

General Election Review



Maricopa County Elections Department
Community Network Meeting

November 17th, 2010

Agenda

- Visitors
- Voter Registration
- Voter Information and GOTV Efforts
- BW Recruitment and Training
- Overall Turnout
- Early Voting
- Election Day
- Provisional Ballots
- Surveys
- Audits



MCED hosted many international visitors for this General Election cycle:



- Visitors from Europe see how the early ballots cast by mail are processed.
- These representatives were from Portugal and Austria.

Observers from Egypt:



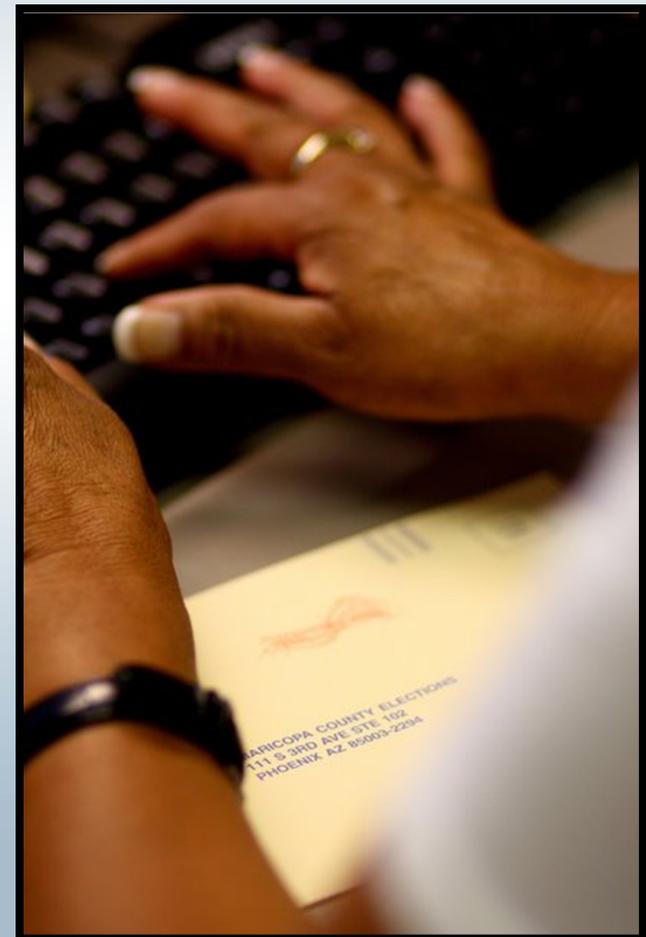
- County Recorder Helen Purcell & Elections Director Karen Osborne welcome the representatives at our MCTEC facility before the tour.

African women's voting coalition observes early voting request process



Voter Registration

- We only received 12,195 new registrations on the final day to register.
- We anticipated around 40,000
- In 2008 it was closer to 60,000

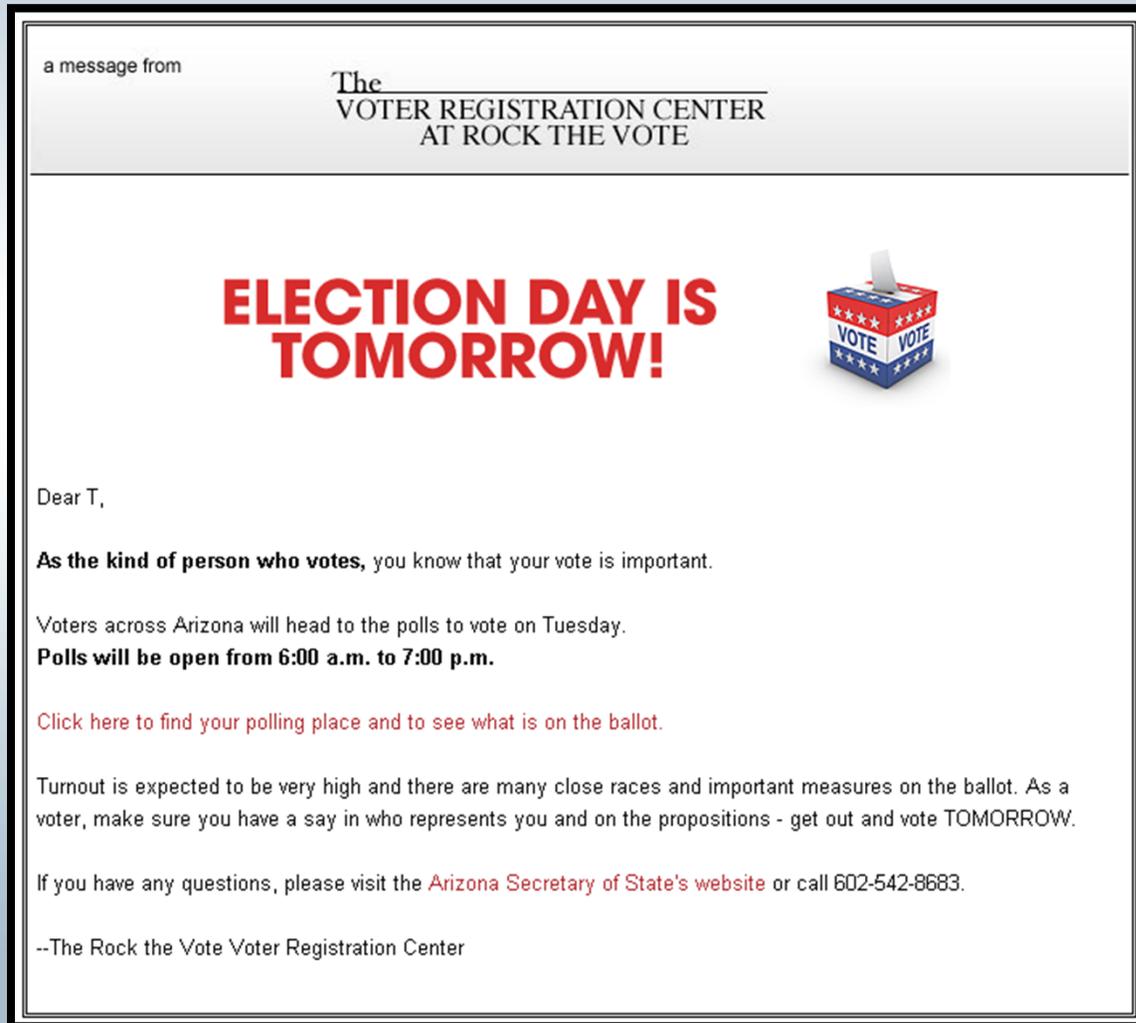


Keeping on top of things:

- Many organizations offer information to voters.
- Ensuring that the information is accurate can be a full time job.
- One way of monitoring information, and to get it if you are a voter, is to get on their mailing lists for updates.
- But voters should always be cautious to be sure that the information being provided is correct.



Rock the Vote sends out informative emails which are very helpful to voters:



- The link provided, along with the hours that the polls are open and the SOS website and phone number, are a great service to voters.
- MCED tries to monitor sites to be sure information is correct.

Not quite accurate:

The screenshot shows the Electionland AZ website interface. At the top, there is a navigation bar with 'HOME', a state selection dropdown, and user information. The main header features the 'ELECTIONLAND' logo and 'ARIZONA'. Below this is a section titled 'Questions and Answers About Elections in ARIZONA'. A breadcrumb trail reads: 'Electionland AZ > Registering to Vote > Questions > i did not register at ...'. The question, asked by user 'joannp130' 8 days ago, is: 'i did not register at my new address can i still vote'. Below the question, it says 'You've already answered this question.' and provides social sharing options. The answer, provided by 'Rock the Vote' (a moderator) 7 days ago, is: 'If you are registered to vote at your old address, you can cast a ballot at your previous polling place on Election Day or you can request an absentee ballot from your previous county. Go to http://www.longdistancevoter.org/absentee_ballots to see how to request an absentee ballot.' A red arrow points from the question to the answer. On the right side, there is a sidebar with 'AZ State Election Center' and links for 'Voter Registration Deadline?' (Monday, October 4th), 'In-person Early Voting?' (Early voting begins on October 7th), and 'Other Questions? Click a Category.' (Registering to Vote, Voting Eligibility, Going to the Polls).

Setting the record straight:

This is partially incorrect in Arizona--if you are registered in the same county in which you live you want to go to the polling location which services your NEW address so that you get a ballot appropriate for where you now live. You will vote a provisional ballot which will update your registration. You only go to the old polling location if you have moved to a different county after the close of registration.

But many answers were spot on:



Are there any restrictions on registering to vote using a P.O. Box, college campus, or dorm address?



1 Featured Answer

**ROCK
THE
VOTE**

★ FEATURED

MODERATOR

A person may register to vote using any address he or she considers to be his or her legal residence. Residence requires both domicile and a place of abode. A P.O. Box is sufficient as a mailing address, but insufficient to establish residency. College students should list the street address of their dorm and specify the room, floor, or apartment they occupy.

[Rock the Vote](#) answered in [Voting as a Student](#) about 1 month ago | [Report](#)

& some could have helped in maintaining accurate VR by encouraging the listing of former address:



I live in the same state but have moved to a different address than the address that is on my current voter registration. Do I need to re-register?



1 Featured Answer



★ FEATURED

MODERATOR

Yes. Each part of the state has its own unique candidates and measures on the ballot.

When you vote at your assigned polling place you will have the opportunity to vote on the candidates and issues that most directly affect you and your neighbors. When you send in your new voter registration form indicate that you are changing your address. You will get a voter registration card in the mail within a month that will tell you where your precinct's polling place is located. You do not have to "unregister" your previous registration.

A better answer:

AZ has a statewide database and voters should prevent duplication by listing their address of prior registration to maintain accurate registration rolls.

NO issues reported as of November 1st!

The screenshot shows the Electionland AZ website interface. At the top, there is a navigation bar with 'HOME', a dropdown menu for 'Select a different state...', a user greeting 'Welcome AZT ammy. My page or Logout', and a search bar. The main header features the 'ELECTIONLAND ARIZONA AZ' logo, sponsored by 'ROCK THE VOTE'. Below the header is a black banner with the text 'Questions and Answers About Elections in Arizona'. The main content area is titled 'Voting Problems' and contains a paragraph: 'Are you running into trouble around registering to vote or casting your ballot? Electionland and the nonpartisan Election Protection Coalition are here to make sure all voters, including you, have an equal opportunity to participate in the process.' Below this is a yellow 'Ask a Question' form. A red oval highlights the text 'No one has asked any questions in Voting Problems.' under the 'LATEST' filter. To the right, there is a 'FIND YOUR POLLING PLACE' search box and an 'AZ State Election Center' sidebar with links for 'Voter Registration Deadline?' (Monday, October 4th), 'In-person Early Voting?' (starting October 7th), and 'Other Questions? Click a Category.' with a list of topics including 'Registering to Vote', 'Voting Eligibility', 'Going to the Polls', 'Absentee Voting', 'Overseas and Military Voting', 'Voting as a Student', and 'Voting Problems'.

Student Public Service Project

- We met with 3 students from Paradise Valley Community College who were planning on staffing GOTV tables on campus and in the community to:
 - Hand out information:
 - SOS Publicity Pamphlet
 - Clean Elections Candidate Pamphlet
 - ID at the Polls lists
 - Alternative voter format options
 - EV sites (while applicable)
 - Use the MCED website to:
 - Verify registration
 - Confirm polling locations



Election Day

- Where's my polling place?
- List of poll hours
- What should I take with me?



Voters Guide: Be prepared for Election Day

- Get all the info you need to be an informed voter.
- Find polling places | The Races | Ballot measures
 - Fact Check | Endorsements | 10 Questions | More

Media

- The media provided links to polling place locator tools, lists of necessary ID, and voting guides.
- Univision covered bilingual classes and a set-up meeting to educate the public on what goes on leading up to Election Day.
- We were pleased with this attention to further advertise that voter assistance is available at the polls and that the workers are well trained and devoted to their task.





Telemundo

- Telemundo offered the day off with pay for any employee who volunteered to work the polls.
- We thank this corporate sponsor for all of their efforts in not only informing the public, but also going the extra mile and helping to staff the polls on Election Day!



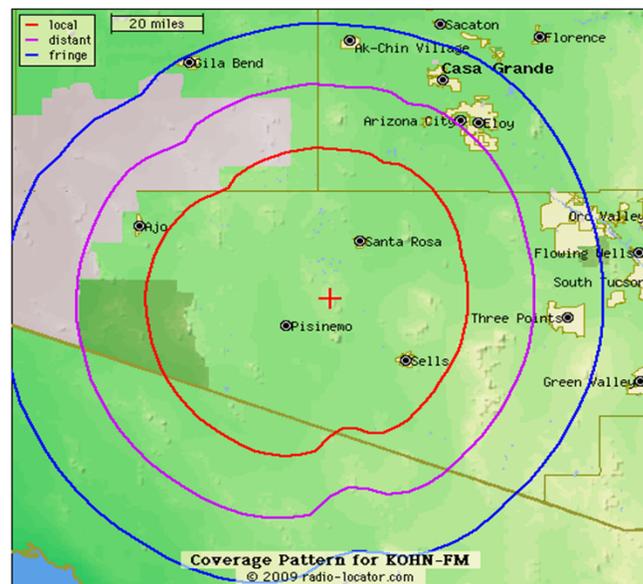
KOHN 91.9 FM

Voice of the Tohono O'odham Nation

Special Thanks!

- To Lenora Mendez with Pima County Elections Department who included the 2 polling places in Maricopa County which are part of the O'odham Nation on their radio broadcasts on KOHN 91.9 FM on Election Day.
- Thanks Lenora!!

Predicted coverage area for [KOHN 91.9 FM](#), Sells, AZ



Google it!

[Web](#) [Images](#) [Videos](#) **Maps** [News](#) [Shopping](#) [Mail](#) [more](#) ▾

Google maps

[Get Directions](#) [My Maps](#) <<

Google Voter Info
By: maps.google.com

Get your voter info! Enter the **full home address** where you're registered to vote, including city and state:

Example: [1600 Pennsylvania Ave, Washington DC](#)

- We began working with Google this summer to participate in the collaborative effort with the Pew Center on the State's Voter Information Project

[International Business Times](#) - [385 related articles](#)

[Find your **polling** place and voting information](#)



<http://maps.google.com/vote>

Ooops!

Your Local Election Office

County Recorder

111 S 3RD AVE STE 102

PHOENIX, AZ 85003-2294

Phone: (602) 506-██████

Fax: (602) 506-██████

[Get directions](#)

- Our Assistant Director's phone was ringin' off the proverbial hook—more so than normal before a General Election.
- Then discovered that the wrong number, his DESK number not the voter information line, was listed on the Google site...

Your Voting Location

 **THOMAS A. EDISON SCHOOL**
804 N 18TH ST
PHOENIX, AZ 85006
 [Get directions](#)

This voting location is for eligible voters living at the home address shown above.

Check your voting location on your [state voting place locator](#)

How to vote in Arizona

[Arizona election website](#)

[Are you registered to vote?](#)

Some Arizona voters may qualify to vote by mail.

[Absentee ballot information](#)

Arizona voter hotline: 1-877-THE-VOTE

Your Local Election Office

County Recorder
111 S 3RD AVE STE 102
PHOENIX, AZ 85003-2294
Phone: (602) 506-1511
Fax: (602) 506-5112
[Get directions](#)

November 2 General Election

U.S. Senate

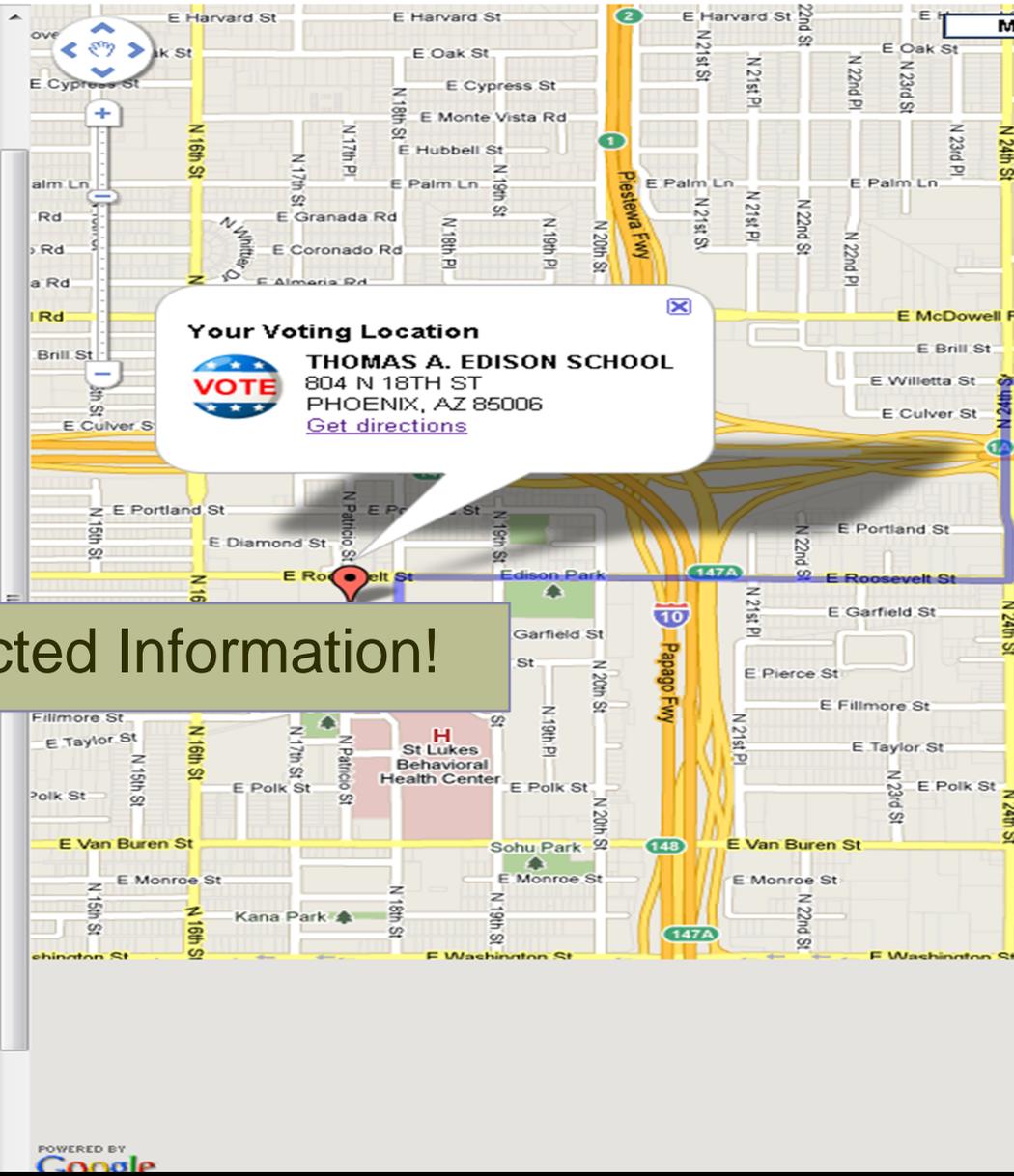
Rodney Glassman - Dem
John McCain - GOP
Jerry Joslyn - Grn
David Nolan - Lib

U.S. House

Ed Pastor - Dem
Janet Contreras - GOP
Joe Cobb - Lib
Rebecca DeWitt - Grn

Governor

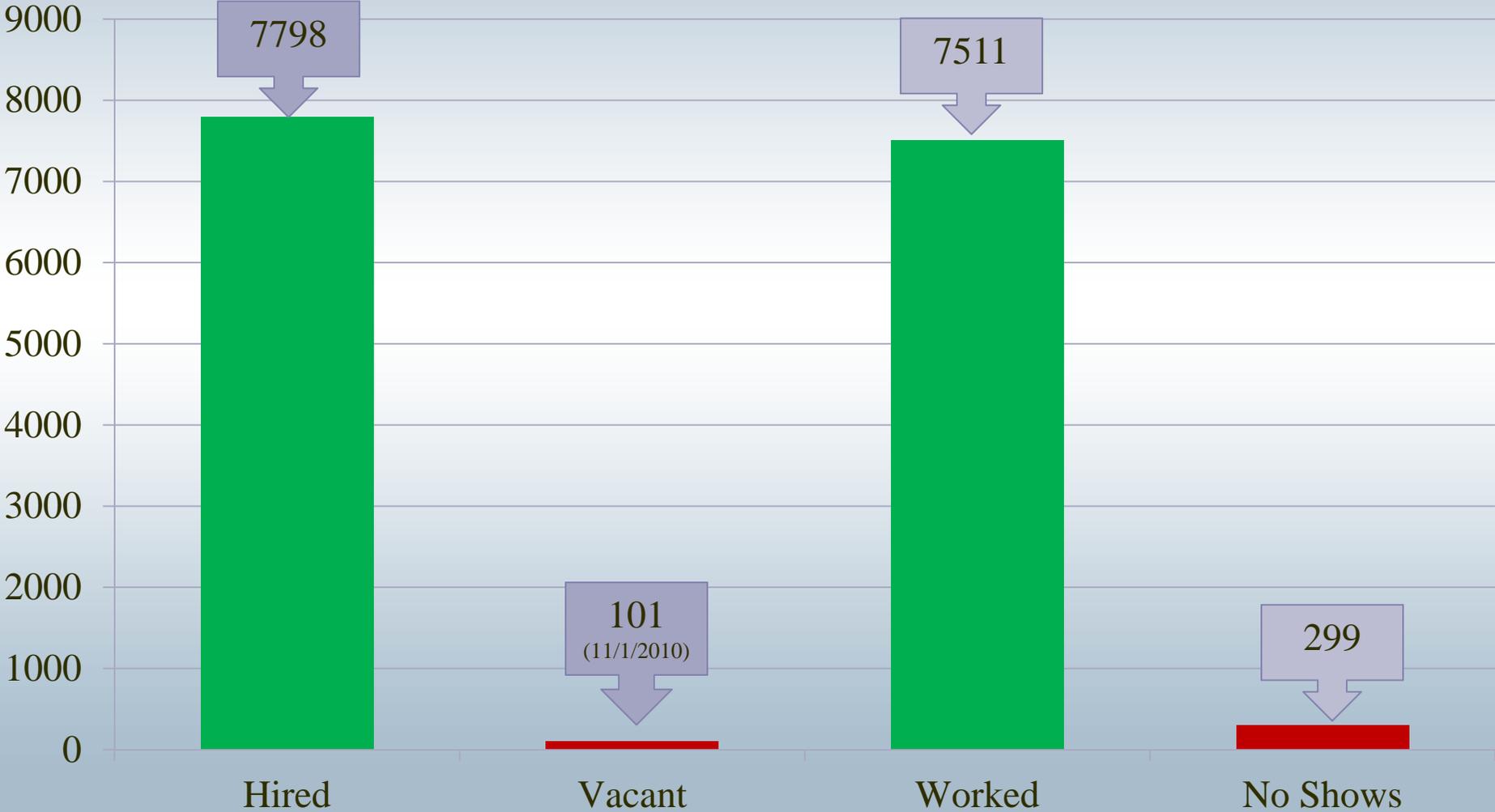
Terry Goddard - Dem
Jan Brewer - GOP
Larry Gist - Grn
Barry Hess - Lib



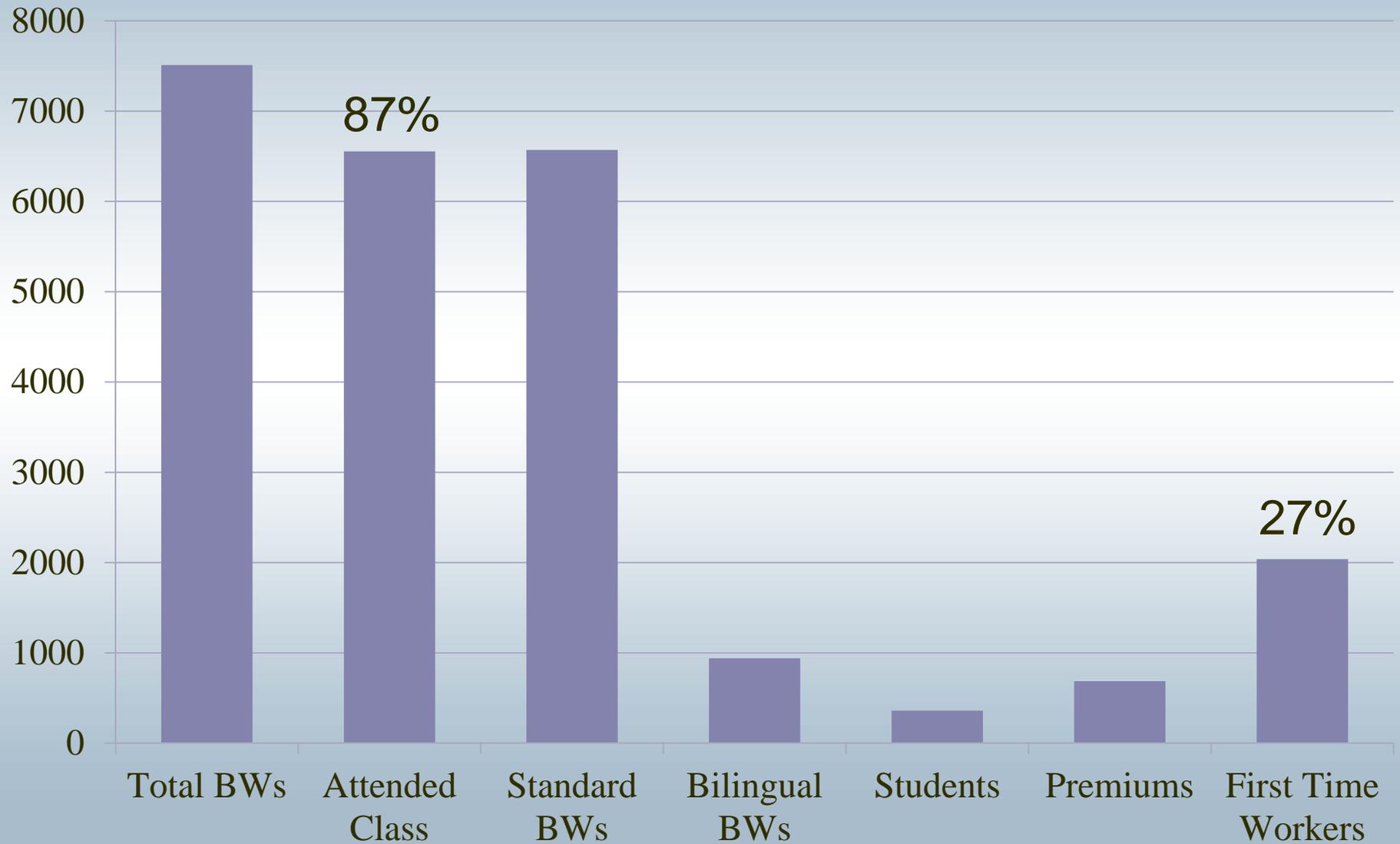
Corrected Information!

