

## Appendix K

### Vote-by-Telephone Procedures

#### Pre-Election Preparations

At least **30 days** prior to each election, each town or city clerk must ensure that each polling place that will be used for the election has a regular analog telephone line with a standard jack that can be used by any voters who ask to use the Vote-By-Telephone system. Each clerk must determine what caller ID number will appear when a call is placed from this line. You can do this by plugging in a telephone to the line and calling your cell phone or any other telephone that has the caller ID feature. If you don't have a telephone with this feature, you can call our office and the Elections Division staff can tell you what caller ID number appears. If the school district or owner of the telephone line has had Verizon block the number from appearing on caller ID, then the clerk will need to contact Verizon to find out what number can be used in your region to unblock caller ID when you call into the Vote-By-Telephone system. (For example, in one region you might need to dial \*87 before dialing the toll free number while in another part of the state you may need to dial \*68.)

**At least 20 days prior to the election, each clerk must email the caller ID # for each polling place telephone line to [mhodge@sec.state.vt.us](mailto:mhodge@sec.state.vt.us) or [klane-karnas@sec.state.vt.us](mailto:klane-karnas@sec.state.vt.us). The Vote-By-Telephone system will only accept calls from lines if caller I.D. has been data entered into the Vote-By-Telephone system.**

**Voter Practice and Preview:** We strongly suggest that at least **10 days** prior to the election you recruit **three to five elections officials or voters to volunteer to use the Vote-By-Telephone system if you think you will have any voters who will use this system on Election Day.** This will give the volunteers time to call the toll free number (888- 661-6366) to listen to the instructions and practice using the telephone system prior to Election Day. When asked for a pollworker ID #, enter 1234. When asked for ballot ID#, enter 101. This will allow any person to practice using the system with a three-race and one public question practice ballot. This practice and preview number is different from the toll free number that will be used from the polling places on Election Day.

We will send to all town clerks a one or two page set of instructions that you can give or mail to any voters in your town who might be interested in using the Vote-By-Telephone system. The best feature of this system is that it allows a blind or visually impaired voter to practice using the sample ballot at any time and then practice using the actual ballot in the 20 days prior to the election. We will provide the ballot access numbers required to practice using the system with a real ballot for each district at least 20 days before the election. **The best training for the election official(s) who will be assisting voters with the Vote-By-Telephone system is to call the PRACTICE AND PREVIEW toll free line and use the system enough to become familiar with all the features.**

Persons who call the toll-free number to practice and preview the ballot will be able to vote much more quickly on Election Day. We expect that persons who have practiced using the system will be able to vote all races in less than 8 to 10 minutes. It may take voters who have not practiced 25 to 30 minutes.

**Prior to Election Day**, the town clerk must instruct each presiding officer and one additional election official at each polling place so that at least two officials at each polling place can assist voters who want to use the telephone system. The instructions are summarized here and detailed below: The designated election official escorts the voter to the tabletop voting booth where the telephone is located and asks the voter if he wants to use the regular telephone handset or the headphones provided. When the voter has adjusted the headphones or indicates he wants to use the regular handset, the election officials dials the confidential toll free number. This confidential number, your confidential pollworker code, and your ballot ID # will be sent with detailed instructions along with the labels for your checklists mentioned in the next paragraph in mid- to late-August. When the call is answered it will ask the election worker to ENTER the pollworker code. This is a security measure to prevent unauthorized use of the system. Do NOT give the confidential toll free number for Election Day and the confidential pollworker # to anyone except the designated trained election official(s) for each polling place. The system will then ask the election official to ENTER the three-digit ballot code for the voting district. After this is entered, the system will announce the district and ask if this is correct. The system will then ask the election official to give the handset to the voter and ask the voter to press any number key to begin voting.

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**Prior to Election Day**, each town clerk must affix the Vote-By-Telephone label to the top of the entrance checklist prior to distribution to the polling place(s). This space will be used to track the number of voters who vote by telephone. The total number of voters who use the telephone system will be reported on the Official Return of Vote Form so your totals will come out right for each polling place. The votes cast by telephone will be added into the totals at the Office of the Secretary of State when we data enter your returns.

At least **one day** before the election, make sure that you have the telephone, headphones, tabletop booth and gaffers tape sent by the Elections Division to your office ready to go to each polling place. You must also have arranged for a table to be available for use with the equipment. You can set up the day before or you can wait until Election Day morning. The Vote-By-Telephone confidential number will not accept calls until the polls are open on Tuesday morning.

