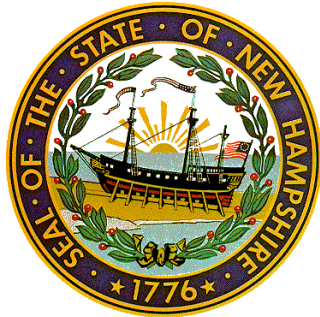


# Polling Place Line Management



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**A registered voter should not need to wait in line more than 15 minutes to check in and obtain a ballot.**

- If persistent lines of 15 minutes or longer arise the Moderator should act.
- Ideally, for most of the time the polls are open most voters should experience either no line or a shorter wait.

**An applicant seeking to register to vote should not need to wait in line more than 30 minutes to start the voter registration process.**

- If persistent lines of 30 minutes or longer arise the Supervisors and the Moderator should act.
- Staffing levels and procedures should seek to limit the waiting time to less than 30 minutes for most applicants most of the time throughout election day.

# Greeter

Welcome arrivals, sort and direct to:

- Check in line for voter's section of the alphabet; or
- No Photo ID table, if voter will need to complete a challenged voter affidavit and have a photo taken;
- Voter registration table/line

# Greeter

- Positioned at the entrance or if any line extends outside the entrance, at the start of the line.
  - If lines extend outside the room where voting and registration occur, a second greeter will be helpful
    - One staying with the start of the line
    - One keeping lines in the main room organized
- If a line remains at the time the polls are scheduled to close, the Greeter can be assigned to stand at the end of the line to keep those in line separated from late arrivals who are too late to vote.

# Greeter

- Need not be an “election official.”
- Typically, Selectpersons make excellent Greeters.
- Recruit from the community if necessary: Service organizations (Rotary, Lions, Kiwanis, Grange, Eagle Scout/older boy/girl scouts, High School Student, Student Council Member, etc.).
- RSA 658:7-a authorizes appointing 17 year olds to work as an assistant election official.

# Greeter

- Equip with an Alpha List on a clipboard (short form of checklist, to allow the greeter to check to see if a person is registered).
  - Alternatively/ post a checklist/alpha list near the entrance so the greeter can direct arrivals who are unsure of registration status to check the posted list.

# Greeter

Greeters improve the voter experience.

- Greeters play a critical role in the conduct of an election.
- A common problem occurs when the lines for each section of the alphabet at the check in table are not visible from the starting point for a general line consisting of all types of arrivals. New arrivals do not know to bypass the end of the line to get to their section of the alphabet.



# Greeter

## Registration Status:

- Voters may not know their registration status or party, particularly among those who most often vote only every four years at Presidential elections.
- The voters may wait, only to be told, “you are not a registered voter and need to wait in the voter registration line.” This increases frustration and makes the voting experience negative.

