



***Budget Impact Workshop***

***March 15, 2010***

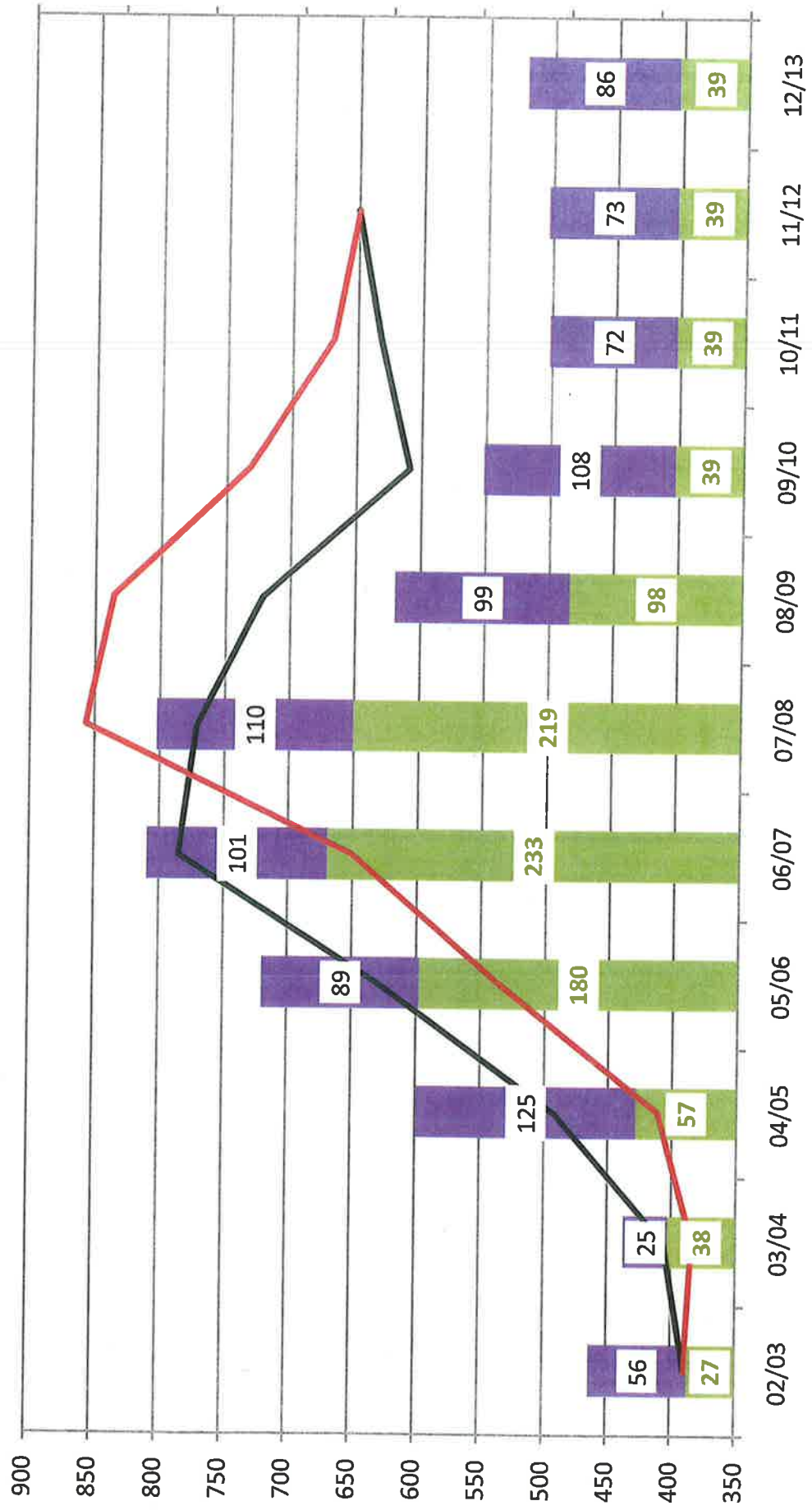
Schedule for FY 2011 Budget-Cut Impact Hearings

Beginning Monday, March 15 and concluding Tuesday, April 13

Time Allotments = 15min Day1, 30min Day2, 1hr Day3

	Day1 3/15/2010	Day2 3/29/2010	Day3 3/30/2010	Day4 4/13/2010
Executive Office	1:00 PM			If Needed
Agricultural Commissioner	1:30 PM			
Veterans Services	1:45 PM			
Cooperative Extension	2:00 PM			
Office on Aging	2:15 PM			
Parks	2:30 PM			
RCIT	2:45 PM			
BREAK	3:00 PM			
County Counsel	3:15 PM			
Registrar Of Voters	3:30 PM			
Purchasing	3:45 PM			
Community Action Partnership	4:15 PM			
Clerk of the Board	4:30 PM			
Assessor-Clerk Recorder		9:00 AM		
Auditor-Controller		9:30 AM		
Treasurer-Tax Collector		10:00 AM		
BREAK		10:30 AM		
TLMA		10:45 AM		
RCRMC		11:15 AM		
Mental Health		11:45 AM		
LUNCH		12:15 PM		
EDA		1:30 PM		
DPSS: Homeless		2:00 PM		
BREAK		2:30 PM		
CHA		2:45 PM		
Dep Of Child Supt Svcs		3:15 PM		
Public Defender		3:45 PM		
Indigent Defense		4:15 PM		
Fire			9:00 AM	
BREAK			10:00 AM	
Probation			10:15 AM	
LUNCH			11:15 PM	
District Attorney			1:30 PM	
BREAK			2:30 PM	
Sheriff			2:45 PM	

■ GF Designations    
 ■ REU    
 — GF Disc. Resources    
 — GF NCC



**Multi-year Outlook**

	FY 10/11	FY 11/12	FY 12/13	FY 13/14
Beginning fund balance	20,000,000	20,000,000	20,000,000	20,000,000
Discretionary Revenue	612,249,270	630,400,989	639,312,913	656,024,824
Ongoing NCC	739,687,238	681,813,449	647,597,245	647,597,245
Targeted budget cuts	(71,152,916)	(32,147,280)	-	-
<b>Budget Deficit</b>	<b>(36,285,051)</b>	<b>734,820</b>	<b>11,715,669</b>	<b>28,427,579</b>

REU balance	108,400,000	72,114,949	72,849,769	84,565,438	112,993,017
<b>108,400,000</b>	<b>TRUE</b>	<b>TRUE</b>	<b>TRUE</b>	<b>TRUE</b>	<b>TRUE</b>
REU Floor (% of revenue):	6%	36,734,956	37,824,059	38,358,775	39,361,489
ADD CASH:	-				

<b>Public Safety NCC</b>	<b>3.0%</b>	<b>3.0%</b>	<b>0.0%</b>	Cumulative
Impact	(11,244,777)	(11,478,972)	-	
FTE's	-128	-132		-260
<b>All Other GF Departments</b>	<b>25.0%</b>	<b>11.5%</b>	<b>0.0%</b>	
Impact	(59,908,139)	(20,668,308)	-	
FTE's	-604	-224		-828
Total Cuts	(71,152,916)	(32,147,280)	-	Cumulative
FTE's	-732	-356		-1088

## General Fund FY 10/11

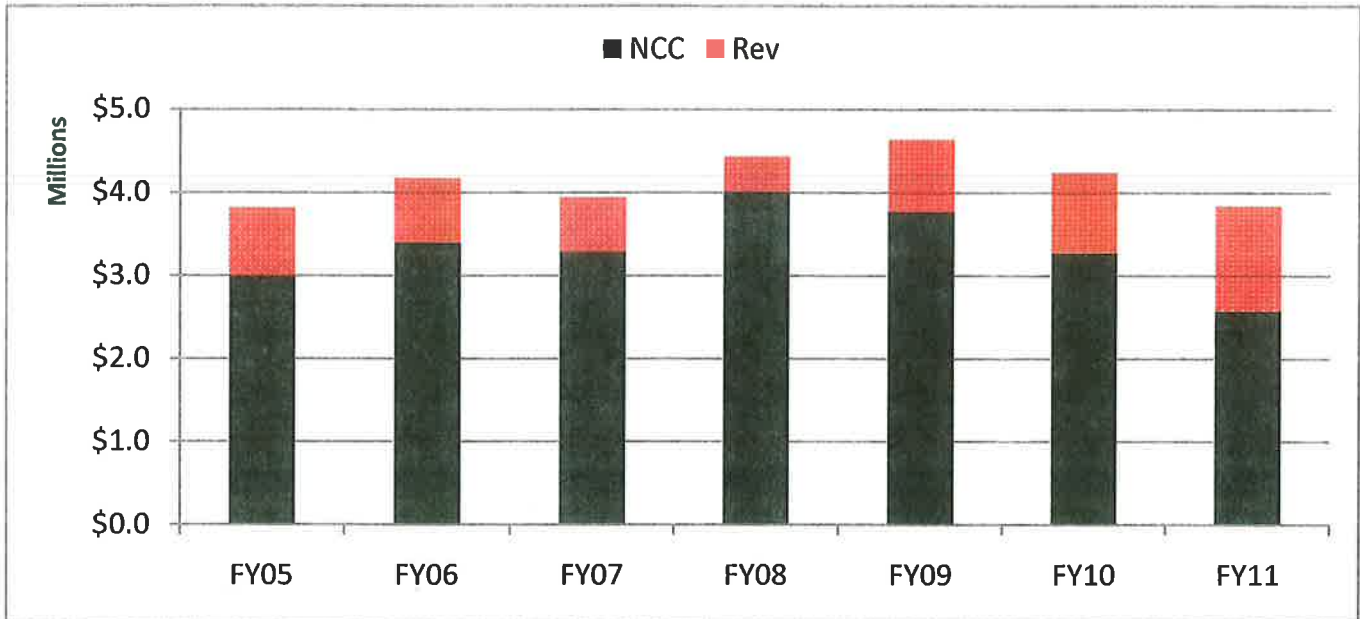
Beginning Fund Balance	\$20,000,000	
Discretionary Revenue	612,249,270	
Total Resources		\$632,249,270
Net County Cost	(718,335,968)	
Public Safety COLA's	(8,738,112)	
Smith Jail Expansion	(12,613,158)	
Total Commitments		<u>(739,687,238)</u>
Net Shortfall		(107,437,968)
Budget Cuts		
Public Safety	3%	11,244,777
General Services	25%	59,908,139
Reserve Funds (REU)		<u>36,285,052</u>
General Fund Balance		(0)

