

FORM A
TOWN OF AYER CAPITAL BUDGET REQUEST FORM

Town Clerk _____

FISCAL YEAR: 2023

Please list each capital request on this form with a dollar amount and in the appropriate year. Then complete a Form B for each request appearing on this sheet.

	Item Requested	FY23	FY24	FY25	FY26	FY27
1	Poll Pads	\$10,150				
2	Vault repairs, mainetnace	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000
3						
4						
5						
Yearly Totals		\$20,150	\$10,000	\$10,000	\$10,000	\$10,000

Department Head Signature: _____

Date: _____

RECEIVED

OCT 29 2021

**TOWN OF AYER
OFFICE OF THE SELECT BOARD**

FORM B
TOWN OF AYER CAPITAL BUDGET REQUEST BACKUP DOCUMENTATION

DEPARTMENT:

FISCAL YEAR: 2023

Please provide written explanation and justification and any appropriate backup materials that would be necessary to understand and consider this request.

Fiscal Year of Request: 2023

Item or Project: Poll Pads

Explanation of Request: Poll Pads are an ipad device with printing capabilities to help streamline the voting process. In recent years with the addition (and popularity) of Early Voting the Poll Pad gives the election workers capabilities to check in voters in a timely and swift manner. The data can be uploaded from the Poll Pads which are not on a server/cloud and do not pose any hacking issues.

Cost Justification: The data can be uploaded into the state computer for quick and accurate reporting. Manual entry of the daily voting volume can take up to 11pm/midnight during a 7-14 day Early Voting calendar. Typically I have covered this being salary and reducing salary cost to the town.

Benefit to the Town: Quicker check in process with check in slip printed for voter accuracy. Potential cut down of hours paid for election workers.

Alternative: No alternative, continue with current process. Manage voter frustration and expectations.

Department Head Signature: _____

Date: 10/30/2021

Susan Copeland

From: Brenda Merritt-L'Italien <bcm@lhsassociates.com>
Sent: Wednesday, October 27, 2021 5:43 PM
To: Susan Copeland
Subject: Poll Pad Quote
Attachments: Ayer MA - PP_V1.pdf

Susan attached is the Poll Pad Quote you requested for your three precincts. I included the purchase of two peel and stick label printers that can be paired to polling location pads when being used for in-person early voting.

The ongoing cost to support the Poll Pads after the first year of ownership is 300.00 per pad. The warranty does not begin until first use.

*If you have any questions at all please feel free to reach out.
Stay well,
Brenda*

Brenda L'Italien
Director of Business Development
LHS Associates, Inc.
10 Manor Parkway, Unit B
Salem, NH 03079
(978)651-2511-Direct line
(603)212-0027-Direct fax

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Company Address 10 Manor Parkway, Unit B
Salem, NH 03079
US

Created Date 10/27/2021
Expiration Date 10/27/2021
Quote Number 00000098

Contact Information

Prepared By Brenda Merritt-L'Italien
Title Director of Business Development
Phone (978) 651-2511
Email bcm@lhsassociates.com

Customer Name Ayer
Contact Name Susan Copeland

Address Information

Bill To Name Ayer
Bill To 1 Main Street, 1st Floor, P.O. Box 308
Ayer, MA 01432

Ship To Name Ayer
Ship To 1 Main Street, 1st Floor, P.O. Box 308
Ayer, MA 01432

Product Code	Product	Product Description	Sales Price	Quantity	Total Price
PP-001	Poll Pad Bundle	Includes: iPad WiFi 32gb (MP2F2LL/A), 10-Foot Charger, Transport Case, Stand, Stylus, 1st Year Software License, MDM Enrollment, and Basic Poll Pad Manager	\$1,225.00	6.00	\$7,350.00
PP-005	Poll Pad Star Micronics Easy Peel Label Printer		\$500.00	2.00	\$1,000.00
PP-004	Poll Pad Star Micronics Receipt Printer	TSP65411	\$300.00	6.00	\$1,800.00

