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## **BOARD OF ELECTIONS**

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**Testimony of** 

Michael J. Ryan

## **Executive Director**

## **Board of Elections in the City of New York**

## before the

Committee on Governmental Operations and Committee on Oversight and Investigation

**Council of the City of New York regarding** 

Oversight of the Primary Election conducted on September 13, 2018 and the General Election conducted on November 6, 2018

in the City of New York

November 20, 2018

Chairs Cabrera and Torres and members of the Council's Committee on Governmental Operations and Committee on Oversight and Investigation, thank you for providing the opportunity to appear before you on behalf of the Board of Elections in the City of New York (the Board). My name is Michael Ryan and I am the Executive Director of the Board.

I will provide an overview regarding the September 13, 2018 Primary Election and the November 6, 2018 General Election. After providing formal remarks, I am prepared to answer questions from committee members.

Joining me here today are the Board's:

- Deputy Executive Director Dawn Sandow
- Administrative Manager Pamela Perkins
- Operations Manager Georgea Kontzamanis
- Deputy General Counsel Raphael Savino
- Director of Communications Valerie Diaz
- Manager Electronic Voting Systems John Naudus
- Chief Voting Machine Technician John O'Grady
- Administrative Associate Carlos Rodriguez
- Director of Management Information Systems Steven Ferguson
- Coordinator Election Day Operations Debra Leible

The New York City Board of Elections (the Board) is mandated by New York State Law to conduct fair and honest elections and enfranchise all eligible New Yorkers to practice those rights. That responsibility is taken very seriously. To be clear - the negative voting experience for many New York City voters during the General Election conducted on November 6, 2108 was clearly unacceptable.

A forensic evaluation of the voting equipment to provide more detailed information for precise causes cannot be conducted and completed until after certification of the election results. The Board is currently immersed in the process of certify the election results. New York State Election Law provides for one of the most comprehensive post-election canvass processes in the nation. This process is designed to ensure that every vote is counted. Nevertheless, the Board has conducted an initial analysis of the general election to provide information here today.

After each election, the Board undertakes a comprehensive review of all aspects of the election to identify any issues or problems that occurred, to determine any elements of the implementation that should be replicated or expanded and to determine any elements of the implementation that require remediation.

Such comprehensive review is completed by, at a minimum, conferring with all levels of board staff, poll site coordinator debriefings and by conducting a post-election analysis working jointly with the election system vendor, Election Systems & Software (ES & S). Conducting an election in a city as large and diverse as New York is a complex undertaking. As such, a thorough analysis requires the expenditure of time to assess all relevant information. Given the Board's certification responsibilities, this effort is typically undertaken upon the completion of the certification of the election results.

The Board is cognizant that the circumstances that arose during the November 6, 2018 General Election, caused alarm, concern and an immediate desire for answers on the part of elected officials and the public at large. The Board understands that the purpose of this hearing today is to commence the process of providing answers to questions that are rightfully posed. The Board is ever-mindful of the Council's authority and its responsibility to seek such answers on behalf of the citizens of New York City and to work diligently to improve the voting experience for all voters. The Board shares the mutual desire of all concerned that voting is a sacred right that should be exercised conveniently and without impediment to all those who wish to cast a ballot. It is in that spirit that the Board appears today. The Board will endeavor to provide all of the information requested by the Council and if unable to do so today with respect to some inquiries, the Board will work diligently to provide such information as expeditiously upon the completion of certification as possible.

- There was a remarkable increase in voter participation during the November 6, 2018
   General Election. Approximately 2 million New Yorkers voted at poll sites. This is a 100% increase in participation from the 2014 General Election
- The process of building election day ballots differs from ordinary document construction. The Board utilizes the system compatible with the DS-200 scanners and each ballot must be made to ensure that the marking ovals for candidates are placed in a location that is readable by the scanner. To complete this process all aspects of candidate selection must be completed (including primary elections and/or judicial nominating conventions). The names of candidates for various offices must be known as the ballot construction is bound by preset system tolerances and names vary in length.

- For the November 6, 2018 General Election there were City Charter Commission propositions to be considered by the voters and those appeared on the reverse side of the ballot.
- The state-certified operating system is not designed to permit candidates and questions to appear in the same section. As such, once it was determined that there would be Charter Revision questions, no portion of the reverse side of the ballot would be available for the placement of candidate names.
- Upon the completion of the Primary Election on September 13, 2018, staff commenced ballot construction for each of the five (5) boroughs and ballot options were circulated for Commissioner review. During the public hearing conducted on October 2, 2018, the Board of Commissioners approved the form of the ballot of all five (5) boroughs.
- The Commissioners were presented with two difficult choices; 1) direct staff to produce a single page two sided ballot utilizing an almost unreadable six (6) point font for ballots in all boroughs or 2) Increase the font size to 12 point and increase the size to a two (2) page ballot in four (4) boroughs (Staten Island was the only borough that utilized a one (1) page two (2) sided ballot).
- The Commissioners recognized that utilizing a six (6) point font was not a realistic option. As such, the Board began the process of creating a two (2) page election day ballot for the first time in New York City. (N.B. -The Board has been advised that no other jurisdiction in the United States utilizes a perforated ballot. While other jurisdictions utilize multiple page ballots, the pages are not perforated as the Board has been advised that the perforated edge of the paper leads to an increase in ballot jams)
  - Voter participation in the Primary Election conducted on September 13, 2018 was approximately triple that of voter participation in the 2014 Primary Election. The Board prepared for the general election (including anticipated increase in voter participation) as follows:
    - The Commissioners authorized the ordering of ballots based on a ratio of 110% of eligible voters an increase of 30% from the 2014 General Election to ensure that ballots would be available for all voters (this authorization was made Following State Board certification of the ballot on October 9, 2018).
    - The Board recruited, trained, tested and assigned over 34,000 poll workers across the five boroughs for this election, an approximately 25% increase of poll workers from the 2014 General Election.
    - The Board held additional training for Coordinator and AD Field Monitors to prepare for the two (2) page ballot (given the time constraints it was not possible to retrain and retest over 34,000 poll workers).
    - Additional training and reference materials were prepared and distributed to the poll site coordinators and in the supply carts for use at the poll sites on election day.

- An additional Voter instruction page regarding the two (2) page ballot was prepared and distributed to all voters along with their ballot in privacy sleeves.
- A how to "Separate a ballot" graphic was placed in the center panel of all privacy booths, the lid of each scanner and was added to the instruction posters placed at each poll site.
- The Board did extensive media appearances on major networks to educate voters on two (2) page ballots including a media-buy of approximately \$400,000 in daily and neighborhood newspapers (consisting of full page advertising).
- A video explaining How to Vote using a two (2) page ballot was created and placed on the Board's website and social media platforms.
- A robo call was sent to all assigned poll workers directing them to view the video as time did not permit retraining over 34,000 workers less than four (4) weeks before election day, in addition to advising of the poll worker pay increase.
- The Board used 100% more field support technicians for the November 2018 General Election when compared with that deployed for the General Election in 2014.
- Implemented a plan to secure election day ballots and/or scanner replacement for poll sites that experience ballot bins that reached capacity.
- Borough staff processed over 100,000 Absentee ballot requests, majority of which were mailed out within one (1) week of the state certification of the ballot (including two separate absentee mailings to each military and overseas voters necessitated by the June and September Primary dates).
- As stated approximately 2 million New Yorkers voted at poll sites during the November 6, 2018 General Election. The two (2) page ballot was utilized in the four (4) largest counties, that represents approximately 4 million ballot pages scanned on election day. For the sake of perspective, less than 1 million ballot pages were scanned in the 2014 General Election and approximately 2.5 million ballots were scanned during the 2016 Presidential General Election. Upon certification, total voter participation is expected to top 2 million with the inclusion of all scanner results, Absentee, Military and Affidavit ballots in the certified results.
- Even with the challenges posed by the two (2) page ballot and those experienced during election day, the Board was able to report the unofficial results from the poll sites as follows: 70% of the results were reported by 10 pm, 85% by 11pm and over 90% by midnight.

As stated above, the Board has not completed a comprehensive analysis; however, upon conferring with ES&S, the Board has been advised that an initial analysis points to the perforated ballot requirement as the major cause of the increased ballot jams. Such a ballot configuration has not been attempted in any jurisdiction in the United States for use with a poll site scanner. The perforated two (2) page ballot presented a series of problems never before experienced by the Board or anywhere in the country.

The increased ballot jams created a ripple effect in poll sites causing longer voter wait times resulting in crowded sites, long lines and taxed technical support resources. Further, the ballot jams continued to occur multiple times at the same poll sites at a rate not experienced in any election since the use of DS-200 scanners began in 2010.

The Board commits to sharing its completed analysis as expeditiously as possible. The Board further commits to making necessary adjustments within its authority and existing election law to minimize poll site issues. In addition, the Board looks forward to working collaboratively with all interested parties to harmonize election law with the current certified voting system, ensuring that the election law and technology work together and to implementing any additional legislative mandates to improve the voter experience.

## ES&S Testimony regarding the 2018 November General Election for the Committee on Governmental Operations jointly with the Committee on Oversight and Investigations

Tuesday, November 20, 2018

Dear Committee Members,

My name is Judd Ryan, and I am Senior Vice President for Election Systems and Software (ES&S). I have been with the company for 24 years and have had oversight for New York City elections since 2008.