Boardworker Recruitment

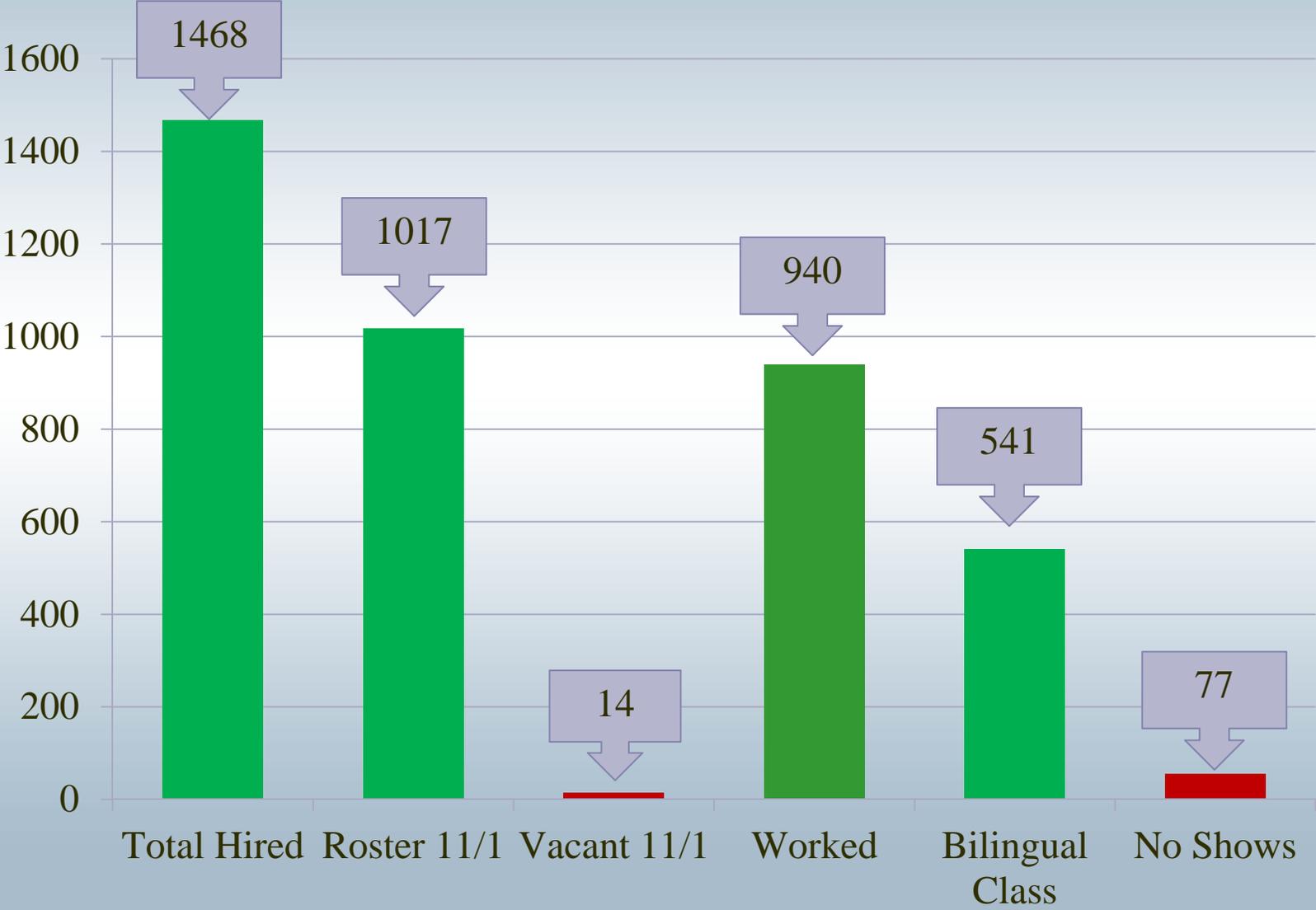
TOTAL GOAL: 7899



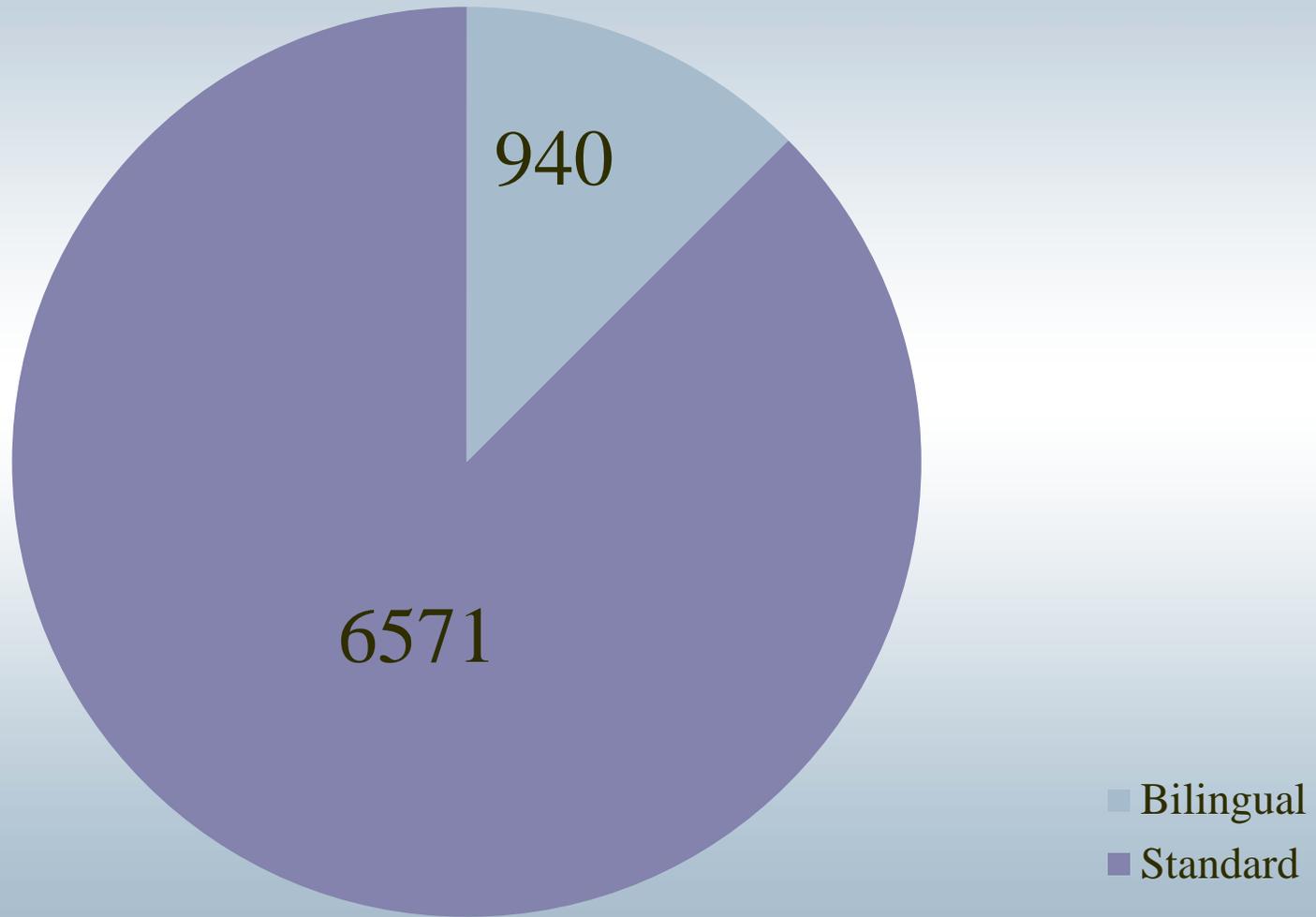
Total Boardworker Staffing:



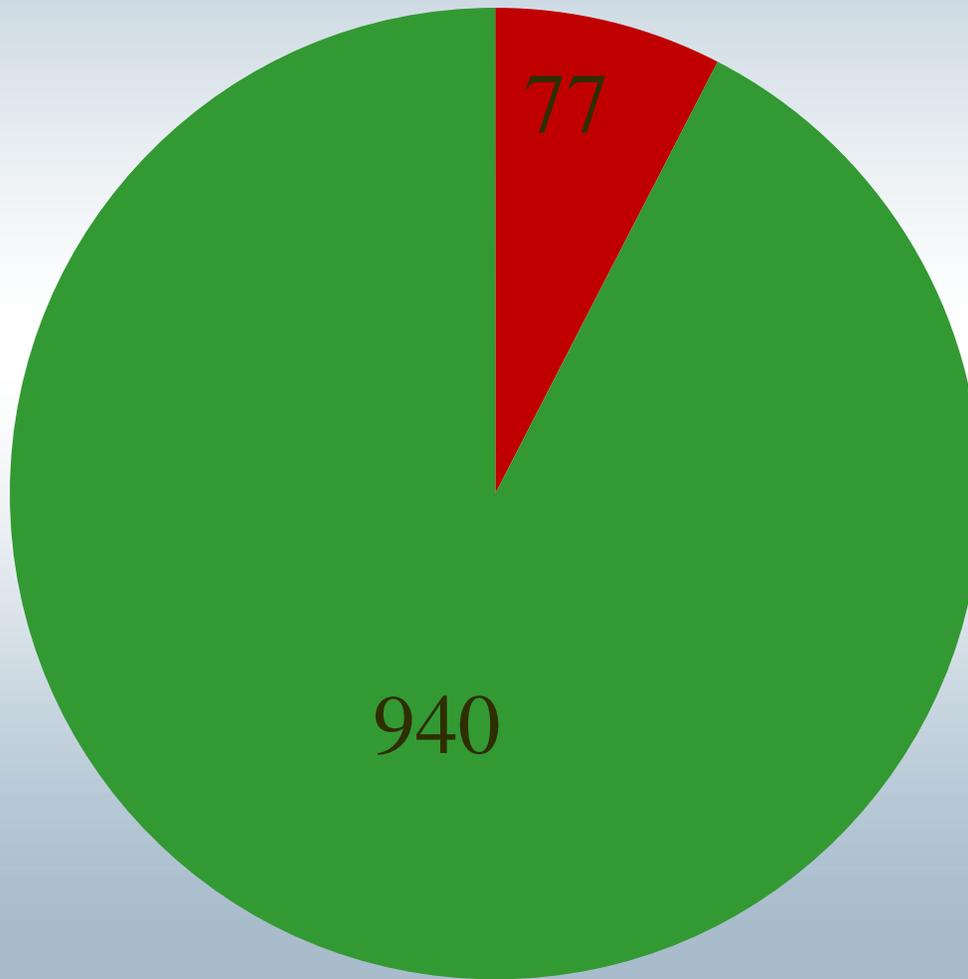
Bilingual Boardworker Total Recruitment



Boardworker Recruitment: Boardworkers who worked Election Day



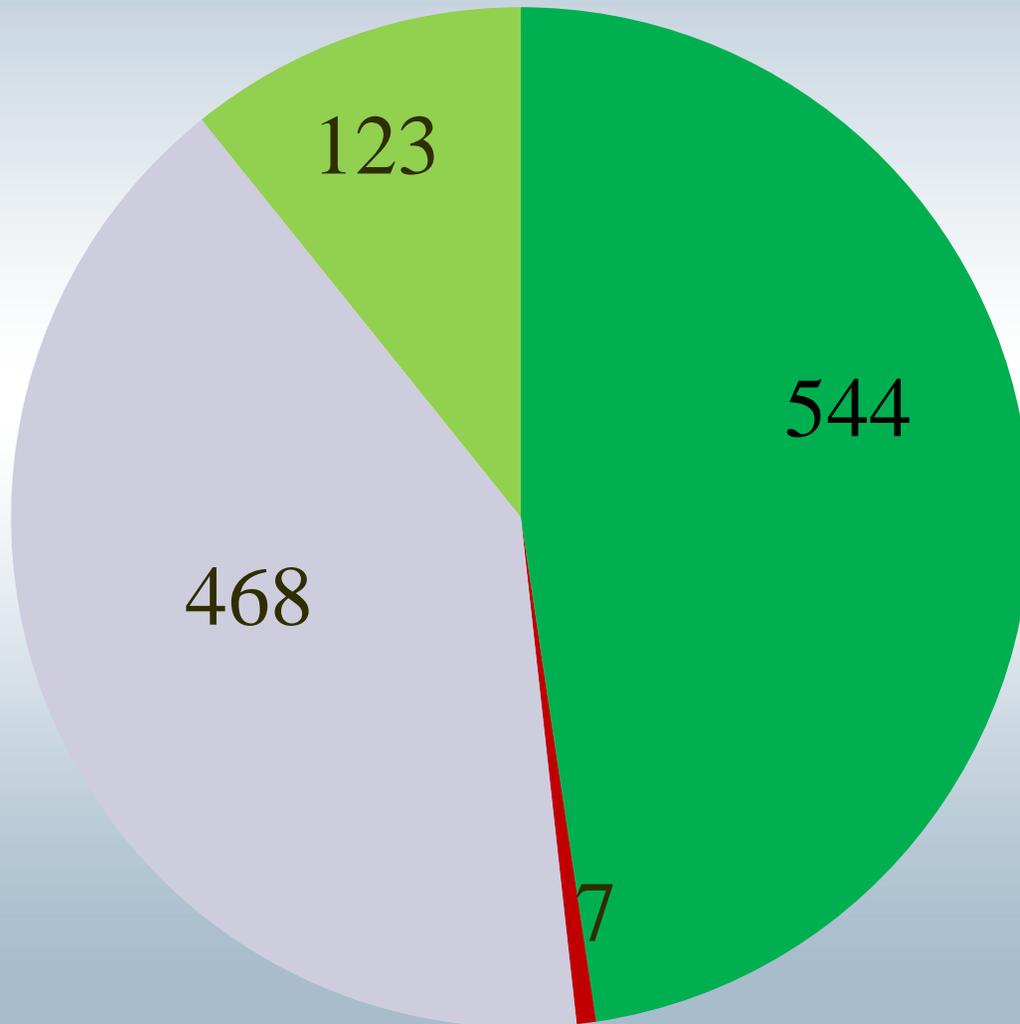
Boardworker Recruitment: Bilingual Boardworkers



- Hired-Did not work
- Worked

Boardworker Recruitment: Bilingual Precinct Coverage November 1st

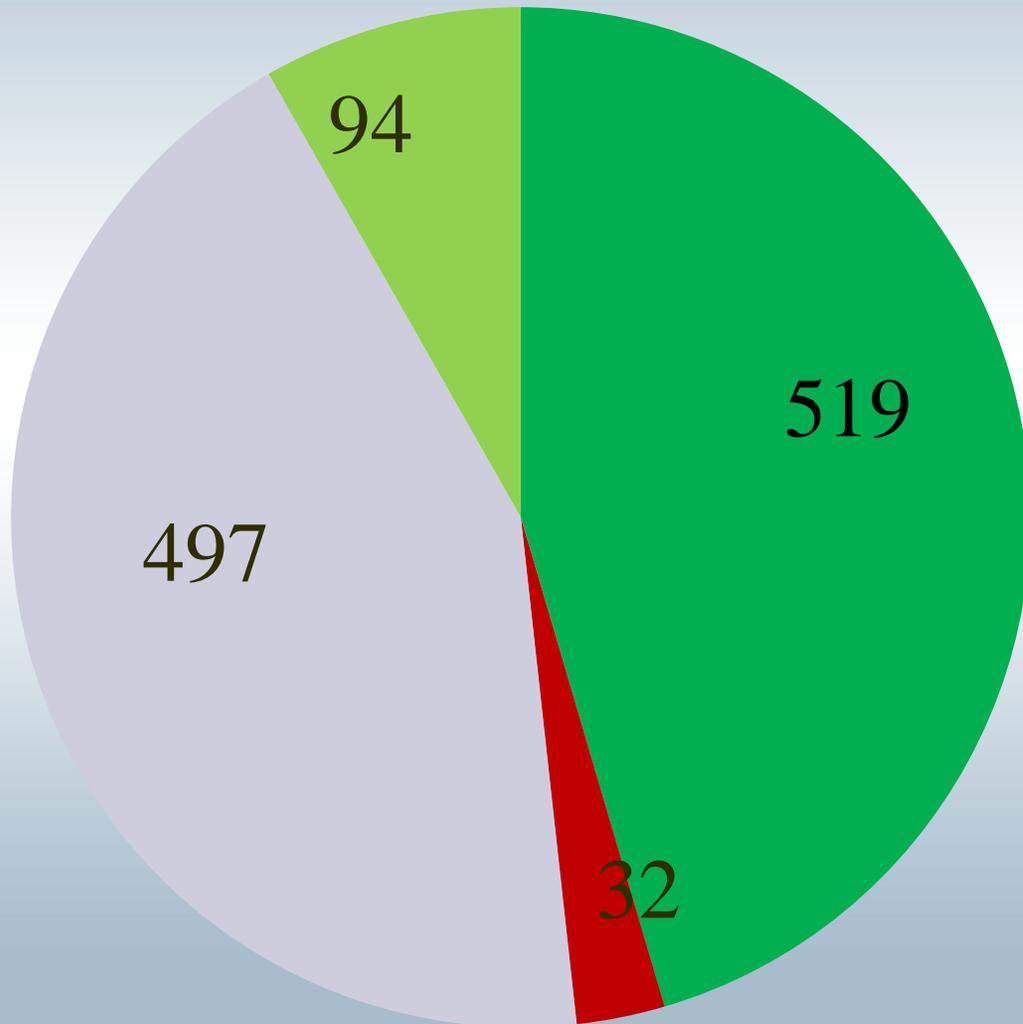
667 Precincts Hired



- Bilingual Staffed
- Bilingual Uncovered
- Standard
- Standard but Staffed

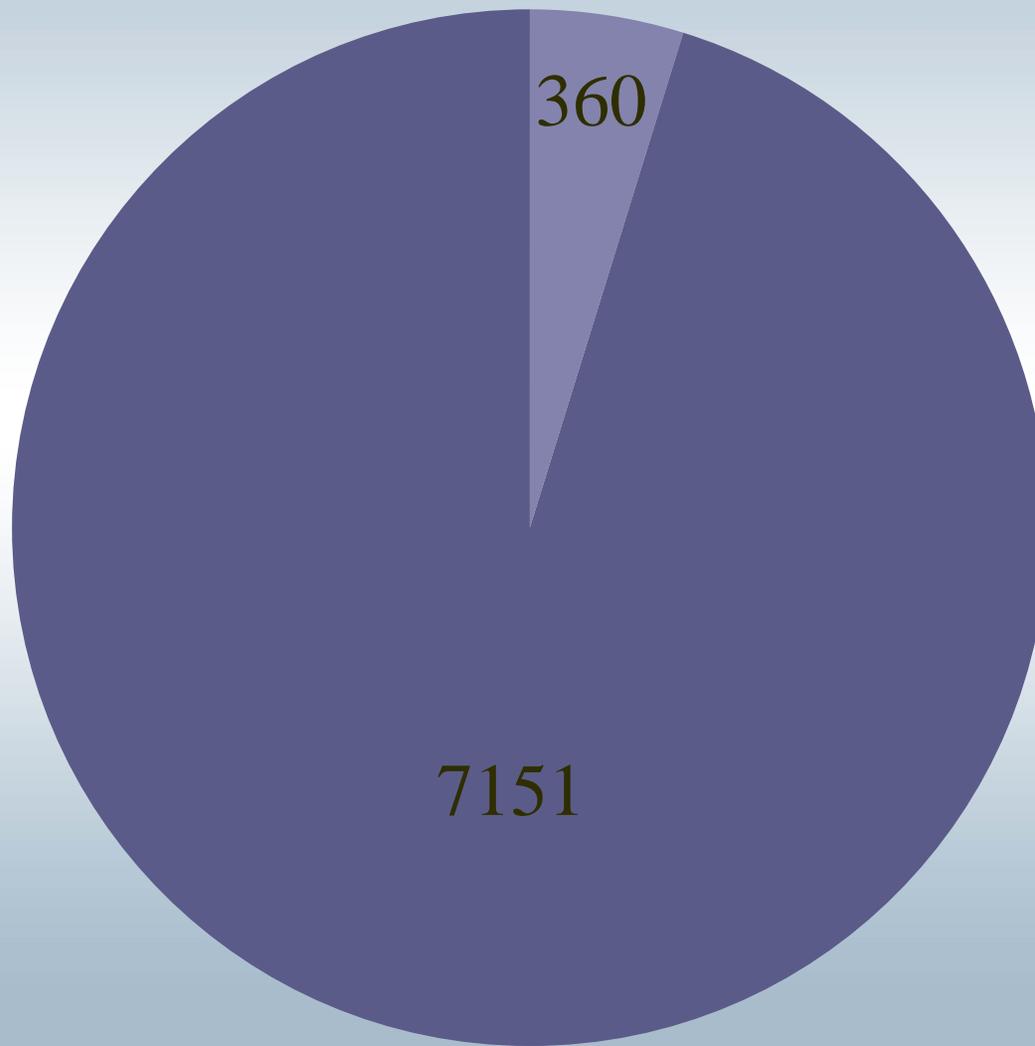
Boardworker Recruitment: Bilingual Precinct Coverage November 2nd

613 Precincts Worked



- Bilingual Staffed
- Bilingual Uncovered
- Standard
- Standard but Staffed

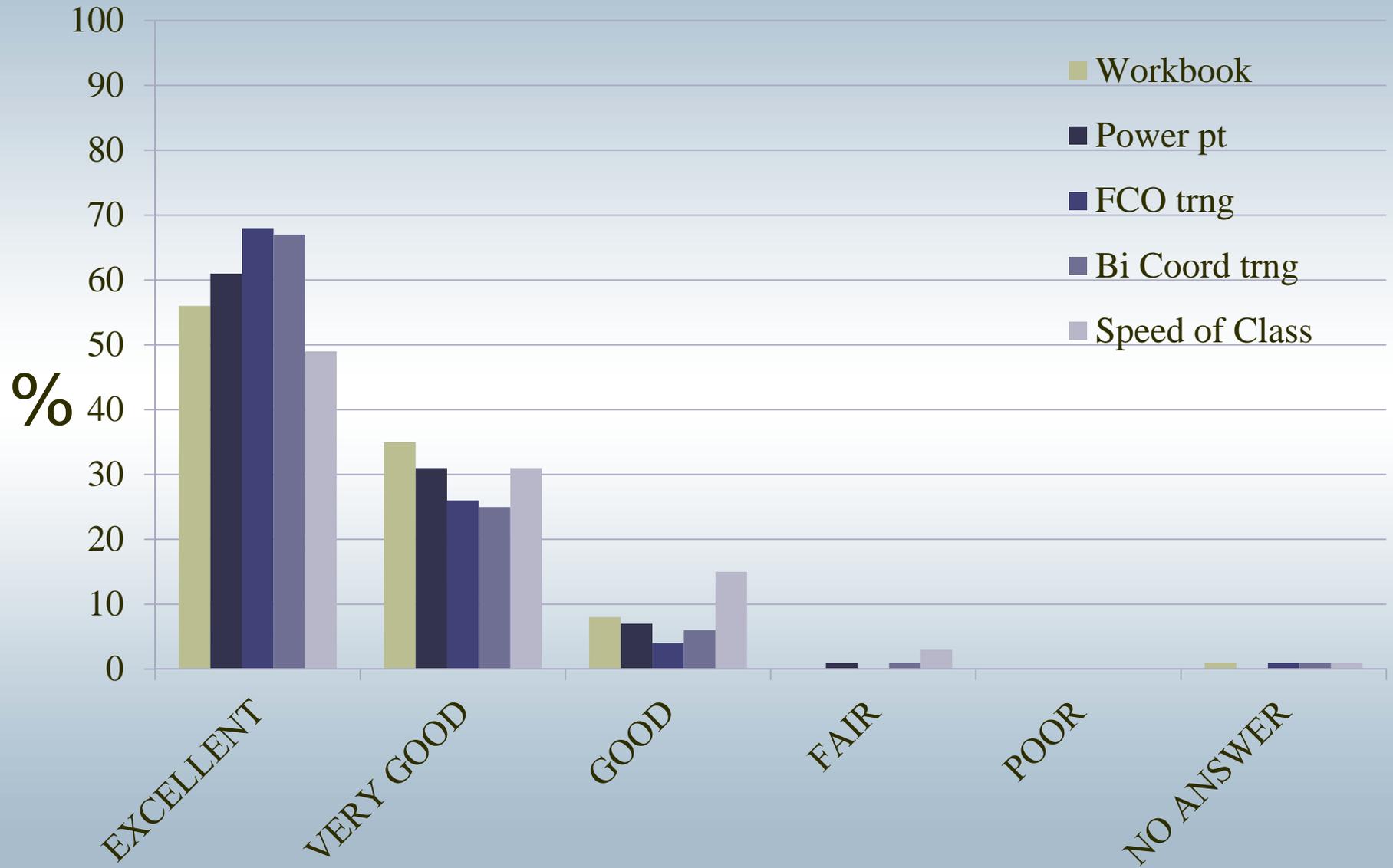
Boardworker Recruitment: Student BWs



■ Student

■ Non Student

Bilingual Class Assessments This Election:



Excellent & Very Good

- Workbook 91%
- Powerpoint 93%
- Federal Compliance Officer's training 94%
- Bilingual Coordinator's training 92%
- Speed of the class 81%
- Some class attendees felt that reading through the propositions was not a good use of time:

Please provide any other comments or recommendations on the Language Assistance Program here:

Do not read propositions - waste of time one is enough

Which 1 or 2??

Please provide any other comments or recommendations on the Language Assistance Program here:

The reading of ~~the~~ ^{two} propositions would suffice

Some found it too repetitive:

Please provide any other comments or recommendations on the Language Assistance Program here:

DO NOT FEEL THAT TAMMY'S INSTRUCTIONS SHOULD BE REPEATED IN SPANISH. IT SEEMS TO BE REDUNDANT.

Thank you again for your continued efforts to serve your community.

Please provide any other comments or recommendations on the Language Assistance Program here:

I felt alot of the information was repeated an unnecessary amount of times.

