City Council Committee on Governmental Operations, March 29, 2012, at 82-91.

²⁵ Specifically, legislation introduced by State Senator Joseph Addabbo and State Assemblymember Brian Kavanagh (S609-A and A4696-A, respectively) sought to require that the candidate's name be printed with the first initial of each name capitalized followed by lower case letters, presented in a bold typeface with a minimum font size of 12, and that all other text relating to position, party affiliation and ballot questions also be easily readable. Similarly, A7492-A, otherwise known as the "Voter Friendly Ballot Act of 2011," introduced by Assemblymembers Kavanagh and Andrew Hevesi, would set forth ballot design specifications that would remove unnecessary clutter from the ballot, simplify ballot instructions, provide for consistent ballot design and would require the New York State Board of Elections to publish and distribute a master template ballot for statewide elections.

pass and the New York State Governor to sign into law such legislation that would require that paper ballots be designed in a more user-friendly manner. Although the State Assembly passed the Voter Friendly Ballot Act on June 21, 2012, the State Senate failed to pass a companion bill.

Resolution No. 1343

With regards to the BOE's election night canvass procedures, Assemblymember Brian Kavanagh introduced "The Election Night Poll Site Procedures Act of 2012" (A.10175) in order to modernize the canvassing procedure such that poll workers would be able to attach the results from each ballot scanner's tabulated results tape on the return of canvass rather than recalculate and record such results by election district, and to enable the BOE to report unofficial results more quickly by allowing each ballot scanner's PMD with corresponding results tape to be transported separately from other materials, and by poll workers rather than NYPD. A companion bill (S.7709) was introduced in the State Senate by Senator Martin Golden.

On June 13, 2012, the Council adopted Resolution No. 1343, sponsored by Chair Brewer, calling upon the New York State Legislature to pass and the Governor to sign into law such legislation that would amend the State Election Law to modernize and streamline the procedures for the election night canvass and the reporting of unofficial election results. The State Assembly passed the Election Night Poll Site Procedures Act on June 21, 2012; the State Senate failed to pass the companion bill.

IV. The 2012 Congressional Primary Election

On June 26, 2012, the BOE conducted primary elections for federal congressional offices.²⁶ On the ballot were races in seven congressional districts and a Republican primary for the United State Senate seat currently held by Senator Kirsten Gillibrand. The elections for the House of Representatives seats each involved newly drawn districts pursuant to redistricting following the 2010 Census.

Among the elections held on June 26, the Democratic primary for the 13th Congressional District garnered the greatest attention and once again highlighted concerns about the BOE's election night procedures. Based on the unofficial election results provided by the NYPD, on election night the AP declared Congressman Charles Rangel the winner of the race, with a 2,300-vote margin over State Senator Adriano Espaillat, his nearest opponent – a 20% margin of victory.²⁷ When the BOE released its unofficial election results several days later, however, Congressman Rangel was ahead by only 803 votes – a 2% margin with more than 2,000 absentee and affidavit ballots yet to be counted.²⁸ In the end, after the BOE completed its official recanvass, Congressman Rangel was certified the winner by a margin of 1,086 votes.²⁹

²⁶ In order to ensure New York's compliance with the federal Military and Overseas Voter Empowerment (MOVE) Act, on January 27, 2012, a federal judge ordered New York State to move its primary election for Congressional races to June from September. See Thomas Kaplan, "Judge Moves Congressional Primary Date to June," *The New York Times*, January 27, 2012. Despite calls to also move the date of the primary election for New York State races from September to June (or, alternatively, to move both elections to August), the State Legislature failed to reach an agreement. As a result, New York now must conduct two separate primaries: the Congressional Primary in June and the New York State Primary in September.

²⁷ See Kate Taylor, "Victory Margin for Rangel Narrows in New Vote Tally," *New York Times*, July 1, 2012, at A12.

²⁸ See *id.*

²⁹ See Associated Press (AP), "NYC Elections Board Certifies Rangel Victory," July 10, 2012.

The significant discrepancy in the unofficial election night results reported by the AP and the results put out by the BOE several days later caused some observers to question the integrity of the election.³⁰ The discrepancy, however, was largely attributable to the complicated procedures the BOE employs for conducting the election night canvass. Based upon the return of canvass for each election district compiled by BOE poll workers and provided to NYPD for transmission to the AP, on election night, 79 out of 506 election districts were reported as having zero votes recorded.³¹ This was because for each of those 79 election districts, either the poll workers failed to tally the votes on the return of canvass form, or the NYPD officer inputting the data was unable to read the poll worker's handwritten tally.³² In either event, it is the NYPD's policy to record the number of votes cast in that election district as zero.