The City of New York utilizes ES&S's leading tabulation product, the DS200 Digital Scanner for conducting elections. During the November 2018 General Election approximately 37,000 DS200 scanners were deployed and used to tabulate ballots in numerous jurisdictions across the nation – including both Erie and Nassau County here in New York State.

As we all know, the long lines and frustrations many voters experienced on November 6<sup>th</sup> in New York City was extremely unfortunate and unacceptable. I'm here today to offer my perspective on the causes of some of the problems and to provide ideas to improve the voter experience going forward.

On November 6th, the voters of New York City went to the polls and experienced a ballot unlike any they had ever seen before. In all previous New York City elections, pollworkers handed each voter a single-page ballot that was 14-19 inches in length. After filling in the ovals next to their candidate selections, voters then proceeded to place their single-page ballot into the scanner.

On November 6th, 2018, voters experienced a vastly different process. After check-in, each voter in Manhattan, Bronx, Queens and Brooklyn was handed a 38 or 34-inch-long ballot with a perforation across the middle of the ballot. Upon receipt of this 38 or 34-inch perforated ballot, each voter was instructed to mark their selections in the privacy booth. This task was more cumbersome than usual for the voter because the ballot was more than a foot longer than the writing space provided by the privacy booth.

After marking their selections, voters were required to separate the ballot into two sections by tearing the ballot along the perforation. Then voters were required to insert the 2-page, separated ballot into the scanner, one page at a time.

Before Election Day, both ES&S and the New York Board of Elections were concerned about the voter experience given this truly unique and cumbersome ballot.

Let me share more about the legal requirements for this ballot:

In short, this is a rare case in which the law and the technology are not aligned. The current interpretation of New York State law is that a ballot shall be presented to the voter in its entirety, meaning one solid piece of paper – regardless of length.

This year, an increased number of races meant that rather than one single page, the ballot would need to be two pages. ES&S worked in collaboration with the print vendors and the New York City Board of Elections to find a solution that would meet the intent of the law. In this case, the number of candidates, contests, and languages meant that the ballot that pollworkers handed to the voter was either 38 or 34-inches long.

For context, this is the first time in the history of our company, the first time in the history of the City of New York, and the first time in the history of the United States, that a ballot of this length was printed, perforated, and tabulated in such a manner. Because this scenario has never been contemplated by our company or any of our customers, the system in place in New York City was never designed to accept 34 to 38 inch ballots with two perforated edges. Rather, the system in place in New York City and across the country was designed to accept a maximum of a 19 inch ballot. Because of New York State's unique legal requirement to present each ballot to voters in its entirety on a single page regardless of length, several scenarios came to be that led to numerous voters having a poor voting experience.

First, the demands on the voter were high. While certainly no fault of the voters, this unprecedented ballot led some voters to attempt to insert the entire 38 inches into the scanner without separating the paper. As described earlier, the system was designed to accept a maximum of a 19 inch ballot. Also, some voters tried to fold the ballot in half along the perforation and then insert both pages at once. Finally, many ballots were torn instead of properly separating along the perforation. Each of these scenarios resulted in numerous ballot jams that in turn had to be properly cleared before the voter could complete their voting experience. In these cases, the machines were not "broken" as was commonly reported. Rather, the ballot jams rendered the machines temporarily inoperable until those jams were cleared. In this sense, the ballot jams temporarily halted the operation of the machine in the same way a paper jam temporarily halts the operation of a copy machine.

Second, the doubling of the number of sheets of paper per voter was further exacerbated by very high voter turnout, including a surge in voting in the morning hours. This led to ballot bins that filled up more quickly than anticipated. Full ballot bins also led to paper jams by clogging up the pathway between the scanner and the ballot bin.

Third, because of long lines and wet conditions, damp or wet ballots caused jams. Few machines work well with paper that is not dry. To be clear, the moisture issue with the ballots was not caused by basic air humidity on Election Day. These same machines are in regular use in Southern Florida, Mississippi, and other very humid areas, and they perform well in those climates. There is an important difference, however, between basic air humidity and dripping water. The ballots that jammed because of moisture did so because they were doused with dripping water from the rain outside and the rain on voters' clothing.

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In sum, it was a confluence of issues that resulted in a very unfortunate and unacceptable situation in some precincts.

On behalf of Election Systems and Software, I want to emphasize that you have our commitment to work with the legislators, the New York State Authorities and the New York City Board of Elections to work toward solutions that ensure that both the election laws and the technology work together for the benefit of the voters' experience. We empathize with the voters who experienced unacceptable lines and frustrations, and we are eager to do our part to improve processes, procedures and operations to enhance the voting experience and maintain voter confidence.

Thank you for your time. I am happy to address any questions that the committee members may have.

## TESTIMONY presented by Ayirini Fonseca-Sabune, Chief Democracy Officer Office of the Deputy Mayor for Strategic Policy Initiatives New York City before the New York City Council Committee on Oversight and Operations jointly with the Committee on Governmental Operations on the subject of Election Day -- November 6, 2018 on Tuesday, November 20, 2018 10 AM

Good morning Chair Torres and Chair Cabrera and members of the Committee on Oversight and Operations and the Committee on Governmental Operations.

My name is Ayirini Fonseca-Sabune, and I am the Chief Democracy Officer for the City of New York, where I work on the DemocracyNYC initiative in the Office of the Deputy Mayor for Strategic Policy Initiatives. I'd like to thank you and the Speaker for holding this hearing and for the opportunity to testify before you today on such an important topic that affects more than 4.6 million voters in NYC.

First, I'd like to tell you about DemocracyNYC and the work we've been doing.

## Overview

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The DemocracyNYC initiative was born out of the 2016 voter purge and low levels of participation in the 2016 election. In 2016, the BOE purged 200,000 voters from the rolls which led to mass confusion during the 2016 primary election. Combined with the low voter turnout during the 2016 general, the Administration identified a need to increase civic participation and outreach to work to prevent these issues moving forward.

The DemocracyNYC initiative is aimed at increasing voter registration, participation and civic engagement in New York City. DemocracyNYC was first announced by Mayor Bill de Blasio in this year's State of the City address, detailing a robust 10-Point Plan to make New York City the fairest, most civically engaged big city in America. Earlier this year, Phillip Thompson was appointed the Deputy Mayor for Strategic Policy Initiatives and charged with overseeing the DemocracyNYC initiative. The administration committed to creating the role of Chief Democracy Officer to lead the initiative, and I began in that role last month.

I am an educator and a civil rights and human rights lawyer, and have devoted my professional career to giving voice and building power in vulnerable communities locally and internationally. Most recently, I worked as a tenants' rights attorney, representing tenant associations in affirmative litigation against abusive landlords, and working closely with community organizing

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groups throughout the City. It has been a privilege to support tenants building power in their communities and using their voices to make change. I have also worked as a teacher at high schools in Bushwick and Uganda, and as a community health program coordinator in rural Rwanda. In each of these roles, I have strived to give voice to communities who may not otherwise have a voice. My work as the first Chief Democracy Officer for New York City is a natural extension of this work, to make sure every New Yorker has the tools and access to find and use their voice – and their vote – to the fullest extent possible.

Since I began in this position last month with only four weeks before the election I worked to talk with and hear from New Yorkers from every walk of life; in every borough; from high schools, community centers, faith communities, senior centers to town hall discussions.

I have relished the opportunity to hear this rich symphony of voices and the chorus has been the same: it is too hard to vote in New York.

This past election exemplified this with the long lines and failing scanners at BOE polling sites.

## **Election Day 2018**

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The anticipation for high voter turnout was widely reported in the run up to the mid-term elections last Tuesday, November 6, 2018. And the disorder that resulted brought into stark relief the critical need for comprehensive reform.

Throughout the day, we heard stories from around the city of deplorable voting conditions -

- Lines of 2-3 hours or more in the rain including instances of people leaving their polling place without confidence their votes would be counted or without voting because they could not wait any longer
- Polling sites with no operable scanners or a fraction of scanners operable
- No privacy to fill out ballots because of crowding at polling places

In 2018 in New York, there is no excuse for this. It is past time to modernize and professionalize voting in this state.

From the elderly to students to working parents to new Americans, New Yorkers are demanding change: we must make it easier to vote in New York. Their call for reform, is Democracy NYC's call to action.

## City-led Initiatives to Increase Voter Registration and Participation

Voting rights are civil rights. The City recognizes its role in making voting accessible to all who are eligible, including and particularly communities that have historically had low participation

or been disenfranchised. To that end, the City has spearheaded a number of initiatives around engaging young voters, voters with limited English proficiency and those who are or have been involved with our justice system. The City also has offered the BOE \$20 million to support and reform their institution which is responsible for administering elections.

## **Student Voter Registration Day**

In May, DemocracyNYC and the DOE, in partnership with the City Council along with the Mayor's Public Engagement Unit and NYC Votes, community based-partners, and volunteers held Student Voter Registration Day. The initiative yielded over 10,000 registrations from almost 300 high schools citywide. NYC Votes and the DOE also created a resource guide for teachers and students and through interactive discussion, SVRD facilitators registered students to vote and helped them connect voting with their everyday lives, encouraging them to explore the issues that are most important to them and challenging them to think critically about how these issues are dealt with at the public policy level. Prior to SVRD, voter registration forms were given out to seniors along with their diplomas upon graduation. SVRD's approach is much more engaging and contributes to getting students excited about voting and civic engagement.