# **EXECUTIVE OFFICE**

## County Executive Office

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 4,231,783	\$ 3,431,097	\$ 343,110	\$ 857,774	28	3

### Department Budget History



### Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Internal supervision and management	\$ 857,774	3	Additional revenue (\$510,000) is estimated. Position cuts will be made among management/professional classes. Remaining staff will absorb workload and cross-train. Supervision will be restructured. Availability for involvement in various committees may be affected.
<u>\$ 857,774</u>			

### Executive Office Comment

Executive Office Comment on Programs (by Department's Analyst)

NOT APPLICABLE FOR THIS DEPARTMENT

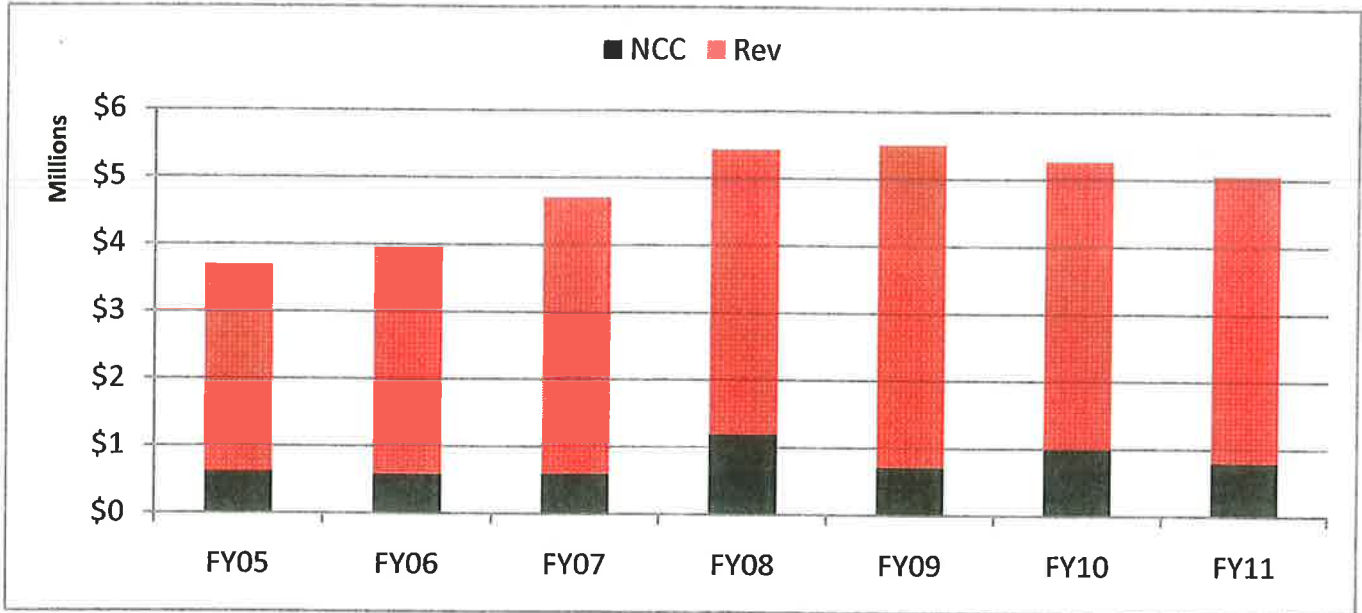
**AGRICULTURAL  
COMMISSIONER**



## Agricultural Commissioner

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 5,251,683	\$ 1,063,782	\$ 106,378	\$ 265,946	55	6

### Department Budget History



### Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Pest Prevention	\$ 154,114	4	Underfunded inspection programs will be scaled back. Impact: marketability of local commodities compromised if invasive species attack crops. Less available staff for quarantines and sampling. Maintenance Of Effort funding reduced by approximately 50%.
2 Consumer Protection	\$ 32,538	1	Ag/Urban interface conflicts, delayed response to complaints. Collaboration with other allied agencies compromised. Diminished consumer confidence.

## Agricultural Commissioner (continued)

3 Administration	\$ 79,294	1	Loss of in-house IT expertise and oversight. Curtailed administration of state-mandated crop report and reprioritized assignments for administration and other unfunded reporting requirements.
<u>\$ 265,946</u>			

## Executive Office Comment

### Executive Office Comment on Programs (by Department's Analyst)

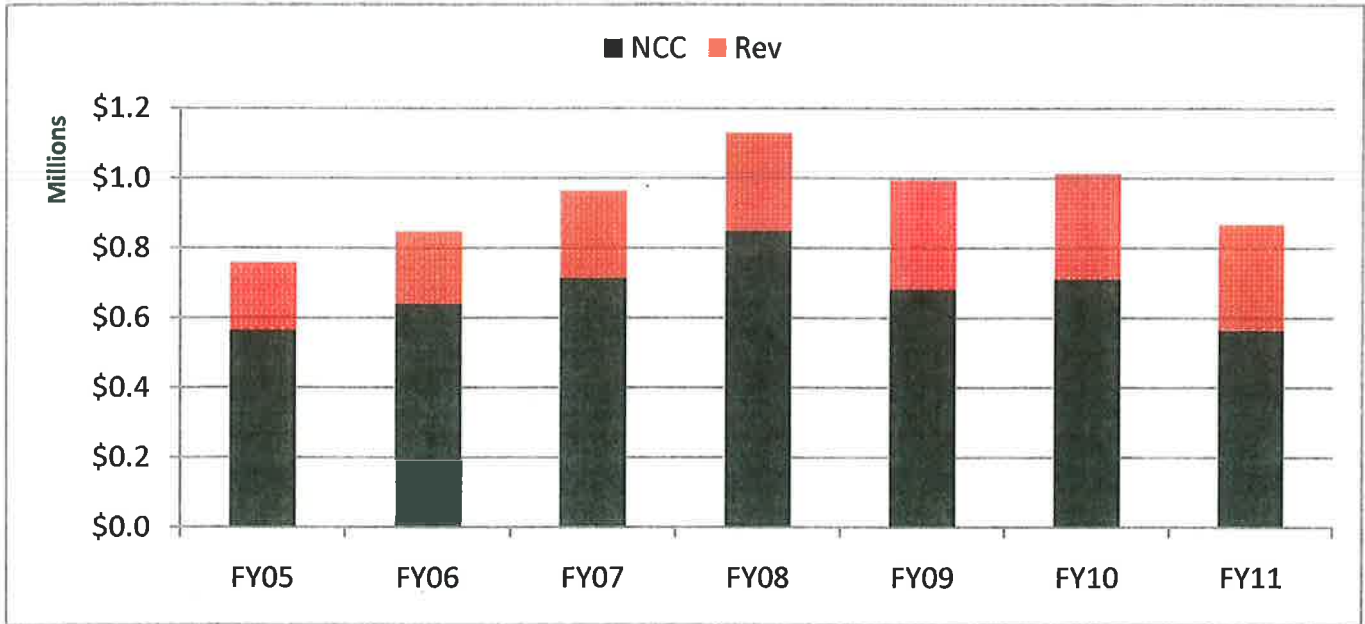
- 1-3 Concur with department's impacts 1, 2 and 3 and budget adjustments to come within targeted reductions.

