

## ***SURVEY OF LOCAL ELECTION OFFICIALS: DETAILED FINDINGS***

### Background

In the following chapter of this report, detailed question-by-question results are provided for the complete Survey of Local Election Officials (LEOs). The LEO is responsible for registration of voters, responding to requests for absentee ballots, polling place operation, and counting votes after an election.

Consistent with past practice, as authorized under the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA), surveys were distributed to 500 LEOs across the United States, immediately following the 1996 general election. LEOs were asked for their opinions and experiences in dealing with different aspects of the Federal Voting Assistance Program. A total of 328 Local Election Officials participated in the 1996 post-election survey.

The survey results are presented as follows:

- Actual question wording is provided in bold type.
- The percentages listed are based on the number of respondents who answered each question, often less than the total number who participated in the survey. (Respondents occasionally skip questions inadvertently, skip them based on a response they have given to a previous question, or give an invalid response that cannot be counted.)
- The number responding to each question is noted beneath the question wording. This number appears as “(N=\_\_\_).”
- Percentages will not always add to 100 due to rounding.
- Where appropriate, additional tables or charts are provided to amplify the survey data.

The nature of the survey of Local Election Officials required a great deal of quantitative input from survey respondents. This impacted response rates for several individual questions on the survey, as will be noted in the question-by-question analysis which follows.

## ABOUT THE JURISDICTION

The first section of this survey centers on the jurisdictions served by the LEOs. Questions are asked about the type of jurisdiction, the number of registered voters and the number of votes cast in each of the two most recent national elections. Questions 1-3 show the results of these inquiries.

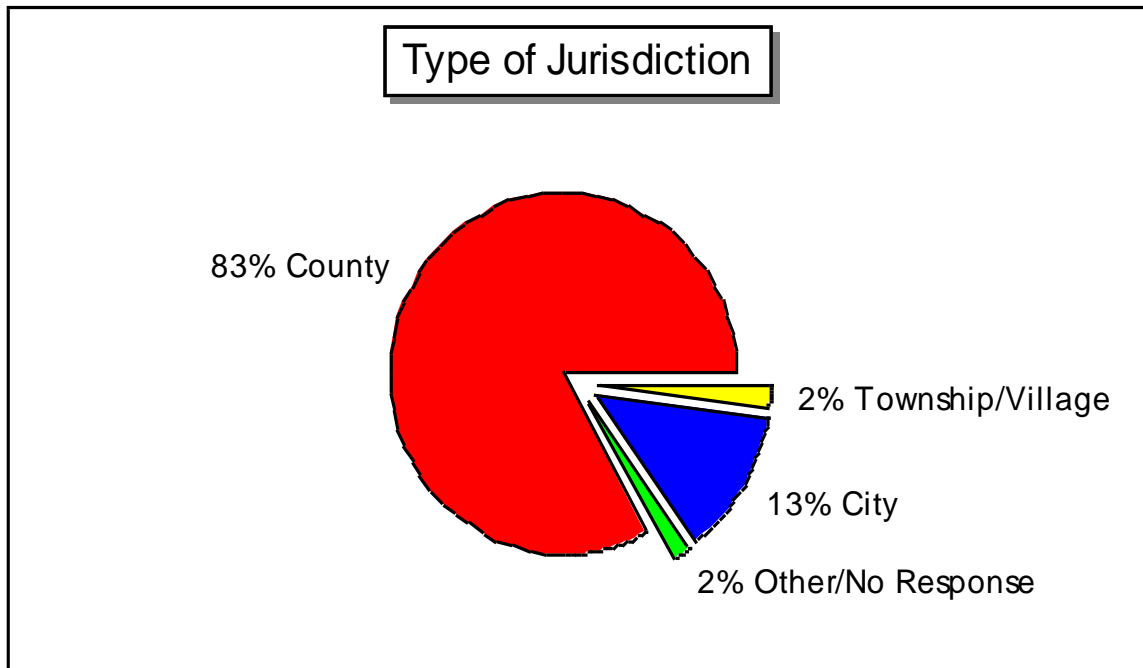
### 1. Which of the following best describes your jurisdiction?

(N= 328)

County.....	83%
City.....	13%
Township/Village.....	2%
Other .....	*%
No Response .....	2%

\*% = less than 1 percent

83% of Local Election Officials said that the best description of their jurisdiction is “county;” another 13% said “city” best describes the area that they serve. The remainder serve townships, villages, or other small jurisdictions.