We have heard how empowering Student Voter Registration Day was for many students. One such student, Anisha, took part in Student Voter Registration Day as a graduating senior this year at the High School for Health Professions and Human Services. She shared that without SVRD, "I don't think I would have been motivated to go out and figure out how to register to vote by myself. I would have put it off and there would have been a point when it would have been too late and I couldn't vote in the midterms." Now a Freshman at SUNY Oswego, she voted for the first time this year by absentee ballot while away at school.

## **Increase Language Assistance for LEP New Yorkers**

In order to support voters with Limited English Proficiency in the election, earlier this month, the Mayor's Office of Immigrant Affairs (MOIA) provided Russian, Haitian Creole, Yiddish, Italian, Arabic or Polish interpreters at 101 poll sites – going beyond the languages the Board of Elections currently provides interpretation services for. Currently, the Voting Rights Act only requires interpretation in Spanish, Mandarin, Cantonese, Korean and Bangla at certain poll sites in New York City. Sites and languages for MOIA's interpretation services were selected using Census data. MOIA's interpreters were stationed more than 100 feet away from poll site entrances, per BOE instruction, and conducted outreach in advance of the election to raise awareness about the free interpretation services available and LEP voters' rights. MOIA is currently evaluating the success of the project to inform the citywide expansion passed by the voters this past election as part of the second Charter Revision Commission question.

MOIA has also helped to provide translations of the state voter registration forms in 11 languages beyond those required by the Voting Rights Act in New York City, and also recently released new multilingual materials on new citizens' voting rights and civic engagement opportunities, in partnership with NYC Votes and my office.

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## Voter Registration & Absentee Ballot Initiatives at Rikers

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Working with the Campaign Finance Board and the Legal Aid Society, the City also implemented an initiative to register detained individuals and their visitors at Rikers Island. I am happy to report that the initiative registered nearly 900 individuals.

In August, DOC Program Counselors, along with the Legal Aid Society, the NYCLU, and volunteers from the community, began holding voter registrations and mail-in ballot outreaches. The Department has posted over 1,000 voter outreach posters containing voter registration eligibility requirements in both English and Spanish in high-traffic areas, such as the Law Libraries, Intakes, and Program Areas in all facilities. Staff and volunteers went to individual housing units to register people to vote. In coordination with the Mayor's Public Engagement Unit, DOC also began voter registration and outreach for visitors at Central Visits in August.

More than two dozen Law Library Coordinators received voter registration and outreach training, which was provided in coordination with the Mayor's Public Engagement Unit. Program counselors who work in certain specialized housing units received a similar training. Additional program counselors received voter registration training, provided in coordination with the NYC Campaign Finance Board.

Perhaps most importantly, DOC created a secondary mail channel for the collection and distribution of all election mail, outside of the correspondence system, in order to prioritize voter registration and mail-in ballot mail. This secondary channel, coordinated with the Board of Elections and DOC Programs, allows election mail to bypass security processes and removes the possibility of staff opening election mail for inspection. This method also allows for the collection and delivery of election mail for up top the BOE in-person deadline. DOC also implemented a practice of delivering last-minute mail by hand to the BOE offices across the boroughs.

Despite the success of these initiatives, we cannot do it alone. New York needs legislative reform at the State level to enact lasting change, and the BOE needs systemic changes to help make voting easy for all New Yorkers.

## 2019 and Beyond: Making it easier to Vote in NYC

The City is committed to making voting fairer and more open for New Yorkers. By removing barriers to absentee and early voting, cutting down lines at the polls, making registration and voting easier and more streamlined, we can ensure that every New Yorkers' vote counts and put an end to situations in which voters cannot cast their ballots due to unavoidable employment, health care or family responsibilities.

We look forward to working with the Council to make legislative reform at the State Level in each of these areas a priority.

In order to make it easier to vote in New York, and to address the myriad issues we saw all over the city last week, we need the following essential election reforms.

• **BOE Reform:** New York City deserves a professionalized and modernized Board of Elections, which will ensure that what happened last week will not happen again.

The BOE needs a Chief Executive Officer – an Executive Director and Deputy empowered to make decision on the day-to-day operations. A BOE that could engage in voter outreach, hire independent experts, and better train workers.

• Early Voting: Thirty seven states and the District of Columbia provide some form of early voting to allow voters to have some choice over when and how they cast their ballots, and in some places it has been permitted for over twenty years. It's time for New York to catch up.

The experience of voters in other states shows us that voters utilize early voting opportunities. In the most recent midterm elections, nationwide, 36 million people voted early, and 1/3 of the voters in the 2016 election voted early. Indeed, in several states, the early voter turnout in 2018 surpassed total voter turnout in 2014. Youth voters – a traditionally low-participating group – are particularly engaged by early voting.

I have heard the call for early voting from working parents, elderly people, people with disabilities and students. Early voting would also alleviate the intense lines and crowding experienced on Election Day that caused some voters to leave before casting their ballot because they could not wait any longer. In addition, polling sites with no operable scanners or a fraction of scanners operable only exacerbates the situation when each of the 4.6 million registered voters in New York City must try to go to cast their votes during a single fifteen-hour window.

- No-excuse Absentee Voting: New Yorkers shouldn't need to provide a pre-approved reason to vote by mail.
- Voter Registration: It is time to bring voter registration in New York into the twentyfirst century with the following reforms:
  - Automatic Voter Registration would automatically register voters who interact with state or local agencies unless they affirmatively opt out. This is currently available in 14 states.
  - **Pre-registration of 16 & 17-year-olds** would allow individuals that are at least 16 years old to pre-register to vote and become automatically registered upon the age of eligibility. This could jump start youth voter engagement, which is critically important. 14 states currently have this.

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• Same-Day Voter Registration would remove 10-day advance voter registration requirement and allow eligible voters with appropriate documentation to register at the same time as casting their ballot. This is currently available in 15 states.

These reforms would expand access to voting to those for whom registration has been a barrier to participation.

• Electronic Poll Books: Even on the technological front, we are behind. Thirty-four states use electronic poll books to verify voter information at polls instead of cumbersome paper lists. They improve check in, increase efficiency and reduce errors in a manner that is safe and secure.

## Conclusion

Voting in New York City has been far too hard for far too long. We look forward to partnering with the Council to bring much needed reform to voting in our city.

I appreciate the Council's focus on this issue, which is critically important to the health of democracy in our city, and I look forward to answering your questions. Thank you.

Testimony for 11/20 NYC City Council Oversight Hearing on 2018 Elections

My name is Diana Finch and I've been a poll worker in the Bronx for over 10 years and at the PS 96 site for about 5 years, and I've never seen an election so marred by shortages and poor planning. The only things we had enough of on Nov 6th were ballots. And voters.

We did not have enough:

#### - Training -

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The only notification we had about the Nov 6<sup>th</sup> 2-page ballot and how to handle it was a robocall from Exec Dir Ryan on the Saturday beforehand advising us to view a video on the website, which when I saw it was a simple animation, not a video of an actual ballot and actual scanner.

The news media had better demo videos, specifically News12.

The training, which has improved gradually in recent years, needs to be even more hands-on and less 'just read the book'. In the summer trainings, workers need to go through the basic scenarios they'll encounter during the day, including how to allocate duties at the sign-in tables, and how to answer voter questions. We should get a preview of the actual ballot and training on what to say and what not to say about how to vote, as the layout is often confusing and the ballot instructions are in small type and often not consistent throughout the ballot [how many to vote for in each race for example, what to do when a candidate's name appears more than once, and on different rows, etc.]

We need refresher courses just before the elections, as the coordinators have.

Rather than give everyone a basic overview, workers should be trained in a more in-depth way in specific specialties, such as affidavit ballots and scanner operation.

#### - Workers -

In the October 30 Commissioners meeting, which you can see online at the BoE site, Exec Dir Ryan quickly reports the numbers for the Nov 6 election to the commissioners. He says there are 1231 sites and 35,556 trained workers. That's just under 29 workers per site, a functioning minimum for our site. And we had just one coordinator, when for bigger elections our site is supposed to have 2. I'm not sure if we were not assigned 2 or if the 2nd coordinator just didn't show up.

But 35,556 is the number of workers who took the summer training - and not all of them end up coming to work for every election. A major flaw in the system is that while workers who pass the training test are sent a notice-to-work by mail, there's no requirement that they respond to say if they are coming to work or not.

So the BoE doesn't really know how many workers they'll have on Election Day.

#### - Scanners -

For the primaries we had 3 scanners, for Nov 6 we had 4. This would have been enough, if they hadn't jammed - at one point only 1 of ours was working, which led to a long line. ED Ryan reported 4054 scanners for 1231 sites for Nov 6.

#### - Scanner repair people -

When a scanner jams, pollworkers need to call in for help, then wait for the scanner repair techs to come from the borough office. We waited most of the day for one to come.

#### - Privacy booths -

Exec Dir Ryan announced 16,513 privacy booths - approx 13 per site. Ours were filled completely at many times of day, so voters had to use available school tables, if they didn't mind the lack of privacy, or wait on a long line.

