2006 POLLWORKER SURVEY

ANALYSIS REPORT

November, 2006 Gubernatorial Election

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TABLE OF CONTENTS

Part 1: Executive Summary

An analysis of the 2006 LA County RR/CC Poll Worker Survey showed that Election Day operations in over 5,000 precincts went relatively well. Newly implemented election equipment was largely operational and Precinct Coordinators were instrumental in assisting with machine malfunctions and other problems in the polling places.

70 percent of respondents who reported malfunctions stated that they happened before 11:00 AM and of those, nearly 80 percent mentioned that the machines had either been repaired or replaced before 12:00 PM.

Based on the data, poll ballot drop-offs went smoothly as well. The average wait at Check-In Centers was approximately 30 minutes and most Inspectors arrived 1to 2 hours after the polls closed at 8:00 PM. Less than 10 percent of respondents said they arrived at the CIC after 10:00 PM.

Part 2 : Background

The Los Angeles County Registrar Recorder/County Clerk conducted a poll worker survey during the 2006 Gubernatorial Election. The survey was the first conducted after the implementation of new election equipment. The purpose of the survey was to gauge the effectiveness of newly implemented Precinct Ballot Readers (PBRs) and Audio Ballot Booths (ABBs) in addition to monitoring polling administration and Check-In Center (CIC) operations.

Neighborhood Voting Center (NVC) Directors and Inspectors filled out the surveys. The LA County RR/CC sent out approximately 6,000 surveys and received 3,497 completed forms giving an overall response rate estimated at 58 percent.

The survey covered three primary areas: ballot drop off; precinct coordinator support, and equipment function. The survey asked respondents to log the time they arrived at the ballot drop off site, where the site was and how long the wait was at the site. The survey also included closed-ended questions regarding Precinct Coordinator contact data and equipment functions.

RR/CC employees logged the information into a MS Access database using drop-down windows and text areas to record scale, numerical and textual responses.

The survey was able to capture valuable data for analysis purposes. Most questions have binary ("yes or no") choices that can be exported, coded and analyzed using SPSS statistical software. Only one item included in the initial survey ("Please describe the malfunction") cannot be analyzed because it is an open-ended question requiring content analysis which is beyond the scope of this project. There are several other data points that cannot be included in the analysis due to database design issues. These items are discussed in Part 4 of the report.

Part 3: Research Aim

The primary goal of this research project is to provide scientifically sound data analysis for the purposes of programmatic and equipment evaluation. Scientific methods are used to evaluate programs and procedures and to assist managers who seek to improve election administration.

Additionally, the project presents recommendations for future data collection and analyses in order to effectively measure and implement policies and procedures.

Part 4: Methodology and Justification

A. Database Coding and Re-Coding Methodology

Initial data from the surveys was entered into a MS Access database. The database was downloaded into SPSS in order to recode and define variables for analysis (see Appendix A: SPSS Code Book).

Yes/No answers were given new variable names but were not re-coded; only chronological data (i.e. time-related data) was renamed and recoded. It was necessary to recode time-related information because the method in which they were received was not chronological. Chronological data is needed to properly measure correlations against other chronological (scaled) and binary variables.

The table below shows the MS Access variable name, whether it was binary, numerical or chronological, and the new SPSS data table name. An explanation and justification of each re-coded item follows. Please note that the new SPSS variable names will be used throughout the rest of the report.

Table 1. Variable changes and re-codes

MSAccess Variable Name	Binary/Chronological/Numerical	SPSS Variable Name	Re-code
Drop off time	Chron.	Droptimea	Yes
Wait @ drop off	Chron.	Dropwait	Yes
Contact w/ Pct Coor	Binary	Coorcontact	No
Did coord visit	Binary	Coorvisit	No
If yes #times	Numerical	Coortimes	No
Voters use Audio Ballot	Binary	Abbused	No
Reader/ABB function	Binary	Abbfunc	No
Unit Malfunction	Binary	Malunita	No
Time of malfunction	Chron.	Maltimeb	Yes
[1]Was unit repaired	**Binary**	**Repair**	**No**
When was unit repaired	Chron.	Repairtimea	Yes
Was unit replaced	**Binary**	**Replaced**	**No**
What time	Chron.	Whattimea	Yes
Did you receive PBR	**Binary**	**PBRrecvd**	**No**
DOB	Numerical	Agerange	Yes
Gender	Binary	Gender	No

- Dropwaite was re-coded from six categories into five. The initial database had several categories that did not correspond to the categories created. These were folded into the applicable categories (e.g. "30 minutes" was folded into the "0-30 minutes" category).
- Droptimea was re-coded to produce proper chronological time frames. The initial database contained the latest times first followed by the earliest times. These categories were flipped to show the first time period of the day continuing to the last.
- Maltimeb was re-coded as above to reflect time categories. Responses such as "7:10", "12:35", "Between 6:00 and 7:00 AM" were placed into the appropriate 2-hour category.
- Whattimea initially had seven categories containing times and time periods. Times of day (6:15AM, around noon, etc.) were condensed into three major time periods of AM (6-11:59), Afternoon (12:00-5:00PM) and Evening (5:00-

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[1] The RR/CC database indicates that the bolded variables in the above table represent only valid "Yes" answers. All other responses were coded into one category which represent both "No" and "No Response" making their analyses invalid. Therefore, only percentages of "Yes" responses are mentioned throughout the report.

8:00PM). This was done because the exact time entries consisted of less than 10.

- Repairtimea originally had 27 categories, all corresponding to three major time slots – AM, Afternoon and PM. All times in hours were condensed into the three categories and recoded into proper chronological slots.
- The age category initially had full dates of birth. These were converted into age in years and collapsed into intervals of 10 years beginning with age 18.

The following table shows SPSS variable names and their definitions.

Table 2. Variable Definitions

SPSS Variable Name	Variable Definition
Droptimea	What time did you arrive at CIC
Dropwait	How long did you wait at CIC
Coorcontact	PC Contact before election day
Coorvisit	Did PC visit during the day
Coortimes	If yes, how many times
Abbused	Did you use PBR/ABB
Abbfunc	Did ABB/PBR function
Malunita	What unit malfunctioned
Maltimeb	What time did it malfunction
Repair	Was unit repaired
Repairtime	What time was repair
Replaced	Was unit replaced
Whattimea	What time was it replaced
PBRrecvd	Did you receive PBR
Agerange	Age Range
Gender	Gender

Source: RR/CC Poll Worker Survey, 2006

B. Data Analysis Methodology

The analysis contains three methods of measurement. These are: frequencies, cross tabulations and correlation measurements.

Frequencies are the number of times an event occurs, calculated in numbers (i.e. 356 respondents answered Yes) and percentages (47 percent of respondents answered yes). This measurement is useful for an overview of complete responses and is used to design graphs and charts for single variables and to chart variable comparisons.

Cross tabulations are numerical and percentage comparisons of two or more variables. Cross tabulations are used in this report to measure potential relationships between two variables or to show simple percentages of a single variable. Cross tabulations are beneficial for two reasons: they present findings in tabular form and they can measure relationships by performing standard statistical tests for linearity. For example, one can determine the relationship between Droptimea and Dropwaita by a cross tabulation table that applies a correlation measure for the strength of the relationship.

The current analysis uses correlation between two variables, although they can be used for multiple variables as well. The correlation matrix used in this report measures all variables at once and presents the strength and the direction of variable relationships. For example, the correlation between Droptimea and Dropwait showed a positive and significant relationship with a significance level of .000 (anything above .05 is considered not significant) and a Pearson correlation coefficient of .078 which portrays a weak but significant relationship. Therefore, one could say with .99 confidence that the two variables are related. Further, one could test the hypothesis that the wait time at a CIC depended on the time the Inspector arrived. That hypothesis is supported by the correlation.

The analysis is not limited to variables that show relationships, it also presents findings that have no relationships. These variables are presented in statements such as "(t)here is no evidence that age is related to wait times at the CIC...".

Part 5: Research Findings

A. Frequency Reports

The frequency report provides average responses to each question included in the survey as well as percentages of responses within the average. Binary responses are given in the category in which the mean falls. Chronological responses are given in average times and ages.[2] Please see Appendix B for full responses and bar charts for each variable.

