

State of Wisconsin\Government Accountability Board

212 East Washington Avenue, 3rd Floor
Post Office Box 7984
Madison, WI 53707-7984
Voice (608) 266-8005
Fax (608) 267-0500
E-mail: gab@wisconsin.gov
<http://gab.wi.gov>



JUDGE GORDON MYSE
Chair

KEVIN J. KENNEDY
Director and General Counsel

MEMORANDUM

DATE: For the July 21-22, 2010, Meeting

TO: Members, Wisconsin Government Accountability Board

FROM: Nathaniel E. Robinson
Elections Division Administrator

via

Kevin J. Kennedy
Director and General Counsel
Government Accountability Board

SUBJECT: Interim Report on Extending the Government Accountability Board's Hours of Operation for the 2010 Spring Election Cycle

Enclosed is an Interim Report on Extending the Government Accountability Board's Hours of Operation for the 2010 Spring Election Cycle. This report summarizes an examination of clerks' requested extended hours of operation for Board staff, and the effectiveness of those hours during the 2010 February Spring Primary and April Spring Election in accordance with the Board's obligation under Section 7.08 (11), Wisconsin Statutes.

This statute was created by 2009 Wisconsin Act 28, Section 2q, enacted on June 29, 2009, and requires the Board to ensure that adequate staff are available to answer local election officials' questions for each statewide election and recount. Accordingly, the Board continued its established practice, previously based on past election experience, of offering extended operating hours during the 2010 Spring Election Cycle.

In staff's continuing effort to more effectively meet the needs of electors and their customers, staff sought to solicit input from local election officials on what extended hours would best meet their needs. 790 or 45.5% of the 1,738 clerks able to receive email notifications completed a survey and, in their responses, highlighted two aspects about extended hours. First, no one set of extended hours fits every election. Second, clerks desire greater Statewide Voter Registration System (SVRS) support before an election and Election Administration support on Election Day.

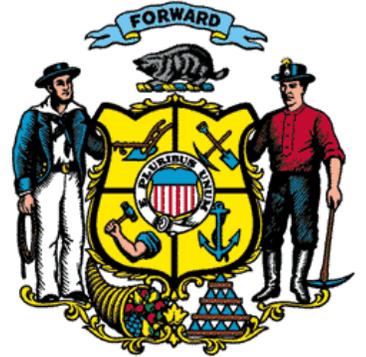
Additional data on the number and types of inquiries fielded by Board staff during the spring elections was captured in extended hours Election Activity Logs. The two main issues reported on Election Day for the 2010 February Primary and April 6 Spring Election were issues at the polling place (i.e. voters at the wrong polling place, signs or buttons that upset other voters, Election Day registration confusion) and how to process absentee ballots. This suggests that more may need to be done to educate both voters and poll workers on how to handle common polling place issues, including unusual absentee situations.

This interim report summarizes the efforts of Board staff to meet customers' needs during the 2010 Spring Election Cycle. Following the 2010 November General Election, a Final Report on Extended Hours will be prepared to document staffs' efforts during the Fall Election Cycle. The Final Report will also serve as an overall evaluation of the extended hours provided during the 2010 Election Season.

State of Wisconsin Government Accountability Board



AN INTERIM REPORT: Extending the Government Accountability Board's Operating Hours for the 2010 Spring Election Season

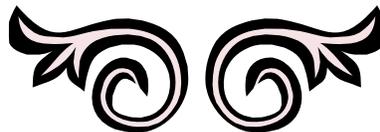


An Analysis of Local Election Officials' Requests for Agency Extended Operating Hours for the 2010 Spring Elections

A Staff Report submitted to:

Members, Government Accountability Board

Judge Gordon Myse, Chair
Judge Thomas Barland, Vice-Chair
Judge Michael Brennan
Judge Thomas Cane
Judge Gerald Nichol
Judge David Deininger



Presented by:

Kevin J. Kennedy
Director and General Counsel
Government Accountability Board



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Preparation of the Report Overseen by:

Nathaniel E. Robinson
Elections Division Administrator
Government Accountability Board



Report Prepared by:

Steven J. Angeli
Administrative Assistant, Elections Division
Government Accountability Board

Executive Summary

The Government Accountability Board provides service and support to the over 3.5 million registered voters living in 1,851 towns, villages and cities and the 1,923 local election officials who conduct elections in Wisconsin at over 2,700 polling places in 3,600 wards/reporting units. During any election cycle, the demand for the Board's services grows sufficiently to justify additional hours of operation in order to meet the needs of clerks and the voting public.

In previous years, the Board provided extended hours of operation based on prior levels of demand for services during similar elections. Section 7.08 (11), Wisconsin Statutes, which was created by 2009 Wisconsin Act 28, enacted on June 29, 2009, codified the Board's practice of extending hours of operation in preparation before, during and after elections, or in the event of a recount and explicitly specifies the Board's responsibility to be available to answer inquiries from clerks and the voting public during these times. In response to the creation of Section 7.08 (11), Wisconsin Statutes, the Board determined that a more systematic and evidence-based approach should be used to decide what extended hours of operation to employ.

The Board staff developed an online survey and made it available on January 15, 2010 to the 1,738 County and Municipal Clerks who receive email notifications. The Board also mailed a paper copy of the survey to the 185 clerks who lacked email accounts. The responses to this survey provided objective data on which the Board based a decision on extended operating hours for the 2010 Election Cycle in order to meet its obligation to Section 7.08 (11), Wisconsin Statutes.

