

POST-ELECTION REPORT

Midterm Elections 2018

A Letter from Recorder Adrian Fontes

The 2018 Midterm Elections provided an opportunity for the Maricopa County Recorder's Office and Elections Department to highlight the team's responsiveness to an increasingly participatory voting community. I believe elections are a partnership between this office and the community. As partners, we must communicate fearlessly and productively about what is working and what is not.

This partnership is the best method for keeping our democracy strong. This methodology was tested during the Midterm Elections, both in the Primary and the General. First, I have to applaud the voters of Maricopa County who, during the course of both elections, turned out in historic numbers. Second, I must recognize the efforts of the Recorder's Office and Elections Department staff who stepped up and dedicated countless hours to the process of election administration. Finally, I need to thank the thousands of Maricopa County residents who served as election workers in the days before and following the elections. Closing an election is a massive undertaking that requires months of preparation, hours of focus, and painstaking attention to detail. That is what it takes to make sure people have their voices heard.

Worthwhile work is not without challenges and opportunities. This report will highlight both. Additionally, post-election surveys show that the overwhelming majority of voters participated in early voting and had a positive experience. This information is useful context when reviewing this election report.

During both the 2018 Primary and General Elections, early voting was efficient, secure and accessible. Early voting also allowed the Elections Department time to provide better access for all voters and resolve issues voters may have experienced with their address or voting status. Those who participated by mail or by voting at one of the Vote Centers across the county experienced few issues. Historically, Election Day voters are exposed to more challenges than early voters often because of the complexity of the operation. This held true for the Primary Election, and to a lesser extent, the General Election.

All of this information, along with thousands of comments and questions, have been extensively reviewed and analyzed. I give direct voter feedback primary consideration as I work with my team to move elections forward in Maricopa County. It is the best way to ensure that our voices are heard and that our government is accountable.

Sincerely,



Adrian P. Fontes
Maricopa County Recorder

"I am completely satisfied with the voting process in Maricopa County under the leadership of Recorder Adrian Fontes. He has made positive changes that have increased my confidence in the process. He has done what he said he would do when we elected him. I trust him and the people who work for him to protect the integrity of the vote and thereby to protect democracy."

Maricopa County Voter

2018 Primary Election By the Numbers

503

Total number of Voting Locations

40

Total number of Vote Centers in Maricopa County

4

Emergency Vote Centers open Saturday and Monday before Election Day

98

Ballots Cast at Emergency Vote Centers

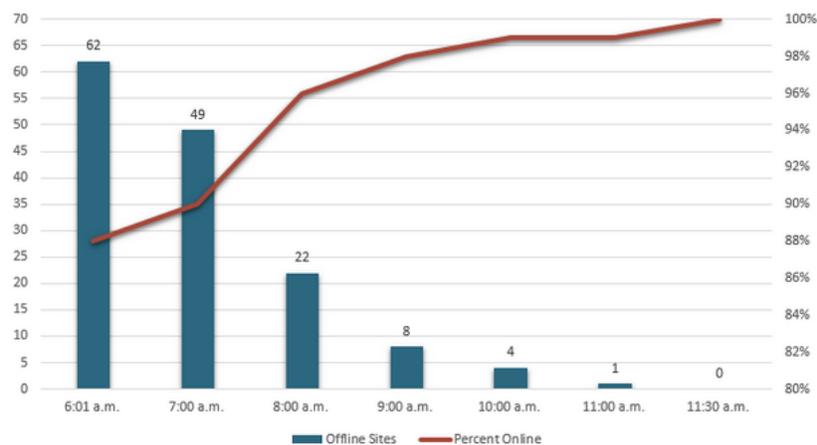
2,535

Board Workers, Vote Center Workers and Troubleshooters

254

Additional temporary workers who worked in Voter Registration and at Early Voting Sites

POLLING LOCATION OPENING STATUS REPORT FOR PRIMARY ELECTION DAY



62

Polling Locations that were not checking-in voters by 6 a.m. on Election Day

96

Precincts served by the 62 facilities

11:33 a.m.

Time last Polling Location went online

459*

The total number of Polling Locations an **electronics vendor** was responsible for setting up in Maricopa County

699,636

Total Ballots cast in the 2018 Primary Election

598,154

Maricopa County voters chose to vote early

101,482

Maricopa County voters voted in-person on August 28, 2018 (Includes paper ballots and EDGE)

31.38%

Total Turnout for the Primary Election

*There were 503 assigned Polling Location sites, but 7 were co-located. Maricopa County staff were responsible for one Polling Location where no equipment was used. 36 of the Assigned Polling Location sites were also Vote Centers that Maricopa County staff set up. There were 4 extra Vote Centers that were not assigned Polling Locations, but Maricopa County staff set them up.

