

Washoe311 Quarterly Detailed: D E P A R T M E N T

9/13/2018 4:28 P

Service Request Open and Closing Comments

This report is broken down by categories: Create Date, Request Type, Submitter Name, Request Comments, which is the initial request received and Closing Comments, which is how the request got resolved

Criteria used for this report:

Create Date Between: 5/1/2018 and 8/1/2018
 Department Equals Any Of: Registrar of voters

Create Date	Request Type	Submitter Name	Request Comments	Closing Comment
6/4/2018 8:52:00 PM	Voting & Elections General		Where can I find candidate information on the Washoe County website? Washoe311 informed it is up to the candidates to provide this information either directly to voters or add this information to the website platform that we provide. No further assistance needed.	Service Request closed.
6/4/2018 10:21:00 PM	Voting Information/ Polling Location	Murphy Allen	Did not receive a sample ballot and is inquiring his polling location. Washoe311 retrieved last name and DOB: 02/11/1963, informed Mr. Allen polling location: WHITEHEAD ELEMENTARY SCHOOL. No further assistance needed.	Service Request closed.
6/4/2018 10:12:00 PM	Voting & Elections General	Bob Tregilus	Mr. Tregilus states he registered for an absentee ballot but has not received it. He states he submitted this a minimum of two weeks ago. He is inquiring if he can still go vote at a polling place, since he feels he will not be receiving it?	Resident checking on the status of his absentee ballot that he asked for a few weeks ago. Voting staff contacted resident. no further assistance needed.
6/4/2018 11:46:00 PM	Voting & Elections General		Incline Village resident would like to report a campaign worker, working at a polling place, states this should not be allowed. Washoe311 connected caller directly to Registrar of Voter, Deanna Spikula.	Service Request closed.
6/5/2018 4:10:00 PM	Absentee Ballots		Caller was wondering why she still had not received her absentee ballot. Issued number to Voters and transferred call.	Service Request closed.
6/5/2018 6:10:00 PM	Voting & Elections General		Where can I find candidate information on the Washoe County website, caller states it is absurd for candidates not to provide this information. Washoe311 informed caller Washoe County provides this forum for the candidates but does not endorse or mandate the use by candidates. It is at the candidates discretion whether to use or not use this forum provided to them by Washoe County. Caller requested to be informed where or to who she can report this to, Washoe311 provide the State of Nevada's contact phone number: 775-687-9099.	Service Request closed.

Create Date	Request Type	Submitter Name	Request Comments	Closing Comment
6/5/2018 6:43:00 PM	Voting & Elections General		Where can I find candidate information on the Washoe County website or on any online page? Caller states there has been a designated page for candidates in the past. Washoe311 informed caller Washoe County provides this forum for the candidates but does not endorse or mandate the use by candidates. It is at the candidates discretion whether to use or not use this forum provided to them by Washoe County. Caller requested to be informed where she can locate information. Washoe311 reiterated it is up to the candidates to provide this information directly to voters through canvassing or public forums.	Service Request closed.
6/5/2018 4:52:00 PM	Absentee Ballots	Kitty Gould	Last Name: Gould DOB: 03/11/1949 Ms. Gould inquiring why she has not received her absentee ballot. States she did not submit request, however has been receiving absentee ballots for a number years due to her disability. Washoe311 searched for Ms Gould, and found no information under Absentee Ballot Information.	Registrar of Voters staff informed the law did not allow for permanent status, until the last legislative session - absentee ballots were required to be requested each election cycle. Staff made contact with submitter to inform the last day to submit a request for an absentee ballot the primary is today at 5 pm. Submitter will submit request. No further assistance needed.
6/5/2018 4:00:00 PM	Voting & Elections General		No information on candidates. No employment info, no prior government positions held, no recap on what the candidate stands for. Why even have this useless website?	Washoe311 made contact with submitter via email and informed Washoe County provides this forum for the candidates but does not endorse or mandate the use by candidates. It is at the candidates discretion whether to use or not use this forum provided to them by Washoe County. No further assistance needed.
6/5/2018 9:14:00 PM	Absentee Ballots		Caller wanted to know why she still has not received her absentee ballot. Issued number to Voters and transferred call.	Service Request closed.
6/5/2018 9:39:00 PM	Voter Registration / Verification		Individual states he went to early vote however was informed there was no record of him registered to vote. Washoe311 searched for individual: Flavel, Birth date: 07/12/1981, and had no results on Registrar of Voters page as well. Connected caller to Registrar of Voters for further assistance.	Service Request closed.
6/5/2018 10:19:00 PM	Voting Information/ Polling Location	Barbara Robinson	What are the times we can early vote at the shoppers square mall?	Washoe311 contacted Barbara and provided times of early voting at the Shoppers Square. No further assistance needed.
6/5/2018 11:32:00 PM	Absentee Ballots		Caller wanted to order her absentee ballot. Issued number to Voters.	Service Request closed.
6/6/2018 2:54:00 PM	Voting & Elections General	Steven Perry	Message: PLEASE CALL, HE WOULD LIKE TO KNOW IF HE IS GETTING A BALLOT IN THE MAIL FOR THE UP COMING ELECTIONS.	Resident inquiring on his sample ballot. Voters staff responded to resident. No further assistance needed.
6/6/2018 5:09:00 PM	Voting Information/ Polling Location		Pleasant Valley and/or Washoe Valley polling location inquiry, Washoe311 informed the nearest location would be the South Valleys Library and/or the Raley's Store#108. Provided address and hours. No further assistance needed.	Service Request closed.
6/5/2018 10:18:00 PM	Voting & Elections General	Richard Jensen	Lost my sample ballot. How can I get a new one?	Resident lost his sample ballot and wanted to know how to obtain another one. Voter staff responded to resident. No further assistance needed.