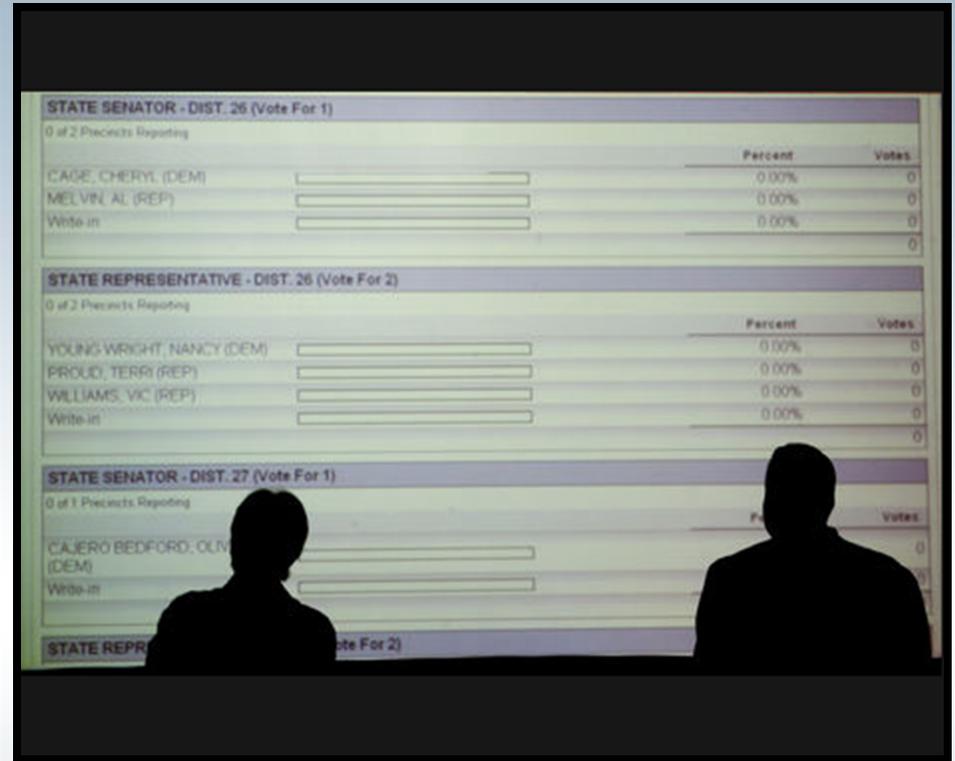
Thank you again for your continued efforts to serve your community.

Only common problems/issues are repeated in class; we can stop repeating them when they stop happening repeatedly!

Others just needed some reassurance that
it would all be OK!

**Please provide any other comments or recommendations
on the Language Assistance Program here:**

Don't go to far in case I need you on 11/2/10



RESULTS

GENERAL ELECTION

November 2, 2010

Summary Report

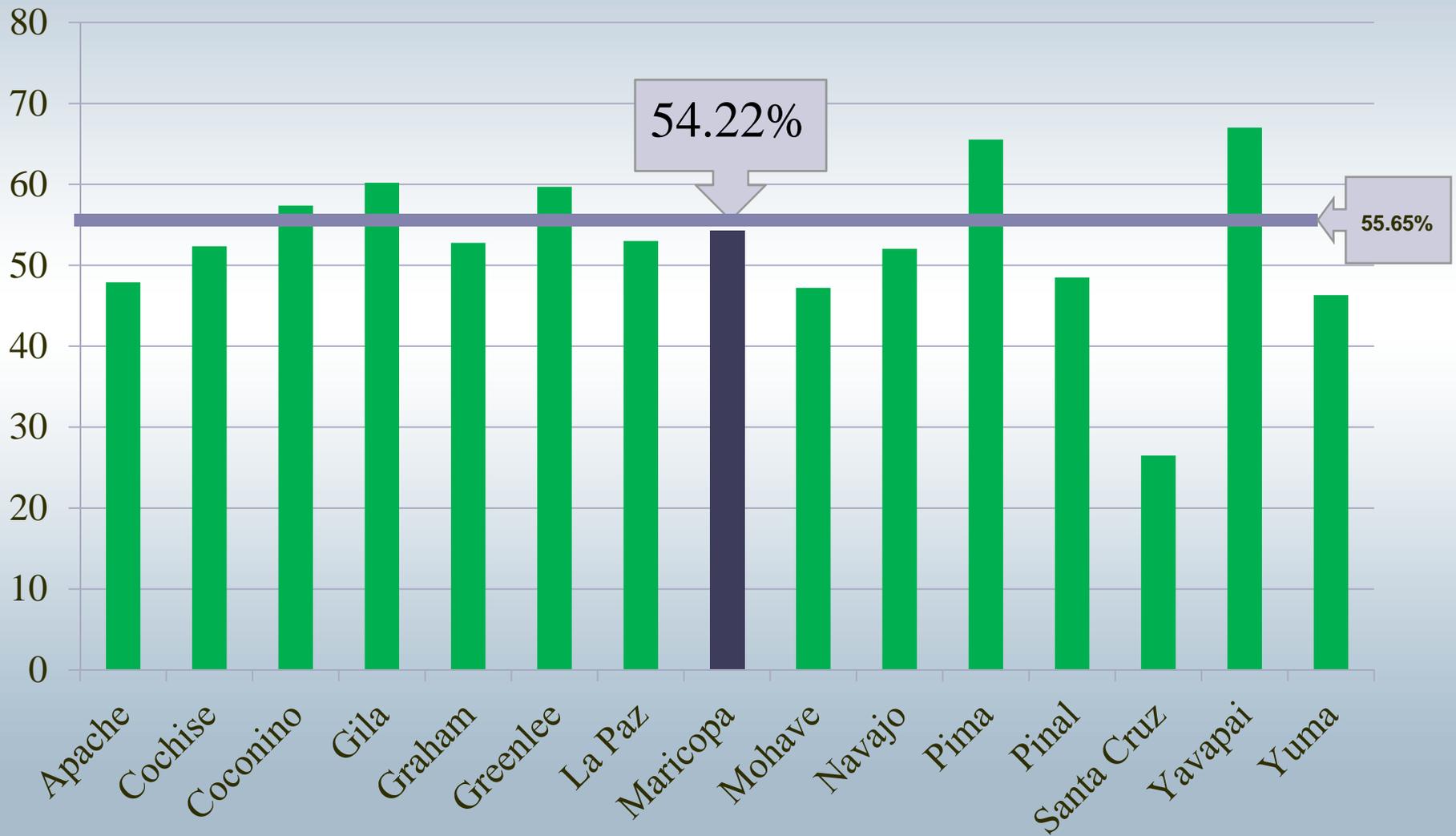
Maricopa County

UNOFFICIAL COMBINED RESULTS

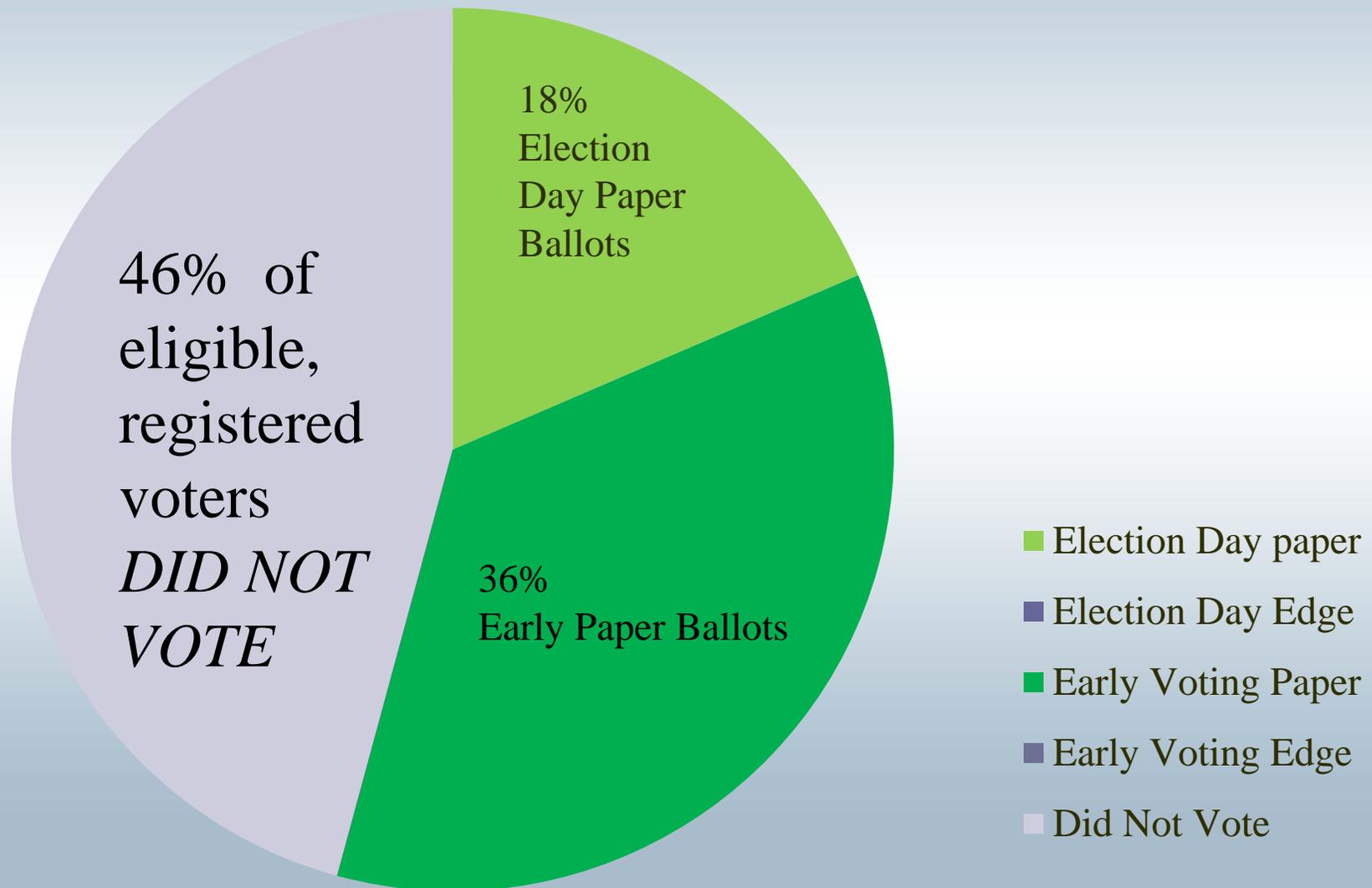
Registration & Turnout	1,851,956	Voters
Election Day Paper Turnout	343,227	18.53%
Early Voting Paper Turnout	660,786	35.68%
Early Voting Edge Turnout	0*	0.00%
Election Day Edge Turnout	107	0.01%
Total ...	1,004,120	54.22%

*There were 2 ballots cast on Edges at Early Voting sites; ballots which are cast on the Edge are cast as provisional ballots since the signatures are validated on all early ballots prior to their counting—that is why it shows 0 when in fact there were 2.

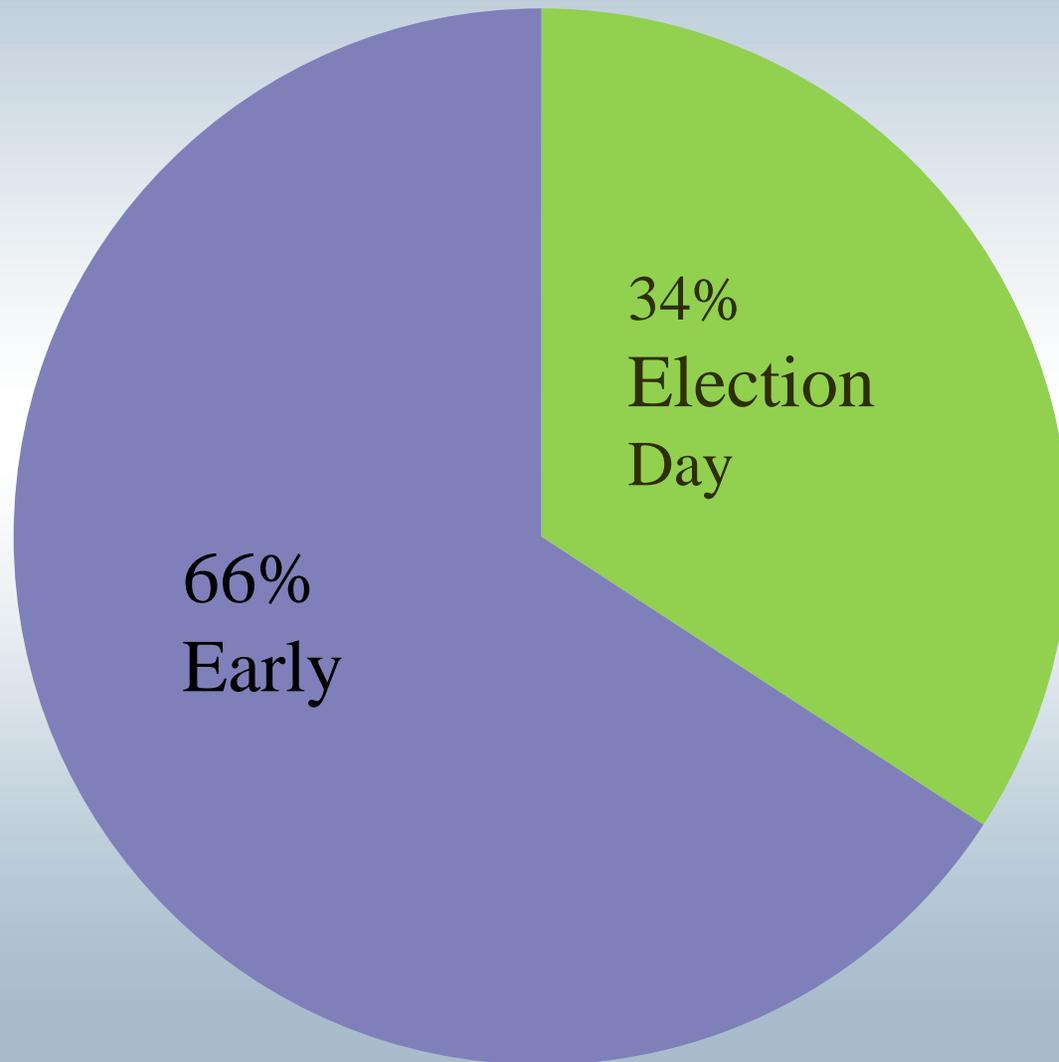
Statewide County Comparison Turnout % of Eligible Voters



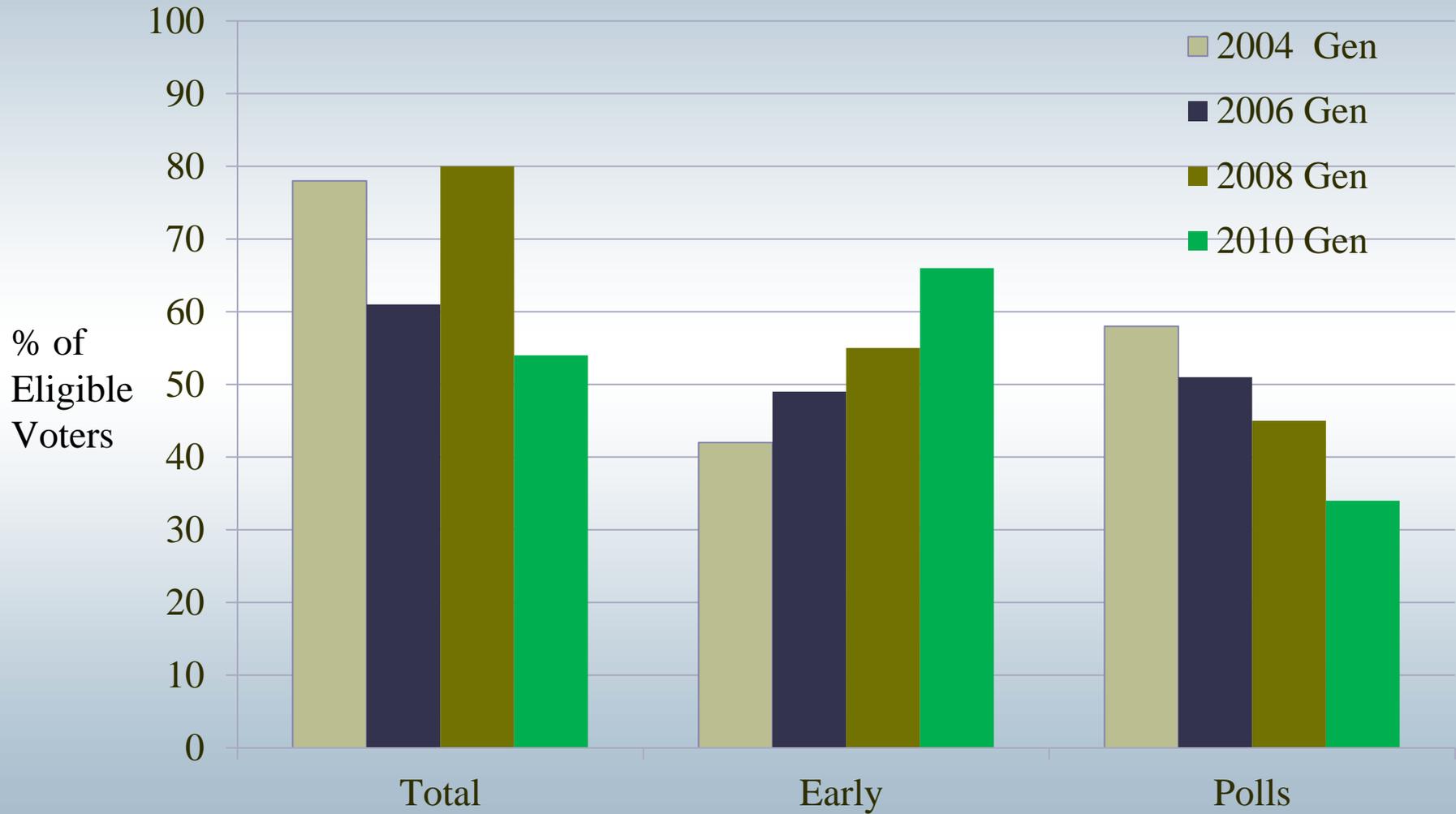
Turnout of Eligible Maricopa County Voters



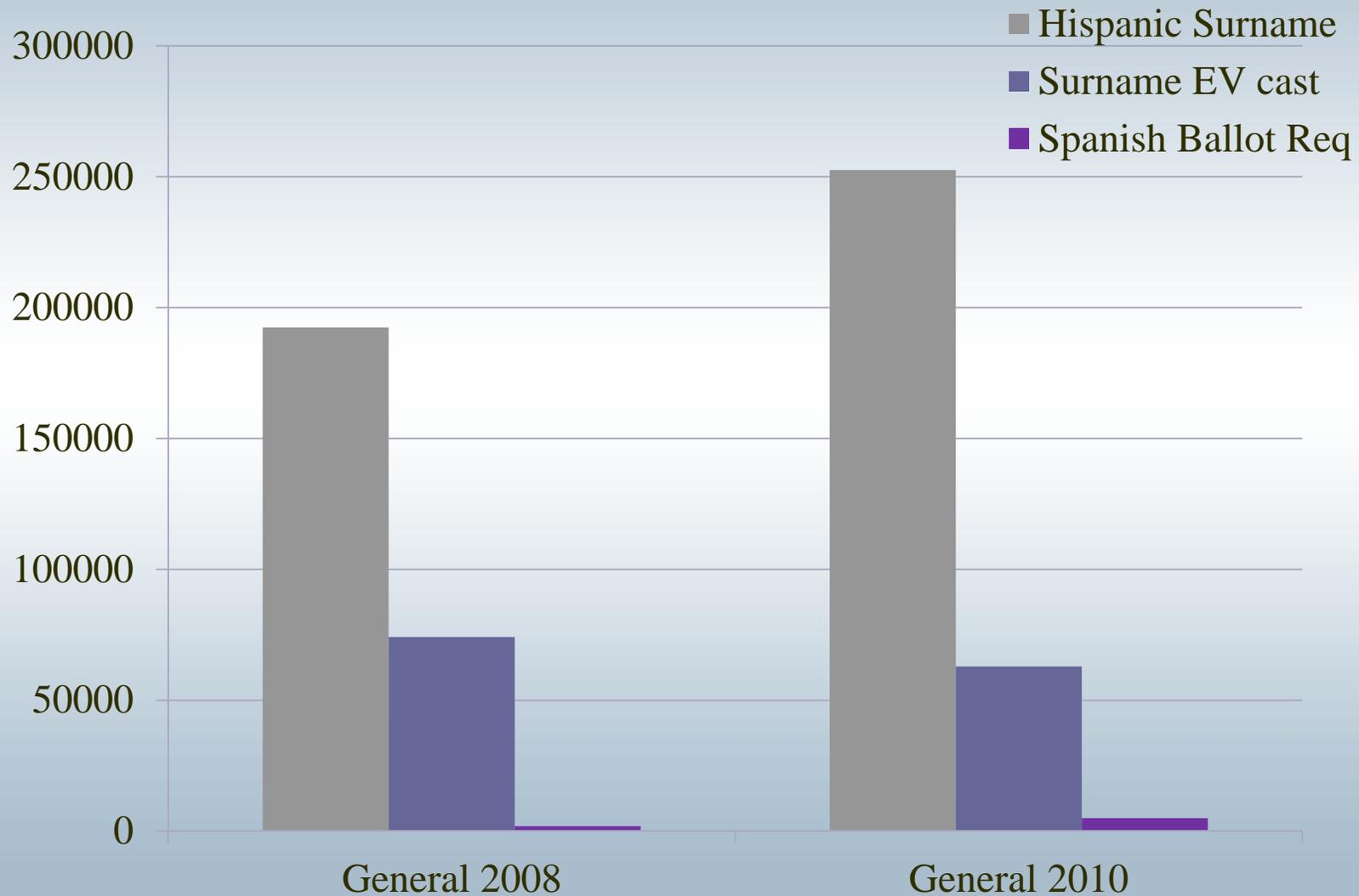
% of Ballots Cast



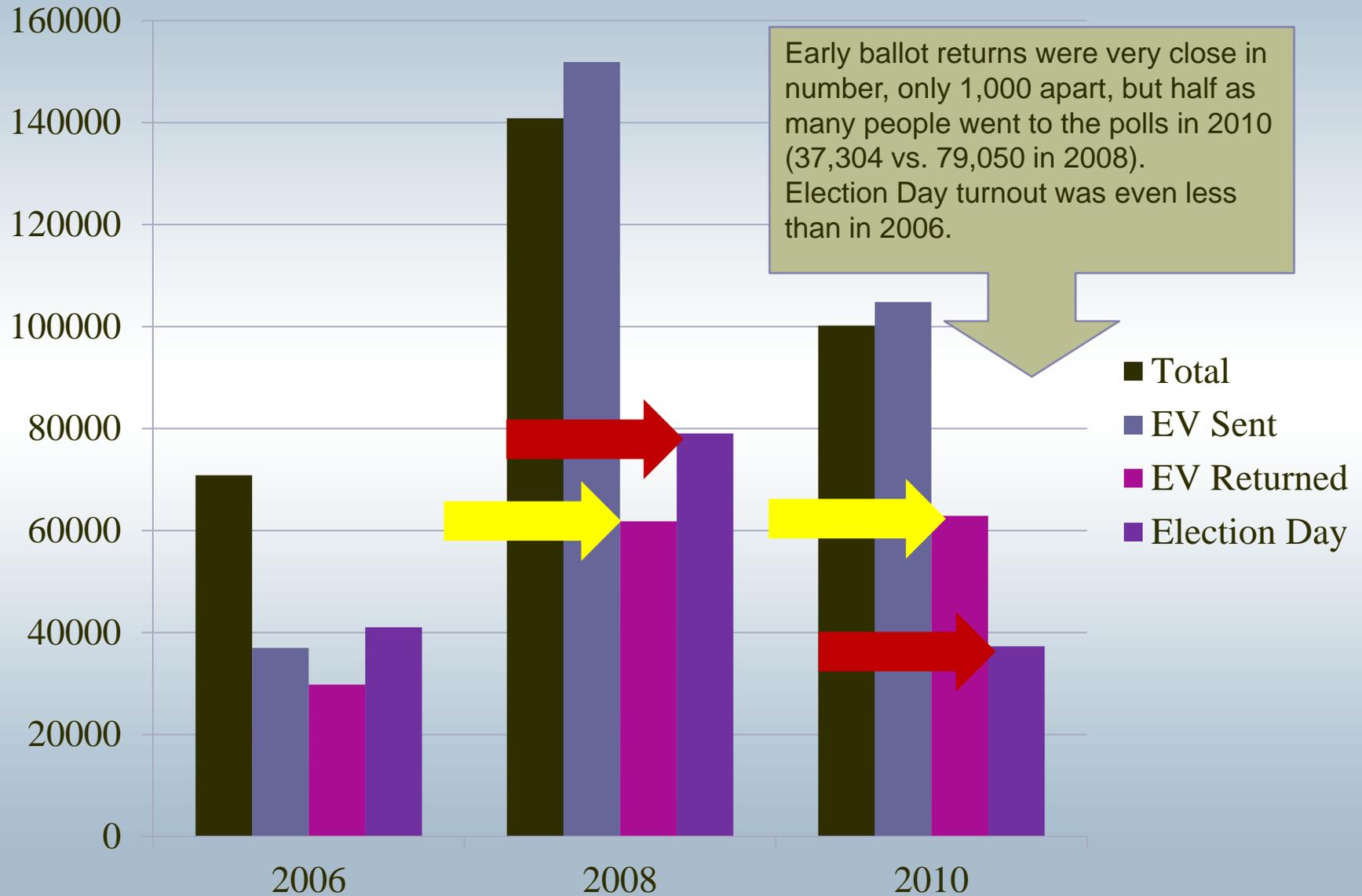
General Turnout Comparison...