2018 General Election By the Numbers

501
Total number of Voting Locations

40
Total number of Vote Centers in Maricopa County

5
Emergency Vote Centers open Saturday and Monday before Election Day

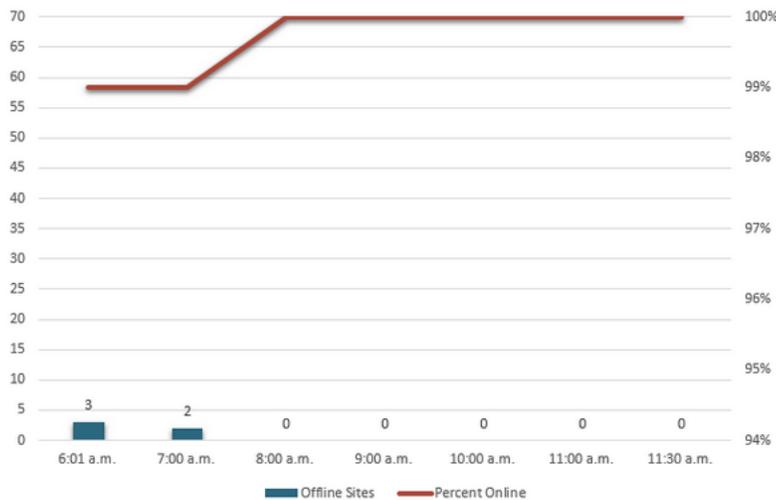
2,788
Ballots Cast at Emergency Vote Centers

3,165
Board Workers, Vote Center Workers and Troubleshooters

850+
Additional Maricopa County Workers, Temporary Workers and Central Board Workers

360+
County Workers that helped throughout the election

POLLING LOCATION OPENING STATUS REPORT FOR GENERAL ELECTION DAY



*Two of the sites were not checking in voters at 6 a.m. due to a lock out. One site was experiencing technical issues.

3
Polling Locations that were not checking in voters by 6 a.m. on Election Day

6
Precincts served by the 3 facilities

7:20 a.m.
Time last Polling Location went online

202
Additional **non-elections county employees** helped set up locations in lieu of contractors before Election Day

1.45M
Total Ballots cast in the 2018 General Election

1.18M
Maricopa County voters chose to vote early

269,842
Maricopa County voters voted in-person on November 6, 2018 (Includes paper and EDGE)

64.5%
Total turnout for the General Election

Digital Advertising in the Midterm Elections

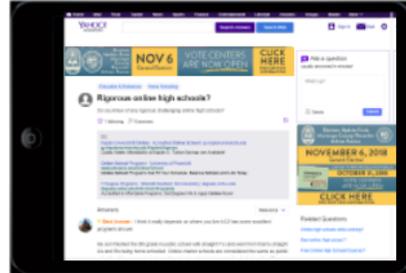
As more people utilize online sources for information, it's ever more important to reach out to voters through various methods.

4,813,255

Total Impressions (The number of total ad views)

213,164

Engagements (When a user clicks an ad or takes action)



Google AdWords

562,641

Total Impressions

42,944

Engagements

Television, Radio, Print and Online Streaming

The Elections Department also reached out to voters through radio and television to remind them of upcoming deadlines for the Midterm Elections.

58,200,000

Total Impressions

4,343,636

Streaming Impressions



714

Television Commercials

Includes: ABC, CBS, NBC, Fox, AZ TV, Univision, Telemundo

978

Radio Commercials

Includes: iHeart, KTAR, NPR, Entravision



107

Print Ads

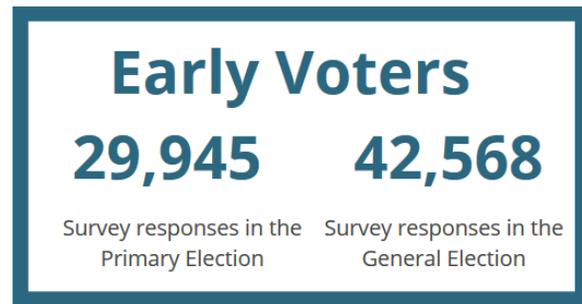
Includes: Arizona Republic, AZ Informant, East Valley Tribune Publications, Times Media, Independent News Media Publications

2018 Midterm Voter Satisfaction Surveys

After the Primary and General Midterm Elections, voters with an email address on file with the Recorder's Office were sent a link to a survey. Voters who did not provide an email to the office when they registered to vote were able to request a link through the Recorder's Office.

Separate surveys were sent out to voters who voted early versus those who cast their ballot in-person on Election Day. Those surveys remained open for two weeks.