This report describes the survey and clerks' responses, the extended hour plans employed by the Board based on those responses, and an analysis of the effectiveness of those hours in providing clerks with more flexibility for submitting inquiries and collaborating with Board staff.

There are several key findings from this report on extended operating hours:

1. A majority of clerks supported the Government Accountability Board employing extended hours before and on Election Day while a sizeable minority of clerks also supported weekend and post-election extended hours.
2. No one-size-fits-all extended hours plan should be implemented for each election as clerks' needs for collaboration with Board staff depends on the type and expected turnout of an election. For example, clerks clearly desire more extended hours for the November 2, 2010, General Election than the February 16, 2010, Spring Primary or the April 6, 2010, Spring Election.
3. Clerks desire greater Statewide Voter Registration System (SVRS) support before an election and greater Election Administration support on Election Day. These responses were corroborated by the Election Activity Logs which showed that the primary line of inquiry before an election was the printing of poll books which is SVRS-related and that on Election Day, (i.e. voters at the wrong polling place, signs or buttons that upset other voters, Election Day registration confusion), Election Administration issues.
4. Extending hours to provide more support to clerks and the voting public during lower turnout elections, like the 2010 February 16 Primary and April 6 Spring Election was able to be done with a nominal fiscal impact by modifying staff members' schedules in order to avoid overtime expenditures. The net increased staff cost for extended operation hours for the 2010 Spring Election Cycle was only \$23.85! This nominal cost may not be able to be sustained for the all elections, and is not expected to be maintained during the Fall Election Cycle when more extensive extended hours are expected to be employed.

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An Interim Report on Extending the Government Accountability Board's Hours of Operation Before, During and After 2010 Elections

The Government Accountability Board, formed in 2008, is responsible for providing election administration support to the electorate, and Wisconsin's 1,923 local election officials (the 1,851 Municipal Clerks and 72 County Clerks) who actually conduct elections in Wisconsin at over 2,800 polling places in 3,600 wards/reporting units.

Wisconsin has a rich history of its residents participating in the electoral process. Traditionally, we have one of the highest voter turnout rates in the nation. Wisconsin's voting-age population is approximately 4.3 million, of which about 3.5 million are registered eligible voters. The State's 1,851 municipalities – towns, villages and cities – are broken-down as follows:

Municipality Size	Number of Municipalities	Aggregate Population
<5,000	1,674	1,981,157
5,000-20,000	139	1,317,360
20,000-50,000	25	758,361
50,000-100,000	10	671,950
>100,000	3	919,341
Total	1,851	5,648,169

Background on Extending the Government Accountability Board's Hours of Operation

At least since 2008, the Board has employed extended hours of operation based upon previous experience with similar elections. In the Board's continued effort to more effectively meet the needs of electors and local election officials during the 2010 Election Cycle, for the first time, the Board sought to solicit input from local election officials as to what extended hours would work best for them. Board staff developed an online survey and made it available to all Municipal and County Clerks on January 15, 2010, to be completed no later than January 29, 2010.¹

Formalizing the process for scheduling extended operating hours also comports with the policy directive in Section 7.08 (11), Wisconsin Statutes, which requires the Government Accountability Board to ensure adequate staff be available to answer local election officials' inquiries in preparation for, during and after statewide elections or in the event of a recount. Specifically, Section 7.08 (11), Wisconsin Statutes, directs:

[“COORDINATION WITH AND ASSISTANCE TO LOCAL OFFICIALS. *Allocate and assign sufficient members of its staff to coordinate their activities with local election officials and maintain their availability to respond to inquiries from local election officials for each statewide election and each recount in progress.*” Excerpt from Act 28, the 2009 Budget Bill, Enacted June 29, 2009.]

¹ At the time, 185 Municipal Clerks did not receive email notices.

In leading-up to an election, a number of technical processes need to be completed. These business practices pose challenges for many local election officials, especially those with little or no previous election experience. Increased collaboration with Board staff, often outside of normal business operating hours, becomes necessary to meet these needs and demands.

Likewise, during an election, polling places open earlier and close later than the Board's normal business operating hours. As such, there are times when critically important issues and problems may arise that require collaboration with Board staff outside normal business hours.

Lastly, following an election, there are post-election and voter participation data that local election officials are statutorily required to report. Addressing these reporting requirements by clerks may require assistance from Board staff. For all of these and related reasons, extended hours in preparation before, during and after statewide elections or recounts are necessary for the Board to fulfill its obligation and responsibility to its clerk customers.

About the Survey

The Board solicited clerks' requested extended hour information by using a survey via Zoomerang, an online survey tool. Using this product, Board staff was able to develop and distribute the survey to all County and Municipal Clerks who receive the Board's email notifications. Of the 1,923 County and Municipal Clerks, 185 did not have email accounts at the time the survey was launched. A paper copy of the survey was mailed to these clerks but none were returned to the Board.