Table 3. Frequency Responses

Variable Name	Avg. Grouping[3]	Percentage
Droptimea	9:00-9:30PM	47.4
Dropwait	0-30 minutes	66.1
Coorcontact	Yes	66.1
Coorvisit	Yes	87.9
Coortimes	2.5 times	39.2
Abbfunc	Yes	69.7
Malunita	PBR	71.8
Maltimeb	Before 7 to 9AM	54.6
Repair	N/A	-
Repaittimea	AM(6:00-11:59)	77.8
Replace	N/A	-
Whattimea	AM(6:00-11:59)	57.1
PBRrecvd	N/A	-
Gender	Female	61.9
Agerange	51-61	29.3
Abbused	No	82.2

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[2] Standard deviations for all variables were small, indicating that the average response was grouped toward the center of a normal distribution.

[3] Avg. grouping is the response category where the mean falls. If the mean falls between two categories both are included.

A. Crosstabulations

Crosstabulations are performed to determine which variables have potential relationships. The following groups of relationships were tested. The analysis includes variables with the highest Chi-Square values, making them likely candidates for further testing. The variables are listed below and explanations based on cross tabulation analysis follows. Cross tabulation tables for each variable with percentages are included in Appendix C.

- Coorcontact * Coorvisit: If a Precinct Coordinator contacted the NVC Director before election day he/she was more likely to visit that polling place more times than those who did not contact the NVC.
- Abbfunc * Coorcontact: If a PC contacted the NVC Director before Election Day the reports of ABB malfunctions tended to decline.
- Coortimes * Abbfunc: PCs tended to visit polling sites more with reports of ABB malfunctions than other polling sites.
- Maltimea * Dropwaita: Respondents who reported malfunctions later in the day tended to wait longer at the CIC at the end of the evening.
- Droptimea * Dropwaita: Inspectors who dropped off their ballots later tended to wait longer at the CIC.
- Coorcontact * Agerange: PCs tended to contact older NVC Directors before Election Day than others.
- Agerange * Droptimea/Agerange * Dropwaita: Age had no relationship to the time the respondent arrived at the CIC or how long that person waited at the CIC.
- Gender had no relationships with any other variables.

B. Correlations

Correlation testing was performed on the above variables to test the strength, direction and significance of their relationships based on cross tabulation tests. All relationships except the last two above proved significant though moderately weak, and positive. That is, they were not independent of each other. There is evidence that the hypothetical statements following each set of variable relationships above are supported at either the 95th or 99th percentiles.

The following correlation table shows the variable relationships, their correlation coefficient and direction, and whether or not the relationship is significant. Significance is suggested if the p-value contained in column three is <.10.

Table 4. Correlation Tests

Variable Relationship	Correlation Coefficient	Siginificant(Y/N)	Direction (+/-)
Agerange*Droptime		N/A	
Abbfunc*Coorcontact	.044	Y (.009)	+
Coortimes*Abbfunc	.059	Y (.001)	-
Maltimeb*Dropwaita	.134	Y (.000)	+
Droptimea*Dropwaita	.078	Y (.000)	+
Coorcontact*Agerange	.071	Y (.000)	+
Agerange*Dropwaita		N/A	

Part 6: Summary and Recommendations

The analysis shows that there were no major problems with election machinery or polling place administration. While there is always room for improvement in programs and training, the RR/CC seems to have constructed a system that works.

However, several improvements should be made to future survey designs, data collection and data entry operations. First, while the survey was well-written, future surveys should be designed to collect more data that include specific information about what times the polls open and close, supply issues, and voter issues. While this data may exist in several other database applications, it would be beneficial to collect and enter them into a comprehensive database that can be appended and analyzed over time.

Second, several fields in the MS Access database where not populated with any data or they contained bad data. As mentioned earlier in the report, three variables had "no/no response" grouped into one category. This makes analyzing the variables by themselves or against any others impossible. Data analysis is only as good as the data collected. Therefore, future database designs should include drop-down lists that include a "No response" or "Missing" category to partially alleviate the problem of incomplete or improperly coded data.

Finally, the RR/CC should consider conducting voter surveys that ask voters about their voting experience. Exit polls capture precise voter information because they are administered as the voter is leaving the polling place. Survey research scholars state that exit polls are the most accurate portrayal of voter opinions. Voter perceptions regarding voting equipment and the conduct of elections can be crucial in designing new procedures to ensure the effective and efficient administration of elections.

APPENDIX A

LA County Codebook

2006 General Election

SPSS Variable : 1

Variable Name: Coortimes

Variable Label: How many times did coordinator visit

Coding: 1 = 1

              2 = 2

              3 = 3

SPSS Variable: 2

Variable Name Droptimea

Variable Label: Drop off time

Coding: 1 = 8:00 – 8:30PM

              2 = 8:30 – 9:00PM

              3 = 9:00 – 9:30PM

              4 = 9:30 – 10:00PM

              6 = 10:00 – 10:30PM

              7 = 10:30 – 11:00PM

              8 = 11:00 – 11:30PM

              9 = 11:30 – 12:00

SPSS Variable: 3

Variable Name: Dropwaita

Variable Label: Drop off wait

Coding   1 = 1 hr.

                2 = 2 hrs.

                3 = 3 hrs

SPSS Variable: 4

Variable Name: Coorcontact

Variable Label: Coordinator contact

Coding: 1 = No

                2 = Yes

SPSS Variable: 5

Variable Name: Coordinator Visit

Variable Label: Did coordinator visit

Coding: 1 = No

                2 = Yes

SPSS Variable: 6

Variable Name: Abbused

Variable Label: Did voters use Audio Ballot

Coding: 1 = No

                 2 = Yes

SPSS Variable: 7

Variable Name: Abbfunc

Variable Label: Reader/Audio Function Properly

Coding: 1 = No

                 2 = Yes

SPSS Variable: 8

Variable Name: Malunita

Variable Label: Which system malfunctioned?

Coding: 2 = ABB

                 3 = PBR

                 4 = Both

SPSS Variable: 9

Variable Name: Maltimea

Variable Label: What time was malfunction?

Coding: 2= Before 7AM

            3 = 7 – 9AM

            4 = 9 – 11AM

            5 = 11 – 1PM

            6 = 1 – 3PM

            8 = 3 – 5PM

            9 = 5 – 8PM

            11 = OtherAM

            12= OtherPM

            13 = Other

SPSS Variable: 10

Variable Name Repair

Variable Label: Was unit repaired

Coding: 2 = No

            3 = Yes

SPSS Variable: 11

Variable Name: Replaced

Variable Label: Was unit replaced

Coding: 2 = No

            3 = Yes

SPSS Variable: 12

Variable Name: Whattimea

Variable Label: Time of replacement

Coding: 4 = AM(6-11:59)

             5 = Afternoon(12:00-5:00)

             6 = PM(5:00-8:00)

SPSS Variable: 13

Variable Name Repairtimea

Variable Label: Time of Repair

Coding: 22=AM(6:00AM-11:59AM)

             23=Afternoon(12:00PM-6:00PM)

             24=PM(6:00PM-8:00PM)