Survey Responses:

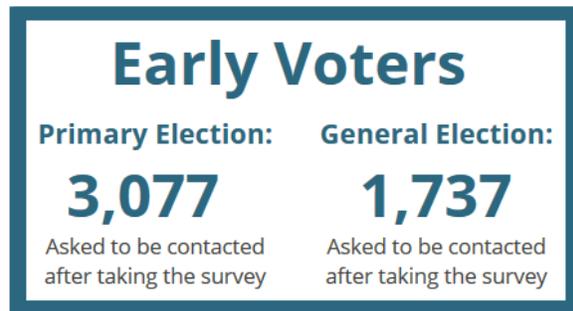


Most of the questions allowed voters to skip the question if they did not want to answer, or if it was not applicable to their experience.

We asked voters about their overall experience during the 2018 Primary and General Election. Early voters were asked if it was difficult requesting or receiving their ballot, and were asked to rate their trust in the ballot-by-mail system. Election Day voters were asked how long they waited in line at their Polling Location, and whether they had any issues checking in.

The surveys also included a section where voters were asked to include their name, phone number and email address if they wished to be contacted by the Recorder's Office.

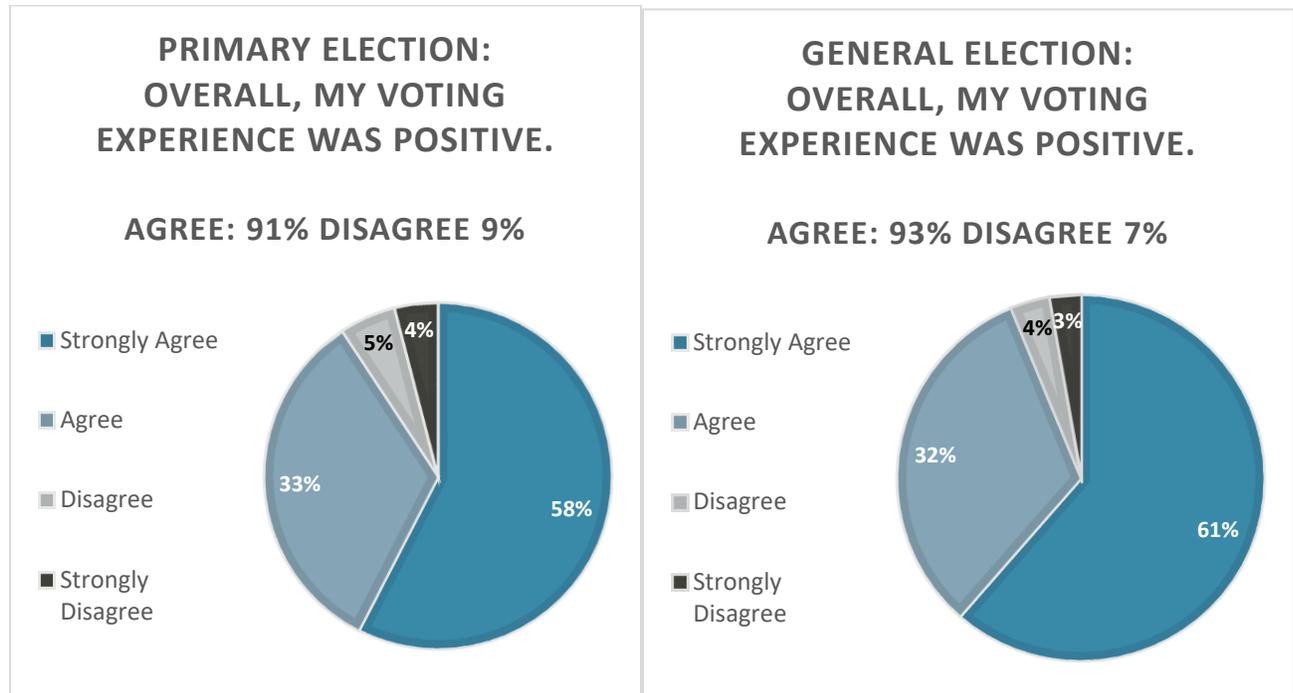
Requesting Contacts:



Note: As of the publication of this report, the Maricopa County Recorder's Office and Elections Department has attempted outreach to the majority of voters who requested contact in their survey.

