

State of Wisconsin\Government Accountability Board

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2014 Election Administration Major Achievements

1. **Administration of Four Successful Statewide Elections and Other Election Events:**
Government Accountability Board (G.A.B.) staff worked in conjunction with its 1,852 municipal clerk partners, 72 county clerk partners, and over 30,000 other local election officials to successfully conduct four statewide elections. Also, the G.A.B. provided administrative guidance to local election officials for several local and special elections, and organized and oversaw two recounts for legislative offices after the Partisan Primary. In addition to training and support of local election officials, G.A.B. staff worked with numerous candidates, political committees, and other organizations to prepare for the elections. Prior to the November General Election, staff organized meetings with representatives of the Republican and Democratic Parties to discuss issues of concern and preparations.
 - **Ballot Access Procedures:** For the spring nonpartisan elections and the fall partisan elections, G.A.B. staff assisted candidates with the filing of ballot access documents. Staff completed the review of nomination papers submitted by candidates for state and federal offices (52 candidates for the Spring Election and 316 candidates for the General Election) and made recommendations regarding Board certification of candidates or denial of ballot access. Staff also processed and evaluated challenges to nomination papers as well as appeals regarding decisions of local filing officers. The compressed statutory timeline for review of challenges to nomination papers of partisan candidates required extraordinary effort of numerous staff to complete the analysis and recommendations for Board consideration.
 - **SVRS Checklists:** Checklists are step-by-step instructions provided to county and municipal clerks to guide them through the election setup and completion process in the Statewide Voter Registration System (SVRS). Included in the checklists are reminders to complete SVRS maintenance tasks, such as reviewing death, felony and duplicate voter records to ensure up-to-date and accurate poll books. Staff produced and distributed three SVRS checklists for each of the four 2014 regular elections. Checklists must be modified and tailored to each specific election, and staff monitors clerk progress by running data queries and then following up by contacting clerks individually when necessary.
 - **Extended Office Hours:** G.A.B. staff members were available to assist local election officials before and after regular business hours in the days leading up to and after regular elections, as well as during the conduct of recounts. G.A.B. staff was available for 18 hours on the each of the days of the Partisan Primary and the General Election to assist with issues ranging from the opening of polling places to the reporting of unofficial results

on Election Night. Staff also logged every telephone call received during the three-week period surrounding each election to track the type of issues which arose and the resolution of those issues.

2. Voter Photo Identification (ID): Throughout the year, G.A.B. staff continued to monitor the status of cases at both the state and federal level involving 2011 Wisconsin Act 23, the Voter Photo ID Law. The law was first enjoined by Dane County Circuit Court Judge David Flanagan on March 6, 2012, and was later enjoined in federal court by Judge Lynn Adelman. Both decisions were appealed to higher courts, and multiple staff members were called to give testimony in these cases and to assist Department of Justice attorneys in preparing for trials and court hearings.

On July 31, 2014, the Wisconsin Supreme Court lifted the injunction issued by Judge Flanagan, and on September 12, 2014, the 7th Circuit Court of Appeals lifted the injunction issued by Judge Adelman. G.A.B. staff quickly implemented necessary changes to absentee voting procedures before the September 18 deadline for municipal clerks to send ballots to voters with an absentee ballot application on file.

Forms were updated and made available to municipal clerks by high-priority communication on September 17. Substantial staff time was then dedicated to updating the Election Administration Manual and the Election Day Manual to reflect both the reinstatement of the Voter Photo ID Law and related legislative changes enacted after the original injunction. High-priority guidance and training was provided to municipal clerks. The 2011 "Bring it to the Ballot!" public education campaign, including television, radio and internet ads, was updated with current information and prepared for immediate release. Staff updated both the SVRS system and the MyVote Wisconsin website to reflect that the photo ID requirement was in effect and to provide functions and features to support the photo ID law.

On October 9, 2014, the United States Supreme Court ordered that the photo ID requirement would not be in effect for the November 4, 2014 General Election. Staff immediately notified county and municipal clerks and removed all references to photo ID from the G.A.B. and MyVote Wisconsin websites, posting previous versions of forms and manuals. The public education program was pulled.

Through Election Day, November 4, 2014, staff continued to respond to inquiries regarding the photo ID law and provide guidance and instructions not to implement the blocked law.

