

ELECTION REFLECTION

Johnson County Election Office

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Serving the public by administering the election process and promoting voter participation.

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**Please mark your
Calendars...**

Spring 2011 Elections

March 1, 2011 -
Spring Primary Election
(if needed)

April 5, 2011 -
Spring General Election
(definite full county)

You've likely heard me say during training that when it comes to service delivery, the technology is always the easiest thing to master.

In business, everyone has the technology. Competitive advantage built upon technology is short-lived. Those organizations which focus on processes and the overall customer experience are those that create sustained value and become market leaders.

Take Amazon.com. The company is one of the few survivors of the Dot.Com boom because of its focus on customers, the ease of navigating Amazon's website, and reliable delivery of products. This emphasis has enabled Amazon to grow into the world's largest Internet retailer.

The Ritz Carlton has built its reputation upon world-class service rather than hotel amenities that can be, and have been, copied by competitors.

Disneyworld is a terrific destination not just because of the rides and attractions, but because the company focuses on every detail of the guest experience.

Likewise, I was drawn to work at the Johnson County Election Office because of its reputation for serving voters. I am proud to be a part of that well-regarded tradition.

Just as leading businesses have been built upon high-quality and distinguishable service, our office must maintain these characteristics as pillars of success. Our Johnson County voters deserve that same attention to detail as customers do from top service-oriented businesses.

Because we've had voting machines of some sort in our county for more than 40 years, and because of the affluence in our county, our voters are extremely tech-savvy. Many have voted on our current machines for more than 15 elections over the last 6 years.

However, while the technology has basically stayed the same during that period, many new processes and complexities have arisen.

Our training manual, for instance, has doubled in size from 2004 to 2010. Many of these changes came from legislation, while other changes occurred as we refined processes to improve upon the overall voter experience.

Likely, we will have more process changes, maybe even before the 2012 presidential election. Our ability to master all of these processes has defined us; likewise, our mastery of the perfect voter experience will continue to define us. Our attention to detail and commitment to perfection—"zero defects"—is more important than it ever was.

While we aren't in a competitive industry, we've taken pride in our national reputation as a leader in election administration and we want to maintain that reputation. As you saw in our 2010 training, consistent and high-quality service has been a recurring theme.

Serving each voter in the same, perfect manner is a lofty goal, but it is, indeed, our goal. I'm hopeful you will share that goal as we begin to hone in on 2012's presidential election.

That's a lot to expect from you. I wish I could say there was, but there isn't a large financial reward I can offer you in return. Your commitment to our voters has been superb and we will continue to lean upon your strengths and commitment in 2011 and beyond.

Please know that all of us at our office take tremendous pride in Johnson County's reputation for delivering the highest-quality voting experience possible. Further, we are all thankful for the devotion you bring to our voters to make that great experience happen.

Best wishes for an outstanding 2011, and we look forward to sharing continued commitment to excellence in the elections ahead.



B.

★ Three Ways to Vote in Johnson County

Option 1 - Advance Vote in Person

Option 2 - Advance Vote by Mail

Option 3 - Vote on Election Day at your Polling Place

Election Day Polling Places can change with every election.

November 2, 2010

We are always amazed when we compare the number of Election Workers we originally assign to work an election with the number of workers who actually work on Election Day.

For this past November 2nd, we originally assigned 1,660 Election Workers.

As the assignment letters arrived in your mail boxes, we immediately began receiving cancellations. We then started the process of assigning other workers waiting for a position to become available.

Cancellations are on-going and the reasons vary: trips, family concerns, health (always a lot of surgeries on or shortly before Election Days) or job constraints.

By the end of October, we had trained 1,505 workers by on-line, refresher, advance or newbie classes.

Of all the individuals we trained and prepared...1,441 followed through by working the General Election on November 2nd. From start to finish, we actually assigned over 1,900 election workers resulting in a fall out of approximately 500 prospective workers. Of those who did work, 82 were new election workers and 111 were students helping to fill those cancellations.

A huge THANK YOU to those who "made it happen."

The commemorative pin for this past Election was designed as the state of Kansas. We hope each of you who worked received your pin on November 2nd; but if not, please contact us or drop by.



Election Workers

Overland Park Church of Christ

The Overland Park Church of Christ at 119th and Pflumm is a wonderful location for our mass Election Worker Refresher classes. It is centrally located in the county.

We ask:

- Please arrive in plenty of time to park, enter, check-in and find your seat
- Note: the parking lot fills quickly; carpool when you can
- Please do not bring food or drink into the auditorium
- Please block off the full 3 hours and be pleasantly surprised if it takes less time
- Please, do not leave until the Training Session has been completed
- Please, read the Training Manual

★ Student Election Workers Democracy Posse

The Johnson County Election Office is very proud to have been involved in the Student Election Worker Program since its inception in the year 2000. Kansas state law allows one student election worker to be assigned to each voting location, allowing them the opportunity to experience the electoral process while assisting election offices across the state to fill vacant positions at polling places.