# Check In Stations

Be flexible –

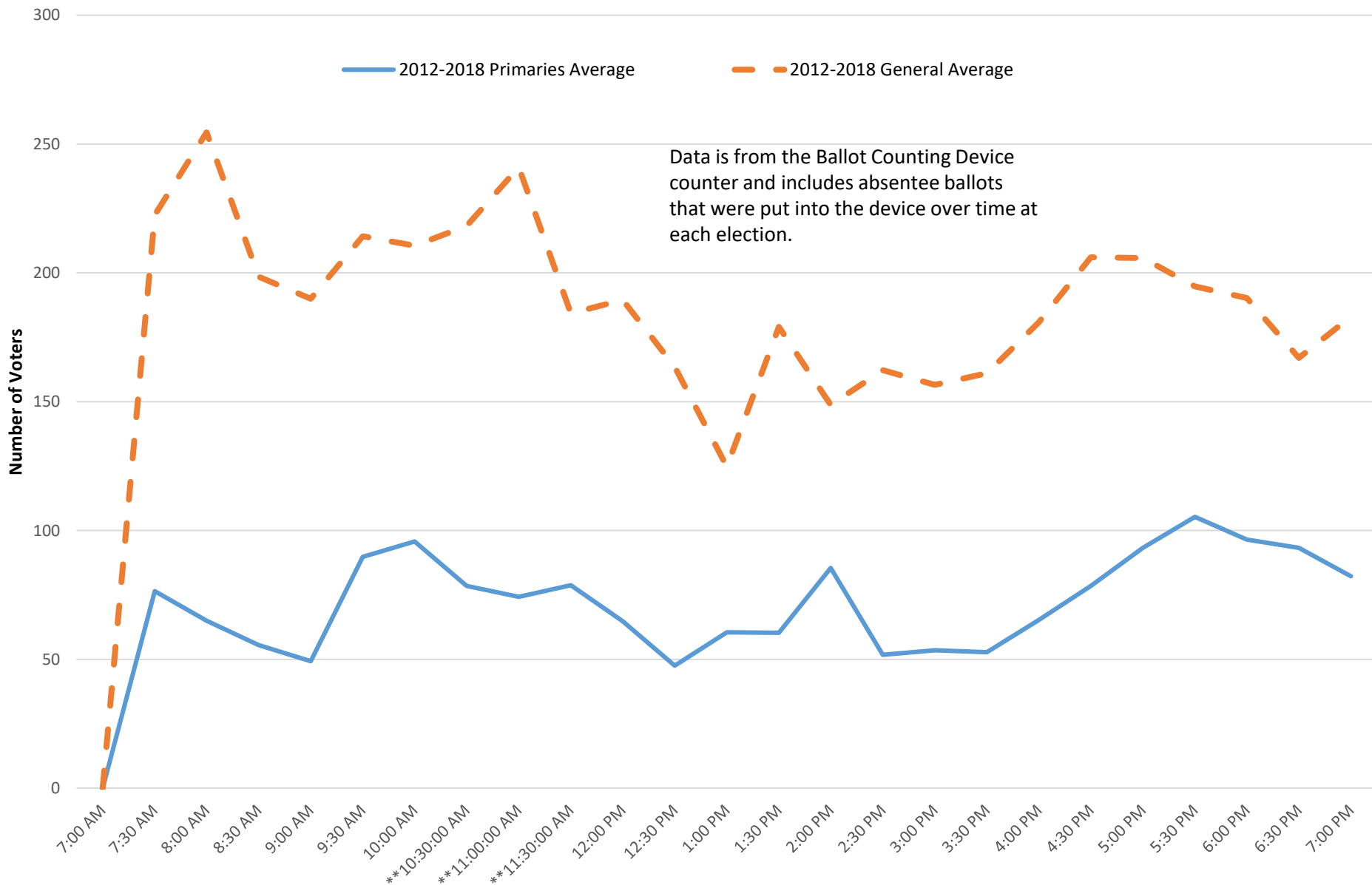
- Plan to increase/decrease the number of check in stations during the day based on historical patterns of voter turnout.
- Even if you do not expect to need additional check in stations, be prepared to add a station if unexpected turnout generates persistent excessive wait times.