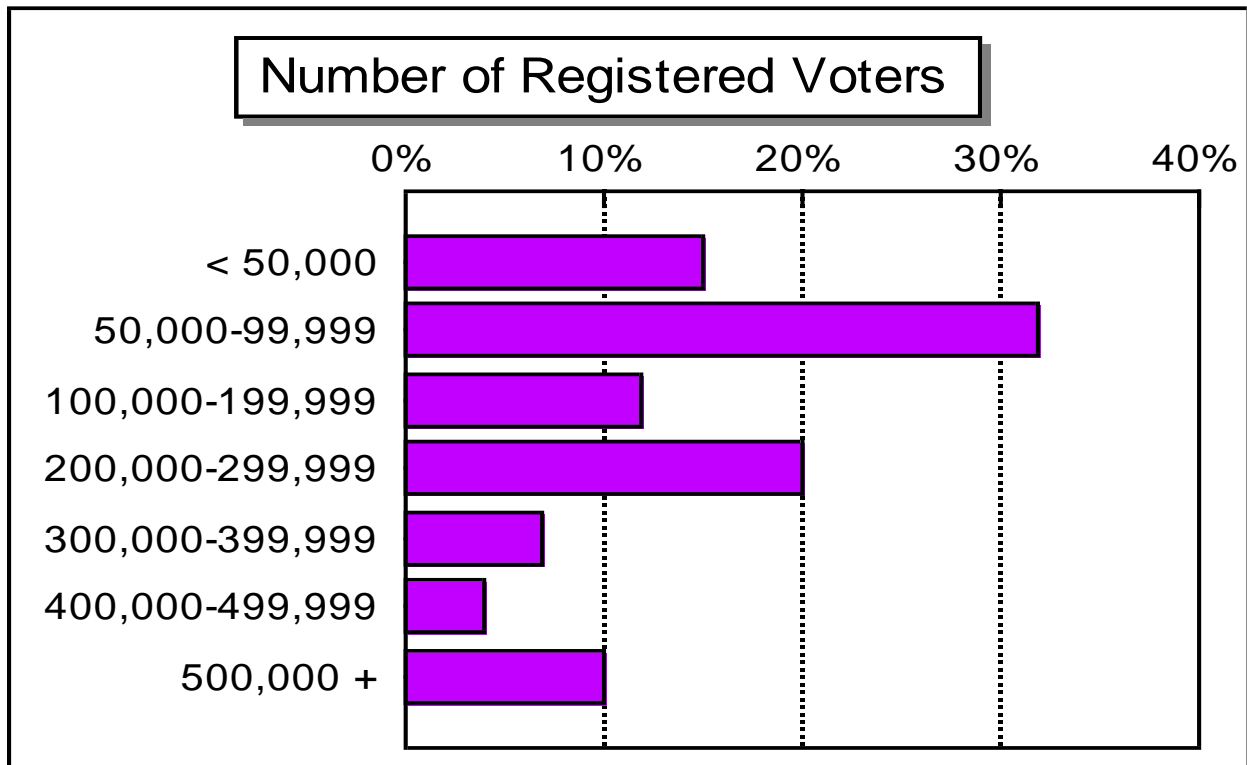
**2. How many people are registered to vote in your jurisdiction?**

(N= 310)

Less than 50,000 .....	15%
50,000 - 99,999 .....	32%
100,000 - 199,999 .....	12%
200,000 - 299,999 .....	20%
300,000 - 399,999 .....	7%
400,000 - 499,999 .....	4%
500,000 and over.....	10%

41% of the Local Election Officials surveyed said the number of registered voters in their jurisdiction was 200,000 or more. 10% of Local Election Officials reported that the number of registered voters in their jurisdiction was 500,000 or more.

15% percent reported less than 50,000 registered voters, and another 32% said there were between 50,000 and 99,999 people registered in their area of responsibility.



**3. What were the total numbers of votes cast in the 1992 and 1996 general elections in your jurisdiction?**

<u>Votes Cast</u>	<u>1992 Election</u> (N=305)	<u>1996 Election</u> (N=302)
1- 49,999 .....	30%.....	35%
50,000 - 99,999 .....	28%.....	27%
100,000 - 199,999 .....	22%.....	20%
200,000 - 299,999 .....	9%.....	10%
300,000 - 399,999 .....	4%.....	2%
400,000 - 499,999 .....	1%.....	2%
500,000 and over.....	6%.....	5%

When reporting the number of votes cast in their jurisdiction in 1996, 39% of LEOs reported that more than 100,000 votes were cast. Another 27% said that between 50,000 and 99,999 votes were cast in 1996. In 1996 the number reporting vote totals under 50,000 was 35%.

Of the LEOs responding to the 1996 post-election survey, 42% reported vote totals in 1992 of more than 100,000 in their jurisdictions, and another 28% reported vote totals between 50,000 and 99,999. According to the officials, in 1992, 30% counted votes totals of under 50,000.

## ABSENTEE VOTING

Local Election Officials were asked to provide specific details about their experiences with absentee ballots during the two most recent presidential election years.

Questions 4 through 8 examine the overall quantity of absentee ballots cast in the two most recent presidential elections, the number of absentee ballots cast by military personnel and the number cast by overseas civilians in those election years, the date absentee ballots were mailed, and the number of ballots mailed to military personnel and overseas civilians.

Question 9 through 11 evaluate absentee ballot-related problems, including the number of ballots returned as non-deliverable because of an incorrect address, the number that arrived too late to be counted, and the number of ballots never returned by military personnel and overseas civilians.

Finally, Questions 12 and 13 measure the quantities of Federal Write-In Absentee Ballots received and the number counted for military personnel and overseas civilians.

### 4. What were the total numbers of absentee ballots cast in the 1992 and 1996 general elections in your jurisdiction?

	<u>1992</u> (N=291)	<u>1996</u> (N=311)
No absentee ballots were cast .....	*% .....	0% .....
1 - 1,999 .....	16% .....	20% .....
2,000 - 3,999 .....	24% .....	23% .....
4,000 - 5,999 .....	14% .....	13% .....
6,000 - 7,999 .....	6% .....	5% .....
8,000 - 9,999 .....	4% .....	5% .....
10,000 - 24,999 .....	20% .....	18% .....
25,000 - 49,999 .....	9% .....	9% .....
50,000 and over.....	6% .....	7% .....