Finally, more general issues have been raised about the 2012 Congressional Primary Election regarding the high number of unrecorded votes, complaints by voters whose names did not appear in the voter registration rolls at the poll site, inadequate notice of poll site changes, and a lack of sufficient number of bi-lingual poll workers at certain poll sites. The Committee requested data from the BOE that will help it to assess the nature and extent of these problems.

V. The BOE's New Procedures for Reporting Unofficial Election Night Results

In response to the confusion and cloud of impropriety wrought by BOE's procedures for tabulating and reporting unofficial election night results, many observers

³⁰ See Kate Taylor, "Slow Count and Rival's Doubts Cloud Rangel's Primary Victory," *The New York Times*, July 2, 2012.

³¹ See Grace Rauh, "NYC Board of Elections Defends its Work in Disputed Congressional Primary," NY1, July 3, 2012.

³² See *id.*

once again called on the BOE to utilize the voting machines' PMDs.³³ Although the BOE previously claimed that changes in State Election Law were necessary in order for it to change its procedures, other experts, including Douglas Kellner, Co-Chair of the New York State Board of Elections ("State BOE"), asserted that this was not in fact the case.³⁴ In response to a request for a legal opinion from the executive staff of the BOE, on July 13, 2012, the State BOE issued a written opinion stating that State Election Law would permit the BOE to utilize the voting machines' PMDs "to provide for more accurate reporting of unofficial election night results."³⁵ In addition, Kellner also asserts that pursuant to State Election Law, BOE poll workers may use a "consolidated return of canvass form," in lieu of having to report results by election district, which would obviate the need for poll workers to employ the BOE's current "cut and paste" procedures.

On July 17, 2012, the Commissioners of the BOE voted to approve a new process for reporting election night results using PMDs.³⁶ The new procedures are as follows:

1. NYPD officer collects PMD from voting machine;
2. NYPD officer transports PMD to one of 75 police precincts set up for receiving PMDs;
3. Bi-partisan team of poll workers receives and uploads data from PMD at police precinct;
4. Results are transmitted from police precinct to the BOE's general office;
5. BOE staff transfers the results to the NYPD from the general office; and

³³ See Editorial, "Why Can't New York City Count Votes?" *The New York Times*, July 2, 2012; Editorial, "The Associated Press Should Exit City's Foolish Manual Vote Count," *Daily News*, July 5, 2012.

³⁴ See Michael Howard Saul, "21st-Century Vote Tally," *Wall Street Journal*, July 18, 2012, at A12.

³⁵ See Letter from Robert A. Brehm and Todd D. Valentine, Co-Executive Directors of the New York State Board of Elections, to Dawn Sandow and Pamela Perkins of the New York City Board of Elections, July 13, 2012 (on file with Committee Counsel).

³⁶ See Kate Taylor, "City Board Approves Process Aimed at Faster Vote Results," *The New York Times*, July 17, 2012.

6. NYPD transmits results to the AP.

The new procedures are expected to be in place for the 2012 New York State Primary Election on September 13, 2012.

Under the procedures adopted by the BOE, however, poll workers will still be required to complete the return of canvass using the “cut and paste” method that’s been employed for past elections. The BOE’s executive staff has indicated that the BOE’s unique method of tabulating the return of canvass is being retained as a “safety net,” since the 2012 New York State Primary Election will be the first time that the BOE employs the new procedures on a citywide basis. If all goes well, it is anticipated that the BOE will jettison this method in favor of a consolidated return of canvass.

VI. Today’s Hearing

At today’s hearing, the Committee will explore the issues that arose during the 2012 Congressional Primary Election, and the measures that the BOE is taking in response. The Committee will seek more information about the BOE’s new procedures for the reporting of unofficial election results using PMDs, and the status of its efforts to implement the new procedures. The Committee will also inquire about the issues that have been raised regarding inadequate staffing at poll sites, the lack of qualified bi-lingual poll workers at certain poll sites, the high number of unrecorded votes, and instances of voters not appearing in the registration rolls, among other concerns.

