



# Minneapolis Elections and 3-1-1 Partnership

[www.minneapolismn.gov](http://www.minneapolismn.gov)

June 2012

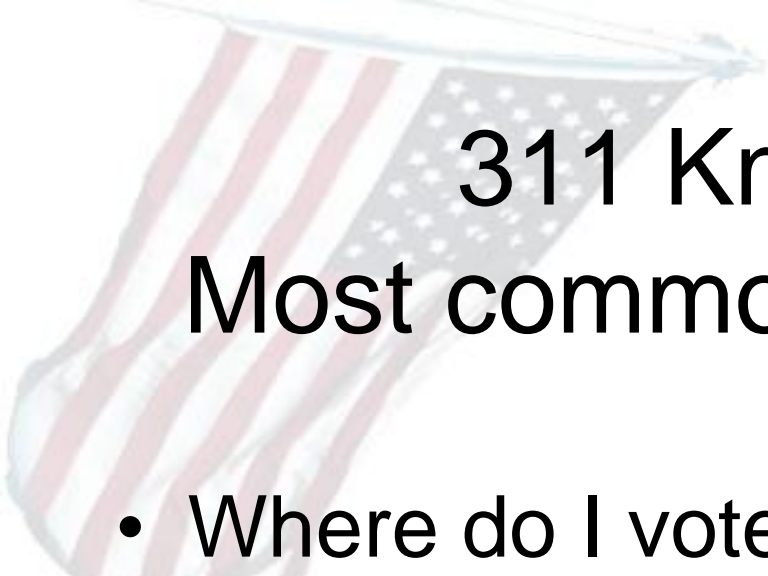




# 311 & Minneapolis Elections

- Minneapolis 3-1-1 opened in 2006
- Elections Partnership with 311 took hold in 2008
- 311 provides Knowledge Base, Service Request and Transfer services
- Subject Matter Expert trains Customer Service Agents
- Last Presidential Election - 2008
  - 1487 calls in October
  - 1268 calls in November
  - Average call length 01:50
  - Elections time saved = Over 60 HOURS!





# 311 Knowledge Base

## Most common election questions

- Where do I vote?
- Who & What is on the ballot?
- What are the hours I can vote?
- How do I register to vote?
- How do I sign up to be an election judge?
- Do you have interpreters? Yes!



# Knowledge Screen

**Lagan ECM Workstation**

File Go History Actions Help

Incoming Call Email Finish Interaction Case Search Search Add Case Note... KB Prop Info GIS Open Cases Messaging

Customer Service Guide

What information are you looking for?

Use the right hand side of the screen and search for the information. Was it found?

Yes  
No

Brief Details

Relationship With

Back Forward Home Refresh <http://cmean621:8080/knowledgesearch/KnowledgeSearch.do;jsessionid=374868538E>

Please enter your question:  
Where do I vote?

Press return to search against all knowledge sources or select an individual category to refine:  
City Administration Search Reset

[Find People and Departments](#) [City Public Web](#) [311 Bulletin Board](#) [Google](#)

Search Results - 10 documents found [Reject Documents](#) [Escalate](#)

- [Voting Homeless people](#) (42.7%)  
<http://311kb/ROOT/City/CityAdministration/CanHomelesspeoplevote.htm>  
[This document answered my question](#)
- [How Ranked Choice Voting Works - City of Minneapolis](#) (39.3%)  
[http://www.minneapolismn.gov/elections/rcv/elections\\_elections-works-r](http://www.minneapolismn.gov/elections/rcv/elections_elections-works-r)  
[This document answered my question](#)
- [How voting equipment works in Minneapolis - City of Minneapolis](#) (31.6%)  
[http://www.minneapolismn.gov/elections/elections\\_hava](http://www.minneapolismn.gov/elections/elections_hava)  
[This document answered my question](#)
- [Where do I Vote? Polling Place Finder - City of Minneapolis](#) (31.3%)  
<http://www.minneapolismn.gov/elections/where/index.htm>  
[This document answered my question](#)
- [Time Off for Voting](#) (30.3%)  
<http://311kb/ROOT/City/CityAdministration/TimeOffforVoting.htm>  
[This document answered my question](#)
- [Voter Registration Eligibility - City of Minneapolis](#) (30.2%)  
<http://www.minneapolismn.gov/elections/eligibility/index.htm>  
[This document answered my question](#)
- [Elections & Voter Registration Calendar - City of Minneapolis](#) (22.3%)

Dealing with interaction on channel: Voice In | No associated client

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# Service Requests

- Absentee Ballot Application Request
- Election Judge Application Request
- Elections Questions
  - Outside of office hours: service request
  - During office hours: soft transfer to election staff
- Campaign Sign Complaint



# Service Request Screen

**Lagan ECM Workstation**

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Customer Service Guide

Select one of the following:

- Elections Absentee Ballot Application Request
- Elections Judge Application Request
- Elections Question
- Campaign Sign Complaint
- Exit

Brief Details

Relationship	With

Information

Back Forward Home Refresh http://www.facebook.com/plugins/like.php?href=http%3A%2F%2Fwww.mir