Implementing legislative and court developments affecting the photo ID requirement required prompt, focused, flexible and coordinated efforts of the program staff, IT staff, and legal counsel, as well as effective communication and partnership with local election officials. Staff continues to monitor the status of the United States Supreme Court case regarding 2011 Wisconsin Act 23.

3. Other Legislative Changes: The 2013-2014 Legislative Session saw the adoption of 18 bills affecting the administration of elections, each of which was promptly addressed by

G.A.B. staff and incorporated into the G.A.B.'s ongoing Election Official training program and into G.A.B. IT systems including SVRS, MyVote Wisconsin and the Wisconsin Election Data Collection System (WEDCS). Some notable legislative changes administered and implemented by G.A.B. staff include:

- 2013 Wisconsin Act 146: Limiting the times for voting by absentee ballot in person.
 - 2013 Wisconsin Act 148: Requiring clerks and the G.A.B. to report statistics regarding the verification postcard audit that is performed on voter registrations received at the polls on Election Day.
 - 2013 Wisconsin Act 149: Transferring the responsibility for reviewing the voter registration list and mailing notices to voters from local election officials to the G.A.B., and requiring new statistical reports from the G.A.B.
 - 2013 Wisconsin Act 159: Substantially changing absentee voting at residential care facilities.
 - 2013 Wisconsin Acts 160 and 174: Requiring nomination signatures to include a legible printed name and changing the number of required signatures for aldermanic districts in second and third class cities, respectively.
 - 2013 Wisconsin Acts 177, 178, 179, 180, 181: Collectively requiring substantial changes to the way Chief Inspectors conduct their polling places, the way write-in ballots are counted, and the way Election Inspectors are selected.
 - 2013 Wisconsin Act 182: Requiring all non-UOCAVA electors to provide a proof of residence document when registering to vote, regardless of the registration period, and requiring clerks to track information regarding the proof of residence document used.
4. Election Calendar: G.A.B. staff creates and publishes a yearly, comprehensive Calendar of Election and Campaign Events that includes all election related (Election Administration, Campaign Finance, and SVRS) tasks and deadlines. It is a key tool utilized by local clerks and staff and is available publicly on the G.A.B. website.
5. Training and Guidance: The G.A.B. provides training to local election officials, including county and municipal clerks, chief inspectors, regular election inspectors, special voting deputies, special registration deputies and local boards of canvassers.
- Webinars/Videos: The G.A.B. continued to produce timely election administration training sessions on rapidly changing legislative requirements and procedures, SVRS computer application training, teleconferences and training modules using webinar software. The Elections Division staff has produced 24 educational videos relating to election administration and SVRS topics and processes, including 19 recorded webinar sessions, three videos on accessibility-related topics, and two videos on topical subjects.

- In-person Trainings: The G.A.B. continued to provide initial training classes for new municipal clerks and new chief inspectors using a combination of live webinars conducted by Board staff and in-person training classes conducted by certified clerk-trainers. Staff and clerk-trainers delivered 49 Baseline Chief Inspector training classes and trained over 1700 new and current chief inspectors and municipal clerks (current chief inspectors and municipal clerks are allowed to take the course once per 2-year term as a refresher). Trainers also conducted 13 Municipal Clerk Core training classes and trained 290 new municipal clerks and current clerks seeking refresher training. Based on the results of the 2014 SVRS training survey, staff conducted 13 strategically-located regional Application, Election Management/HAVA Interfaces and Absentee Process computer training for 172 municipal and county clerks who provide or self-provide SVRS services. Staff further extended the agency's training reach by conducting a new "Train the Trainer" session whereby staff trained 10 qualified and experienced county and municipal clerks to conduct Baseline Chief Inspector training locally.
- Training Manual Updates: G.A.B. staff updated the Election_Day and Election Administration Manuals to reflect new laws approved by the state legislature and changes in the status of the Voter Photo ID Law due to various court decisions. Staff updated the manual regarding Absentee Voting in Residential Care Facilities and Retirement Homes for the second time in two years due to legislative changes, and solicited and incorporated input from legislators, clerks, Special Voting Deputies and interested members of the public in the process. Finally, staff made significant changes in manuals related to agency technology systems, including MyVote Wisconsin, the Voter Felon Audit and the SVRS Provisional Tracker, as well as revising ten chapters of the SVRS Manual to accommodate legislative revisions.
- Clerk Association Presentations: The G.A.B. continued its successful practice of attending the annual and district conferences of the Wisconsin County Clerks Association, Wisconsin Municipal Clerks Association, Wisconsin Towns Association, Wisconsin League of Wisconsin Municipalities, Wisconsin Association of School Superintendent Assistants and Wisconsin Municipal Clerks and Treasurers Institute to provide legislative updates, education and training on clerk and local election official duties and to solicit input on pending legislative proposals and other procedures.
- Clerk Communications: G.A.B. staff continues a commitment to effective and timely communicate to local election officials through a series of "Clerk Communications" which are posted to the agency website and categorized according to their urgency and priority. In 2014, staff prepared and posted approximately 115 such communications on a variety of topics including legislative changes, election preparations, the status of Photo ID litigation, and required tasks to be completed in SVRS. Complete and accurate communications typically require the drafting and editing work of several staff members.
- Answering Questions: The G.A.B. also responds to specific requests for information ranging from the thousands of phone calls the agency receives every year to formal requests for guidance. As a significant example, staff developed guidance for