# **VETERANS' SERVICES**

## Veterans Services

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 1,011,438	\$ 752,950	\$ 75,295	\$ 188,238	9	3

## Department Budget History



## Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Veterans Services - Hemet Office	\$ 71,225	1	Hemet Office will close. Services to Hemet area will not be available or reduced to field visits once a week. Veterans will have to travel to Riverside for services.
2 Veterans Services - Indio Office	\$ 66,000	1	Reduced service level to the Indio/Blythe/Banning areas due to 50% staff reduction. Wait time for services will significantly increase.
3 Veterans Services - Riverside Office	\$ 53,745	1	Reduced support for Veterans Services Representatives. Increased wait time for veterans calling in with questions.
<u>\$ 190,970</u>			

## Veterans Services (continued)

### Executive Office Comment

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#### Executive Office Comment on Programs (by Department's Analyst)

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Cost reduction will significantly impact the program serving the Hemet area and future funding.

<sup>1</sup> Veterans Services will not violate any mandates with the reduced level of service.

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Cost reduction will significantly impact program services to the Indio, Blythe, and Banning areas as well

<sup>2</sup> as future funding. Veterans Services will not violate any mandates with the reduced level of service.

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Cost reduction will significantly impact the level of service provided at the Riverside Office. Veterans

<sup>3</sup> Services will not violate any mandates with the reduced level of service.

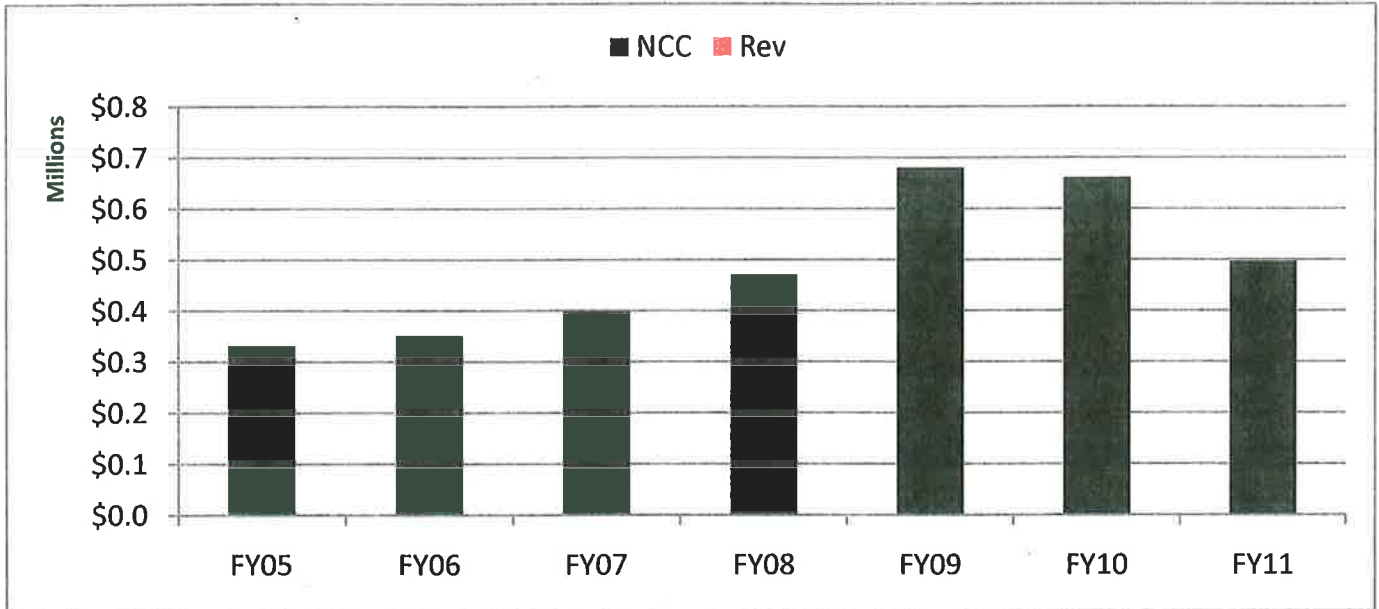
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# **COOPERATIVE EXTENSION**

## Cooperative Extension

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 662,369	\$ 662,369	\$ 66,237	\$ 165,592	5	3

## Department Budget History



## Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Personnel (Salary & Benefits)	\$ 165,592	3	Loss of customer service and Office Assistant II functions in Indio and Moreno Valley, loss of Accounting Assistant I in Moreno Valley.
	<u>\$ 165,592</u>		

## Executive Office Comment

### Executive Office Comment on Programs (by Department's Analyst)

- Impacts will have an adverse effect for supporting University of California professional staff. All support office functions will be greatly reduced. Reception, and customer service functions will be curtailed. Departmental accounting and budget preparation functions will be curtailed. Expensive 5-year lease in Indio continues to increase 3% annually. Current cost for all leases is \$224,000 for FY10/11. If leases could be terminated and county owned space utilized instead significant dollars could be saved. However, cost savings to relocate into county owned space that will require tenant improvements would not be realized in first year. But, in the following years saving could be realized.

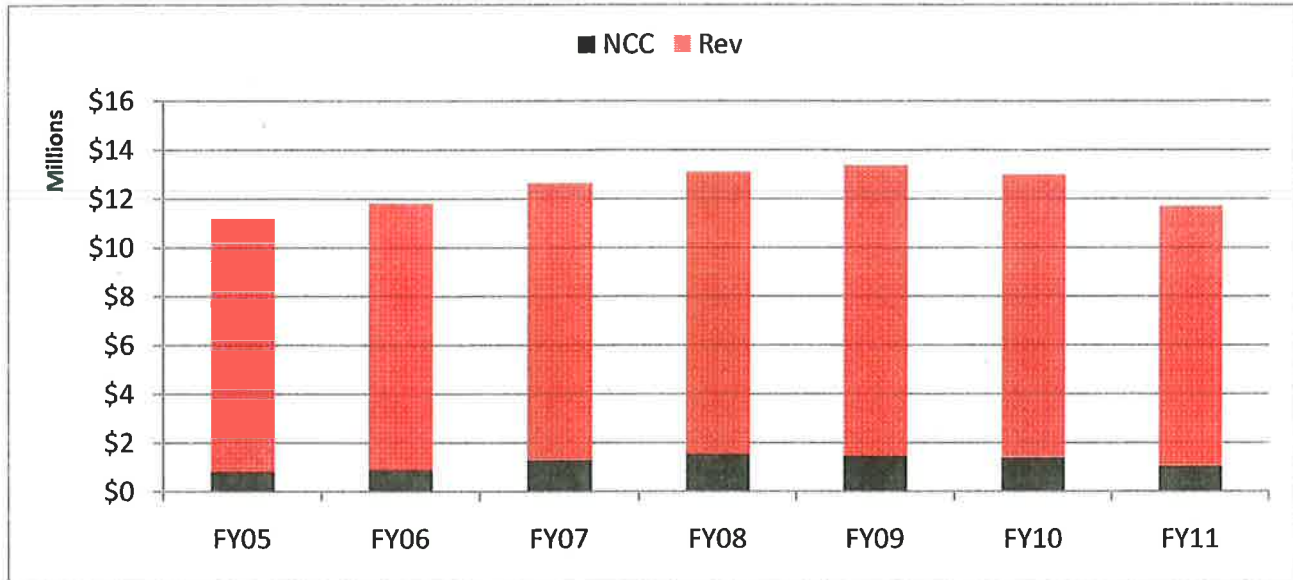
**OFFICE ON AGING**



## Office on Aging

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 11,772,667	\$ 1,388,471	\$ 138,847	\$ 347,118	64	4

### Department Budget History



### Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Grandparents Raising Grandchildren (GRG) Program	\$ 87,125	1	Loss of GRG Care Coordination Social Worker will impact the quality of care, and clinical professional support services of Grandparents Raising Grandchildren program.
2 CareLink	\$ 74,211	1	Will impact the capacity to respond to elders who are in most need of the program.
3 Administration	\$ 185,782	2	Loss of 2 personnel in administrative unit will impact compliance reporting requirement, jeopardizing the funding and oversight of contracted grant funds from the State.
<u>\$ 347,118</u>			