Twenty-one Johnson County high schools participate on a regular basis; plus we have home-schooled students taking part as well.

As of this last election, we have enlisted a total of 1,485 students participating throughout the county. The number of students varies with every election. August brought us 41 students and in November we had 111 Student Posse Workers. Each election our students do a very fine job.

If you have a child or grandchild 16-18 years of age in high school who would be interested in participating, please contact us. Students train and are paid the same as all Election Workers.

Community Service Time

High school students in need of time for Community Service, please feel free to call to see what might be available, 715-6836.

Training Dates – 2011

Spring 2011 Elections:

Election of City Officials: Bonner Springs, De Soto, Edgerton, Fairway, Gardner, Lake Quivira, Lenexa, Merriam, Mission Hills, Mission Woods, Olathe, Overland Park, Prairie Village, Roeland Park, Spring Hill, Westwood Hills

Election of Board Positions for: USD 229 Blue Valley, USD 230 Spring Hill, USD 231 Gardner Edgerton, USD 232 De Soto, USD 233 Olathe, USD 289 Wellsville, USD 491 Eudora, USD 512 Shawnee Mission, Johnson County Community College Trustees, Water District #1, Merriam Drainage District, Monticello Drainage District

Primary Election - March 1 (if needed)

Refresher Training:

- Overland Park Church of Christ
 - February 12: 9 a.m. - Noon
- Mandatory Supervising Judge Meeting:
- Election Office *note location change*
 - February 26: 9 - 11 a.m. or 1 - 3 p.m.

General Election - April 5

Refresher Training:

- Overland Park Church of Christ
- March 12: 9 a.m. - Noon
- March 12: 1 p.m. - 4 p.m.

On-Line will be available

New Election Worker Training:

- Election Office
 - March 22: 9 a.m. - Noon
- Mandatory Supervising Judge Meeting:
- Election Office *note location change*
 - April 2: 9 - 11 a.m. or 1 - 3 p.m.
 - April 3: 9 - 11 a.m. or 1 - 3 p.m.

All Dates and Times are subject to change... stay turned!

All assigned Election Workers will be notified by mail or phone call.

Help...Please!

ATTENTION:

DESOTO, GARDNER, EDGERTON, SPRING HILL & STANLEY!!!!

We need your help in recruiting new election workers in your area! Currently, we are forced to send election workers from all corners of the county to assist the workers and voters in the outlying regions of the county. Some election workers are currently driving up to twenty miles (one way) to help fill vacancies in some of the above mentioned towns/cities.

If you, or relatives and friends live in one of these areas, PLEASE assist us and the devoted election workers in these areas by recruiting new workers to be assigned in their respective communities.

Thank You!!!

New Staff Members join Election Office in 2010

We are very happy to introduce Janette Scobey, a member of the Election Office staff as of January of this year. Janette grew up in Gardner, Kansas, and is a graduate of MidAmerica Nazarene University. Janette brought twenty-some years of experience in information technology management to our office. She is the proud parent of Ashleigh, a college freshman, and Savannah, a high school freshman.

Janette is the web master for the Election Office, among many roles. She gives excellent computer, printer, and software support and was the lead in implementing the new computer-based office phone system. In her first year, she has helped streamline and refine office database and reporting procedures. Janette is part of the election tabulation software team and brings networking and server maintenance skills to that position.

Janette joined our staff during an extremely busy election year and immediately became an enthusiastic team member. We have just scratched the surface in taking advantage of her knowledge and experience.



Zachery McIntosh joined our staff in February 2010 as an Election Assistant. Zachery is a graduate of Kansas State University, receiving his degree in History. One of his interests is voting and elections, a trait passed down from his family who are election workers in his home town.

His experience with customer service at his former employer has been an asset to our office. He has handled hundreds of calls with professionalism, courtesy, and accuracy.

He is a great addition to our staff and has a variety of duties: voter registration, mail processing, election worker training, and election database creation. Zachery specialized in processing ballots for military and overseas voters for the August and November elections.

Jessica White transferred to the Election Office from the Mental Health Dept in February 2010. Her background and six years of experience working for Johnson County proved invaluable during a challenging transition period within our department due to the loss of her predecessor in the midst of an election cycle. Jessica was able to step into the position with poise and purpose, quickly ensuring we had made the right decision in identifying her as our new **Office Administrator**.

Jessica's base duties include, but are not limited to: Accounting, Budgeting, Payroll, and Facilities.

Jessica has been married to her husband, James, for 3 years, residing in Gardner, KS.

We are extremely pleased to have Jessica on our team and look forward to working with her while she continues her career in Johnson County Government in the Elections Department.

2012 ...Changes

Changes will begin happening as we complete the 2011 Spring Elections. Polling Places will expand. We need to recruit new locations. Voter growth and suburban sprawl will change many boundaries. We will begin the educational process of the importance of verifying your Polling Place before heading out the door. Help us spread the word to be informed.

Do the JoCoPolo.com!!!