“Curbside Voting” in response to an inquiry from the Milwaukee Election Commission. This guidance expands on previous procedures to provide greater security and privacy to the curbside voting process.

Some questions recur with sufficient frequency to make them noteworthy. In addition to addressing these questions as they arise, staff notes what questions arise with the greatest frequency and incorporates them into future trainings.

6. Assistance to Legislature: G.A.B. staff provided information and answered questions from legislators and legislative staff regarding legislative proposals as well as specific inquiries from legislators and constituents regarding application of election laws. G.A.B. staff drafted and presented testimony for numerous legislative hearings, and submitted two fiscal estimates at the request of the Legislative Fiscal Bureau. G.A.B. staff also participated in a full-day conference regarding elections technology sponsored by the National Conference of State Legislatures and held in Sun Prairie in June. The conference brought together legislators and staff involved in elections law with local election officials. G.A.B. staff prepared and presented a video summary of G.A.B. technology systems as well as remarks regarding significant aspects and challenges of election administration in Wisconsin.
7. Public Presentations: Elections Division staff assisted in preparing materials for the Director and General Counsel for numerous presentations including testimony before the Presidential Commission on Election Administration and other national conferences. Division staff also made regular presentations to state organizations interested in elections and voting laws, including voter organizations and law enforcement personnel.
8. Promulgation of Administrative Rules: G.A.B. staff devoted considerable time in attempting to finalize promulgation of administrative rules governing the conduct of election observers. Staff presented testimony at legislative hearings, worked with legislators and legislative staff to incorporate changes, and made multiple presentations to the Board regarding the proposed rules which had been developed and implemented in elections since 2008. The Board approved proposed rules incorporating almost all of the changes requested by Legislature, but the re-submission of the rules failed to obtain the support of the necessary legislative committees, resulting in the expiration of the rulemaking process. Staff will start over with the process of promulgating the proposed rules in 2015.
9. PCEA Review: The bipartisan Presidential Commission on Election Administration released its report and series of recommendations to improve the conduct of elections and the voting process in January 2014. G.A.B. staff conducted a thorough review of the report to determine which recommended practices were already in place in Wisconsin and which recommendations could be implemented administratively or with legislative action. The PCEA report specifically singled out the G.A.B.’s success in gathering and using elections data and recommended its accessibility audit program as a model for other states.
10. Voting Equipment Testing and Approval: G.A.B. staff worked closely with voting equipment manufacturers and local election officials from pilot municipalities to test

several new pieces of voting equipment to be considered for approval by the Board for use in Wisconsin:

