

LBJ 2018: Poll Observer Guide

Welcome to LBJ, the DNC voter protection software designed to help us protect voters around the country through the reporting and tracking of voter issues. It supports assigning volunteers, tracking issues, and viewing real-time analytics of what types of issues are arising where.

LBJ is crucial for voter protection programs, because it allows the boiler room to:

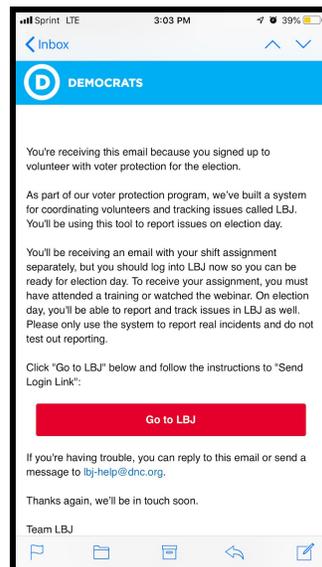
- Track, filter, and sort a large number of issues on Election Day
- Follow patterns around the state and identify systemic problems
- Deploy extra assistance, as need, to polling locations--like comfort captains to precincts with long lines
- Keep a written record of voter protection issues that could be useful after the Election

However, LBJ is only helpful when you know how to use it. You're a crucial part of this program and one that we can't make LBJ work without. We need you to fill out every issue report with as much information you have and as completely as possible.

I. Setting Up Your Account

Logging in for the first time:

Observers, Hotline and Boiler Room workers should receive an invitation with a link to log into LBJ. If you don't, please contact your Voter Protection POC.



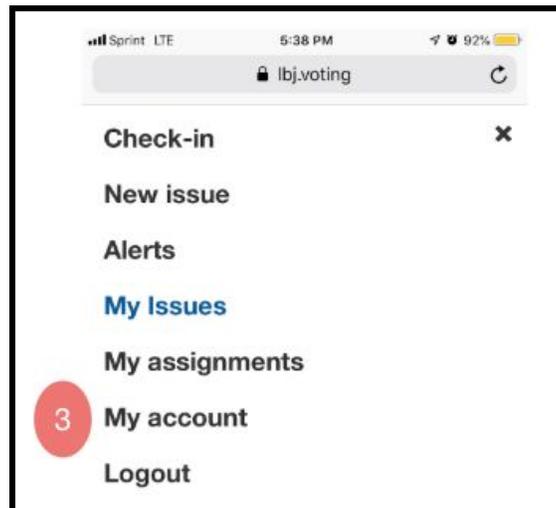
Verifying your information:

After signing-in for the first time, you'll have to verify your information:

1. Make sure the email address we have is an email address you will have access to on Election Day. You will have to verify this.
2. Make sure the phone number is your cell phone number. Boiler Rooms will use this to try to reach you on Election Day!

The screenshot shows a web form titled "Welcome to LBJ!" with the instruction "Please double check that all of the information in your profile is up to date". The form contains several fields: "First Name" (Jacky), "Last Name" (Chang), "Cell Phone" (empty), "Registered Street Address" (empty), "Email" (changj@dnc.org), "Languages" (dropdown menu), and "Car access" (No). A checkbox labeled "Confirm your election day email address" is present. A blue "Save and Continue" button is at the bottom. Red circles with numbers 1 and 2 highlight the email and cell phone fields, respectively.

3. You can access your profile information at any time using the more button at the bottom-right hand corner of the screen on a mobile device and selecting "My account" or the person icon in the top right of the menu bar on a computer.

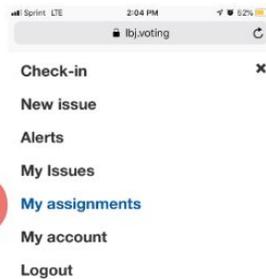


II. Viewing Your Assignment

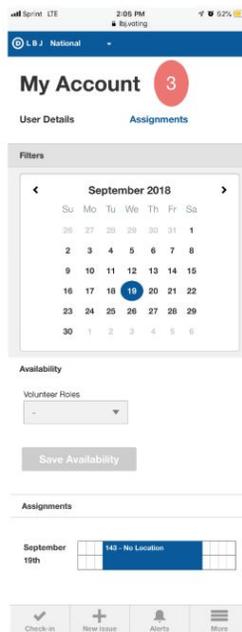
1. Once you have a location assignment in LBJ, you'll receive a notification email.



