



# Kitsap County Voter Access Plan

Amended for 2007

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## 1. Project Summary

Every voter deserves and is entitled the right to cast a vote independently and in private. For the first time in history, the technology exists to give voters with disabilities the independence they deserve. With an accessible, audio-outfitted voting system, we can ensure that voters with disabilities and other special needs are not disenfranchised. In this way, the Kitsap County Auditor's Office fulfills its mission to "... provide quality public service to the people of Kitsap County."

The Help America Vote Act [HAVA] of 2002 and new state laws require changes to election processes 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.12.160). In 2005, Kitsap County Elections purchased 10 accessible, electronic voting devices and in 2006 upgraded the existing optical scan voting system. The Kitsap County Auditor has also appointed an Advisory Committee to provide guidance in developing a plan to implement disability access requirements.

The purpose of the Kitsap County Voter Access Advisory Committee (KC VAAC) is to provide guidance and subject matter expertise to facilitate implementation of the accessible voting equipment that will be 1) accessible to voters with disabilities and 2) meet new state and federal election laws.

### 1.2 Project Description

Federal and state laws require that all jurisdictions provide voters with disabilities – and specifically blind or visually impaired voters – options for voting independently and in private.

As a vote by mail jurisdiction, the minimum requirements under the new federal and state laws require Kitsap County to provide at least one accessible, electronic voting device at the county administrative offices to provide secure, independent access for voters with disabilities and/or special needs.

The Voter Access Advisory Committee and the Kitsap County Elections staff have recommended service beyond the minimal requirements of the law. Beginning with the 2007 general election:

- Implement voting system upgrades as required and tested according to state and federal laws.
- Place one or more accessible, electronic voting devices in the Kitsap County Auditor's Office in the County Administration Building in Port Orchard beginning 20 days prior to each election.
- Designate the Poulsbo Fire Station in Poulsbo as a Voting Center on Election Day with two or more accessible, electronic voting devices in this northern end of the county.
- Implement mobile voting prior to each election with state or federal contests

#### 1.2.1 Facts Relevant to the Project

- ❑ 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 additional areas in the county.

#### 1.2.2 Project Objectives

- ❑ Continue to observe specific requirements set forth by federal and Washington State law by following the direction provided by the Office of the Secretary of State as stated in the Help America Vote Act and Washington State Plan with regard to the Washington State certified voting system that is accessible to disabled voters used in Kitsap County.
- ❑ Voting system upgrades:
  - Provide required functionality
  - Provide the necessary accessibility for disabled voters
  - Are certified for use in Washington State
- ❑ Implement system upgrades as needed after federal and state certification.
  - Complete a county acceptance test after each system change prior to use in an election.
- ❑ Continue to provide comprehensive training for staff and election workers.
- ❑ Engage the voting public and disabled community in an education and outreach campaign.
- ❑ Implement Mobile Voting at various locations in the county selected by the Voter Access Committee 15 days prior to each election containing state or federal contests.

#### 1.2.3 Major Deliverables

- ❑ Voter Education and Outreach Plan
- ❑ Project / Implementation Plan
- ❑ Training Plan
- ❑ Operations & Maintenance Plan
- ❑ Acceptance Testing
- ❑ Implementation for the 2007 General Election
- ❑ Implementation for the 2008 Presidential Primary Election

#### 1.2.4 Project Scope

Major aspects of the project are:

- ❑ Identification and evaluation of options
- ❑ Staff and election worker training
- ❑ Voter education and outreach
- ❑ Community Advisory Committee

- Staff, budget and equipment limitations
- Coordination with existing and new election processes

#### 1.2.5 Project Success

The project will be deemed successful upon completion when the following have occurred:

- Successful acceptance testing of software and hardware upgrades
- Election worker training and voter education
- Contact to persons with disabilities regarding accessible voting
- Successful implementation and integration during the 2007 General Election
- Successful evaluation and modification prior to the administration of the 2008 elections

## 2. Project Scope and Schedule

### 1.1 Phase One

The anticipated project phase one is as follows:

- July 2007: Convene the Voter Access Advisory Committee and discuss training, mobile accessible voting locations, logistics and voter outreach.
- August 2007: Meet with representatives from the Secretary of State to discuss mobile voting, training, and voter outreach. Review the Voter Access Advisory Committee's possible locations and suggest locations after consideration of equipment, budget, staff and time limitations.
- September 2007: Complete modifications to the mobile van. Visit each location with the mobile van and provide education and training that includes demonstration on how to vote using assessable voting units as well as voter registration. Develop a voting date and time schedule in cooperation with the contact staff at each location for the November 2007 election. Educate and inform political party representatives and observers on the mobile voting project.
- October 2007: Make any needed modifications to the van and/or schedule in preparation for the general election. Hire, schedule and train bi-partisan board workers to perform all the functions of a Voting Center using the van at each of the designated locations. Publish required legal notices and include information in the Local Voters' Pamphlet. Conduct accessible voting at the designated locations October 22, 2007 through November 5, 2007.
- November 2007: Gather voting data and comments from the November election.

