

KAY BROWN



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To Whom It May Concern:

On Election Day, I never have enough phone lines to handle the calls that come in. The two most common questions are "Am I registered to vote" and "Where do I vote?" The lines are always busy. The possibility of installing more phone lines to service the polls on Election Day was not an option for our county. Yet the problem still existed.

We purchased some palm pilots and tried to develop an application to access the voter files but it was too complicated and it was unsuccessful. After hearing success stories from other counties, I chose to use the Election Administrators, LLC, system.

When we first purchased the Election Assistant, I was a little hesitant. We have election judges that have been working at the polls for over 30 years. For our first election as an EA customer, we trained 60 supervisory judges and the median age was 65 or older. After one hour of training, they were fairly comfortable with the application.

The big test was the April 2005 election. The judges loved having quick access to the voter files without having to call and get a busy signal. Some of those same judges have since purchased palm pilots for personal use. By using the Election Assistant, we have saved money on the amount of time used on the cell phones because they can answer most of the questions with the Election Assistant.

Thank you, EA, for your innovative product.

Sincerely,

A handwritten signature in cursive script that reads "Kay Brown".

Kay Brown