## - Ballot Marking Devices -

Exec Dir Ryan cited 1302 Ballot Marking Devices, so fewer than 100 sites get more than one. Ours was steadily in use, by voters who can't see well or don't have great reading skills for such a long detailed ballot - but it broke down by mid-day and was never repaired. Some voters who needed assistance then had to have 2 pollworkers out of our skeleton staff read the entire ballot to them. instead being served by just 1 BMD operator.

- Privacy sleeves, aka folders for voters to keep the ballots in -

We noticed right away at 5 am that we had smaller than usual stacks of privacy sleeves, which became a problem during the day as we'd keep running out altogether because so many folders were in use, by voters standing online to fill out their ballots and standing online to scan them. We were forced to give some voters ballots without privacy sleeves

## - Not even enough pens!

As soon as we opened up our supply carts, we realized we wouldn't have enough pens to make it through the day. Each cart gets a plastic bag of pens and for some reason there were fewer than usual. We use them for signing in the voters, for voters to mark ballots with, and for all the recording and record-keeping we need to do. At least a third of the privacy booths were set up without pens, so right away we had to use some of our too-few pens to replenish the privacy booths.

## Why do privacy folders and pens matter so much?

Exec. Dir. Ryan has blamed the high number of jammed scanners on the day-long rain, wet voters and general dampness that made the ballots stick in the scanners.

- The heavily reused folders got wet from coats and umbrellas, but we couldn't set them aside because we didn't have enough in the first place - and these wet folders made the ballots damp. The folders are meant to keep the ballots dry, as well as private.

- Not enough pens meant that people were digging in to their wet pockets and bags for their own pens to use, and getting everything wetter.

- We even ran out of I Voted Stickers by early afternoon, greatly disappointing many voters. -It seems like an inconsequential thing, but the stickers are a great turn-out-the-vote tool, people love to wear them and post selfies with their stickers on social media, and it encourages others to come and vote. Voters kept asking for them and were very disappointed that we'd run out.

## Finally - not even enough voter registration forms!

Every supply cart - each Election District has one - has a cardboard display stand that comes filled with all the announcements and paperwork that might be needed throughout the day, including a batch of voter registration forms in Spanish and English. But instead of the usual thick stack, there were just a handful for each table, the entire site ran out of this essential supply, used for such a basic function of the Board of Elections, before the end of the day, and in the evening we were unable to provide them to voters who were requesting them.

Anticipated turnout:

I want to point out that the NYC BoE <u>did</u> anticipate the turnout, as evidenced by discussion during the October commissioners' meetings about how many ballots to print: They printed enough for 110 - 120% of the total registered voters.

We used 50% of our ballots in my ED - so a 50+% turnout, very good considering too that the voter registration books include many deceased voters and voters who have moved away - we know this because their relatives who are in the same EDs point this out to us every election. So why, when the BoE did anticipate the high turnout, were we so short on all the other supplies needed for a high-turnout election?

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I was very surprised that the entire operation was so understaffed and undersupplied. What does it take to have enough pens, or to put the usual amount of voter registration forms in the cardboard table displays?

It seems clear that NYC needs more voting equipment - BMDs in particular - and personnel. Why does the BoE not ask for and plan for adequate staffing and supplies for New York City voters? That is the question.

Thank you,

Diana Finch

917-544-4470 diana.finch@verizon.net



## Testimony to the City Council Governmental Operations and Oversight and Investigations Committees on the 2018 Elections

## November 20, 2018

Good morning Chairs Cabrera and Torres. My name is Alex Camarda, and I am the Senior Policy Advisor for Reinvent Albany. Reinvent Albany is a government watchdog organization which advocates for open and accountable government.

With the change in party leadership of the Senate, the likelihood of achieving reforms in Albany has significantly increased which should make election administration better in New York City. <u>Reinvent Albany delivered testimony to the Assembly at its hearing last</u> <u>week on changes to state law and election administration the legislature can act on</u>.<sup>1</sup> However, contrary to conventional wisdom, there are measures the City and the Board of Elections in the City of New York can take without state action to address election administration problems in New York City revealed during the last election.

The chart below summarizes some of the problems with NYC elections and provides solutions the City can implement without a change to state law. These are discussed in further detail in our testimony.

| Problem  | Solution  |
|--|---|
| 1) Broken/Inoperable Scanners  | Conduct an oversight hearing of ES&S, the<br>company providing scanners. The Board of<br>Elections should review the contract with ES&S<br>to improve scanner performance and hold<br>ES&S accountable. |
| 2) Overcrowding, lack of ballot<br>privacy and security, lack of backup<br>scanners on site. | Hire an operations/ management consultant to<br>better design poll sites to accommodate crowds,<br>move lines and deploy standby scanners. NYS<br>DMV did something similar for its operations.         |

<sup>1</sup> See:

https://reinventalbany.org/2018/11/reinvent-albany-calls-on-assembly-to-think-big-pass-comprehensive-vo ting-reforms-at-election-hearing/

|  | Train poll workers to use the Emergency Ballot<br>Box procedure when scanners malfunction.<br>Protocol should be clarified to trigger<br>procedure when large scanning lines occur<br>because of malfunctioning scanners, not when<br>every scanner is malfunctioning. (Page 66 of<br>the Poll Worker Manual) |
|--|---|
| 3) Two Page Ballot/Small Print   | Create more ballot types with fewer languages on each ballot.   |
| 4) Workforce Shortcomings  | Establish a Municipal Poll Worker Program   |
| n an an an tao 14 milin an an Arraigh an Arraigh<br>Mar ann an Arraigh ann an Arraigh ann an Arraigh | Digitize and automate procedures. Cut staff,<br>professionalize HR and increase salaries<br>dramatically.   |
| 5) Inactive Voters Unaware of How<br>to Participate  | City Board of Elections, NYC Votes, and the<br>City Board of Election should coordinate in<br>sending any communications to New Yorkers<br>about voting or registration. The August mailer<br>should be sent to inactive voters so they are<br>alerted to vote which will make them active<br>voters again.   |

## Problem #1: Malfunctioning Scanners

The root cause of the breakdown in election administration in NYC on November 6th appeared to be malfunctioning scanners. The malfunctioning scanners caused voters to give up on voting altogether in some instances. In the days after the election, NYC BOE Executive Director Michael Ryan told WNYC that only 56 of 4,064 scanners broke down. At the Assembly hearing, Ryan clarified that the Board's definition of a broken scanner is when the scanner is taken out of service. This does not include scanners which were temporarily out of service but service was restored. Ryan said at the Assembly hearing that preliminarily data indicated there were 2,631 incidents with scanners malfunctioning. This is a much higher figure than the 56 scanners taken out of service and indicative of a much larger problem.

The scanners malfunctioned for several reasons according to the City Board.

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Ryan said in the days after the election the machines are 9 years into their 10 year lifespan, and the technology is more than a decade old.

He said the rain made ballots wet, and the humidity and wetness caused the paper ballots to swell which contributed to scanner jams. The ES&S DS200 Operator Guide for the scanners says, "operational humidity during operations should be between 10 -50 percent" and "do not operate the scanner in an excessively wet environment."<sup>2</sup> Yet, according to a NYPost investigation, ES&S stated humidity and wetness did not affect operational performance in their bid when the city purchased the machines, contradicting their own Operator Guide. 14. J. L. 14

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## Solution: Hold ES&S Accountable

The City Council NYC BOE needs to find out precisely why the scanners failed. We recommend the Assembly hold an oversight hearing of ES&S, the provider of the DS200 scanners, to determine if the problem truly lies with the hardware or software of the scanners. ES&S was scheduled to testify at the Assembly hearing and did not.

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## Problem #2: Ballot Design

At the Assembly hearing, Ryan also said voter error caused scanner jams, including voters failing to rip along the perforated edge to separate the two pages of their ballot. The jagged edged ripped pages caused scanner jams. Voters also failed to wait until the first page of the ballot was read by the scanner before feeding in the second page, which also contributed to scanner jams.

In every borough but Staten Island in NYC, New Yorkers experienced for the first time a two-page, four-sided 17" ballot that was unwieldy because it had to be torn along a perforated edge and fed into the scanner to cast one's vote. Executive Director Ryan told WNYC the two-page ballot and increased turnout resulted in 1 million more pieces and the second of paper being scanned for a total of 4 million. .**!** : . t is the second 

The ballot was a two-page, four-sided 17" ballot because the Board chooses to put all required languages on every ballot in a particular borough, and state law mandates ballot questions be on a separate page from candidates.<sup>3</sup> This makes the ballot harder to read because of reduced font size and the content flow being interrupted by different

<sup>&</sup>lt;sup>2</sup> Election Systems & Software (ES&S) Operator Guide, p. 10. Available at https://drive.google.com/file/d/0B2TKmkSNAkCfZjI0MnhEaktOWWs/view <sup>3</sup> Hogan, Gwynne, "Election Day Chaos Triggered by Lack of Preparation For NYC's Two-Page ballot,"

Gothamist, Available at: http://gothamist.com/2018/11/08/midterm election ballot boe.php

languages. Ballot questions on one of the four pages were very tiny and difficult to read. WNYC reported 25 percent of voters did not even vote on the ballot questions.