34% of the LEOs surveyed reported receiving 10,000 or more absentee ballots during the 1996 election. 23% reported receiving between 4,000 and 9,999, 23% received between 2,000 and 3,999, and 20% reported receiving less than 2,000 absentee ballots.

These figures are similar to number of absentee ballots these LEOs received in 1992, when 35% received 10,000 or more ballots. In 1992, 24% received between 4,000 and 9,999 absentee ballots, 24% received between 2,000 and 3,999, and 16% received fewer than 2,000 absentee ballots.

**5. In the 1996 general election, how many absentee ballots were cast by military personnel?**  
(N= 282)

No absentee ballots were cast by military personnel in 1996 .....	1%
1 - 99 .....	20%
100 - 249 .....	30%
250 - 499 .....	24%
500 - 999 .....	11%
1,000 and over.....	13%

24% of LEOs responding to the survey reported receiving 500 or more absentee ballots from military personnel. Another 24% said that between 250 and 499 absentee ballots in their jurisdiction were cast by military personnel; 30% reported that between 100 and 249 were cast by military personnel; while 20% reported less than 100 absentee ballots were cast by those affiliated with the military.

**6. In the 1996 general election, how many absentee ballots were cast by overseas civilians?**  
(N= 277)

No absentee ballots were cast by overseas civilians in 1996* .....	8%	1
49 51%		
50 - 99 .....	12%	
100 - 249 .....	16%	
250 - 499 .....	9%	
500 and over.....	4%	

\* Includes both those who entered “zero” and those who marked “no absentee ballots were cast by...”

Local Election Officials were also asked to report the number of absentee ballots that were cast by overseas civilians during the 1996 Federal election. Over half of the LEOs (51%) reported that less than 50 absentee ballots were cast by overseas civilians in their jurisdiction. 12% reported that between 50 and 99 absentee ballots were cast, and another 16% reported between 100 and 249 absentee ballots were cast by overseas civilians in 1996.

This table compares the number of absentee ballots received from military personnel and overseas civilians in the 1996 election among the LEOs responding to the post-election survey:

	Military Personnel (N=282)	Overseas Civilians (N=277)
No absentee ballots cast	1%	8%
1 - 99	20%	63%
100 - 249	30%	16%
250 - 499	24%	9%
500 and over	24%	4%

**7. On what date did you first mail absentee ballots for the 1996 general election?**  
(N= 318)

On or before September 21 .....	31%
September 22 - September 28 .....	22%
September 29 - October 5 .....	24%
October 6 - October 12.....	16%
October 13 - October 19.....	6%
October 20 - October 26.....	1%
After October 26 .....	0%
 I <u>never</u> mailed <u>any</u> absentee ballots for the 1996 general election. ....	 0%

31% of the Local Election Officials surveyed first mailed absentee ballots for the 1996 general election on or before September 21. 22% said that they first mailed absentee ballots between September 22 and September 28, and another 24% mailed out ballots between September 29 and October 5. In total, 77% reported mailing absentee ballots on or before October 5, one full month before the election day.

**8. How many absentee ballots did you mail to military personnel and overseas civilians for the 1996 general election?**

	<u>Military</u> (N=295)	<u>Overseas Civilians</u> (N=282)	
None* .....	1%	8%	1
99 15% .....	57%		
100 - 199 .....	20%	13%	
200 - 399 .....	22%	11%	
400 - 599 .....	15%	6%	
600 - 999 .....	10%	2%	
1000 and over.....	17%	3%	

\* Includes both those who entered “zero” and those who marked “none...”

Local Election Officials were asked the quantity of absentee ballots that they had mailed to both military personnel and to overseas civilians in 1996. 17% of LEOs reported mailing 1,000 or more absentee ballots to military personnel, while 3% reported sending 1,000 or more to overseas civilians.

15% reported sending less than 100 to military personnel, while 57% reported sending less than 100 absentee ballots to overseas civilians.



**9. How many of the absentee ballots mailed to military personnel and overseas civilians were returned undelivered because of an incorrect address?**

	<u>Military</u> (N=310)	<u>Overseas Civilians</u> (N=312)	
9	None* .....20%	.....63%	1
	47% .....29%		
	10 - 24 .....19%	.....5%	
	25 - 49 .....6%	.....1%	
	50 - 99 .....5%	.....2%	
	100 and over.....3%	.....0%	

\* Includes both those who entered “zero” and those who marked “none...”

Question 9 asks Local Election Officials about the quantity of absentee ballots mailed to military personnel and overseas civilians that were returned as undelivered because of an incorrect address.

20% of LEOs reported receiving no undelivered absentee ballots among those sent to military personnel, with another 47% receiving fewer than 10. 63% of the LEOs surveyed received no undelivered absentee ballots that had been sent to overseas civilians, with another 19% receiving fewer than 10.

19% reported having 10 to 24 ballots sent to military personnel returned due to an incorrect address, and 14% said 25 or more were returned undelivered. As for ballots sent to overseas civilians, 5% of the LEOs surveyed said between 10 and 24 were returned undelivered, and 3% reported that 25 or more were returned.