In order to assist the Committee and the public in evaluating the BOE’s performance, in advance of today’s hearing Chair Brewer requested the following information from the BOE for the 2012 Congressional Primary Election:

Election Day Operations:

1. The number of poll sites in operation for each Primary Election held on June 26, and the number of election districts (EDs) covered by each such poll site;
2. The number of poll sites that opened or began processing ballots after 6 a.m. on election day, sorted by poll site and time of opening;
3. The number of poll sites for which the official return of canvass was not completed until after 11 p.m., sorted by poll site and final time of completion;
4. The number of optical scanners deployed for the election, sorted by poll site;
5. The number of technical problems with optical scanners rendering an optical scanner temporarily or permanently inoperable or requiring repair by a technician during the election;
6. The number of ballot marking devices deployed for the election, sorted by poll site;
7. The number of technical problems with ballot marking devices rendering a ballot marking device temporarily or permanently inoperable or requiring repair by a technician during the election;
8. The average time to resolve problems, and causes of problems, with voting machinery on election day; and
9. The number of calls made to the BOE call center on election day and the percentage of queries that were resolved, sorted by subject matter.

Poll Workers:

1. The number of poll workers and Inspectors trained;
2. The number of poll workers and Inspectors deployed;
3. The percentage of poll workers and Inspectors deployed who passed required poll worker test(s);
4. The number of poll workers and Inspectors deployed on election day from the stand-by pool;
5. The percentage of poll workers and Inspectors who did not show up on election day;

6. The number of bi-lingual poll workers and Inspectors deployed, sorted by poll site and language;
7. The number of Inspectors and other poll workers deployed by Party/County Leaders;
8. The number of Inspectors and other poll workers appointed by the Board of Elections;
9. The number of Inspectors and other poll workers who were working for the first time on June 26;
10. The dates and nature of any training offered to first time workers; and
11. The number of complaints about poll workers and Inspectors, sorted by subject matter.

The BOE's response is attached.

Finally, the Committee will assess the BOE's preparedness for the upcoming 2012 New York State Primary Election, including measures it is taking to ensure poll sites open on time, to prevent voting equipment malfunctions, to better train poll workers, and to protect voters' privacy.

Appendix 1: Voters and Resources

Federal Primary June 26, 2012											
Borough	Voters		Poll Site	ED's		Scanners	BMD	ED's Carts	Privacy Booths	Chairs	Tables
	Dem	Rep		Used	Reporting						
Manhattan	273,483	92,604	351	1,261	887	743	351	887	1,732	5,005	709
Bronx	148,864	39,761	205	1,013	514	447	211	514	949	4,236	774
Brooklyn	723,973	113,740	396	2,101	1,820	966	412	1,820	3,489	11,459	2,800
Queens	461,181	125,102	312	1,550	1,260	748	319	1,260	2,480	5,839	1,358
Staten Island	0	75,048	89	357	327	180	89	327	381	1,727	394
Total:	1,607,501	446,255	1,353	6,282	4,808	3,084	1,382	4,808	9,031	28,266	6,035
Totals Equipment Deployed:						52,606					

Appendix 2: Sites Opened Late

	Election	Poll Site ID	Poll Site Name	Poll Site Address	Reason for Opening Late
BRONX	6/26/2012	X0003	PS 6	1000 East Tremont Ave	Poll Site not opened at 6:43am
BROOKLYN	6/26/2012	B0264	PS 67	51 St. Edwards St.	Poll Site opened at 6:45am.
	6/26/2012	B0277	PS 13	557 Pennsylvania Ave.	Poll Site opened at 6:05am
	6/26/2012	B0333	PS 151	763 Knickerbocker Ave.	Poll Site opened at 6:40am
	6/26/2012	B0354	PS 157	850 Kent Ave.	Poll Site opened at 6:15am
QUEENS	6/26/2012	Q0266	PS/JHS 217	85-5 144St.	At 6:28am requesting the AD monitor to help open the site.