### At the Polling Place During Election Day

Either the day before the election, or when you prepare to open the polls on Election Day, each town clerk or presiding officer must plug in the Ameriphone XL30 telephone with amplification and an extra headset. Set the telephone up on a small table with the tabletop voting booth. **(Telephones, headphones, tabletop booths, and gaffers tape were sent to each town in 2006 – call or email the Elections Division immediately if you have not cannot locate these materials.)**

If any voter asks to use the Vote-By-Telephone system at the entrance checklist, the election official must make a tic mark in the Vote-By-Telephone label affixed to the front page of the checklist and then check off the voter's name the same as with any voter. You should not track which voters used the Vote-By-Telephone system, just how many. You must have an accurate count of the number of voters who use the telephone system so that you will not have discrepancies when you complete your Official Return of Votes.

**If one voter uses the telephone system at your polling place to cast her ballot, then the Presiding Officer must arrange to have at least two additional voters use the telephone system in order to protect the privacy and secrecy of the ballot(s) that are cast by telephone. As explained above, please recruit volunteers BEFORE the election so they can practice using the system.**

The election official escorts the voter to the tabletop voting booth where the telephone is located and asks the voter if he wants to use the regular telephone handset or the headphones provided. When the voter has adjusted the headset or indicates he wants to use the regular handset, the election officials dials the confidential toll free number provided by the Elections Division. When the call is answered by the system it will ask the election worker to ENTER the confidential pollworker code. The system will then ask the election official to ENTER the three-digit ballot code for the voting district. After this is entered, the system will announce the district and ask if this is correct. If the correct district is not announced by the system, hang up and call the Elections Division immediately. A staff member can check the system and make any changes necessary to designate the correct ballot for your polling place.

The system will then ask the election official to give the handset to the voter and ask the voter to press any number key to begin voting. **Please remind the voter: “Do not hang up the telephone when voting until you have heard the message: “Your vote has been cast. Thank you for voting.”** After this reminder, the election official hands the handset to the voter. If the voter is using the headphones, unplug the handset from the phone so that noise from the polling place is not picked up by the handset.

For low vision voters, we will print up in large type the general instructions for using the system:

**Press \*** symbol to skip the instructions (for voters who have practiced at home and do not need to hear the instructions)

**Press 1** to pause for up to 30 seconds and then the number 1 is used to resume voting again.

**Press 0** at any time to hear additional instructions.

**Number 5** is the home key on the telephone pad indicated by a raised dot on the pad. **Press 5 to make each selection of a candidate or to “deselect” a candidate selected in error.** (Number 5 is used to select a candidate and is also used to cancel or erase a selection.)

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**Press 6** to go forward through candidate's names quickly to reach the candidate of choice.

**Press 4** to repeat or go back to the last candidate's name.

**Press 8** to skip to the next race.

**Press 2** to go back to a former race.

**Press # symbol** to print the ballot and again to cast the vote after final review.

Additional system features that election officials need to be aware of to respond to questions from voters:

The voter can listen to his selections as many times as he chooses both before printing his ballots and again after the ballot is printed. The voter must press the # symbol at the very end to cast his ballot and will then hear the message: **“Your vote has been cast. Thank you for voting.”**

If the voter tells you that the phone disconnected before she had finished voting ask her to wait a moment while you check. The system will “remember” that the voter did not complete her ballot. The election official calls the confidential number again and the system will ask if the voter wants to complete her ballot or if the session should be ended. If the session is ended, the election official can hang up and the system will be ready for the next voter. If you do not hear this message, notify the presiding officer.

If a voter has not used the PRACTICE AND PREVIEW feature before the election, the voter may ask to vote a regular ballot with the assistance of the person of his choice or two election officials. This is fine so long as the voter has not yet cast a ballot using the system. To verify that a ballot has not been cast, the election official calls the system and if the standard message is received, then the voter sitting at the booth already cast his ballot. If the system states that the ballot was not completed and that the voter can resume voting, then the voter can have a regular ballot.

If a voter decides to NOT use the telephone system and returns to a regular ballot, the election official must go to the entrance checklist, ask the official to remove or cross out one tic being used to track telephone voters and ask for a regular ballot for the voter. The voter can then vote with the assistance of the person of her choice or two election officials.

If a voter calls out to the election official at any time to ask a question while voting, the election official should remind the voter to press 1 to pause the system and to continue to press 1 to pause until the question has been answered.

Remember, the voter makes his selection of a candidate using the number 5 and also deselects or cancels his selection by pressing 5. So if a voter presses 5 after the name Adams, and then decides he didn't want Adams, he presses 5 again when asked by the system if Adams is his correct choice. The voter then proceeds through the remaining candidate names and presses 5 to select the correct candidate of choice.

**If a voter arrives at your polling place after 6:30 p.m. and wants to use the IVS system, please call the Elections Division to notify us that you may have a voter who will not complete a ballot prior to 7:00 pm.** The system allows us to keep a polling place open for voters who arrive prior to 7 p.m. to use the system until the ballot is cast.

<b>Election Officials can call the Elections Divisions with questions at 800-439-8683.</b>
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