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6/6/2018 6:28:00 PM	Voting & Elections General		Mogul resident states he and his wife went to go vote last night, however could not vote for Reno Mayor. He is inquiring why he could not vote for Reno Mayor, even though he owns commercial property in the midtown area. Washoe311 connected caller to Registrar of Voter for overview.	Service Request closed.
6/6/2018 11:33:00 PM	Absentee Ballots	Carolyn Christensen	Email sent to Voters Contact Us: our request for absent ballots were sent in mail same day for both of us before 5/26/2018, your received date. It doesn't show that on my profile, instead it's showing it was received on 6/04/2018 and not packaged. It seems my ballot is being held back. Called twice and was given run around, said it was just posted and should be getting in 5 days. That' is too close to election day. If it was sent out yesterday, it should have gotten here today, this is Reno mail delivery is usually next day. How can I believe anyone in the department when my mail was lost or held back, it should have been posted for 5/26/2018 same day as my husband's	Registrar of Voters made contact with Ms. Christensen and informed any requests received on the 25th or over that weekend, the ballots for those voters would not have gone out until Tuesday the 29th due to the Federal Holiday on that weekend. No further assistance needed.
6/7/2018 6:37:00 PM	Voting Information/ Polling Location		Caller had a question regarding polling location for early voting. Washoe311 looked up the information and provided dates and times.	Service Request closed.
6/7/2018 7:26:00 PM	Change of voting address and/or party affiliation		Caller wanted to change her address. Issued her link to Nevada Secretary of State online page as well as the Washoe County page.	Service Request closed.
6/7/2018 7:27:00 PM	Voter Registration / Verification		Caller wanted to inquire if she was still registered to vote since she had moved out of Nevada then back again. Washoe311 checked the website and she was signed up to vote.	Service Request closed.
6/7/2018 8:50:00 PM	Voting Information/ Polling Location	Mary Nave	Inquiry submitted to Amy: Nearest early voting spot 89523 Washoe311 emailed Ms. Nave the nearest location, Raley's Store # 105, provided address and hours. No further assistance needed.	Service Request closed.
6/7/2018 10:40:00 PM	Voting Information/ Polling Location		Informational request regarding the early and primary polling locations. Washoe311 emailed these PDF attachments.	Service Request closed.
6/8/2018 2:54:00 PM	Voting Information/ Polling Location		I have been trying to find voting locations but am not finding them and am getting frustrated that it isn't an easy to find link. This could dismay voters from voting including myself. also this information should be on the website not in a separate program as that may not be helpful to those that want information now not using a special program like kindle	Washoe311 made contact with submitter via email and informed of the banner on our front page, listing the polling locations. As well as PDF attached the primary early and primary election day polling locations for Washoe County. No further assistance needed.
6/8/2018 6:49:00 PM	Voting Information/ Polling Location		Inquiring the nearest polling location for Mt. Rose area, Washoe311 informed Raley's #108, provided address and hours.	Service Request closed.
6/8/2018 6:59:00 PM	Voting & Elections General		Individual inquiring the party listed for each candidate. Washoe311 emailed direct link for candidate profiles webpage.	Service Request closed.
6/8/2018 7:00:00 PM	Voting Information/ Polling Location	Michael Abdala	Calling to request where his polling place would be for primary elections. Washoe311 looked up the information and gave to resident. Also helped him through the Washoe County website to the Voters webpage.	Service Request closed.
6/8/2018 8:38:00 PM	Change of voting address and/or party affiliation	Letha Meeks	Change of voting address request, Washoe311 directed caller to visit the Nevada Secretary of State's online page. No further assistance needed.	Service Request closed.

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6/8/2018 8:38:00 PM	Voting Information/ Polling Location		Raley's # 108 located on Wedge Pkwy, polling hours inquiry. Washoe311 informed 10 a.m. - 6 p.m.	Service Request closed.
6/8/2018 8:41:00 PM	Absentee Ballots		Absentee Voter, has not received absentee ballot. Washoe311 inquired if she submitted an absentee ballot in writing, she stated she does not recall but receives an absentee ballot every year. Washoe311 informed until this last legislative session, absentee ballots were required to be requested each election cycle - law did not allow for permanent status. Caller requested to be connected to Registrar of Voters to confirm this.	Service Request closed.
6/8/2018 8:58:00 PM	Change of voting address and/or party affiliation		Resident states he has registered to vote, however has not received any mailings regarding the candidates, Washoe311 confirmed address was incorrect, guided caller to the Nevada Secretary of State's online page to update address.	Service Request closed.
6/8/2018 10:45:00 PM	Voting Information/ Polling Location		Caller wanted to know the nearest polling place for him he lives in South Reno. Told him Library or Relays on Wedge Parkway.	Service Request closed.
6/11/2018 2:50:00 PM	Voter Registration / Verification		Yes, is good to use, tho' I must get used to how it functions. Maybe I'm too old. But thank you.	Message received through the feedback email. this feedback was for voters.
6/11/2018 3:16:00 PM	Voting & Elections General		Request for Registrar of Voters contact information.	Service Request closed.
6/11/2018 3:25:00 PM	Absentee Ballots		Caller wanted to know what time she could drop off her absentee ballot. Told her Voters hours are 8am to 5pm.	Service Request closed.
6/11/2018 3:39:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
6/11/2018 3:49:00 PM	Absentee Ballots		caller stated that she still had not received her absentee ballot. Issued number to Voters and transferred call.	Service Request closed.
6/11/2018 6:19:00 PM	Voting & Elections General		wanted to know if he could still vote today, I informed him that early voting ended Friday and polls open at 7am tomorrow.	Service Request closed.
6/11/2018 7:20:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
6/11/2018 7:38:00 PM	Voter Registration / Verification	Patricia Sparks	Caller wanted to verify she was registered to vote and wanted to see where her polling place would be. Washoe311 confirmed her information.	Service Request closed.
6/11/2018 7:41:00 PM	Voting & Elections General		Caller stated there was erroneous information on one of the candidates profiles but they had been locked out due to too many tries. Wanted to see how they could re-set the access code to correct the error. Issued number to Voters and transferred call.	Service Request closed.
6/11/2018 7:48:00 PM	Voter Registration / Verification	Michael Swirley	Caller stated he was online and could not find his information to vote he thought he was registered. Washoe311 looked online and found his information and polling place.	Service Request closed.
6/11/2018 8:00:00 PM	Absentee Ballots		Caller stated he had still not received his absentee ballot and wants to vote but is disabled and can not travel anywhere. Issued number to Voters and transferred call.	Service Request closed.
6/11/2018 8:00:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
6/11/2018 8:01:00 PM	Voter Registration / Verification		caller wanted to make sure she was registered to vote. Washoe311 looked up the information and confirmed she was.	Service Request closed.
6/11/2018 8:20:00 PM	Voting Information/ Polling Location		Inquiring polling location hours, informed caller 7am – 7pm.	Service Request closed.

