

Summary of Changes to Information Collection Instrument

U.S. Election Assistance Commission

Study of Voter Hotlines Operated by Election Offices

The following changes were made to the information collection instrument after the conclusion of the initial sixty (60) day public comment period (72 FR 5682):

- Shortened the introductory language.
- Q4a added the words “phone-based information line, phone bank” due to pre-test respondents’ confusion over the term “hotline”. The language of “phone information line” was added repeatedly through out the survey, especially at the beginning, to help respondents understand what is meant by “hotline”.
- Q4b added separate question on dedicated line rather than including it as part of Q4a in response to comments made in pre-test.
- Q4c added so as to collect information on provisional ballot measures for offices that do not have dedicated hotlines.
- Q7series modified to collect information on hours of operation in addition to season of operation in response to reviewer from county election office.
- Q8 added item on legal deadlines to request/return absentee ballot.
- Q8 divided “not offered” category into: 1) “No, but caller is referred to appropriate person/office;” and 2) “Not available and caller not referred.” In response to comments made in the pre-test.
- Q9 added item on pre-election day poll worker information, in response to reviewer from county election office.
- Q12 added clarification of “directly or via a referral program”, in response to comments made in the pre-test.
- Q13 added response options of a relay program, in response to comments made in the pre-test.
- Q14a added the words “even if momentarily put on hold”, in response to comments made in the pre-test.
- Q15 added the item “customer service”, based on comments of county election office reviewer.

- Q24 added “checklist script”, in response to comments made in the pre-test
- Q34 added item on category of call and call volume, in response to comments of county election office reviewer.
- Q37 added words “not including hold time”, in response to pre-test.
- Q50 added item on advertising through outreach partner, in response to comments made in pre-test.
- Q58 added question collecting hotline number.