

ATTACHMENT F

Common Complaints from the Public

The following is a list of some common complaints the State Election Commission receives. Most complaints are received around the time of statewide elections. Most of the complaints listed here are not common but are recurring.

Complaint	Human issues, if any, that may cause situation	Equipment or mechanical issues, if any, that may cause situation	Current laws, if any that may cause situation
Long lines at polling places	<ul style="list-style-type: none"> • Large numbers of voters arriving at the same time • Large numbers of voters with voter registration issues • Failure to use problem resolution table and other queue management techniques • Inefficient polling place arrangement • Inexperienced or poorly trained poll managers 	<ul style="list-style-type: none"> • Insufficient number of voting machines • Voting machine or equipment failure • Failure to use electronic poll books • Insufficient number of electronic poll books • Electronic poll books not working 	
Voting machines not working	<ul style="list-style-type: none"> • Failure to properly prepare or maintain voting machines 	<ul style="list-style-type: none"> • Voting machine screen or other component failures 	

Complaint	Human issues, if any, that may cause situation	Equipment or mechanical issues, if any, that may cause situation	Current laws, if any that may cause situation
Not registered in time for election	<ul style="list-style-type: none"> • Voters fail to ensure they are properly registered prior to deadline • Voters don't understand the proper procedure for updating voter registration address. For example, voter believes an address update with the U.S. Postal Service serves as a voter registration update. 		<ul style="list-style-type: none"> • 7-5-150. Closing registration books; registration of person coming of age while books closed.
Can't vote in both the Republican and Democratic Primaries	<ul style="list-style-type: none"> • Voter does not understand prohibition in state law 		<ul style="list-style-type: none"> • 7-13-1040. No person to vote in more than one primary on the same day.
Lack of early voting			<ul style="list-style-type: none"> • 7-15-320. Persons qualified to vote by absentee ballot.
Inability to write in candidate for President and Vice president			<ul style="list-style-type: none"> • 7-13-360. Place on ballot for write-in names.
Claims of "vote flipping"	<ul style="list-style-type: none"> • Voter touches screen improperly causing an unintended selection 	<ul style="list-style-type: none"> • Voting machine touchscreens in need of calibration could cause a touch close to the edge of one selection area to register as a selection for an adjacent area 	

Complaint	Human issues, if any, that may cause situation	Equipment or mechanical issues, if any, that may cause situation	Current laws, if any that may cause situation
Candidates/candidate representatives campaigning at polls			<ul style="list-style-type: none"> • 7-25-180. Unlawful distribution of campaign literature.
Not enough absentee hours or locations	<ul style="list-style-type: none"> • County board does not provide additional absentee hours or locations requiring in-person absentee voting to take place only during regular business hours at the county office. 		
Voting system does not produce a voter-verified paper record		<ul style="list-style-type: none"> • Current voting system does not produce a voter-verified paper record 	
Elected officials/candidates are not residents of the county/district/municipality they represent/seek to represent in elected office	<ul style="list-style-type: none"> • Candidates being registered to vote where they do not reside • Lack of understanding by the complainant of the definition of residency for voter registration purposes 		<ul style="list-style-type: none"> • 7-1-25. "Domicile" defined. • 7-5-230. Legal qualifications; challenges, proof of residency or domicile; appeals.
Emergency responders unable to transmit ballot electronically when called to remote locations on short notice before an election			<ul style="list-style-type: none"> • 7-15-690. Duty of State Election Commission; regulations.