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6/11/2018 8:32:00 PM	Voting Information/ Polling Location	Aimee Bushard	Polling location inquiry, Washoe311 searched Voter Registration and informed Hug High School. No further assistance needed.	Service Request closed.
6/11/2018 9:15:00 PM	Voting & Elections General	Trudy Haye	Voicemail: Where can I find information about the candidates? Washoe311 phone called Trudy back and informed her it is up to the candidates to provide this information directly to voters, Washoe311 informed there is some information on the County website, Trudy stated she is 77 years old and doesn't do computers. She will try to see if the newspaper has candidate information. No further assistance needed.	Service Request closed.
6/11/2018 9:22:00 PM	Absentee Ballots	Marcele Demosthenes	Voicemail: Marcele's caregiver Susan, states Marcele requested an absentee ballot, confirmed this on May 16th, and still has not received it. Washoe311 phone called back and searched the Voter Registration and informed Marcele absentee ballot information was blank. Marcele hung up the phone.	Service Request closed.
6/11/2018 9:25:00 PM	Voting Information/ Polling Location	Alan Udes	Caller was calling to verify he is registered to vote and wanted to know where his polling place was. Washoe311 looked up the information and provided polling place for him.	Service Request closed.
7/10/2018 5:10:00 PM	Voting & Elections General		Caller stated she submitted a change of address form two weeks ago and was wondering when she would hear back from the Voter staff. Issued number and transferred call.	Service Request closed.
7/11/2018 4:06:00 PM	Absentee Ballots		Caller is calling to order his absentee ballot for the November elections. Issued number to Voters and transferred call.	Service Request closed.
7/11/2018 4:44:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
7/11/2018 7:22:00 PM	Absentee Ballots		Caller is calling to request an absentee ballot for the November elections. Issued number to Voters and transferred call.	Service Request closed.
7/16/2018 5:44:00 PM	Voting & Elections General		Caller was very upset. She stated she had just watched the CNN news and wanted to know what Washoe County Voters was going to do to protect her information. Issued number to Voters and transferred call.	Service Request closed.
7/16/2018 6:25:00 PM	Voting & Elections General		NV GOP requesting data for how many people requested a Spanish ballot between 2000-2018. Washoe311 connected caller to ROV.	Service Request closed.
7/16/2018 7:05:00 PM	Change of voting address and/or party affiliation		Caller stated she changed her address from Reno to Sparks last year and she is still not updated on the website. Issued number to Voters and transferred call.	Service Request closed.
7/16/2018 7:11:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
7/17/2018 10:55:00 PM	Voting & Elections General		Request to be connected to ROV.	Service Request closed.
6/11/2018 10:00:00 PM	Voting Information/ Polling Location	Edward Webster	Voicemail: Voting Information/ Polling Location, refreshing of lists and ballots inquiry. Washoe311 returned phone call and informed caller there will not be a refreshing of lists throughout the day. There will only be updates on polling locations after all polling locations have been closed.	Service Request closed.

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6/11/2018 10:50:00 PM	Voting & Elections General		Caller states she was informed Voters Cards could be picked up at the Registrar of Voters, inquiring address and hours. Washoe311 relayed: 1001 E 9th St, Bldg A, Rm 135A, Reno, NV 89512 and hours of operation: Monday through Friday, 8 am to 5 pm.	Service Request closed.
6/11/2018 11:05:00 PM	Voting Information/ Polling Location		What time are polls opened tomorrow? Washoe311 informed 7AM - 7PM. No further assistance needed.	Service Request closed.
6/11/2018 11:50:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
6/12/2018 3:32:00 PM	Voting Information/ Polling Location	Julias Williams	Caller wanted to see where his polling location was for him to vote today. Washoe311 issued the location.	Service Request closed.
6/12/2018 3:43:00 PM	Voting Information/ Polling Location		Webpage Feedback Item: Where is precinct map? Washoe311 emailed instructions to find Precinct and District Maps on WC webpage, as well as a guide for Washoe County Precinct Viewer. No further assistance needed.	Service Request closed.
6/12/2018 3:46:00 PM	Voter Registration / Verification		Webpage Feedback Item: Birth date process. There must be a better way to select you birthday on the location process with a mobile. To scroll through month by month is ridiculous. Washoe311 acknowledge submitter, informed concern was routed to the Registrar of Voters and provided assistance for future requests. No further assistance needed.	Service Request closed.
6/12/2018 4:16:00 PM	Voting Information/ Polling Location	Peter Horan	Caller calling to see where his polling location would be today and the hours. Washoe311 issued information.	Service Request closed.
6/8/2018 9:35:00 PM	Absentee Ballots	Antonio	Voicemail: States he lives in California and has not received his absentee ballot.	Washoe311 returned phone call and received no phone call back.
6/12/2018 5:04:00 PM	Voting Information/ Polling Location	Mark Morrill	Caller wanted to confirm his polling location for today. Washoe311 issued the information.	Service Request closed.
6/12/2018 5:20:00 PM	Voting Information/ Polling Location		Precinct polling location inquiry for Plumb Lane area, Washoe311 informed precinct 1008 was designated for Shoppers Square on S. Virginia St & E Plumb Ln. No further assistance needed.	Service Request closed.
6/12/2018 5:34:00 PM	Change of voting address and/or party affiliation	Ted Williams	Resident states he updated his address on the ROV webpage but did not receive sample ballot. Washoe311 searched voters registration and his address has not been updated to his current address. Resident inquired if he could still vote. Washoe311 informed yes, he is registered to vote. Washoe311 provided precinct location for his new address: 6516, location 1st Baptist Church of Sparks. Additionally, resident requested to update address online again, to make sure he has changed this. Washoe311 emailed the Nevada Secretary of State's online page and instructions to update registration, (provided by the Registrar of Voters).	Service Request closed.
6/12/2018 7:07:00 PM	Voting Information/ Polling Location	Richard Hutton	Caller was calling to see where his and his wife polling location was for today. Washoe311 issued the information.	Service Request closed.
6/12/2018 7:45:00 PM	Voting Information/ Polling Location		Caller inquiring if he could go to any precinct today to vote.	Service Request closed.
6/12/2018 8:18:00 PM	Voting Information/ Polling Location		Precinct polling location inquiry for Double R Blvd area, Washoe311 informed Depoali Middle School. No further assistance needed.	Service Request closed.