<u>Solution: Create Multiple Ballot Types with Fewer Languages</u> There is nothing in law that prevents the Board from creating ballots with fewer pages. This can be achieved by creating more ballot types that have 2-3 languages on the ballot rather than every required language on every ballot. Staten Island had a one page ballot with 12-point font and did not experience the problems other boroughs did on Election Day.

The Board has been reluctant to do this in years past because more ballot types creates complexity in distribution and for poll workers interacting with voters. This reveals a lack of confidence of the Board in its poll workers, yet another problem with Board administration.

Problem #3: Overcrowded Poll Sites, Compromised Privacy and Security of Cast Ballots, and Poorly Implemented Emergency Procedures Malfunctioning scanners created long lines and overcrowded poll sites that were called a "mosh pit" by a City Councilmember, causing voters to cast their votes outside privacy booths and, in some instances, deposit cast ballots in plastic bags that compromised ballot security. At many poll sites, supervisors and poll workers appeared unaware of the Emergency Ballot Procedure for when scanners malfunction (page 66, Poll Worker Basic Manual).<sup>4</sup>

Solution: Hire an operations consultant as offered by Mayor de Blasio The City Board of Elections should have had additional scanners at poll sites at the ready to serve as replacements even with required poll sites surveys needed for disability compliance. It must also design poll sites to mitigate crowding and handle long lines better. The Board should hire a management/operations consultant to address these issues, as was offered by Mayor de Blasio in 2016 among other changes with the carrot of an additional \$20 million.

Solution: BOE Poll Workers Needs Specific Training in Emergency Ballot Procedures

<sup>4</sup> See:

http://vote.nyc.ny.us/downloads/pdf/documents/boe/pollworkers/Poll Worker Basic Manual 2017 2 018 r18 WEB.pdf

The emergency procedure calls for putting marked, but unscanned, ballots in the secure ballot storage part of the voting machine using a slot in the back, and scanning them later at a central location. BOE should clarify that the emergency procedure should be used when there are long lines for scanning, not just when every machine is broken. This would mitigate lines for scanning.

## Problem #4: Workforce Shortcomings

The Board has a very challenging job because it must hire 35,556 temporary workers, paying them a few hundred dollars, to implement a massive operation across 1,231 poll sites. Many of its regular employees, despite being patronage employees in many instances, are actually paid quite poorly relative to city and state agencies. Then we unfairly expect this poorly paid and temporary workforce to mitigate breakdowns like the scanner failures and its cascading effects with a few hours of training.

## <u>Solutions: Municipal Poll Worker Program, Digitization/Automation,</u> <u>Modern Human Capital/Resources Management</u>

Good government groups have long advocated for a municipal poll worker in which salaried employees of the city who are non-emergency personnel would work the polls filling the gaps in the workforce provided by district leaders. This would save the city the cost of hiring temporary workers and provide a more civic-minded, qualified and skilled workforce familiar with serving the public.

More generally, the Board is an outdated archaic agency that relies heavily on paperbased processes that ignore technological advances in digitization and automation.

These processes desperately need to be modernized.

Duplicative staff in the name of party balance at every level of administration in the Board, which is a legal misinterpretation of the state constitution, needs to be eliminated. The savings ought to be plowed back into much higher salaries for the a professional staff that is hired through a modern human resources techniques, including online public job postings, and rigorous interview and selection processes.

<u>Problem #5: Inactive Voters Unaware of How to Participate</u> Every August before the election, the City Board of Elections sends a mailer to registered active voters to provide information about the upcoming state and local primaries and

the set of the state

general election. However, state law does not require this mailer be sent to inactive voters.<sup>5</sup>

The Chief Democracy Officer in the de Blasio Administration made a mistake in sending a mailing to inactive voters to change their inactive status. This mailing was more confusing than clarifying.

Solution: Mail Inactive Voters Information the City Board Mails in August We encourage the City Board of Elections, NYC Votes, and the City Board of Election to coordinate in sending any communications to New Yorkers about voting or registration. The August mailer should be sent to inactive voters so they are alerted to vote which will make them active voters again. There is no need to identify voters as inactive or to tell them to update their status.

There are many problems that plague our elections in New York City. Some need to be addressed in state law. As our testimony indicates, however, many can be addressed by the City itself without the state needing to act.

Thank you for the opportunity to testify today. I welcome any questions you may have.

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<sup>5</sup> See Election Law section 4-117: § 4-117. Check of registrants and information notice by mail. 1. The board of elections, between August first and August fifth of each year, shall send by mail on which is endorsed such language designated by the state board of elections to ensure postal authorities do not forward such mail but return it to the board of elections with forwarding information, when it cannot be delivered as addressed and which contains a request that any such mail received for persons not residing at the address be dropped back in the mail, a communication, in a form approved by the state board of elections shall not be required to send such communications to voters in inactive status.



#### Proposal Number One, a Question: Campaign Finance

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Finance This proposal would amend the City Charter to lower the amount a candidate for City elected office may accept from a contributor. It would also increase the public funding used to match a portion of the contributions received by a candidate who participates in the City's public financing program. In addition, the proposal would make public matching funds available earlier in the election year to participating candidates who can demonstrate need for the funds. It would also ease a requirement that candidates for Mayor, Comptroller, or Public Advocate must meet to qualify for matching funds. The amendments would apply to participating candidates who choose to have the amendments apply to their campaigns beginning with the 2021 primary election, and would then apply to all candidates beginning in 2022. Shall this proposal be adopted?

## Propuesta Número Uno, Una Pregunta: Financiamiento de campañas

Financiamiento de campañas Esta propuesta enmendaria el Estatuto de la ciudad para reducir la cantidad que puede aceptar un candidato a representante electo por la ciudad por parte de un contribuyente. También aumentaria el financiamiento público utilizado para igualar una porción de las contribuciones recibidas por un candidato que participa en el programa de financiamiento público de la ciudad. Además, la propuesta haría que los fondos de contrapartida pública estén disponibles a principios del año de elecciones para los candidatos participantes que puedan demostrar la necesidad de usarlos. También aliviaria un requisito que los candidatos a Alcalde, Contrator o Defensor Público deben reunir para calificar para los fondos de la contrapartida. Las enmiendas se aplicarian a los candidatos participantes que decidan aplicarlas a sus campañas a partir de las elecciones primarias de 2021 y luego se aplicarían a todos los candidatos a partir de 2022. ¿Debería adoptarse esta propuesta?

¿Deberia adoptarse esta propuesta? 第一號提案 (提議), 競選財務 此程案將修订紐約市憲章,以降低紐約市選舉辦公室 與紐約市公共善費計劃的候選人,該提案選將增加與 該候選人所獲得的獻金相匹配的公共資金。 此外,該提案選將在選舉年度的架金企道。將增加與 該候求已於來選人提供公共配套資金。該提案還將降 低市長、客計官或公共議政員的候選人獲得配套資金 的資格要求。 修正案將適用於從 2021 年初選開始選擇將修正案應 月於他們的競選活動的參選人,之後將適用於從 2022 年開始的所有參選人。 此提案應該通過嗎?

|   | 0              | 0  |  |
|---|----------------|----|--|
| 1 | YES<br>Sí<br>是 | NO |  |
|   | SI<br>是        | 否  |  |

Proposal Number Two, a Question: Civic

Proposal Number Two, a Question: Civic Engagement Commission This proposal would amend the City Charter to: Create a Civic Engagement Commission that would implement, no tater than the City Fiscal Year beginning July 1, 2020, a Citywide participatory budgeting program established by the Mayor to promote participation by City residents in making recommendations for projects in their communities; Require the Commission to partner with community based organizations and civic leaders, as well as other City agencies, to support and encourage civic engagement efforts; Require the Commission to establish a program to provide language interpreters at City poll sites, to be implemented for the general election in 2020; Permit the Mayor to assign relevant powers and duties of certain other City agencies to the Commission; Provide that the Civic Engagement Commission would have 15 members, with 8 members appointed by the Mayor. 2 members by the City Council Speaker and 1 member by each Borough President; and Provide for one of the Mayor's appointees to be Commission staff. Shall this proposal be adopted?