### Executive Office Comment

#### Executive Office Comment on Programs (by Department's Analyst)

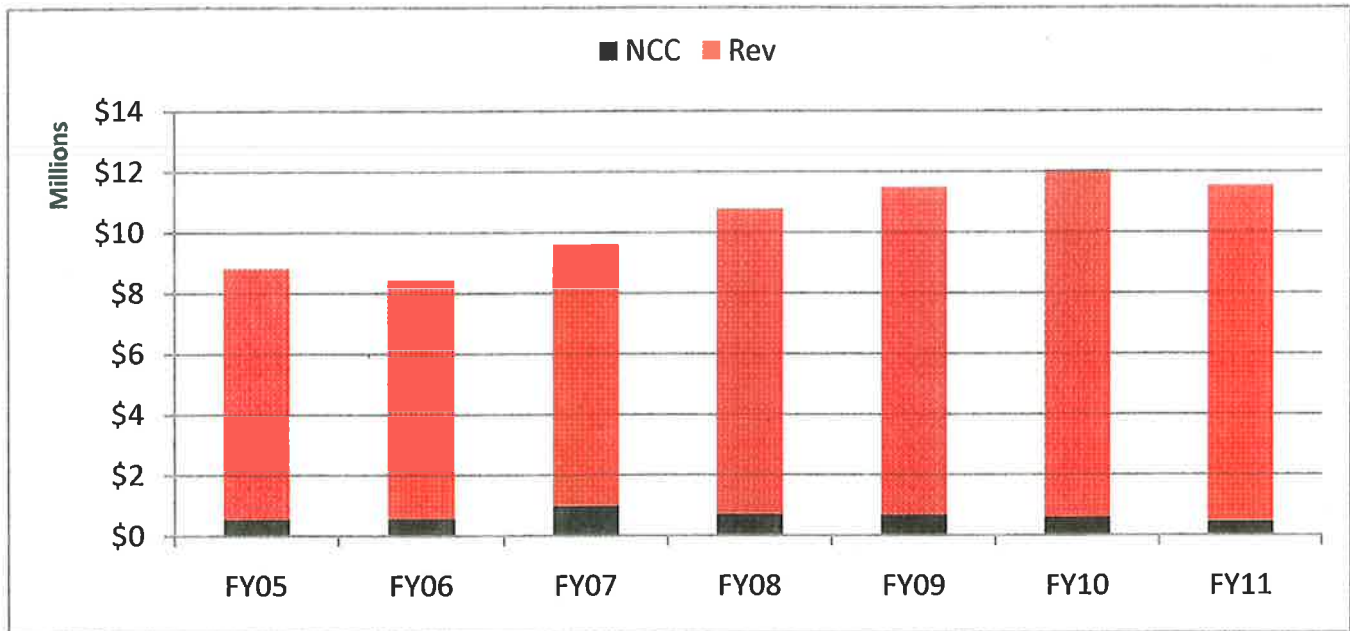
- 1 Department can still provide service even after cut without clinical professional support.
- 2 The department has submitted a grant proposal for potential funding.
- 3 The department can continue to provide an acceptable level of required oversight even after proposed cut of 2 staff, however they could not sustain this coverage over a long period of time.

# **PARKS**

## Regional Parks and Open Space District

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 12,001,640	\$ 609,305	\$ 60,931	\$ 152,326	105	3

### Department Budget History and GF Comparison



### Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Trails Maintenance	\$ 78,868	2	Decreased maintenance
2 CIP Grants	\$ 73,458	1	Less ability to apply for grants
	<u>\$ 152,326</u>		

### Executive Office Comment

#### Executive Office Comment on Programs (by Department's Analyst)

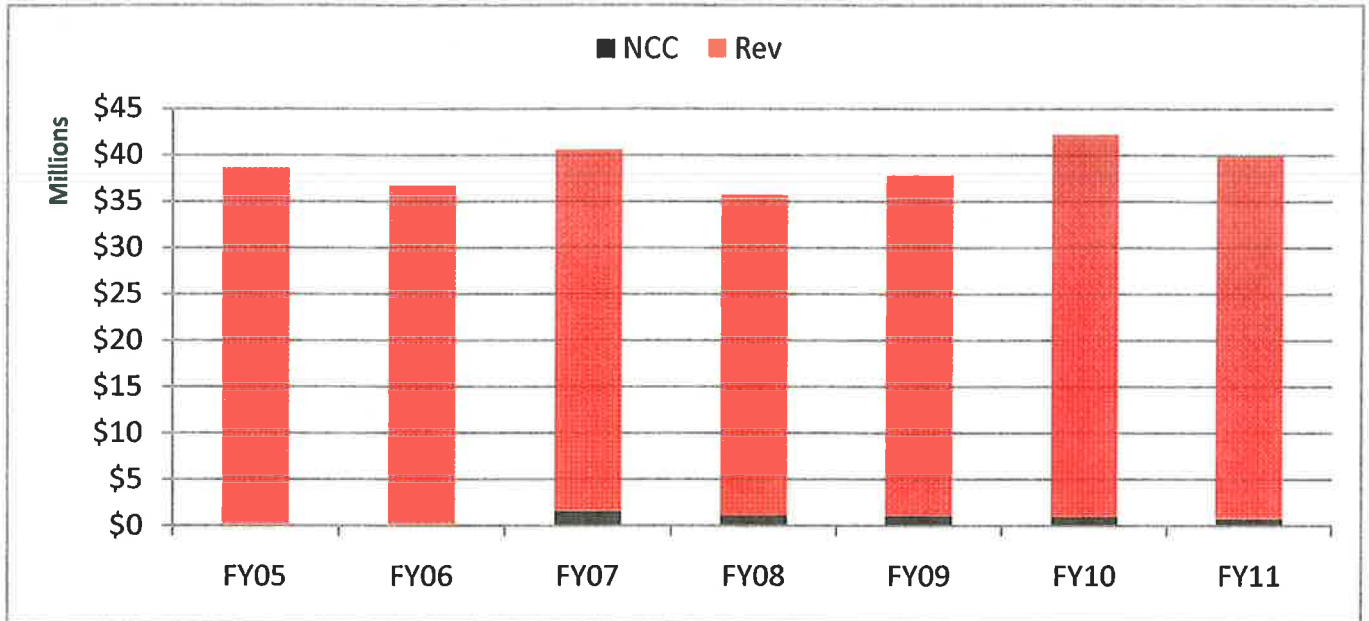
- 1 Trails maintenance program to be turned over to volunteer trails maintenance program. EO concurs with district's response to budget cut. Two maintenance workers reassigned to park locations.
- 2 Staff Analyst position will be left vacant to mitigate budget cut. EO concurs with district's response to budget cut. Position was to be utilized to apply for and manage grants for CIP projects. Department will mitigate through use of in-house staff.

**RCIT**

## Information Technology

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 42,111,640	\$ 969,594	\$ 96,959	\$ 242,399	182	0

### Department Budget History



### Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 CIO Subsidy	\$ 242,399	0	Unplanned automation initiatives and web development costs may need additional funding. ----- May need to identify additional funding to support new directives that require extensive effort. ----- Reduced involvement in committees may slow technology policy and standard development. -----
	<u>\$ 242,399</u>		

### Executive Office Comment

#### Executive Office Comment on Programs (by Department's Analyst)

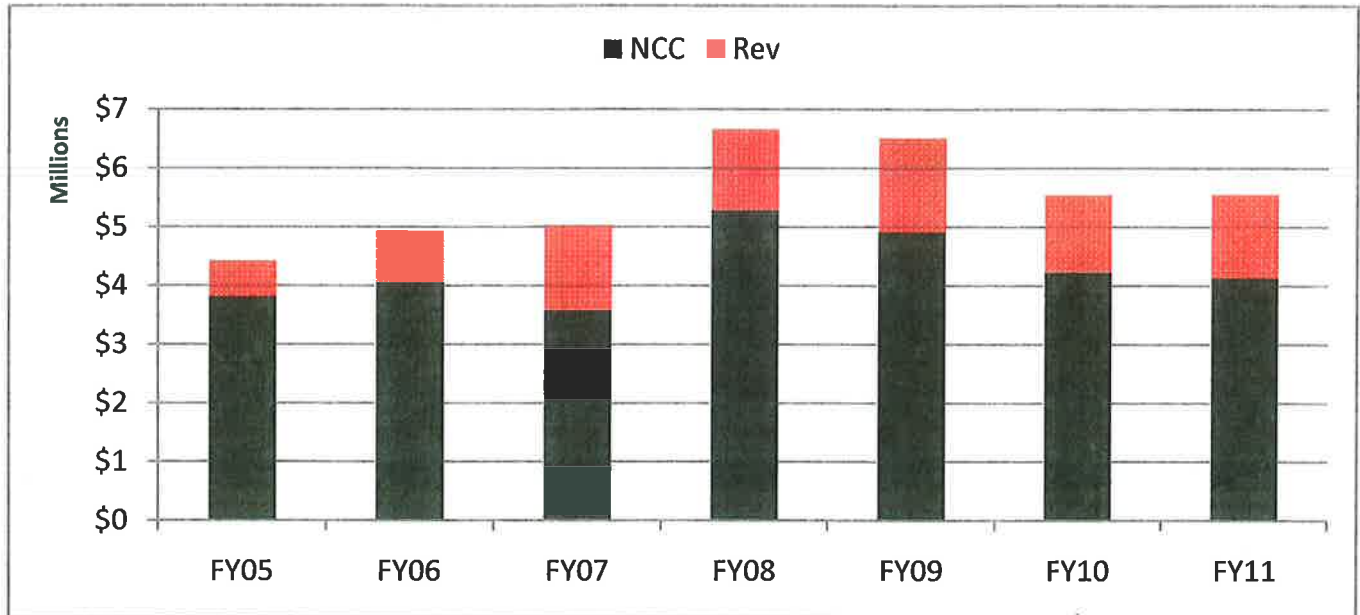
- 1 This department's service improves normal county operations. The department may be able to provide an acceptable level of service with its proposed cut.