- Clemson University – Prime III: The Prime III voting equipment system was first brought to the G.A.B. for approval in 2013. Relying on open-source software and commercial off-the-shelf hardware, the system sought to provide improved functionality and accessibility at substantially reduced cost. After preliminary testing in 2013 and Board approval on February 25, 2014, a pilot program was created for the April 1, 2014 election with the assistance of the Manitowoc County Clerk and the municipal clerks from the Town of Newton and the Town of Kossuth. An introductory user's video was created for voters and was viewed during the election. Between the two municipalities, 737 voters cast ballots on the Prime III voting system in the April election. Exit polling determined that overall voters were satisfied with the process, citing high confidence in the system and ease of use. However, a number of system issues arose during the day and during staff testing that will require further research by the Clemson team. The Board accepted a report making recommendations to the Clemson team and the U.S. EAC to consider for future development of the Prime III software, but did not endorse or approve the system.
 - ES&S – Unity 3.4.0.1: In 2013 the Board granted conditional approval for the use of Election System and Software's (ES&S) Unity 3.4.0.1, which was identical to the Unity 3.4.0.0 voting system already in use in Wisconsin except for the addition of a modem component used to transmit preliminary election results to the county. Preliminary research completed by the G.A.B. staff, as well as field testing conducted by staff in cooperation with representatives from ES&S and municipal clerks, had shown that the successful operation of the equipment depended heavily on the fidelity of the telephone networks between the polling place and the county seat. The conditional approval, therefore, required that those systems purchased be tested in place, along with the telephone networks intended to support them, prior to the election in which they were to be used. At the May 21, 2014 meeting of the Board, staff presented reports collected from county clerks who had used the system subsequent to its conditional approval. Those reports demonstrated that the system worked satisfactorily in a live election. The Board granted final approval to the Unity 3.4.0.1 system, with the condition that municipalities are recommended to test the telephone networks intended to support the Unity 3.4.0.1 system in advance of any election in which it is to be used.
 - ES&S – EVS 5.2.0.0 & EVS 5.3.0.0: The G.A.B. Voting Equipment Team conducted a test campaign for ES&S's EVS 5.2.0.0 and EVS 5.3.0.0 voting systems from July 7-16, 2014. A public demonstration was held July 8. A demonstration was held before the Wisconsin Election Administration Council on July 9. The Board accepted the staff's recommendation to approve the two systems for sale and use in Wisconsin, under the condition that the equipment be programmed to automatically reject over-voted ballots and return them to the voter so errors can be corrected.
11. Voting Equipment Audit: After each General Election, the G.A.B. is statutorily required to audit the performance of each type of electronic voting equipment used in Wisconsin

and determine the equipment's error rate in counting valid ballots. In a public meeting on November 7, 2014, Board staff randomly selected one hundred reporting units as a base sample and augmented that sample with additional reporting units until each currently certified voting system used in the State of Wisconsin was represented by at least five reporting units (except the Populex system which is only used in two reporting units in the state). The final sample set contained 106 reporting units in 78 municipalities. At that same meeting, staff also selected the contests to be audited in addition to the Governor's contest. As a result of random selection, the contests for Attorney General, State Treasurer and Sheriff were included in the audit.

As of December 23, 2014, all 78 municipalities have published their audit notices and held their audit. Of those, 74 have submitted their audit results to the G.A.B. Staff has reviewed 65 of the audits and found 43 of them to be acceptable. Twenty-two are awaiting additional information to clarify or verify audit results.

12. Accessible Voting Equipment Reimbursement Program: G.A.B. staff concluded the reimbursement grant process for accessible voting purchases in 2014. As required by the Help America Vote Act of 2002 (HAVA), all municipalities were required to provide accessible voting equipment for individuals to vote privately and independently. Staff began the reimbursement process in 2005 and continued the reimbursement process until August 31, 2014. Staff continued the grant process for an extended time as many municipalities had remaining funds available that were set aside for the purchase of a voting equipment tabulation device that ultimately never received federal certification. Most municipalities that had funds set aside were able to claim reimbursement for other related accessible voting equipment costs, such as maintenance and programming costs. Each municipality was eligible to receive up to \$6,000 for each polling place within the municipality established by 2005. Since the inception of the program, G.A.B. staff has processed requests for and distributed a total of \$15,355,000 in federal funds to municipalities throughout Wisconsin.
13. E-Poll Book Research: Staff concluded research on electronic poll books and presented a report to the Board at its March meeting outlining findings and recommendations for administering statutes authorizing the use of the technology in Wisconsin. Based upon the experiences and best practices of other states, the report recommended development of a testing and approval process for electronic poll books, should a manufacturer seek approval of a system by the Board. Staff recommended further study and analysis of the costs and benefits of developing an electronic poll book solution. The Board directed staff to discontinue further research and development of electronic poll book standards for the present time.
14. National Election and Voting System Standards: G.A.B. staff has actively participated in national efforts to define standards for future voting systems and IT systems used to administer elections in the United States.
 - IEEE Voting System Standards Committee: The Institute of Electrical and Electronics Engineers (IEEE) formed the Voting Systems Standards Committee (VSSC) at the request of the U.S. Election Assistance Commission to develop consensus-based standards for voting system and election administration IT system interoperability

using common data formats. G.A.B. staff member Sarah Whitt is chair of the Election Results Reporting working group which finalized work on a standard for election results reporting. The standard is nearing the end of the balloting process within IEEE at which point it will become an official standard. The standard was developed in coordination with diverse stakeholders including State and county election officials, voting system vendors, the Associated Press, The National Institute of Standards and Technology, and other interested groups. Wisconsin is also participating in other VSSC standards activities including the Election Modeling working group which is developing a comprehensive data model for all of the systems involved in administering elections.