**Minneapolis**  
City of Lakes  
Official Website of the City of Minneapolis

CITY SERVICES RESIDENTS BUSINESS GOVERNMENT VISITORS

SEARCH: ALL CITY Text -A

**City Clerk's Office**

**Elections & Voter Registration**  
City Hall  
350 S 5th St Rm 1B  
Minneapolis, MN 55415  
[elections@minneapolismn.gov](mailto:elections@minneapolismn.gov)

**2012 Candidate Filing**

See [Minneapolis School Board](#) and [Minnesota Secretary of State](#)

Special School District #1 (SSD #1), commonly known as the Minneapolis School Board has four offices:

- School Board Member at Large (SSD #1)
- School Board Member District 2 (SSD #1)
- School Board Member District 4 (SSD #1)
- School Board Member District 6 (SSD #1)

See the [Minneapolis School District map](#)

**2012 Election Calendar**

June 29	Absentee voting for Primary opens
July 24	Deadline to pre-register for the Primary
August 11	Open Saturday 10 am to 3 pm for in-person absentee voting
August 13	Absentee voting closes at 5 pm
August 14	Primary - Polls are open 7 a.m. to 8 p.m.
November 6	General Election

**Elections & Voter Registration**

- [Calendar](#)
- [Election Maps](#)
- [Elections Offices and Related Links](#)
- [How the 2012 Election Works](#)
- [How voting equipment works in Minneapolis](#)
- [Language Support](#)
- [Official Publications & Notices](#)
- [Park Districts Precinct List](#)
- [Subscribe to Elections E-Mail](#)

**VOT**

Frequently U

- [Voter Registr](#)
- [Absentee Ball](#)
- [Where do I vo](#)
- [Voter Registr](#)
- [Absentee Vot](#)
- [Ward Finder](#)

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# AB Application/Eligible

**Lagan ECM Workstation**

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Customer Service Guide

Information

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**You must be a current Minneapolis resident to be eligible to request an Absentee Ballot.**

Select one of the following:

Eligible  
Not Eligible

Brief Details

Relationship With

Done

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# AB Application/When

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**Minneapolis**  
City of Lakes  
Official Website of the City of Minneapolis

CITY SERVICES RESIDENTS BUSINESS GOVERNMENT VISITORS

SEARCH:

**City Clerk's Office**

Home > Elections & Voter Registration

**Elections & Voter Registration**  
City Hall  
350 S 5th St Rm 1B  
Minneapolis, MN 55415  
[elections@minneapolismn.gov](mailto:elections@minneapolismn.gov)

**Absentee Voting Information**

Request an absentee ballot with [this form \(pdf\)](#).

Requests are taken year-around. Absentee ballots are available 46 days prior to each regularly scheduled election. Use the [Absentee Ballot Lookup](#) to follow the status of your absentee ballot.

**Eligible Minneapolis voters may vote by absentee ballot for any of the fo**

- Absent from the precinct on election day
- Illness or disability
- Religious discipline or observance of religious holiday
- Service as an election judge in another precinct
- Eligible emergency declared by governor or quarantine declared by federal

**Not pre-registered?**

That's *not* a problem. You can apply for an absentee ballot and you will receive your ballot.

**Customer Service Guide**

← →

**Absentee Ballots may be applied for at any time but are only available 30 days prior to each regularly scheduled Primary or General Election. If the election is within 7 days, your ballot may not reach you in time, but you may Absentee Vote in person at City Hall.**

*Note - for Military or overseas voters ballot, Select Military or Overseas.*

Continue  
Within 7 days of election  
Military or Overseas  
Exit

**Brief Details**

Relationship	With
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# AB Application E-Form

http://cmrvn340:8080/Ef3/CEVAbsenteeBallotApplicationRequest.xml?servername=cmrvn340&firstname=Rick&l... Absentee Ballot Application Request

 **Minneapolis**  
City of Lakes

Contact Details	Request Details
Enter address where application is to be mailed (if different)	<input type="text"/>
Contact phone number (if different)	<input type="text"/>
Any additional comments:	<input type="text"/>

*Confirm that Voter's Minneapolis residence is recorded on "Contact Details" page  
After confirming information, return to this page to "Submit".*

**CANCEL CASE OPTION**

Cancel Case (you must also click the Cancel button)

Submit Print Update Cancel

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# Election Day Support by 311

- Voters
  - Where do I vote?
  - What ID do I need to register to vote & vote today
- Polling Place – election judges & voters
  - Connection with language interpretation
  - Elections: Language Support web page
- Question/complaint/disturbance
  - Forward immediately to election staff
- Extended hour of operation to serve voters





# 311/Elections Partnership is Growing

- Gearing up for 2012 Presidential & Redistricting
- Developing Possible Mobile Applications
  - Voter Registration Look-up
  - Polling Place Finder
  - Absentee Ballot Status
  - Military & Overseas Voter Service
- Time saved to better utilize Elections staff resources
- Greater access, more efficient operations and high quality service