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6/12/2018 8:25:00 PM	Change of voting address and/or party affiliation	Valerie Maloy	Resident states she updated her address at the DMV but did not receive sample ballot. Washoe311 searched voters registration and her address has not been updated to her current address. Resident inquired location where she could go vote, based on current address informed the Sparks Library. Additionally, resident requested to update address online again, to make sure she has changed this. Washoe311 emailed the Nevada Secretary of State's online page and instructions to update registration, (provided by the Registrar of Voters).	Service Request closed.
6/12/2018 8:34:00 PM	Absentee Ballots	Judith Berzinski	Ms. Berzinski stated she submitted a written request for an absentee ballot but did not receive, she is inquiring if she can still vote. Washoe311 searched the Voter Registration portal, Absentee Ballot Information, where absentee ballot was requested: 06/04/2018, and packaged: 06/06/2018. Washoe311 informed Ms. Berzinski she could still vote at any polling location, additionally connected caller to ROV to verify why she had not received her ballot.	Service Request closed.
6/12/2018 8:55:00 PM	Voting Information/ Polling Location	Michael Gerbus	Precinct polling location inquiry for address: 4110 Flintlock Cir, Washoe311 informed Caughlin Ranch HOA. No further assistance needed.	Service Request closed.
6/12/2018 9:34:00 PM	Voting Information/ Polling Location	Lester Calloway	Caller wanted to see where his polling place was to vote. Washoe311 looked up the information for resident.	Service Request closed.
6/12/2018 9:59:00 PM	Voting Information/ Polling Location	Teresa West	Caller wanted to know where her polling location was. Washoe311 issued her the information.	Service Request closed.
6/12/2018 10:09:00 PM	Voting Information/ Polling Location	Stephanie Preku	Precinct polling location inquiry for address: 3260 Cashill Blvd, Washoe311 informed Swope Middle School. No further assistance needed.	Service Request closed.
6/12/2018 10:11:00 PM	Voting Information/ Polling Location	Mark Tepper	Precinct polling location inquiry for address: 365 Riverdale Cir, Washoe311 informed Verdi Elementary School. No further assistance needed.	Service Request closed.
6/12/2018 10:17:00 PM	Voting Information/ Polling Location	Christopher Mumm	Precinct polling location inquiry for address: 3815 Moor Part Ct, Washoe311 informed Sun Valley GID. No further assistance needed.	Service Request closed.
6/12/2018 10:18:00 PM	Voting Information/ Polling Location	Stephen Allen	Caller inquiring where his voting polling place was located. Washoe311 issued the information.	Service Request closed.
6/12/2018 10:25:00 PM	Voting Information/ Polling Location		What time do the polls close? Washoe311 informed 7 PM.	Service Request closed.
6/12/2018 10:33:00 PM	Voting Information/ Polling Location		Caller stated he moved from Reno to Sparks but never updated his address with Voters. Wanted to know where he could go vote in Sparks. Washoe311 looked up the polling site and issued him the address.	Service Request closed.
6/12/2018 11:02:00 PM	Voting Information/ Polling Location		Inquiring what time Vaughn Middle School closes for voting tonight, Washoe311 informed 7PM.	Service Request closed.
6/12/2018 11:18:00 PM	Voting & Elections General		Reno NV resident currently in Las Vegas, inquiring if she can submit vote online, Washoe311 informed she could not unless she submitted a an absentee ballot. Caller stated she did not, she forgot voting date, will be back in town for the general election.	Service Request closed.
6/12/2018 11:20:00 PM	Voting Information/ Polling Location		Precinct polling location inquiry for address: 370 Palace Dr, 89506, Washoe311 informed Fellowship Community Church. No further assistance needed	Service Request closed.

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6/12/2018 11:26:00 PM	Voting & Elections General	Charles Brown	Charles Brown inquiring why he only has three options to vote for on his absentee ballot (Mayor, Court, Sheriff). Washoe311 informed this is a party vote, his party affiliation is LPN. Charles requested to verify this, connected him to ROV.	Service Request closed.
6/12/2018 11:37:00 PM	Voting Information/ Polling Location	Eric Wong	Precinct polling location inquiry for Wingfield area, based on voter registration information, Washoe311 informed Morningstar Senior Living location. No further assistance needed.	Service Request closed.
6/13/2018 12:07:00 AM	Absentee Ballots		Inquiring if overnight Absentee Ballot was received by the ROV, connected caller to staff to verify.	Service Request closed.
6/13/2018 12:10:00 AM	Voter Registration / Verification		Inquiring registration, Washoe311 searched for Last Name: Pinon, Birth date: 01/05/1983, which returned no results. Caller states he is sure he registered, connected caller to ROV.	Service Request closed.
6/13/2018 12:19:00 AM	Voting Information/ Polling Location		Precinct polling location inquiry for address: 4342 Jacob Patrick , Washoe311 informed Van Gorder Elementary School. No further assistance needed	Service Request closed.
6/13/2018 1:21:00 AM	Voting Information/ Polling Location	William West	Caller inquiring on his polling location. Washoe311 issued the polling location to caller.	Service Request closed.
6/13/2018 1:43:00 AM	Voting & Elections General		Irate with birthdate process on the Registrar of Voters webpage, Washoe311 informed concern has been routed to the Registrar of Voters. No further assistance needed.	Service Request closed.
6/13/2018 1:08:00 AM	Voting & Elections General		You have got to be kidding me. In order to find your polling place you merely need to put in your name and birth date. WRONG. At least on mobile devices, the birthdate comes up with today's date. I don't think anyone can vote that early! So you have to go back manually, one month at a time, to your birth date. That means the youngest voter has to go back at least 224 times! I am 61 and had to scroll back 736 times!!! At least you could let us put in the year separately. Even a separate input for month, day, year would be preferable. Sent from Yahoo Mail on Android Sent from AOL Mobile Mail	Washoe311 informed this has been routed to the Registrar of Voters. Additionally staff informed to please call Washoe311 to directly assist in the future.
6/12/2018 5:48:00 PM	Voting & Elections General	Julie	Voicemail: Having difficulty with ballot. Washoe311 returned phone call and left a voicemail.	Washoe311 returned phone call and left a voicemail. Staff did not receive a returned phone call.
7/3/2018 7:49:00 PM	Voting & Elections General		Caller wanted to speak to someone about the elections filing and listings. Issued number to Voters and transferred call.	Service Request closed.
7/5/2018 6:11:00 PM	Voting & Elections General		Caller is calling to report her husband passed away and she is wanting to unregister him from the voting website. Issued number to voters and transferred call.	Service Request closed.
7/6/2018 10:36:00 PM	Voter Registration / Verification		Request to speak to ROV.	Service Request closed.
7/9/2018 6:30:00 PM	Voting & Elections General		Caller had questions regarding residency and voting. Issued number to Voters and transferred call.	Service Request closed.
7/9/2018 11:14:00 PM	Voting & Elections General		Out of state individual inquiring if she was registered to vote during 2015 and 2017 elections in Washoe County? If so, she is requesting record of this for relocating purposes. Washoe311 connected caller to ROV.	Service Request closed.
7/9/2018 11:15:00 PM	Voting & Elections General		Request to be connected to ROV.	Service Request closed.