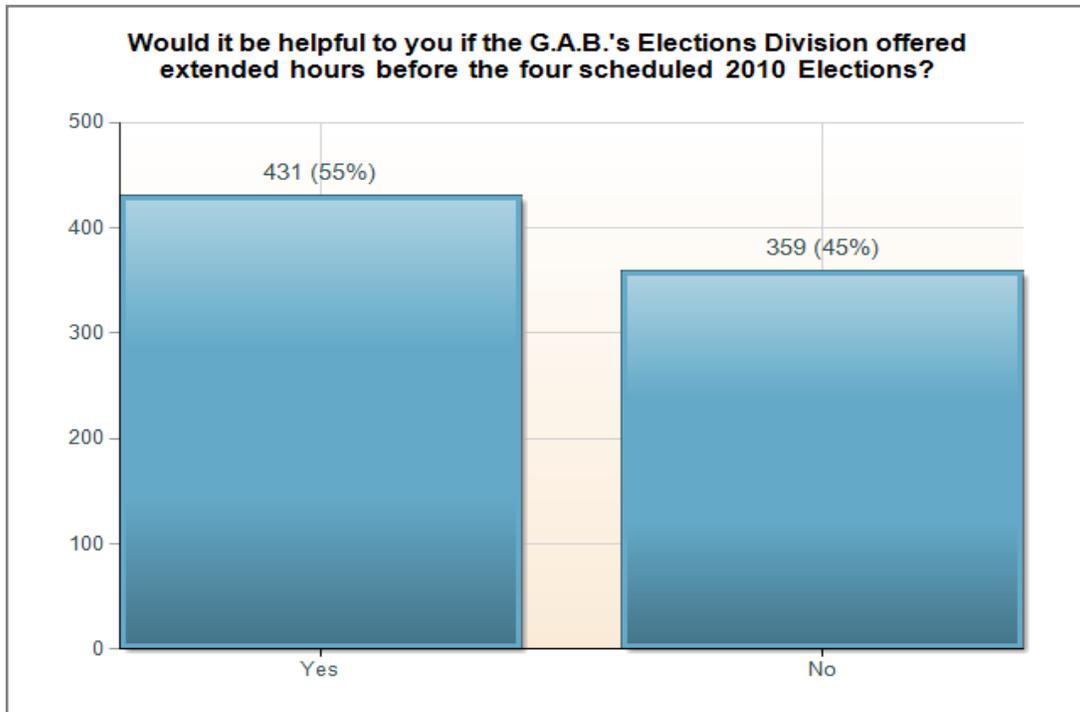
790 or 45.5% of the 1,738 Clerks who received the survey via email completed the survey and beyond just answering the questions, provided numerous additional written comments to clarify and magnify their needs. The results of the survey are summarized in the following tables and graphs. Please note that clerks were required to answer all the survey questions, even ones where their previous response would suggest they would not be interested in providing further responses on a given topic. For these questions there was an "Other, please specify" response option that allowed clerks to either provide supplemental information or to simply move on to the next question. Clerks who selected the "Other, please specify" option have their responses summarized in the "Other" Responses Summarized sections.

Survey Results

1. Questions Regarding Extended Operating Hours Before an Election²

In the lead-up to an election, there exist a number of deadlines that need to be met and technical processes to be completed that pose challenges for local election officials, especially those with little previous election experience. In order to determine what extended hours before an election would work best for the Board's customers and partners, clerks were asked how long before an election extended hours should be employed, what those extended hours should be, and what services need to be available during those hours.

² For a listing of all survey questions, please reference Appendix 1.



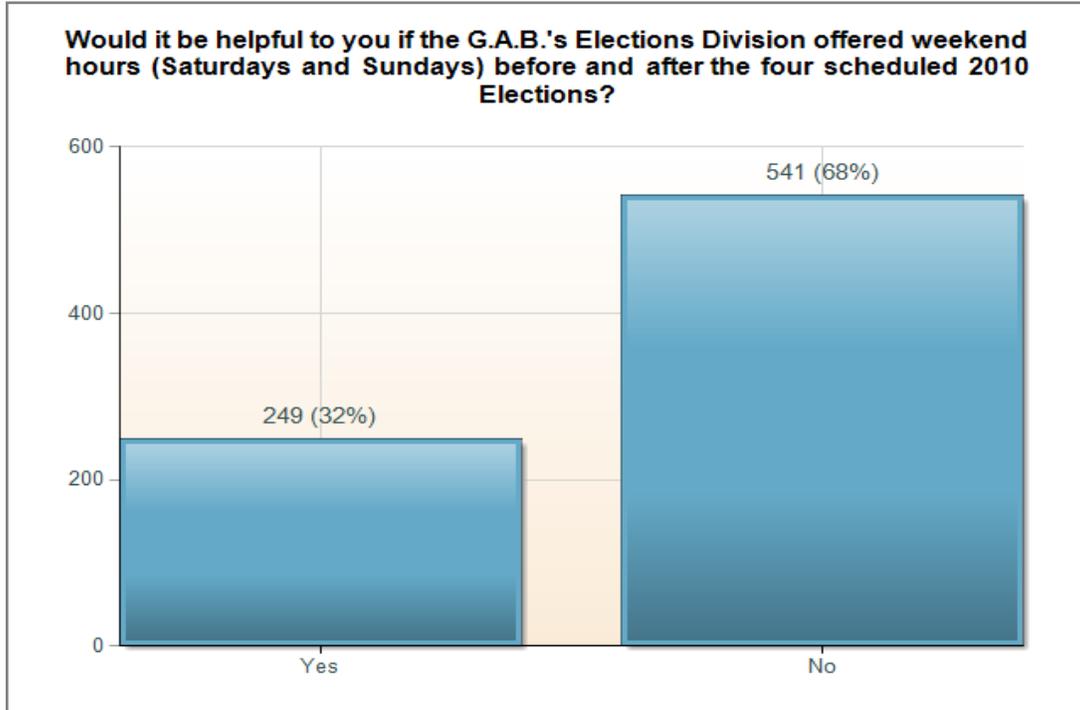
Follow-Up Questions	Responses	Number	Percent
What period of time <u>before</u> an Election would be the most helpful to you for the G.A.B.'s Elections Division to offer extended hours?	A. The weekend before an election	101	13
	B. The week before an election	406	51
	C. Two weeks before an election	62	8
	D. Three weeks before an election	6	1
	E. A month before an election	8	1
	F. Other (please specify)	207	26
	Total	790	100
What times of the weekday would be most helpful to you for the G.A.B.'s Elections Division to offer extended hours before an election? (Choose all that apply.)	A. 6:00 a.m. – 7:45 a.m.	155	19
	B. 4:30 p.m. – 6:00 p.m.	394	50
	C. 6:00 p.m. – 8:00 p.m.	193	24
	D. Other, please specify	178	22
Which services would you like made available to you during extended hours before an election? (Choose all that apply.)	A. SVRS Technical Assistance	351	44
	B. Election Administration Services	466	59
	C. Other, please specify	147	18