Propuesta Número Dos, Una Pregunta: Comisión para la Participación Cívica Esta propuesta enmendaria el Estatuto de la ciudad para: Crear una Comisión de Participación Cívica que implementaria, antes del año fiscal de la ciudad que comienza el 1º de julio de 2020, un programa de presupuesto participativo de la ciudad establecido por el Alcalde para promover la participación de los residentes de la ciudad para hacer recomendaciones para proyectos en sus comunidades. Exigir que la comisión se asocie con organizaciones comunitarias y líderes civicos, así como con otras agencias de la ciudad, para apoyar y alentar los esfuerzos de participación cívica.

cívica

interpretes de idiomas en los sitios de votación de la ciudad. Exigir que la comisión establezca un programa para proporcionar interpretes de idiomas en los sitios de votación de la ciudad, implementarse para las elecciones generales de 2020. Permitir que el Alcalde asigne a la comisión los poderes y deberes relevantes de algunas otras agencias de la ciudad. Disponer que la Comisión de Participación Clvica tenga 15 miembros, con 8 miembros nombrados por el Alcalde, 2 por el Presidente del Concejo Municipal y 1 por cada Presidente de municipio. Prever que uno de los designados del Alcalde sea el Presidente de la comisión y que, como Presidente, emplee y dirija al personal de la comisión. ¿Debería adoptarse esta propuesta? 第一定結果愛 (提述) 众民炎战委員会

2 Deberia adoptarse estis propuesta? 2 Deberia adoptarse estis propuesta? 第二號提案(提議), 公民參與委員會 此提案將修訂紐約市憲章: 建立一個公民參與委員會,該委員會將從2020 年7 月1 日開給(不够於計約前助政年度)實施一項由市 長設立的全市參與式預算計劃,以促進鈕約市居民的 參與委員會與花一項計劃,以促進鈕約市居民的 參與委員會與定一項計劃,以促進鈕約市居民的 參與委員會執定一項計劃,以使在鈕約市投票站點處 提供語言口譯員,並在 2020 年的普選中實施; 免求委員會制定一項計劃,以使在鈕約市投票站點處 提供語言口譯員,並在 2020 年的普選中實施; 允許市提算; 完許不時將某些其他鈕約市機構的相關權力和職責分 配給委員會; 規定由市長任命,2 名成員由市議會議長任命,各區 區長各任命1 名成員;以及 規定由市長任命的一名成員成為委員會主席,並由該 主席催用和管理委員會工作人員。 此提案應該通過嗎?

 $\circ$ 0 2 YES NO Sí 是 否

#### Proposal Number Three, a Question: Community Boards

Boards This proposal would amend the City Charter to: Impose term limits of a maximum of four consecutive full two-year terms for community board members with certain exceptions for the initial transition to the new term limits system; Require Borough Presidents to seek out persons of diverse backgrounds in making appointments to community boards. The proposal would also add new application and reporting requirements related to these appointments; and If Question 2, "Civic Engagement Commission," is approved, require the proposed Civic Engagement Commission to provide resources, assistance, and training related to land use and other matters to community boards. Shall this proposal be adopted? Decouvers A Nimpera Trace Lina Progunate: Juntae

## Propuesta Número Tres, Una Pregunta: Juntas comunitarias

| Esta propuesta enmendaria el Estatuto de la ciudad para:          |
|---|
| Imponer límites de mandato de un máximo de cuatro términos        |
| completos consecutivos de dos años para los miembros de la        |
| junta comunitaria, con ciertas excepciones para la transición     |
| inicial al nuevo sistema de límites de mandato.                   |
| Exigir a los Presidentes de los municipios que busquen personas   |
| de diversos origenes en la designación de juntas comunitarias.    |
| La propuesta también agregaria nuevos requisitos de solicitud e   |
| informes relacionados con estas designaciones.                    |
| Si se aprueba la Pregunta 2, la "Comisión de Participación        |
| Civica", se requiere que la Comisión de Participación Civica      |
| propuesta proporcione recursos, asistencia y capacitación         |
| relacionados con el uso de la tierra y otros asuntos a las juntas |
| comunitarias.   |
| ¿Debería adoptarse esta propuesta?                                |
| 你一些田安(田兴) 计回关日本   |

2Depend adoptarse esta propuestar 第三號提案 (提議),社區委員會 此提案將修訂經約市速章: 對社區委員會成員實行最長連續四屆的完整兩年任期 限制,在初期過渡到新的任期限制體係時允許有特定 與求區長在對社區委員會任命成員時挑出不同背景的 人員。該提案選將增加與這些成員任命相關的新的中 請和報告要求;以及 超聚問題 2 "众民參與委員會"獲得批准,則要求 提議的公民參與委員會向社區委員會提供與土地使用 和其他事宜相關的資源、援助和培訓。 此提案應該通過嗎?

| 0       | 0  |
|---------|----|
| YES     | NO |
| Sí<br>是 | 否  |

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|   | Ciudad de Nueva  | cial para la Elección General<br>a York - Condado de Nueva York<br>Noviembre del 2018 |                     |                                 | 普選官方選票<br>紐約市 紐約郡 - 2018                |                           |   |
|---|--|---|---------------------|---------------------------------|---|---------------------------|---|
|   | · · · · · · · · · · · · · · · · · · ·                              | Republican<br>共和黨   | Conservative<br>保守薫 | Green<br>绿黛                     | Working Families<br>勞動家庭黨               | Independence<br>獨立黨       | WRITE-IN<br>CANDIDATO POR ESCI<br>寫入未列名候選ノ        |
| State Senator<br>Vote for one<br>Senador<br>Estatal<br>Vote por uno<br>州参議員<br>請任選一名                        | O<br>BRAD M.<br>HOYLMAN<br>布萊德M<br>候友曼                             |   |                     |                                 | O<br>BRAD M.<br>HOYLMAN<br>布萊德M.<br>侯友曼 |                           | 〇 第八未列名様<br>寛八未列名様<br>CANDIDATO POR ESC           |
|   | Democratic<br>Democratic   | Republican  | Conservative        | Green                           | Working Family<br>Working Families      | Independence              | 〇 WRF<br>今人未列名候<br>CANDIDATO POR ESC              |
| Member of the<br>Assembly<br>Vote for one<br>Miembro de la<br>Asamblea<br>Vote por uno<br>州眾議員<br>請任選一名     | <sub>民主業</sub><br>〇<br>DEBORAH J.<br>GLICK<br>狄柏拉 J.<br>格利克        | 共和業   | 保守 <u>業</u>         | <b>錄</b> 案                      |   | 獨立黨                       | CANDIDATO POR ESC                                 |
|   | Democratic   | Republican  | Conservative        | Green<br>绿薫                     |   | ss<br>Independence<br>獨立業 | 〇 WRI<br>宮 <sub>八</sub> 未列名候<br>CANDIDATO POR ESC |
| Justices of the<br>Supreme Court  | 民主業<br>○<br>ALEXANDER<br>M.<br>TISCH<br>亞歷山大M.<br>悌許<br>Democratic | 共和黨   | 保守黨                 | <sup>Φ</sup> Λ- <u></u> <u></u> | ウ 3J みんた 系<br>                          | 179 <u>- </u> <u>R</u>    |   |
| Vote for any<br>Three<br>Jueces de la<br>Corte Suprema<br>Vote por<br>cualquier tres<br>最高法院法官<br>請任選三名     | 〇<br>LYNN R.<br>KOTLER<br>琳恩 R.                                    |   |                     |                                 |   |                           | 〇 WRI   |
|   | O<br>MARY V.<br>ROSADO<br>瑪麗 v.<br>羅莎多                             |   |                     |                                 |   |                           | 〇 WRI   |
|   | Democratic<br>Democratic<br>民主業                                    | Republican<br>共和業   | Conservative<br>保守業 | Green<br>绿薫                     | <br>Working Families<br>勞動家庭業           | Women's Equality<br>婦女平等黨 | 〇 WRI<br>宮 <sub>八未列名侯</sub><br>CANDIDATO POR ESC  |
| Judge of the<br>Civil Court -<br>County<br>Vote for any<br>Two<br>Juez de la<br>Corte Civil –<br>Condado    | O<br>SHAHABUDDEEN<br>A.<br>ALLY<br>夏哈巴迪恩 A.<br>艾萊<br>Democratic    |   |                     |                                 |   |                           |   |
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| Judge of the<br>Civil Court<br>Vote for one<br>Juez de la<br>Corte Civil<br>Vote por uno<br>民事法院法官<br>請任選一名 | R,≟,≇<br>○<br>WENDY C.<br>LI                                       | Republican<br>共和 <i>集</i>   | Conservative<br>保守黨 | Green<br>绿 <i>薰</i>             | Working Families<br>勞動家庭黨               | Independence<br>獨立黨       | 〇 WRII<br>高入未列名校<br>CANDIDATO POR ESC             |
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40 NORTH PEARL STREET, SUITE 5 ALBANY, N.Y. 12207-2109 Douglas A. Kellner Co-Chair

## STATEMENT FOR THE NEW YORK CITY COUNCIL Committee on Governmental Operations and Committee on Oversight and Investigations

## DOUGLAS A. KELLNER Co-Chair, New York State Board of Elections November 20, 2018

The recent election should bring about substantial reforms in election administration because many of us anticipate that the State Senate will pass many of the longstanding reforms repeatedly passed in prior sessions of the Assembly:

- Early voting;
- Consolidation of the congressional primary with the state and local primary;
- Improving standards for ballot usability;
- Transfer of registration statewide;
- Due process for absentee voters;
- Elimination of the LLC loophole;
- Same day voter registration;
- Expansion of online voter registration;
- Authorization for electronic poll books.

Like most Democratic elections commissioners throughout New York State, I strongly support these overdue reforms, which I am confident will be the subject of remarks from many others that will appear before your committees today. Therefore, I will concentrate my remarks on a few issues that I believe deserve special attention in New York City.

# Compliance with the "30 Minute Rule" for waiting to vote for the November 2020 presidential general election

The voting systems regulations include a mandate on the counties that they have adequate staffing at each poll site. 9 NYCRR § 6210.19(c)(1) provides: "County boards shall deploy sufficient voting equipment, election workers and other resources so that voter waiting time at a poll site does not exceed thirty minutes."

