

Kitsap County Auditor – Elections Division

2014 Voter Access Plan

Plan Overview

Every citizen is entitled to vote independently and in private. Innovative online tools and accessible voting systems enable us to provide this constitutional right to all voters.

The Kitsap County Auditor – Elections Division (Elections Division) works closely with the Voter Access Advisory Committee to develop programs that exceed the needs of voters with disabilities. The Elections Division is committed to continually improving its Voter Access Plan to ensure the ability to vote is accessible to all Kitsap County residents. All programs are compliant with state laws requiring counties to establish and maintain accessible voting advisory committees. [RCW 29A.04.223](#)

Accessible Voting Program Improvements –2013/2014

The Elections Division implemented the following improvements:

- Installed Braille signage on each 24-hour ballot drop.
 - Added Olympic College Poulsbo; Kitsap Regional Library Poulsbo and Bainbridge Island accessible voting locations.
 - Participating in the National Federation of the Blind technical steering committee to develop Online Ballot Access nationally.
 - Updated survey for consistency with National Federation of the Blind steering committee.
 - Leading a coalition that received a \$743,580 federal grant to implement Online Ballot Access in 16 Washington counties.
- Purchased new ballot counting system that allows for process improvements.

2014 Priorities

- Revise mobile voting schedule to improve participation at Olympic College and Kitsap Regional Library.
- Enhance education and outreach among voters with disabilities.
- Pilot testing Online Ballot Access using laptops or tablets for accessible voting.

Plan Description

The Kitsap Voter Access Plan consists of the following elements:

- **Voter Access Advisory Committee**
- **Online Ballot Access**
- **Accessible Voting Units (AVU) - Democracy Live prototype Pilot Test**
- **24-Hour Ballot Drop Boxes**
- **Voter Outreach and Education**

Voter Access Advisory Committee

The Voter Access Advisory Committee is comprised of a diverse group of Kitsap County residents representing numerous advocacy groups, Kitsap County employees and the county Auditor. The Advisory Committee provides expertise and guidance regarding Kitsap's Voter Access Plan. Other functions of the committee include:

- Meet annually to review and revise the Voter Access Plan.
- Provide input on Kitsap County accessible voting programs and proposals.
- Distribute outreach and education materials to the community.

Online Ballot Access

Kitsap was one of the first counties in the nation to implement an online ballot delivery system for voters with disabilities, and military and overseas voters.

Online Ballot Access allows voters to view customizable ballots based on their precinct. It is compatible with commonly used accessibility tools such as screen readers and magnifiers, and is available in audio format. Online Ballot Access also provides closed captioning of all candidate/committee video statements.

Accessible Voting Units (AVU) - Democracy Live prototype Pilot Test

AVUs create a simple, secure voting experience for people of all ages including voters with disabilities. All voting devices are tested at federal, state and county levels to ensure they meet accuracy standards. Staff receives extensive training in the use of AVUs. State law requires counties to provide an AVU in their offices 18 days before an election. Kitsap County exceeds this minimum requirement and transports AVUs to locations throughout the county.

Kitsap County Elections is working with Democracy Live to pilot test a prototype AVU that uses Windows 8 operating system and works on a touch screen computer. The committee is committed to pilot testing the prototype. The committee strongly urges Democracy Live to include popular features of Online Ballot Access in the prototype including access to the electronic Local Voters' Pamphlet.

24-Hour Ballot Drop Boxes

Kitsap County's 24-hour ballot drop boxes provide voters with a secure, accessible way to deposit ballots postage free. All Kitsap County ballot drop boxes meet accessibility standards, provide Braille signage, and are available at least 18 days before each election in locations throughout the county.

Voter Outreach and Education

Through education and outreach we are informing citizens of the many voting options available to them. The Elections Division regularly updates its website and social media

tools and produces public service announcements available on its YouTube channel. All videos are close captioned to enhance accessibility. Brochures and flyers promoting accessible voting are also updated and distributed annually. As a regular participant in community service events, the Elections Division is able to register voters and inform them about the voting process in Washington state.

Plan Objectives

The Elections Division is committed to working with the Voter Access Advisory Committee to develop programs that meet or exceed federal and state accessible voting requirements.

The federal Help America Vote Act (HAVA) of 2002 requires all jurisdictions to ensure voting devices are available and accessible to blind or visually impaired voters – and that voters with disabilities are provided options for voting independently ([HAVA Section 301\(a\)\(3\)](#) and [RCW 29A.04.223](#)). As a vote by mail jurisdiction, the minimum requirements under federal and state laws requires the Elections Division to provide at least one AVU at the county administrative office beginning 18 days before an.