Subtotal \$10,150.00
Total Price \$10,150.00

Signature

By signing below, you are acknowledging that the above pricing is accurate and within budget, and that you are ready to move forward with the official purchase and contract initiation:

Customer Signature: _____

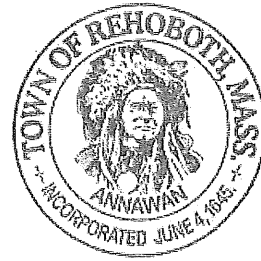
Printed Name & Title: _____

Date: _____

Anticipated First Use Date: _____

Office of Town Clerk

Laura L. Schwall, CMC/CMMC
Rehoboth Certified Town Clerk
148 Peck Street
Rehoboth, MA 02769



To Whom It May Concern:

I have the sincere honor of writing a testimonial for LHS Associates, the Poll Pad product and amazing LHS Accuvote and Poll Pad staff. Since 2013, the Town of Rehoboth has been a client of LHS Associates through the use of their Accuvote products. We have and enjoy a wonderful working relationship with (Mike, Brenda, Kristen, Mary, John, Joel and Paul). In 2018 Rehoboth had the wonderful opportunity to purchase our first set of three Poll Pads (Electronic Poll Books/iPad voter check-in devices) in an effort to streamline the antiquated "paper" check-in / check-out process of our Elections and Town Meetings. Since that time, we have purchased a total of eight poll pads for our three precincts and have been extremely pleased with the Poll Pad product and the professionalism, accessibility/response time and expertise of the Poll Pad Staff (Brenda, Crystal, Robbie and Amanda). This Poll Pad TEAM goes above and beyond to help their clients in any way possible and at any time 24/7 - while on vacation - during weekends / holidays, evenings, early mornings and, of course, during regular office hours. The character of the organization begins at the top with LHS Associates President, Jeff Silvestro, who has been very approachable, responsive and helpful over the years. You can tell his staff truly enjoys working for/with him and everyone at the LHS organization has always been extremely professional, kind and helpful. I can personally attest to the amazing support Brenda L'Italien (Merritt) and her team have extended to myself and the hundreds of municipal Clerks in Massachusetts over the past eight-years that I have served as Rehoboth's Town Clerk.

One of the best additions to our election process in Rehoboth is the use of LHS Poll Pads. Through the use of the Poll Pads, we have increased the speed in which a voter is processed, improved the accuracy of processing the voters throughout the day, and eliminated the need to spend hours at the end of the Election Day reconciling the paper check-in and check-out tally numbers with the ballot scanner totals. The voter activity report also significantly reduces the updating of the voter activity in the State Voter Registration Information System (VRIS). With the use of the voter activity upload feature, on the electronic poll books, the voter activity files are updated in seconds rather than day(s) of scanning barcodes. Additionally, through the use of the Poll Pads, the election workers have been able to process/check-in voters at an average of 13.5 voters per minute versus the paper check-in processing of 1-2 minutes per voter. As a result of using the Poll Pads, we have dramatically reduced the lines at the polling locations while increasing the accuracy of voter check-in process.

Through the use of eye-catching banners/prompts on the Poll Pad screen, when the election worker is checking-in the voter, we have also increased the accuracy of processing inactive voters, determining proper "party" ballots are issued to voters during primary elections and assuring no voters, who voted via Absentee or In-Person Early, are permitted to vote on Election Day. The Poll Pad process is the best addition we have made to our election process in Rehoboth. The voters and election workers are in total agreement and were very receptive when the new technology was introduced.

My only concern, when deciding to use Poll Pads in Rehoboth, was my election workers, as most are retired and a bit technophobic. Thanks to the wonderful LHS staff, this concern never materialized. From the in-person hands-on training of all the election workers, which was conducted by the LHS Poll Pad staff in a

friendly, knowledgeable, and tech-friendly/accessible and thought-provoking session, to the training videos created and shared by the LHS Poll Pad staff, every election worker was able to process any imaginable check-in scenario, at their own pace and all left the training feeling comfortable using the Poll Pad. If the election worker needed a quick refresher prior to an election, LHS provides access to their amazing step-by-step instructional on-line video library of every voter check-in scenario at the convenience of the election worker, 24/7. This feature proved especially helpful during the COVID-19 Pandemic, as this on-line training feature was used to train and provide a refresher to all the election workers prior to the Fall 2020 elections. Thanks to LHS all Rehoboth election workers are now able to set up, operate, problem solve, breakdown and securely store away the Poll Pads with ease.