**10. How many of the absentee ballots mailed to military personnel and overseas civilians were received by you too late to be counted?**

	<u>Military</u> (N=288)	<u>Overseas Civilians</u> (N=288)	
9	None* .....10%	38%	1
	27% .....43%		
	10 - 19 .....24%	10%	
	20 - 99 .....29%	7%	
	100 and over.....9%	1%	

\* Includes both those who entered “zero” and those who marked “none...”

In some cases, absentee ballots were returned by the voters to Local Election Officials too late to be counted as a valid ballot.

Concerning those ballots sent to military personnel in 1996, 29% of LEOs reported that they received between 20 and 99 ballots too late to be counted. Another 24% reported receiving between 10 and 19 ballots from military personnel too late to count, while 27% said they had received fewer than 10 too late to be counted as official valid ballots, and 10% of the LEOs surveyed received no absentee ballots too late to be counted.

Concerning overseas civilians, 7% of LEOs received between 20 and 99 ballots too late to be counted; 10% received between 10 and 19 late ballots; 43% of LEOs said that they received fewer than 10 ballots too late to be counted; and 38% reported receiving none from overseas civilians too late to be counted for the 1996 election.

**11. How many of the absentee ballots mailed to military personnel and overseas civilians were not returned by the voters?**

	<u>Military</u> (N=265)	<u>Overseas Civilians</u> (N=265)	
9	None* .....7%	28%	1
	6% .....27%		
	10 - 19 .....8%	12%	
	20 - 99 .....42%	24%	
	100 and over.....36%	9%	

\* Includes both those who entered “zero” and those who marked “none...”

36% of the survey respondents said that 100 or more ballots sent to military personnel were not returned by them; another 42% said at least 20 but fewer than 100 absentee ballots sent to military personnel were not returned.

For overseas civilians, 9% of LEOs surveyed said that 100 or more ballots mailed were not returned by the voters; 24% said between 20 and 99 were not returned. 28% of these LEOs reported that none of the overseas civilians failed to return the absentee ballots that had been mailed to them.

**12. How many Federal Write-In Absentee Ballots (FWAB) did you receive from military personnel and overseas civilians?**

	<u>Military</u> (N=280)	<u>Overseas Civilians</u> (N=273)	
9	None* ..... 20%	55%	1
	54% ..... 31%		
	10 - 19 ..... 15%	7%	
	20 - 99 ..... 10%	6%	
	100 and over ..... 3%	1%	

\* Includes both those who entered “zero” and those who marked “none...”

54% of the LEOs surveyed reported receiving between 1 and 9 FWABs from military personnel during 1996; 31% received the same number from overseas civilians. 28% received 10 or more FWABs from military personnel, while 14% received 10 or more from overseas civilians. 20% of these LEOs received no FWABs from military personnel, and 55% received no FWABs from overseas civilians.

**13. How many of the Federal Write-In Absentee Ballots (FWAB) received from military personnel and overseas civilians did you count?**

	<u>Military</u> (N=265)	<u>Overseas Civilians</u> (N=250)	
9	None** ..... 30%	63%	1
	54% ..... 29%		
	10 - 19 ..... 8%	4%	
	20 - 99 ..... 8%	4%	
	100 and over ..... 2%	*%	

\*% = less than 1 percent

\*\*Includes both those who entered “zero” and those who marked “none...”

The Local Election Officials were also asked to indicate the number of Federal Write-In Absentee Ballots they counted in 1996. 54% of LEOs counted 9 or fewer FWABs from military personnel in 1996; 29% of LEOs counted 9 or fewer from overseas civilians. 30% counted no FWABs from military personnel, and 63% counted no FWABs from overseas civilians.

	Military Personnel		Overseas Civilians	
	FWABs Received (N=280)	FWABs Counted (N=265)	FWABs Received (N=273)	FWABs Counted (N=250)
None	20%	30%	55%	63%
1 - 9	54%	54%	31%	29%
10 - 19	15%	8%	7%	4%
20 - 99	10%	8%	6%	4%
100 and over	3%	2%	1%	*%

## FEDERAL POST CARD APPLICATION

The Federal Post Card Application (FPCA) is a simultaneous request for registration and ballot.

Questions 14 through 19 examine in detail the experiences that Local Election Officials had in dealing with the FPCA in 1996. This section looks at the number of absentee ballot requests made with the FPCA, the number of these requests acknowledged by the LEO with a post card, the number acknowledged by another means, the other methods of acknowledgment used, the number of FPCA requests the LEOs were unable to process, and the most frequent problems that were encountered in processing the FPCA.

### 14. How many absentee ballot requests were made with the Federal Post Card Application (FPCA) form?

(N= 288)

	No requests were made with the FPCA* .....	5%	1-
99	.....	17%	
	100-499 .....	46%	
	500-999 .....	16%	
	1,000 and over.....	15%	

\* Includes both those who entered "zero" and those who marked "No requests were made..."

46% of the Local Election Officials surveyed reported receiving between 100 and 499 FPCA requests for absentee ballots in 1996. 17% said they received under 100 requests, 16% cited requests of between 500 and 999, and another 15% of LEOs said they received 1,000 or more FPCA requests for ballots.

### 15. How many of these ballot requests did you acknowledge by returning the FPCA return post card?

(N= 314)

	None* .....	21%
	1-99 .....	17%
	100-499 .....	30%
	500-999 .....	24%
	1,000 and over.....	7%

\* Includes both those who entered "zero" and those who marked "none..."