The Voter Access Advisory Committee and the Elections Division staff recommend services beyond the minimal requirements including:

- Transport AVUs to locations throughout the county beginning 18 days prior to each election Primary and General Election.
- Designate the Poulsbo Fire Station as a Voting Center on Election Day, with additional AVUs to serve the north end of the county.
- Promote Online Ballot Access as an accessible option for voters with disabilities.
- Install accessible ballot drop boxes with Braille signage in locations throughout the county.

In addition to complying with federal and state accessible voting requirements, the Elections Division is committed to the following overall Plan objectives:

- Continually increase accessibility and election participation among voters with disabilities.
- Engage the disability community in voting education and outreach.
- Provide comprehensive accessibility training to staff and election workers.
- Ensure AVUs meet accessibility requirements for voters with disabilities and are certified for use in Washington state.
- Work with the committee to maximize voting accessibility and participation.
- Ensure AVUs are available no later than 18 days prior to each Primary and General Election.
- Developing consistent statistical reporting methods for yearly comparisons.

Facts Relevant to the Plan

- State law requires that all voting machines and systems be federally qualified and state certified.
- State law prohibits Washington jurisdictions from purchasing or making changes to voting systems without state certification.
- State laws require electronic voting equipment be equipped with a machine readable Voter Verified Paper Audit Trail (VVPAT).
- Kitsap County has the ability to provide accessible voting to areas throughout the county.
 - The Advisory Committee will consider expanding hours at certain mobile voting locations to increase AVU usage during mobile voting visits.

Measurements of Success

The Elections Division will conduct required testing of software and hardware to ensure performance is acceptable. The Elections Division will work with the Advisory Committee to conduct surveys and solicit feedback to demonstrate success and areas for improvement. Specific success indicators include:

- Successful acceptance testing of software and hardware.
- Election worker training and voter education.
- Implementation of Voter Access Committee recommendations.
- Measurable data indicating continued high usage of Online Ballot Access.
- Measurable data indicating a continued high-level of satisfaction with accessible voting options.

Plan Assumptions

- Elections staff, Advisory Committee and Secretary of State support this project.
- Mobile Voting funding expired in 2012; however, the Elections Division will continue to provide Mobile Voting throughout the county.

Plan Risks

- Lack of public confidence in electronic voting systems.
- User acceptance and utilization of system features and functionality.
- Voter dissatisfaction and confusion.
- Federal funding for Mobile Voting program expired in December 2012.

Plan Schedule – 2014

Spring:

- Convene the Voter Access Advisory Committee.
- Coordinate accessible voting locations, logistics and voter outreach.
- Develop accessible voting schedule for the August and November elections.

Summer:

- Distribute voter education and outreach materials for August Primary.
- Contact each residential Mobile Voting location to update voter registration records.
- Inform local political parties and observers of mobile voting training and locations.
- Hire, schedule and train bipartisan board workers to perform all Voting Center functions for each of the designated locations.
- Publish required legal notices with information on Accessible Voting, the Online Voter Guide, and/or the Local Voters' Pamphlet.
- Conduct accessible voting at the designated locations.
- Promote accessible voting using social media, internet, articles and news releases.

Fall:

- Distribute voter education and outreach materials for November General Election.
- Conduct accessible voting at the designated locations.
- Promote accessible voting using social media, the internet, articles and news releases.

Winter:

- Gather and report voting data and survey results from the Primary and General Election to the committee.

Communications

This section establishes expectations for communications within and beyond the team. This plan identifies team roles and responsibilities and methods of communications with the Advisory Committee and other interested parties.

Roles and Responsibilities

Name	Function	Roles and Responsibilities
Walter Washington Winnie Flores-Logan	Executive Sponsors	<ul style="list-style-type: none"> • Policy oversight and direction
Dolores Gilmore	Plan Manager	<ul style="list-style-type: none"> • Maintain implementation schedule with regard to election deadlines • Monitor security and adherence to state and federal laws • Facilitate communication • Planning and testing
Shawn Devine	Plan Coordinator	<ul style="list-style-type: none"> • Media and community relations • Develop and assist with voter education,

		training and outreach efforts <ul style="list-style-type: none"> • Project documentation • Coordination with Advisory Committee & Elections Staff
Advisory Committee	Guidance and expertise	<ul style="list-style-type: none"> • Advise solutions to reduce barriers to voting • Assist with communication and training • Provide outreach contacts

Advisory Committee Members

The Plan Coordinator will recruit members from the community to serve on the advisory committee as needed. Members should have experience and/or interest in disability access and accessible voting issues. Individuals who join the committee are asked to perform the following duties:

- Review the Voter Access Plan.
- Participate in the annual Advisory Committee meeting either in person or by phone.
- Correspond with the committee as needed via email or phone.
- Distribute Accessible Voting information and materials.
- Provide input on Kitsap County accessible voting programs and proposals.

