

## **Worcester Board of Election Commissioners**

**Monday, June 7, 2010**

**City Hall, Lincoln Chamber**

### **Minutes**

Commissioners Present: John M. Goggins, John M. Stewart, Mary Anne Dube,  
Chair

The meeting was called to order at 5:05 pm by the chair.

#### **Old business**

1. City Clerk David Rushford distributed an email between the city clerk and the city Information Services department director Paul Covello, attached to these minutes. The email discussed the development of a voter complaint module. The module could be part of an upgrade to the city's customer service request system (CSRS).  
Stewart made a motion seconded by Goggins, that the city clerk communicate with the commission on disability about the status of CSRS upgrade.
2. City Clerk David Rushford provided an update on the annual street listing. 22,040 households responded as of 06/07/2010.
3. The Board received an email about the Poll Worker Training Modules that was sent to the City Clerk. The director of Human Rights & Disabilities, ADA Coordinator Fran Manocchio provided positive comments about the training modules. Her email is attached.

#### **New business**

1. City Clerk David Rushford reported that he met with an advocacy group, MassVote. Mr. Rushford presented a memo from Sara Brady, Count Every Vote Project Director, which is attached.  
Goggins made a motion, seconded by Stewart, Request an opinion from city solicitor on conducting a voluntary audit of the January 19, 2010 US Senate Special Election by MassVote.
2. The city clerk gave each commissioner information about a proposal in the legislature. If approved, the law would allow minors to "pre-register" before the child turns eighteen. Stewart made a motion to file, seconded by Goggins
3. The clerk notified the commission that the federal government would hold a Naturalization Oath Ceremony at Mechanics Hall on June 10, 2010. Mr. Rushford said that he is exploring the

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possibility of holding a new voter registration at the location of the ceremony.

4. The commission set the date and time for a hearing on moving a polling place: July 19, 2010, at 5 pm.
5. The commiiosn voted to hold it next regular meeting on July 19, 2010 at 5:15 pm

Respectfully submitted, John M. Stewart, Secretary

There was no new business

The commissioners voted to adjourn the meeting

The next meeting will be May 3, 2010 at 5:00 PM.

Recorded and submitted by John M. Stewart, Board Secretary

**Rushford, David J.**

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**From:** Covello, Paul  
**Sent:** Tuesday, May 11, 2010 3:25 PM  
**To:** Rushford, David J.  
**Cc:** Meduna, Joshua; Cazaropoul, Eileen  
**Subject:** RE: voter complaint module

David,

A possible solution for a Voter Complaint module would be the new *Customer Service Request System (CSRS)* currently being developed. The original version of this application allowed for processing of service requests and complaints for DPW&P only. It was expanded in 2008 to include processing of Inspectional Services nuisance and housing complaints. The new version is designed to allow for incorporation of other types of service requests and complaints directed to other city departments. There is an online component, known as *Online Customer Service Center* that has been available on our web site for several years. This currently requires that a location be specified for the request or complaint. The upgraded version will allow for the location to be optional, for those cases where a location is not applicable, as could be the case with voter complaints. The upgraded CSRS is due to be rolled out to DPW&P Customer Service in about one month, followed by the rest of DPW&P. Both Cable Services and Planning and Regulatory Services have asked to use the new application once it is ready for rollout to other departments so they are next on the list after DPW&P. We can add the voter complaints request as well.

We will contact you later this year to set up a demonstration of how CSRS could be used to track voter complaints. With minimal development effort, voter complaints could be added to this application and the online option.

Thanks,  
Paul

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**From:** Rushford, David J.  
**Sent:** Thursday, May 06, 2010 1:17 PM  
**To:** Covello, Paul  
**Cc:** Meduna, Joshua  
**Subject:** voter complaint module

**Good Afternoon Mr. Covello,**

**As you are aware, I serve the Worcester Board of Election Commissioners for administrative and operational purposes. At their meeting this past Monday evening, May 3, 2010, the Board, upon a motion of Commissioner Jack Stewart, asked that I request that a Voter Complaint module be developed in-house and implemented.**