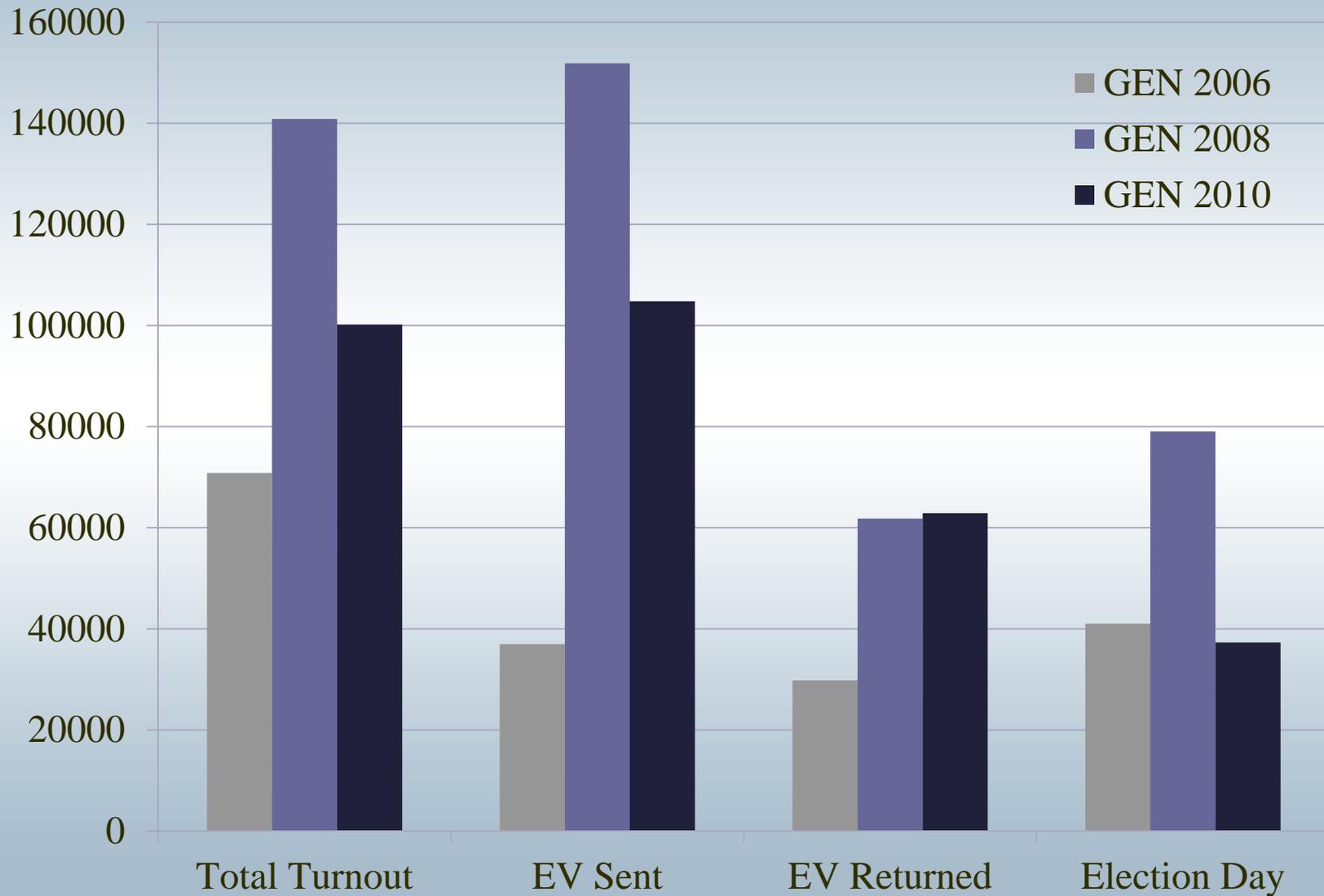
Number of Spanish Language Ballot Requests 2008 vs. 2010



Hispanic Surname Voting Trends in Last 3 General Elections



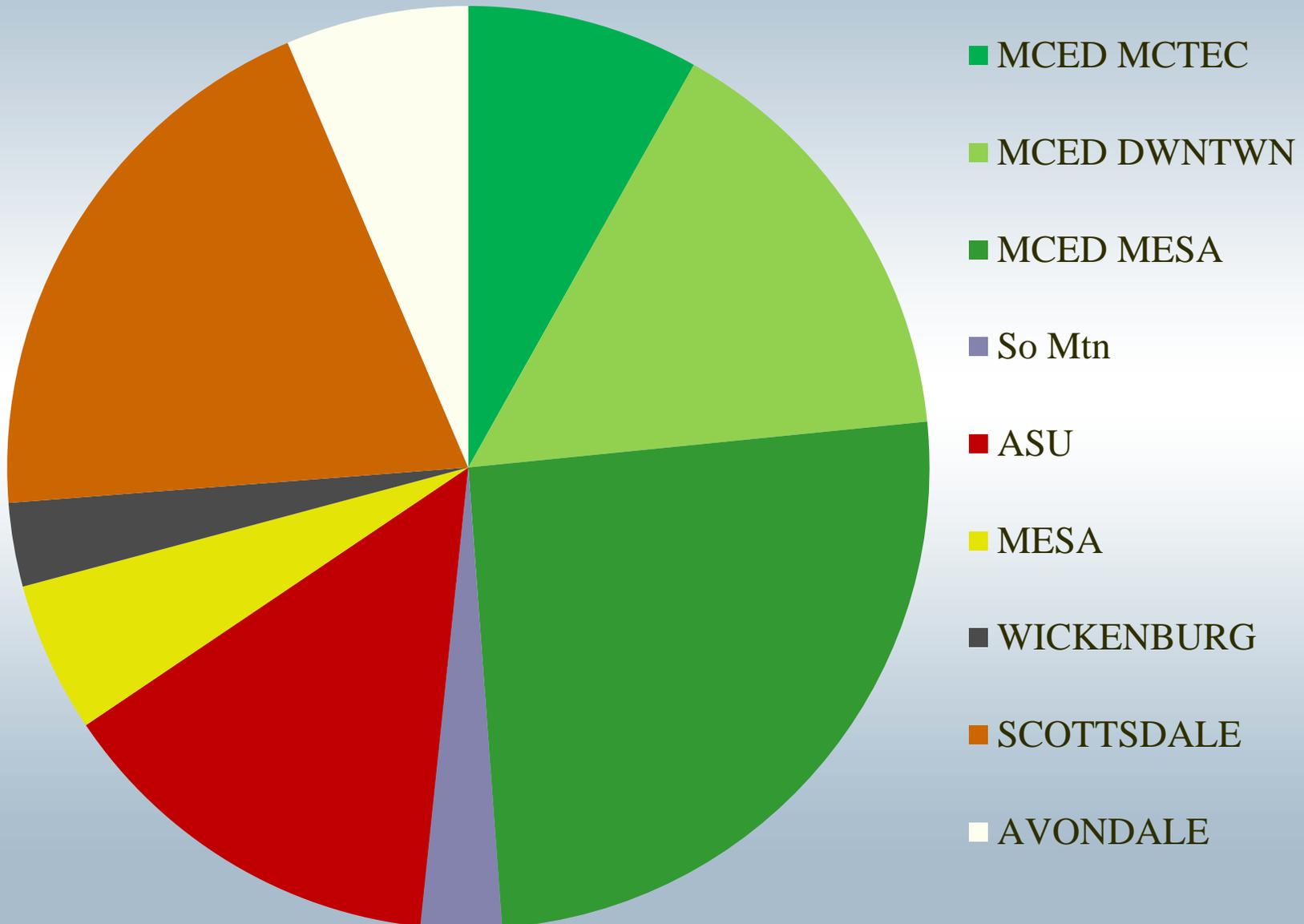
Hispanic Surname Voting Trends in Last 3 General Elections



Early Voting



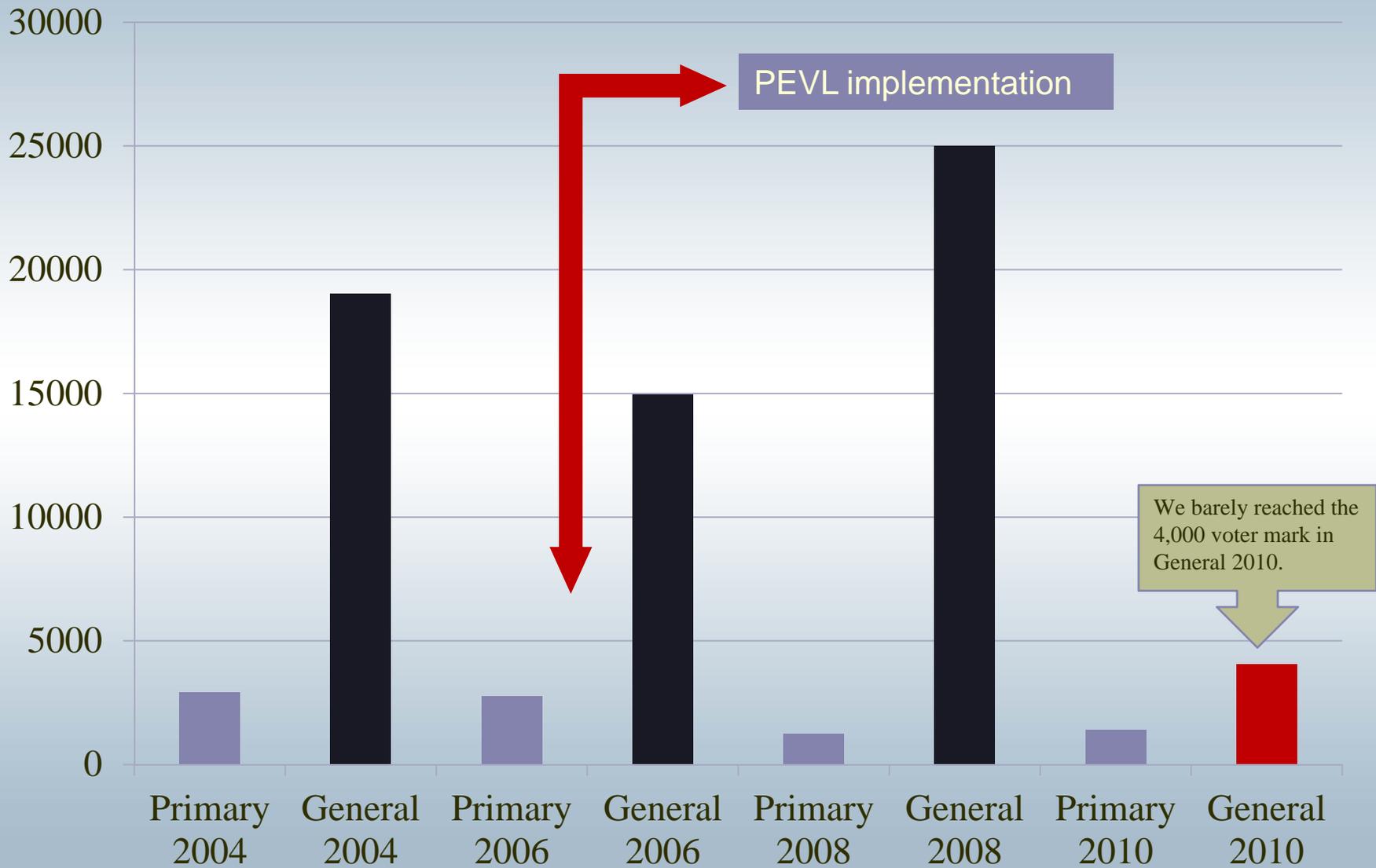
Early Voting Sites Ballots Cast



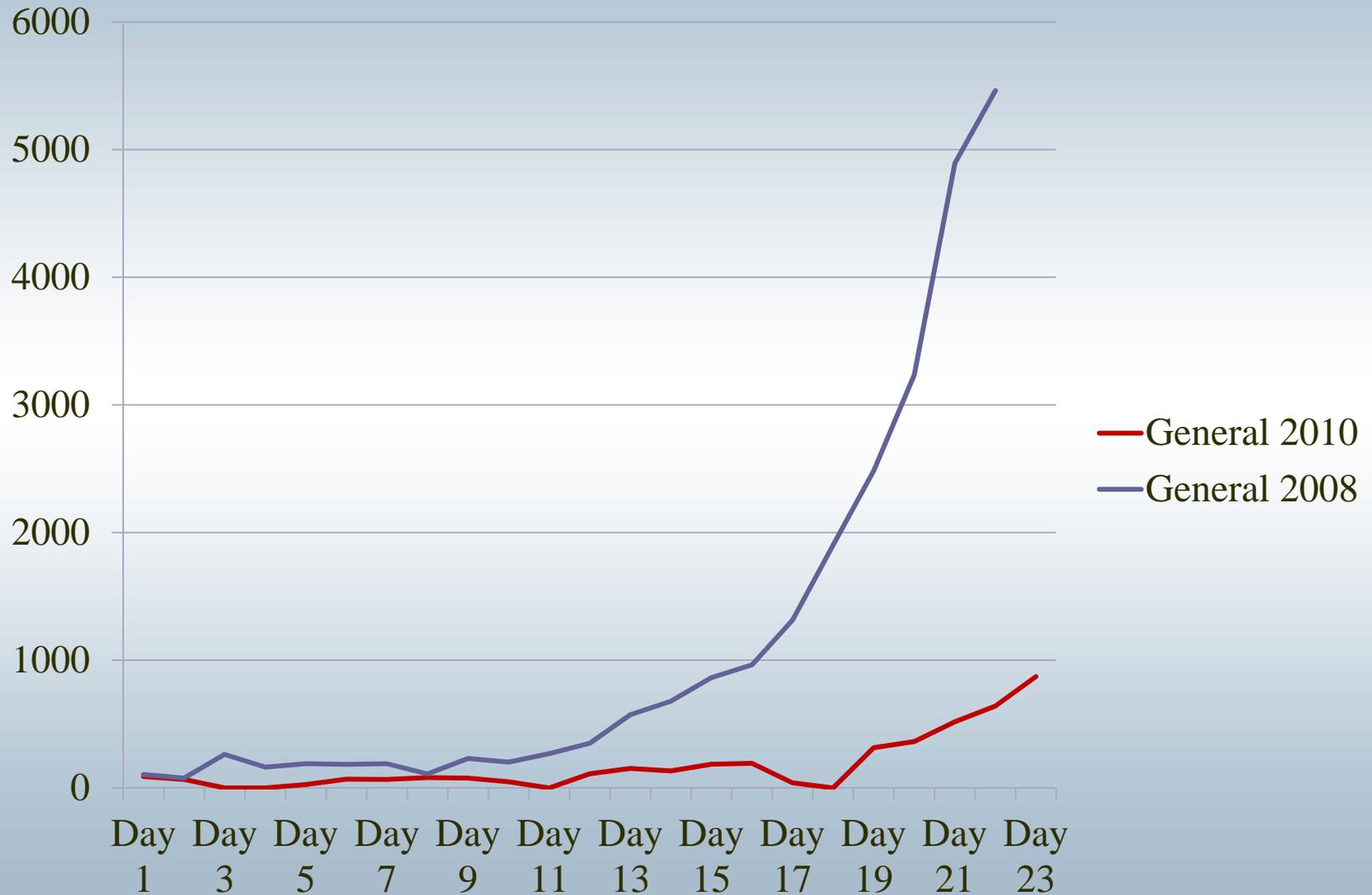
Ballots Cast at Early Voting Sites



Early Voting Sites Ballots Cast in Last Four Federal Election Cycles



Ballots Cast at Early Voting Sites General 2008 vs. General 2010



EV Citizen Processing Boards:





866,440 Ballots Sent

665,065 Returned

77% Return Rate*

*this is the lowest rate of return we have had since we started tracking in 1992



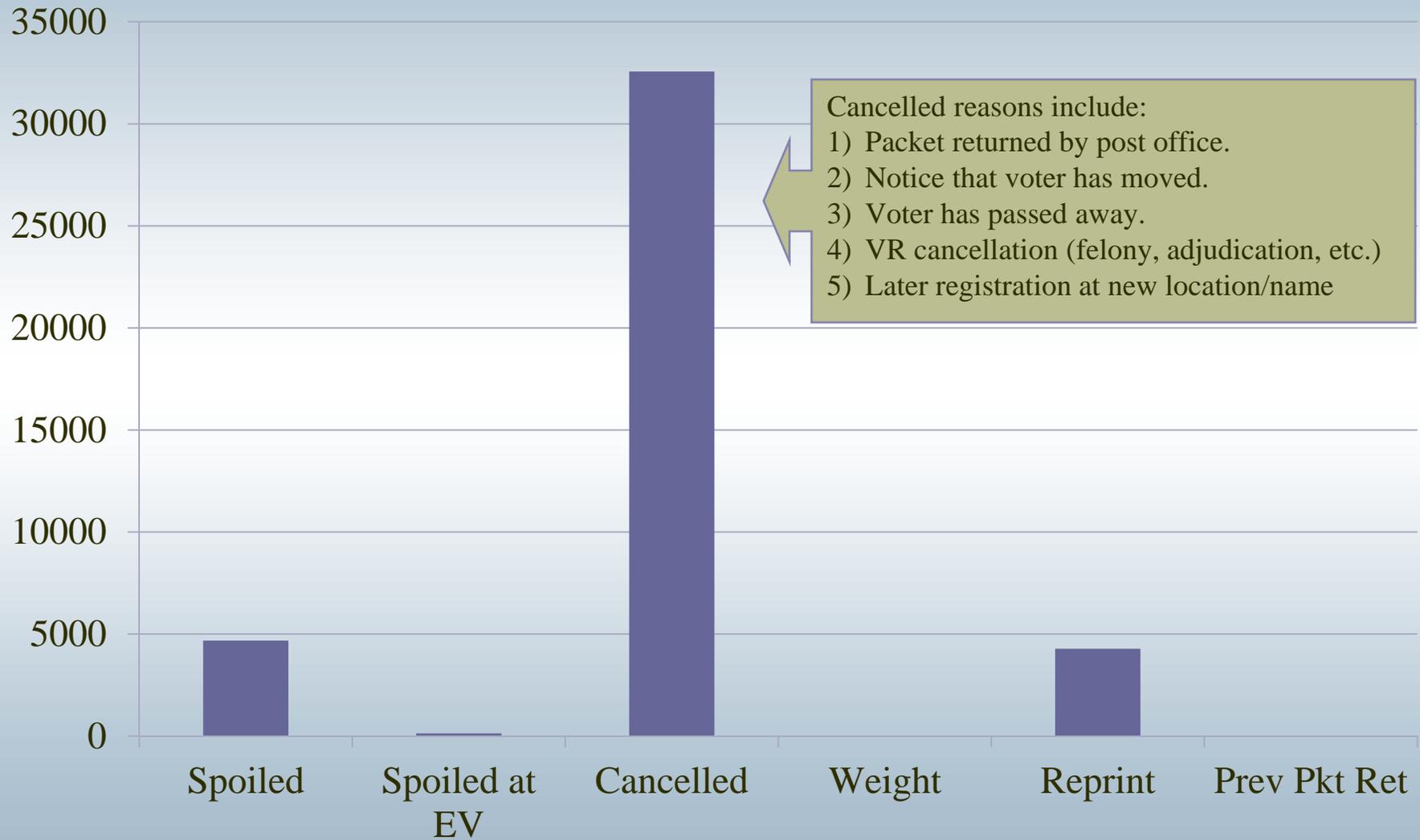
General 2000:	89.51%	Return Rate
General 2002:	87.25%	Return Rate
General 2004:	88.93%	Return Rate
General 2006:	92.21%	Return Rate
General 2008:	91.72%	Return Rate