SPSS Variable: 14

Variable Name: PBRrecvd

Variable Label: Did you receive a PBR

Coding: 2 = No

             3 = Yes

SPSS Variable: 15

Variable Name: Gender

Variable Label: Gender

Coding   2 = F

               3 = M

SPSS Variable: 16

Variable Name: Agerange

Variable Label: Age Range

Coding: 1 = 18 to 28

               2 = 29 to 39

               3 = 40 to 50

               4 = 51 to 61

               5 = 62 to 72

               6 = 73 and over

APPENDIX B

Frequency Reports

Droptimea: Drop time at CIC
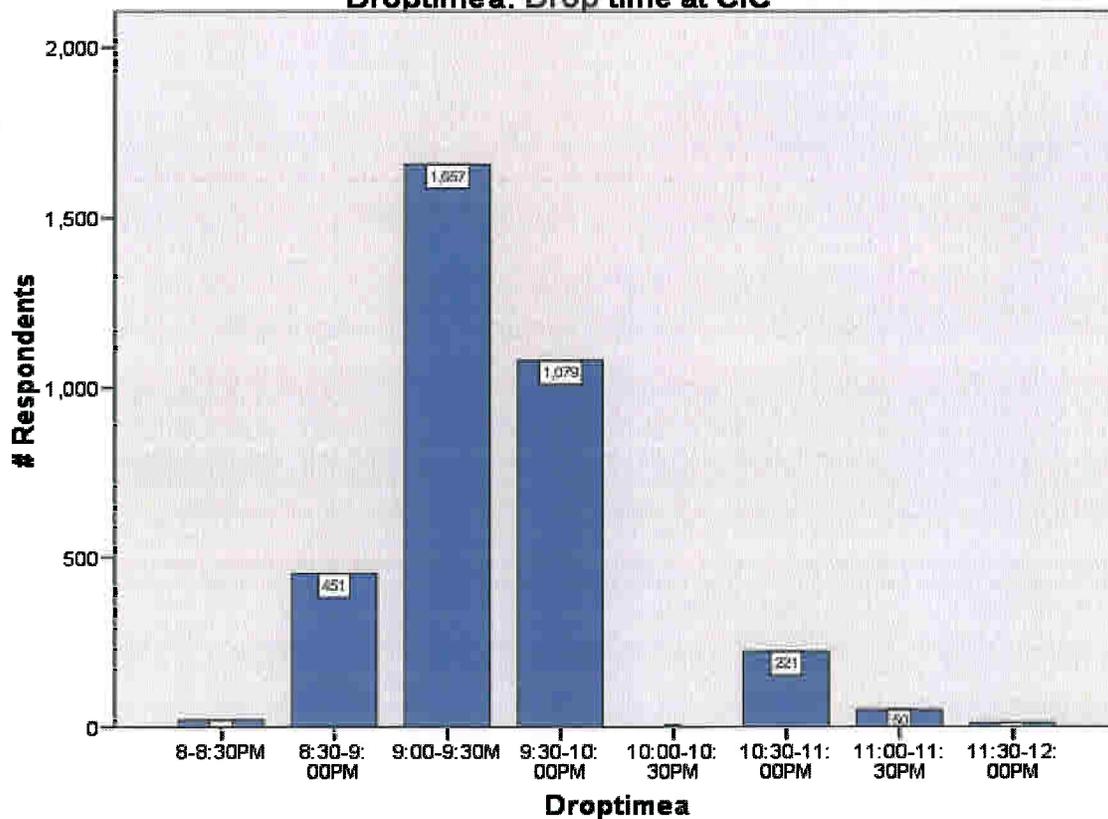
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	8-8:30PM	19	.5	**.5**	.5
	8:30-9:00PM	451	12.9	**12.9**	13.5
	9:00-9:30M	1657	47.4	**47.4**	60.9
	9:30-10:00PM	1079	30.9	**30.9**	91.8
	10:30-11:00PM	221	6.3	**6.3**	98.1
	11:00-11:30PM	50	1.4	**1.4**	99.5
	11:30-12:00PM	11	.3	**.3**	99.8
	9.00	6	.2	**.2**	100.0
	Total	3494	99.9	**100.0**	
Missing	System	3	.1		
Total		3497	100.0		

Dropwait: Wait at CIC
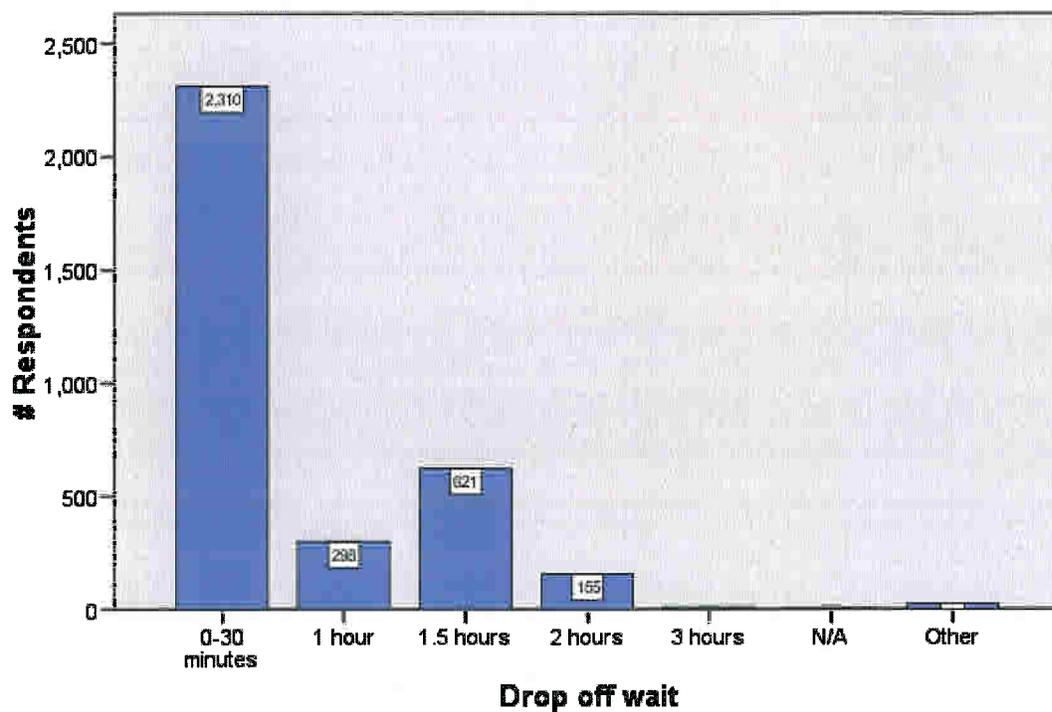
Drop off wait

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-30 minutes	2310	66.1	**67.6**	67.6
	1 hour	298	8.5	**8.7**	76.3
	1.5 hours	621	17.8	**18.2**	94.5
	2 hours	155	4.4	4.5	99.1
	3 hours	8	.2	.2	99.3
	N/A	1	.0	.0	99.3
	Other	23	.7	.7	100.0
	Total	3416	97.7	**100.0**	
Missing	System	81	2.3		
Total		3497	100.0		

Coorcontact: Did PC Contact you Before Election Day
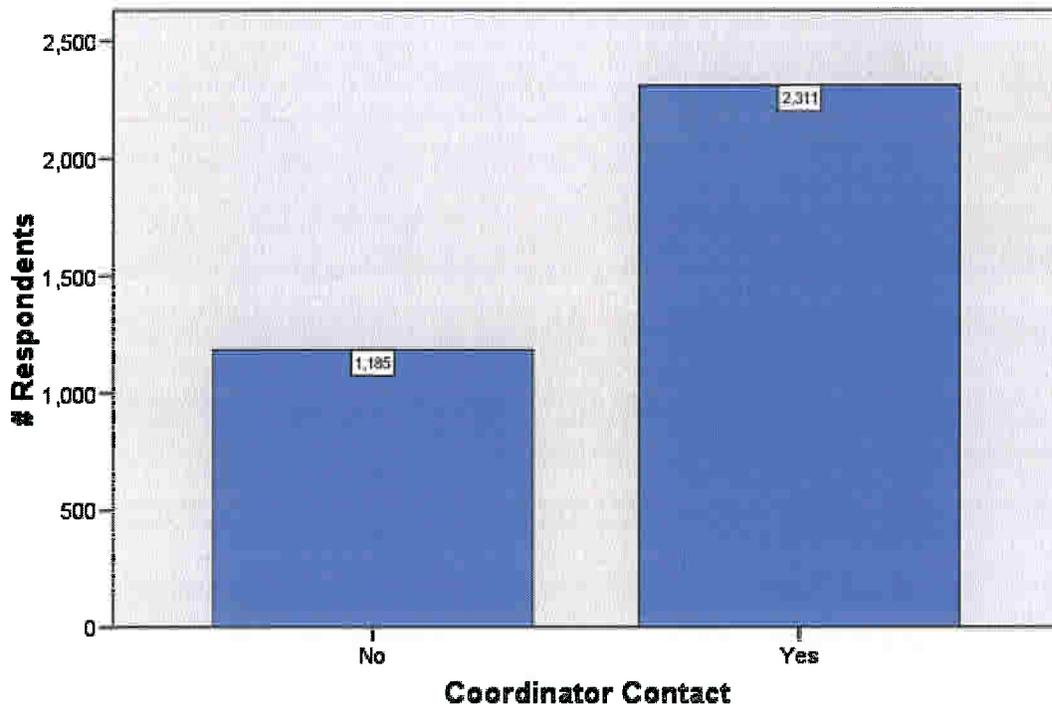
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1185	33.9	**33.9**	33.9
	Yes	2311	66.1	**66.1**	100.0
	Total	3496	100.0	**100.0**	
Missing	System	1	.0		
Total		3497	100.0		

