

DIFFICULT VOTERS

Otherwise known as Customer Service

Summer Seminar Series 2020

Short story about bad customer service

While at a restaurant waiting for a table one member of a group hands started to shake. He was diabetic so this is not good. One member of the group told the bartender the guy was diabetic and needed sugar, person then asked for a glass of orange juice. The bartender looked at the guys shaking hands and said, “nice act”. While trying to get the manager involved the friend collapsed. 911 was called. Not a good look for them!!

DIFFICULT VOTERS

- What do we do if confronted with a difficult voter
 - Stay Calm otherwise known as Keep Your Cool
 - Don't Panic
 - Don't get overwhelmed
 - Listen to the voter
- These things all mean that if the voter starts to get loud and angry take a second to think before you respond.

DIFFICULT VOTERS

- Stay problem oriented and ignore personal attacks
 - Don't react to the attack.
 - Your job is to solve the problem if possible.
 - Deflect by pointing to VA code or department of election regulation or general registrar policy, etc.
 - Get them to direct their attention somewhere else.
 - Give them complaint cards.
 - Let them cool off.
 - At the same time, you make it seem like you are on the same side of the table working together to find a solution.

DIFFICULT VOTERS

- There are certain words you need to avoid if at all possible
 - But
 - No
 - Can't
 - Won't
 - EOs never want to use the word YOU, because that makes it personal
 - Never say "you can't do that" or "I won't let you do that"
 - Instead try "I am sorry, VA code or the law does not allow that"

DIFFICULT VOTERS

- We here in the Office of Elections will support you
 - **Unless you ignore your training AND are in the wrong
- Remember you have something in your pocket only to be used as a last resort! The Election Law allows for election officers to vote a voter or frankly anybody in the precinct off the island. Call Chief HQ before you do that unless you feel you are in immediate danger. If that is the case DIAL 911

DIFFICULT VOTERS

- Things that may cause problems

- Voter ID 24.2-643
- Provisional Voters 24.2-653
- Affirmation of Eligibility 24.2-651
- Mail in Ballots 24.2-700
- Moved rules What ifs

Change in the LAW

- We will look at some situations that may cause problems and go over them.

DIFFICULT VOTERS

TIME	COMMENTS / PROBLEMS
0946	Belligerent VOTER = [REDACTED]
	[REDACTED] belligerently presented 3 challenges:
	1. He loudly protested the EPB officer announcing his name & address. EPB officer explained he was complying w/ law, but voter ignored
	2. He loudly protested EPB officer asking the voter's preferred primer Saying, "There you go again." CO tried to explain, but voter was not receptive,
	3. Upon leaving, voter commented about the process w/ profanity "... f***** B***Sxxx." AO gave him a complaint card.

DIFFICULT VOTERS

Election Date: June 23 2020

EXPLANATION OF DISCREPANCIES




TIME	COMMENTS / PROBLEMS	EO Initials
1:06	Voter Presented Absentee Ballot	EW
1:19	Person Provisional Ballot Issued	EW
2:06	Voter Complained that I was unnecessary short with her and said that he was going to file a complaint. Others present said that I wasn't doing or saying anything out of line with her instructions given were what was necessary to do for casting a Provisional Ballot	EW
	outside Polls Voter Absentee Voter gave Ballot and voted	
	10:00 Killed out more than 1 hour voter wouldn't accept it. Voter	



EPB Flags

P.O. BOX	This voter is allowed to use a P.O. BOX as his or her address.	P.O. Box
Pre-Processed	A completed ballot was received by the office, and was cast. The voter CANNOT vote on the machine.	AB
Unmarked	A blank ballot was returned to the office OR the ballot was never received by the voter. The voter CAN vote on the machine.	AB
Federal Only Voter	CALL CHIEF HQ FOR INSTRUCTIONS BEFORE ISSUING BALLOT. The voter is only allowed to receive a ballot containing federal races. Issue a "Federal Only" ballot.	F
Overseas Voter	If the voter has not moved, the voter CAN vote on the machine. If they have moved, refer to "What Ifs," page 5. Use address and date of when they returned to the U.S. as a reference. The voter must also fill out a new VRA.	R

EPB Flags *continued*

Issued	Does the voter have his or her ballot? If YES, spoil the ballot and issue a new one. The voter CAN vote on the machine. If NO, and the voter maintains he or she is not AB, the voter CANNOT vote on the machine. The voter will become provisional.	AB
Junior Senior	This voter may share an address with another voter of the same name. MAKE SURE YOU ARE CHECKING IN THE CORRECT PERSON.	
Marked	A completed ballot was received from the voter. The voter CANNOT vote on the machine.	AB
Marked for Address Confirmation	If they have not moved, voter must complete Affirmation of Eligibility, after completion, voter CAN vote on the machine. If they have moved, refer to What Ifs page 5.	?
On Machine	The voter voted in-person absentee. The voter CANNOT vote on the machine.	AB
Other Locality	This voter is registered in MANASSAS PARK	
Other Locality	This voter is registered in MANASSAS CITY.	

DIFFICULT VOTERS

ROLE PLAY

DIFFICULT VOTERS

- Voter does not have ID
- Voter moved
- Voter requested Mail Ballot, left ballot home

DIFFICULT VOTERS

- Voter voted Early in Person
- EPB FLAG Affirmation of Eligibility
- Voter requested Mail Ballot, never received

DIFFICULT VOTERS

- Voter name not in Poll Book
- Voter arrives at precinct at 7:02 pm after polls close
- EPB Flag Junior Senior – Voter shows as having voted

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ANY QUESTIONS

THANK YOU