This election was well below the
average of 85.08%

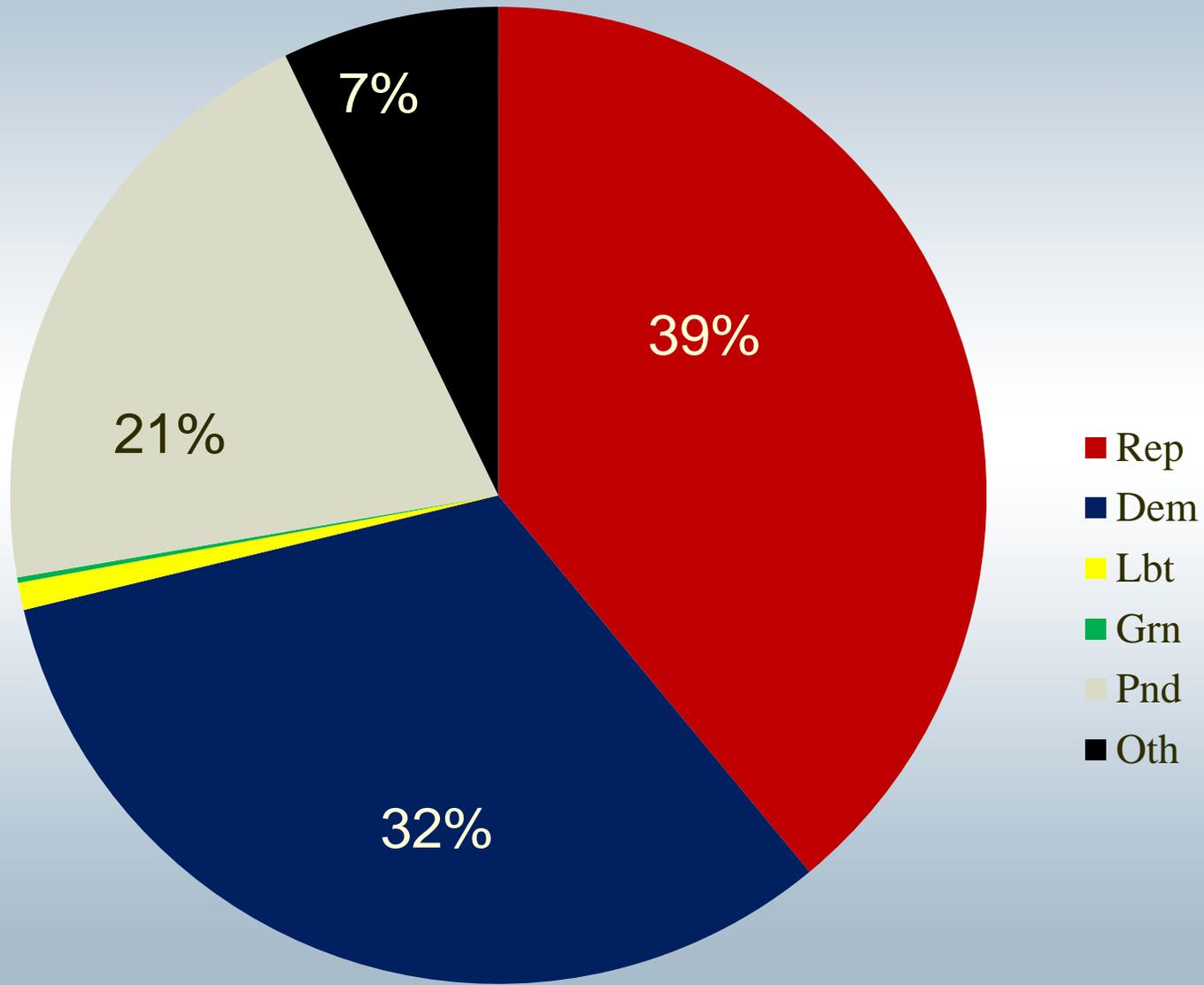
Rate of Return 1992-2010



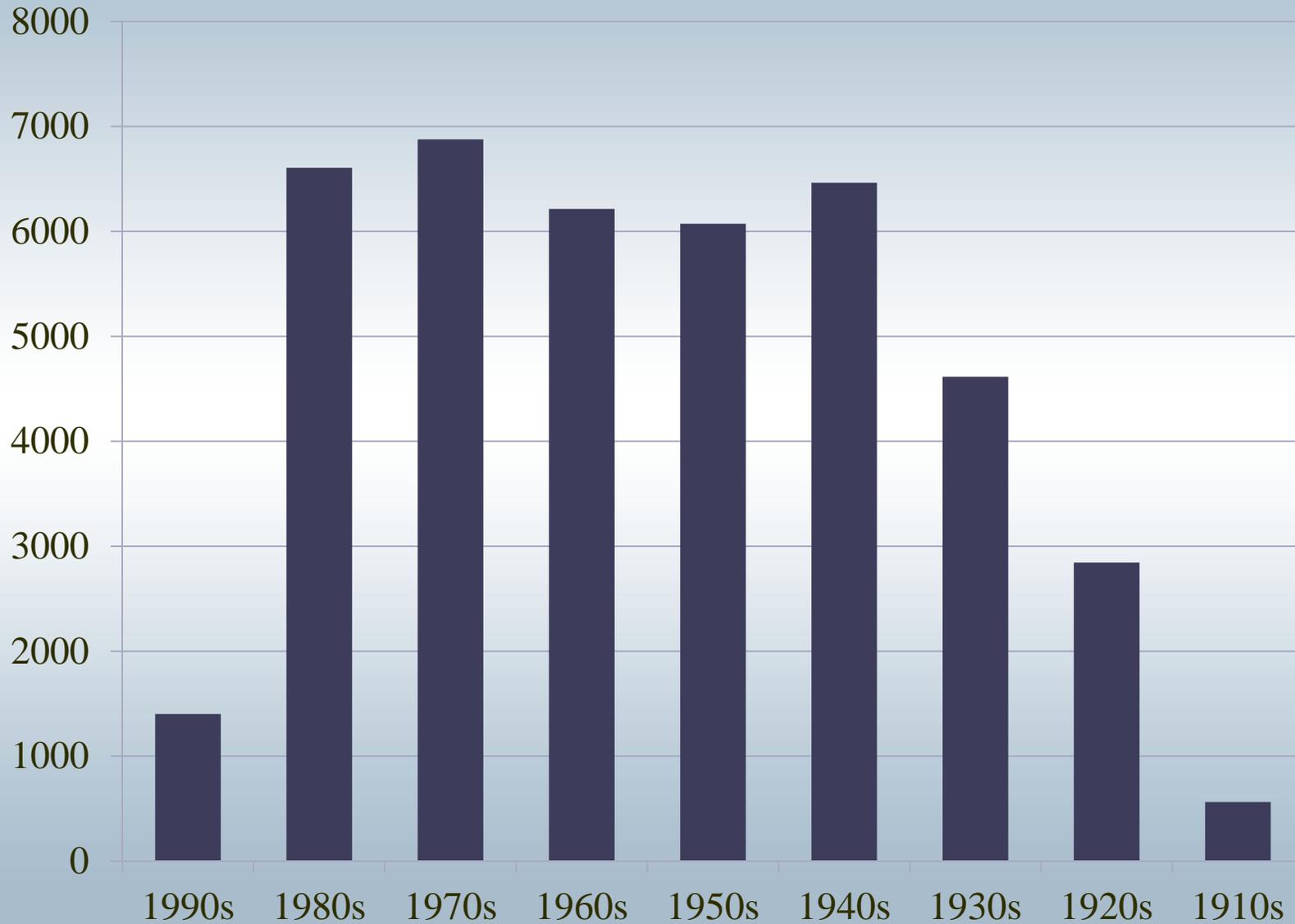
General 2010 Voiced EV Dispositions



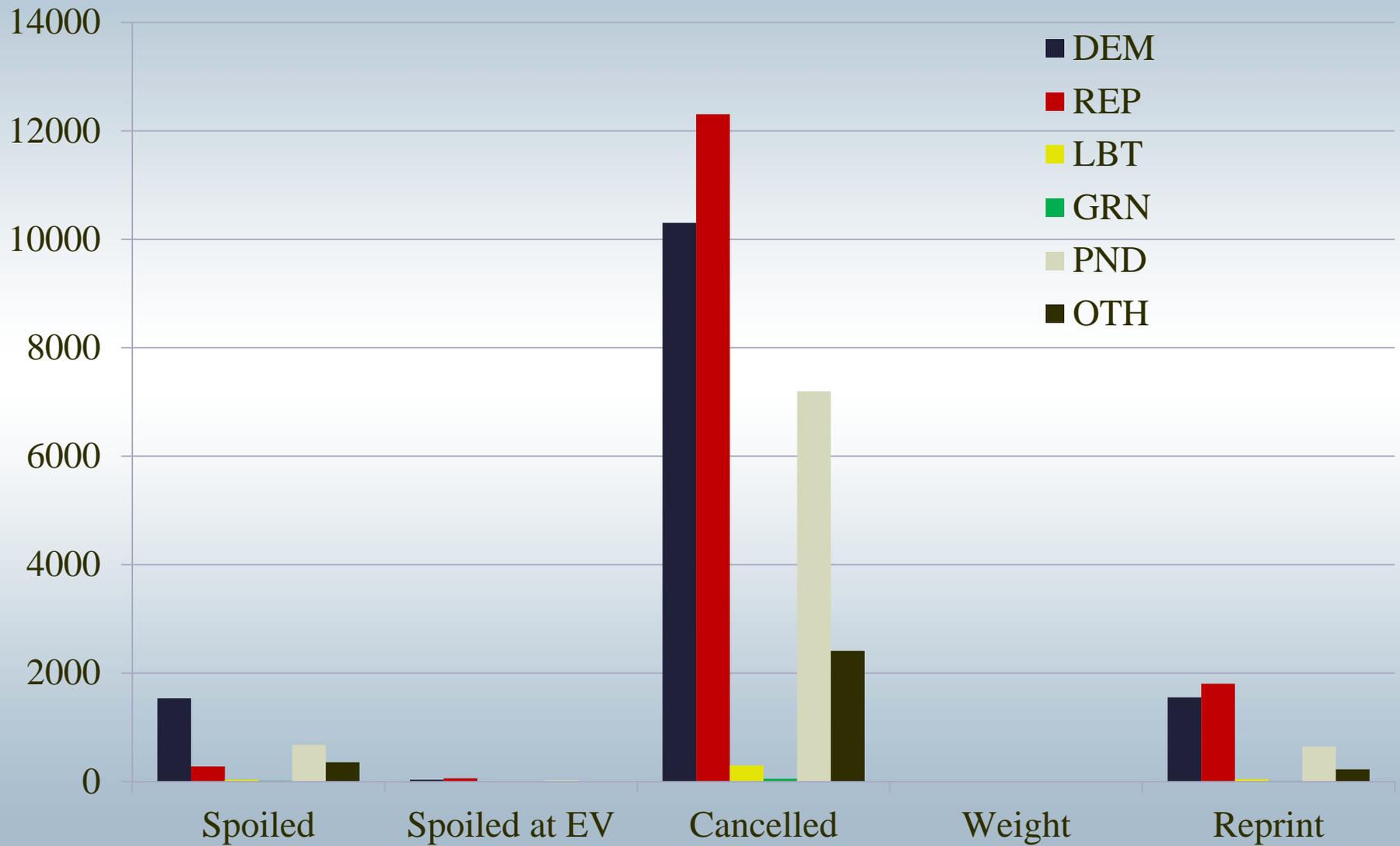
Voiced EV Ballot by Party



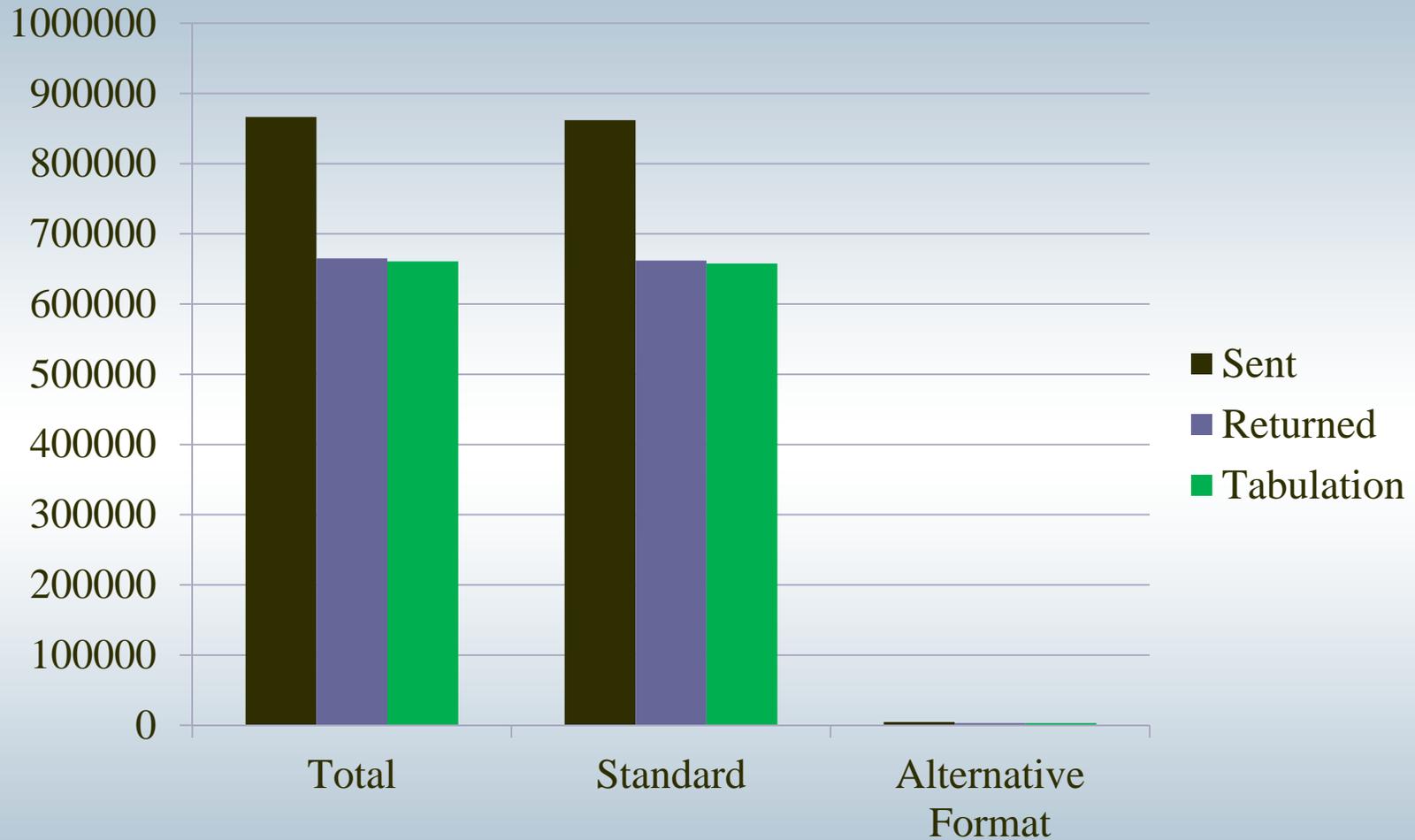
Voided EV Ballot by Decade of Birth



Voids by Party & Type

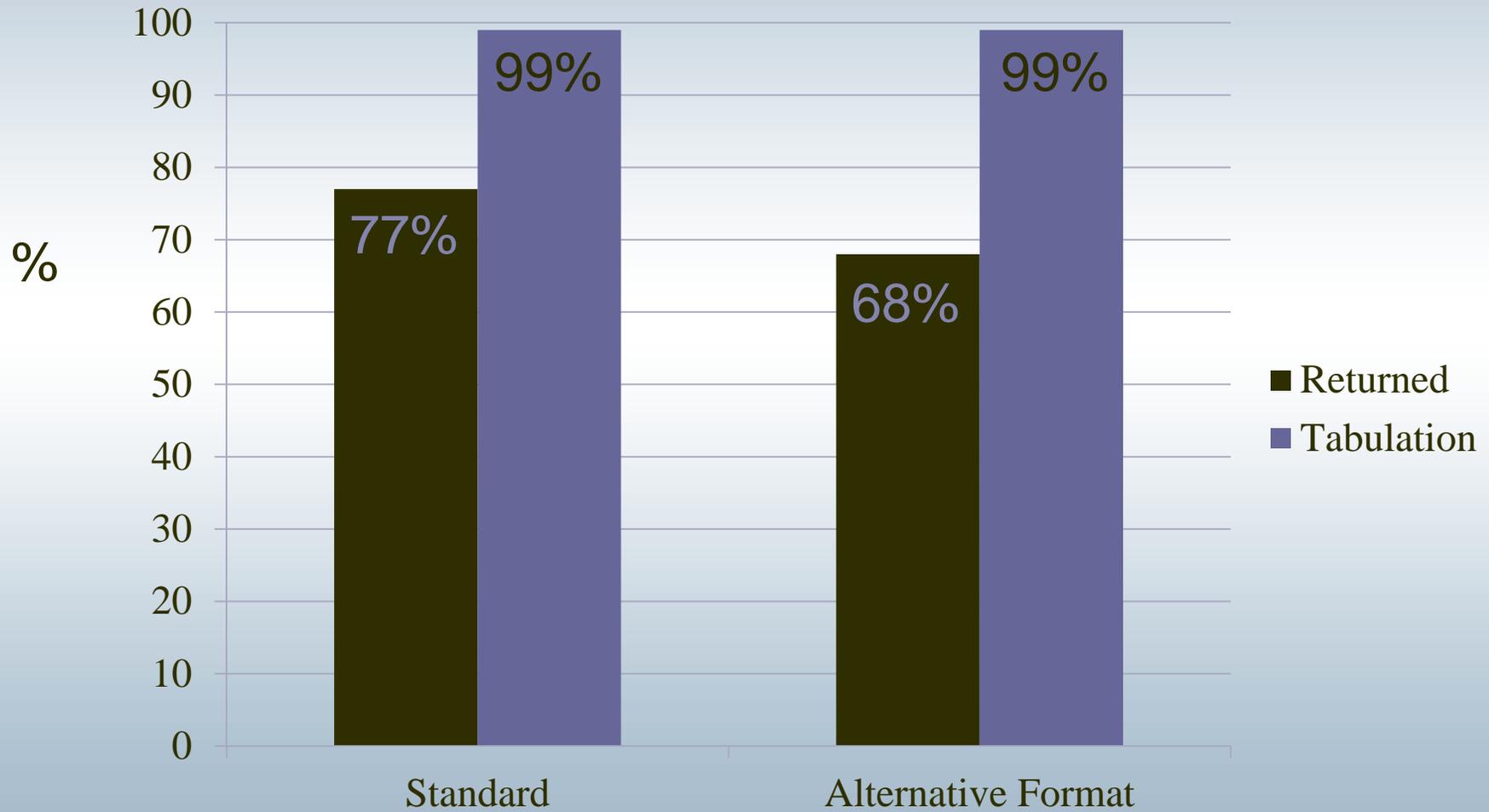


EV Return Rate Comparison

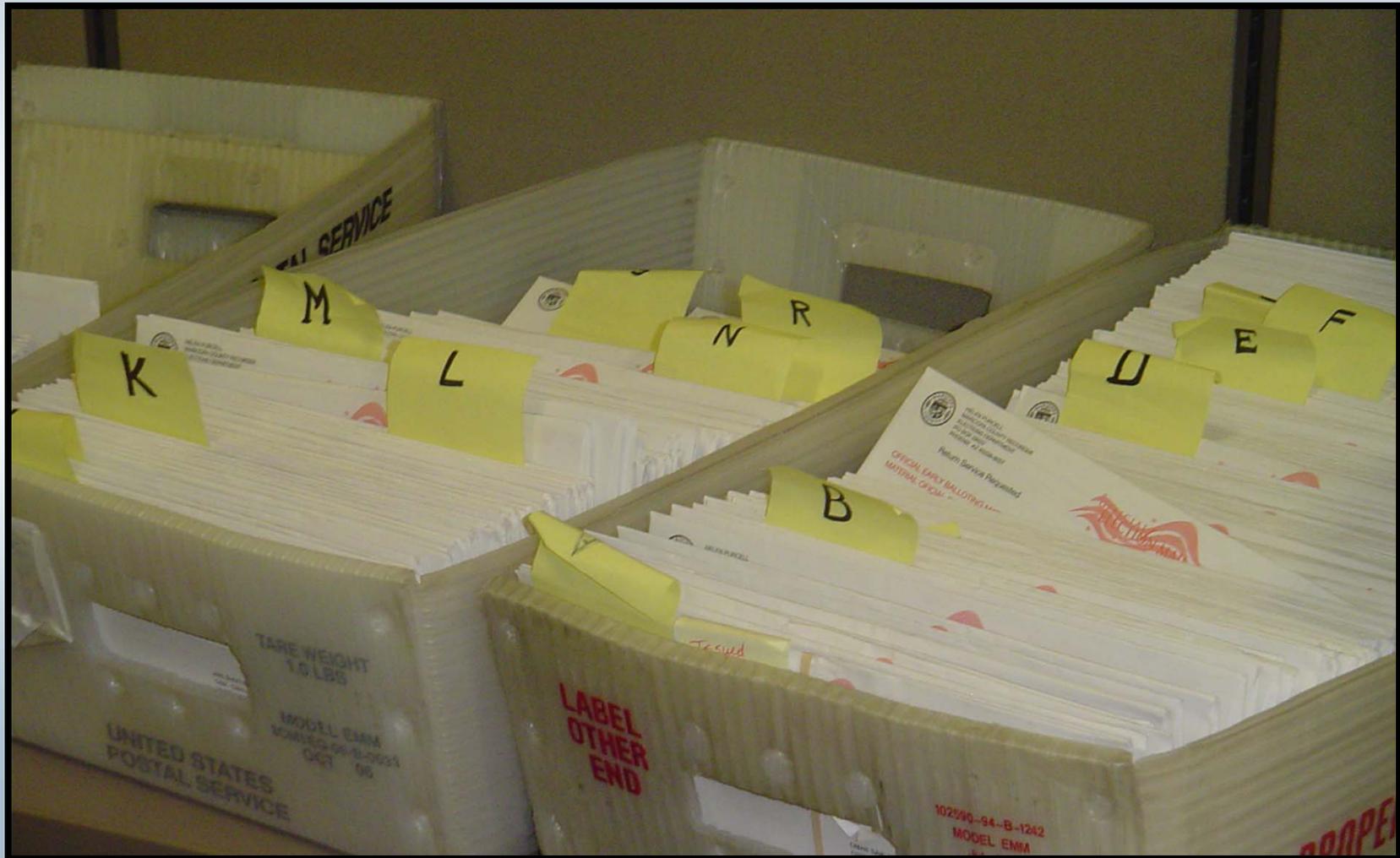


Alternative formats include minority language (Spanish) ballots, Braille, & Large Print. Tabulation refers to those which went on for counting having been signature verified.

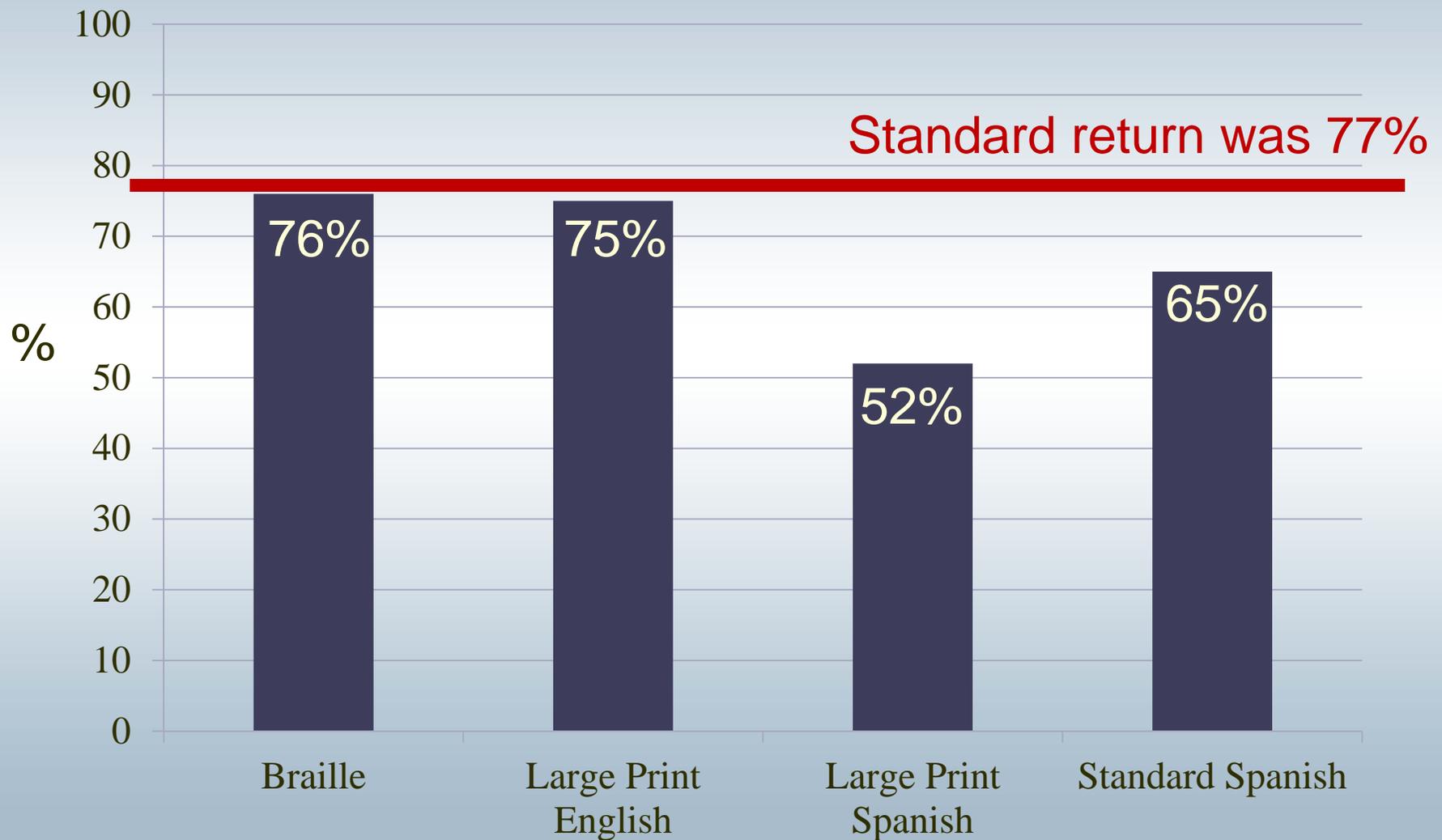
EV Return Rate Comparison



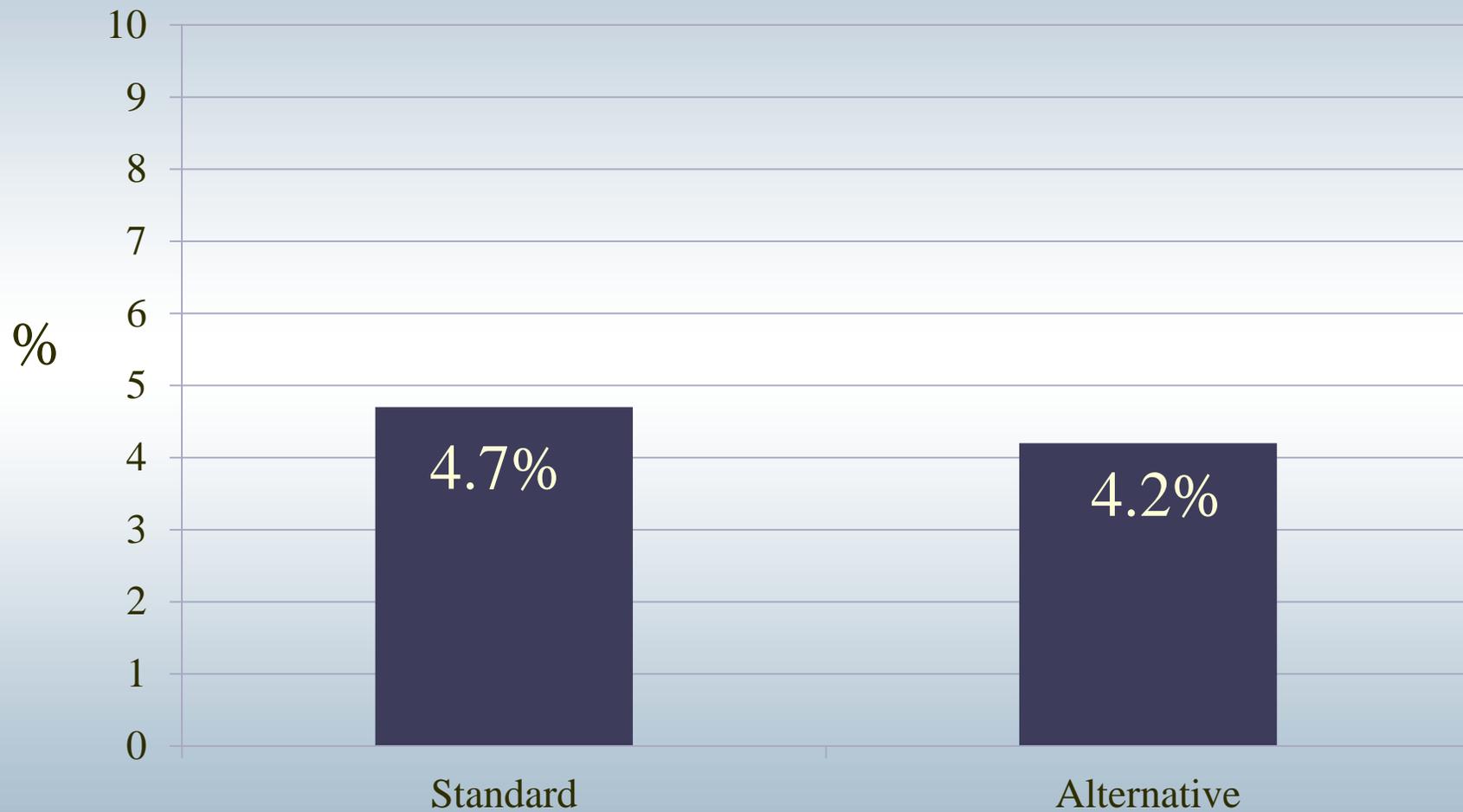
Standard ballots await the return of voted alternative-format ballots for duplication:



% Return by Alternative Format



% Voided EV Ballots by Type



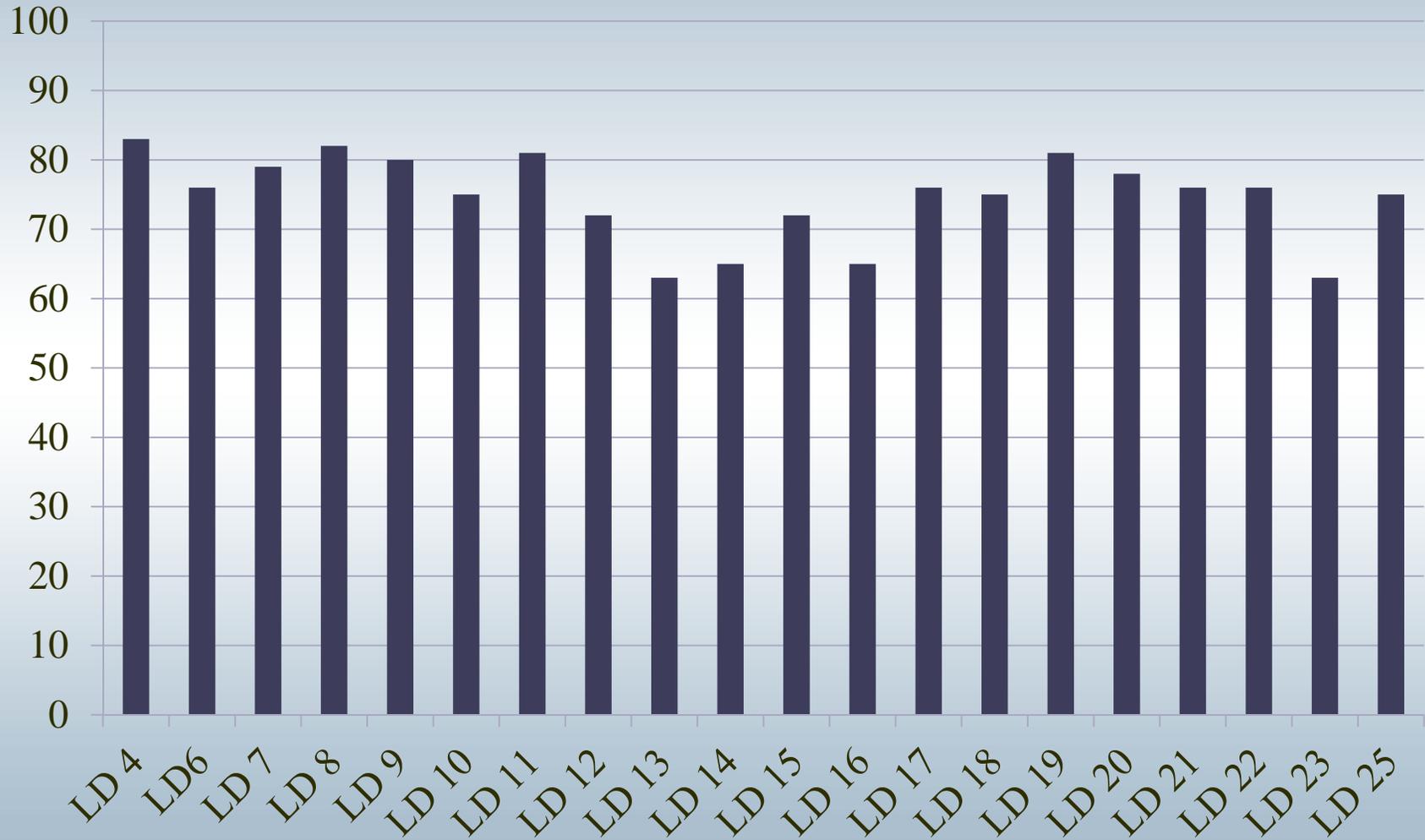
EV Citizen Processing Boards:



EV Totals by Legislative District



EV Return %s by Legislative District



EV Citizen Processing Boards:



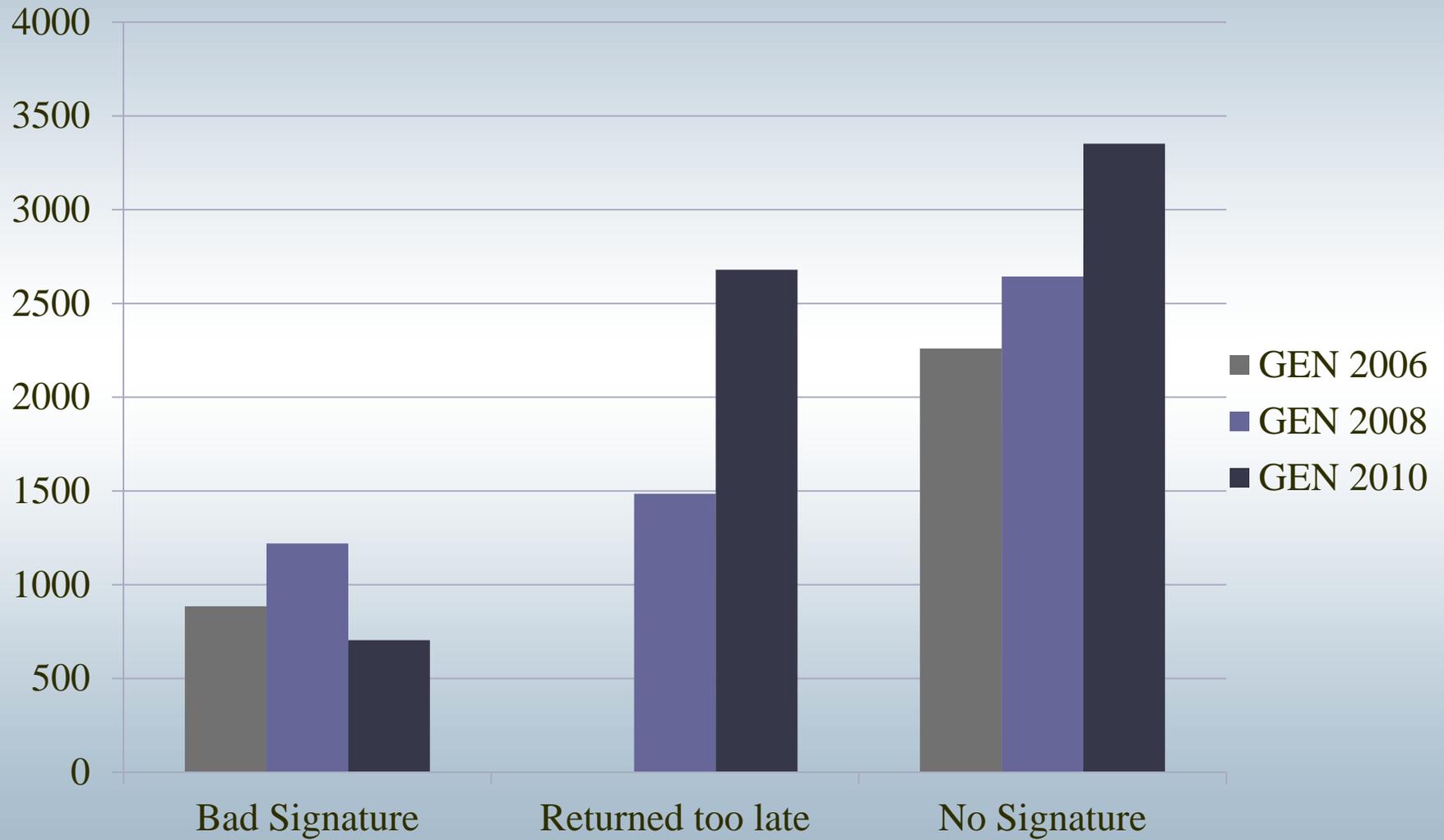
OOOPS!