Appendix 3: Scanner and BMD Malfunctions

Actual DS 200 Problems											
Boroughs	Uncalibrated Screen	Backup Memory Issue	Ballot Jam	At Wrong Poll Site	Screen Frozen	Ballot Feeding Problems	Other	Scanner Not Starting	Citywide Totals		Scanners Replaced
New York	0	4	48	0	1	0	10	29	92		5
Bronx	0	4	20	1	0	3	2	8	38		3
Kings	0	12	70	1	0	3	3	42	131		6
Queens	0	2	54	1	0	10	4	5	76		5
Richmond	0	4	9	0	0	16	3	1	33		12
Citywide	0	26	201	3	1	32	22	85	370		31
Actual BMD Problems											
Boroughs	Ballot Jam	Ballot Reading Problem	BMD Print Issue	BMD Not Starting	Frozen Screen	Screen not Calibrated	Other	Citywide Totals			BMD(s) Replaced
New York	9	0	0	12	0	2	2	25			5
Bronx	4	2	0	3	3	2	0	14			2
Kings	7	0	0	3	0	0	4	14			1
Queens	6	0	0	5	0	0	2	13			4
Richmond	0	0	0	0	1	0	1	2			0
Citywide	26	2	0	23	4	4	9	68			12

Appendix 4: Scanner/BMD Malfunction Investigations

Borough	Equipment Type	Unit #	Issue Reported	Diagnosis
Manhattan	DS200	NY0501	Ballots jam in transport, specifically at the point where the ballot meets the top CIS	Carrying case latch is bent and broken off. Transport was likely warped due to damage. If replacing the top cis does not fix issue transport will need to be replaced.
	DS200	NY0619	Unit freezes and beeps loudly	I was unable to recreate this issue, but the reported problems are consistent with faulty or unseated RAM. The RAM should be replaced prior to next election
	DS200	NY0645	Unit freezes and beeps loudly	I was unable to recreate this issue, but the reported problems are consistent with faulty or unseated RAM. The RAM should be replaced prior to next election
	DS200	NY0168	Error Message: "Back up memory device failed"	Memory Stick became corrupted or loose in transport. Stick needs to be reburnt or replaced
	DS200	NY0352	Ballot Jam	Unit gives "Ballot Jam" error following boot up, despite no ballot being present in unit. Lint appeared to be in transport. Cleaned out transport and "Ballot Jam" error no longer appears.
	BMD	10985	BMD will not boot up. Holds at "Waiting for flashcard"	Corrupted/bad flashcard. Tested another flashcard on unit to make sure that problem is with flashcard
	BMD	10099	Error message appears following boot up : "Failed to Calibrate the following	Bottom Scanner may need to be replaced. Bottom scanner is either dirty and/or faulty.
	BMD	10844	Paper Jam	Jam needs to be cleared and ballot pathway checked. Clean under PV scanner
	BMD	11094	BMD will not boot up. Holds at "Waiting for flashcard"	Corrupted/bad flashcard. Tested another flashcard on unit to make sure that problem is with flashcard and not unit
	BMD	10006	BMD will not boot up. Holds at "Waiting for flashcard"	Corrupted/bad flashcard. Tested another flashcard on unit to make sure that problem is with flashcard
Bronx	BMD	10278	BMD not accepting ballots.	USD board connection came loose. Unit was repaired
	BMD	10137	BMD will not boot up. Holds at "Waiting for flashcard"	Corrupted/bad flashcard. Tested another flashcard on unit to make sure that problem is with flashcard and not unit
	DS200	BX0310	Scanner will not accept ballot/ Sticky	Rollers are sticky.
	DS200	BX0220	Scanner will not accept ballot/ Sticky	Rollers are sticky.
	DS200	BX0335	Scanner will not accept ballot/ Sticky	Rollers are sticky.
Brooklyn	BMD	11443	Paper Jam	In order to clear jam unit will need to be opened up and fully cleaned
	DS200	KG0897	When Election Data is loaded "P-Send Config" Error appears	Data stick was either not burned properly or EQCd. Testing unit with new sticks and error did not appear

Queens	DS200	QN1067	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	BMD	10365	BMD will not boot up. Holds at "Waiting for flashcard"	Corrupted/bad flashcard. Tested another flashcard on unit to make sure that problem is with flashcard and not unit
	BMD	10349	BMD will not boot up. Holds at "Waiting for flashcard"	Corrupted/bad flashcard. Tested another flashcard on unit to make sure that problem is with flashcard and not unit
	DS200	QN1097	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	QN1064	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	QN1179	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	QN1163	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	BMD	10543	Unit damaged in transportation	Unit tests fine, accepts ballots- but decision was made to replace BMD when damage was discovered
	BMD	10467	Ballot Jam	In order to clear jam unit will need to be opened up and fully cleaned
	DS200	QN1228	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
Staten Island	DS200	RH0217	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0123	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0209	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0208	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0235	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0059	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0060	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0092	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0142	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0183	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0105	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
	DS200	RH0059	Scanner will not accept ballot/ Sticky	Rollers are sticky. Replacement Unit Warranted.
On June 26, 2012 the average time to resolve a necessary Voting Machine Call was 1 hour and 52 minutes				