**COUNTY COUNSEL**

## County Counsel

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 5,527,387	\$ 4,593,844	\$ 459,384	\$ 1,148,461	67	8

## Department Budget History



## Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Pooled Departmental Legal Support	\$ 1,148,461	8	While there are only 2 layoffs showing in the addback request, there are an additional 6 employees taking the current early retirement incentive option that cannot be replaced.

## County Counsel (continued)

In the absence of \$689,077 and if funding cannot be restored, our office will be severely impacted and be forced to reduce the services provided to NCC county agencies and departments and reallocate attorney resources to revenue generating county departments/agencies and outside agencies. There will also be an increased reliance on outside legal counsel, whose rates range from \$200-\$350 per hour, which is an increased cost to departments and ultimately the general fund. (Our proposed 2010-2011 rates are \$143.18 per hour.)

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\* Since FY 2008-2009 to current FY 2009-2010, County Counsel has lost a total of (5) attorneys due to early retirements. This coupled with the anticipated FY 2010-2011 losses of (6) early retirements, (of which (3) are attorneys), and an additional (2) attorney positions facing layoffs; will reduce our office by (10) attorney positions. We simply cannot handle the workload and hereby request additional funding.

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\$ 1,148,461

## Executive Office Comment

### Executive Office Comment on Programs (by Department's Analyst)

- 1 The total staff reductions include 2 layoffs and 6 anticipated early retirements. Without the early retirements, the layoff amount would need to increase. It is important to note that department that with these staff reductions, County Counsel has lost a total of 10 attorney positions. County Counsel has a proposed rate increase on the Board's agenda March 16, 2010. The new rate is already included in the department proposed revenue calculations. The department has worked with EDA/FM to move away from COWCAP and into a direct bill relationship. This should allow for better cost recovery, when appropriate, for both departments, and specifically give County Counsel more assurance as to service levels and revenue levels. The department will be exploring direct bill with other departments as appropriate.

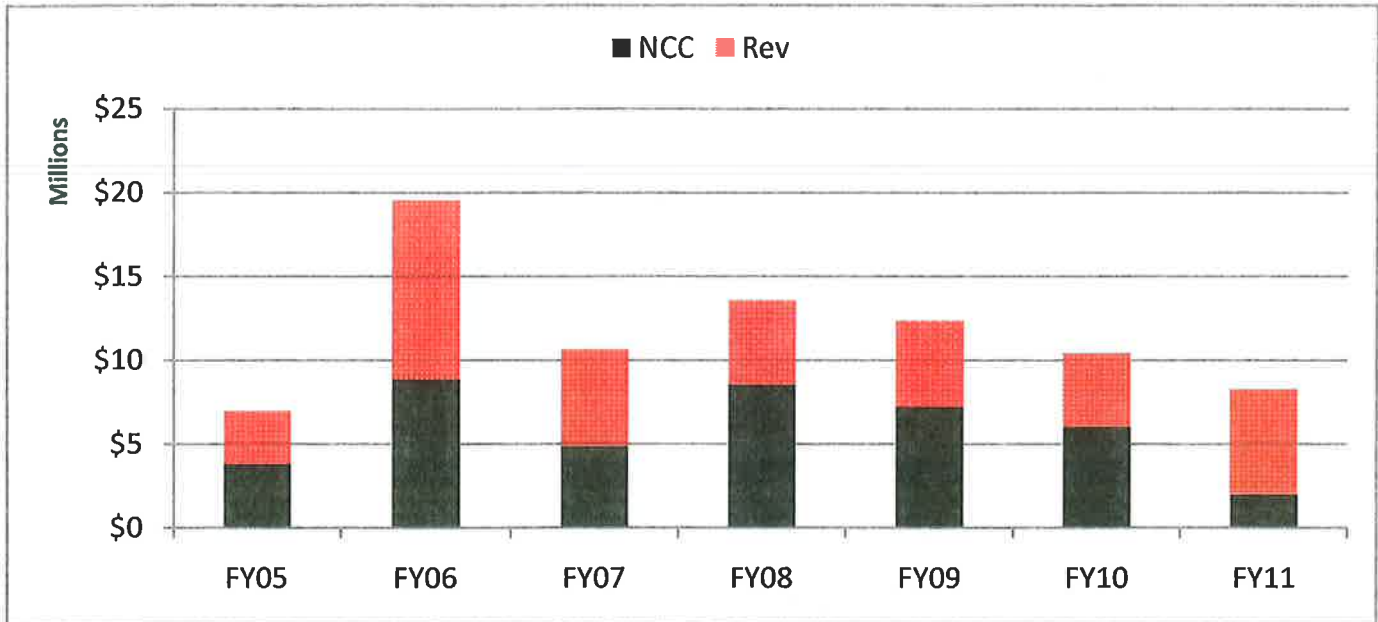


# **REGISTRAR OF VOTERS**

## Registrar of Voters

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 10,384,306	\$ 2,661,837	\$ 266,184	\$ 665,459	39	0

## Department Budget History



## Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Spanish Language Program	\$ 160,000	0	Will have minimal compliance with Dept. of Justice agreement. Elimination of stipend for bilingual skills.
2 Poll Worker Program	\$ 255,459	0	Reduce number of pollworkers assigned to each voting precinct from 5 to 4.
3 Online Poll Worker Training	\$ 150,000	0	Will postpone planned purchase of online poll worker training. Would have enhanced poll worker knowledge retention in response to audit recommendation.
4 Equipment Purchase	\$ 100,000	0	Efficiencies and cost savings from Vote By Mail envelope scanner will not be realized. Aging equipment may result in high maintenance costs and potential backlog.
<u>\$ 665,459</u>			

## Registrar of Voters (continued)

### Executive Office Comment

#### Executive Office Comment on Programs (by Department's Analyst)

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1 Program cost reduction will result in ROV meeting minimum program requirements.

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2 Cost reduction to Poll Worker Program will result in longer wait times and later poll result reporting.  
ROV will still meet legal mandates.

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3 Postponement of online poll worker training will delay compliance with audit recommendations. Will not prevent ROV from meeting minimum election requirements.

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4 Equipment purchase delay may result in inefficiencies. ROV will still meet minimum election requirements.

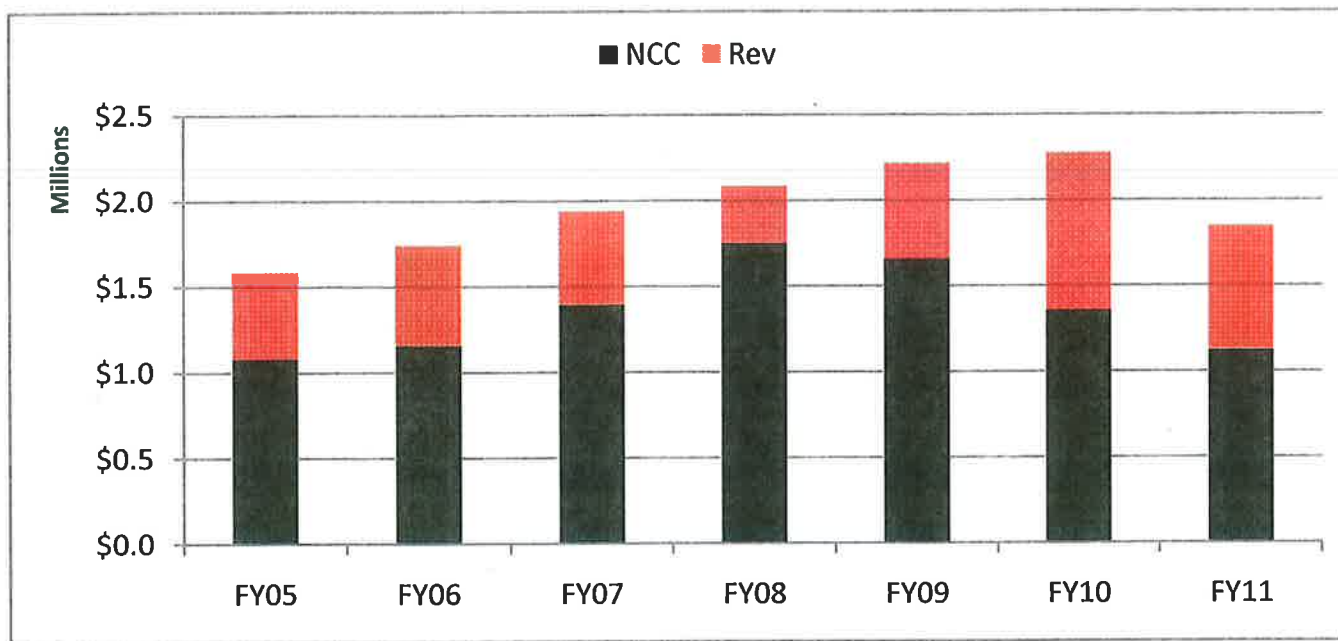
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# **PURCHASING**

## Purchasing Department

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 2,270,142	\$ 1,498,438	\$ 149,844	\$ 374,610	19	4