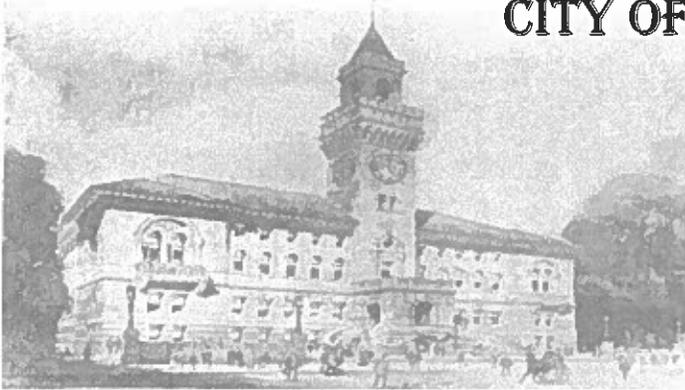
**As I understand the Commissioner's concerns, this would be an electronic module on the city's web site that would allow voters to document any and all problems they may have encountered in the voting process.**

**I am aware that a lengthy list exists of requests for future module development by your department, however, if you would be kind enough to consider adding this to your priority listing, I and the Commission members would be most appreciative.**

**Thank You and Best Regards,**

**DAVID J. RUSHFORD**

5/17/2010



# CITY OF WORCESTER, MASSACHUSETTS

## CITY CLERK DEPARTMENT

David J. Rushford, City Clerk

Susan M. Ledoux, Assistant City Clerk

Michael J. Monfredo, Assistant City Clerk

Joshua D. Meduna, Assistant Director of Elections

Street Listing Statistics as of June 7, 2010:

Responses with "No Changes" number 15,400, of which 2,800 were made on-line.

Responses with "Changes" number 6,640 of which 340 were made on-line.

Mail box responses number 355.

22,040

**Rushford, David J.**

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**From:** Manocchio, Frances R.  
**Sent:** Tuesday, May 11, 2010 1:10 PM  
**To:** Rushford, David J.; Meduna, Joshua  
**Subject:** Poll Worker Training Modules Feedback  
David and Joshua,

Thank you for the opportunity to preview the training modules you compiled for the poll workers. I previewed the four modules, not the ethics training. Each module was clear and informative. Modules one and three (LWV Accuvote and North Dakota Accessibility) were especially helpful with a range of topics regarding people with disabilities and the voting process. We will certainly highlight the themes related in the modules during the one hour session we will hold with your wardens and clerks.

Fran

*Fran Manocchio*

Director, Human Rights & Disabilities, ADA Coordinator  
Staff Liaison, Advisory Committee on the Status of Women  
Executive Office of the City Manager  
City of Worcester  
25 Meade Street  
Worcester, MA 01610  
Phone: 508/799-1186  
Fax: 508/799-1018  
Email: ManocchioF@worcesterma.gov



To: David Rushford, City Clerk, Worcester  
From: Sara Brady, Count Every Vote Project Director  
Date: June 3, 2010

Thank you so much for considering a voluntary audit of 2 of your precincts from the January 19, 2010 US Senate Special Election (General). This summer MassVOTE is doing audits in a number of cities and towns across Massachusetts. The purpose of the audits is to simply gauge the accuracy of the ballot counting machines and to see if the age of the machines has any impact on accuracy. Ultimately, we hope to write a report outlining ways that state and federal government can be better partners to municipal election officials, both in supporting the costs of elections and in improving election laws and regulations to safeguard the accuracy of the count; improve the experience for election officials, poll workers, and voters; and, if possible reduce costs for municipalities.

We would be happy to pay the costs you incur in connection with responding to this request, including costs associated with locating, retrieving, copying and returning the requested records as provided in the Public Records Law. We are also happy to pay for the cost of using an appropriate small meeting space or room to conduct the audit, as well as personnel time for anyone you need to assign to supervise and participate in the audit and ensure the chain of custody of your materials. We ask that you let us know in advance what such costs will be.

The audit should take 1 day or less. The materials we would review include:

- All ballots from the designated precinct(s) including election day, absentee, overseas, and provisional
- The voting machine tape from the designated precinct(s)
- The clerk's book from the designated precinct(s)
- The check-in and check-out books from the designated precinct(s)
- The voting machine ender card used in the designated precinct(s)
- An extract from the central voter database of all the people who voted in the designated precinct(s) on the January 19, 2010 US Senate Special Election (General)

We are also interested in reviewing any additional materials, machines, tabulators, or other things that you think would help us better understand the ballot tabulation process.

Thank you once again for allowing us this opportunity.

Sincerely,

Sara Brady