- NASED Voting System Committee: G.A.B. Elections Supervisor Ross Hein serves on the National Association of State Election Directors (NASED) Voting System Certification Sub-Committee, as facilitated by the Bipartisan Policy Center. The Sub-Committee has made several recommendations to the U.S. EAC regarding approval and development of voting equipment standards and certification. Additionally, the Sub-Committee focuses on contingency planning should the certification process at the federal level currently performed by the U.S. EAC be reformed, and what role the federal government should provide in voting equipment standard setting and certification.
15. Ballot Redesign: Staff redesigned ballot formats with an eye toward clarity and usability. Staff consulted with nationally recognized Usability Specialist Dana Chisnel and reached out to county and municipal clerks for their comments and suggestions throughout the process. With this assistance, a ballot was developed that incorporated simple and concise instructions, navigational cues, shading to define office types and titles and readable text. The ballot format recommended by G.A.B. staff for the General Election was not universally accepted by county clerks, resulting in the use of a variety of ballots throughout the state. The Board subsequently approved ballot formats for use at the 2015 Spring Primary and Spring Election, and committed to revisiting ballot format before the 2016 Partisan Primary and General Election.
16. Polling Place Accessibility Compliance:
- Polling Place Audits: Over the course of four statewide elections in 2014, G.A.B. accessibility auditors completed audits of 571 polling places in 420 municipalities in 33 counties. G.A.B. staff hired and trained fifty temporary workers to conduct onsite accessibility compliance audits, a program that is unique in the nation.
 - Voting Equipment Security Checks: The Polling Place Accessibility Auditors also complete brief inspections of voting equipment security. Auditors are trained on the specific pieces of voting equipment they will encounter and the procedures by which the equipment is secured. In the field, auditors verify that all voting equipment seals are in place and unbroken, that they match what is recorded in the Chief Election Inspector's Incident Log, and that the Chief Inspector has initialed for the pre-election security check, and not pre-initialed the post-election security check. This check was done at each of the 571 polling places audited.

- Public Education and Outreach Materials: G.A.B. staff created informational material to better serve voters with disabilities and for use by clerks and poll workers. A new section has been added to the agency website with information for clerks including guidance on polling place setup, a list of the most common issues found in onsite audits and easy ways to fix them for Election Day. Staff created two video tutorials demonstrating the AutoMARK ballot-marking device and the AccuVote TSX tabulator. Both are available on the agency's website to view online by the public or to download for use by local election officials.

The G.A.B. worked closely in partnership with the Wisconsin Disability Vote Coalition to produce public education materials for voters with disabilities in advance of the November General Election. These materials included an update and redistribution of the *Voting in Wisconsin: A Guide for Citizens with Disabilities* pamphlet. Paper copies of this document have been distributed to over 3,100 community-based residential care facilities across the state and in outreach efforts conducted by the Disability Vote Coalition. A digital version is made available to the public on the G.A.B. website.

Also distributed to residential care facilities along with the *Voting in Wisconsin* guide were informational packets containing voting-related videos, voter registration, and absentee ballot request forms and information sheets on the appropriate manner in which facility staff should talk to residents about voting issues. Facilities that are eligible to be served by Special Voting Deputies also received a copy of the updated *Absentee Voting in Residential Care Facilities and Retirement Homes* manual. Additionally, a training video for local election officials, *This Is Where We Vote*, was created to teach poll workers and municipal clerks about the issues important to the disability community and the unique challenges they may face in voting. It is available for public viewing on the agency website.