### Department Budget History



### Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Miscellaneous Expense	\$ 29,911	0	Slower response time, more delegated authority, less audit & compliance review, less outreach & training.
2 County Buyer II & PCS	\$ 264,085	3	
3 County Buyer PCS	\$ 85,614	1	
	<u>\$ 379,610</u>		

### Executive Office Comment

#### Executive Office Comment on Programs (by Department's Analyst)

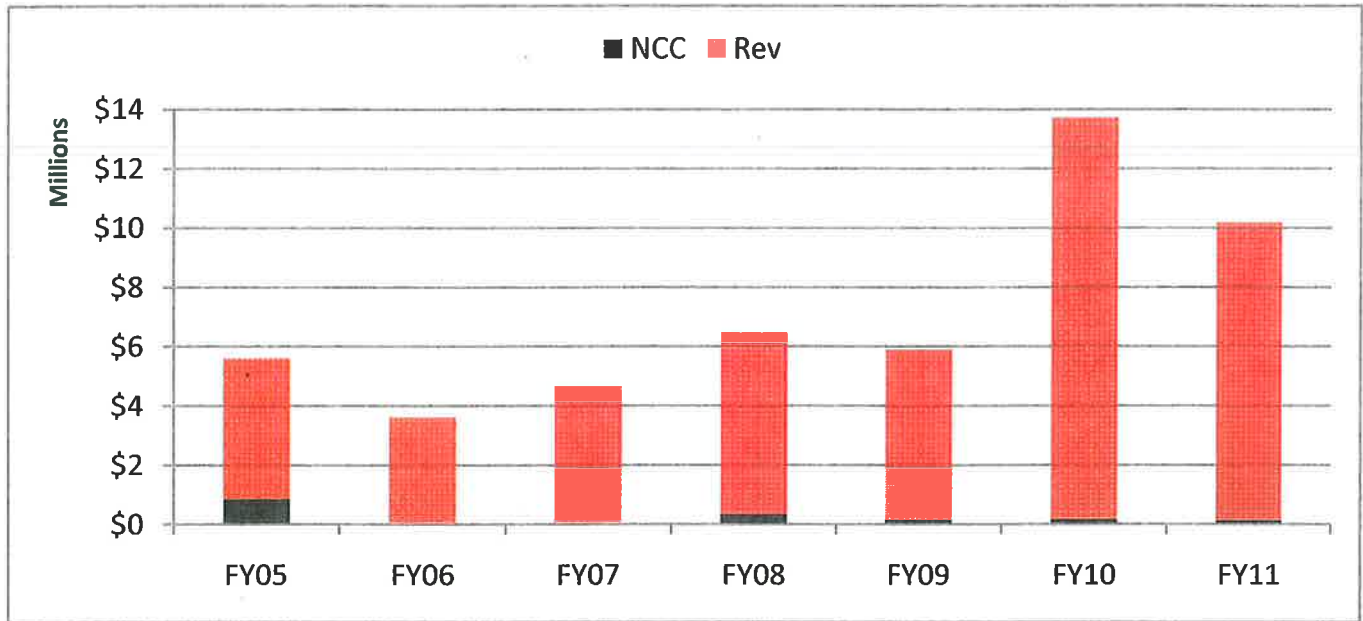
- 1 This department's service is essential for normal county operations. However, the department can provide an acceptable level of service with its proposed cut.
- 2, 3 There are seven (7) current buyers funded by GF and three (3) funded through MOUs with departments for dedicated buyers. The 25% cut scenario would result in a layoff of up to 4 positions funded by GF.

**COMMUNITY ACTION  
PARTNERSHIP**

## Community Action Partnership

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ 10,000,000	\$ 179,550	\$ 17,955	\$ 44,888	42	0

### Department Budget History



### Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Facility lease payment	\$ 44,888	0	No impacts to services or staff
	<u>\$ 44,888</u>		

### Executive Office Comment

#### Executive Office Comment on Programs (by Department's Analyst)

- 1 This non-general fund department is able to absorb the \$45,000 reduction in county funded support.

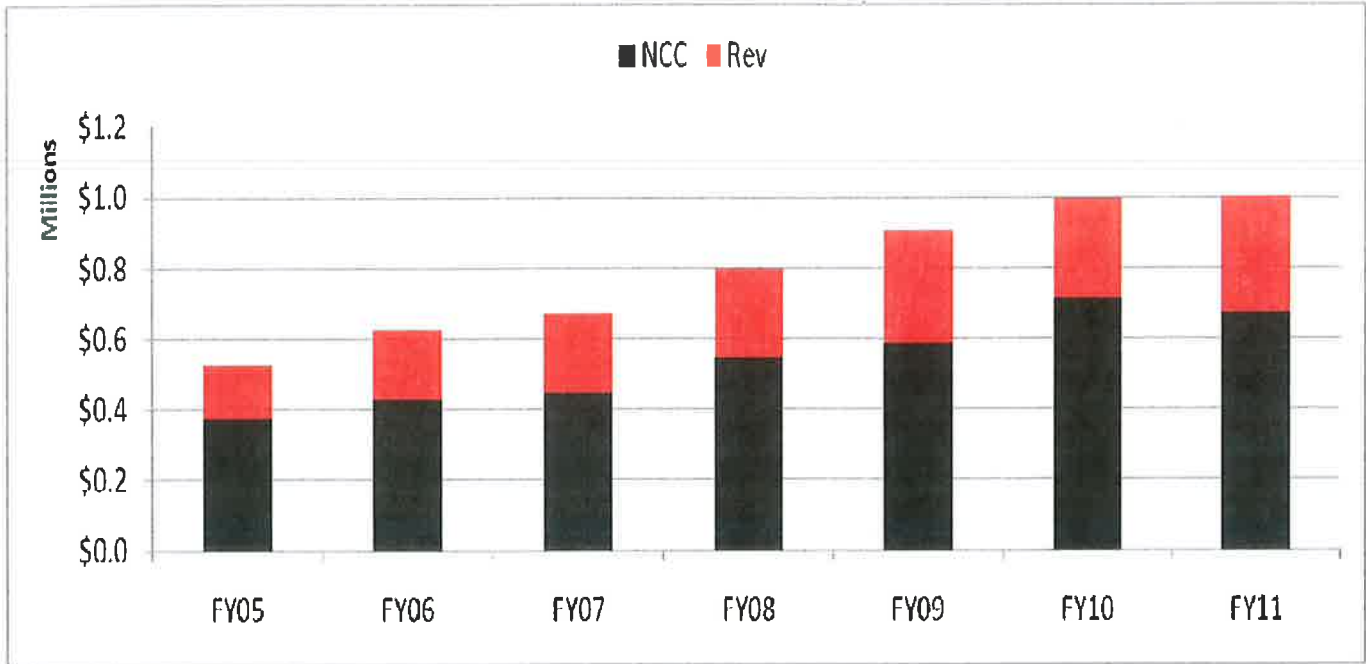
**CLERK OF THE BOARD**



## Clerk - Assessment Appeals

Budget 2010	NCC 2010	10% Cut	25% Cut	Staff 2010	Staff Cut
\$ -	\$ 461,385	\$ 46,139	\$ 115,346	7	2

### Department Budget History



### Prioritized List of Department Impacts

Program Name	NCC Cut	Staff Cut	Service Impacted
1 Assessment Appeals Processing	\$ 115,346	2	The department will attempt to provide the same service with about 3/4 the staff. (1) This will result in decreased service at the public counter. (2) All support services for processing the expected 20,000+ appeals and the prior year backlogs will be decreased. This will certainly result in a longer wait for an appeal. Further, this could mean some appeals won't be heard within the statutory deadline.

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\$ 115,346

## Clerk - Assessment Appeals (continued)

### Executive Office Comment

#### Executive Office Comment on Programs (by Department's Analyst)

- 1 This department's service is essential for normal county operations. Should the Board choose this approach, the department and Executive Office will carefully monitor the appeals process timing. Should we fall behind the legal-deadline schedule, the Board will be updated and provided a recommended solution.
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# Registrar of Voters

Board of Supervisors'  
Budget Workshop  
March 15, 2010

# [ FY 2010/11 Net County Cost ]

- \$2,661,837 Full NCC
- \$2,395,653 NCC with 10% Reduction
- \$1,997,378 NCC with 25% Reduction

# [ 10 Percent NCC Reduction ]

- Defer indefinitely implementation of Online Poll Worker Training

**NCC Reduction \$150,000**

- Defer purchase and replacement of equipment

**NCC Reduction \$100,000**

# [ Online Poll Worker Training ]

- The (BB&K) Audit Team recommended:  
*“Incentive monies should be redirected to improving knowledge retention of poll workers”*
- Pilot programs demonstrated improvement in knowledge retention
- Online training supplements in-person training

## **IMPACT**

- ROV will use practices during in-person training to facilitate knowledge retention

# Replacement Equipment - Affidavit Scanners

- Efficiently scans Voter Registration Cards for data entry
- New/updated voter registrations are entered on a timely basis
- **IMPACT**
- Risk of equipment failure resulting in:
  - Backlog of voter registration affidavits
  - More voters listed on supplemental rosters at the polls
  - Increased number of voted provisional ballots
- Increase in maintenance costs for aging equipment