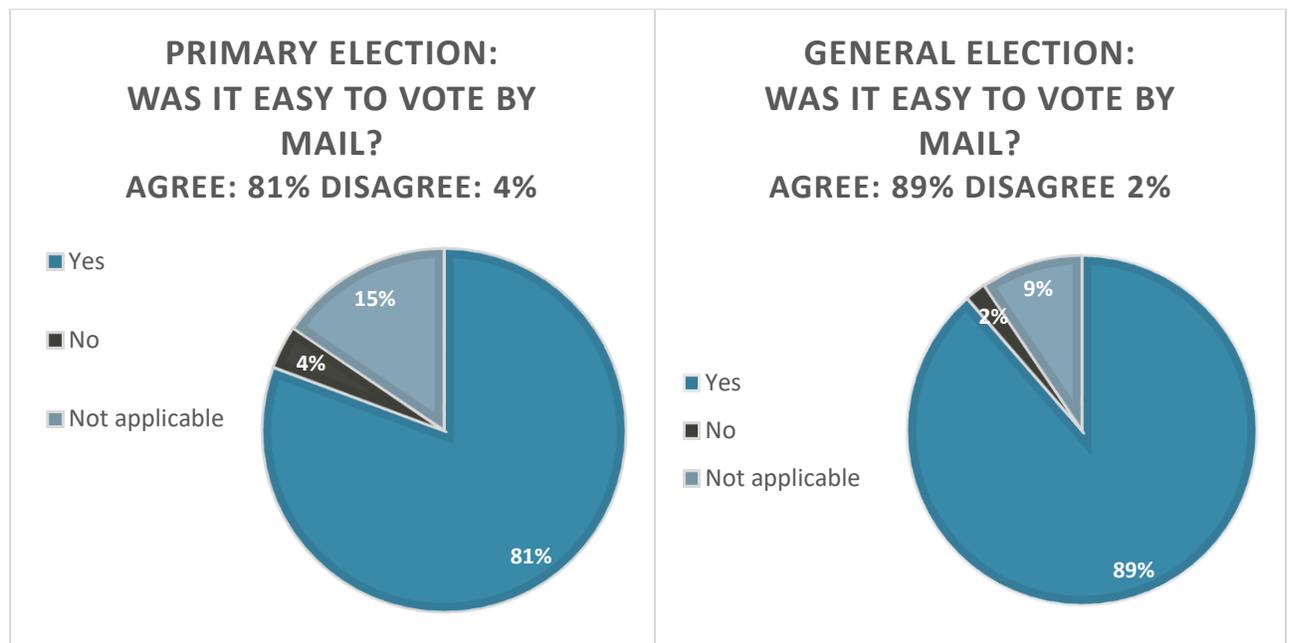
Early Voter Survey Responses in the 2018 Midterms

Early voter feedback shows the majority had an overall positive experience and say it was easy to vote by mail.



Answered: 29,072 Skipped: 873

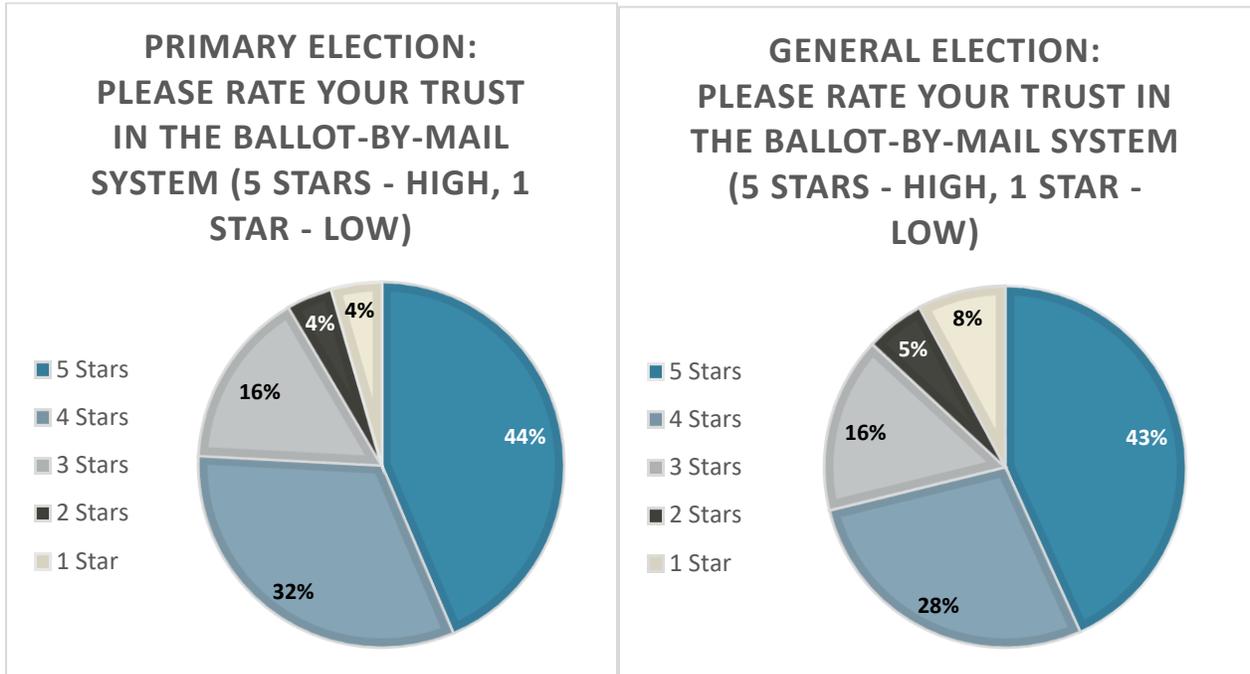
Answered: 42,367 Skipped: 202



Answered: 29,821 Skipped: 124

Answered: 41,780 Skipped: 789

Survey results show the level of trust in the ballot-by-mail system has remained relatively consistent from the Primary to the General Election.