31% of the LEOs surveyed acknowledged 500 or more FPCA requests by using the official FPCA return post card. 30% acknowledged receiving between 100 and 499 FPCAs using the official post card. 17% used post card return acknowledgment for less than 100 ballot requests, and 21% did not acknowledge any FPCA requests using this method.

**16. How many of these ballot requests did you acknowledge by some other method than the FPCA return post card?**

(N= 292)

None\* ..... 69%  
 1-99 ..... 21%  
 100-499 ..... 7%  
 500 and over..... 3%

\* Includes both those who entered “zero” and those who marked “none...”

Of the FPCA ballot requests received in 1996, 21% of LEOs said they acknowledged less than 100 of the requests by some method other than the FPCA return post card. 10% acknowledged 100 or more FPCA requests using other methods. 69% said they did not acknowledge ballot requests by methods other than the FPCA return post card.

	FPCAs Received (N=288)	Acknowledged by Post Card (N=314)	Acknowledged by Other Method (N=292)
None	5%	21%	69%
1 - 99	17%	17%	21%
100 - 499	46%	30%	7%
500 and over	31%	31%	3%

**17. What other methods of acknowledgment did you use? (Mark all that apply.)**

(N= 328)

Letter ..... 30%  
 Telephone..... 16%  
 Told relative of requestor ..... 12%  
 FVAP “Ombudsman” toll-free telephone service..... 3%  
 Other ..... 15%

Of those Local Election officials who used methods other than the return post card to acknowledge FPCA requests, 30% sent a letter of acknowledgment. 16% used the telephone, and another 12% informed a relative of the requestor that their request had been received. The FVAP toll-free telephone service was used by 3% of these LEOs to acknowledge FPCAs.

**18. How many ballot requests made with the FPCA were you unable to process?**  
 (N= 297)

I was able to process <u>all</u> requests made with the FPCA*.....	35%	1-9
27%		
10-24 .....	17%	
25-99 .....	12%	
100-499 .....	6%	
500 and over.....	2%	

\* Includes both those who entered “zero” and those who marked “...able to process all requests...”

35% of the Local Election Officials surveyed reported being able to process every request made with an FPCA. 27% reported that the number of FPCAs they could not process was less than 10; 17% could not process between 10 and 24 requests; and 20% were unable to process 25 or more FPCA requests for absentee ballot.



**19. What were the most frequent problems you encountered in processing the FPCA?**

*(Mark up to three answers.)*

(N= 328)

No/inadequate home address .....	66%
Mailing address inadequate or illegible .....	25%
Applied to wrong jurisdiction .....	20%
Failure to indicate Party preference .....	19%
Writing illegible .....	18%
FPCA received too late .....	13%
Form in general not completed .....	13%
No signature .....	11%
Applicant not registered to vote .....	9%
Mail too slow .....	8%
Duplicate FPCAs received .....	7%
Confusion resulting from applicants checking "All" (ballots) as permitted .....	6%
No birth date given.....	6%
FPCA not witnessed or notarized .....	4%
Confusion over types of ballot (Federal/local).....	4%
No Social Security Number given.....	1%
No precinct or ward given.....	1%
FPCA received too early .....	1%
Confusion over voter categories .....	1%
Other .....	2%

The most frequently mentioned problem that LEOs encountered in processing the FPCA was no/inadequate home address, mentioned by 66%.

Other frequently mentioned problems were: inadequate or illegible mailing address (25%); applied to the wrong jurisdiction (20%); failure to indicate party preference (19%); illegible writing (18%); FPCA received too late (13%); the form in general not completed (13%); and no signature (11%).

The complete list of responses offered by the LEOs is listed above.

## ELECTRONIC TRANSMISSION (FAXING)

Questions 20-34 ask Local Election Officials for comments on their experience in dealing with electronic transmission, or faxing, of election-related materials, such as Federal Post Card Application (FPCA) requests and absentee ballots.

These questions ask LEOs whether they accepted electronically-transmitted FPCA requests, and the number of those requests they accepted from military personnel and overseas civilians. LEOs are also asked if they electronically transmitted absentee ballots for the 1996 general election, and how many they faxed to military personnel and overseas civilians, as well as the amount of time required for the those faxed absentee ballots to be returned to the LEO.

LEOs are further asked whether they accepted voted ballots by electronic transmission, how many they received from military personnel and overseas civilians in time to be counted, and how many they received from each group to late to count.

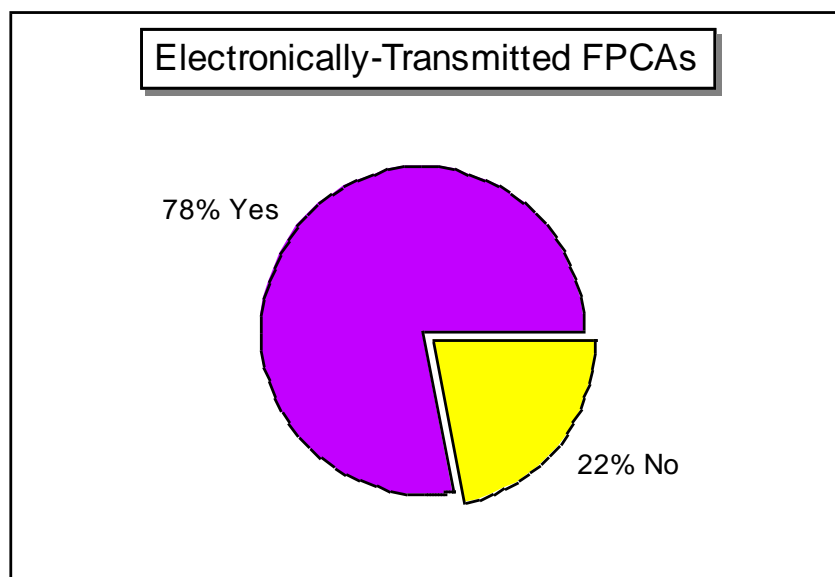
Finally, this section assesses the ease of dealing with electronically transmitted election materials, the physical location of the electronic transmission equipment used by the LEOs, and their access to specific electronic resources.