An added benefit of the Poll Pads was realized at several of our elections. In Massachusetts, we are required to keep a paper check-in voter list as our official voting list, as per State Elections. We have noted that the Poll Pad check-in process is a much more accurate, efficient and expedient tool compared to the paper check-in voter list. We soon realized that if there was a discrepancy with the end of night totals (between check-in, check-out and ballot scanners), the error is always found in the paper check-in voter list, never the Poll Pad. In fact, the Poll Pad voter receipts and summary reports are usually what helps us determine the discrepancy in the paper voting list at the end of the evening.

The final, but definitely not the last benefit of the LHS Poll Pad Electronic Poll Books, is the ePulse managing software that goes along with the LHS Poll Pads. This is an up-to-the-minute voter check-in program, which provides endless reports, dashboards and helpful voter and election information at a click of the button. LHS is continually updating this feature to provide users with everything and anything they may need during an election and after. Post 11-3-2020 Presidential Election brought numerous public record requests from various organizations to the Clerks of Massachusetts. I found the reports I was able to run from the ePulse program much more helpful in providing the information the requestors were asking for in a quick, professional, and most importantly "electronic" format versus the antiquated State VRIS program. The LHS Poll Pads, Poll Pad Staff and e-Pulse management software are truly one of those "priceless", timesaving, user-friendly, accurate, professional and secure packages that has streamlined the election process over the years. The introduction of the Poll Pads has been welcomed and embraced by Municipal Clerks, Election Workers, Voters and all involved with making sure Elections and Town Meetings are conducted in a safe, proficient and secure environment. I cannot thank LHS and their staff enough for their time, dedication and professionalism. The use of the LHS Poll Pad product has really enhanced the voter experience in Rehoboth. Thank you, Jeff, Brenda, Crystal, Robbie, and Amanda, for your dedication to the Poll Pad product and users across New England. We are truly fortunate to be able to work with you all. Your actions demonstrate your loyalty to LHS Associates, the Poll Pad Product and thousands of users you come in contact with ~ thank you for all you do for so many!

Sincerely,

Laura L. Schwall, CMC/CMMC
Rehoboth, MA – Town Clerk



meet the

POLL PAD[®]

POWERED BY  **knowink**

PROVIDED BY 

The nation's leading electronic poll book from New England's leading election services company.

The Poll Pad[®] e-poll book for paperless voter check-in replaces the outdated paper model that is often the cause of long lines at the polls and inefficient election record keeping.



VOTER

An average voter check-in time of about

15 SECONDS

means shorter wait times and, ultimately, increased voter turnout.



POLL WORKER

Locate voters faster and easier using

MANUAL ENTRY OR ID SCAN

methods. Also, electronically-recorded totals means no counting and tallying voters per page on a paper list.