Answered: 27,914

Skipped: 2,031

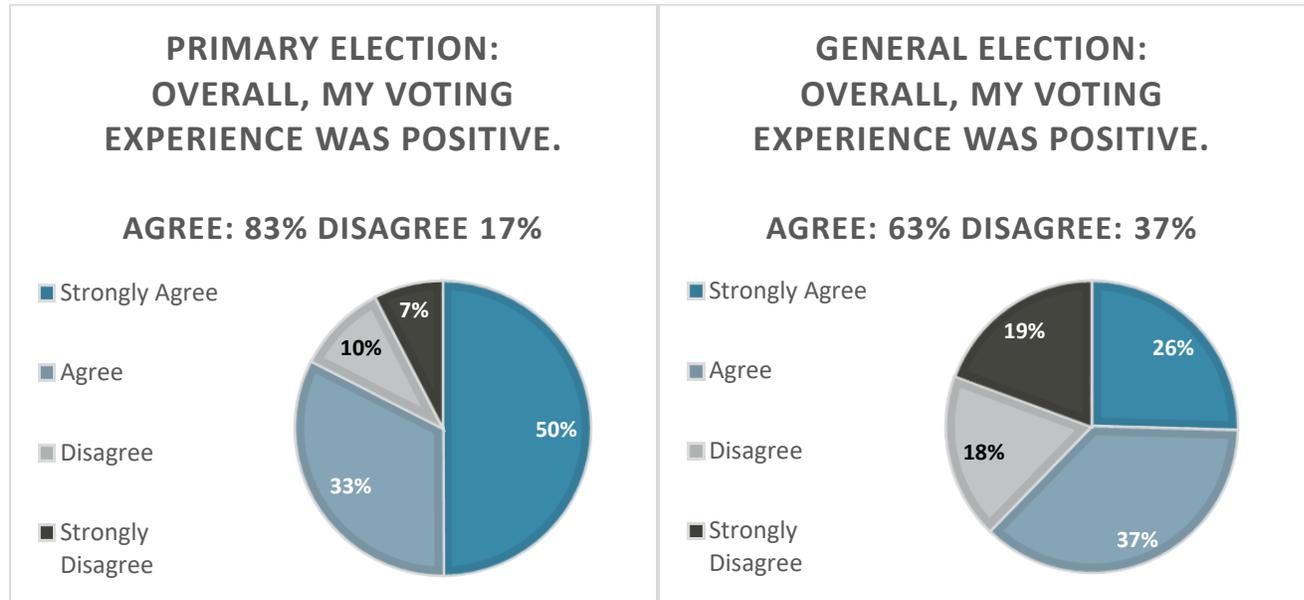
Answered: 41,618

Skipped: 951



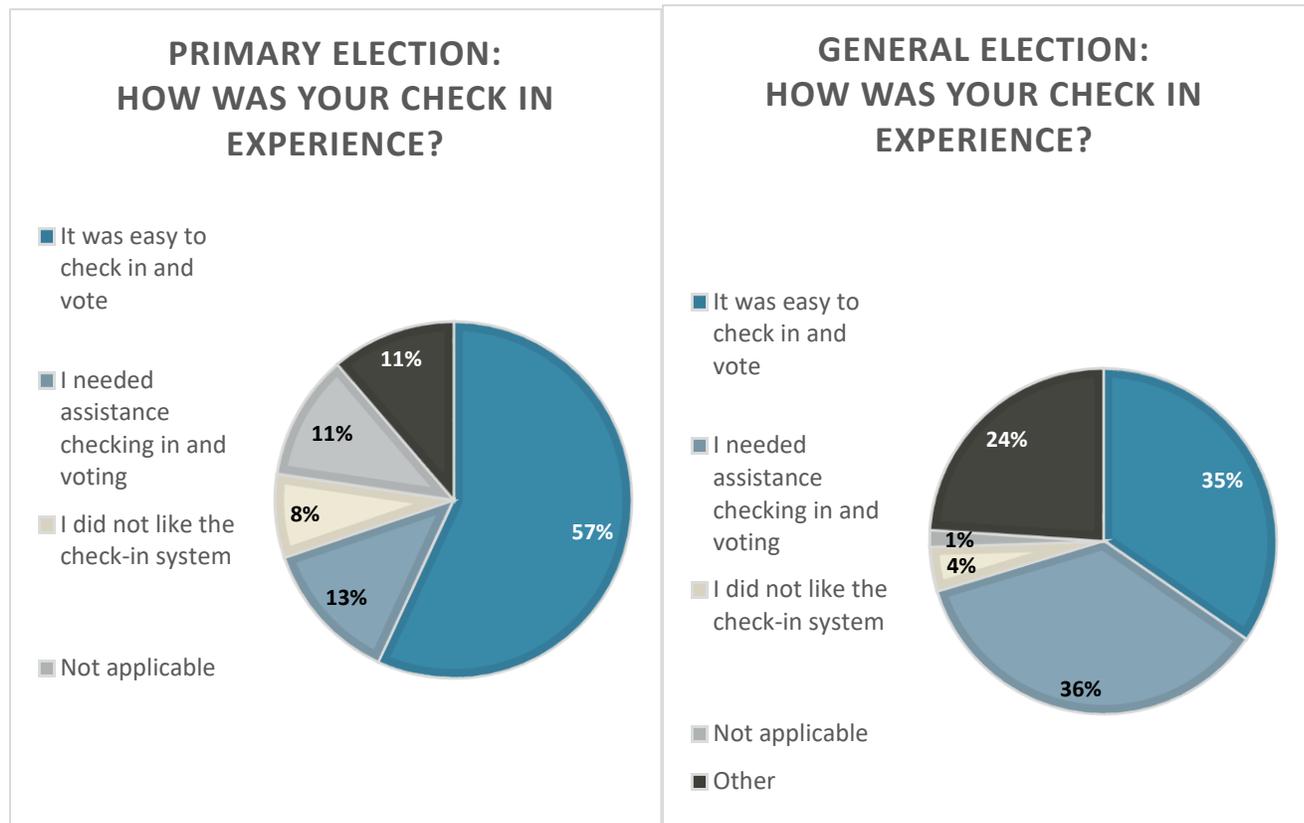
Election Day Survey Responses in the 2018 Midterms

Survey results show a slight decrease in the number of General Election Voters who responded to the survey regarding Election Day.