Coorvisit: Did PC Visit on Election Day
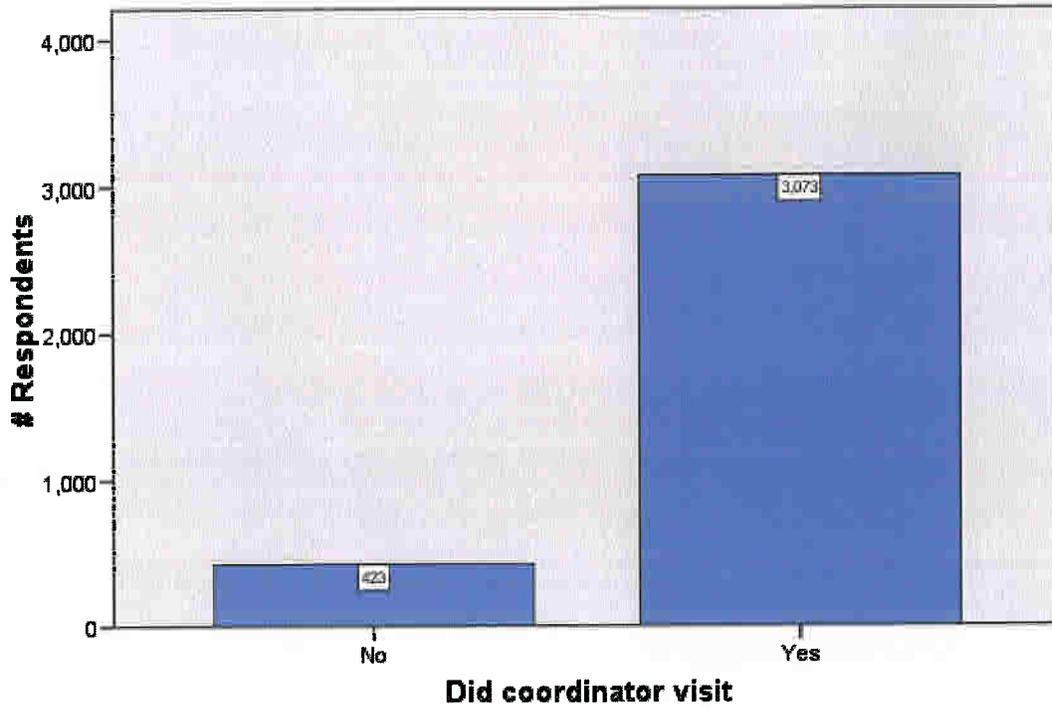
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	423	12.1	12.1	12.1
	Yes	3073	87.9	87.9	100.0
	Total	3496	100.0	100.0	
Missing	System	1	.0		
Total		3497	100.0		

Coortimes: If PC Visited, How Many Times
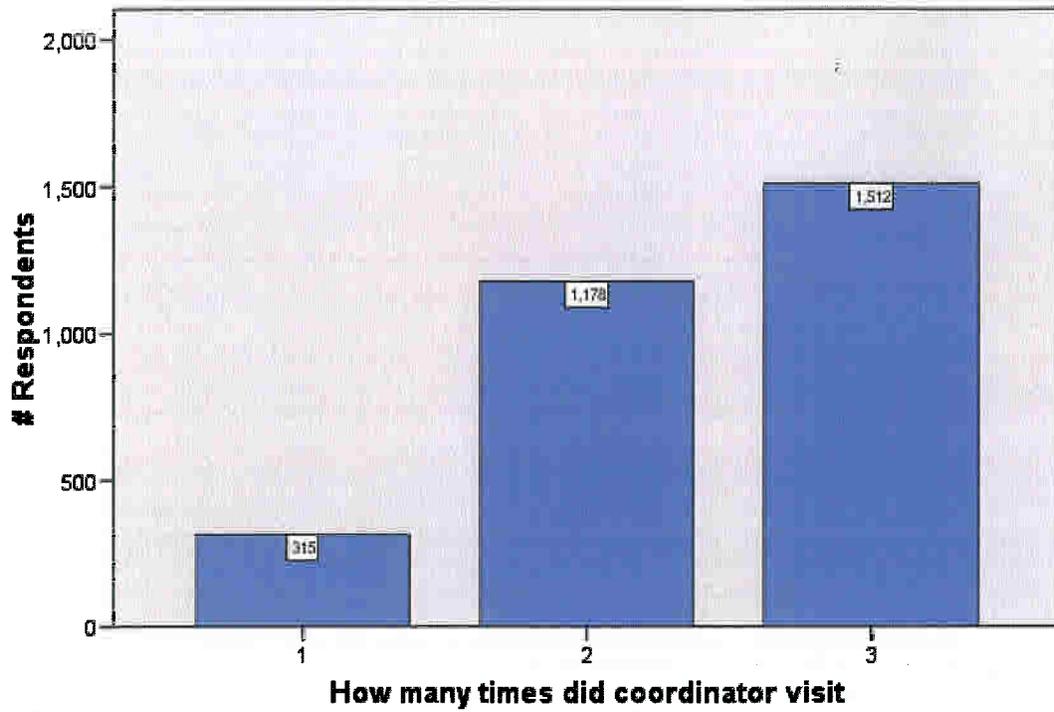
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	315	9.0	**10.5**	10.5
	2	1178	33.7	**39.2**	49.7
	3	1512	43.2	**50.3**	100.0
	Total	3005	85.9	**100.0**	
Missing	System	492	14.1		
Total		3497	100.0		

Abbused: Did Voters Use Audio Ballot Booth
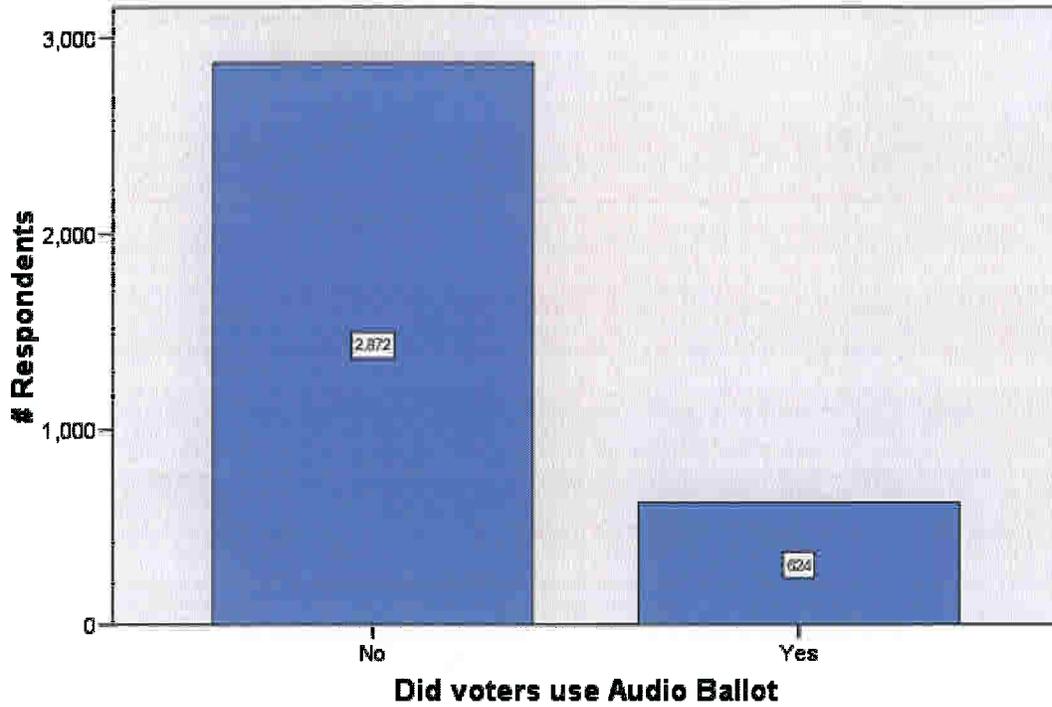
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2872	82.1	**82.2**	82.2
	Yes	624	17.8	**17.8**	100.0
	Total	3496	100.0	**100.0**	
Missing	System	1	.0		
Total		3497	100.0		