“Other” Responses Summarized:

A majority of clerks who responded in the “Other, please specify” category stated that they were satisfied with normal business hours in the lead up to an election and that whenever they had problems or questions they would contact a larger municipality or their county clerk first. Many of these same respondents also stated that for larger turnout elections, like the November General Election, the Board should provide extended hours before an election.

2. Questions Regarding Extended Operating Hours on Weekends

A minority of clerks handle their election related duties outside normal business hours, including on weekends. Therefore, clerks were asked if extended hours on the weekends would be helpful to them in preparing for and in the aftermath of an election.



Follow-Up Questions	Responses	Number	Percent
What period of time on the <u>weekends</u> would be the most helpful to you for the G.A.B.'s Elections Division to offer extended hours? (Choose all that apply.)	A. 9:00 a.m. – 12:00 p.m. on Saturday	396	50
	B. 1:00 p.m. – 4:00 p.m. on Saturday	106	13
	C. 12:00 p.m. – 4:00 p.m. on Sunday	66	8
	D. Other, please specify	305	39
Which services would you like made available to you during extended hours during weekend extended hours? (Choose all that apply.)	A. SVRS Technical Assistance	282	36
	B. Election Administration Services	359	45
	C. Other, please specify	280	35

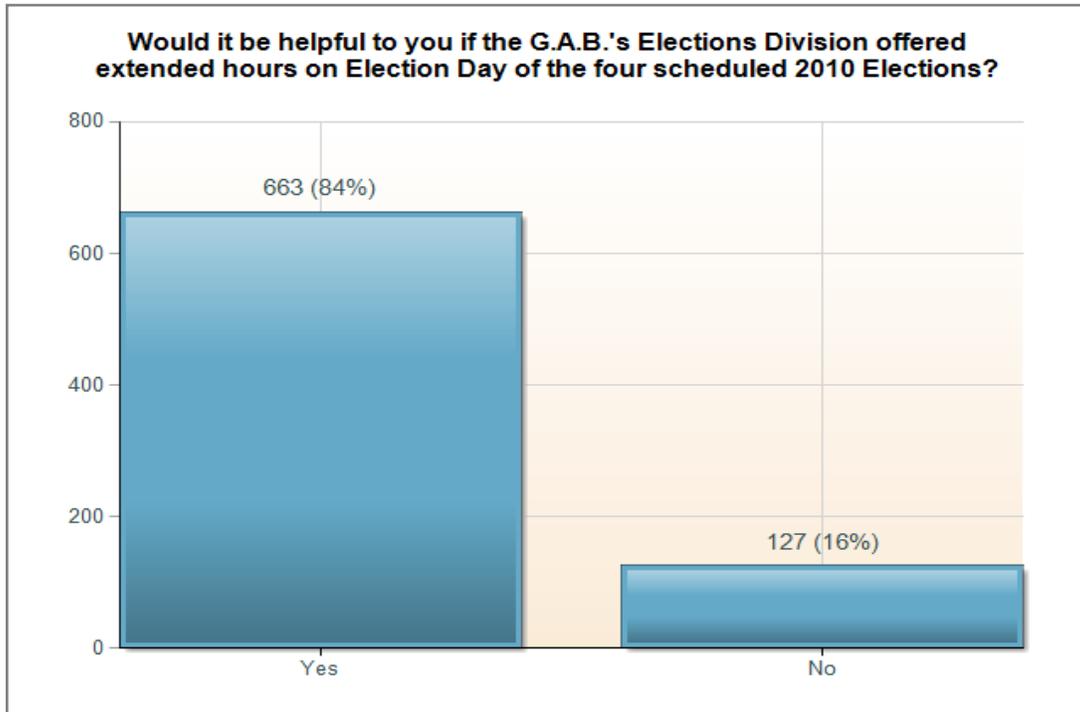
“Other” Responses Summarized:

Most of the “Other, please specify” responses were from clerks who said “No” to needing weekend hours but were required to complete the subsequent questions to move on with the survey. Some clerks, including those that said “No,” also responded that weekend hours would be helpful before and after the more major elections such as the November General Election.