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7/26/2018 10:42:00 PM	Absentee Ballots		Absentee Ballot informational request. Washoe311 informed the request for an absentee ballot must be in writing and made by the deadline for each election to be honored (the deadline to request an absentee ballot is 7 days prior to Election Day). After the request is processed, the voter will be sent Absentee (Mail) Ballot voting materials, which includes a paper ballot and voting instructions. Walked caller to the absent ballot request form.	Service Request closed.
7/26/2018 11:34:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
7/27/2018 6:08:00 PM	Voting & Elections General		Caller was calling to ask what the rules and regulations were if she wanted to canvass at Mead wood mall. Issued number to Voters and transferred call.	Service Request closed.
7/27/2018 6:16:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
7/27/2018 6:27:00 PM	Voting & Elections General		Caller stated her mom passed away and she needed to take her off the voters list. Issued number to Voters and transferred call.	Service Request closed.
7/27/2018 8:28:00 PM	Voting & Elections General		Request to speak to ROV.	Service Request closed.
7/27/2018 10:46:00 PM	Voting & Elections General		Request to be connected to ROV.	Service Request closed.
7/27/2018 11:04:00 PM	Absentee Ballots		Absentee ballot informational, Washoe311 guided caller to Absent Ballot Request Form.	Service Request closed.
7/30/2018 11:48:00 PM	Voting & Elections General		Request to speak to ROV.	Service Request closed.
7/31/2018 9:32:00 PM	Absentee Ballots		Feedback Item: Url: https://www.washoecounty.us/voters/absenteeballotinfo.php When I clicked on the CLICK HERE button for an absent ballot request form, it was a dead end. nothing happened.	Washoe311 informed staff is working on the hyperlink and emailed the 2018 Absent Ballot Request form for the time being.
7/30/2018 11:47:00 PM	Voter Registration / Verification	Carol Black	Voicemail: Request to updated voter registration card.	Staff made contact with Mrs. Black and will be sending her and her husband Voter Notification Cards. No further assistance needed.
5/1/2018 7:55:00 PM	Voter Registration / Verification		Wanted to inquire on sample ballots. Let him know the first sample ballot is set to be mailed out on May 11th.	Service Request closed.
5/1/2018 10:15:00 PM	Voting & Elections General		Caller was calling to ask whom he could speak to about a political sign that was put in his moms yard. Washoe311 spoke to Code Enforcement and they stated that since it was placed on private property with out permission he could take it down himself.	Service Request closed.
5/2/2018 3:59:00 PM	Voting & Elections General	Julie Bartolo	Caller wanted to see if she was still registered to vote. Washoe311 looked up the information for her and confirmed yes.	Service Request closed.
5/3/2018 3:02:00 PM	Voting & Elections General	Janette Ross	Message: FOR VOTING. SHE WANTS TO KNOW IF ANYTHING WAS SENT OUT YET. PLS CALL	Washoe311 contacted resident and let her know that the first set of sample ballots are scheduled to be mailed out on 5/11/18. She stated that is all she needed to know. No further assistance needed.
5/3/2018 5:41:00 PM	Voting & Elections General	Sandy Wagner	Saw on the news that there was a meeting this afternoon to meet the candidates and wanted to know the time, I did not know anything about this and asked Marilyn and Fidel and they knew nothing and suggested I call Registrar. Sandy called back and it is being held at the Reno Library.	Service Request closed.

Create Date	Request Type	Submitter Name	Request Comments	Closing Comment
5/7/2018 4:11:00 PM	Change of voting address and/or party affiliation	Denise	Request to update address online for election purposes. Washoe311 emailed the Nevada Secretary of State's online page and instructions to update registration, (provided by the Registrar of Voters).	Service Request closed.
6/13/2018 9:34:00 PM	Absentee Ballots		Caller wanted to order an absentee ballot for the November elections. Issued number to Voters and transferred call.	Service Request closed.
6/13/2018 11:17:00 PM	Absentee Ballots		Caller wanted to ask for an absentee ballot for the November election. Issued number to Voters and transferred call.	Service Request closed.
6/14/2018 4:51:00 PM	Change of voting address and/or party affiliation		Caller wanted to change their party affiliation. Washoe311 emailed Nevada Secretary of State's online page.	Service Request closed.
6/14/2018 7:01:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
6/13/2018 1:24:00 AM	Voting & Elections General	Kevin Sutliff	Kevin states he was denied his 24th Amendment, not being able to vote for all candidates. Washoe311 informed primary elections mean only the members of a party may vote in that party's primary election. Kevin was adamant his legal right to vote, was denied. Washoe311 attempted to explain, however Kevin requested a phone call back from the ROV.	Resident stated his 24th amendment was violated. Voters staff will contact the resident. No further assistance needed.
6/14/2018 7:21:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
6/18/2018 6:47:00 PM	Voting & Elections General		Request to be connected to ROV.	Service Request closed.
6/18/2018 6:51:00 PM	Voting & Elections General		Request to speak to ROV regarding a petition taking place tomorrow, Washoe311 connected caller to ROV.	Service Request closed.
6/18/2018 6:52:00 PM	Voting & Elections General		Request to speak to ROV staff member, Jon Brown.	Service Request closed.
6/19/2018 11:56:00 PM	Voting & Elections General		Non partisan resident inquiring why Stephen Wolgast - Democratic, was not on the sample ballot for any party? Washoe311 connected caller to ROV.	Service Request closed.
6/21/2018 5:36:00 PM	Change of voting address and/or party affiliation	Floyd Valdez	Voicemail: When moved to NV three yrs. ago, registered as Dem., changed party to Independent, and then tried to move back to Dem. but was not able to do that. States that on election day, he was registered as an Independent. Washoe311 returned phone call, searched for voter registration and Mr. Valdez was still registered as NP, states he has attempted to change this twice. Washoe311 connected caller to ROV.	Service Request closed.
6/21/2018 5:36:00 PM	Absentee Ballots		Resident states she did not receive absentee ballot, even though she mailed in her request on May 19th, she was still able to vote on Primary Election Day, however does not want this to happen for the General Election. Washoe311 connected caller to ROV.	Service Request closed.