- Thousands of voters forget to sign their early ballot envelope.
- This signature is necessary as every single one is verified by comparing it to the signature on the voter's registration affidavit.
- Depending on when the ballot is received by MCED we either mail it back to the voter (given that they have time to sign it and mail it back to us—at no expense to them) or we call the voter to give them their other options:
 - Come into our MCTEC facility at 510 S 3rd Ave to sign the affidavit by 7 PM on Election Day ***OR***
 - Go to the polls on Election Day and vote a provisional ballot.

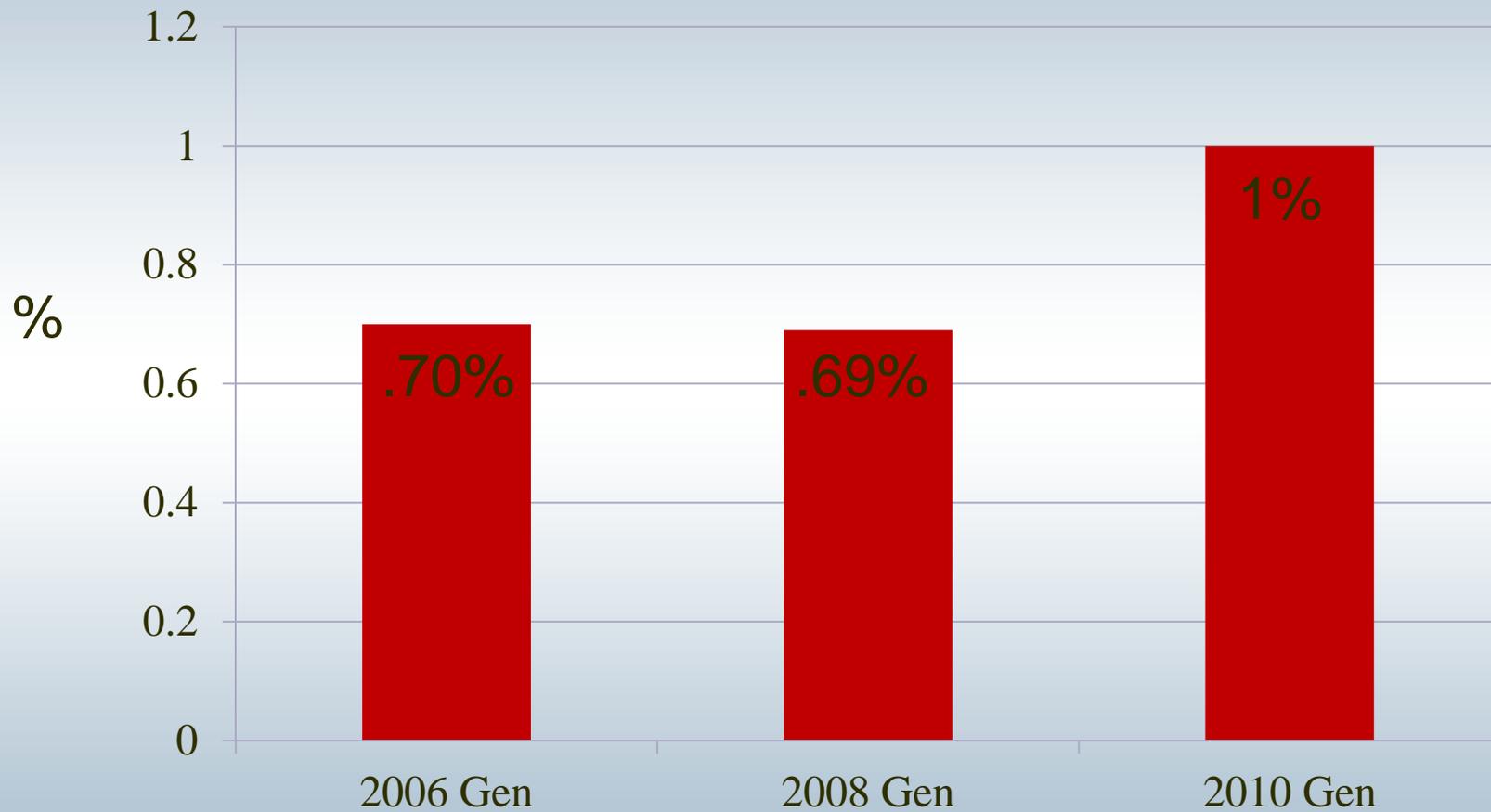
Staff call voters who forgot to sign their ballot envelope to give them their options:



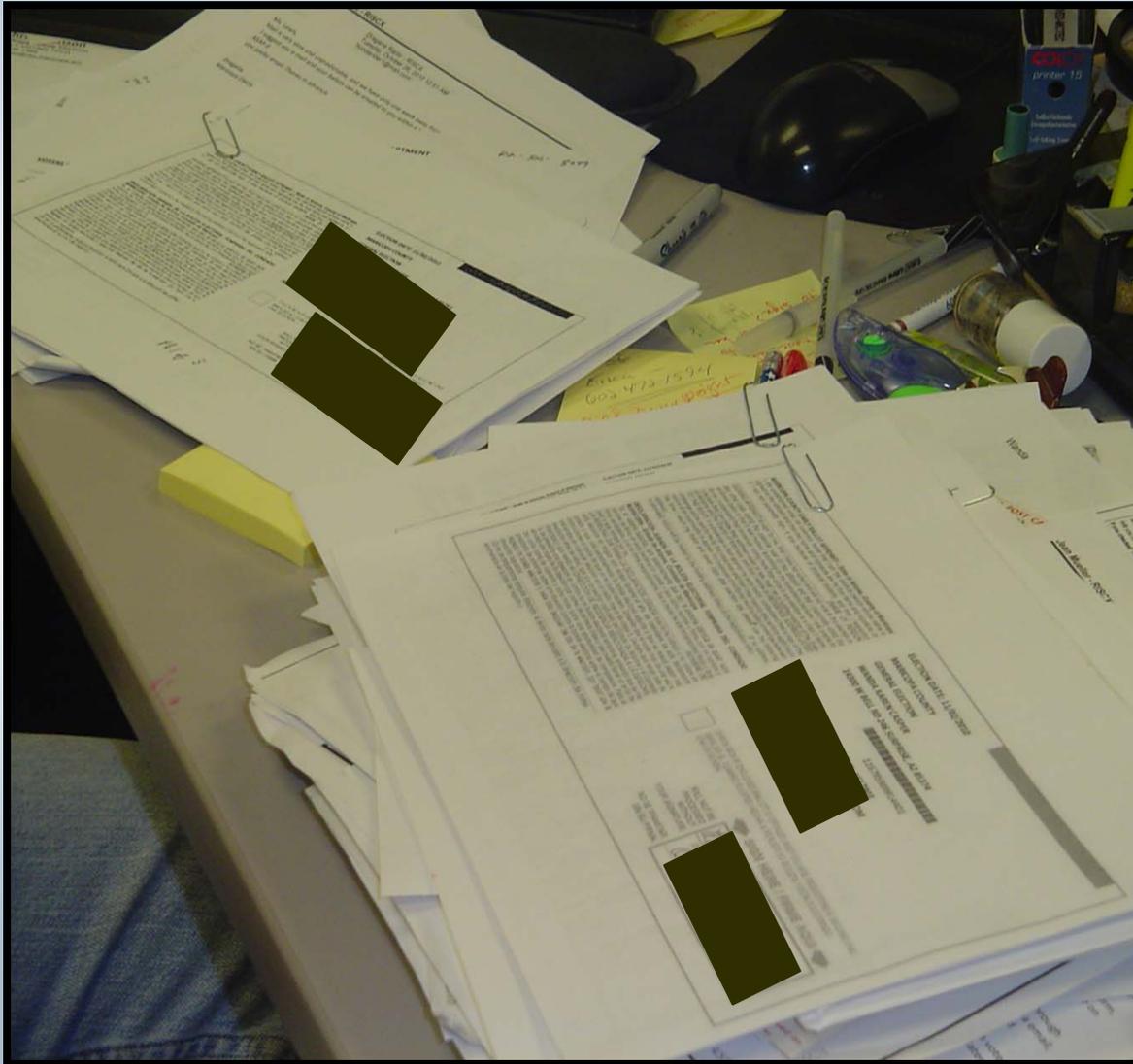
Disposition Reasons



Not Tabulated as % of Total Returns

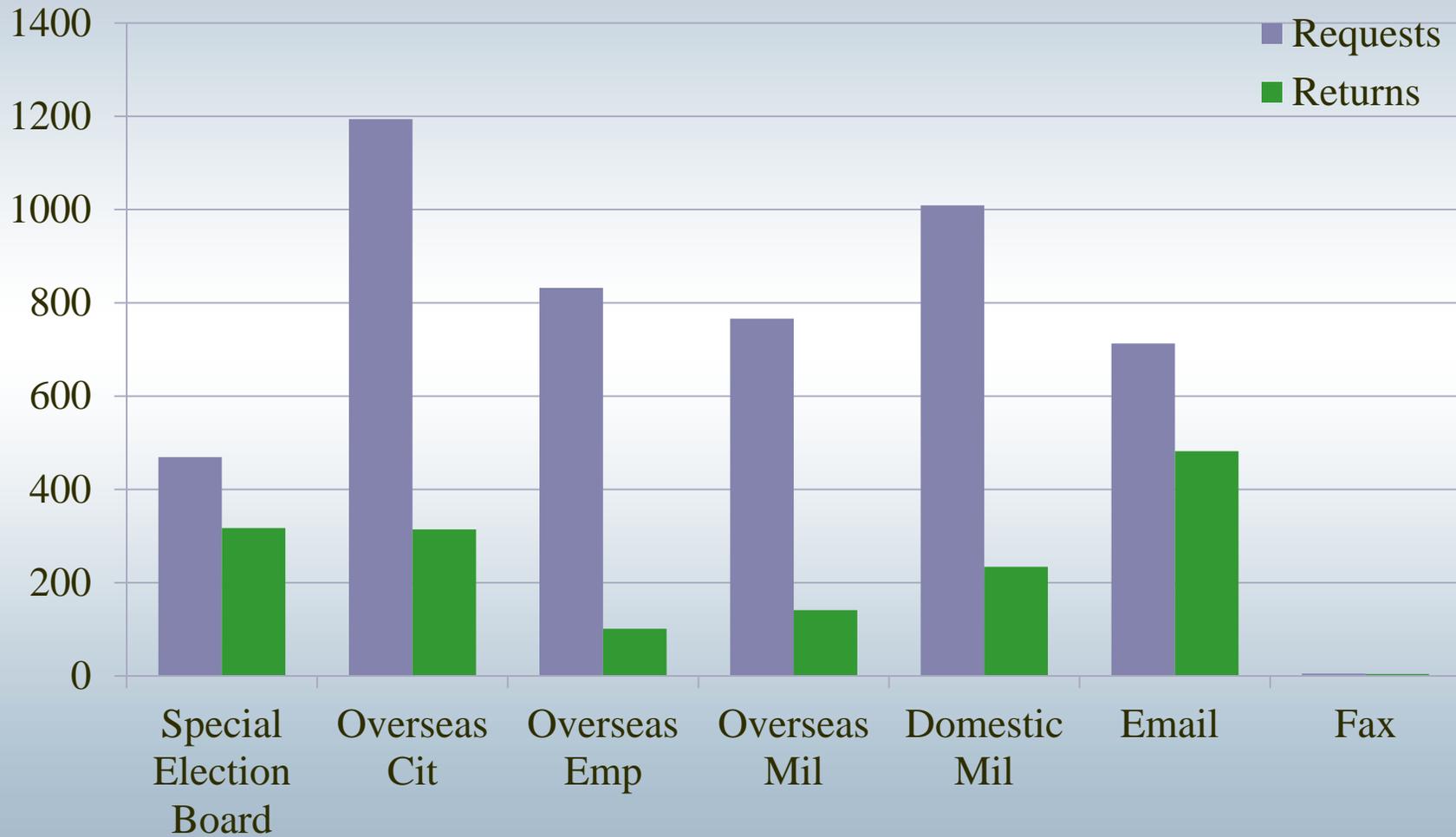


Fax



- Some UOCAVA voters returned their signed affidavits and their ballots via fax machine.
- Others returned via the standard mail or the Secretary of State's online portal.

Early Voting: SEBs & UOCAVA

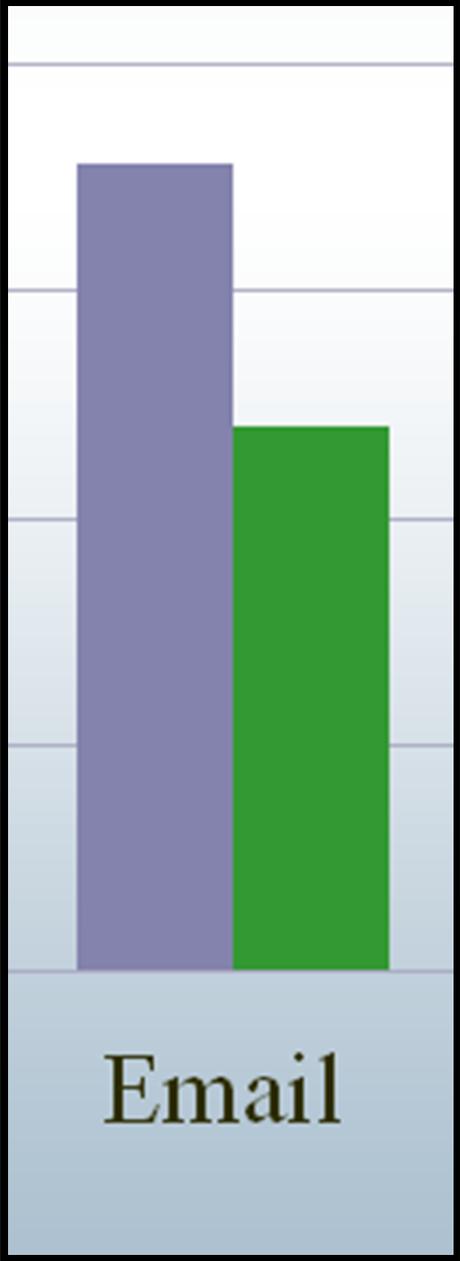


UOCAVA

- The average return rate for UOCAVA voters was 28%, well below the average.
- Although faxing was the smallest category, it had the highest rate of return of 80%.
- Notice that providing an electronic mechanism for UOCAVA voters to access greatly improved their participation/return rate to 68% over the other UOCAVA

Categories:

- | | |
|---------------------|-----|
| • Overseas Citizen | 26% |
| • Overseas Employee | 12% |
| • Overseas Military | 18% |
| • Domestic Military | 23% |



Email

But what do the voters say?

Sent: Saturday, October 09, 2010 7:22 PM
To: Jean Mueller - RISCX
Subject: Re: Absentee Ballot

Jean,

Thank you for your help. This has turned out to be a very efficient process. Now that I am in the system and we hope we know what we are doing, my husband will submit his information. I assume he should not include the courier address in Florida at all, and just use our Caracas address.

We are very excited about the new system which should allow us to more reliable means to participate in the voting process.

Thank you so much for your concern, I really do appreciate it. My voting materials left Oslo, Norway via FedEx on October 25th and they are expected to arrive by today (Oct. 28th). The last time I tracked the package, it was already in Memphis, TN.

If you don't receive it for whatever reason, please do notify me.

Best Regards,

Sent: Tuesday, October 12, 2010 6:22 PM
To: Jean Mueller - RISCX
Subject: RE: Affidavit (envelope)

Ms. Mueller,

Duh, thank you for catching that and allowing me to correct my error.

Best regards,

[Redacted]
Naval Air Facility Misawa
Command Master Chief

To: Jean Mueller - RISCX
Subject: Re: Desperately in need of voter info, overseas voter

Jean,

It's [Redacted] again, writing to you now from Mexico rather than New England. I received the mid term ballot via email tonight and I apparently did a very wrong thing. The ballot states that because I checked that I am out of the country "indefinitely," I am eligible to vote ONLY on Federal election issues. Not on any state issues.

I mistakenly checked that box on the application as I am "indefinite" about what specific day I am flying back... either December 1 or December 15th, 2010. But I am DEFINITELY coming home! Semantics, ugh! Logical mistake and I certainly did make it.

That application form sent to me about a week ago and immediately sent back filled out, has already been processed, hence my receipt of the actual ballot tonight, but I can't imagine being restricted from voting on state issues, as that is exactly is why I am going to all this effort to begin with.

Any advice? SO SORRY to be a pain in the cactus for you, but this election really, really matters to me.

To: Jean Mueller - RISCX
Subject: Re: Military/Overseas Voter Registered

Dear Ms. Mueller, thank you very much...I have completed the online FPCA form and clicked the submit button at the bottom of that page, and I did receive a confirmation back from the website, so I am assuming I am ok to go. I'll do the online ballot preparation/submission in a few days. With your kind help, this has turned out to be a very easy process!! Thank you again and very best regards, Richard [Redacted]

-----Original Message-----

From: [REDACTED] LtCol USAF U [REDACTED]

Sent: Monday, October 04, 2010 11:52 PM

To: Jean Mueller - RISCX

Subject: RE: Absentee Ballot

Thank you Jean,

For yourself and coworkers, please know that you have done an outstanding job of making this process easy. And I appreciate the notification. I have had to frequently vote absentee, and often wondered if the ballot ever made it. Now I know!

To: Jean Mueller - RISCX

Subject: Re: Military/Overseas Voter Registered

Dear Jean,

This was incredibly helpful. Thank you so much for your speedy and clear reply. I've followed your instructions thus far and I'll be sure to let you know if I have any further questions.

And as an aside, I'm thrilled to know that people like you are serving the County so well. Thank you.

Best,

To: Jean Mueller - RISCX

Subject: RE: Absentee Ballot

Hi Jean,

This is fantastic news. Being able to receive ballots via email will speed things up and save the state some money.

My working contract is two years. I have a few more FPCAs similar to one sent to your office for the update of address from Thailand to Japan. Should I still use these if and when my Japanese job will change?

I am okay not being involved in the August election and prefer to remain and independent.

Thank you very much for the update,

[REDACTED]
Tokyo, Japan 135-0021

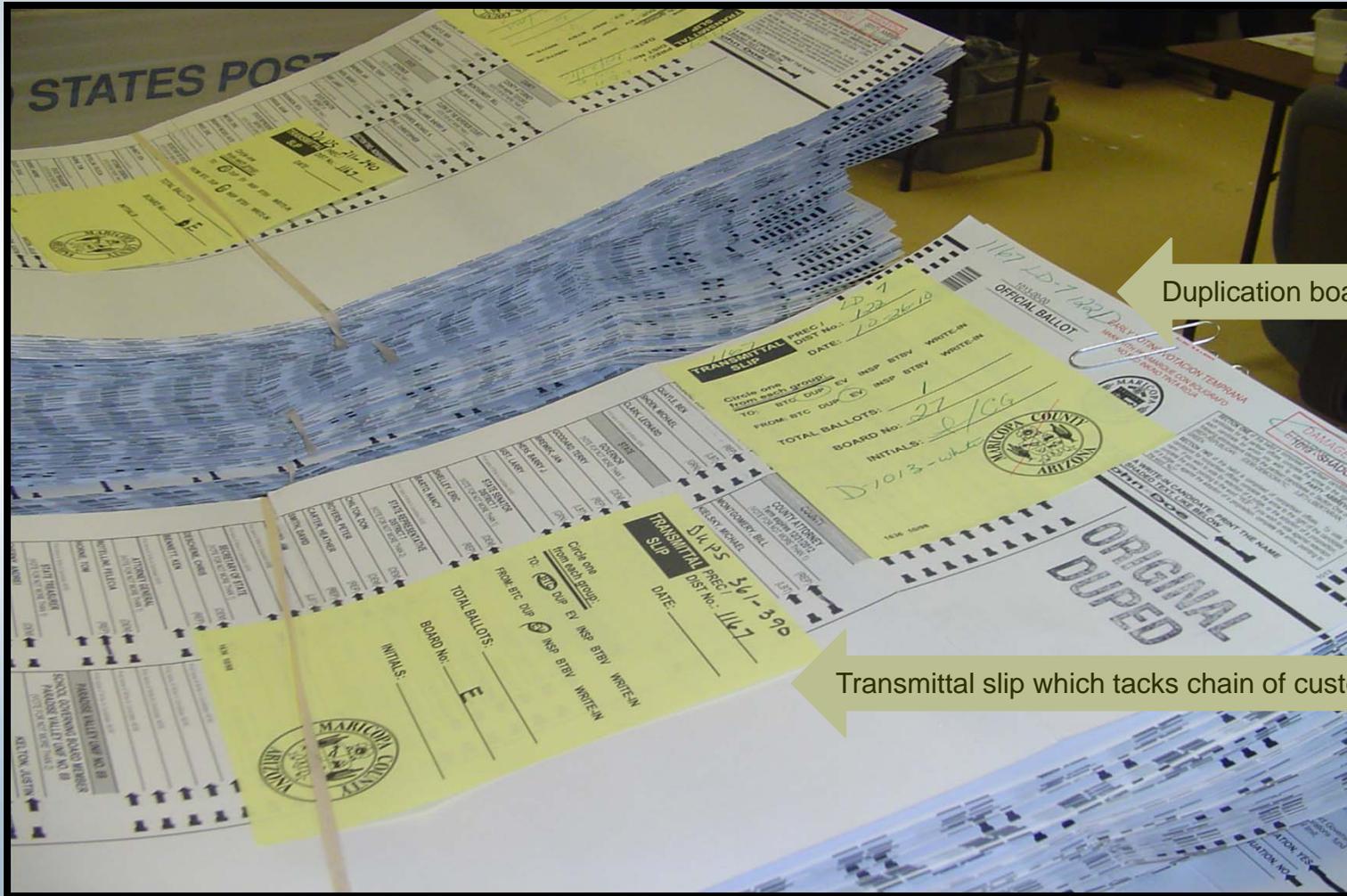
To: Jean Mueller - RISCX

Subject: Re: Absentee Ballot

Thanks for your help. I thought I'd already taken care of my absentee ballot based on what our Voting Assistance Program told me to do, but it was sent to my home or record instead. Thanks again.

TSgt [REDACTED]
U.S. Air Force

Duplication



Duplication board information

Transmittal slip which tacks chain of custody of the ballots

Overvoting on the Judges is VERY common:

JUEZ DE LA CORTE SUPREMA		JUECES DE LA CORTE SUPERIOR	
¿Se debe retener en su cargo siguiente Jueces de la Corte Suprema de Arizona?		¿Se debe retener en su cargo siguiente Juez de la Corte Superior?	
Retener: BERCH, REBECCA WHITE	SI <input type="checkbox"/> NO <input type="checkbox"/>	Retener: División 10 HONG, MARION JEAN	SI <input type="checkbox"/> NO <input type="checkbox"/>
JUECES DE LA CORTE DE APELACIONES, DIVISION 1		Retener: División 33 HYATT, CAREY SNYDER	
¿Se debe retener en su cargo siguiente Jueces de la corte de Apelaciones, División 1, de Arizona?		Retener: División 6 ISHIKAWA, BRIAN K.	
Retener: División 1 BARKER, DANIEL A.	SI <input type="checkbox"/> NO <input type="checkbox"/>	Retener: División 9 JONES, MICHAEL D.	
Retener: División 1 GEMMILL, JOHN	SI <input type="checkbox"/> NO <input type="checkbox"/>	Retener: División 75 KREAMER, JOSEPH C.	
Retener: División 1 IRVINE, PATRICK	SI <input type="checkbox"/> NO <input type="checkbox"/>	Retener: División 50 LEE, RAYMOND P.	
Retener: División 1 WINTHROP, LAWRENCE F.	SI <input type="checkbox"/> NO <input type="checkbox"/>	Retener: División 3 MANGUM, J. KENNETH	
JUECES DE LA CORTE SUPERIOR		Retener: División 78 MARTIN, DANIEL G.	
¿Se debe retener en su cargo siguiente Juez de la Corte Superior?		Retener: División 53 MROZ, ROSA PENG	
Retener: División 8 ACETO, MARK F.	SI <input type="checkbox"/> NO <input type="checkbox"/>	Retener: División 80 MYERS, SAM J.	
Retener: División 82 ANDERSON, AIMEE L.	SI <input type="checkbox"/> NO <input type="checkbox"/>	Retener: División 84 MORRIS, BENJAMIN R.	
Retener: División 21 ANDERSON, ARTHUR THOMAS	SI <input type="checkbox"/> NO <input type="checkbox"/>	Retener: División 25 O'CONNOR, KAREN L.	
Retener: División 31 BARTON, JANET E.	SI <input type="checkbox"/> NO <input type="checkbox"/>	SI <input type="checkbox"/> NO <input type="checkbox"/>	

As early ballots are run through for tabulation overvoted ballots are out-stacked for review to determine if it is a true overvote, or the result of a bleed through from the other side of the ballot (in which case it goes for duplication so it can be read).