3. Questions Regarding Extended Operating Hours During an Election

On Election Day, polling places open earlier and close later than normal business operating hours. Consequently, there exist periods of time when critically important issues or problems may arise outside the Board’s normal business hours such as in the opening or closing of a polling place,

that require immediate collaboration with Board staff. Thus, clerks were asked whether or not extended hours should be employed on Election Day, what hours work best for them and what services the Board needed to provide.



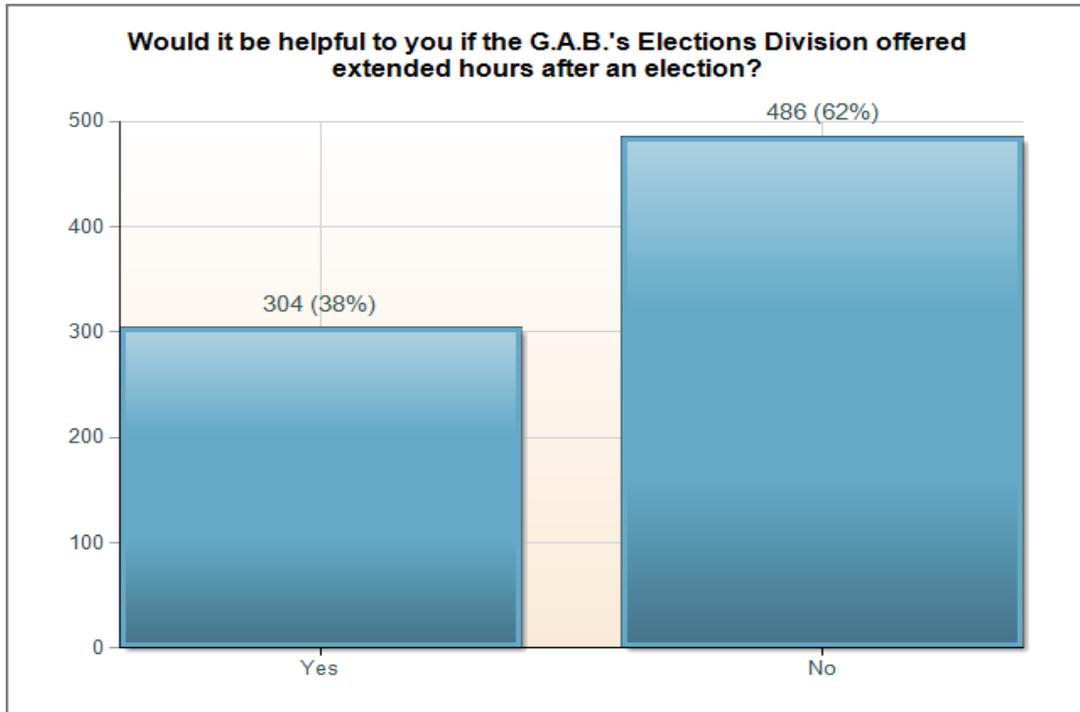
Follow-Up Questions	Responses	Number	Percent
What period of time on Election Day would be the most helpful to you for the G.A.B.'s Elections Division to offer extended hours? (Choose all that apply.)	A. 6:00 a.m. – 7:45 a.m.	331	42
	B. 4:30 p.m. – 6:00 p.m.	226	29
	C. 6:00 p.m. – 8:00 p.m.	483	61
	D. Other, please specify	213	27
Which services would you like made available to you during extended hours on Election Day? (Choose all that apply.)	A. SVRS Technical Assistance	266	34
	B. Election Administration Services	643	81
	C. Other, please specify	85	11

“Other” Responses Summarized:

Clerks overwhelmingly supported the Board employing extended hours on Election Day. In particular they highlighted, in their “Other” responses, their need for the Board to extend hours a few hours after the polls close, until 9 or 10 p.m., in order to help with problems that occur in closing a polling place.

4. Questions Regarding Extended Operating Hours After an Election

Following an election, there again exist election related requirements that are imposed on local election officials. For this reason clerks were asked whether extended hours following an election would be helpful and if so, what hours worked best, what services should be offered and for how long after an election extended hours should be employed.