- Analysis of Accessibility Audit Results: An enhanced effort was made in 2014 to improve data quality and engage clerks and municipal officials in the improvement of polling place accessibility. In 2014, G.A.B. staff has received and processed 252 plans of action for polling places visited by the onsite audit program. Staff continues to work with municipal clerks to ensure accessibility issues are adequately addressed. Staff has worked with agency IT contractors to begin the process of automating the report generation and notification system, which will ultimately reduce costs in staff time as well as paper and postage.
- Accessibility Supplies: In support of clerks' efforts to make polling places more accessible to voters with disabilities, G.A.B. staff has distributed 893 signs and other supplies to 218 municipalities. Additional supplies have been procured in order to continue to address the most common accessibility audit findings.
- Improvement of Accessibility Survey: The onsite compliance audits are conducted using an electronic survey instrument loaded onto a tablet computer. In 2014 the electronic survey received many much-needed upgrades to improve clarity and ease of

use. These changes have already proven invaluable in smoother training processes and in reducing confusion in the field.

- Accessibility Advisory Committee: The Accessibility Advisory Committee, consisting of representation from ten different disability and elderly advocacy groups, convened twice in 2014. In addition to providing ideas for compliance efforts and maintaining communication with the community, the committee also approved changes to the electronic version of the accessibility survey.
17. SVRS Modernization: Significant work has been completed on staff's efforts to redesign the Statewide Voter Registration System (SVRS) to take advantage of modern design philosophies and provide greater ease of use and improved data quality. IT staff has created a development server environment with Microsoft Dynamics CRM (2013), which will be the underlying framework for the new system. Staff is using this development server to work on the layout of the new system. Primary navigation systems have been developed, as well as the screen template, which will be used throughout the system. Security roles have been developed to cover a variety of use-case scenarios, and fundamental jurisdictions and districts have been built into the system. The remainder of the system has been divided into four sections, each being analyzed and developed by its own staff team: Voter, Elections, Absentee and Districts. Voter and Absentee functions are nearing completion, allowing staff to focus more resources on the Elections node, which will be the largest section of the new system. Staff met on September 18, 2014 with representatives from Microsoft who reviewed the developments as of that date. The representatives were impressed with what had been developed so far and offered tips and recommendations for staff to consider during the remainder of development.
 18. BADGER Voters: On April 25, 2014, the G.A.B. launched a new web portal making it easier to request publicly available voter data, and to significantly reduce staff time required to process these requests. This new website was developed entirely by agency program staff and IT developers, and allows candidates, political parties, and the public to request SVRS voter data online, including voter participation based on jurisdiction or district, participation in a particular election or elections, or absentee voter information. Data request customers can submit their requests, make payments online through US Bank, and download the completed file from this new website. This process was previously done manually, requiring significant staff time for each request.

Since its inception, BADGER Voters has received approximately 430 requests and processed 275 purchased data files. The system has generated \$147,656.25 over eight months and reduced agency costs by approximately \$72,000 in that same time frame. Total website development counts were less than \$50,000.
 19. Voting Information Project: Due to the efforts of G.A.B. staff, Wisconsin participated in the the national Voting Information Project (VIP), sponsored by the Pew Charitable Trusts, for the November 2014 election. G.A.B. staff provided election information such as polling places and sample ballot data in a standard format that search engines such as Bing and Google used to educate voters on where to vote and what offices and candidates were on their ballots. As a result of the

sustained behind-the-scenes work of G.A.B. staff, Wisconsin voters and media outlets were able to access election information more easily and through the portals that they are accustomed to using.

VIP partnered with the Internet Association in 2014 to offer the new GetToThePolls.com website, which attracted almost 8 million visits as of November 11, 2014, with 104,000 of those visits in Wisconsin. Facebook continued to offer its "I Voted" badge which linked to VIP polling place and sample ballot information, with nearly 7 million Facebook users sharing the link. VIP also provided a free Voting Information Tool that could be embedded on any website to allow people to look up polling place and sample ballot information. The tool was used by 12 media and campaign websites in Wisconsin including WXOW-TV, WQOW-18, WAOW, WBAY-FM and the Scott Walker for Governor campaign. Google used its Google Now mobile application to push voting information to voters on their Android phones or tablets as well.