Create Date	Request Type	Submitter Name	Request Comments	Closing Comment
6/21/2018 11:53:00 PM	Absentee Ballots	Charles Wright	Absentee Ballot Complaint, Thursday, June 14: I had a voicemail regarding a complaint from a Charles Wright who lives on Giant Panda Ct in Reno regarding absentee ballots, but he did not leave a call back number on the message. I believe the nature of his call was that he said he and his wife submitted requests for an absentee ballots, but I believe they were received after the deadline to request (Sara can confirm this for us), which is part of the nature of his complaint. On his message he states that he believes we did this on purpose due to his party affiliation, which of course is NOT how we operate in any way whatsoever, but was still part of his complaint. However, I would like to see if we can look up his and his wife's requests to see if we can at least follow up on this for the general election.	Washoe311 informed we do not have this individual recorded in QScend and ACM Christine Vuletich had a similar phone call and voicemail, however she relayed this is a different person, not the individual that contacted her.
7/19/2018 1:54:00 PM	Voting & Elections General	Gene Braeger	Will you please send an updated copy of a voter registration card to me, Gene R. Braeger, at 8190 Willow Ranch Trail, Reno, NV 89523-4831. Thanks.	Registrar of Voters informed they have reissued Gene's voter card. It should arrive in the mail in about 2 weeks. No further assistance needed.
7/19/2018 5:21:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
7/20/2018 10:45:00 PM	Voting & Elections General		Caller wanted to know where he would submit two forms for his parents the forms are forms of notification of deceased voters. Washoe311 issued the address to Voters.	Service Request closed.
7/23/2018 5:36:00 PM	Voting & Elections General		Request to edit Steve Sisolak's candidate profile. Washoe311 connected caller to D. Spikula to retrieve access code.	Service Request closed.
6/22/2018 11:25:00 PM	Absentee Ballots		Inquiring why she did not receive her absentee ballot, Washoe311 asked if she submitted a written request, resident stated she doesn't recall. Washoe311 explained a written request must have been sent, but could opt for new legislation process.	Service Request closed.
6/26/2018 4:23:00 PM	Absentee Ballots		Caller is wanting to request an absentee ballot for the November election.	Service Request closed.
6/27/2018 9:32:00 PM	Voting & Elections General		Caller asked to be transferred to Voters.	Service Request closed.
6/27/2018 2:52:00 PM	Voter Registration / Verification		WHEN TRYING TO GET ON YOUR WEB PAGE AS SOON AS I GET TO THE PART WHERE MY NAME AND DATE OF BIRTH IS INPUTTED, BY THE TIME I HIT SUBMIT, I AM PUT BACK TO INPUTTING MY NAME AGAIN. ALSO, TRYING TO SCROOL TO MY YEAR OF BIRTH TAKES FOEVER. ONE OF THE WORSE WEB PAGES EVER. I GIVE UP TRYING TO USE IT!!!	Routed to Voters as feedback provided by resident.
6/29/2018 7:10:00 PM	Voting & Elections General		Caller stated he had sent in a letter to the Voter of Registrars office and he wanted to confirm receipt of the letter. Issued number to Voters and transferred call.	Service Request closed.
7/2/2018 9:31:00 PM	Absentee Ballots		Caller is in South America but wanted to request an absentee ballot electronically emailed to him. Issued number to Voters and transferred call.	Service Request closed.
5/16/2018 4:51:00 PM	Absentee Ballots		Caller is going out of town for a few months but wanted to vote she is requesting an absentee ballot. Issued number to Voters and transferred call.	Service Request closed.
5/16/2018 9:15:00 PM	Voter Registration / Verification		Had questions regarding voting. Issued number to Voters and transferred call.	Service Request closed.

Create Date	Request Type	Submitter Name	Request Comments	Closing Comment
5/14/2018 4:54:00 PM	Voting & Elections General	Patrick Conelley	Caller states he has made multiple attempts contacting the Registrar of Voters, Volunteer Poll Workers phone number, for the last week and has not been able to connect to a live person. Washoe311 informed caller the Registrar of Voters could be experiencing a high call volume, caller provided contact information for a phone call back. *Request to speak to Heather	Resident would like to volunteer at the poll places. Voters will reach out to resident. No further assistance needed.
5/17/2018 6:52:00 PM	Voting & Elections General		Caller asked to be transferred to voters.	Service Request closed.
5/17/2018 6:53:00 PM	Voter Registration / Verification		Caller inquiring if she was registered to vote. washoe311 looked on the Voters website and confirmed she was.	Service Request closed.
5/17/2018 7:34:00 PM	Voting & Elections General		Caller wanted to know what he would have to do to opt out of getting a paper sample ballot. Issued number to Voters and transferred call.	Service Request closed.
5/17/2018 11:06:00 PM	Voter Registration / Verification		received early voting information but no details on who was running so I transferred to Voters Registrar	Service Request closed.
5/17/2018 11:07:00 PM	Voter Registration / Verification		received early voting information but no details on who is running (this is the third call on this) so I transferred to Voters Registrar	Service Request closed.
5/18/2018 5:41:00 PM	Voter Registration / Verification		Caller wanted to know if she could come in person to sign up to vote. Issued number to Voters and transferred call.	Service Request closed.
5/18/2018 10:06:00 PM	Absentee Ballots		Caller calling to request an absentee ballot. Issued number to Voters and transferred call.	Service Request closed.
5/21/2018 4:00:00 PM	Voter Registration / Verification		caller wanted to come by the office and register to vote. Issued address and suite number as well as number to Voters.	Service Request closed.
5/21/2018 5:03:00 PM	Voter Registration / Verification		Caller asked to be transferred to Elections Department. Issued number and transferred call.	Service Request closed.
5/17/2018 11:17:00 PM	Voting & Elections General		I wanted info on candidates running for offices. They NO LONGER send their info to the voters. I could not find any info on the candidates - after MANY calls & speaking to MANY people!!!!	Resident wanted information on the candidates running for office Voters Staff will reach out to resident and answer his questions. No further assistance needed.
5/22/2018 3:54:00 PM	Voter Registration / Verification	Peter Martinson	Caller called to see if he was registered to vote. Wasoe311 confirmed that he was. He then stated he needed to request an absentee ballot. Issued number to Voters and transferred call.	Service Request closed.
5/22/2018 5:41:00 PM	Voter Registration / Verification		Caller new to Washoe County would like to register to vote. Issued number to Voters and transferred call.	Service Request closed.
5/22/2018 7:27:00 PM	Voting & Elections General		Caller wanted to change parties. Issued number to Voters and transferred call.	Service Request closed.
5/22/2018 7:49:00 PM	Absentee Ballots		Caller had a question for absentee ballots. Issued number to Voters and transferred call.	Service Request closed.
5/22/2018 9:38:00 PM	Voter Registration / Verification		Caller wanted to verify they are registered to vote. Washoe311 looked on the website and confirmed she was registered.	Service Request closed.
5/23/2018 9:36:00 PM	Change of voting address and/or party affiliation		Washoe311 referenced caller to the Nevada Secretary of State's online page, caller stated she was having online issues. Washoe311 connected caller to Registrar of Voters.	Service Request closed.
5/23/2018 9:47:00 PM	Change of voting address and/or party affiliation		Washoe311 referenced caller to the Nevada Secretary of State's online page, caller requested to do this over the phone instead. Washoe311 connected caller to Registrar of Voters.	Service Request closed.