### 20. Did you accept electronically-transmitted (faxed) FPCA requests for absentee ballots for the 1996 general election?

(N= 315)

Yes ..... 78%  
No..... 22%

78% of the Local Election Officials surveyed accepted electronically-transmitted, or faxed, Federal Post Card Application requests for absentee ballots for the 1996 general election. 22% reported not accepting electronically-transmitted FPCA requests for the 1996 general election.



**21. How many electronically-transmitted FPCA requests for registration and/or absentee ballot did you accept from military personnel?**  
(N= 233)

None .....	9%
1 - 5 .....	45%
6 - 10 .....	19%
11 - 15 .....	7%
16 - 20 .....	3%
21 - 25 .....	2%
More than 25 .....	15%

Of those LEOs who accepted electronically-transmitted FPCA requests, 45% reported accepting between 1 and 5 requests from military personnel for registration and/or absentee ballots. Another 19% said that they had accepted between 6 and 10, while 27% of LEOs accepted more than 10 electronically-transmitted requests.

9% accepted no electronically-transmitted FPCA requests from military personnel.

**22. How many electronically transmitted FPCA requests for registration and/or absentee ballot did you accept from overseas civilians?**  
(N= 231)

None .....	39%
1 - 5 .....	39%
6 - 10 .....	8%
11 - 15 .....	3%
16 - 20 .....	1%
21 - 25 .....	2%
More than 25 .....	7%

Among the Local Election Officials who accepted electronically-transmitted FPCA requests, 39% reported accepting between 1 and 5 requests from overseas civilians. 8% accepted between 6 and 10 electronically-transmitted requests, and 13% accepted more than 10.

39% said that they did not accept any electronically-transmitted requests from overseas civilians in 1996.

**23. Did you electronically transmit (fax) absentee ballots for the 1996 general election?**

(N= 322)

Yes ..... 25%  
No..... 75%

One-quarter (25%) of Local Election Officials said that they had electronically-transmitted, or faxed, ballots for the 1996 general election. Seventy-five percent said they had not faxed ballots.

**24. How many absentee ballots did you electronically transmit (fax) to military personnel?**

(N= 76)

None ..... 18%  
1 - 5 ..... 59%  
6 - 10 ..... 9%  
11 - 15 ..... 8%  
16 - 20 ..... 1%  
21 - 25 ..... 1%  
More than 25 ..... 3%

Of those who had electronically transmitted ballots in 1996, 59% said they had sent as many as 5 absentee ballots to military personnel through electronic transmission, or faxes. 22% electronically transmitted 6 or more absentee ballots to military personnel.

18% reported sending no ballots via fax to those in the military.

**25. How many absentee ballots did you electronically transmit (fax) to overseas civilians?**

(N= 78)

None ..... 41%  
1 - 5 ..... 42%  
6 - 10 ..... 6%  
11 - 15 ..... 3%  
16 - 20 ..... 1%  
21 - 25 ..... 0%  
More than 25 ..... 6%

Of those who had experience electronically transmitting ballots in 1996, 42% said that they had sent between 1 and 5 ballots to overseas civilians through electronic transmission, or faxes. 16% sent 6 or more ballots using electronic transmission. 41% said that they did not send any ballots via fax to overseas civilians.

**26. On average, what was the round-trip transit time for your electronically-transmitted (faxed) absentee ballots?**

(N= 70)

Same day .....	21%
1 - 3 days .....	51%
4 - 7 days .....	19%
More than one week .....	9%

The average round-trip transit time for electronically-transmitted absentee ballots was one week or less according to 91% of Local Election Officials who experienced this method of transmission. 51% reported that the turnaround time was within between 1 and 3 days, and another 21% reported that the average round-trip transit time was completed on the same day.

**27. Did you accept electronically-transmitted (faxed) voted ballots for the 1996 general election?**

(N= 317)

Yes .....	17%
No.....	83%

17% of the Local Election Officials surveyed accepted electronically-transmitted, or faxed, voted ballots for the 1996 general election. 83% did not accept faxed voted ballots.

**28. How many electronically-transmitted voted ballots did you receive from military personnel in time to be counted?**

(N= 51)

None .....	33%
1 - 5 .....	49%
6 - 10 .....	12%
11 - 15 .....	6%
More than 15 .....	0%

Of those who received electronically-transmitted voted ballots, 49% said they received between 1 and 5 of these ballots from military personnel in time to be counted. 18% received 6 or more voted ballots through electronic transmission.

33% of these LEOs reported receiving no electronically-transmitted voted ballots from military personnel in time to be counted.