# New Equipment – Vote-by-Mail Envelope Scanners

- Presents the scanned signature from the envelope on the screen along side the signature from the registration card for manual comparison
- Increases efficiency in processing VBM envelopes
- Lowers the handling of VBM envelopes
- Reduces the number of temporary staff needed
- Preserves voter privacy (voter party or address not shown)
- Allows voters to find out sooner if their ballot was received
- Provides timelier updates for absentee chases
- Return on investment over 2 FYs

## **IMPACT**

- Voting-by-Mail increases each election (including polling place drop-offs)
- Additional equipment is needed to accommodate trend
- Final Official results may be delayed



# [ 25 Percent NCC Reduction ]

- Meet minimum requirements of Spanish Language Program  
**NCC Reduction \$160,000**
- Reduce number assigned poll workers for the General Election from 5 to 4  
**NCC Reduction \$255,459**

# [ Spanish Language Program ]

- Post only required items/notices on the department's website to reduce translation costs
- Do not offer additional stipend to bilingual poll workers for Spanish language skills
- Forego development of a DVD for poll workers on voting cultural sensitivity
- Trim back planned Spanish voter outreach

## **IMPACT**

- Limited English Proficiency voters will not receive the full compliment of services the Registrar of Voters could provide this population

# Poll Worker Program

- Reduce from 5 (3,750) to 4 (3,000) the number of poll workers for the General Election
- Reduce the number of Collection Centers
- Reduce staffing at Collection Centers

## IMPACTS

- Increased voter wait times and processing time at the polls
- Poll closings will take longer
- Some poll workers will have further to travel to a Collection Center
- Increased wait time at Collection Centers
- Later receipt of voted ballots at ROV for counting
- Later posting of semi-final results on Election Night

# [ Registrar of Voters ]

- **10 percent reduction**

- Online Training
- Equipment Purchases

- **25 percent reduction**

- Spanish Language Program
- Poll Worker Program

**Report of Online Election Officer Training Pilot Program  
for the  
November 3, 2009 Uniform District Election Law (UDEL) Election**

**Background**

On March 3, 2009, the Board of Supervisors received the Operational, Security & Accountability Review of the November 4, 2008 Riverside County Election & Ballot Process ("Review") performed by Best, Best & Krieger LLP ("BB&K") and its Public Policy & Ethics Compliance Group led by former Riverside County District Attorney Grover Trask. The Review presented 36 recommendations in response to its findings.

Review recommendations 21 and 23 advise the Registrar of Voters (ROV) to develop a process for identifying performance levels of volunteer election officers and improving their knowledge retention through redirection of incentive monies.

In response to recommendations 21 and 23, the Registrar of Voters entered into an Agreement with Robis Elections, Inc. ("Robis") for an Online Election Officer Training (OLT) pilot program for the November 3, 2009 UDEL election. The OLT supplemented required classroom training and participants qualified for an additional stipend upon completion.

The goal of the pilot program is to improve and test election officer knowledge retention of election materials. Online training was selected for its low-cost, consistent, and flexible training of election officers.

**Curriculum**

Each election the Election Officer's Training Handbook contains a section titled "What's New at the Polls." The section reviews new procedures, equipment, materials, etc. Using the ROV's "What's New," Robis created the initial training curricula consisting of 5 lessons listed below.

- Lesson 1 - General Election Information, Nov. '09 UDEL
- Lesson 2 – Voting Booths and Equipment
- Lesson 3 – Requirements for Use of Accessible Voting Equipment
- Lesson 4 – DOJ Language Requirements for Bilingual Officers
- Lesson 5 – Precinct Posting (Closing Polls)

Each lesson is followed by a short 2 to 4 question quiz. Upon successful completion of the lesson and associated quizzes, a comprehensive 25 question final exam is presented.

## Methodology

### Participant Selection

Election officers volunteering for the November 3<sup>rd</sup> UDEL for which the ROV had an email address were invited to participate in the pilot program. (Possession of an email address is presumed to indicate a greater likelihood of internet access.) The invitation (see Attachment A) was transmitted via email and instructed interested parties to respond to the email or call the telephone number provided.

### Random Assignment

A total of 213 election officers volunteered to participate in the pilot project. To assess the effect of knowledge retention resulting from the OLT, participants were randomly assigned to one of two groups: Group A (experimental) would go through the online curriculum and take the final exam and Group B (control) would take only the final exam. Since the OLT curriculum is based on new procedures, equipment, and materials for the election, the only exposure to this information by the volunteers was the in-person election officer training for the November 3<sup>rd</sup> election; thus, both groups are assumed to be starting from an equal basis of knowledge and exposure to material to be covered in OLT.

Group A was assigned 118 election officers and Group B was assigned 95 election officers.

### Online Training (OLT)

All participants attended mandatory election officer classroom training before taking part in the OLT program.

Participants were emailed a unique login and password to access the OLT on October 23 (11 days prior to Election Day) and were instructed to complete the assigned training at their convenience before Election Day, November 3.

## Results

### Overall Participation

Of the 213 volunteer participants, 119 started the program and 104 completed the program. See Table 1. Completion of the online curriculum and test averaged between 30 to 45 minutes. Completion of the test only averaged between 10 and 15 minutes.

Table 1: Group by Completion Status

Group	Enrolled	Not Started	Started	Completed
A – Online Curriculum	118	53 (45%)	65 (55%)	53 (45%)
B – Test Only	95	41 (43%)	54 (57%)	51 (54%)
TOTAL	213	94 (44%)	119 (56%)	104 (49%)

### Overall Question Analysis

Both groups were presented the same 25 questions on the comprehensive exam. Group A participants answered the exam questions correctly 93% of the time compared to 84% of correct answers from Group B. See Table 2.

Table 2: Average Percentage Correct by Group

	Correct	Range
Group A	93%	77% to 99%
Group B	84%	54% to 100%

### Question Analysis by Lesson

#### *Lesson 1 - General Election Information, Nov. '09 UDEL*

Question	Question Type	Correct Answer	
		Group A (Experiment)	Group B (Control)
Consolidated UDEL Election provides rules for consolidating and conducting multiple local elections into a single election	T/F	93%	87%
How many ballot cards will each voter get?	Multiple	95%	97%
How many election officers will be at each precinct this election?	Multiple	97%	79%
AVERAGE		95%	88%

#### *Lesson 2 – Voting Booths and Equipment*

Question	Question Type	Correct Answer	
		Group A (Experiment)	Group B (Control)
On Election Eve during set up of equipment, Elections Officers must:	Multiple	85%	84%
What color is the tamper resistant seal on the yellow security strap?	Multiple	98%	95%
Which equipment will arrive under yellow security strap and seal?	Multiple	97%	92%
What voting booths and equipment will be delivered to each polling place?	Multiple	98%	95%
You can reuse the yellow strap if it is in good condition.	T/F	97%	86%
AVERAGE		95%	90%

*Lesson 3 – Requirements of Use of Accessible Voting Equipment*

Question	Question Type	Correct Answer	
		Group A (Experiment)	Group B (Control)
If one person uses the AVU, then how many must use it, according to the Secretary of State to protect voter privacy?	Multiple	97%	54%
The electronic Accessible Voting Unit Available Upon Request poster tells the voter that	Multiple	99%	100%
Voters must request to use the AVU	T/F	95%	85%
AVERAGE		97%	80%

