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Franklin County Board of Elections Recognized for Elections Management
Awarded Program Tracks Election Day Problems and Solutions

(Columbus) The Franklin County Board of Elections was recognized today by Secretary of State Jon Husted for creating a software solution to monitor and manage problems that occur on Election Day.

The Election Day Problem Tracker, a program created by board of elections Assistant I.T. Manager Dennis Landuyt, received a *Bright Idea Award* at the closing session of the Ohio Association of Elections Officials Winter Conference in Columbus. The award recognizes election improvements on the county level.

The problem tracker allows board employees to view reports on their computers of problems or concerns from any of the hundreds of precincts open throughout Franklin County on Election Day. When a voting location calls the board of elections for help, the request is posted in a database and visible in real time so that problems at polling places can be assigned to the correct department for a quick resolution.

“Small problems can become big trouble on Election Day if they aren’t resolved quickly,” board of elections Director Bill Anthony said. “The problem tracker keeps everyone in our office on the same page. It has streamlined our operations and made our elections easier to manage by instantly showing us what help is needed and where.”

“It’s not unusual to have an equipment glitch or for poll workers to call in sick at the last minute or for a voting location to run short of supplies at some point during the day,” Deputy Director Dana Walch added. “The problem tracker not only lists such requests for help, it also tells everyone when a problem has been solved so we can move on to the next one.”

The program has a few other benefits as well. It allows users to label a call as urgent when a problem demands immediate attention. It can also text information to poll worker cell phones to quickly answer questions or let to them know that help is on the way.

In presenting today’s award, Secretary Husted noted the problem tracker could be duplicated for use by large and small counties statewide.

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