# Check In Stations

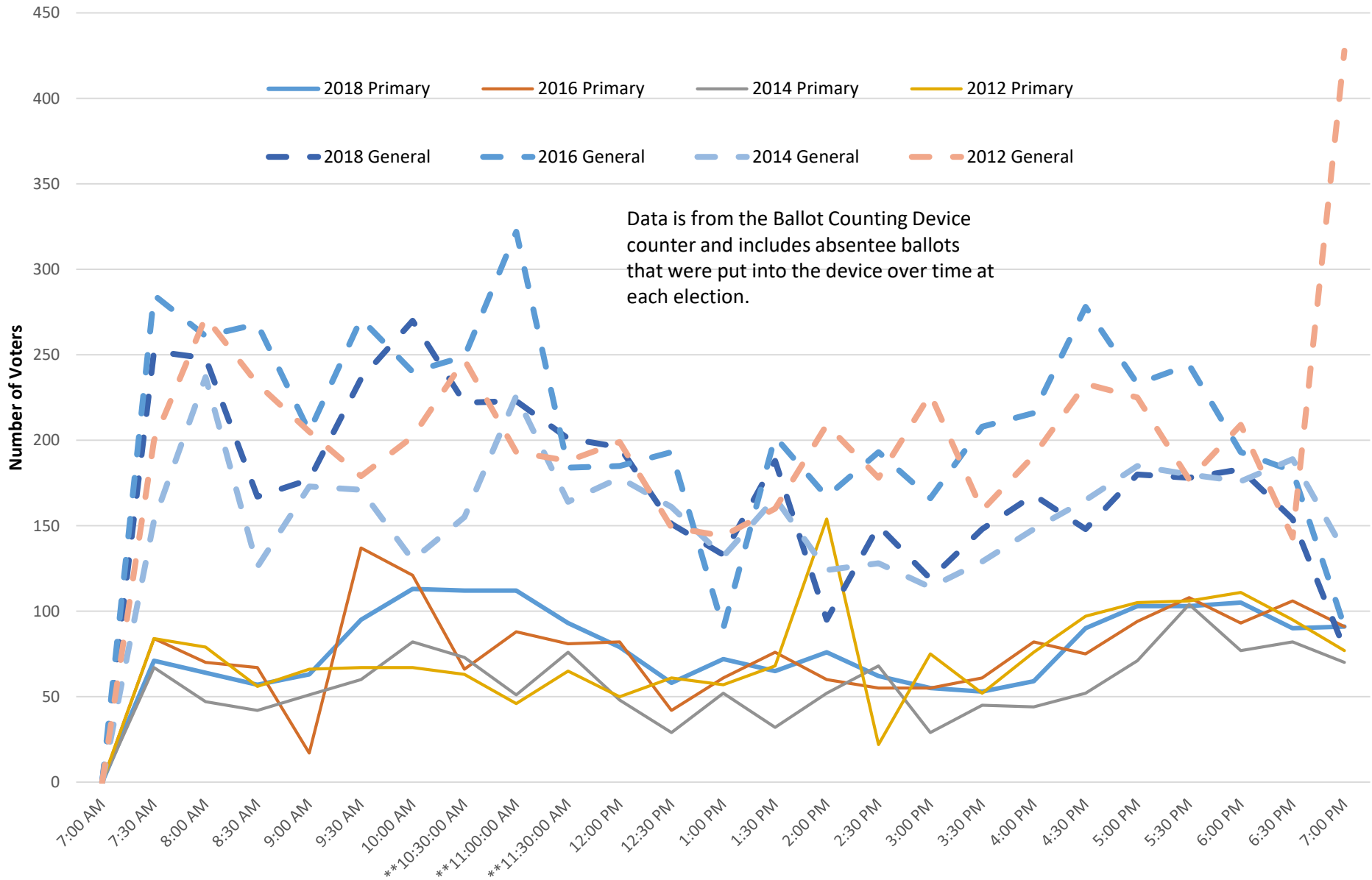
Be flexible –

- Peak turnout:
  - At opening and closing times
  - Late afternoon into evening
  - Lunch break
  - Some towns/wards have local variations in turnout pattern

Turnout # of Voters in each 30 minute Interval  
2012 to 2018 in Central NH Town  
Town with Approximate Population: 7,750    Registered Voters: 6,100



Turnout # of Voters in each 30 minute Interval  
2012 to 2018 in Central NH Town  
Town with Approximate Population: 7,750    Registered Voters: 6,100



# Checklist

- Use a labeled divider for each letter of the alphabet to make it easy to move letter sections from one check in station to another;
  - This also speeds the ballot clerk's effort to find the voter on the checklist – quickly lets the clerk move to the right letter in the section of the alphabet at that station.
- Have three ring binders for each planned check in station, plus at least 2 or 3 extras on hand if turnout spikes and you need to quickly set up additional stations.
  - Ensure each has rulers/straight edge to mark names as voters check in and ballots are issued.
  - Have extra copies of the ballot clerk procedure for the election. Available in ElectionNet >Help > Instructions.

# Checklist

- Ensure each check in station has red pens for marking changes of addresses/names, party affiliation, out-of-state driver's license and A.V.
- Use signs identifying where a voter checks in based on first letter of the voter's last name.
  - One system is to have one page for each letter of the alphabet with holes punched allowing easy movement from one station to the next.
- Distribute sections of the alphabet based on number of voters whose last name starts with each letter – NOT in an equal number of letters.