Priorities and Commitments



You
are
Needed...

The information you provide in the yearly 'Availability Form' is utilized to create the proper balance for each location when assigning Election Workers to polling places.

We ask that if you make a commitment to work on an Election Day, it will take priority when other tempting opportunities arise. Please be thoughtful of your fellow board workers and cancel **only** if absolutely necessary.

We need each of you to assist the several hundred voters in your assigned polling location on Election Days.

Please mark your calendars now!

We thank each of you for your dedication and reliability.

Kansas ... Happy 150th Birthday!



We are approaching the state of Kansas 150th birthday, January 2011. Here are some facts for you history buffs.

Birth Date: January 29, 1861, 34th state

Capital City: Topeka

Population: 2,688,418 (report as of 2000)

Geographic Center of Continental US: Near Lebanon in Smith County

Nickname: Sunflower State

State motto: "Ad Astra Per Aspera" - "To the stars through difficulty"

State Tree: Cottonwood

State Flower: Native Sunflower

State Bird: Western Meadowlark

State Animal: American Buffalo (Bison)

State Insect: Honeybee

State Reptile: Ornate Box Turtle

State Amphibian: Barred Tiger Salamander

State Song: "Home on the Range"



"I long to accomplish a great and noble task, but it is my chief duty to accomplish small tasks as if they were great and noble." Helen Keller



**One of those Moments....
...common complaints**

In an attempt to reduce the amount of Ibuprofen consumed by Election Office staff on Election Days, we are listing the most common complaints we receive from voters regarding their experience at their neighborhood voting location:

- Poor signage...could not find the entrance to the voting location.
- Disorganized set up in the voting area...chaos.
- Confused election workers...didn't know how to do their job...poorly trained.
- Polls not ready to open by 7 a.m.
- Election workers discussing politics or making inappropriate comments about candidates or issues.
- Election workers expressing their own personal opinion or preferences about candidates or issues.
 - Too noisy...loud conversations among the election workers...could not concentrate.
 - Election workers talking on cell phones having personal conversations.
 - Not enough privacy.
 - Went to my voting location and was sent away to the wrong location.
- Campaign signage too close to voting location.
- Rudeness...speaking down to voters.
- Issued the wrong ballot.
- Election workers beginning the closing process before 7 p.m., disrupting the voters attempting to vote.
- Treated gruffly when issued a provisional ballot as if the voter had done something wrong.



Please understand our intent is to educate you, the front line election worker, of voter dissatisfactions so you may improve your performance and better serve the voters of Johnson County.

A huge THANK YOU and CONGRATULATIONS to all the election workers who can honestly say they have never had any of the above situations at their voting location...and we know there are many! Let's all strive to reduce these types of complaints to zero. Thank you for your efforts.

You are our best Election Worker Recruiters

Do you know someone who would be an excellent Election Worker?
Give us a call - 913-715-6836

**Please Return Your 2011
Election Worker
Availability Form
By December 31, 2010**



**Election Worker
Assignment Process**

Every year the Election Office mails out the Election Worker Availability Questionnaire (one is enclosed with this newsletter). On this questionnaire we ask which elections you are available to work for the year. We ask if you are available or willing to work at any location throughout Johnson County. We also ask if you have special requests or requirements regarding the location of your assignment. This is VERY important information to us as we assign you to work at a polling location.

The assignment process is performed in this manner:

- 1) Special requests or requirements; If not available -
- 2) Assigned to your home precinct polling place; If not available -
- 3) Assigned to a neighboring polling place; If not available -
- 4) Assigned to a polling place elsewhere in your city; If not available -
- 5) Assigned to a polling place in a neighboring city; If not available -
- 6) Assigned to a polling place in a city within reasonable driving distance (15 miles); Or...
- 7) Assigned to a polling place in need of workers.

Please remember that a request is only a request and is never guaranteed. We make every attempt to accommodate special requests and requirements IF it is available. However, it is not always possible.

Being flexible is the key to everyone's satisfaction.

Thank you for your understanding.

Tally's and Outcomes - November General

Johnson County's busiest turnout for a gubernatorial election was in 2006. We had 342,688 voters who cast 187,379 ballots, almost 55%. The 2010 facts to ponder:

- Registered voter - 365, 917
- Advance (Early Vote, Federal Service, Mail) - 67,682
- Total Ballots counted - 50.51% - 184,834
- Provisional ballots counted - 2,522
- Polling Places - 192 serving 447 precincts
- Total number of machines used - 1,423
- Total number of staff for the election - 1,698
- Phone calls answered at Election Office Nov 1-2 - 2,144

Presbyterian Church Stanley	1,203	1st Baptist Church Olathe	1,048
Westside Nazarene Church	1,179	Church of the Resurrection	1,047
Central Church Nazarene	1,148	Ice Midwest	1,047
First Family Church	1,127	Abundant Life Church	1,022
Prince of Peace Church	1,066	Reformed Presbyterian Church	1,011

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