



**26th Annual
National Conference
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2010 Professional Practices Program

Poll Worker *PASS*

Orange County, California

Submitted by:

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2010 Professional Practices Submission
Orange County, California
Poll Worker *PASS*

In 2009 the Orange County Registrar of Voters embarked upon a project to streamline the process of communicating to poll workers critical election information. Prior to the development of the Poll Worker *PASS*, poll workers would receive more than a dozen mailings leading up to Election Day that listed changes to their precinct board or polling place, the details of their assigned training class, their supply pick-up location, and other important election information. Every time a new poll worker was added to a precinct board, the Inspector would receive a letter informing them of this change. This resulted in Inspectors receiving **12 - 13 mailings prior to the election**, which cost the department approximately **\$20,000 per election** in postage and printing costs.

In order to reduce inefficiencies and more effectively communicate with our poll workers, we developed the **Poll Worker *PASS***, a one-stop online portal for Orange County poll workers. The Poll Worker *PASS* consists of two components:

- The first component is an individualized bar-coded card mailed to all poll workers that allows us to track their progress in completing various pre-Election Day tasks.
- The second component is an interactive website where poll workers can obtain the latest election information in a secure online account (Think of it as online “banking” for poll workers).

The website (www.ocvote.com/pass) allows poll workers immediate access to their critical election information, day or night, from the comfort of their home or office. The website is **updated in real time**, allowing poll workers to obtain the most up-to-date information at any given time. With automatic email updates when changes occur, poll workers are kept constantly updated – right up to Election Day.

Poll workers now receive a **single mailing** containing their Poll Worker *PASS* card, the Poll Worker *PASS* website address, the location of their polling place, contact information for their precinct board, their supply distribution information, and important election reminders.

The Poll Worker *PASS* card that accompanies the mailing is carried by poll workers at all times. When they attend a training class, the **unique barcode on their card** is scanned by the trainer and their attendance is recorded in real time on the Poll Worker *PASS* website. This capability has sped up the pre-Election Day process of identifying which poll workers have attended training, and which

still need to attend. When Inspectors pick up their polling place supplies at a supply distribution event, the barcode on their card is scanned, and the website reflects that this task has been completed.

Each Poll Worker *PASS* card has a unique identification number that is used to enter the Poll Worker *PASS* website. There are a number of website features that have enhanced the poll worker experience:


- The website allows poll workers to **update their contact information** with our office, or verify that the information we have for them is correct. This expedites payroll processing and allows poll workers to better communicate with their precinct board members.
- Inspectors are able to view the details of various supply distribution events, and **RSVP their preferred date and time**.
- Inspectors are provided **directions** to their preferred supply distribution event, and are provided important reminders regarding the process of picking up their precinct supplies.
- Poll workers have access to the date, time, and location of their **assigned training class**, as well as directions.
- Poll workers have access to the **address of their assigned polling place**. They are also provided directions to their polling place.
- Poll workers are able to view the contact information for their **precinct board members**, and Inspectors are prompted to confirm that they have made contact with each board member.
- Poll workers are able to view when **payroll** will be processed, and when they will receive their stipend.
- Finally, poll workers are provided with an automatically updating **checklist of their pre-Election Day tasks**, allowing them to see which activities have been completed, and which have not.

Those poll workers who do not have access to a computer or the Internet may call a **toll free number** to obtain all of the same information that appears on the website, over the phone. This is an automated system, and therefore accessible **24 hours a day, 7 days a week**.

The Poll Worker *PASS* has provided Orange County poll workers with a better means of obtaining the important details they need to run successful elections. The online portal provides them with instant election updates, important reminders, and all of the critical information they need to prepare for Election Day. The office has saved resources, time, and money, and will continue to do so long into the future thanks to the Poll Worker *PASS*.

VOLUNTEER HELP ME REGISTER AND VOTE ELECTION INFO ELECTION RESULTS MY ELECTED OFFICIALS

中文
한국어
Español
Tiếng Việt




Just received your Poll Worker PASS card?