CLERK

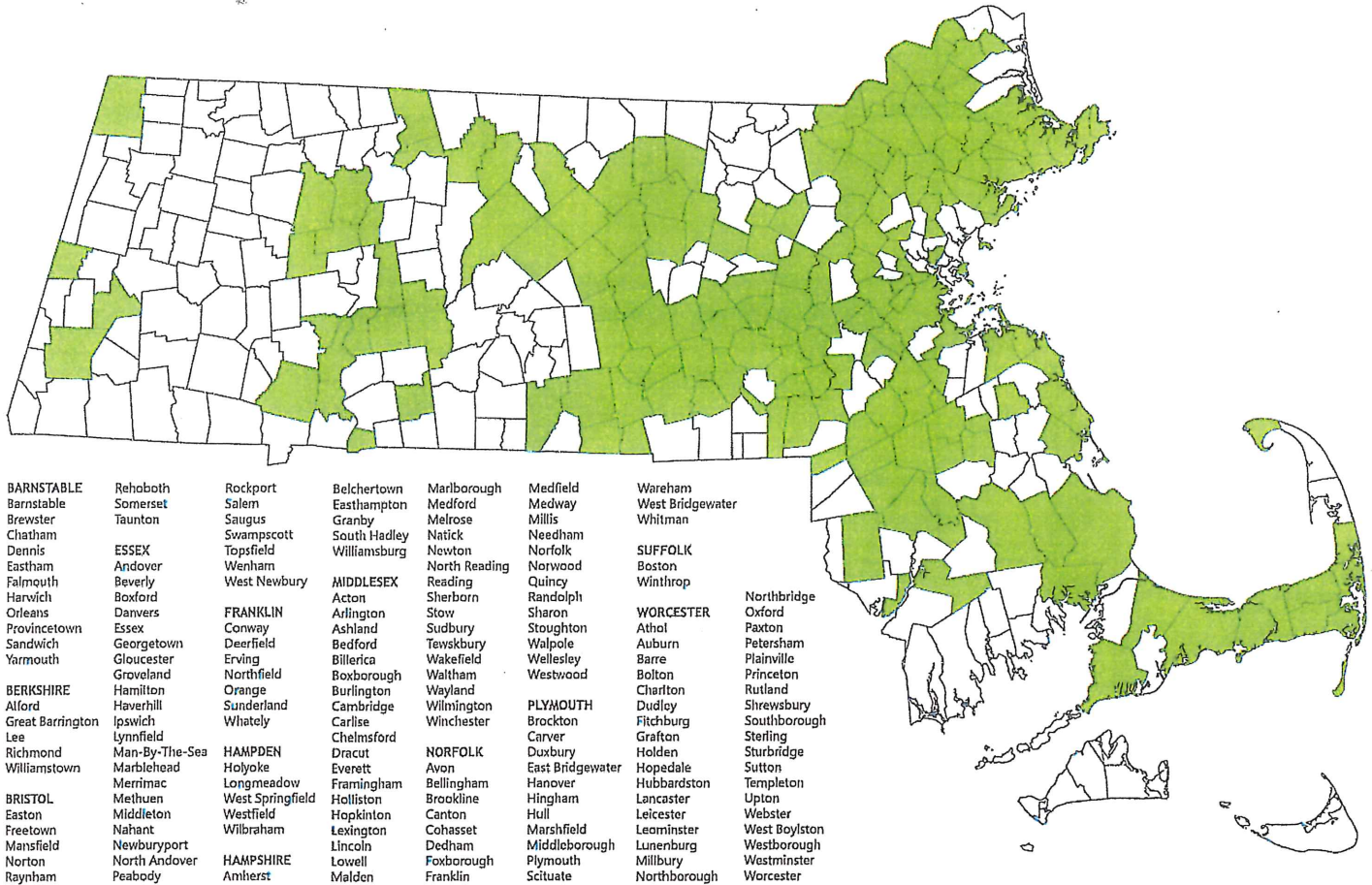
Load Voter History into the VR system post-election in

MINUTES INSTEAD OF DAYS

Also, get streamlined access to check-in totals, turnout data, and reports from the administrative dashboard.

MODERNIZE YOUR ELECTIONS

WHERE IN THE COMMONWEALTH IS THE POLL PAD®?



Are you a **big city** with long voting lines and a slew of complaints about wait times?

Talk to Boston (684,379), Worcester (185,143), Cambridge (116,632), or Lowell (111,306).

Are you a **small town** looking to make election day more efficient for you and your staff?

Talk to Petersham (1,188), Richmond (1,489), Whately (1,584), or Erving (1,740).

Whatever the need, the Poll Pad® by KNOWINK is there for you

ANY LINE, ANY TIME

Email bcm@lhsassociates.com or call 978-651-2511 for more information

WHAT ARE CLERKS SAYING ABOUT THE POLL PAD®?