Answered: 1,008 Skipped: 63

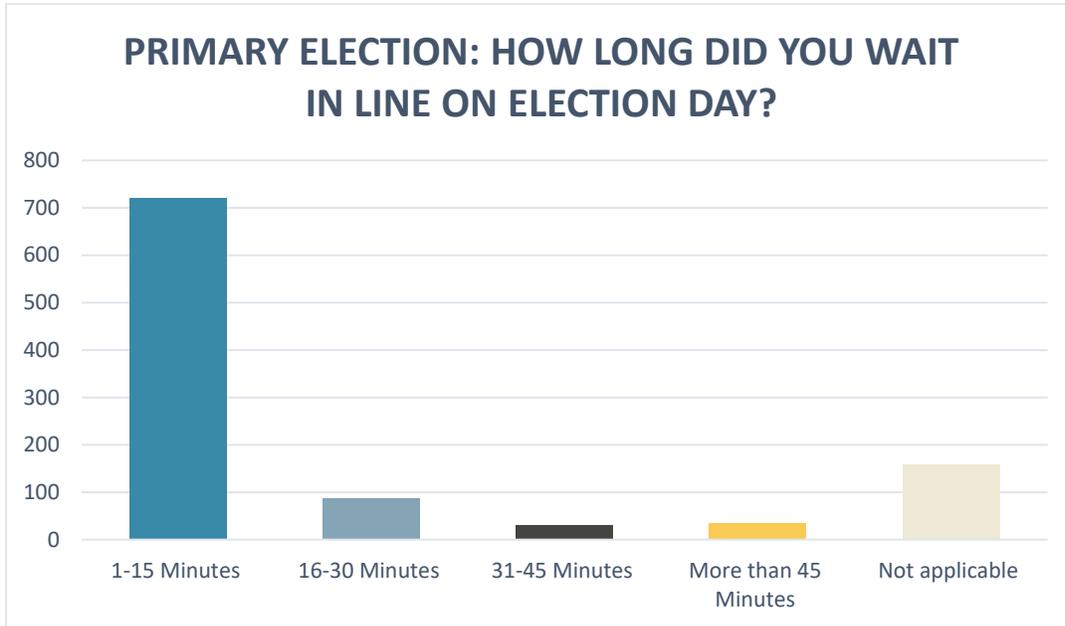
Answered: 581 Skipped: 2



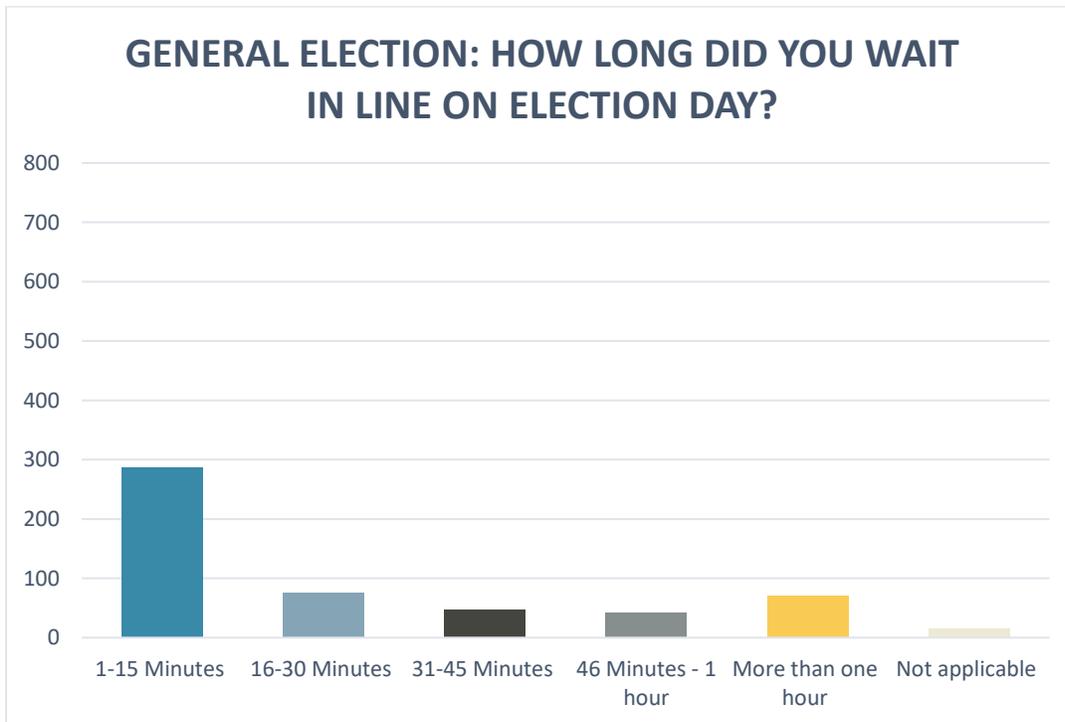
Answered: 1,034 Skipped: 37

Answered: 528 Skipped: 55

There was an expected increase in the amount of time voters reported waiting in line at a Polling Location or Vote Center on Election Day in the General Election due to an increased volume of voters. More voters reported needing assistance when they checked in to vote, commonly due to ID requirements at polling locations on Election Day.



Answered: 1,033 Skipped: 41



Answered: 540 Skipped: 40

Frequently Asked Questions

1. Is it true that ballots returned by mail are only counted when a race is close?

No, the Elections Department will count every verified ballot, whether a voter mails in their ballot or votes in-person.

2. My signature has changed. Does that mean my ballot will not be counted?

The Elections Department understands that signatures can change over time. If your signature does not match the ones we have on file, we will make every effort to contact you to verify your signature. Once you confirm this is your signature, the signature will be saved for manager review for future elections. As such, our staff is trained to identify these evolving signatures.

3. Is there a way for me to track my early ballot?

Voters can track the status of their ballot several ways. They can text the word “Join” to 628-683 to receive notifications when their ballot is mailed out, received by the Elections Department, signature verified and when their ballot is counted. Voters can also subscribe to text and email notifications online at TextSignup.Maricopa.Vote, or check on the status of their ballot by visiting BallotStatus.Maricopa.Vote.

4. Why isn't an “I Voted” sticker included for voters who have mailed in their ballot?

Maricopa County does not include a sticker with mailed ballots due to cost. With 1.6 million voters registered to vote by mail in Maricopa County, it would cost about \$480,000 per election, or approximately one million dollars for every major Primary and General Election cycle to include stickers with every mailed ballot due to high processing costs required to keep stickers from gumming up assembly machinery.

5. Am I on the Permanent Early Voting List?

To verify whether you are on the Permanent Early Voting List, visit Maricopa.Vote, and click on “Permanent Early Voting List Sign Up.”

6. Why did I receive two ballots?

Ballots are printed before the voter registration deadline. If a voter changes their address, or makes any other changes to their registration, the printed ballot will be voided, and a second ballot will be reissued. There is no way to stop a ballot from being mailed once it's printed, however we only count the first verified ballot we receive with a valid signature.

7. Do I have to re-register before every election?

Voters only need to re-register if they have changed their name, moved or changed their political party.

8. Are only early voters able to vote early at Vote Centers?

Vote Centers are open to ALL Maricopa County voters, during the early vote period and on Election Day.