Start here: Did your card just arrive in the mail? Welcome!

Confirm: Click below to validate your card and activate your account with just a few clicks.

[Validate now →](#)



Already have your Poll Worker PASS card?

Simple: Access all of your election info in one location.

Updates: See your poll site, training info, fellow poll workers and more in real time!

[Login now →](#)

welcome.

Prefer to learn more, or need help? [More info →](#)

Orange County Registrar of Voters | 1300 South Grand Avenue | Building C | Santa Ana CA 92705 | 714.567.7600

Screenshot of the Poll Worker PASS homepage

1

Validate Your Poll Worker PASS

I received my Poll Worker Pass:

[Validate Pass](#)

2

Verify Your Information

As you complete each step of the process, this website will be updated to reflect your progress. Please begin by verifying your information is correct. You can view the status of each step by clicking on the tabs above, or you can view the checklist for an overview. Please check back on the website before election day for any updates or changes.

Name:	Worker, Poll
Mailing Address:	1300 S Grand Ave Santa Ana CA 92705
Phone Number:	(714)567-7600

This information is correct
 This information is not correct; I need to change it

[Submit](#)

Screenshots of the Poll Worker PASS validation and contact information verification pages

2

Directions and Materials for Distribution Day

If you choose to pick up your supplies at your designated location on Saturday June 5, your distribution site is:

Registrar of Voters Office
1300 S Grand Ave, Bldg C
Santa Ana

Click on the button below to get directions to this distribution site

Get Directions

If you choose to pick up your supplies on Thursday, June 3, 2010, click on the button below to get directions to the OC Fairgrounds.

Get Directions

Screenshots of the Poll Worker PASS supply distribution page

Windshield pass

Your windshield pass is located on the bottom of your poll worker pass packet that you received in the mail. Tear off and place in your windshield for distribution.

Need to reprint your windshield pass? [Click here](#)

Please confirm that you have your windshield pass for distribution day.

Confirm

2

Election Board

Position	ID	Name	Phone	Email
Inspector English	28939	Gailey, Dan	(714)750-0302	scoutca@hotmail.com
Clerk English	33978	Culbertson, Lawrence	(949)493-5561	larryculbertson@cox.net
Clerk English	448	Scherer, Ruth	(714)543-1573	
Clerk English	6420	Larkin, Frank	(949)496-8170	gjtl@cox.net
Student Clerk E, S	73337	Berardino, Justin	You can contact this poll worker by calling (866) 680-2417.	justin.berardino@rov.ocgov.com

Once you have made contact with your inspector (if you are a clerk), or your board members if you are an inspector, please confirm this below.

Confirm

Board Requirements:

- 1 Inspector
- 3 Clerk

Screenshot of the Poll Worker PASS Election Board page

Your Election Day Information

You have been assigned to a polling place for the upcoming election! Please take a moment to look over this information and contact your Inspector prior to Election Day.

Screenshots of the Poll Worker
PASS Polling Place page

1

Poll Site Assignment

Southwest Senior Center
2201 W Mcfadden Ave
Santa Ana, CA 92704

Click the button below to confirm you have reviewed your poll site information.

Confirm

Click on the button below to get directions to your polling site

Get Directions

Progress Checklist

This progress checklist keeps track of the tasks you have completed to-date. You should have completed all of these tasks prior to Election Day. If you have questions about any of the items on this checklist contact one of our Poll Worker Customer Service agents.

- Validate Your Pass
- Verify Your Information
- Confirm Distribution Time
- Print Windshield Pass
- Schedule Training
- Attend Training
- Confirm Poll Site
- Contact Inspector or Board Members
- Review Checklist

Screenshots of the Poll Worker
PASS Progress Checklist and
Last Minute Reminders

Last Minute Reminders

We have 34 days until the election!

- Remember to call your inspector for early set-up times
- Look for our newsletter
- If you have not attended training, please call our customer service line 714-954-1901
- Thanks for your continued support!