Appendix 5: Call Center Statistics

	Manhattan	Brooklyn	Bronx	Queens	Staten Island	Citywide
ED Supply						
Cart/Privacy Booth	11	13	3	18	5	50
BMD	37	30	26	22	5	120
Scanner	173	224	82	115	39	633
Supplies	89	329	90	107	14	629
Procedural Questions	49	12	3	12	21	97
"Other"	5	5	7	10	1	28
Poll Worker	372	314	149	229	51	1,115
Poll Site	92	44	23	17	14	190
Totals	828	971	383	530	150	2,862
* The numbers above are actual calls into Call Center; duplicate and false calls are included in the raw data.						

Appendix 6: General Poll Worker Statistics

		Total Poll Worker Data Minus the Stand-bys		
	Total PW Assigned	Total PW Worked	Total PW Did Not Show	% of Total PW Did Not Show
NY	6138	4959	1179	19.21%
BX	3581	2956	625	17.45%
KG	9555	7603	1952	20.43%
QN	7672	6927	745	9.71%
RH	1708	1520	188	11.01%
Total	28654	23965	4689	16.36%

				Stand By Coverage Data			
	# Stand-by of Positions	# Stand Bys Assigned Before Event	% of Stand By Positions Filled	# Stand Bys Worked	% of Stand Bys Assigned that Worked	# Stand Bys Worked & Passed	% of Stand Bys Worked that Passed
NY	660	656	99%	321	49%	321	100%
BX	500	509	102%	310	61%	310	100%
KG	400	446	112%	274	61%	274	100%
QN	600	578	96%	328	57%	328	100%
RH	100	71	71%	42	59%	42	100%
Total	2,260	2,260	100%	1,275	56%	1,275	100%

Appendix 7: Bilingual Poll Workers by Borough

Manhattan Total	Spanish Interpreter	283
	Chinese Interpreter	193
	Korean Interpreter	2
Bronx Total	Spanish Interpreter	197
Brooklyn Total	Spanish Interpreter	304
	Chinese Interpreter	320
Queens Total	Spanish Interpreter	284
	Chinese Interpreter	382
	Korean Interpreter	184
	Bengali	65
	Hindi	96
Staten Island Total	Spanish Interpreter	41
Citywide	Spanish	1109
	Chinese	895
	Korean	186
	Bengali	65
	Hindi	96
Total		2351

Appendix 8: First Time Poll Workers and Poll Worker Classes

Borough	First Time Poll Workers	# of Classes	Types of Classes	Class Date Range
Manhattan	465	45	Basic	3/6/12 to 6/1/12
		11	Chinese Korean and Spanish Interpreter	3/6/12 to 5/25/12
		12	Door Clerk	3/6/12 to 4/22/12
		11	Information Clerk	3/6/12 to 3/31/12
Total # of Classes for Manhattan		79		
Bronx	422	27	Basic	3/22/12 to 6/15/12
		2	Door Clerk	3/29/12 to 5/31/12
		2	Information Clerk	3/29/12 to 5/31/12
		2	Spanish Interpreter	3/29/12 to 5/31/12
Total # of Classes for Bronx		33		
Brooklyn	491	41	Basic	2/21/12 to 6/13/12
		9	Chinese Korean and Spanish Interpreter	2/25/12 to 6/2/12
		7	Door Clerk	2/21/12 to 5/30/12
		8	Information Clerk	2/22/12 to 5/31/12
Total # of Classes for Brooklyn		65		
Queens	640	40	Basic	2/13/12 to 3/31/12
		7	Chinese Korean and Spanish Bengali/Hindi Interpreter	2/17/12 to 6/13/12
		4	Information and Door Clerk Class	2/17/12 to 3/18/12
Total # of Classes for Queens		51		
Staten Island	57	26	Basic	2/27/12 to 3/24/12
Total # of Classes for Staten Island		26		
Total # of Classes	2075	254		

Appendix 9: Complaints about Poll Workers

	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Citywide
Poll Worker Not Following Proper Procedures	3	4	26	14	0	47
Poll Worker Behavior Issue (Rude, Uncooperative)	4	11	33	9	3	60