### 1.2 Phase Two

The anticipated Project phase two is as follows:

- ❑ Compare electronic vote totals for 2006 and 2007. Organize comments from voters, political parties, voting location staff, news media and election board workers.
- ❑ Meet with the Voter Access Advisory Committee for review of 2007 elections.
- ❑ Answer the question: Did this project provide more voters with the knowledge and comfort level that allowed them the ability to vote independently?
- ❑ Review the phase one items listed above and identify areas to improve accessibility, efficiency and communication.
- ❑ Update this plan as needed.

### 1.3 Constraints and Assumptions

#### 1.3.1 Constraints

- ❑ Constraint 1 – The mobile voting concept is new with no existing models to study.
- ❑ Constraint 2 – Elections Division reconfiguration and vacant staff positions. New staff learning curve and limited budgets.
- ❑ Constraint 3 – Election staff is stretched by overlapping priorities associated with election cycles, new software upgrades and the implementation of new federal and state laws.

#### 1.3.2 Assumptions

- ❑ The van is already purchased
- ❑ The Elections staff, Advisory Committee and Secretary of State are behind the project

### 1.4 Roles and Responsibilities

Name	Function	Roles and Responsibilities
Walter Washington Karen Flynn	Executive Sponsors	<ul style="list-style-type: none"> <li>❑ Media and community relations</li> <li>❑ Policy oversight and direction</li> </ul>
Dolores Gilmore	Project Manager	<ul style="list-style-type: none"> <li>❑ Maintain implementation schedule with regard to election deadlines</li> <li>❑ Monitor Security and adherence to state and federal laws</li> <li>❑ Facilitate communication</li> <li>❑ Programming and testing</li> </ul>
Suzanne Boltz	Project Coordinator	<ul style="list-style-type: none"> <li>❑ Develop and assist with voter education, training and outreach efforts</li> <li>❑ Project documentation</li> <li>❑ Coordination with Advisory Committee &amp; Elections Staff</li> </ul>
Advisory Committee	Reference for voter groups with diverse disabilities	<ul style="list-style-type: none"> <li>❑ Advise solutions to reduce barriers to voting</li> <li>• Assist with communication and training</li> <li>Provide outreach contacts</li> </ul>

#### 1.4.1 End-User Involvement

This project has both internal and external end-user groups: Internal – Elections staff that administer elections and External – the voters who will use the system.

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Files\Content.IE5\CDKXSN6DKC%20Voter%20Access%20Plan%20amended%20for%202007[1].doc

In addition to core team members, this project will require involvement of regular election staff for certain aspects of planning, testing and implementation of the equipment and systems. Further, all required election staff will receive training appropriate to their duties with the new equipment.

#### **1.4.2 Training**

Training is mandatory for all Election Staff and Elections Board Workers prior to each primary or general election. Training will also be available for Political Party Observers.

#### **1.5 Critical Success Factors**

The critical factors for successful implementation of the project include:

- Factor 1: Acceptance testing that demonstrates the proper functionality, operation and integration of equipment upgrades into the existing voting system.
- Factor 2: An effective training program for staff and election workers so that appropriate levels of competency are achieved.
- Factor 3: An effective public education and outreach program to inform the community of the new ability to cast a secret ballot and educate the public regarding the purpose of the electronic voting equipment.

### **3. Communications & Project Reporting**

The project communication plan establishes expectations for basic communications within and beyond the team, and identifies standard reports the project will produce on a regular basis. This plan identifies how the project team will communicate among themselves and with the community advisory committee, end users and any interested parties outside the project organization. It specifies the reports that will be produced by the project on a regular basis.

#### **3.1 Project Communications**

##### **3.1.1 Advisory Committee Meetings**

Additional meetings will be convened as needed and at a minimum annually following the 2007 election cycle. Email and telephone conference calls will take place as needed.

##### **3.1.2 Information Resources**

Meeting minutes, agendas and related information are stored on the common drive in the Elections Folder. Hard copy documents are stored in the office filing cabinet and copies are available upon request through the Project Coordinator.