Abbfunc: Did ABB Function Properly
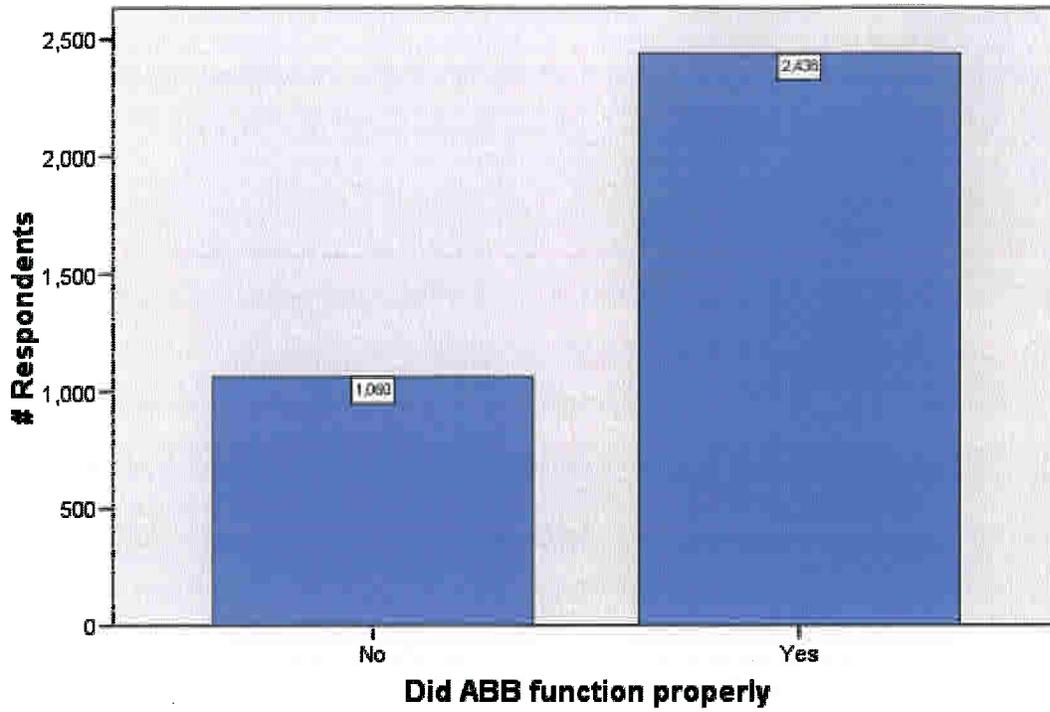
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1060	30.3	**30.3**	30.3
	Yes	2436	69.7	**69.7**	100.0
	Total	3496	100.0	**100.0**	
Missing	System	1	.0		
Total		3497	100.0		

Malunita: Did Unit Malfuncton
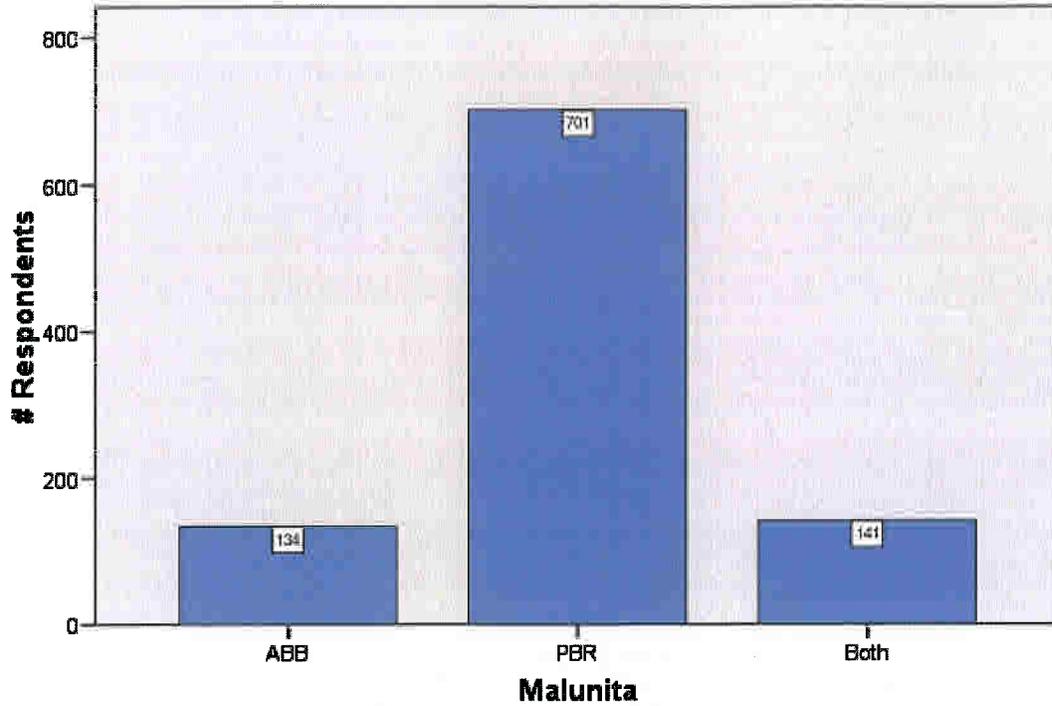
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	ABB	134	3.8	**13.7**	13.7
	PBR	701	20.0	**71.8**	85.6
	Both	141	4.0	**14.4**	100.0
	Total	976	27.9	**100.0**	
Missing	System	2521	72.1		
Total		3497	100.0		

Maltimeb: What time did unit malfunction

What time did unit malfunction
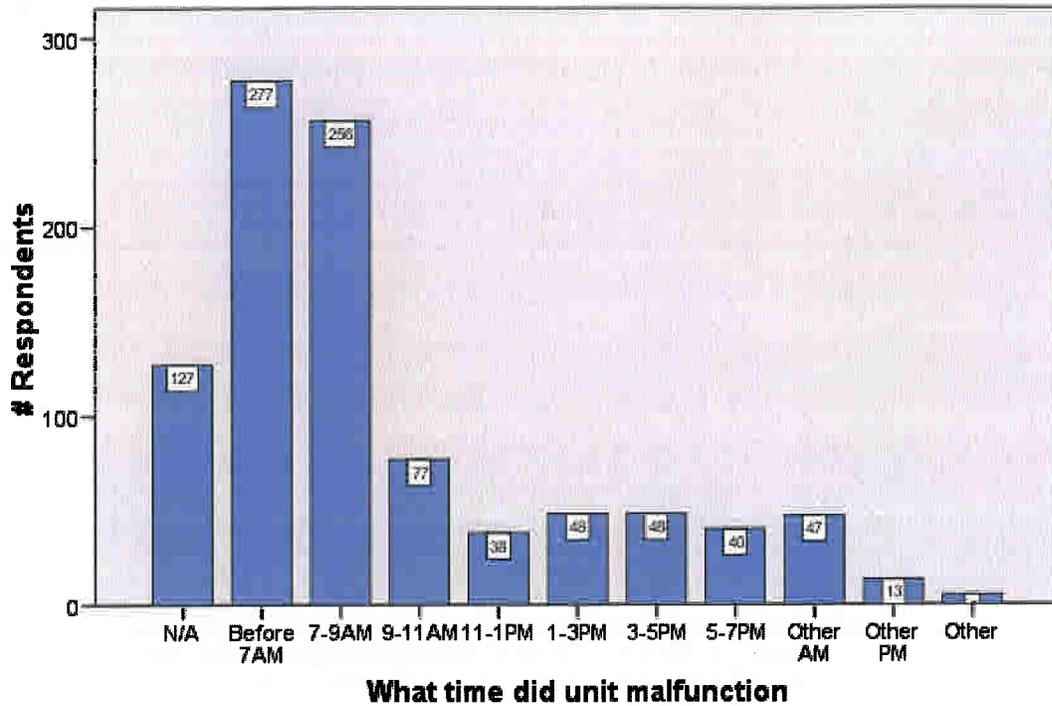
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N/A	127	3.6	**13.0**	13.0
	Before 7AM	277	7.9	**28.4**	41.4
	7-9AM	256	7.3	**26.2**	67.6
	9-11AM	77	2.2	**7.9**	75.5
	11-1PM	38	1.1	**3.9**	79.4
	1-3PM	48	1.4	**4.9**	84.3
	3-5PM	48	1.4	**4.9**	89.2
	5-7PM	40	1.1	**4.1**	93.3
	Other AM	47	1.3	**4.8**	98.2
	Other PM	13	.4	**1.3**	99.5
	Other	5	.1	**.5**	100.0
	Total	976	27.9	**100.0**	
Missing	System	2521	72.1		
Total		3497	100.0		

