



Getting Ready for November 2012

Roundtable – June 2012
Election Assistance Commission

***On behalf of the Elections Team
of the City of Minneapolis***

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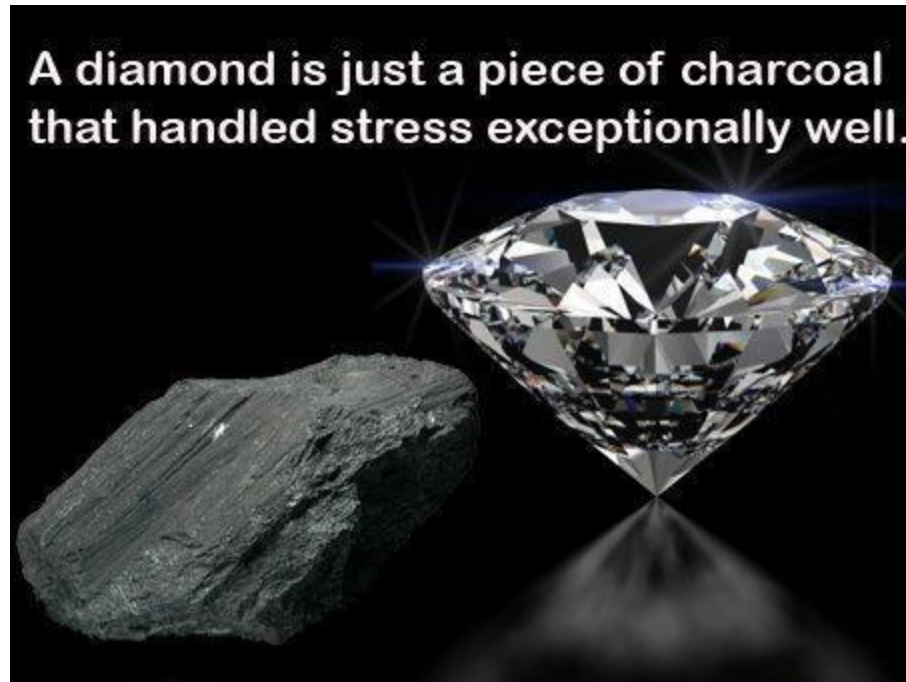
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Customer Service



Your opportunity to sparkle





Our mission

- Ensure all eligible residents are able to exercise their right to vote
- Conduct absentee voting in a fair, accurate, impartial and efficient manner
- Provide reliable information and friendly service to voters





Customer Service

Think of your last great experience

- Start fresh with each voter – do not carry over a bad experience
- Listen respectfully
- Make eye contact
- Respond with facts & a calm voice
- Avoid pronouns & negative words
- Refer to authority or delegate blame
- Use your knowledge to problem solve





5 Steps to Customer Service

1. Listen & make eye contact
2. Confirm you heard & understood
3. Check your body language – focus on problem solving
4. Show empathy
5. Commit to action – offer solutions
6. ***Recovery – help the Underhappy***





Customer Service

- First time voters may be nervous!
 - Just turned 18
 - New citizens
- English as second language voters
- Voters with disabilities
 - Magnifier
 - Signature guide
 - Notepad
 - Provide chair(s) while waiting – but not in the way



Polling Place Accessibility & Accommodations

Accessibility

- Entry to the polling place and voting area
- Parking
- Voting stations

AutoMARK

- Must be available for federal, county, city, and school elections
- Available in the office for in person absentee or mail voting for these elections

*(M.S. 204B.16, subd. 4
206.57, subd 5)*

Accommodations

- Voting by absentee ballot
- Curbside voting
- Assistance by a bipartisan team of election judges
- Voter bringing individual of their choosing to provide assistance in the polling place

M.S. 203B.02, subd. 1,
204C.15, subd. 1,
204C.15, subd. 2





Who May Assist Voters?

- Voter may bring person of their choice to assist with voting
- Voter may ask judges of different political parties to assist with voting
- EJs may select 2 people of different political parties to assist voter
- Individual persons (excluding election judges) may mark a ballot for no more than three voters – may assist more than three
- Voter may use AutoMARK





The following persons may *NOT* assist voters

- Voter's employer
- Agent of the voter's employer
- Officer or agent of voter's union
- Candidate for election





Serving Voters with Disabilities

- Relax – people with disabilities are “just” people – like you & me
- Treat adults in a manner befitting adults
- Talk directly to a voter with a disability, NOT to the companion who may be present
- Ask the voter “**how may I help?**” – Do not assume you know what a person with a disability wants or needs





Serving Voters with Disabilities

- Wait for a response - then follow the instructions
- If you do not understand...
 - Do not pretend to understand if you do not
 - Ask voter with a speech disability to repeat a sentence
- Do not interact with a working service animal





Voters in a wheelchair

- Try to place yourself at their eye level
- Their wheelchair is their very personal space
 - DO NOT LEAN on someone's wheelchair
 - DO NOT PUSH without permission





Deaf or hard of hearing voters

- Speak in a normal tone
- Do NOT shout or raise your voice, unless asked to
- Do NOT look away while talking to them
- Do NOT assume they are lip reading





Blind or low vision voters

- Identify yourself to the voter
- Allow the voter to take your arm and give directions if appropriate
 - May I offer you my arm?
 - May I describe the layout of the room for you?
- Be sure to communicate to the individual when you are leaving





AutoMARK

voting privately & independently

- Privacy” screen
 - Identify status: display or private
 - Verbally explain how to turn screen from display to private
- Give verbal instructions & be patient
- Give headphone to voter before ballot is inserted
- Let voter find buttons & act at own pace





Serving Voters with Disabilities

- Path of travel – no obstructions
 - From parking area to entrance(s)
 - Main entrance & accessible entrance (if different)
 - Through voting room
 - Re-check during the day
- “Allow us the dignity to get the task done. We are experts at struggling – it’s how we do things. It is our decision to ask for help.”