**29. How many electronically-transmitted voted ballots did you receive from overseas civilians in time to be counted?**

(N= 52)

None .....	48%
1 - 5 .....	44%
6 - 10 .....	2%
11 - 15 .....	2%
16 - 20 .....	2%
21 - 25 .....	0%
More than 25 .....	2%

44% of LEOs reported receiving 1 to 5 electronically-transmitted voted ballots from overseas civilians in time to be counted for the 1996 election. 8% received more than 5 ballots through this method.

48% reported receiving no electronically-transmitted voted ballots from overseas civilians in time to be counted.

**30. How many electronically-transmitted voted ballots did you receive from military personnel after the deadline to count ballots?**

(N= 53)

None .....	89%
1 - 5 .....	9%
6 - 10 .....	2%
More than 10 .....	0%

89% of the LEOs who received electronically-transmitted voted ballots reported that none of the faxed ballots from military personnel arrived after the deadline to count ballots. 9% reported receiving between 1 and 5 voted absentee ballots from military personnel via fax after the deadline, and 2% received between 6 and 10 such ballots.

**31. How many electronically-transmitted voted ballots did you receive from overseas civilians after the deadline to count ballots?**

(N= 53)

None .....	92%
1 - 5 .....	6%
6 - 10 .....	0%
11 - 15 .....	2%
More than 15 .....	0%

92% of these LEOs received no electronically-transmitted voted ballots from overseas civilians after the deadline to count ballots. 6% reported receiving between 1 and 5 voted absentee ballots from overseas civilians via fax after the deadline, and 2% received between 11 and 15 late faxed ballots.

**32. In electronically transmitting or receiving (faxing) election materials, how easy or difficult was each of the following?**

(N= 328)

**Access to equipment (fax)**

Very easy.....	64%
Somewhat easy.....	12%
Somewhat difficult.....	3%
Very difficult.....	2%
Does not apply .....	9%
No response.....	10%

**Receiving legible copy**

Very easy.....	23%
Somewhat easy.....	30%
Somewhat difficult.....	17%
Very difficult.....	4%
Does not apply .....	11%
No response.....	14%

**Transmitting legible copy**

Very easy.....	32%
Somewhat easy.....	19%
Somewhat difficult.....	5%
Very difficult.....	1%
Does not apply .....	24%
No response.....	19%

**Ballots fitting in equipment**

Very easy.....	12%
Somewhat easy.....	5%
Somewhat difficult.....	5%
Very difficult.....	5%
Does not apply .....	54%
No response.....	19%

Local election officials were asked to rate certain aspects of electronically transmitted election materials. 76% stated that access to fax equipment was easy for them, while 5% said access to equipment was difficult.

Although 53% reported that it was easy to receive legible copy, 21% indicated that it was difficult to receive legible copy. 51% said transmitting legible copy was easy, while 6% said it was difficult.

17% reported that ballots fitting into their fax equipment was easy, while 10% said that was difficult. 54% of the survey sample said this question did not apply to them.



**33. Where was your electronic transmission equipment (fax) physically located?**

(N= 306)

In your general administrative/office area..... 81%  
Outside of your office ..... 16%  
Do not have access to electronic transmission equipment..... 3%

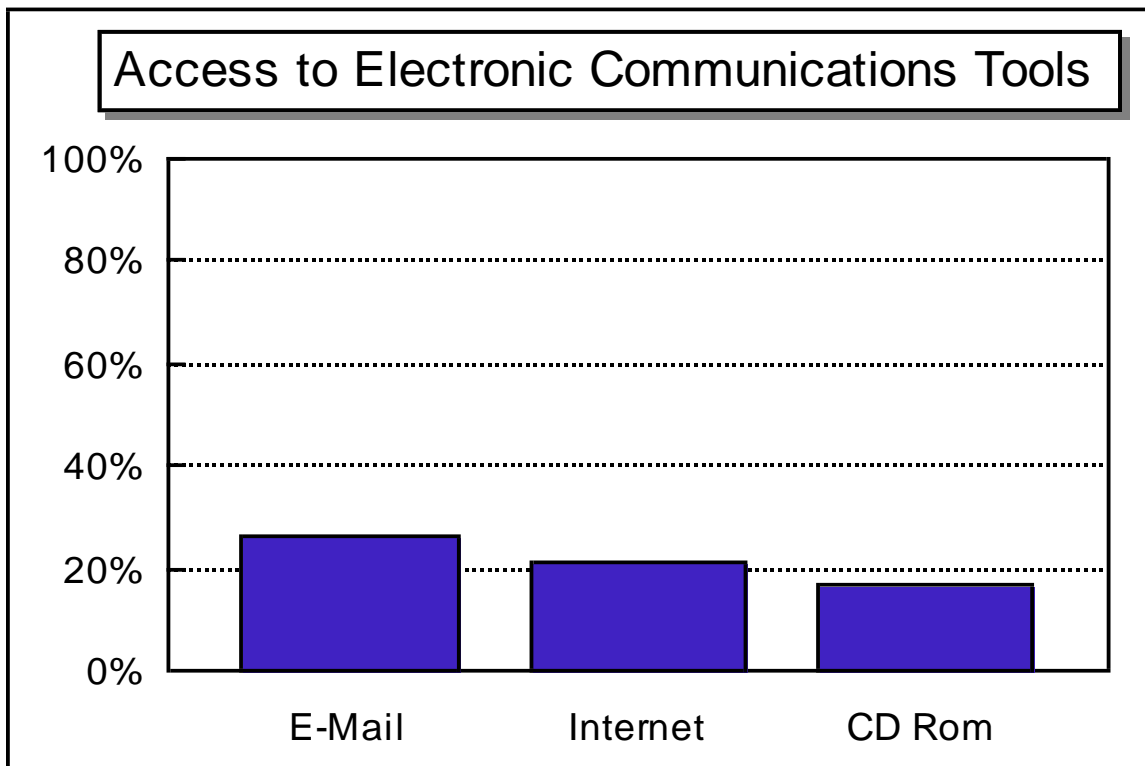
The location of fax machines was also addressed. 81% of the LEOs surveyed reported that their fax machine was in their general administrative, or office area. 16% reported the equipment they used was outside of their office, and 3% said they do not have access to electronic transmission equipment.