*Lesson 4 – DOJ Language Requirements for Bilingual Officers*

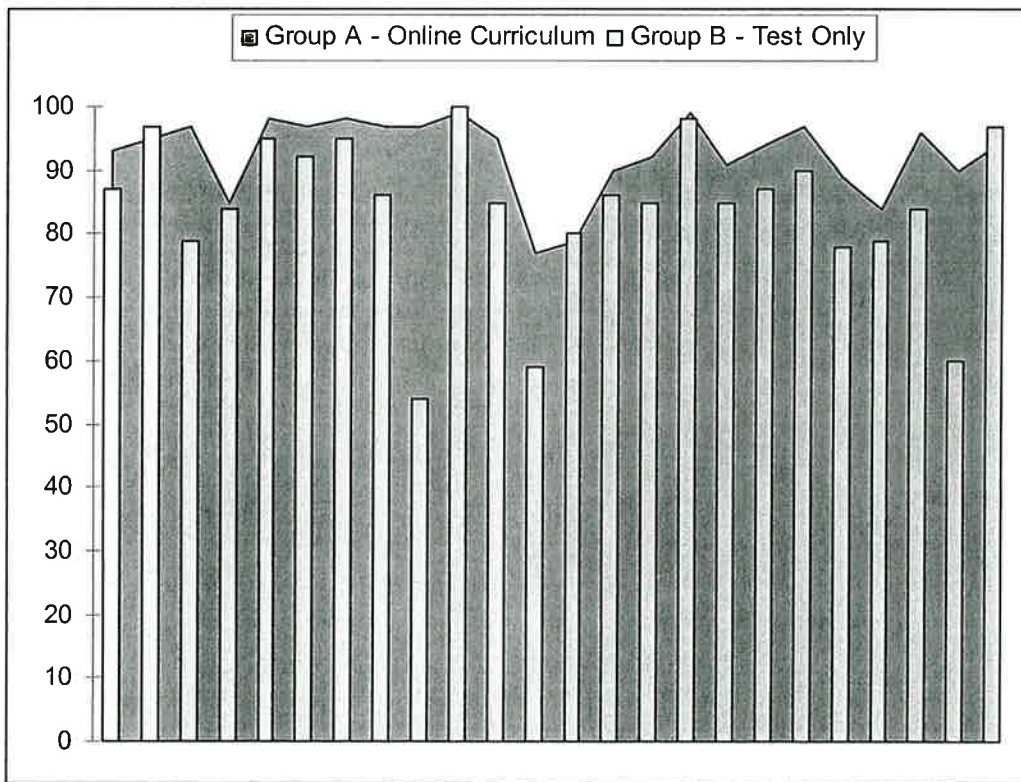
Question	Question Type	Correct Answer	
		Group A (Experiment)	Group B (Control)
All voters should receive "I Voted" stickers and the Spanish "Yo Vote" Sticker should be offered to	Multiple	77%	59%
How will voters identify a bilingual election officer?	Multiple	79%	80%
The bilingual election officer must provide interpretation/translation assistance between the voter and other election officers	T/F	90%	86%
Where should you post the Do You Need Bilingual Assistance posters?	Multiple	92%	85%
What should you do if you do not have Spanish language assistance available?	Multiple	99%	98%
The bilingual election officer cannot provide instructions in the Spanish language on how to correctly mark the ballot	T/F	91%	85%
AVERAGE		88%	82%



Lesson 5 – Precinct Posting (Closing Polls)

Question	Question Type	Correct Answer	
		Group A (Experiment)	Group B (Control)
At the close of polls the Inspector will record on the _____ the total number of qualified votes cast on the AVU	Multiple	94%	87%
Only the Inspector needs to sign the precinct posting report	T/F	97%	90%
The yellow copy of the precinct posting report should be placed in the _____	Multiple	89%	78%
When filling out the Precinct Posting record, if there are less than five qualified votes,	Multiple	84%	79%
Where should the Inspector post the white copy of the Precinct Posting report?	Multiple	96%	84%
Where is the new yellow security strap found?	Multiple	90%	60%
When filling out the Precinct Posting, record the number of qualified votes from the Official Results report in the box	T/F	94%	97%
<b>AVERAGE</b>		<b>92%</b>	<b>82%</b>

Chart 1: Comparison of Correct Answers by Group



## Findings

The difference in the overall average score between Group A and Group B is 9%.

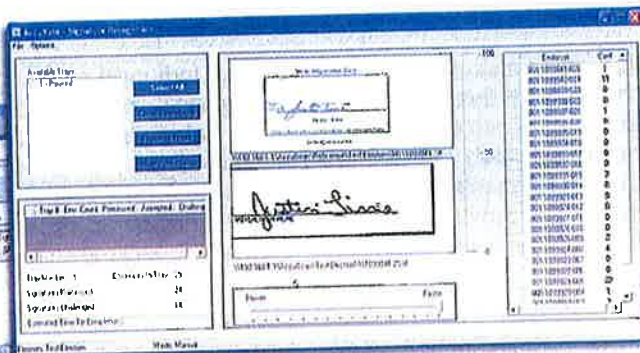
Group A had a 10% or greater correct response rate compared to Group B on one-third (8 of 24) of the questions (see Table 2). The greatest difference was 43% (97% and 54%, by Group A and B, respectively).

Table 2: Questions with largest correct response differences

Question	Question Type	Correct Answer		Difference
		Group A (Experiment)	Group B (Control)	
If one person uses the AVU, then how many must use it, according to the Secretary of State to protect voter privacy?	Multiple	97%	54%	43%
Where is the new yellow security strap found?	Multiple	90%	60%	30%
How many election officers will be at each precinct this election?	Multiple	97%	79%	18%
All voters should receive "I Voted" stickers and the Spanish "Yo Vote" Sticker should be offered to	Multiple	77%	59%	18%
Where should the Inspector post the white copy of the Precinct Posting report?	Multiple	96%	84%	12%
The yellow copy of the precinct posting report should be placed in the _____	Multiple	89%	78%	11%
You can reuse the yellow strap if it is in good condition.	T/F	97%	86%	11%
Voters must request to use the AVU	T/F	95%	85%	10%

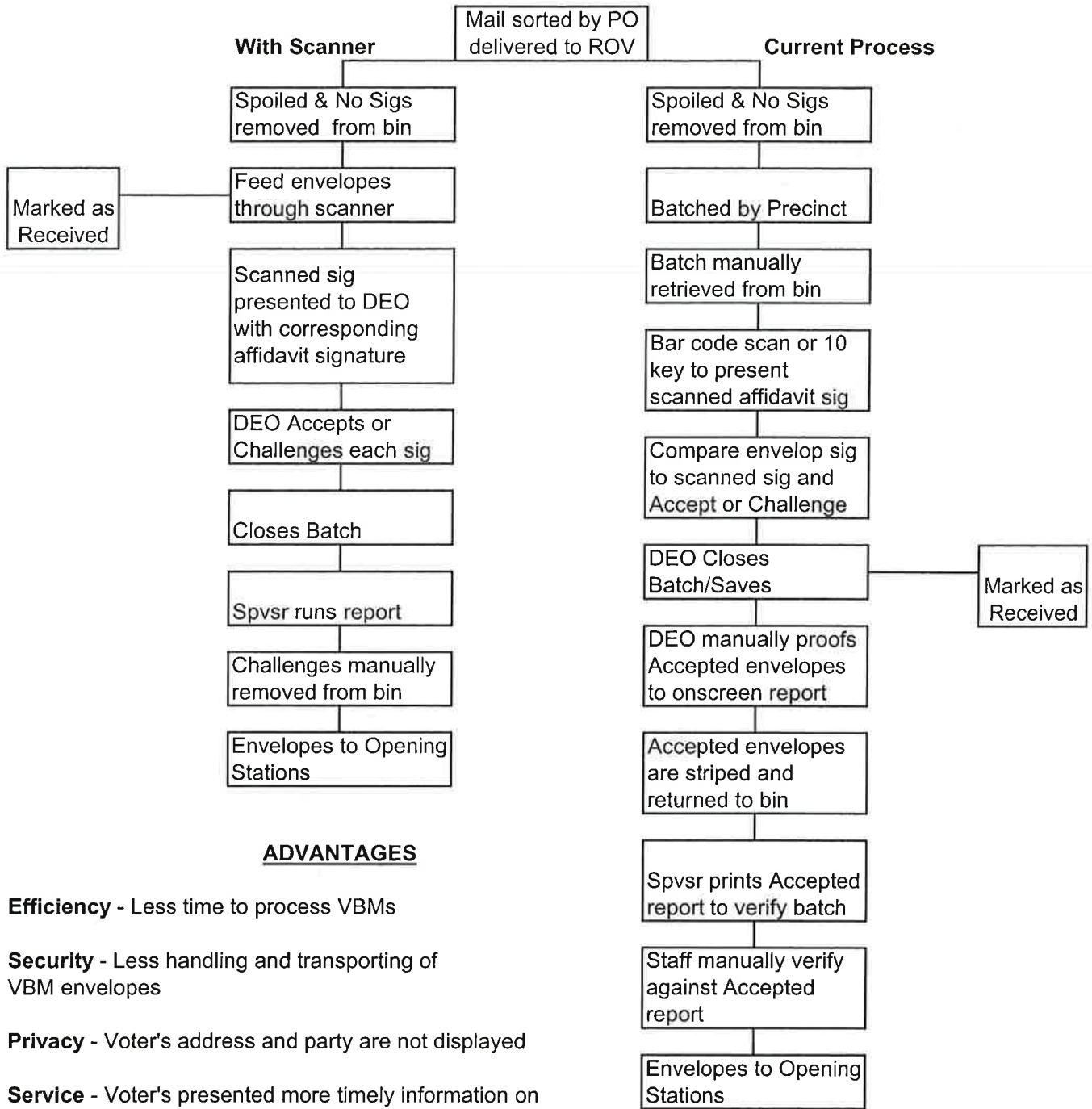


**Manual Side by Side Comparison**



**Automated Signature Recognition**

\*DEO = Data Entry Operator



**ADVANTAGES**

**Efficiency** - Less time to process VBM's

**Security** - Less handling and transporting of VBM envelopes

**Privacy** - Voter's address and party are not displayed

**Service** - Voter's presented more timely information on ROV receipt of VBM; Parties will receive more timely information of returned VBM (for chase); Provides more time for ROV to reach voters to cure VBM envelope deficiencies;

**Cost Effective** - Return on Investment in 2 FYs