Repairtimea: If Repaired What Time
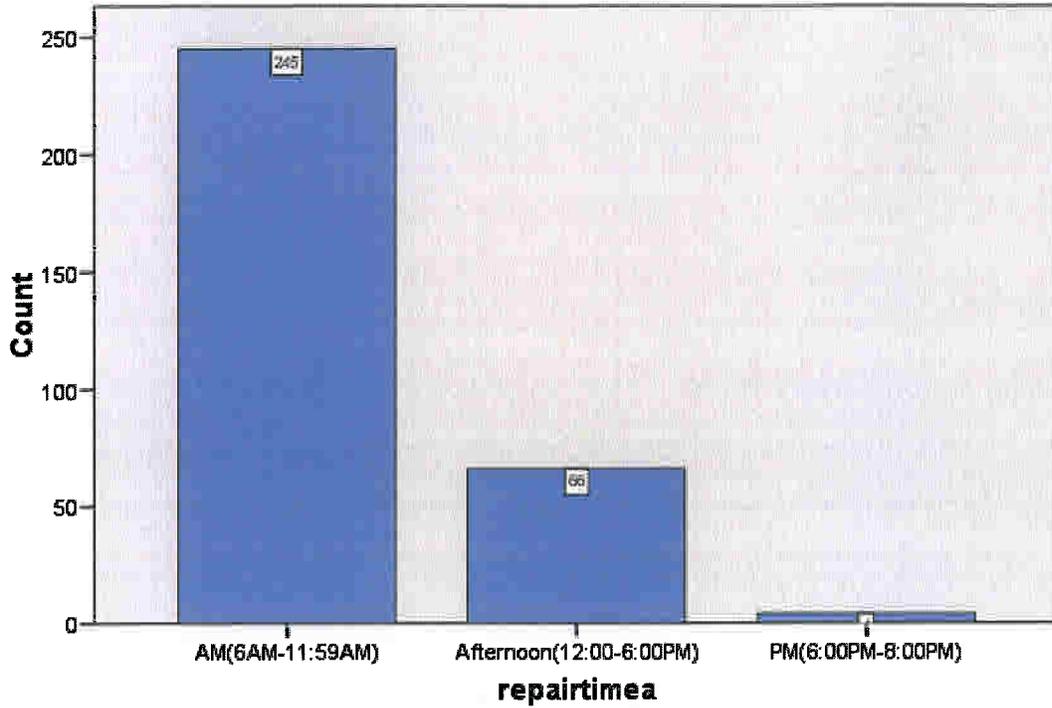
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AM(6AM-11:59AM)	245	7.0	**77.8**	77.8
	Afternoon(12:00-6:00PM)	66	1.9	**21.0**	98.7
	PM(6:00PM-8:00PM)	4	.1	**1.3**	100.0
	Total	315	9.0	**100.0**	
Missing	System	3182	91.0		
Total		3497	100.0		

Replace: Was Unit Replaced
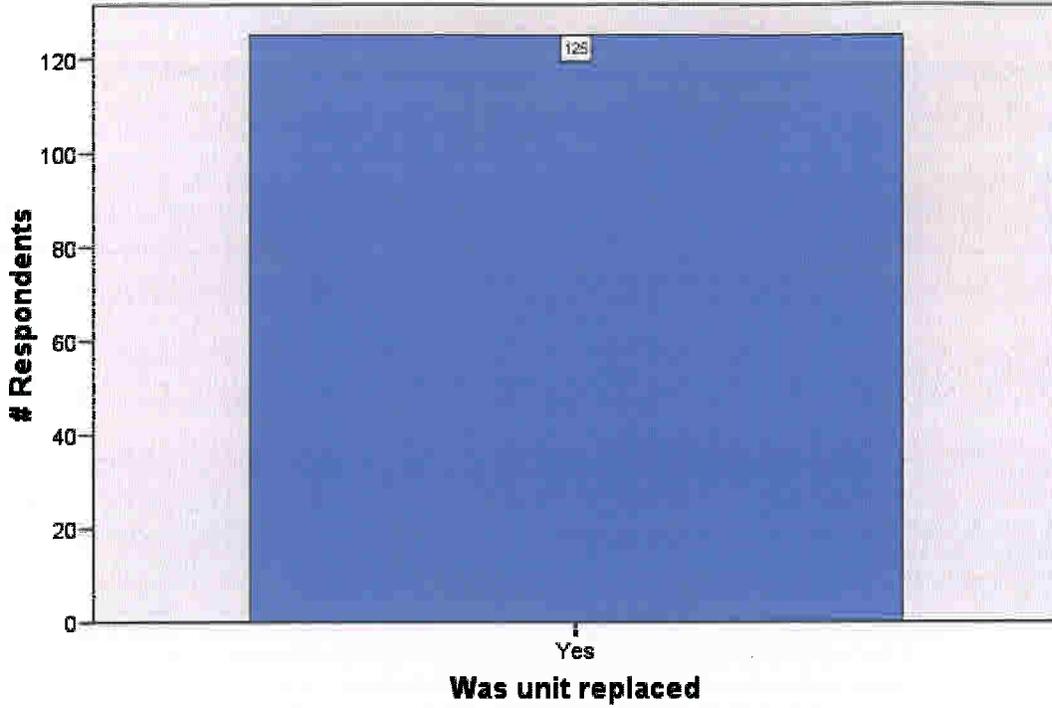
Was unit replaced

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	125	3.6	100.0	100.0
Missing	System	3372	96.4		
Total		3497	100.0		

Whattimea: What time was unit replaced
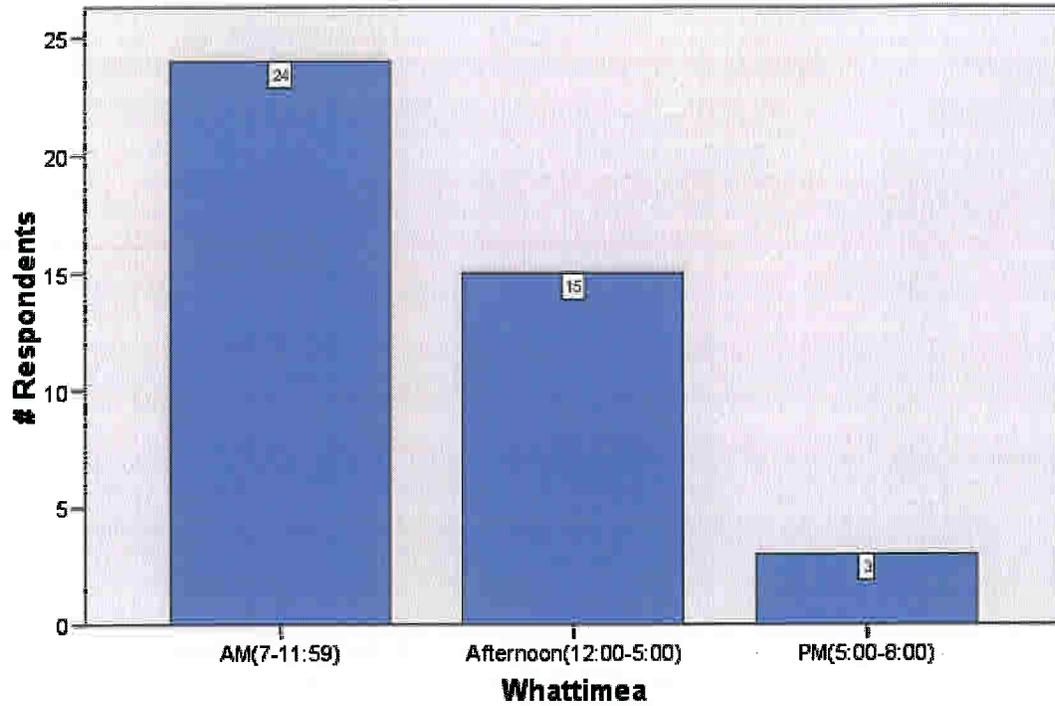
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AM(7-11:59)	24	.7	57.1	57.1
	Afternoon(12:00-5:00)	15	.4	35.7	92.9
	PM(5:00-8:00)	3	.1	7.1	100.0
	Total	42	1.2	100.0	
Missing	System	3455	98.8		
Total		3497	100.0		