2. You can view your assignment(s) at any time by selection "My Assignments". This will be located on a mobile device under "more" in the bottom right of the screen or in the menu bar at the top left on a computer.



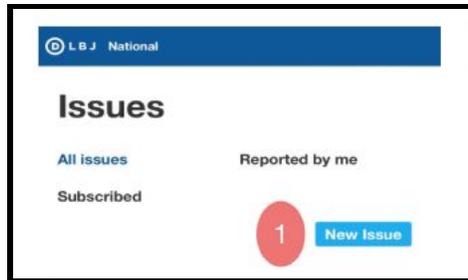
3. You'll then be able to see the date and location of your assignment(s).



III. Issues

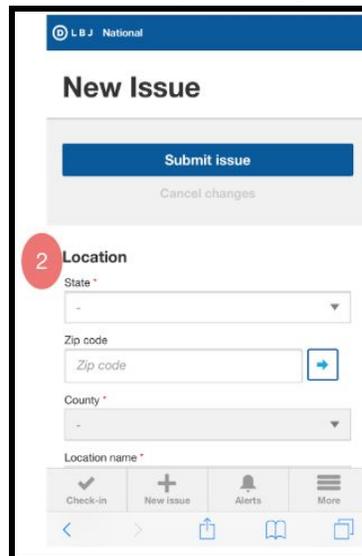
Creating an Issue:

1. Tap New Issue



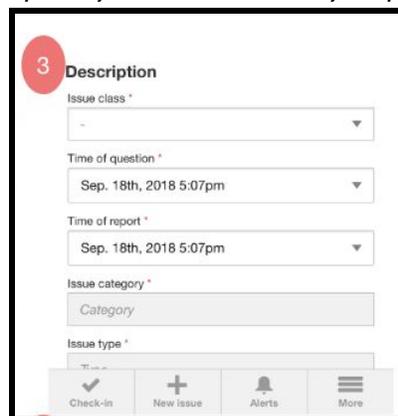
2. The location affected

This will be pre-filled for observers based on your assignment



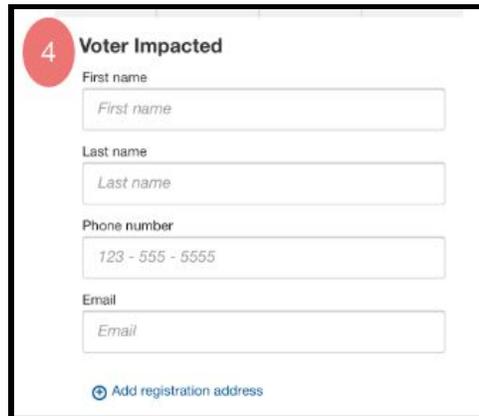
3. Description info to help boiler rooms triage effectively

Make sure you fill this out completely and as accurately as possible.



4. Info about the Voter Impacted

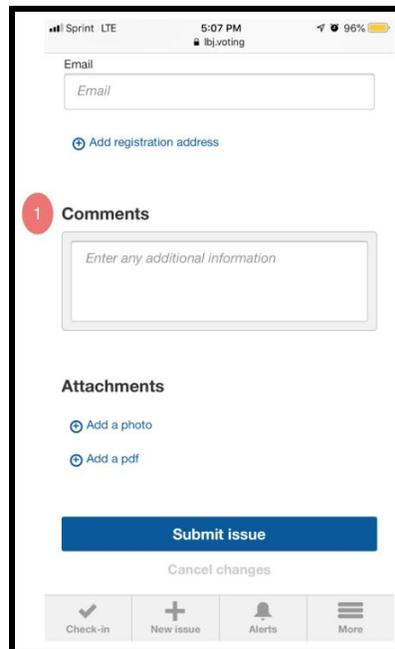
Fill this out if the information is available or if the voter will need/want follow up. Particularly important if the voter votes a provisional ballot.