9. Why did you have Emergency Vote Centers in the Midterm Elections?

ARS 16-542 (H) states: As a result of an emergency occurring between 5:00 p.m. on the second Friday preceding the election and 5:00 p.m. on the Monday preceding the election, qualified electors may request to vote early in the manner prescribed by the county recorder of their respective county. For the purposes of this subsection, “emergency” means any unforeseen circumstances that would prevent the elector from voting at the polls. Emergency voting is a practice of the Recorder’s Office and Elections Department since 1992.

10. What writing utensil should I use to fill out my ballot?

Ballots should be filled out with a black or blue ink pen. One bold line connecting the head and tail of the arrow is sufficient for a tabulation machine to count your vote. Do not use a marker or sharpie, since they tend to bleed through and will damage your ballot.

11. What can I do if I damage my ballot?

Our tabulating machines cannot read damaged ballots or crossed out selections. There are several options for replacing a damaged ballot. You can vote in person on or before Election Day at a Vote Center. You can also request to get a new ballot sent to you by calling the STAR Center at 602-506-1511, or email the Recorder’s Office at EVreq@risc.maricopa.gov. This request must be made by 5 p.m. on the 11th day before Election Day.

12. If I don’t vote for every race, will my entire ballot not count?

You are allowed to undervote. An undervote occurs when the number of choices selected by a voter in a contest is less than the maximum number allowed for that contest, or when no selection is made for a single choice contest. The choices made for all other contests will still be counted.

13. Why does it take multiple days to count all the ballots after an Election?

Maricopa County saw unprecedented turnout for a midterm election. The large volume of voters and aging tabulation equipment, along with statutory requirements and an administrative change, dictated the timeline for final results. The administrative change was the decision to duplicate ballots that had been damaged or weren’t readable by counting machines due to stray or error marks. These duplicate ballots were then counted. By law, the Maricopa County Elections Department cannot start tabulating ballots until seven days before Election Day. Ballots continued to be counted every day until every early ballot that was received by 7pm on Election Day was counted. Pursuant to 16-584, the Elections Department must provide five business days for provisional voters to verify their registration before completing a canvass for a General Election. For other elections, voters have 3 days after Election Day to verify their registration.

14. Why did you change the way you handle mismatched signatures from early ballot return affidavits?

In the past, the Elections Department required all early voters to contact the department by 7 p.m. on Election Night to cure any signature on the Early Ballot Affidavit that was determined not to match the signature on file. Signatures on the green envelope submitted on Election Day were not reviewed after the deadline, which meant any of those signatures found not to be matching would not be counted.

Upon review of this process and procedure, the Recorder moved to give voters a chance to confirm their identities before their ballots were rejected due to mismatched signatures. This process was adopted statewide by all 15 county recorders after a legal challenge.

15. Can my ballot be sent to my forwarding address?

You may request the Recorder's Office send your ballot to a temporary address at Request.Maricopa.Vote. You may also send a written request with the following information:

1. Full name
2. Date of birth
3. Residence Address
4. Temporary Address
5. Signature
6. Note granting us permission to mail to temporary address, and the election(s) you are requesting to have a ballot mailed to a temporary address.

You may email a scanned copy of this written request to: EVreq@risc.maricopa.gov, fax it to 480-360-3628 or mail to:

Maricopa County Elections
Attn: Early Voting
510 S 3rd Ave.
Phoenix, AZ 85003

Federal and state law does not allow official election related materials to be sent to a forwarding address provided by the Post Office. Temporary mailing addresses may be submitted between 93 and 11 days prior to an Election Day.

Have additional questions?

Please contact the Recorder's Office at ElectionInfo@risc.maricopa.gov.



Citizen Academy

Four ways to get involved in the election process

Voting Location Worker

Work at Early Voting Sites and Polling Places or Voting Centers.

Requirements: Up to three day training Registered to vote in Maricopa County

Time Frame: Five to 27 days of work at a voting site, may include weekends and/or evenings (based on your availability)

Deputy Registrar

Support Voter Registration efforts for the Recorder's Office. Attend voter registration events and assist in registering new voters in the County.

Requirements: One day training Registered to vote in Maricopa County

Hours: Vary

Location: Across Maricopa County

Special Election Board

In teams of two, visit homes/ care facilities/ hospitals to provide voting assistance to incapacitated voters.

Requirements: One day training Registered to vote in Maricopa County Background check Reliable transportation with car insurance (Mileage reimbursement)

Time Frame: Up to 27 days, as needed
Location: Across Maricopa County, with downtown Phoenix Election Center as hub

Citizen Board

Process returned early ballots in the weeks leading to Election Day, on Election night and a few days after the Election.

Requirements: 1 day training Registered to vote in Maricopa County

Time frame: Up to 15 days, as needed Day and possible night shifts

Location: Downtown Phoenix Election Center

Sign up for the orientation: tinyurl.com/getinvolvedmaricopa
Maricopa.Vote | 602-506-1511 | Getinvolved@risc.maricopa.gov