Create Date	Request Type	Submitter Name	Request Comments	Closing Comment
5/24/2018 6:17:00 PM	Voter Registration / Verification		Caller wanted to check if she was registered as a Democratic Washoe311 looked online and confirmed.	Service Request closed.
5/24/2018 9:51:00 PM	Voter Registration / Verification		Caller wanted to register to vote and wanted to see if it was too late. Stated he could still do online today.	Service Request closed.
5/24/2018 11:23:00 PM	Voter Registration / Verification		When is the last day to register to vote? Washoe311 informed today, May 24, 2018. Emailed the website to register to vote: www.registertovotenv.gov	Service Request closed.
5/24/2018 3:18:00 PM	Voting & Elections General	Tobin Jones	Voicemail: Received republican party sample ballot, although he states he is a registered democrat. Therefore, he is requesting democratic official sample ballot.	Resident received a different party sample ballot and was requesting the correct party sample ballot. Voters staff will contact the voter and inform him that the insert is double sided. No further assistance needed.
5/25/2018 4:24:00 PM	Voter Registration / Verification		Caller asked to be transferred to registrar of voters.	Service Request closed.
5/25/2018 8:35:00 PM	Voting & Elections General		Individual inquiring how he can request primary election data? Connected caller to Registrar of Voters.	Service Request closed.
5/25/2018 8:49:00 PM	Change of voting address and/or party affiliation		Request to change party affiliation online, Washoe311 directed caller to visit the Nevada Secretary of State's online page. No further assistance needed.	Service Request closed.
5/25/2018 9:27:00 PM	Absentee Ballots		Requesting to email absentee ballot form to Registrar of Voters, Washoe311 informed completed forms must be mailed, faxed or physically dropped off. No further assistance needed.	Service Request closed.
5/25/2018 11:42:00 PM	Absentee Ballots		Caller inquiring if her son submitted for an absentee ballot, Washoe311 connected call to Registrar of Voters.	Service Request closed.
5/29/2018 3:20:00 PM	Voting & Elections General		Feedback comment: Was searching for Reg of Voters office hours to return absent ballot. Would be helpful to post on main page. Never did find.... Contact information was not provided, therefore closing request.	Service Request closed.
5/29/2018 3:17:00 PM	Voting Information/ Polling Location		It said I could find early voting locations. You don't have them listed???	Washoe311 emailed the early voting locations and schedule as well as direct contact information for the Registrar of Voters. No further assistance needed.
5/29/2018 3:37:00 PM	Voting & Elections General		Webpage Feedback Comment: There's nothing in it. Are the candidates encouraged to participate. Should be a requirement!!!	Washoe311 informed The Registrar of Voters Office runs nonpartisan elections and does not advocate for or against any candidate or ballot question and as there are no provisions for creating such resources for voters, it is up to the candidates to provide this information either directly to voters or add this information to the website platform that we provide. No further assistance needed.
5/2/2018 11:06:00 PM	Voting & Elections General	Sheryl Sanders	Ms. Sanders states she phone called the Registrar of Voters yesterday inquiring the process, requirements and perhaps training she may need to sign up to be an advocate to sign up people to vote. She states she would like to go around her neighborhood but does not want to be party affiliated. She reiterated the staff member who she spoke to yesterday was unaware of the process. She provided contact phone number to receive a phone call back from Deanna, Registrar of Voters.	Registrar of Voters staff contacted Sheryl regarding voter registration activities. No further assistance needed.
5/8/2018 6:09:00 PM	Change of voting address and/or party affiliation	Aristed Comito	Caller sold his place and needs to do a change of address and had some more voting questions. Issued number to Voters and transferred call.	Service Request closed.

Create Date	Request Type	Submitter Name	Request Comments	Closing Comment
5/8/2018 6:35:00 PM	Voting & Elections General		Caller inquiring on sample ballots. Let him know that sample ballots are scheduled to be mailed out on May 11th.	Service Request closed.
5/9/2018 6:58:00 PM	Voter Registration / Verification		Resident inquiring if she is registered to vote? Guided caller to Nevada Secretary of State's website.	Service Request closed.
5/10/2018 2:53:00 PM	Voting & Elections General	Greg Armstrong	Message: WOULD LIKE A CALL BACK REGARDING REGISTERING TO VOTE. PLEASE CALL.	Resident wanted to register to vote. Voters contacted resident. No further assistance needed.
5/10/2018 6:42:00 PM	Voter Registration / Verification	John	Caller want to change his affiliation. Please contact him.	Resident wanted to change his voting party affiliation. Voters contacted resident, No further assistance needed.
5/11/2018 6:23:00 PM	Voter Registration / Verification	Gabrielle Dentraygues	Caller stated she looked online and she was not showing up as a registered voter. Washoe311 looked and she was there gave her verification. Asked about sample ballots let her know that they are set to be mailed out today.	Service Request closed.
5/11/2018 6:53:00 PM	Voting & Elections General		Caller had questions about voting regulations. Issued number to Voters and transferred call.	Service Request closed.
5/11/2018 11:24:00 PM	Voting & Elections General		Early ballot request. Washoe311 informed caller of early voting polling locations that will be available. No further assistance needed.	Service Request closed.
5/14/2018 11:38:00 PM	Voting & Elections General		Request to have Registrar of Voter info. mailed to her.	Service Request closed.
5/29/2018 5:02:00 PM	Voter Registration / Verification		Caller wanted to see if she was registered to vote and wanted to see what address was on record for her. Washoe311 looked on the Washoe County Voters website and gave her the information.	Service Request closed.
5/29/2018 5:03:00 PM	Absentee Ballots		Caller wanted to order an absentee ballot. Issued number to Voters and transferred call.	Service Request closed.
5/29/2018 5:43:00 PM	Voting & Elections General	Ramon Haderlie	Resident was looking for more information on the candidates running for office as he is new from Washington. Washoe311 emailed the link to the Washoe County Voters site. He stated there was a ton of information missing on most of the candidates running. Washoe311 let the resident know that it is up to the candidates to provide information either directly to voters or add the information to the website platform.	Service Request closed.
5/29/2018 7:18:00 PM	Voter Registration / Verification		Caller calling to see if she was registered to vote. Washoe311 looked on the Washoe County Voters site and issued her the information.	Service Request closed.
5/29/2018 3:20:00 PM	Voting & Elections General		Feedback comment: Was searching for Reg of Voters office hours to return absent ballot. Would be helpful to post on main page. Never did find.... Contact information was not provided, therefore closing request.	Resident inquiring on the Washoe County Voters website and why the hours of operation are not on the site. Voters staff will look into the webpage. No further assistance needed.
5/29/2018 6:22:00 PM	Voting Information/ Polling Location	Barbara Chadwick	Why aren't you offering MORE early voting locations in the Southwest and Southeast part of town???	Registrar of Voters made contact with Ms. Chadwick and acknowledge early voting is definitely gaining in popularity, so it is not unreasonable at all that more locations will be needed in the future. Registrar of Voters Office will evaluate Southeast Reno again and see if they can find a location that meets the needs of the community and is willing to host.
5/24/2018 3:19:00 PM	Voting & Elections General	Greg	Voicemail: Inquiring the lack of candidate information online.	Washoe311 returned phone call, however did not receive phone call back. No further assistance needed.