PBRRecvd: Did you receive PBR

Did you receive a PBR
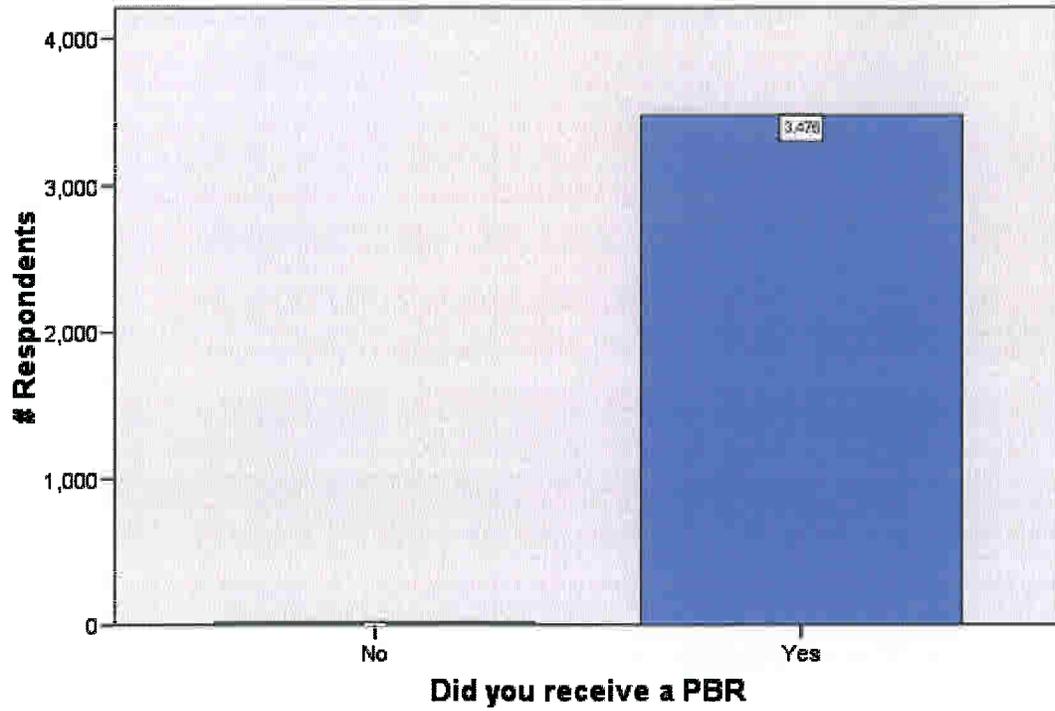
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20	.6	.6	.6
	Yes	3476	99.4	99.4	100.0
	Total	3496	100.0	100.0	
Missing	System	1	.0		
Total		3497	100.0		

Gender: Gender
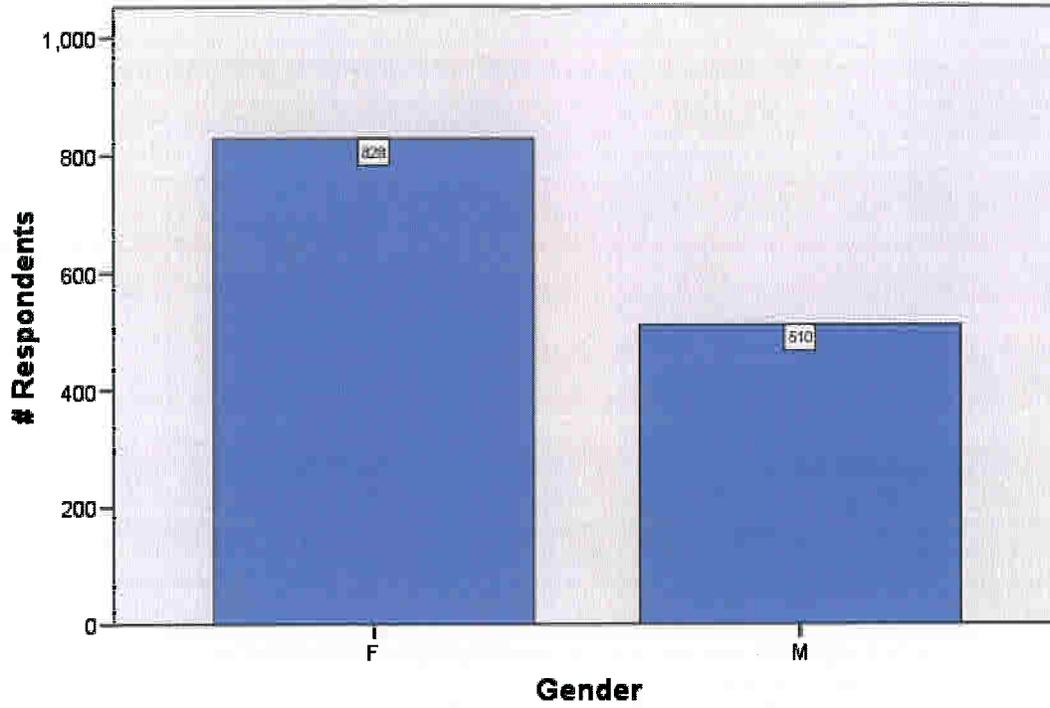
		Frequency	Percent	**Valid Percent**	Cumulative Percent
Valid	F	828	23.7	**61.9**	61.9
	M	510	14.6	**38.1**	100.0
	Total	1338	38.3	**100.0**	
Missing	System	2159	61.7		
Total		3497	100.0		

Agerange: Age
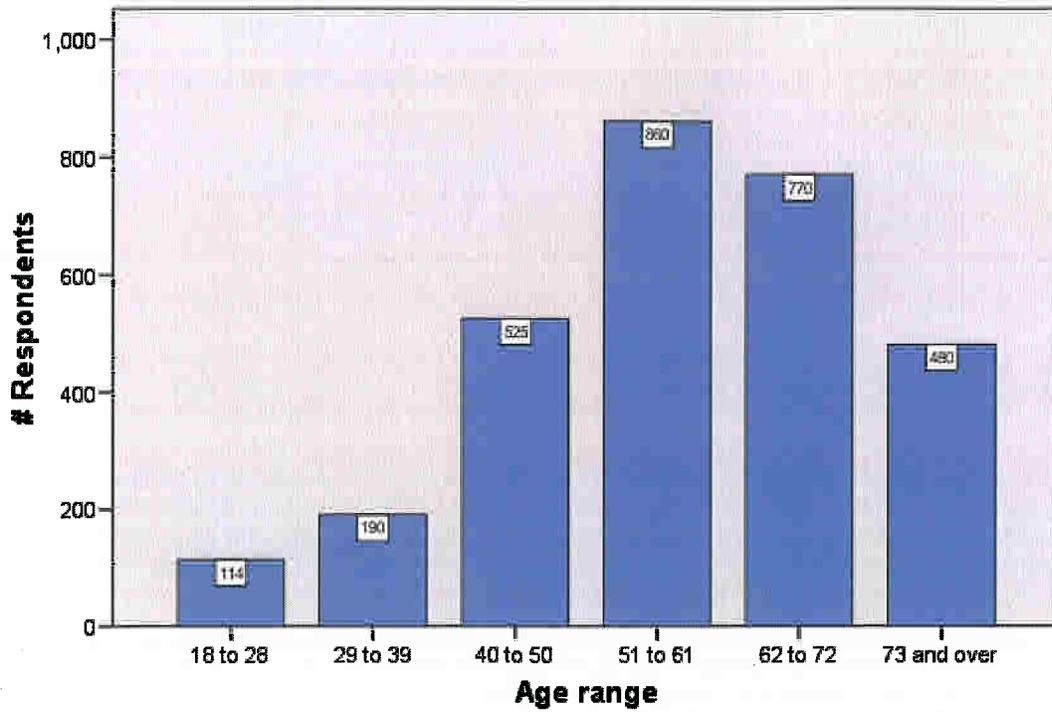
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 28	114	3.3	3.9	3.9
	29 to 39	190	5.4	6.5	10.3
	40 to 50	525	15.0	17.9	28.2
	51 to 61	860	24.6	29.3	57.5
	62 to 72	770	22.0	26.2	83.7
	73 and over	480	13.7	16.3	100.0
	Total	2939	84.0	100.0	
Missing	System	558	16.0		
Total		3497	100.0		

APPENDIX C

Coordinator Contact * Did coordinator visit Crosstabulation

| | | | Did coordinator visit | | Total |
			No	Yes	
Coordinator Contact	No	Count	361	824	1185
		% of Total	10.3%	23.6%	33.9%
	Yes	Count	62	2249	2311
		% of Total	1.8%	64.3%	66.1%
Total		Count	423	3073	3496
		% of Total	12.1%	87.9%	100.0%