## 4. Issue and Action Item Management

### 4.2 Summary

The following plan defines how issue and action items will be identified, managed and resolved/completed in order to ensure timely project progress and avoid project re-work.

### 4.3 Definitions

- Issues are defined as decisions to be made, problems resolved, or unknowns clarified.
- Action items are items/steps that must be completed but aren't necessarily scheduled tasks.
- Priority Communicates the urgency for addressing the issue/action item due to its potential impact on project success:
  - High:
    - Requires immediate attention,
    - Probable impact on project critical path
  - Medium:
    - Work when prudent given other priorities
    - Potential impact on critical path
  - Low:
    - Work 'if and when' time permits
    - No impact on critical path

### 4.4 Issue and Action Item Control Process

The following section describes the project's approach to identify and manage issue and action items to ensure project success.

#### 4.4.1 Identifying Issue and Action Items

Issues and action items can be added after obtaining approval from the Project Manager. Issues and action items should be identified whenever they arise including team meetings, reviews, and other project activities.

#### 4.4.2 Issue and Action Item Tracking

The Project Manager will be responsible for:

- Setting priorities
- Assignment and due dates
- Provide resources to effectively handle issue/action items
- Record meeting minutes

The Project Coordinator will be responsible for:

- Record issues/actions and update as needed
- Complete/resolve issue/action items by due date
- Report status on assignments

The Advisory Committee will be consulted on and used as a resource for:

- Identifying issues and bringing them to the manager's attention
- Advise the Project Manager to add new items if approved
- Discuss new and potential issues or action items

## 5. Quality Management

### 5.1 Summary

Quality management addresses product and management of the project

### 5.2 Quality Management

Quality will be ensured throughout the project and product acceptance on all equipment and process activities through the following:

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

#### 5.2.1 Quality Objective

Quality for this means rigorous equipment and system acceptance testing, effective staff and election worker training, and a voter education and outreach campaign that reaches the voters the equipment is intended to serve and engenders public trust in the equipment and election process.

#### 5.2.2 Quality Control Process

Quality will be controlled using the following procedures and processes:

- A multi-phased acceptance testing plan for the equipment and system upgrades with detailed specific check-off lists, review by team members, and final acceptance by the manager
- Feedback, follow up and evaluation of training for election staff and election workers
- Examination of voter groups for response to the equipment and to the education and outreach campaign

#### 5.2.3 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.

### 5.3 Current Project Risks

#### 5.3.1 Identified Environmental Risks

- Public confidence in electronic voting systems
- Election Staff resources limited

#### 5.3.2 General Project Risks

- Task dependencies may impact project schedule
- Limited availability of key project staff to focus on project tasks.
- User acceptance and utilization of system features and functionality

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- Provide electronic using the equipm

### 6.1.3 Local Voters'

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Guide providing info

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### 6.2 Project Cor

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## 6. Training

### 6.1 Schedule

The following training dates for staff, election workers and political party observers are scheduled:

- Election Worker accessible voting operation - August 17<sup>th</sup> at 10:00am – 1:00 am and prior to October 19<sup>th</sup> – date and time to be announced
- Official Political Party Observer for Elections – September 18<sup>th</sup> at 10:00 am
- Voter registration and electronic voting equipment demonstrations at each mobile voting location between September 17<sup>th</sup> and October 5<sup>th</sup> – dates and time to be announced.

#### 6.1.1 Training Content

- Respectful communication and sensitivity toward voters with disabilities and special needs
- Proper processes and steps to follow to instruct voters in the use of the accessible, electronic voting equipment
- Technical knowledge in the operation, security and set-up of accessible voting units
- Knowledge of state and federal requirements
- Voter registration and training demonstrations for voters in the use of the electronic voting equipment

#### 6.1.2 Election Worker Recruitment

Election workers will be recruited beginning the second week in August for the 2007 elections and must attend the scheduled training. Each Election Board will at a minimum:

- Have three workers per location that consist of one inspector and two judges
- Workers will be election staff or represent one of the two major political parties

### 6.2 Voter Education and Outreach

The voter education and outreach plan for accessible voting for the 2007 general election will begin in September 2007.

#### 6.1.1 Internet Information

Information will be posted on the Kitsap County Auditor's webpage that details locations, dates and times that accessible voting will be available. The Elections Division will explore the possibility of placing an interactive tutorial video or practice ballot online so voters can become familiar with the accessible voting equipment. Provide information in HTML format instead of PDF whenever possible.

#### 6.1.2 Voting Equipment Demonstrations

- Visit each mobile voting location to provide voter registration services.