In May of 2016, my town had a historical turnout for the Annual Town Meeting. We had over 1,500 Registered Voters check-in using our paper Voter Lists. It was a daunting task, so in learning about the Poll Pads, I asked for a demonstration. At that time, I learned that we could also use them for our first-ever In-Person Early Voting in October/November of 2016. So, I purchased 1. Our Voters and Election workers were so pleased that in May of 2017, I put a Town Meeting Article before our Voters to purchase 4 more. I made the compelling statement that we don't want to be in the same situation of checking voters in, ever again. My Article passed and we used our 5 Poll Pads to check Voters in for the 2017 Fall Special Town Meeting. I heard nothing but positive comments from the Election Workers and Voters on the ease of checking in. *At that point, we needed that big red button that said "that was easy".* We now use them for all Town Meetings and checking voters in for Elections.



Terri Bunce
Town Clerk
Dennis, MA

From the first time Poll Pads were allowed and used for early voting at the 2016 Presidential Election, their value was immediately evident. The Poll Pads will display all choices available for each voter as they check-in: the display will indicate what party ballot they may receive for primaries, if they are an inactive voter and require additional action before receiving a ballot, and if they are in the wrong precinct their correct precinct can be seen to direct them – *thus taking away all these elements subject to human error.* We have continuously used our Poll Pads not only for all early voting sessions since 2016, but also for checking-in voters at every election and town meeting since then, as well as for scanning all mailed-in ballot envelopes from the 2020 primary and election . . . *our reliance and confidence with the Poll Pads is far greater than that with the paper voting list.*



Barbara Stats
Town Clerk
North Reading, MA

Their ease-of-use and accuracy is immediately apparent, the running totals of voters on each device invaluable for open town meeting votes, and the straightforward uploading of data into the State VRIS system following each event makes scanning a voting list obsolete. *Not only did our mostly-senior election workers adapt to their use from the beginning, they have looked forward to using them for every event since then* – so much so that their positions are rotated to give everyone a chance to be on a device!

In addition, the training, documentation and support from the LHS Team has prepared us for every event without fail; the natural anxiety felt prior to their first use at early voting in 2016 was quickly replaced with reliance and confidence. *Our continued experience with both the Poll Pads and the LHS support team has been both flawless and outstanding!*

After four years of great success using two Poll Pads primarily for Early Voting, the City of Methuen recently ramped up its commitment to Poll Pad technology by acquiring twelve new machines to be used at all precincts on election days. *Poll Pads allow our election workers, all of whom have embraced the technology, to manage the voter check-in process not only more efficiently, but in an exceptionally user-friendly manner.* Going forward, the new Poll Pads will enable the City to optimize overall election and post-election management, including reporting voting activity and integration with the Massachusetts Central Voter Registry. Most importantly--and what really distinguishes the LHS Associates relationship--is exemplary customer service. *Turnaround time and quality results are what set LHS apart.*



Jack Wilson
City Clerk
Methuen, MA



Richard Jones
City Clerk
Newburyport, MA

Our experience with the Poll Pads has been very good. We started using them during the Presidential Primary and continued using them through the final election in November 2020. Particularly during the 14 days of early voting at our senior/community center, the pads were essential. Daily we would update the pads and bring them across town to the center. *In short, the poll workers fell in love with them and could not imagine doing another election without them.*

I am happy to attest to the efficiency of our 3 new Poll Pads. We have only had the opportunity to use them for our back-to-back Annual Town Meetings as check-in devices, and *my staff as well as the public checking in absolutely loved them*. My Finance Director already said to order more—he was that impressed at the speed and accuracy of our check-in process. He particularly loved the option for a driver's license to be scanned and used as check in. It was especially important, as our last meeting with COVID (masks being worn, eyeglasses getting fogged) our check-in was long and drawn out with errors being made. I would love nothing more than to be able to have these machines at all our elections. I look forward to using these even more in the future in my role as Clerk.