New York City has not complied with this regulation in its presidential general elections since the regulation was adopted in 2007, and I see no meaningful efforts by New York City to come into compliance in 2020. A starting point is to recognize that the presidential election is not like other elections. The turnout is many times greater and imposes maximum stress on our system for administering elections. Therefore, the planning for administering a presidential election should be significantly greater than for other elections. The mid-term general election is the second largest turnout in the four-year cycle, but New York City's failure to comply with the 30-minute rule in the 2018

For example, approximately 2.5 million New York City residents vote in person at the presidential election. This is usually double the number of people who vote in the general elections for governor or mayor and many, many times the number of people who vote in primaries. (See attached chart). The lessons from these statistics is that successfully running these elections with substantially smaller turnouts is not necessarily a prediction for success in administering a presidential election.

New York City has many more poll workers than needed for primary and special elections and is understaffed in many locations for the presidential election. It cannot be stressed enough—the turnout in a presidential election is seven times the turnout in a typical primary election.

The fundamental problem is that the most crowded poll sites that have lines hours long in presidential elections need more sign-in tables with multiple teams of inspectors to distribute ballots. This requires more space, which requires advance planning that needs to take place now.

New York City's excuse that it lacks space for a full complement of machines and poll workers in the presidential and mid-term elections is particularly lame because the schools are closed on general election days. New York City must break out of its mentality that one size fits all elections and must plan now for the crowds we all anticipate for the 2020 presidential election.

## Staffing of the Polls Needs to be More Efficient

The use of ballot scanning technology for the casting of votes affords much greater flexibility for the organization of poll sites. The city can do more to take advantage of that flexibility. A lever voting machine could only show a single ballot style. Therefore, all voters who used that machine needed to live within the same geographical district for each of the contests appearing on the machine. That was the basis for the organization of election districts still found in Election Law § 4-100.

Ballot scanners can receive multiple ballot styles. Therefore, it is no longer necessary that all of the voters who use a particular scanner have the same ballot form. The "election district" as the unit for election administration is now an anachronism. I enlist your support to have the Legislature revise the Election Law to change the unit of election administration from the election district to the poll site. There should be a single set of two or four bi-partisan "inspectors" for each poll site who have the legal responsibility for operating the poll site. Obviously most poll sites will require many additional personnel, but these can consist of many different job titles with varying functions as needed by that particular poll site for that particular election.

Many county boards of elections have already adopted the state board's recommendation that the same set of four inspectors be appointed for each election district at a poll site. Admittedly this falls into a gray area of the Election Law, which should be amended to explicitly provide for this. Similarly the Election Law should explicitly provide for organizing the registration books to allow for division of the books at a poll site by alphabet rather than by election district. This can be accomplished without changing the requirement that the scanners continue to report results by election district.

Even without changes in the Election Law, many boards of elections, including the New York City, have begun to differentiate job functions at the poll site to be more efficient. By differentiating job functions, newly recruited poll workers can be trained only for specific functions, making the training less cumbersome. The NYC board has already adopted more innovative training by abandoning the effort to train all poll workers on all procedures. Instead, quite properly, the NYC board has concentrating training of new poll workers on the particular functions that they would be expected to handle on election day. As poll workers gain seniority, they are trained on additional functions.

Poll workers should be paid for successfully completing training, but the fee needs to be increased to reflect the time needed for proper training.

The Legislature has amended the Election Law to explicitly authorize split shifts of poll workers as long as there is at least one Democrat and one Republican who work the entire day (see EL § 3-400(7)). While it is true that using split shifts will increase the number of poll workers and the attendant problems in recruitment, training and payroll, it will vastly increase the pool of persons who would consider serving as a poll worker. The current workday of 17 hours is too long for many potential poll workers. The New York City Board needs to be more flexible in order to recruit qualified poll workers.

The Mayor sets the rate of compensation for poll workers. When Mayor Giuliani increased the compensation to the current level, there was a substantial

increase in the number of persons seeking to serve as a poll worker. An increase to account for inflation would have a similar beneficial effect. As a way to improve training there could be intermediate titles such as "senior clerk" for those who have been able to master specialized skills, such as the complex procedures for opening and closing the polls or to unjam scanners.

Similarly, there should be stated financial penalties for not performing all of the required functions. For example, many election districts fail to fill out the list of affidavit ballots with their returns, or fail to complete the canvass sheet properly. If modest financial penalties were assessed for failure to carry out assigned tasks, poll workers would learn that there are consequences for poor performance.

We have all observed that the bottleneck for almost all lines at poll sites is at the table processing the registration books. Many election district tables are very efficient in handling the tasks at the registration book table, while other districts are much slower. Part of this is training and organization, and part of this results from poll workers who have difficulty finding names in alphabetical order. Having an adequate number of people working the registration table is not complicated or mystical. It is simply a matter of arithmetic. The best teams of poll workers can process approximately two voters per minute or approximately 100 voters per hour. On the other hand, there are poll workers who take much longer. Perhaps the Board should have a test to qualify poll workers that include a hands-on performance of the registration table functions and that the poll workers be rated and assigned accordingly.

If the workers assigned can only process 30 voters in an hour and 150 voters per hour are anticipated during the morning rush, then there needs to be five sets of poll workers to process those voters in a timely manner. If the poll workers can process 100 voters in an hour, then there only needs to be two sets of poll workers.

In New York City there has been a shift in voting patterns over the last several decades so that a very high proportion of voters cast their ballot on their way to work in the morning. The NYC board should assign additional clerks for the morning rush. It has been very disappointing that the City Board has resisting implementing variable hours for poll workers, notwithstanding the passage of authorizing legislation.

## **Exercise Oversight to Implement Early Voting**

First, do not allow the New York City Board of Elections to tell you that early voting will solve its problem with long lines in the 2020 general election. Early voting will ease some of the congestion, but early voting alone will not prevent long lines in November 2020. Experience from other states' implementation of early voting shows that only a portion of the electorate will use early voting. Even with early voting, the number of persons voting in person at their poll sites will still rival the turnout in November 2018. If the City ignores the issues I have raised above, it will still have long lines at the November 2020 general election.

Even more important, early voting imposes numerous additional tasks on the Board of Elections in order to assure orderly implementation. The City will need to locate a sufficient number of suitable sites that can be dedicated for early voting. It will have to recruit and train sufficient workers to staff those sites.

## **Eliminate the Runoff Primary Election**

I continue to urge the City Council to start the process to eliminate the runoff primary election. We election officials have been complaining about the difficulty of conducting the runoff primary for mayor, comptroller and public advocate since it was enacted. We have all acknowledged that the current provision for a runoff primary election creates a significant—and perhaps unworkable—burden on the City Board, as well as substantial potential expenses. The short interval between the primary and the runoff makes it virtually impossible to send out absentee ballots in time for them to be returned. The short interval is also inadequate to allow for completion of all of the steps necessary to do a proper canvass, audit of the primary and to set-up and test the runoff in a timely manner.

New York City should make its decision concerning the runoff primary election this year for two key reasons. (1) The Board of Elections should be given sufficient lead time to prepare for the new voting procedures and to educate the voters; and (2) as the election approaches, a change in procedures, no matter how well-intentioned, is perceived as favoring some candidates over other candidates. It is better to act now when the effects of the change are not perceived as designed to help or hurt any particular candidate.

I still recommend that the runoff primary should be replaced with ranked choice voting or eliminated altogether.

The current voting equipment used by the New York City Board of Elections is capable of handling ranked choice voting. Only a few minor software applications are required to implement ranked choice voting.

I believe that ranked choice voting is the best way to determine that the winning candidate has the widest support of the members of the party voting in the primary, without adding the cost and administrative stress of a runoff primary.

The New York City Board of Elections can administer ranked choice voting. We use the ES&S DS-200 optical scanners to count ballots cast at poll sites. The DS-200 machines use the Unity 5.0.0.2 software. Both the hardware and the software are capable of formatting and recording ballots that use rank choice voting. The New York City Board of Elections would only need to develop a program to apply the statutory algorithm to determine the final results—not a particularly difficult or expensive process.

The Minneapolis use of rank choice voting is particularly relevant because Minneapolis uses the same ES&S DS-200 ballot scanners as New York City. Minneapolis is just one of many cities that have successfully implemented rank choice voting for municipal elections.

## Conclusion

I have limited my remarks to just a few issues which the City Council may be able to influence improvement in election administration. Of course, I strongly support legislation that would provide for early voting, to make it easier to register to vote and to cast an absentee ballot with assurance that it will be counted. I support the bills passed by the Assembly to combine the federal and local primary elections, to authorize electronic poll books and to improve the layout of election ballots.

# **CITIZENS**

## CITIZENS UNION OF THE CITY OF NEW YORK

## Testimony before The New York City Council Committees on Oversight and Investigations, and Governmental Operations on the 2018 Elections

## November 20<sup>th</sup>, 2018

Good morning Chair Torres, Chair Cabrera, and members of the New York City Council Committees on Oversight and Investigations and Governmental Operations. My name is Ethan Geringer-Sameth and I am the Public Policy and Program Manager at Citizens Union. Citizens Union is a nonpartisan good government group dedicated to reforming New York City and State governments to foster accessibility, accountability, and transparency. We serve as a civic watchdog, combating corruption and fighting for political reform.