20. Data Collection and Reconciliation: In 2014, municipal clerks completed GAB-190 statistics reports for the Spring Primary (select jurisdictions), Spring Election, Partisan Primary, and General Election. Municipal and county clerks complete the GAB-191 election-specific cost report for the Spring Election and the General Election. By January 31, 2015, they will also complete the GAB-192 Annual Election Costs Report. All of the data reports are conveyed electronically through the G.A.B.'s Wisconsin Elections Data Collection System (WEDCS). G.A.B. staff invests considerable time and effort in educating local election officials regarding the reporting requirements, obtaining and monitoring compliance with the reporting requirements, and reconciling discrepancies in the data. WEDCS is also being utilized to comply with 2013 Wisconsin Act 148 which requires clerks to report certain statistics related to Election Day Registration address verification postcards. Staff is currently engaged in reconciling WEDCS data internally, as well as with data from SVRS and the Canvass Reporting System, in order to complete multiple federal reporting requirements, including the Election Administration and Voting Statistics report required by the U.S. Election Assistance Commission following each General Election.
21. Systems Maintenance: G.A.B. program staff worked with agency IT contractors to update and maintain multiple existing Elections IT systems, including the following:
 - SVRS: While developing the new SVRS database, staff continued to provide updates to the existing system. In addition to several minor bug fixes, SVRS version 8.6 was rolled out on June 20, 2014 which included features mandated by new legislation enacted in 2014. Most of these changes involved how Proof of Residence information is tracked in SVRS. The update also resulted in noticeably improved performance by SVRS, which was received very positively by clerks. Additional changes were made after the court injunction barring implementation of the Voter Photo ID Law was lifted, allowing clerks to track voters who provided a photo ID for mail-in absentee ballots and voters who are exempt from the photo ID requirement. Although the law has since been enjoined again, this tracking feature has been left active so that the process may continue smoothly should the new injunction be lifted.

- Canvass Reporting System: G.A.B. staff developed updates to the Canvass Reporting System (CRS) to fix minor issues, and to upgrade the aging software CRS uses to generate reports, allowing for easier export of large files.

The Canvass Reporting System was used by municipalities in four counties to report their Election Night results in 2014. In Barron, Milwaukee, Sheboygan and Waukesha Counties, municipal clerks and county staff entered election results directly into CRS on election night and ran reports from CRS to post results on their county websites. G.A.B. staff provided additional training and support to these counties to facilitate successful Election Night Reporting using the system. Several smaller counties also generated reports from CRS to facilitate the posting of unofficial Election Night results in 2014. Election Night Reporting is a new and exciting addition to the CRS that could be used by additional municipalities and counties in the future.

- MyVote Wisconsin: The MyVote Wisconsin website underwent several changes in 2014. MyVote version 1.8 was introduced in June to incorporate mandatory changes to accommodate new legislation enacted in 2014. Another update was made in September to improve the on-line ballot for the Partisan Primary. MyVote version 1.9 was introduced in October to update information regarding the Voter Photo ID law that had recently been put back into effect. Shortly thereafter, the Voter ID law was enjoined by the U.S. Supreme Court and MyVote Wisconsin was rolled back to version 1.8.1, which included other improvements from 1.9 but removed the Voter Photo ID changes.

Staff contracted with nationally recognized elections usability specialist Dana Chisnell to review the MyVote Wisconsin website and determine ways to make it easier for the public to navigate. Ms. Chisnell instructed staff in conducting usability interviews, and then assisted staff in conducting interviews with several members of the public including voters from various areas in Wisconsin and one overseas voter. Staff later conducted more interviews with new staff, using the techniques provided by Ms. Chisnell. The interviews identified areas on the website where voters become confused or are unable to find the information they are looking for. G.A.B. staff is working on ways of addressing these issues and creating a more streamlined, user-friendly interface for the MyVote Wisconsin 2.0 release.

Each of these technology upgrades required significant problem-solving, innovation, and coordination of efforts involving G.A.B. program staff and IT developers, as well as communication with and training of local election officials to implement the new functions and incorporate them into regular election procedures.

22. Voter Felon Audit: Wis. Stat. §6.56(3m) requires the Board to compare the list of voters in an election with the list transmitted to the Board by the Department of Corrections (DOC) containing the names of individuals disqualified from voting due to felony convictions. Due to inherent problems in the procedures previously used, G.A.B. staff developed and implemented a new automated process in 2014 to review the matching of records. Through the G.A.B. Microsoft Dynamics website, clerks identify whether they believe that records of a the voter and a felony offender relate to the same person and

whether a vote was correctly recorded for the voter. Clerks are asked to locate and provide an electronic copy of the poll list page for the voter and the Voter Registration GAB-131 Form. Through the automated process, clerks then assign the record back to G.A.B. staff, which forwards the case to the appropriate District Attorney.