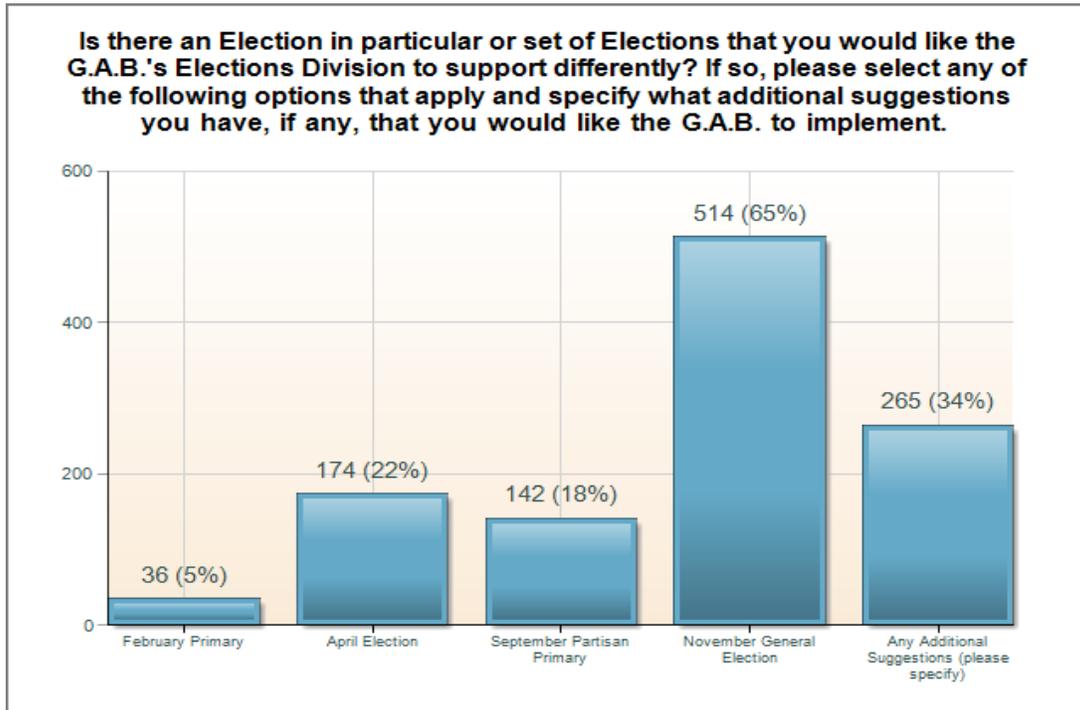


Follow-Up Questions	Responses	Number	Percent
What time frame would be most helpful to you for the G.A.B.'s Elections Division to offer extended hours after an election?	A. The Wednesday, Thursday and Friday after an election	385	49
	B. The weekend after an election	20	3
	C. The week after an election	72	9
	D. Two weeks after an election	14	2
	E. Two weeks after an election	1	0
	F. A month after an election	2	0
	G. Other, please specify	296	37
	Total	790	100
What times of the weekday would be most helpful to you for the G.A.B.'s Elections Division to offer extended hours <u>after</u> an election? (Choose all that apply.)	A. 6:00 a.m. – 7:45 a.m.	132	17
	B. 4:30 p.m. – 6:00 p.m.	342	43
	C. 6:00 p.m. – 8:00 p.m.	114	14
	D. Other, please specify	283	36
Which services would you like made available to you during extended hours on Election Day? (Choose all that apply.)	A. SVRS Technical Assistance	276	35
	B. Election Administration Services	420	53
	C. Other, please specify	256	32

“Other” Responses Summarized:

Nearly all clerks that provided an “Other” response stated that they did not need extended hours following an election. Those that did want post-election extended hours reaffirmed that option A, the 3 days following an election, would be the most useful time period for extended hours.

5. Final Question Regarding Extended Operating Hours and Additional Comments



“Any Additional Suggestions” Responses Summarized:

Clerks responded that the November General Election is when they could use the most help and extended hours. On the other hand, a minority of clerks felt that all elections should be treated equally and that the Board should have the same extended hours for each election.

Analysis of the Clerks’ Responses and the Development of Extended Operating Hours Plan

The survey responses were analyzed and recommendations for extending hours for the 2010 February and April election cycle were developed.³ In order to develop the extended hour plans, consideration was given to those response options that garnered 20% or more of clerks’ approval. Using this benchmark, extended hour plans were designed to cover those times that at least 20% of clerks said would be helpful in order for the Board to offer comprehensive extended hours that would be taken advantage of by clerks.

Once the extended hour plans were developed, Board staff members were apprised of the available extended hour slots and were given the opportunity to voluntarily modify their schedules to participate. Using this method, staff members would either come in earlier or later than normal, depending on the extended hours' slot(s) they volunteered to fill. The Board fulfilled its responsibility to be immediately available to answer clerks’ inquiries during the 2010 Spring Election Cycle and avoided incurring overtime in most cases. Thus, the amount of extra expense incurred by the Board providing extended hours to its customers and partners as required by Section 7.08 (11), Wisconsin Statutes, was nominal (\$23.85).

³ Refer to Appendix 2 for the implemented extended hour plans for the February and April elections.

Election Activity Logs

As a final measure of the Board's comprehensive effort to systematically determine what extended hours before, during and after elections would be the most helpful to clerks, Board staff collected information on the number and type of inquiries fielded during extended hours and on Election Day for both the 2010 February and April elections. The data, which included the name and position of the person inquiring, what they were inquiring about and how their inquiry was resolved, was entered into a uniform template that was analyzed to find any trends, patterns or popular lines of inquiry that might be present that could help in the development of future extended hour plans. The results are summarized in the tables below:

For information on the "Other Days" category in the tables below, please refer to Appendix 2.

February Spring Primary Activity Logs

Inquiries Received	Number	Percent
On Election Day (Regular Business Hours)	100	76
On Election Day (Extended Hours only)	14	11
The Day Before Election Day (Extended Hours only)	15	11
Other Days (Extended Hours only)	2	2
Total	131	100

April Spring Primary Activity Logs

Inquiries Received	Number	Percent
On Election Day (Regular Business Hours)	195	68
On Election Day (Extended Hours only)	56	20
The Day Before Election Day (Extended Hours only)	25	9
Other Days (Extended Hours only)	8	3
Total	284	100

Combined Data on the Day Before the Election for the February 16 and April 6 Elections

Inquiries Received Regarding	Number	Percent
SVRS log-in issues	7	18
Printing of Poll Books	7	18
Election Business Process	5	13
SVRS Reports	4	10
Other	17	41
Total	40	100

Combined Data on Election Day for the February 16 and April 6 Elections

Inquiries Received Regarding	Number	Percent
Issues at the Polling Place	108	30
Absentee Issues	58	16
Election Business Process	40	11
SVRS Issues	36	10
Voting Equipment	19	5
Other	104	28
Total	365	100

Conclusions from the Election Activity Logs

The data clearly indicate that it is meaningful and worthwhile for the Board to offer clerks and the public extended hours on Election Day, as well as on the day prior. The day before the election, the greatest call volume relates to SVRS activity, especially the printing of poll books.