Advisory Committee members serve on a voluntary basis. We are not funded to compensate members for driving mileage or per diem. Committee members are asked to serve for a minimum of one year and should contact the Plan Coordinator if they intend to leave the committee.

Advisory Committee Meetings

Advisory Committee meetings are convened annually to review the Access Plan. Email and telephone conference calls will be conducted as needed.

Information Resources

Meeting minutes, agendas, statistics, survey results and related information are stored on the Elections Division server. Elections data will be presented to the committee at the annual meeting and upon request. Additionally, the Plan Coordinator will produce and maintain the Accessible Voting website and brochure for distribution.

Issues and Action Item Management

Elections staff will discuss and document issues and action items that arise at Advisory Committee meetings. The Plan Coordinator will work with the Plan Manager to prioritize action items for follow up and resolution. Elections staff will report back to the committee on the status of action items at subsequent meetings, conference calls and emails.

Voter Education and Outreach

The Elections Division will work with the Advisory Committee to develop materials promoting AVUs, Online Ballot Access and 24-Hour Ballot Drop Boxes as accessible and secure voting options for voters with disabilities. The Elections Division will conduct the following education and outreach activities:

- Update Accessible Voting website with current accessible voting program information.
- Update accessible voting materials for 2014.
 - These materials are distributed three weeks prior to the election so they are available early enough to inform voters of accessibility options.
- Produce article(s) promoting Online Ballot Access for publication in newsletters that serve voter's with disabilities.
- Promote Accessible Voting Program using social media.
- Provide Online Ballot Access demonstrations when visiting accessible voting locations.
- Collect statistics on accessible voting and Online Ballot Access usage.
 - Statistics are reported back to the Advisory Committee following the election and at the annual meeting.
 - Continue to use revised statistics which include number of e-mail ballots returned. To ensure consistency, statistics will be collected for a specific period of time beginning with the posting of Online Ballot Access on the website, through certification of the election.

Internet Information

Information will be posted on the Kitsap County Auditor's website with locations, dates and times that accessible voting is available.

Elections staff will promote the use of Online Ballot Access as an effective accessible voting alternative. Online Ballot Access provides the following accessibility options:

- Compatible with screen reader software for text to speech and Braille output devices.
- On-screen tool tips are compatible with screen readers.
- Compatible with screen magnifier software.
- Customized video player allows for navigation without the use of a mouse or the necessity to see the cursor on the screen.
- Closed captioning on all candidate videos.
- Audio available for all measure and candidate information.
- Uses secure website technology.

AVU Equipment Demonstrations

The Elections Division will provide information and demonstrations on the use of AVUs. To ensure voters are comfortable using AVUs, the Elections Division will:

- Visit mobile voting location to provide voter registration services prior to scheduled election visits.
- Educate facility staff and potential voters at mobile voting sites about the secure electronic voting process.
- Provide electronic voting demonstrations to help voters feel more confident using the equipment when actual voting takes place. Local Voters' Pamphlet and Online Ballot Access
- A reference will be placed in the printed Local Voters' Pamphlet and in the Online Ballot Access providing information about accessible voting.
- An audio recording of the Local Voters' Pamphlet will be available on CD to voters upon request.
- Online Ballot Access allows candidates and committees to submit a statement in video format with closed captioning. Measures are available in audio format.

Statistics and Comments

The Elections Division will conduct the following activities to demonstrate overall satisfaction with accessible voting options:

- Collect data on the use of AVUs and Online Ballot Access and report back to the committee.
- Discuss survey options with the Accessibility Committee to gauge overall citizen satisfaction with accessible voting.
- Convene the Advisory Committee to solicit feedback and suggestions on the accessible voting plan.

Quality Management

Quality management addresses product and equipment functionality. The management team will ensure that quality is maintained throughout the Plan. Product acceptance on all equipment and activities will be maintained through the following procedures:

- Testing, analysis and process improvement.
- Evaluation, follow-up and review of all training to ensure appropriate levels of knowledge and understanding are developed with the equipment and systems among the required staff.

Quality Control Process

Quality will be controlled using the following procedures and processes:

- Logic and accuracy testing of the equipment and system upgrades with detailed check-off lists, review by team members, final acceptance by the County Auditor.
- Follow-up and evaluation of training for Election Staff and Election Workers.
- Proof reading of all Online Ballot Access and AVU information to ensure consistency with printed materials.