Create Date	Request Type	Submitter Name	Request Comments	Closing Comment
5/29/2018 11:48:00 PM	Voter Registration / Verification	Josephine Herb	Voicemail: Can I still register to vote? Washoe311 returned phone call, however did not receive phone call back. No further assistance needed.	Service Request closed.
5/30/2018 4:34:00 PM	Absentee Ballots		Caller is calling to request an absentee ballot. Issued number to Voters and transferred call.	Service Request closed.
5/30/2018 5:57:00 PM	Voting Information/ Polling Location		Inquiring if the Raley's in Golden Valley is an early voting polling location? Washoe311 confirmed this is an early voting polling location and provided hours of operation as well. No further assistance needed.	Service Request closed.
5/30/2018 6:07:00 PM	Voting & Elections General		Request to speak to Deanna Spikula.	Service Request closed.
5/30/2018 7:00:00 PM	Absentee Ballots		caller inquiring on an absentee ballot. Issued number to Voters and transferred call.	Service Request closed.
5/29/2018 3:14:00 PM	Voting & Elections General		Sunday, 27th May 2018 - Registrar of Voters webpage feedback: Find Your Location: I can get my Month Day Year up, but it won't go into the box so I can continue.	Resident was having issued on the Washoe County Voters website. Voter staff emailed resident. No further assistance needed.
5/30/2018 7:23:00 PM	Change of voting address and/or party affiliation		caller wanted to change party affiliation.	Service Request closed.
5/30/2018 9:57:00 PM	Voting & Elections General		Caller stated they are new to Reno and wanted to register to vote. Issued number to Voters and transferred call.	Service Request closed.
5/30/2018 10:56:00 PM	Voting Information/ Polling Location		Inquiring if the Scolari's in Caughlin Ranch is opened for early voting today? Washoe311 relayed this is an early voting polling location, however voting is not taking place at this location today. Informed caller the Downtown Reno Library is opened until 6 p.m. No further assistance needed.	Service Request closed.
5/30/2018 11:55:00 PM	Absentee Ballots		Voter has not received Absentee (Mail) Ballot voting materials, inquiring if there are additional steps she needs to take. Washoe311 connected her to Registrar of Voters.	Service Request closed.
5/31/2018 4:59:00 PM	Voter Registration / Verification		Caller stated she lost her voters card and wanted to replace it. Issued number to Voters and transferred call.	Service Request closed.
5/31/2018 7:41:00 PM	Voter Registration / Verification		Caller called and asked to be transferred to Voters.	Service Request closed.
5/31/2018 6:47:00 PM	Voter Registration / Verification	Donna Putnam	Donna Putnam states she has attempted to phone call the Registrar of Voters multiple times but has not been able to connect to a live person. Request to inform the Registrar of Voters, her mother has passed away and therefore she believes she should not be receiving election mailings anymore, as she still is. Mothers Name: Mona Fleischmann DOB: 10/25/1927 Washoe311 informed this would be routed to the Registrar of Voters for followup.	Registrar of Voters informed Mrs. Fleischmann has been canceled as deceased in our registration database since March 1, 2018. Staff is uncertain what election materials she is receiving as canceled voters do not receive a sample ballot. Staff will follow up and see if the material was a political mailing from an outside group or if she did indeed receive something from Registrar of Voters. No further assistance needed.
5/31/2018 10:44:00 PM	Voting & Elections General		Feedback Comment: Why do you put in candidate profiles when none of them seems interested in completing the profiles. I would use that to make my decisions but all seems blank. Am I missing something?	Washoe311 informed The Registrar of Voters Office runs nonpartisan elections and does not advocate for or against any candidate or ballot question and as there are no provisions for creating such resources for voters, it is up to the candidates to provide this information either directly to voters or add this information to the website platform that we provide. No further assistance needed.

Create Date	Request Type	Submitter Name	Request Comments	Closing Comment
5/31/2018 9:21:00 PM	Voter Registration / Verification	Michael Mitchell	Three individuals in the same household have not received their sample ballots, inquiring why not. Michael states they "Never have not gotten them", only change has been mail person. Individuals: Michael Mitchell Linda Mitchell Kristy Reynolds Washoe311 informed this would be routed to the Registrar of Voters for follow-up.	Registrar of Voters phone called the voter back and informed him staff is mailing out their sample ballots from Registrar of Voters office today. No further assistance needed.
5/31/2018 11:03:00 PM	Voter Registration / Verification		Caller inquiring why he has not received sample ballot. Washoe311 offered to take down his information to connect with Registrar of Voters. Caller requested to be transferred.	Service Request closed.
5/31/2018 11:04:00 PM	Absentee Ballots		Inquiring if he is registered for an absentee ballot? Washoe311 connected caller to Registrar of Voters.	Service Request closed.
5/31/2018 11:04:00 PM	Absentee Ballots		Inquiring if he is registered for an absentee ballot? Washoe311 connected caller to Registrar of Voters.	Service Request closed.
6/1/2018 3:16:00 PM	Voting & Elections General		Feedback Comment: Url: https://www.washoecounty.us/voters/volunteers/pollworkers/index.php It won't let me in...I have tried for 2 days. Entered my email and the password you assigned me and keeps going back to the page to enter my email and password.	Registrar of Voters emailed Carolyn with her password and link and left a voicemail on her phone informing her staff was able to log in and view the information she needed. Staff will help her log in over the phone, so she is able to log in successfully. No further assistance needed.
6/1/2018 7:55:00 PM	Voting & Elections General	Richard Rennie	Richard left a voicemail message on Josh phone line. Washoe311 contacted Richard he was upset that voting is getting too electronic and wanted to voice his opinion. He said he did not like the idea of the sample ballot being online. Washoe311 told him we would pass on the information to the Voters staff.	Service Request closed.
6/1/2018 9:15:00 PM	Voting Information/ Polling Location		Caller wanted to know when the last day to vote would be. Informed him it would take place on June 12th.	Service Request closed.
6/4/2018 3:01:00 PM	Voting & Elections General		This site would be a great voting tool if every candidate was required by law to fill it out --- and completely. WHEN THERE IS NO INFORMATION IT'S USELESS!!!	Submitted to Voters Staff.
7/24/2018 11:49:00 PM	Voting & Elections General		Caller asked for the Voters phone number did not want to be transferred just wanted the number.	Service Request closed.
7/24/2018 10:06:00 PM	Voting & Elections General	Tom Bruno	Would like information on how long political signs can stay up?	Resident inquiring on when the campaign signs would need to come down. Voter Staff reached out to resident and answered his question. No further assistance needed.