Ballots bound for the tabulation center:



These are early ballot packets ready for counting stored by date of return:



Early Voting Ballot Status

- Voters could check the status of their early ballot online as they have been able to in past elections.
- This enables the voter to know if their ballot was received back in plenty of time or if they need to go to the polls.
- The polling place locator tool was also used.

POLLING PLACE
LOCATOR &
SAMPLE BALLOTS

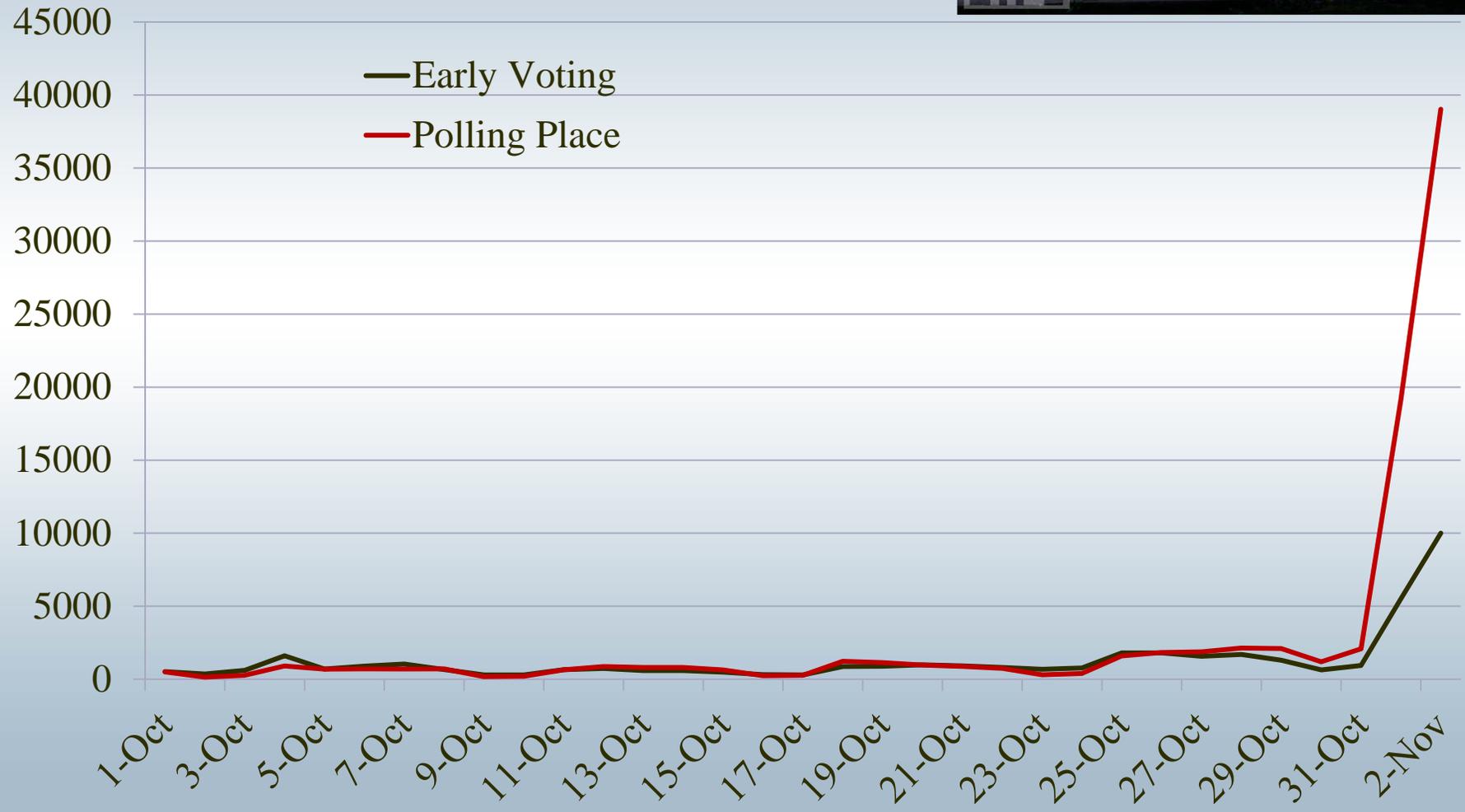
REQUEST AN EARLY
BALLOT

EARLY VOTING
BALLOT
STATUS INQUIRY

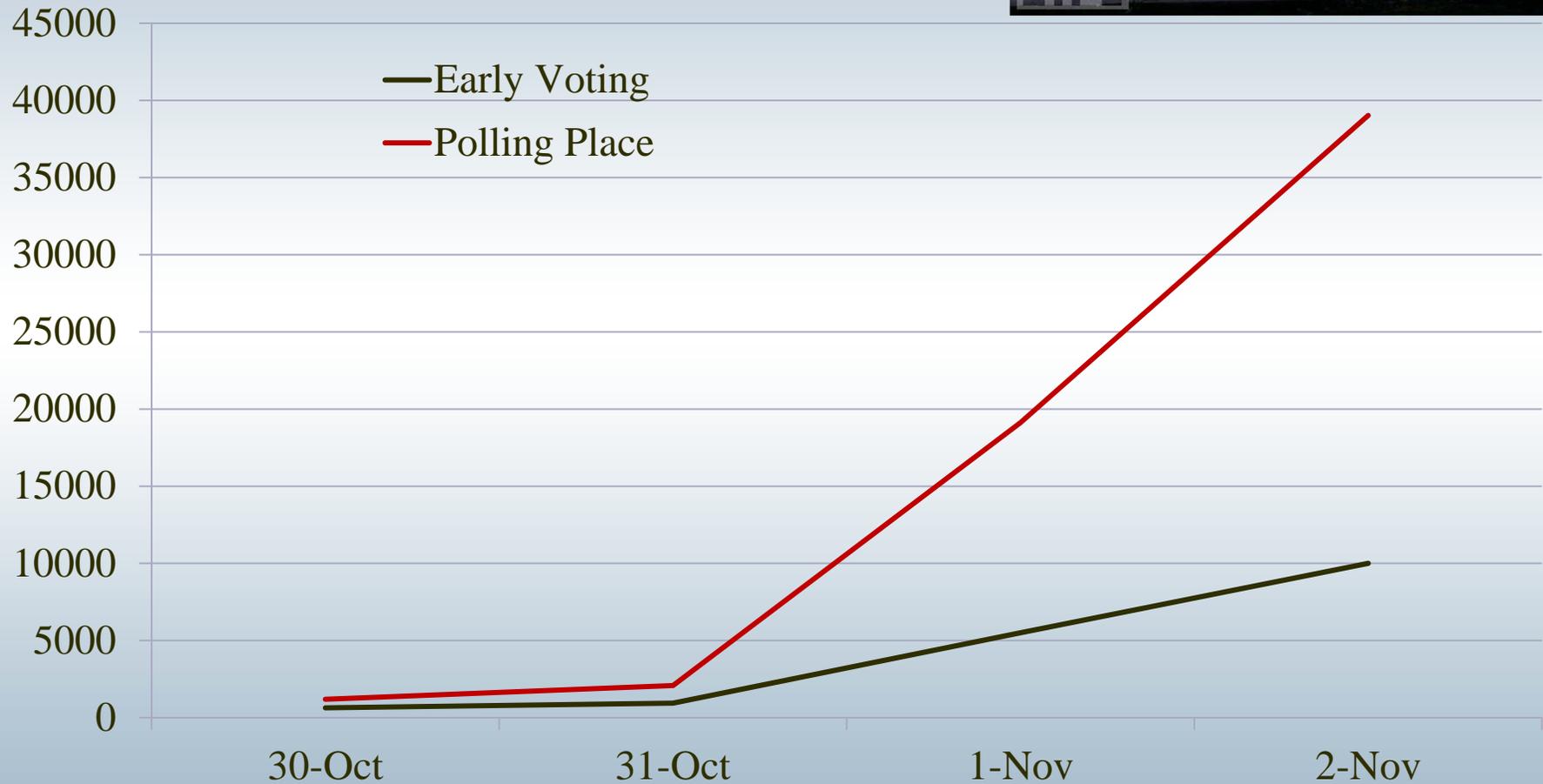
EARLY VOTING
LOCATIONS

STATUS OF
PROVISIONAL BALLOT

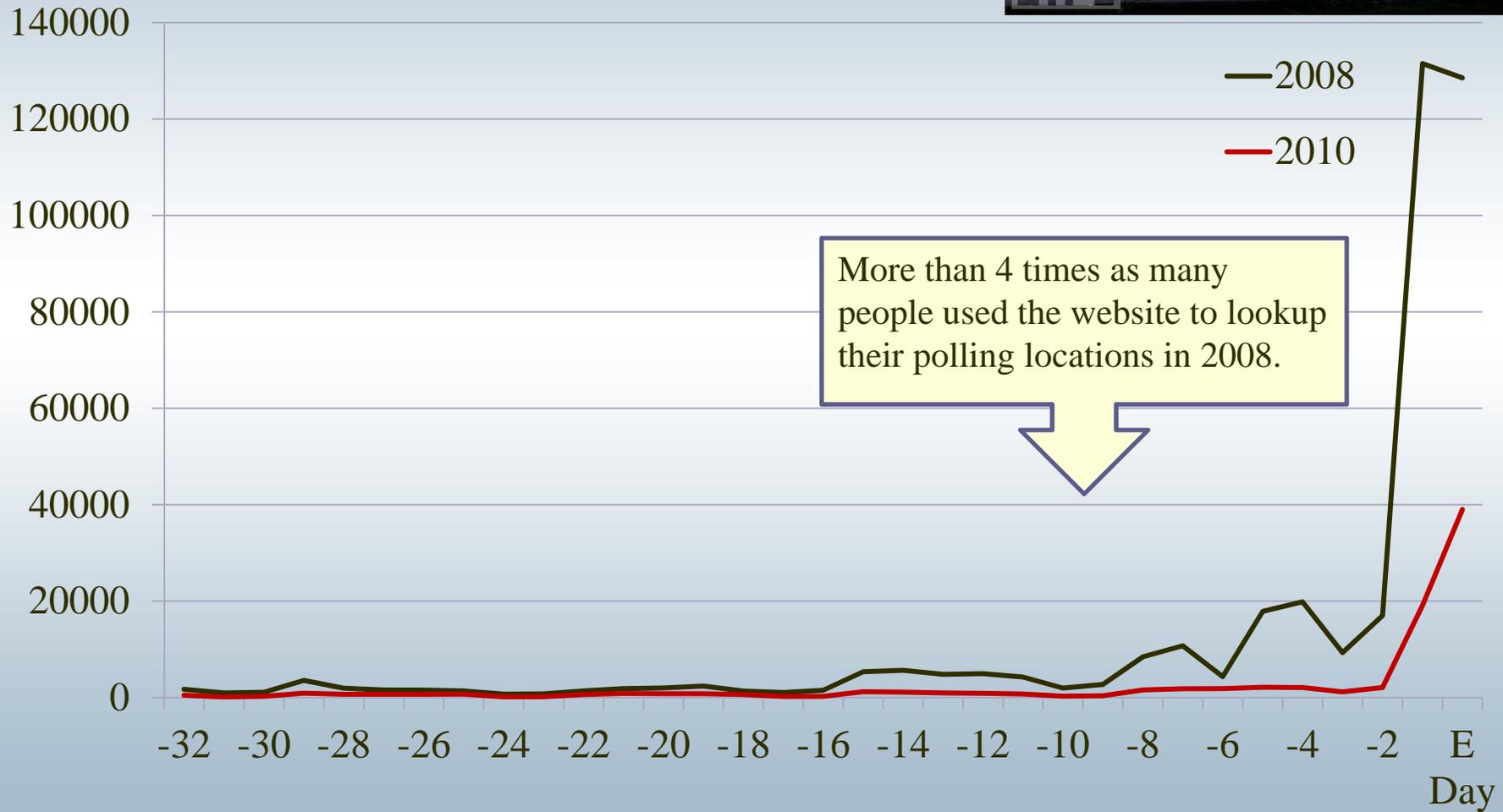
Website hits



Website hits the weekend before Election Day



Polling Place Locator Website hits '08 v '10





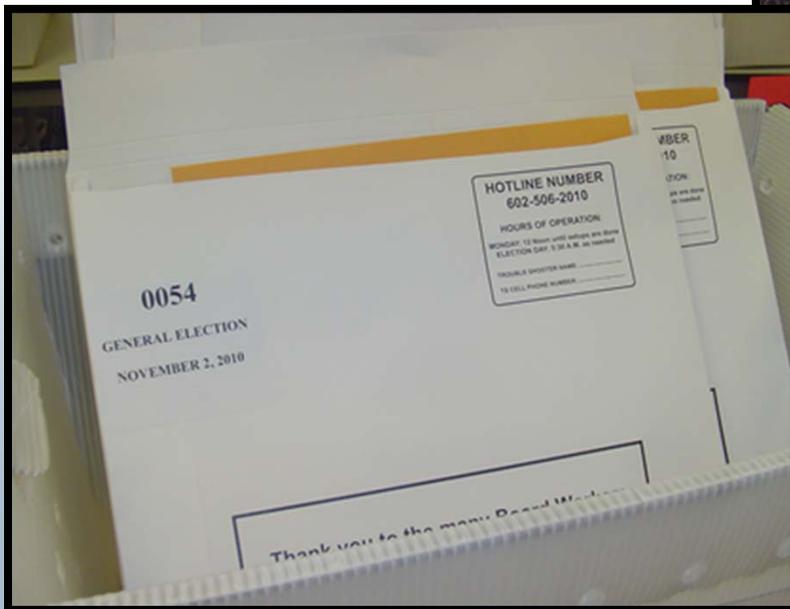
PREPARATION: THE FINAL DAYS

Preparation for the Trouble Shooters

- Because so many of our voters register online, voter registration staff is available the week before the election to help with preparation of the Inspector Packets at MCTEC:



The tubs are in Troubleshooter order so the precincts are checked & double-checked:



Add-ons and Deletes are provided for the Signature Rosters

209
DEADMAN WASH
9

IF A VOTER'S NAME IS AN
ADD-ON AND A DELETION,
THE ADD-ON IS THE VOTER'S
NEW INFORMATION.

**ADD-ONS AND DELETIONS
FOR THE
SIGNATURE ROSTER & PRECINCT REGISTERS**

Attached are the Add-ons and Deletions to the Signature Roster and Precinct Registers.

Put the Yellow Add-on list (with the signature line) in the back of the Signature Roster (white notebook).

Place one copy of the Add-on list (without the signature line) in the back of each of the Green Precinct Registers and one in the back of the Pink Precinct Register.

Using the Deletion list, put a line through the name of each voter in the Signature Roster and each of the Precinct Registers. **DO NOT WRITE IN OR MAKE ANY MARKS IN THE SIGNATURE BLOCK.**

If you have any questions, please contact the **Hotline Room**, (602) 506-2010.

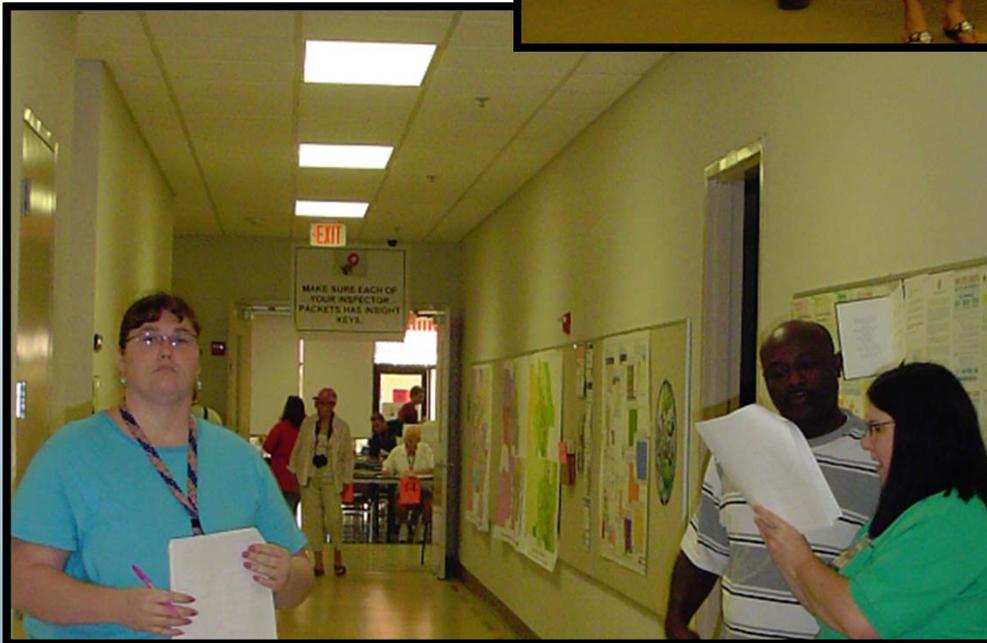
Thank you.

Rev. 10/29/07

ADD-ON

NAME AND ADDRESS	EARLY VOTE	REG. NO.	ELECTOR MUST SIGN HERE BEFORE VOTING	PRECINCT
DEADMAN WASH	<input type="checkbox"/>	1		02
	<input type="checkbox"/>	2		132
	<input type="checkbox"/>	3		252
	<input type="checkbox"/>	4		243
	<input type="checkbox"/>	5		341
	<input type="checkbox"/>	6		35
	<input type="checkbox"/>	7		20
	<input type="checkbox"/>	8		20
	<input type="checkbox"/>	9		34
	<input type="checkbox"/>	10		35
	<input type="checkbox"/>	11		24
	<input type="checkbox"/>	12		35
	<input type="checkbox"/>	13		29
	<input type="checkbox"/>	14		35
	<input type="checkbox"/>	15		35
	<input type="checkbox"/>	16		16

Trouble Shooter Class



TS practice changing tape on the Insight



- We have a lot of over-voting in the General Elections with Judge retention and voters voting both “Yes” & “No”.
- This causes the tape to run and more is used so changing tape is fairly common.



We had 176 Trouble Shooters for this election.



Some PP equipment was delivered as late as Monday morning, just in time for afternoon set-up meetings.



The ballot cage is empty until Election night:





Completed Routes

- The empty warehouse signals that it is almost time...

Just when you think you're ready:

The screenshot shows the Maricopa County Recorder's website. At the top left, there is a button that says "Know More About YOUR FLAG! Click Here". To its right is a small image of a man with the text "Recorded images are now available for viewing and purchase from 1871 forward CLICK HERE". Further right is a "Digital Recording" logo with the text "CLICK HERE FOR ELIGIBILITY". Below these are two camera icons and the text "Ballot Tabulation Center Webcast". A red circle highlights a link that reads "Federal court order regarding apparel for general election day November 2nd.". In the center is a portrait of Helen Purcell, Maricopa County Recorder, with the text "Helen Purcell Maricopa County Recorder NACRC 2010 Public Official of the Year". Below her portrait is the quote: "If democracy is worth fighting for, then its true value should be measured at the ballot box!". At the bottom, there is a navigation bar with icons and text for "Account Login", "Sitemap", "Disclaimer", "Hours & Locations", "Recorder's Information", "Elections & Voter Information", "Media Events", "Support", "Información de Elección en Español", and "Voter Assistance Information".

- On November 1st, the day before Election Day, the court determined that the Coconino finding (although explicitly confined to a single shirt design for a Coconino group going to Coconino polling locations) was applicable in Maricopa.



- Account Login
- Sitemap
- Disclaimer
- Hours & Locations
- Recorder's Information
- Elections & Voter Information
- Media Events
- Support



MARICOPA COUNTY ELECTIONS DEPARTMENT

Información de Elección en Español...

Seleccione una pagina para ver en español

Welcome to the Elections Department of the Maricopa County Recorder's Office. We are pleased to offer for this election cycle, the latest in technology to serve the citizens of this rapidly growing county. Keeping in compliance with HAVA (Help America Vote Act) we have an Insight optical scan voting system as well as an Edge touch screen system in all of our 1,142 precincts serving over 1.8 million registered voters. We provide election support to most of the jurisdictions in the county which includes cities, towns, school districts and special districts.

We have received many recognitions including one from the [Computerworld Smithsonian Institution](#) for programs to handle [Early Voting](#). To ensure that we remain on the leading edge in our field we continually make changes and we encourage your participation. We welcome your [suggestions and comments](#) and look forward to hearing from you.

While serving the citizens of Maricopa County is our number one priority, we take every opportunity to enjoy our work and experience [another side of elections](#).

Helen Purcell Maricopa County Recorder

Karen Osborne Director of Elections

Federal court order regarding apparel for general election day November 2nd.

Invitation to our Election Night Results Center



election information call 602-506-1511

- [Election Board Worker Training Video / Election Board Worker Training Manual - 2010 PDF](#)
- [Judicial Performance Review](#)
- [Kids Voting USA](#)
- [National Student/Parent Mock Election](#)
- [Where Do I Go to Vote?](#)

[ELECTIONS FAQs \(CLICK HERE TO VIEW\)](#)

AM I REGISTERED TO VOTE?

HOW DO I UPDATE MY VOTER REGISTRATION

AM I ON THE PERMANENT EARLY VOTING LIST?

PERMANENT EARLY VOTING LIST & SIGNUP FORM

POLLING PLACE LOCATOR & SAMPLE BALLOTS

REQUEST AN EARLY BALLOT

EARLY VOTING BALLOT STATUS INQUIRY

EARLY VOTING LOCATIONS

STATUS OF PROVISIONAL BALLOT

IN THE UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF ARIZONA

Mark Reed,
Plaintiff,
v.
Helen Purcell, Karen Osborne, Maricopa County,
Defendants.

CV 10-2324-PHX-JAT

ORDER

Upon consideration of Plaintiff's motion for temporary restraining order, and upon hearing evidence on November 1, 2010, the Court finds:

- Radio dispatch read the following message every 15 minutes from the time that we received the ruling until the last set-up meeting was completed.
- They were instructed to cover this with their boards & be sure that it was being followed while doing their routes on Election Day.

EFFECTIVE IMMEDIATELY

ANY APPAREL INCLUDING SHIRTS, JACKETS, HATS AND BUTTONS THAT CONTAIN POLITICAL MESSAGES OR ICONS ARE ALLOWED IN THE POLLING PLACE FOR **VOTERS** ONLY. BOARD WORKERS MUST DISREGARD OUR PREVIOUS COMMUNICATION ABOUT RECORDING VOTER ID NUMBERS. THEY MUST NOT WRITE DOWN ANY VOTER ID NUMBERS FOR VOTERS WEARING POLITICAL APPAREL.

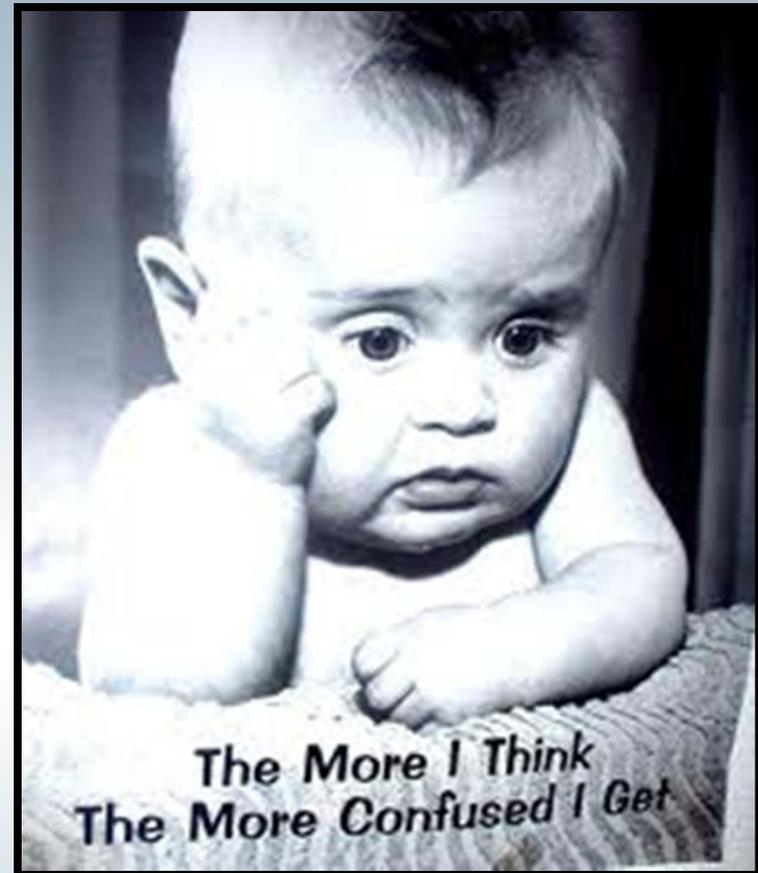
POLITICAL OBSERVERS AND BOARD WORKERS CANNOT WEAR POLITICAL APPAREL UNLESS THEY ARE IN THE ACT OF VOTING THEIR OWN BALLOT. IF THEY ARE NOT VOTING, THEY CANNOT WEAR POLITICAL APPAREL.

General Election

- Consider:
 - There were 525 candidates on this ballot *PLUS* write-ins.
 - There were candidates who withdrew and who passed away.
 - 10 Statewide propositions
 - 3 Cities/Towns having their General Elections
 - 3 Cities/Towns having their General & Special Elections
 - 3 Cities/Towns having Special Elections
 - 21 Schools having Bond & Override Elections
- Boardworker don't always work in their home precinct & expecting them to know every candidate and/or issue on the ballot is simply not feasible.
- Would you recognize EVERY name on the ballot if someone had it on a shirt or button?

How about these?

- “*Independent*” ?
- “*Independent Justice*”?
- “*Nonpartisan*”?



- All three of these were party designations for 16-341 candidates running in the General Election in Maricopa County and this appeared as their party following their name on the ballot.