Citizens Union is committed to increasing access to the polls for all New Yorkers. We thank the committee for holding this hearing to reflect on our most recent elections and how the processing of voting in New York City can be improved.

Throughout the country over the last several decades, states have adopted a host of reforms intended to expand voting access and modernize the way elections are administered. Even while holding itself out as the vanguard of democratic progress on national issues, New York has not embodied the same spirit of reform and self-improvement that other states have when addressing the inadequacies of its archaic election system. While a number of changes to state law could drastically improve the voter experience and increase the diversity of the electorate, changes to the way elections are administered locally could also impact voting behavior and promote voters' confidence in our election systems.

While New York's low turnout rate in recent years has highlighted just how anemic our democratic institutions are, the experience of so many New Yorkers at the polls this month shows that voting reform should seek to go beyond increasing the number of voters to improving the actual quality of voting – for voters, poll workers, and election administrators.

## The Voting Experience

Elections are unpredictable, whether it is unprecedented high turnout, unusual or more complicated ballots, or weather ranging from inclement to disastrous. On Election Day, problems resulting from ballots being wet, imperfectly perforated, and twice the length caused ballot scanning machines to break down at poll sites throughout the city. This caused long lines, in many cases winding outdoors in the rain, which were exacerbated by uncommonly high turnout. Voters who were able to wait may have stood in line for hours. Many voters were not able to wait long enough to cast their ballots, and countless others did not even attempt to vote after hearing reports of long lines throughout the day. Poll workers-turned-referees were exhausted and election administrators had the immense difficulty of coordinating the repair of broken scanners across all five boroughs using a limited pool of technicians. Record numbers of "emergency ballots" had to be scanned by poll workers after the polls closed, adding even more hours to their very long days.

Aside from the logistical issues, news reports indicate that people were receiving misinformation from poll workers. One alarming report in the Gothamist, tells of poll workers and poll site coordinators incorrectly informing voters that their votes will not count if they do not vote along a party ticket. The more unusual the ballot, the more questions poll workers will have to field; more resources should be put toward poll worker training when ballots have the potential to be more complicated than previous elections (this may include last-minute training, as the ballots may not be finalized until late in the training process).

We can learn from problems like these. After putting a survey out to Citizens Union's membership, which includes active voters, poll workers, and poll site coordinators, a few patterns emerged. Our members have suggested the following to improve the voter and poll worker experience:

- Train onsite personnel to fix or unclog jammed ballot scanners. We heard of attempts by poll site coordinators and poll workers to unjam machines in attempts to mitigate the chaos at their poll sites. As long as they may find themselves in a situation where attempting onsite maintenance seems like the best option, poll site coordinators should be formally trained.
- Ropes or guidelines must be put on the floor to direct traffic in poll sites. We have heard countless stories of lines to scan ballots intertwining with lines to pick them up, causing confusion, frustration, and longer lines.
- Ancillary waiting space at poll sites should be identified in advance of Election Day.
   Voters complained that indoor lobby space went unused while voters waited outside in the rain.

One of the most important single reforms would be to implement shorter shifts for poll workers. Citizens Union has long supported this measure and, in 2017, a state law was passed allowing workers to take shifts shorter than sixteen hours for general elections, and nine hours for primaries, as long as there is at least one poll worker from each major party (S.443-A). When turnout is uncommonly high, ballots are unusually complicated, and technical malfunctions abound, the pressure on poll workers significantly increases. One of our members, a poll worker at a site on the Upper West Side, was at her poll site until 11:30 P.M. scanning roughly 200 "emergency ballots" that were left when all three of the site's scanners broke down. Beginning at 5 A.M., her work day was 18.5 hours. Now that state law allows the splitting-up of poll site shifts, the New York City Board of Elections should implement it. Citizens Union, in the

past, has supported the creation of a voluntary municipal poll worker program to expand the pool of qualified poll workers.

Citizens Union is a strong supporter of election reform in New York City. We believe that a host of reforms are necessary to improve elections, expand the franchise, and strengthen our democracy. I thank you for the opportunity to speak to you today on this important subject and I welcome any questions you may have.



## Testimony of Amy Loprest Executive Director New York City Campaign Finance Board

## City Council Committees on Oversight and Investigations and Governmental Operations November 20, 2018

Thank you, Chair Torres and Chair Cabrera for the opportunity to submit testimony on the 2018 elections in New York City.

New York City voters turned out in unprecedented numbers in this year's midterm elections. According to unofficial results, 42.1 percent of registered New York voters cast a ballot on November 6, up from 24.3 percent in the 2014 general election.

The massive turnout in this year's general election was an extension of increased engagement and energy we have seen throughout the year.

Through our efforts, we expanded voter registration across the five boroughs. In May, we worked with City Hall to facilitate Student Voter Registration Day and through our combined efforts, we helped over 10,000 high school students register to vote. Additionally, with the help of all three library systems, the YMCA, CUNY, NYPIRG, and various community partners, we registered over 4,000 New Yorkers to vote on National Voter Registration Day. We have continued and expanded upon our work with city agencies under Local Law 29 of 2000 and Local Law 63 of 2014 to help them facilitate voter registration, particularly with the Department of Correction to conduct registration at correctional facilities.

Registering voters is important, but it is only a first, necessary step towards voting. Our mandate requires we also encourage New Yorkers to educate themselves and come to the polls. Through our experience in civic engagement, we've found that one of the keys to democratic participation is keeping New Yorkers constantly engaged year-round, not only around election time. Last year

we launched our text and e-mail campaign to provide city voters with timely election alerts and reminders. Currently, 5,300 New Yorkers are subscribed to our email list, and 2,220 are receiving election alerts via text message, with the list growing substantially in the weeks before the election.

For the second year, we ran our "Vote for the City You Want" promotional campaign, which directed New Yorkers to voting.nyc to read the Voter Guide online. The ads were promoted on social media and posted throughout the transit system.

In the days before the election, our team, along with more than 200 volunteers made over 10,500 nonpartisan get out the vote phone calls in four days, urging New Yorkers to get to the polls. We called people we registered to vote at events throughout the year, such as Student Voter Registration Day and naturalization ceremonies, reaching New Yorkers of all age groups across the city.

Additionally, through our social media channels we reached and interacted with thousands of voters during the election season, answering election-related questions and directing them to helpful resources. We continued this engagement through Election Day, as New Yorkers posted selfies with their "I Voted" stickers and we directed people who were experiencing issues at their poll sites to the Election Protection hotline.

As you know, we mailed our Voter Guide to over 4.5 million registered voters before the general election to inform them about the three Charter Revision proposals on the ballot. The Guide included nonpartisan reasons to vote yes or no on the proposals, and the online Guide additionally included statements written by members of the public arguing for and against the proposals.

The Guide was published online for the federal and state primaries as well as the general election. For the first time, the Guide included profiles provided by state and federal candidates, giving voters more detailed information about the candidates running in their district. For the

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September primary election, 122,036 individual users viewed the online Guide, while 221,370 individuals viewed the online Guide before the general election.

While we are proud of our work on the Voter Guide, it came to our attention shortly before the election that we provided incomplete information about voting eligibility for New Yorkers on parole, which did not reflect the executive order issued by Governor Cuomo in April restoring many parolees' voting rights.

We deeply regret this oversight on our part. We work each and every day to fulfill our Charter mandate to increase voter participation for all New Yorkers, particularly underrepresented populations. If our omission inadvertently discouraged any voter from participating in our elections, that is a concern we treat seriously. We are conducting an internal review of our processes with the aim of preventing similar errors in the future.

That said, we acted quickly to mitigate the error. We immediately updated our online Voter Guide, and released a public statement that was carried by the Daily News, WNYC, NY1 News, the Huffington Post, and other outlets reaching an estimated 4.2 million New Yorkers. On Twitter, our statement and newly created infographic was seen by more than 95,000 users. Additionally, we worked with the Brennan Center for Justice to identify New Yorkers who received a conditional pardon and had registered to vote in time for the general election. According to our estimate, roughly 1,500 voters may have been affected. We sent robocalls to those with a landline and text messages to those with a cell phone, reaching over 1,000 of the affected voters in both English and Spanish.

While this was an unfortunate error, the low number of eligible parolees on the voter rolls signifies how much work still needs to be done to inform formerly incarcerated people of their voting rights. We hope to continue working with the Council and community advocates to further increase voter registration among eligible New Yorkers on parole.

The experience of the 2018 general election also tells us that we need a change at the state level about the way our elections are conducted. Higher-than-usual turnout compounded problems at

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the polls, leading to long lines. With 4.5 million registered New York City voters, the reality is that a single 15-hour Election Day is not enough time to process the ballots of those who come out to vote. With a new legislature heading to Albany in January, we have an opportunity to reform our elections, bringing them into the 21<sup>st</sup> century and ensuring that every eligible voter can exercise their right to vote. Critical reforms such as early voting and electronic poll books would help mitigate many of the Election Day headaches we heard about this year.

On Wednesday, December 5, we hope to continue this discussion on the 2018 elections, as the Voter Assistance Advisory Committee will hold a meeting, followed by its annual hearing, where we will hear from voters about their Election Day experiences. We invite members of the committee and the public to attend at our office at 100 Church Street, in lower Manhattan at 5:30pm.

Thank you again for the opportunity to provide testimony.

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