A screenshot of a mobile application form titled "4 Voter Impacted". The form contains four input fields: "First name" with placeholder text "First name", "Last name" with placeholder text "Last name", "Phone number" with placeholder text "123 - 555 - 5555", and "Email" with placeholder text "Email". Below the email field is a blue link with a plus icon that says "Add registration address".

Using the Comment Field:

1. You can add comments to the issue while reporting it or after the fact.



A screenshot of a mobile application interface showing the "Comments" section. At the top, there is an "Email" field with placeholder text "Email" and a blue link "Add registration address". Below this is a red circle with the number "1" next to the "Comments" heading. Underneath is a large text input field with placeholder text "Enter any additional information". Below the text field is the "Attachments" section, which includes two blue links: "Add a photo" and "Add a pdf". At the bottom of the form is a blue "Submit issue" button and a grey "Cancel changes" link. The bottom of the screen shows a navigation bar with four icons: "Check-in", "New issue", "Alerts", and "More".

Comments from the boiler room will trigger a email to the observer and an alert in LBJ. This allows people in the boiler room to provide guidance or ask follow up questions directly through LBJ.

You can also add extra comments as the situation in your polling location develops, making it easy for those in the boiler room to follow.

Best Practices: Voter Status

- Voter status tells the boiler room whether the voter(s) impacted by the issue were able to vote
- Note: Vote Status only shows up for the Incident Issue Classes, not the Question Issue Class
- Status:
 - *Not Applicable*: Use if this doesn't apply to the issue being reported
 - *Unknown*: Only use if you do not know the voter's status
 - *Did Not Vote*: Use if the voter left the precinct without voting
 - *Voted Using a Provisional Ballot*: Use if a voter voted a provisional Ballot
 - *Voted*: Use if the voter cast a regular ballot

Best Practices: Selecting Issue Classes

- Used to divide types of issues
- There are two types of issue classes:
 - *Question*: Used for questions from voters, typically for hotline calls.
 - *Incident*: Used to report problems with voting
- Each issue type has different categories and subcategories within it

List of Categories and Subcategories: Question Issue Class

Voter Registration:

- Deadline
- Registration Status
- How to Register
- Eligibility
- Changing address
- Changing name
- Changing party affiliation
- Registering as a student
- Restoration of rights
- Other

Vote Absentee By Mail:

- Deadline
- How to vote by mail
- Status of VBM ballot
- Wants to vote at polls
- Other

In Person/Early Absentee Vote:

- When to vote early
- Where to vote early
- Eligibility
- Other

Election Day:

- Deadline
- How to vote by mail
- Status of VBM ballot
- Wants to vote at polls
- Other

Voter ID Related:

- ID needed to register to vote
- ID needed to vote by mail
- ID needed to in person absentee/early vote
- ID needed to vote on Election Day
- How to get ID if voter doesn't have one
- Other

Other Voting Related:

- Overseas or military voter
- Where to find sample ballot
- Reporting incorrect polling information
- Reporting other incorrect voting info
- Request for ride to the polls
- Party affiliation required for voting in a primary
- What are accessibility standards for voting
- Other

Non-Voting Related:

- Wants to volunteer with campaign
- Get involved in state party
- What is Democratic Party stance on voting rights
- Criticisms of Democratic Party stance on voting rights
- Current News Cycle concerns
- Misc. campaign questions
- Wrong number
- Threats
- Other

Results:

- Vote Tally

List of Categories and Subcategories: Incident Issue Class**Ballots:**

- Error on paper ballot
- Improper ballot storage
- Not enough regular ballots
- Not enough paper backup/emergency ballots
- Not enough provisional ballots
- Other

Voting Equipment and Machines:

- Voting Machine malfunction
- Electronic pollbook malfunction
- Printer malfunction
- Not enough voting machines
- Not enough other supplies or equipment
- Not enough privacy booths
- Not enough paper pollbooks
- Not enough laptops for check-in
- Zero tape problems
- Problems with vote tally
- Machine security problems
- Other

Problems with Official Poll Workers:

- Slow Check-in
- Directing voters to wrong site
- Voters in line at closing not allowed to vote
- Providing incorrect ID guidance
- Failure to provide voter assistance
- Obstructing poll observer activity
- Denied provisional ballot
- Voter requested but did not vote VBM, now not allowed to vote in person
- Other

Registration

- Registered at different polling place
- Not on pollbook
- Tried to update registration but it wasn't processed
- Data missing from poll book
- Listed as inactive
- Purged from voting rolls
- Problem due to name change/other name issue
- Problem due to alleged conviction
- Other

Site Related:

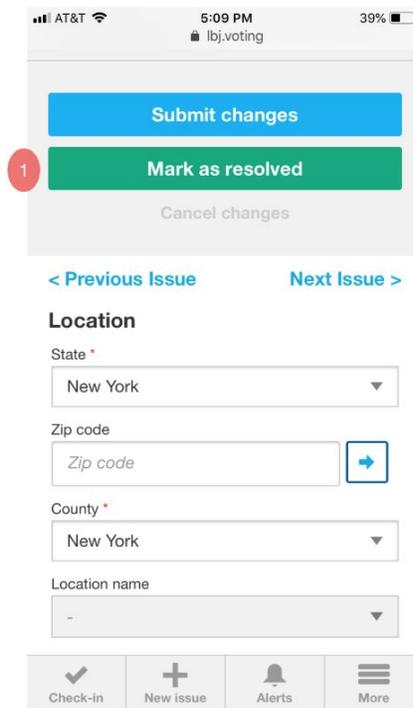
- Location closed
- Location opened late
- Opening procedures not followed
- Location rendered unusable due to power outage or other issue
- Location not accessible to persons with disabilities
- Lack of parking
- Signage problems
- Electioneering
- Long Lines Rapid Response
- Location changed with insufficient notice
- Other

Voter Challenges/Misinformation:

- Misinformation
- Unhelpful law enforcement presence
- Voter intimidation inside polling place
- Voter intimidation outside polling place
- Physical altercation
- Non-English language materials/support not provided
- Other

Resolving Issues:

1. Issues can be resolved either in the field or in the boiler room by clicking on the “mark as resolved” button.



Issues should be resolved when no further action can be taken. For example, when a broken machine is fixed or when the voter impacted by the issue votes a provisional or regular ballot and the issue isn't a systemic one.

Before you resolve an issue, make sure it is filled out completely and accurately.

Tracking Provisional Ballots

- Knowing who voted a provisional ballot will be really important if there's a recount
- Mark any issue in which a voter votes a provisional ballot with "voted provisional ballot" in the "Vote Status" section
- Take down all the contact information you can for each voter that votes a provisional ballot
- Make sure you also include in the comments why the voter voted a provisional ballot

IV. Checking In

When to Check In:

- You will receive a reminder to check in every two hours. Your state voter protection team may ask you to check in more frequently
- Boiler rooms will be able to see whether observers have checked in at their assignments as well as reported line lengths
- It's important to check in at your scheduled time. Check ins provide valuable data on what's happening in a poll and how well voters are moving through the line

How to Check In:

Check in based on the schedule set by your state's voter protection team:

1. Select your current location
2. Provide your estimate of how long the polls are at your assignment

The screenshot shows a mobile application interface for "LBJ National". The page title is "Check-in". Under the heading "Update check-in", there are four dropdown menus: "State", "County", "Location", and "How long is the current wait time?". The "Location" and "How long is the current wait time?" fields are highlighted with red circles containing the numbers "1" and "2" respectively. Below these fields is a grey "Update" button. At the bottom of the screen is a navigation bar with four icons: a checkmark (labeled "Check-in"), a plus sign (labeled "New issue"), a bell (labeled "Alerts"), and a hamburger menu (labeled "More").