**34. Do you have access to any or all of the following? (Mark all that apply.)**

(N= 328)

Electronic mail (E-mail) ..... 26%  
The Internet ..... 21%  
CD Rom ..... 17%

Additional electronic communication tools available to Local Election Officials include electronic, or E-mail (26%), access to the Internet (21%), and CD Rom capabilities (17%).



## INFORMATION FROM FVAP

The following section of the survey asks Local Election Officials to evaluate the *Voting Assistance Guide* and the *Voting Information News* newsletter.

Questions 35 and 36 examine The Department of Defense *Voting Assistance Guide 1996-97* (VAG), which provides state-by-state information to enable citizens to register and vote absentee. LEOs are asked if they received a copy of this guide, and which aspects of the guide proved most useful to them.

Questions 37 and 38 examine the *Voting Information News* newsletter and its usefulness to the LEOs. The *Voting Information News* newsletter is a monthly publication containing timely information on elections and absentee voting. LEOs are asked if they receive the newsletter, and how useful they find it to be.

### 35. Did you receive the *Voting Assistance Guide 1996-97* (VAG)?

(N= 308)

Yes .....	58%
No.....	42%

58% of the LEOs surveyed said they received a copy of The Department of Defense *Voting Assistance Guide 1996-97* (VAG). 42% did not recall receiving the VAG.

### 36. What information in the VAG did you find most useful? (Mark only one answer.)

(N= 144)

Mailing addresses of election officials in other states .....	39%
Information on Federal Post Card Application (FPCA) .....	26%
Absentee registration and voting procedures of other states.....	14%
Absentee registration and voting procedures in your state .....	12%
Information on Federal Write-in Absentee Ballot (FWAB) .....	10%

Of those who recalled receiving the VAG, 39% that the mailing addresses of election officials in other states was the most useful information they found in the VAG. 26% stated that information about the Federal Post Card Application (FPCA) was the most useful aspect of the VAG.

Other LEOs cited information on absentee registration and voting procedures of other states (14%), absentee registration and voting procedures in their own state (12%), and information on the Federal Write-in Absentee Ballot (10%).

**37. Do you receive the *Voting Information News* newsletter?**

(N= 302)

Yes ..... 30%  
No..... 70%

In 1996, thirty percent of LEOs reported receiving the *Voting Information News* newsletter.

**38. How useful is the *Voting Information News* to you?**

(N= 88)

Very useful ..... 24%  
Somewhat useful ..... 64%  
Not very useful ..... 11%  
Not at all useful ..... 1%

88% of the Local Election Officials surveyed who received the *Voting Information News* newsletter said it was useful to them. 24% of the survey respondents said the newsletter was “very useful.”

**TOLL-FREE TELEPHONE SERVICE (OMBUDSMAN)**

The Federal Voting Assistance Program (FVAP) provides a toll-free telephone service that allows a caller to talk with FVAP staff for voting information or assistance.

Questions 39 through 42 ask Local Election Officials to evaluate this service. Officials are asked whether they used the toll-free service, and based on their experience with the service, to rate the voting information or assistance they received. Additionally, those who did not use the toll-free service are asked why they did not use it.

**39. Did you use the Toll-Free telephone service for any voting information or assistance for the 1996 election?**

(N= 318)

Yes ..... 43%  
No..... 57%

43% of the Local Election Officials surveyed used the toll-free telephone service for gathering voting information or assistance during the 1996 election.

**40. Overall, how satisfied were you with the voting information or assistance you received from the toll-free telephone service?**

(N= 138)

Very satisfied .....	57%
Somewhat satisfied .....	28%
Somewhat dissatisfied.....	9%
Very dissatisfied.....	6%

Of those with practical experience using the toll-free telephone service, a total of 85% said they were satisfied with the assistance and information received; 57% said they were “very satisfied” when calling the service; another 28% said that they were “somewhat satisfied.”

**41. Why didn't you use the toll-free telephone service? (Mark all that apply.)**

(N= 180)

No one needed it or asked to be referred.....	52%
I didn't know about it. ....	29%
I got all the information I needed from other sources. ....	25%
I didn't know how it might be useful.....	4%
I knew about it, but didn't know the phone number.....	2%

Among those who did not use the toll-free telephone service, 52% said no one needed it or asked to be referred to it. 29% said they did not know about it, and one-quarter (25%) said they got all the information they needed from other sources.