G.A.B. staff, in conjunction with clerks and DOC staff, have completed the felon audit for the past 17 statewide elections since February 2012 and found 283 matches. One hundred and eleven of these have been referred on to District Attorneys. The G.A.B. has received notice that district attorneys have closed nine of these cases. There are several reasons why a match found by the system might not result in action by a District Attorney: two records may have the same name and birthdate, but be found by other means to not be the same individual; a data entry error may result in a vote being recorded for an elector when they did not cast a ballot; or the individual may be found not to have been serving a felony sentence at the time of the election.

23. Voter Registrations and Cancellations: Staff received a large quantity of voter registrations this year. The GAB-131 Voter Registration form is processed at the local level by municipal clerks. However, some sources, including some national voter registration drives, list the G.A.B. as the recipient. Individuals also find the G.A.B. office address online and send their registration applications into the agency. Processing these forms involves determining what municipality the voter resides in and forwarding the form to that clerk for processing. The G.A.B. received and processed 4,029 of these forms in 2014, requiring a significant investment of staff time. This is significantly more than are received in an odd numbered year. In 2013, for example, only 79 forms were received. Staff created a video tutorial related to the GAB-131 Form and made it available to local election officials on the agency's website highlighting the requirements and the process. This video was then updated when new 2014 legislative changes affected the GAB-131 Form.

G.A.B. staff also receives notices from election officials in other states of voters who have moved from Wisconsin into their state and who have registered to vote there. These voters are then cancelled in SVRS. In 2014, staff received over 5,100 cancellation notices. The processing of these cancellations is ongoing.

24. Customer Service: G.A.B. staff answers phone calls and in-person questions from clerks, candidates, incumbents, media and members of the general public on a variety of subjects. In 2014, the front desk had answered 9,128 phone calls and the SVRS Help Desk had answered 15,473 and processed over 16,140 email inquiries and requests for technical assistants. Help Desk staff supports over 2,000 municipal SVRS users statewide. Additionally, staff provides voter information through the G.A.B. website, the MyVote Wisconsin website, Facebook and Twitter. The agency Facebook and Twitter accounts each reach over a thousand users, while the MyVote Wisconsin website peaked on November 6, the day of the General Election, with 132,233 unique users in a single day and totaled 466,235 unique users in 2014.
25. Legislative Audit Bureau Program Audit: On September 10, 2013, the Joint Legislative Audit Committee directed the Legislative Audit Bureau (LAB) to conduct a programmatic

audit of the G.A.B. Substantial staff time was spent meeting with LAB auditors and providing required documents and data files. The audit report was released on December 12, 2014 and included a series of suggestions for improvement of agency functions and performance, as well as some policy considerations for the Board and Legislature. G.A.B. staff provided the LAB with a comprehensive response to the audit, which describes the ways in which the G.A.B. will comply or has already complied with each of the findings.

26. Annexation Notification: The G.A.B. has been working to facilitate and improve the process for municipalities to contact the agency upon the completion of annexations. This information is an important part of keeping SVRS accurate and up to date and ensuring electors receive the correct ballot. In the past, there have been complications with receiving this information in a timely manner, but staff has initiated recent improvements.

G.A.B. staff has coordinated with the Department of Administration (DOA) to receive copies of annexation reports provided to it statutorily by the Secretary of State. DOA has offered (but is not required) to send a quarterly list of all the annexations it has received.

Staff has also updated the GAB-100 Annexation Notification Form, improved communication with clerks, and increased interaction with the Wisconsin Land Information Community. The G.A.B. has also worked to facilitate improved communication between annexing municipalities, their County Land Information Departments and County Clerks, and other state agencies concerned with maintaining updated ward and municipal boundary data. Partnerships between G.A.B. and the Wisconsin GIS community are critical to the ongoing support of SVRS and MyVote Wisconsin, and will continue to result in more accurate data for clerks to use to better administer elections for voters.

27. Section 203 Assistance to the Milwaukee Election Commission: Board staff provides support to the Milwaukee Election Commission (MEC) regarding its minority language program implementation. The City of Milwaukee is a covered jurisdiction under §203 of the Voting Rights Act and must provide language assistance and election materials in Spanish. For each election, the G.A.B. provides the MEC with a surname analysis report that allows it to determine bilingual poll worker coverage for each election. Board staff also participated in conference calls with U.S. Department of Justice representatives and MEC staff concerning the development of the minority language program in the City of Milwaukee.