# Election Procedure Manual, page 243 (2018-2019 Edition)

This distribuion of letters is based on the first letter of the last name of all New Hampshire Voters in 2018. It distributes the voters to the number of check-in stations in the top row in as equal numbers as possible.

2	3	4	5	6	7	8	9	10	11	12	13	14	15
A-K	A-F	A-C	A-C	A-B	A-B	A-B	A-B	A-B	A-B	A	A	A	A
L-Z	G-M	D-J	D-G	C-E	C-D	C-D	C	C	C	B	B	B	B
	N-Z	K-P	H-L	F-I	E-G	E-G	D-F	D-F	D-E	C	C	C	C
		Q-Z	M-Q	J-M	H-K	H-K	G-H	G-H	F-G	D-E	D-E	D-E	D-E
			R-Z	N-R	L-M	L-M	I-L	I-L	H-J	F-G	F-G	F-G	F
				S-Z	N-R	N-Q	M	M	K-L	H-J	H-J	H-J	G
					S-Z	R-S	N-Q	N-P	M	K-L	K-L	K	H-J
						T-Z	R-S	Q-R	N-P	M	M	L	K
							T-Z	S-T	Q-R	N-P	N-P	M	L
								U-Z	S	Q-R	Q-R	N-P	M
									T-Z	S	S	Q-R	N-P
										T-Z	T-U	S	Q-R
											V-Z	T-U	S
												V-Z	T-V
													W-Z



# Plan for Contingencies

If your ballot counting device jams, fails, or the number of voters overwhelms the capacity to intake marked ballots, immediately deploy a ballot box.

- Seek to avoid a line of voters holding marked ballots waiting to deposit the ballot and leave.
  - Lines at choke points, like the ballot counting device/ballot box, tend to quickly impact the earlier steps in the voting process
  - Groups of voters waiting within the rail negatively impact the flow of the voting process.
- If you use a plain cardboard box as a backup ballot box, place a sign on it so it is identified as a ballot box.

# Keep Everyone At the Polls Informed

Public confidence in the legitimacy of elections benefits when all present understand what is going on.

Make a brief public announcement when:

- Putting a temporary ballot box into use;
- Moving marked and counted ballots from the base of the ballot counting device to storage boxes;
- Feeding absentee ballots or ballots previously cast into a box into the ballot counting device.

This will reduce the risk of such activity being misunderstood and reported as election official misconduct on social media, to the media, to campaigns, or to state officials.

# Voter Registration Line

- Staff up for expected turnout – train appointed Supervisors
  - Consider staggered shifts or using extra appointed supervisors just during the busy late afternoon, evening.
- Consider separate lines for applicants with proof versus those who will need to complete affidavits:
  - Assign most experienced/skilled supervisors to applicants who need to use affidavits;
  - Applicants who come prepared will have shorter wait time;
  - Supervisors with less experience/skill will process the easier applicants

# Voter Registration Line

- Deploy clipboards as soon as a line starts to form.
  - Have a sample completed Voter Registration Form taped to the clipboard;
  - Have a pen tied to the clipboard with string;

# Voter Registration Line

- Consider using tables organized so one supervisor can assist two or three applicants simultaneously. Much of the time spent registering involves the applicant filling in the form. Have two or three applicants working simultaneously, staggered starting.
  - While the 1<sup>st</sup> applicant is busy filling in their form, you can start the 2<sup>nd</sup> applicant, etc. While #2 and #3 are filling in their form, you can review and approve #1's completed form.
  - While this requires adequate space, high volume towns use this approach successfully.

# Thank you!

If you have questions after today's presentation, please  
contact the Elections Division Help Desk

1-800-540-5954

(603) 271-8241

[NHVotes@sos.nh.gov](mailto:NHVotes@sos.nh.gov)

Attorney General's Office Election Line

1-866-868-3703

[Elections@doj.nh.gov](mailto:Elections@doj.nh.gov)