The single largest volume of inquiries in any one category comes on Election Day, and relates to issues at the polling place including voters at the wrong polling place, signs or buttons that upset other voters and confusion regarding Election Day registration. This suggests that more needs to be done to educate poll workers, as well the voting public on these issues. The data also show a substantial number of inquiries relating to absentee ballots from voters and poll workers. More may also need to be done to educate those groups (especially poll workers) on how to handle unusual absentee situations.

Fiscal Impact on the G.A.B. for Extending Hours

In order for the Board to fulfill its responsibility to its customers and partners, the Board expected to incur extra expenses due to extending normal business operating hours. The Board's goal was to provide extended hours in a way that would minimize the fiscal impact. The solution the Board implemented was to ask for staff to voluntarily modify their schedules' in order to be on hand during extended hours but not incur overtime. Staff responded by voluntarily filling 100% of the extended hour time slots which made the fiscal impact of employing extended hours nominal.

Election	Differential Cost
February Spring Primary	\$10.35
April Spring Election	\$13.50
Total	\$23.85

It is doubtful whether the Board can maintain these nominal costs for extended operating hours during the upcoming 2010 Fall Election Cycle. However, every effort will be made to balance costs with the support and service needs of the Board's customers and partners.

Analysis of the Extended Hours Survey Data and Implementation

1. The use of internet survey tools is an effective means of soliciting information and input from clerks. The response rate to the Extended Hours Survey was 790 of 1,738 or 45.5% of clerks who could easily access the survey.

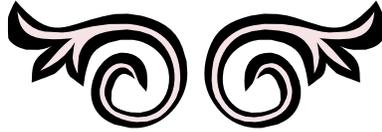
2. A majority of clerks embraced the Board employing extended hours before and on Election Day while a sizeable minority of clerks also supported weekend and post-election extended hours.
3. Extending hours to provide more support to clerks and the voting public during lower turnout elections, like the February 16, 2010, Spring Primary and April 6, 2010, Spring Election was able to be done with nominal fiscal impact by modifying staff members' schedules in order to avoid overtime expenditures. This accomplishment though, may not be able to be maintained for all elections, especially for the 2010 Fall Election Cycle when more extensive extended hours are expected to be employed.

Lessons Learned

1. The survey data show that no one-size-fits-all extended hours plan should be implemented for each election as clerks' needs for collaboration with Board staff depend on the type and expected turnout of an election. For example, clerks clearly desire more extended hours for the November General Election than the February Spring Primary.
2. The survey data also show that clerks desire greater Statewide Voter Registration System (SVRS) support before an election and greater Election Administration support on Election Day. These responses were corroborated by the Election Activity Logs which showed that the primary line of inquiry before an election was the printing of poll books which is SVRS-related and that on Election Day it was issues at the polling place, such as voters at the wrong polling place, signs or buttons that upset other voters and Election Day registration confusion, Election Administration issues.
3. The Election Activity Log data suggest that more may need to be done to educate clerks on how to properly print their poll books. Likewise, voters and poll workers could use more education on how to handle unusual absentee situations.
4. During the 2010 Fall Election Cycle, inquiries for clerks and the public will be collected and recorded during regular business hours before, during and after elections in order to compare to, and provide a context for the level of demand for Board staff during extended hours.

Final Report on Extended Hours

This interim report summarizes the efforts of the Government Accountability Board to meet its customers' needs during the 2010 Spring Election Cycle. Following the 2010 November General Election, a Final Report on Extended Hours will be prepared to document the Board's efforts during the Fall Election Cycle, and an overall evaluation of the extended hours provided during the 2010 Election Cycle will be made at that time.



Appendices

1. Survey Questions
2. Implemented Extended Hour Plans for February and April Elections

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The Survey Questions

Identifying Information

1. Within what County do you serve as a Clerk?

(Pull down menu of the 72 counties)
2. If you are a Municipal Clerk, what municipality are you a clerk for? If you are a County Clerk, please select the County option at the bottom of the drop down menu.

(Pull down menu of the municipalities in their county, and one option for county clerks)
3. Are your duties as Clerk a Full-Time or Part-Time work commitment?
 - A. Full-Time
 - B. Part-Time
 - C. Other (please specify)

Questions Regarding Extended Operating Hours Before an Election

4. Would it be helpful to you if the G.A.B.'s Elections Division offered extended hours before the four scheduled 2010 Elections?
 - A. Yes
 - B. No
5. What period of time before an Election would be the most helpful to you for the G.A.B.'s Elections Division to offer extended hours?
 - A. The weekend before an election
 - B. The week before an election
 - C. Two weeks before an election
 - D. Three weeks before an election
 - E. A month before an election
 - F. Other (please specify)
6. What times of the weekday would be most helpful to you for the G.A.B.'s Elections Division to offer extended hours before an election? (Choose all that apply.)
 - A. 6:00 a.m. – 7:45 a.m.
 - B. 4:30 p.m. – 6:00 p.m.
 - C. 6:00 p.m. – 8:00 p.m.
 - D. Other (please specify)