Coordinator Contact * Did ABB function properly Crosstabulation

| | | | Did ABB function properly | | Total |
			No	Yes	
Coordinator Contact	No	Count	393	792	1185
		% of Total	11.2%	22.7%	33.9%
	Yes	Count	667	1644	2311
		% of Total	19.1%	47.0%	66.1%
Total		Count	1060	2436	3496
		% of Total	30.3%	69.7%	100.0%

How many times did coordinator visit * Did ABB function properly Crosstabulation

			Did ABB function properly		Total
			No	Yes	
How many times did coordinator visit	1	Count	80	235	315
		% of Total	2.7%	7.8%	10.5%
	2	Count	318	860	1178
		% of Total	10.6%	28.6%	39.2%
	3	Count	487	1025	1512
		% of Total	16.2%	34.1%	50.3%
Total		Count	885	2120	3005
		% of Total	29.5%	70.5%	100.0%

What time did unit malfunction * Dropwaita Crosstabulation

			Dropwaita			Total
			1 hr.	2 hr.	3hr.	
What time did unit malfunction	Before 7AM	Count	246	18	0	264
		% of Total	29.8%	2.2%	.0%	32.0%
	7-9AM	Count	243	12	0	255
		% of Total	29.4%	1.5%	.0%	30.9%
	9-11AM	Count	74	2	0	76
		% of Total	9.0%	.2%	.0%	9.2%
	11-1PM	Count	38	0	0	38
		% of Total	4.6%	.0%	.0%	4.6%
	1-3PM	Count	48	0	0	48
		% of Total	5.8%	.0%	.0%	5.8%
	3-5PM	Count	48	0	0	48
		% of Total	5.8%	.0%	.0%	5.8%
	5-7PM	Count	17	18	1	36
		% of Total	2.1%	2.2%	.1%	4.4%
	Other AM	Count	42	1	0	43
		% of Total	5.1%	.1%	.0%	5.2%
	Other PM	Count	10	3	0	13
		% of Total	1.2%	.4%	.0%	1.6%
	Other	Count	4	1	0	5
		% of Total	.5%	.1%	.0%	.6%
Total		Count	770	55	1	826
		% of Total	93.2%	6.7%	.1%	100.0%

Dropwait * Droptimea Crosstabulation

			Droptimea								Total
			8-8:30PM	8:30-9:00PM	9:00-9:30M	9:30-10:00PM	10:30-11:00PM	11:00-11:30PM	11:30-12:00PM	9.00	
Drop off wait	1	Count	0	12	50	13	5	0	0	0	80
		% within Drop off wait	.0%	15.0%	62.5%	16.3%	6.3%	.0%	.0%	.0%	100.0%
	0-30 Minutes	Count	14	321	818	369	67	17	5	1	1612
		% within Drop off wait	.9%	19.9%	50.7%	22.9%	4.2%	1.1%	.3%	.1%	100.0%
	1 1/2 Hours	Count	1	17	129	120	21	8	2	0	298
		% within Drop off wait	.3%	5.7%	43.3%	40.3%	7.0%	2.7%	.7%	.0%	100.0%
	1 Hour	Count	2	39	269	246	54	9	2	0	621
		% within Drop off wait	.3%	6.3%	43.3%	39.6%	8.7%	1.4%	.3%	.0%	100.0%
	2 Hours	Count	0	6	54	79	11	3	0	2	155
		% within Drop off wait	.0%	3.9%	34.8%	51.0%	7.1%	1.9%	.0%	1.3%	100.0%
	3 hours	Count	0	1	3	2	0	0	0	1	7
		% within Drop off wait	.0%	14.3%	42.9%	28.6%	.0%	.0%	.0%	14.3%	100.0%
	3 Hours	Count	0	0	1	0	0	0	0	0	1
		% within Drop off wait	.0%	.0%	100.0%	.0%	.0%	.0%	.0%	.0%	100.0%
	30 Minutes	Count	2	54	322	243	60	13	2	1	697
		% within Drop off wait	.3%	7.7%	46.2%	34.9%	8.6%	1.9%	.3%	.1%	100.0%
	OTHER	Count	0	1	11	7	3	0	0	1	23
		% within Drop off wait	.0%	4.3%	47.8%	30.4%	13.0%	.0%	.0%	4.3%	100.0%
Total		Count	19	451	1657	1079	221	50	11	6	3494
		% within Drop off wait	.5%	12.9%	47.4%	30.9%	6.3%	1.4%	.3%	.2%	100.0%

Coordinator Contact * Age range Crosstabulation

				Count	% of Total
Coordinator Contact	No	Age range	18 to 28	45	1.5%
			29 to 39	82	2.8%
			40 to 50	196	6.7%
			51 to 61	288	9.8%
			62 to 72	240	8.2%
			73 and over	145	4.9%
		Total		996	33.9%
	Yes	Age range	18 to 28	69	2.3%
			29 to 39	108	3.7%
			40 to 50	329	11.2%
			51 to 61	572	19.5%
			62 to 72	530	18.0%
			73 and over	335	11.4%
		Total		1943	66.1%
Total		Age range	18 to 28	114	3.9%
			29 to 39	190	6.5%
			40 to 50	525	17.9%
			51 to 61	860	29.3%
			62 to 72	770	26.2%
			73 and over	480	16.3%
		Total		2939	100.0%

Age range * Droptimea Crosstabulation

			\ 8-8:30 PM	8:30-9:00PM	9:00-9:30M	9:30-10:00PM	10:30-11:00 PM	11:00-11:30 PM	11:30-12:00PM	9.00	Total
						Droptimea					
Age range	18 to 28	Count	0	16	45	39	13	1	0	0	114
		% of Total	.0%	.5%	1.5%	1.3%	.4%	.0%	.0%	.0%	3.9%
	29 to 39	Count	0	34	84	54	15	3	0	0	190
		% of Total	.0%	1.2%	2.9%	1.8%	.5%	.1%	.0%	.0%	6.5%
	40 to 50	Count	4	64	242	165	38	11	0	1	525
		% of Total	.1%	2.2%	8.2%	5.6%	1.3%	.4%	.0%	.0%	17.9%
	51 to 61	Count	8	114	376	273	60	19	5	4	859
		% of Total	.3%	3.9%	12.8%	9.3%	2.0%	.6%	.2%	.1%	29.2%
	62 to 72	Count	3	95	391	226	44	6	3	1	769
		% of Total	.1%	3.2%	13.3%	7.7%	1.5%	.2%	.1%	.0%	26.2%
	73 and over	Count	2	56	238	152	25	5	2	0	480
		% of Total	.1%	1.9%	8.1%	5.2%	.9%	.2%	.1%	.0%	16.3%
Total		Count	17	379	1376	909	195	45	10	6	2937
		% of Total	.6%	12.9%	46.9%	30.9%	6.6%	1.5%	.3%	.2%	100.0%

Age range * Dropwaita Crosstabulation

			Dropwaita				Total
			1 hr.	2 hr.	3hr.	7.00	
Age range	18 to 28	Count	105	4	0	0	109
		% within Dropwaita	3.9%	3.0%	.0%	.0%	3.8%
		% of Total	3.7%	.1%	.0%	.0%	3.8%
	29 to 39	Count	178	9	0	0	187
		% within Dropwaita	6.6%	6.7%	.0%	.0%	6.6%
		% of Total	6.2%	.3%	.0%	.0%	6.6%
	40 to 50	Count	489	25	0	0	514
		% within Dropwaita	18.0%	18.7%	.0%	.0%	18.0%
		% of Total	17.2%	.9%	.0%	.0%	18.0%
	51 to 61	Count	797	32	2	0	831
		% within Dropwaita	29.4%	23.9%	40.0%	.0%	29.2%
		% of Total	28.0%	1.1%	.1%	.0%	29.2%
	62 to 72	Count	701	41	2	0	744
		% within Dropwaita	25.9%	30.6%	40.0%	.0%	26.1%
		% of Total	24.6%	1.4%	.1%	.0%	26.1%
	73 and over	Count	440	23	1	1	465
		% within Dropwaita	16.2%	17.2%	20.0%	100.0%	16.3%
		% of Total	15.4%	.8%	.0%	.0%	16.3%
Total		Count	2710	134	5	1	2850
		% within Dropwaita	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	95.1%	4.7%	.2%	.0%	100.0%