Cara Dahill
Town Clerk
Carver, MA

In 2018 Rehoboth had the wonderful opportunity to purchase our first set of three Poll Pads in an effort to streamline the antiquated "paper" check-in / check-out process of our Elections and Town Meetings. Since that time, we have purchased a total of eight Poll Pads for our three precincts and have been extremely pleased with the product and the professionalism, accessibility / response time and expertise of the Poll Pad Staff. Through the use of the Poll Pads, we have increased the speed in which a voter is processed, improved the accuracy of processing the voters throughout the day, and eliminated the need to spend hours at the end of the Election Day reconciling the paper check-in and check-out tally numbers with the ballot scanner totals.



Laura Schwall
Town Clerk
Rehoboth, MA

My only concern when deciding to use Poll Pads in Rehoboth was my election workers, as most are retired and a bit technophobic. *Thanks to the in-person hands-on training by the wonderful LHS staff, this concern never materialized.* All Rehoboth election workers are now able to set up, operate, problem solve, breakdown and securely store away the Poll Pads with ease.

The final benefit of the LHS Poll Pad is the ePulse managing software. This is an up-to-the-minute voter check-in program, which provides endless reports, dashboards and helpful voter and election information at a click of the button. *The LHS Poll Pads, Poll Pad Staff and e-Pulse management software are truly one of those "priceless", timesaving, user-friendly, accurate, professional and secure packages that has streamlined the election process over the years.*

I can truly say that I and my poll workers love using the Poll Pads! I have been using the Poll Pads I believe now going on 4 years and *I cannot imagine running elections or town meetings without them*. The checking-in process is so much quicker and efficient—not only do the workers like it but the voters do as well. I like being able to compare the Poll Pad figures throughout the day to the ballots processed. Post-election/town meeting uploading voter history and *BOOM! No scanning! How great is that!*

My help has caught on very easily and enjoy using the Poll Pads—*it is so much easier than flipping through a paper book!* I am not a savvy computer person and the LHS support group has explained the process so even I can understand how things work. They've always been there for me!



Kathy Kelly-Regan
Town Clerk
Granby, MA

I have worked with LHS Associates since becoming a Town Clerk for Wenham, MA in 2010, from printing ballots and programming the memory cards used in their tabulators.

While I was the Town Clerk in Lynnfield, MA, we were introduced to the Poll Pads and in 2018, purchased several. *Knowing the customer service of LHS, I did not hesitate to purchase the Poll Pads.* At that time, we were able to look up voter information on the day of the election instead of using paper lists. We also used the Poll Pads for voter check-in during early voting for the November 2018 State Election. In 2020, during a very busy election year, the Poll Pads, along with a paper list, were used during the early voting sessions and on Election Day to check the voters in, which helped to move the voters through the line at a quicker pace while making the voters feel confident their name was processed accordingly.



Trudy Reid
Town Clerk
Wenham, MA

Former Town Clerk
North Andover, MA

Former Town Clerk
Lynnfield, MA

I have been the Town Clerk in several municipalities since 2010, and I have continued to use the Poll Pads in every one. The customer service at LHS has continued to be top notch, from updating the software on the poll pads, to helping me prepare for an election, and walking me through any issues that may arise during the election season.

FORM B

TOWN OF AYER CAPITAL BUDGET REQUEST BACKUP DOCUMENTATION

DEPARTMENT:

FISCAL YEAR: 2023

Please provide written explanation and justification and any appropriate backup materials that would be necessary to understand and consider this request.

Fiscal Year of Request: 2023

Item or Project: Vault

Explanation of Request: The Vault is in need of repair maintenance or upgrade. The request for FY 2023 is for funds towards and analysis for the condition of the Vault and how this can be taken care of in the next few years. There are temperature concerns and lack of a tight sealed environment that gives me concern if this isn't resolved.

Cost Justification: As Town Clerk for the Town of Ayer my primary responsibility is the keeper of the records. If the Vault is not in proper condition then I am not able to fulfill my obligations.

Benefit to the Town: The Vault holds the permanent records for the Town. It has to be in proper condition.

Alternative: There is no alternative.

Department Head Signature:

Date:


10/29/2021