7. Which services would you like made available to you during extended hours before an election?
(Choose all that apply.)
- A. Someone to provide SVRS Technical Assistance
 - B. Someone to provide Election Administration Services
 - C. Other (please specify)

Questions Regarding Extended Operating Hours on Weekends

8. Would it be helpful to you if the G.A.B.'s Elections Division offered weekend hours (Saturdays and Sundays) before and after the four scheduled 2010 Elections?
- A. Yes
 - B. No
9. What period of time on weekends would be the most helpful to you for the G.A.B.'s Elections Division to offer extended hours? (Choose all that apply.)
- A. 9:00 a.m. – 12:00 p.m. on Saturday
 - B. 1:00 p.m. – 4:00 p.m. on Saturday
 - C. 12:00 p.m. – 4:00 p.m. on Sunday
 - D. Other (please specify)
10. Which services would you like made available to you during weekend extended hours? (Choose all that apply.)
- A. Someone to provide SVRS Technical Assistance
 - B. Someone to provide Election Administration Services
 - C. Other (please specify)

Questions Regarding Extended Operating Hours During an Election

11. Would it be helpful to you if the G.A.B.'s Elections Division offered extended hours on Election Day of the four scheduled 2010 Elections?
- A. Yes
 - B. No
12. What period of time on Election Day would be the most helpful to you for the G.A.B.'s Elections Division to offer extended hours? (Choose all that apply.)
- A. 6:00 a.m. – 7:45 a.m.
 - B. 4:30 p.m. – 6:00 p.m.
 - C. 6:00 p.m. – 8:00 p.m.
 - D. Other (please specify)
13. Which services would you like made available to you during extended hours on Election Day?
(Choose all that apply.)
- A. Someone to provide SVRS Technical Assistance
 - B. Someone to provide Election Administration Services
 - C. Other (please specify)

Questions Regarding Extended Operating Hours After an Election

14. Would it be helpful to you if the G.A.B.'s Elections Division offered extended hours after an election?
- A. Yes
 - B. No
15. What time frame would be most helpful to you for the G.A.B.'s Elections Division to offer extended hours after an election?
- A. The Wednesday, Thursday and Friday after an election
 - B. The weekend after an election
 - C. The week after an election
 - D. Two weeks after an election
 - E. Three weeks after an election
 - F. A month after an election
 - G. Other (please specify)
16. What times of the weekday would be most helpful to you for the G.A.B.'s Elections Division to offer extended hours after an election? (Choose all that apply.)
- A. 6:00 a.m. – 7:45 a.m.
 - B. 4:30 p.m. – 6:00 p.m.
 - C. 6:00 p.m. – 8:00 p.m.
 - D. Other (please specify)
17. Which services would you like made available to you during extended hours after an election? (Choose all that apply.)
- A. Someone to provide SVRS Technical Assistance
 - B. Someone to provide Election Administration Services
 - C. Other (please specify)

Final Question Regarding Extended Operating Hours and For Additional Comments

18. Is there an Election in particular or set of Elections that you would like the G.A.B.'s Elections Division to support differently? If so, please select any of the following options that apply and specify what additional suggestions you have, if any, which you would like the G.A.B. to implement.
- A. February Primary
 - B. April Election
 - C. September Partisan Primary
 - D. November General Election
 - E. Any Additional Suggestions (please specify)

State of Wisconsin\Government Accountability Board

212 East Washington Avenue, 3rd Floor
Post Office Box 7984
Madison, WI 53707-7984
Voice (608) 266-8005
Fax (608) 267-0500
E-mail: gab@wisconsin.gov
<http://gab.wi.gov>



JUDGE GORDON MYSE
Chair

KEVIN J. KENNEDY
Director and General Counsel

Implemented Extended Hour Plans for February and April Elections

Implemented Extended Hours for February 16, 2010 Primary

Extended Operating Hours during the Week of February 8 - 12, 2010

- Thursday, February 11, 2010: 4:30 p.m. to 6:00 p.m.
- Friday, February 12, 2010: 4:30 p.m. to 6:00 p.m.
- Saturday, February 13, 2010: 9:00 a.m. to 12 Noon

Extended Operating Hours during the Week of February 15 - 19, 2010

- Monday, February 15, 2010: 4:30 p.m. to 6:00 p.m.
- **Tuesday, February 16, 2010: 6:30 a.m. to 9:00 p.m.**
- Wednesday, February 17, 2010: 4:30 p.m. to 6:00 p.m.

Implemented Extended Hours for April 6, 2010 Election

Extended Operating Hours during the Week of March 28 - April 3, 2010

- Wednesday, March 31, 2010: 6:30 a.m. to 6:00 p.m.
- Thursday, April 1, 2010: 6:30 a.m. to 6:00 p.m.
- Friday, April 2, 2010: 6:30 a.m. to 6:00 p.m.
- Saturday, April 3, 2010: 9:00 a.m. to 12 Noon

Extended Operating Hours during the Week of April 4 - 10, 2010

- Monday, April 5, 2010: 6:30 a.m. to 6:00 p.m.
- **Tuesday, April 6, 2010: 6:30 a.m. to 9:00 p.m.**
- Wednesday, April 7, 2010: 4:30 p.m. to 6:00 p.m.