Technical Operations and Maintenance

Technical operations and maintenance of the accessible voting equipment will be completed in accordance with state law and vendor software/hardware specifications.

Training

Training is mandatory for all Election Staff and Elections Board Workers prior to each Primary Election. Training is also available for Political Party Observers.

Training Content

- Respectful communication and sensitivity toward voters with disabilities and special needs.
- Technical knowledge in the operation, security and set-up of AVUs.
- Knowledge of state and federal requirements.
- Voter registration and training demonstrations for the use of AVU equipment.

Election Worker Recruitment

Election workers will be recruited beginning in April 2014 and must complete training before working in an election. Each Vote Center will be comprised of the following minimum staff:

- A minimum of two workers per location who have subscribed to the oath of duties.
- Workers will be Elections Division staff and/or represent one of the two major political parties whenever possible.

Schedule

The following training dates for staff, election workers and Political Party Observers are scheduled prior to the Primary and General Elections:

- Election Worker AVU operation: prior to August, 2014.
- Official Political Party Observers: prior to August, 2014.
- Voter registration and AVU demonstrations at each mobile voting location as determined by each participating location.

Appendix A

2013 General Election Accessible Voting Locations and Statistics

Mobile Voting Locations – Nov. 2013				
Location	Address	Ballots Deposited	AVU	Ballots Issued
10/22/13				
Clearbrook Inn	12295 NW Schold Place, Silverdale, 98383	5	0	1
Crista Shores	1600 NW Crista Shores Ln Silverdale WA 98383	42	0	0
10/23/13				
Bay Pointe	966 Oyster Bay Ct Bremerton, 98312	5	0	0
Washington Veteran's Home	1141 Beach Dr E, Port Orchard 98366	1	2	1
10/24/13				
Madison Ave Ret Ctr	285 Madison Ave S Bainbridge Is, 98110	3	0	2
Kitsap Regional Library – Poulsbo	700 N.E. Lincoln Rd., Poulsbo 98370	0	0	2
10/25/13				
Stafford Suites	1761 Pottery Ave Port Orchard, 98366	7	0	0
Willows Ret Living Cmty	3201 Pine Road Bremerton, 98310	7	1	0
10/28/13				
Canterbury Manor	703 Callahan Drive Bremerton, 98310	14	0	2
Liberty Shores	19360 Viking Ave NW Poulsbo, 98370	7	0	1
10/29/13				
Kitsap Regional Library – Bainbridge	1270 Madison Ave N., Bainbridge Is. 98110	7	0	2
Olympic College – Poulsbo	1000 Olympic College Way N.W., Poulsbo 98370	0	0	2
10/30/13				
Olympic College – Bremerton	1600 Chester Ave., Bremerton 98337	13	0	1
Kitsap Regional Library – Bremerton	1301 Sylvan Way Bremerton WA 98310	2	0	0
Total		113	3	14

Election Day Voting Centers and Accessible Voting Locations

Kitsap County Auditor Elections Division	619 Division St., Port Orchard, WA 98366
Poulsbo Fire Station	911 N.E. Liberty, Poulsbo, WA 98370

Appendix B

24-Hour Ballot Drop Locations

Bainbridge Island

Bainbridge Island Fire Department
8895 Madison Ave N.E.
Bainbridge Island, WA 98110

Bremerton

Kitsap Regional Library
1301 Sylvan Way
Bremerton, WA 98310

Norm Dicks Government Center
345 Sixth St.
Bremerton, WA 98337

Central Kitsap

Central Kitsap School District
Administration Bldg.
9120 Silverdale Way N.W.
Silverdale, WA 98383

Kingston

North Kitsap Fire and Rescue
26642 Miller Bay Road NE
Kingston, Washington 98346

North Kitsap

Poulsbo Fire Station
911 N.E. Liberty Road
Poulsbo, WA 98370

South Kitsap

Kitsap County Auditor – Elections
Division
619 Division Street
Port Orchard, WA 9836

Appendix C

2013 Online Voter Guide Survey Questions

1. I used the online ballot marking system because:
 - a. I was not able to vote at my polling place on Election Day.
 - b. It is an interesting way to vote.
 - c. My state uses vote by mail, and the online ballot marking system enables me to mark my ballot privately and independently without traveling to a vote center.
 - d. It enabled me to return my ballot in time to be counted.
 - e. None of the above.
2. Did you experience any barriers to casting your vote in this election?
3. Did you use assistive technology to mark your ballot?
4. Would you have participated in this election if this voting system was not available?
5. Were you able to vote privately and independently in previous elections?
6. Overall, how satisfied were you with using this voting system?
7. This voting system made it easier for me to vote.
8. I would continue to use this voting system if it was made available in future elections.