WHAT WAS DONE TO RESOLVE ISSUE

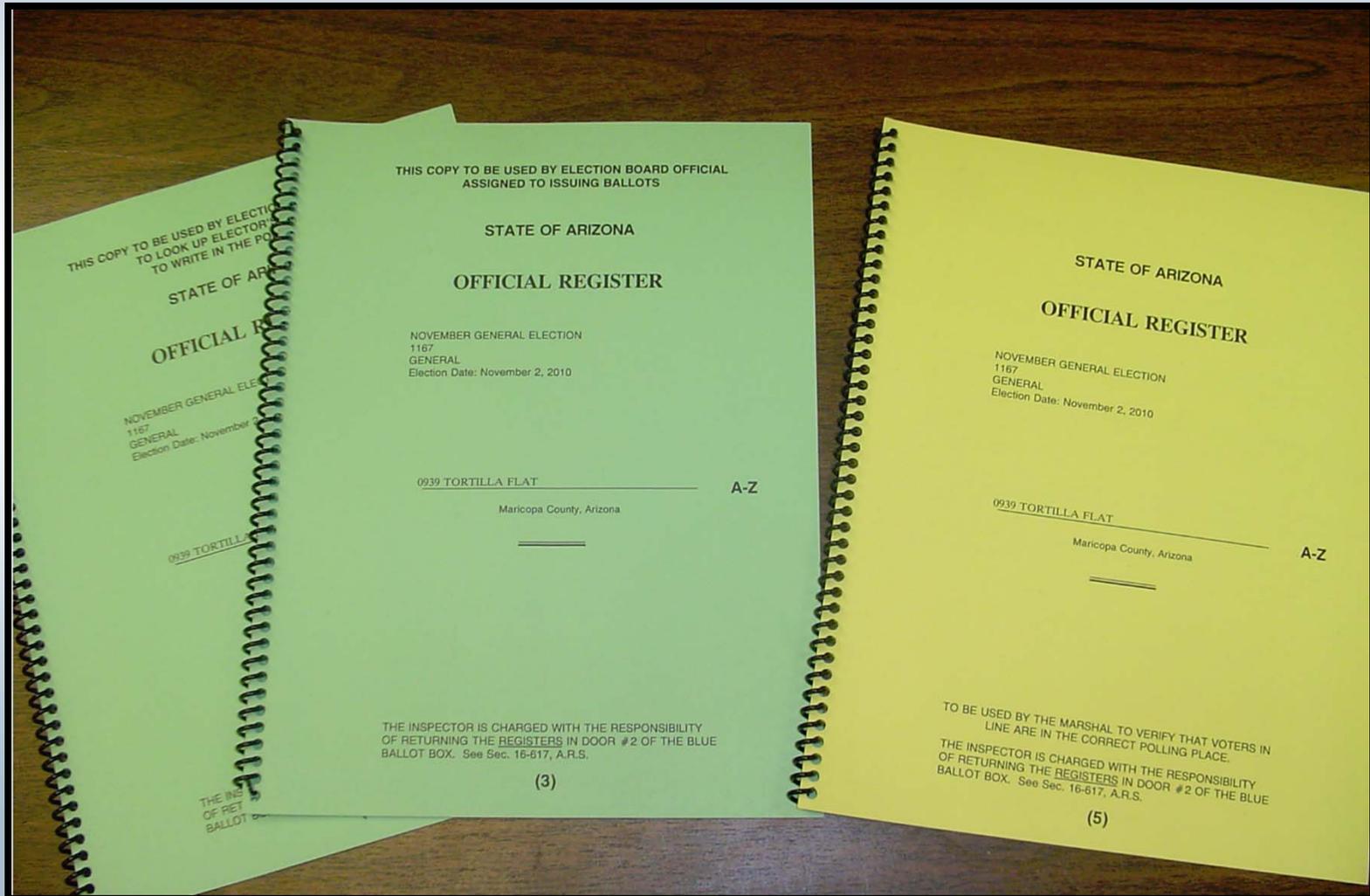
TS went there. This couple did not have ID with them when they arrived. They argued that because of the law change they no longer had to give ID, they were offered a provisional ballot. The didn't want to vote prov. They were walking their dog and were mad when they left so they let the dog poop in front of the door - KP

ELECTION DAY

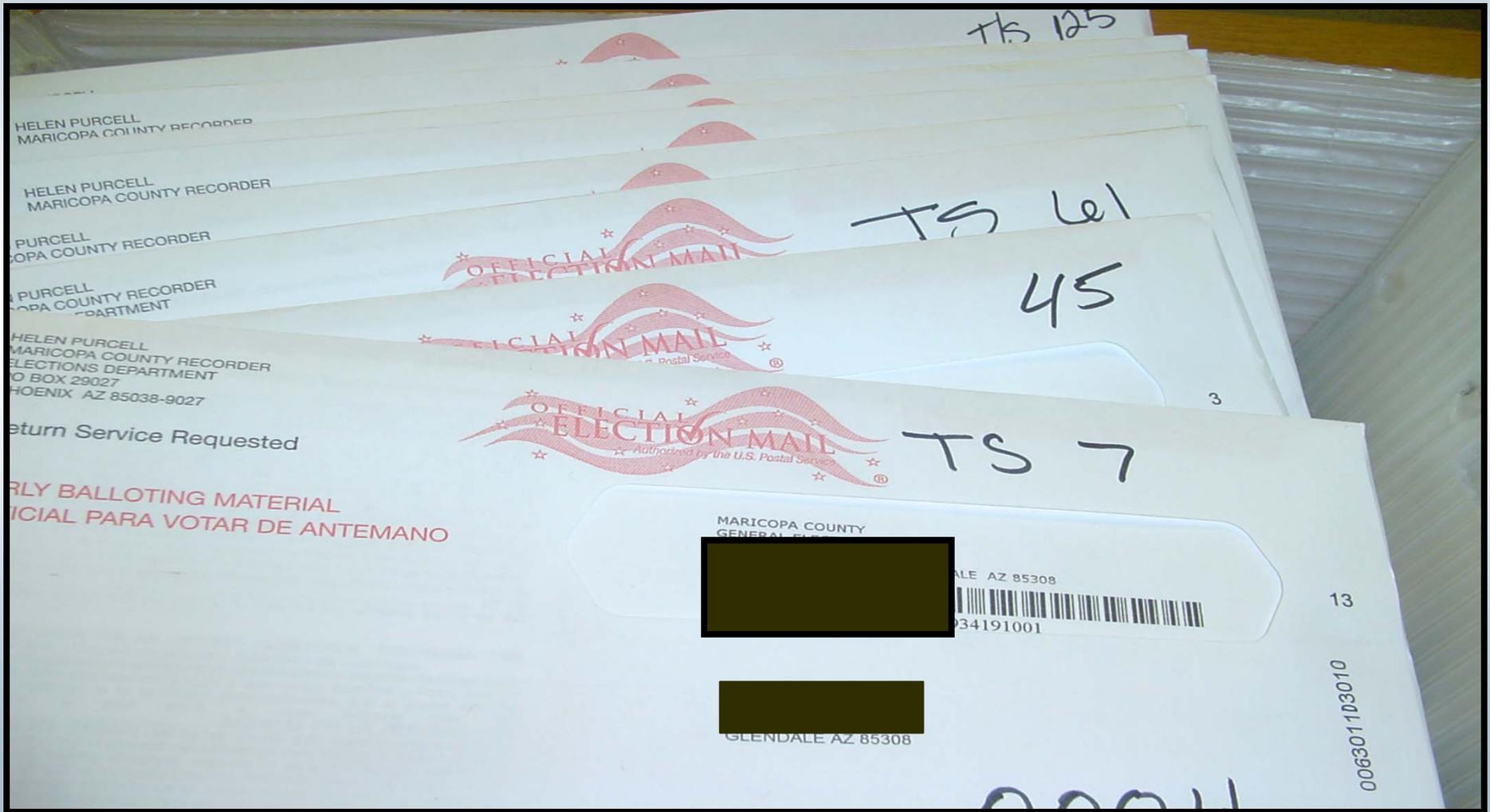
(SERIOUSLY, YOU CAN'T MAKE THIS STUFF UP)



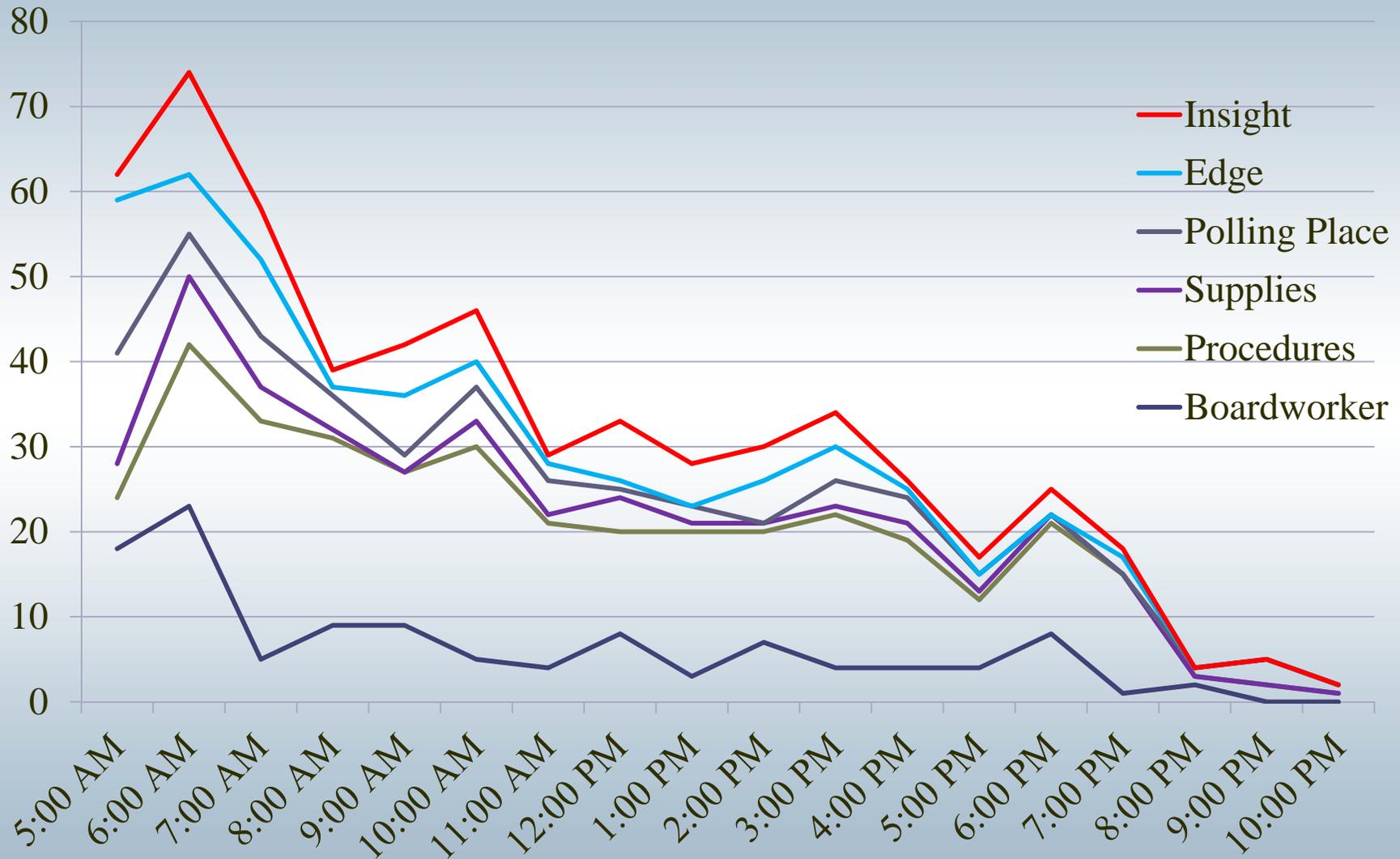
Polling places received a yellow roster for the Marshall to use checking voters in line to be sure they are in the correct place:



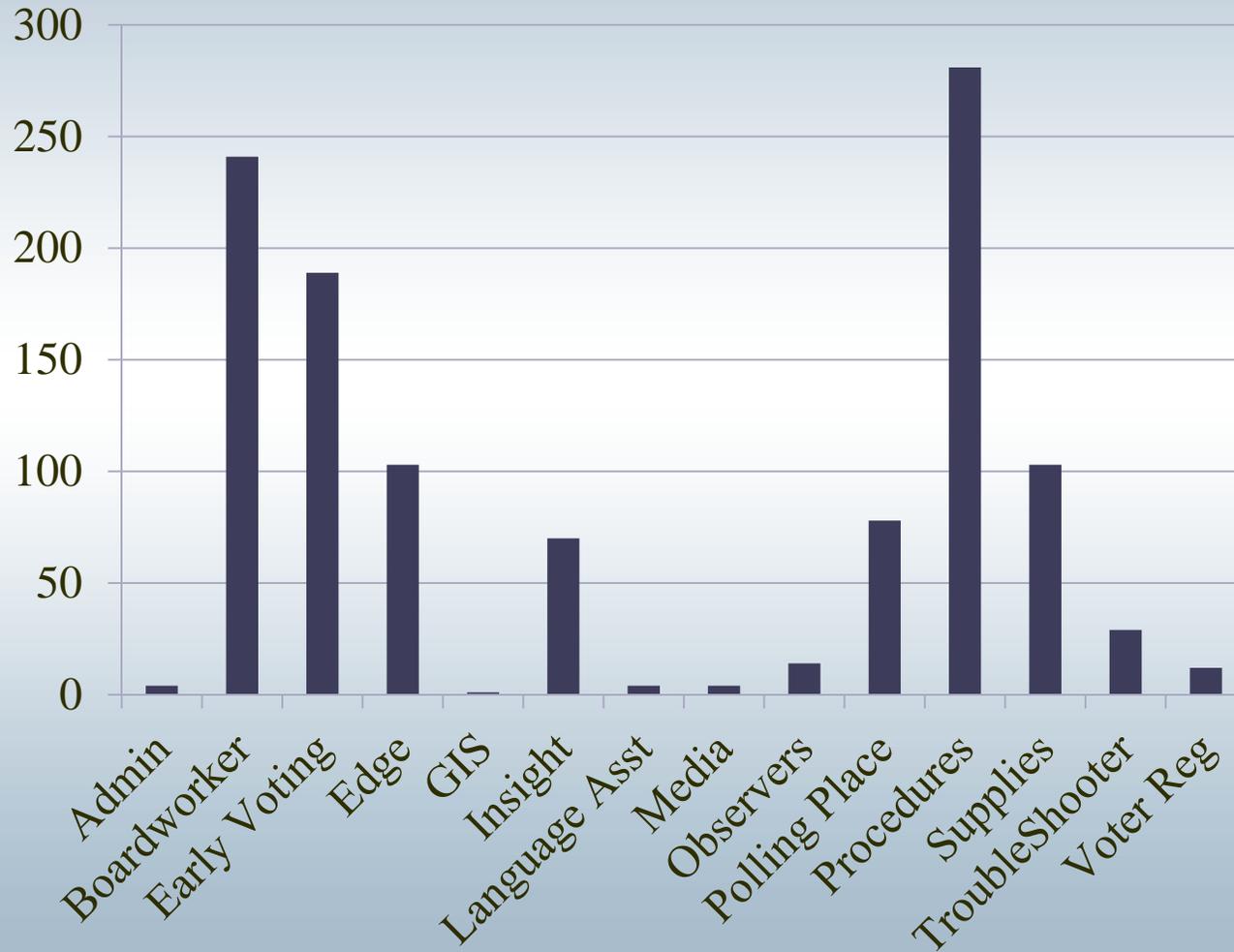
Boardworkers hired to work outside of their home precinct
get emergency ballots delivered by their Trouble Shooter:



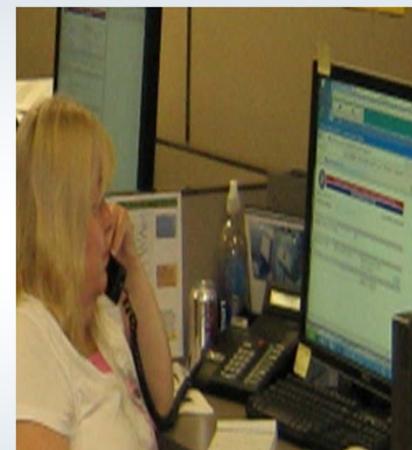
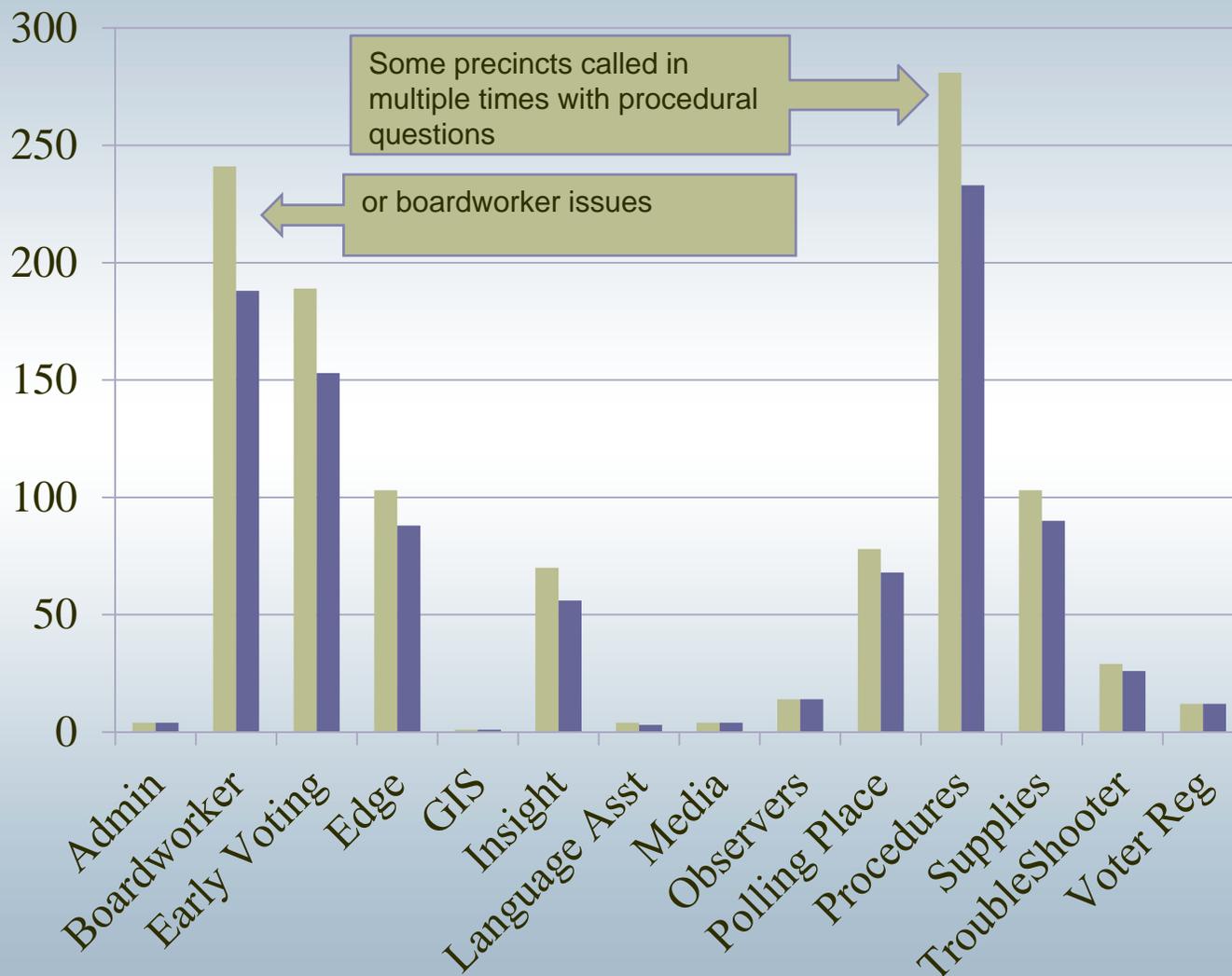
Election Day Reports: Hourly



Total # of Reports:



Total # of Precincts with Reports:



Language Assistance Reports:

- Precinct 0138 Nathan in Chandler:

Category of issue:	
Language Assistance 	EXPLANATION OF ISSUE/COMMENTS: A voter went to vote but did not no english & couldn't read spanish there bilingual bw did not show up for set-up of for the election. Voter went home to pick-up his daughter so she can help him out. AMC
If report is about BW or TS behavior or disciplinary issue provide the following information:	
ID: (voterid or bwid) 0	NAME
ACTION TAKEN (if applicable) amc	DATE 11/2/2010 2:57 PM
WHO RESOLVED THE ISSUE amc	DATE RESOLUTION OCCURRED: 11/2/2010 2:57 PM
WHAT WAS DONE TO RESOLVE ISSUE this precinct called in once at setup and once earlier today and did not mention that they were without their bilingual. we do have TS in area who could bring someone from another precinct but voter said would bring daughter instead--tlp	
Resolution status:	
<input type="radio"/> OPEN (information in system & email sent to manager)	SUBMITTED BY: AMC
<input type="radio"/> PENDING (manager has read email)	
<input checked="" type="radio"/> CLOSED (resolution information as documented above with closing date)	

Language Assistance Reports:

- Precinct 0138 Nathan in Chandler, Trouble Shooter follow-up:

The voter did speak with our Bilingual Coordinator Leticia Castro.



Category of issue:	
Language Assistance	EXPLANATION OF ISSUE/COMMENTS: TS wanted to know if they should send a bi-lingual worker from another precinct to assist voter. MMG
If report is about BW or TS behavior or disciplinary issue provide the following information:	
ID: (voterid or bwid) 0	NAME
ACTION TAKEN (if applicable)	DATE
WHO RESOLVED THE ISSUE mmg	DATE RESOLUTION OCCURRED: 11/2/2010 3:25 PM
WHAT WAS DONE TO RESOLVE ISSUE Leticia spoke with the voter. The voter is bringing his daughter to help him vote.	
Resolution status:	
<input type="radio"/> OPEN (information in system & email sent to manager)	SUBMITTED BY:
<input type="radio"/> PENDING (manager has read email)	MMG
<input checked="" type="radio"/> CLOSED (resolution information as documented above with closing date)	

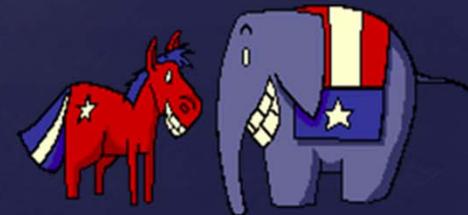
Language Assistance

- The other two reports had to do with one precinct in Gilbert.
- This precinct was not on our list as needing a bilingual boardworker, but one was hired and present on Election Day.
- However, a voter accused the worker of trying to influence how they should vote—she wanted to vote a straight ticket.
- Neutrality and *ALWAYS* having 2 boardworkers assisting a voter is heavily emphasized in training class.
- However, we have not discussed how to explain when there is only a single party's candidate on the ballot for a race, or a party is not represented when other parties are.
- This will be added to our curriculum.

Excerpt from General Training:

In the Act of Voting:

- ⌘ Impartial—Boardworkers **may not** provide personal opinions or lead the voter. They must simply present the materials.
- ⌘ Must have 2 Boardworkers of differing political party affiliation (ideally a Democrat & a Republican) assist the voter if the assistance includes reading the ballot to the voter, translating the ballot to the voter, or physically marking the ballot for the voter.



Excerpt from General Training:

As written...

- ⌘ Ballot language must be read as written. In some cases it is printed as provided by the individual—we do not make any grammatical or spelling corrections. You must read it as it is written without “cleaning it up” for the voter.
- ⌘ You are also not able to interpret for the voter what the content of the ballot is. You can only:
 - ⌘ Read them the ballot.
 - ⌘ Provide them with the voter information available in your supplies (publicity pamphlets, clean elections brochure, etc.).

Edge: Audio Reports



- We had 2 reports on the audio not functioning from boardworkers.
- They stated that the screen of the Edge showed the ballot, but that the audio was silent.
- The Voter Card for the Edge has to be programmed for the audio ballot which then has a blank screen (so that no one can come up behind a voter, who would not hear them with the headset on, and see how they are voting) so this told us that the workers had not correctly programmed the card.
- Training class already has hands-on practice but we will continue to emphasize the importance of correctly programming the Voter Card.

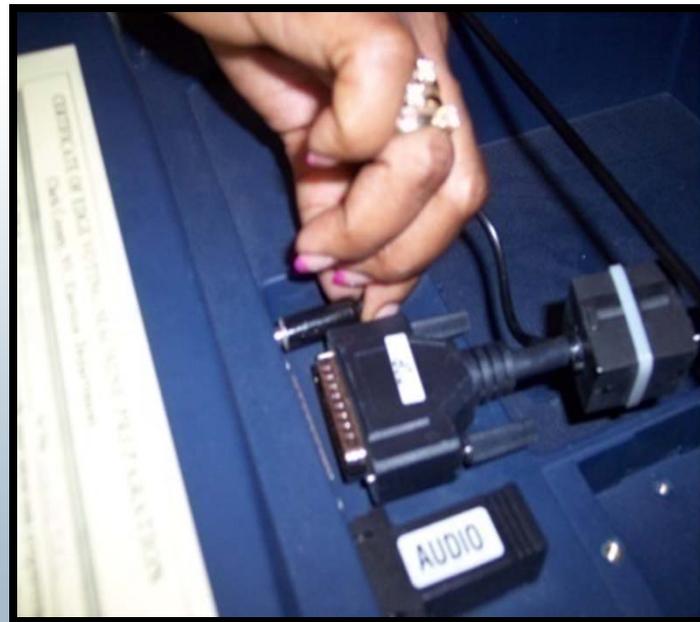
Edge: Audio Reports

- At 2 other precincts we had audio concerns with the Edge not related to programming the Voter Card. At the first one the boardworkers reported that the audio adapter keypad would not stay in the audio jack—that it kept coming out. A new audio was sent.
- In another precinct the audio could be heard, but not as loudly as the voter was accustomed to from voting on the machine in previous elections.
- It was a tri-located polling place so the Trouble Shooter tried keypads from the other precincts to no avail.
- The voter voted a paper ballot with the assistance of 2 of the boardworkers.

Source of report:		
<input checked="" type="radio"/> Elections Hotline <input type="radio"/> Attorney Hotline <input type="radio"/> Troubleshooter Hotline <input type="radio"/> TS Radio <input type="radio"/> Front Counter		
<input type="radio"/> Star Center <input type="radio"/> Mesa <input type="radio"/> Facility <input type="radio"/> Email <input type="radio"/> Phone Call <input type="radio"/> Written Correspondence <input type="radio"/> Voter Survey		
<input type="radio"/> BW Survey <input type="radio"/> TS Survey <input type="radio"/> Processing		
Person reporting information:		
Troubleshooter ▾	NAME	VOTER ID
		0
	CONTACT PHONE NUMBER (XXXXXXXXXX - no dashes)	EMAIL
	RESIDENTIAL ADDRESS	
Category of issue:		
Edge II ▾	EXPLANATION OF ISSUE/COMMENTS: voter having difficulty with the audio at 7PM--is there a master volume control as it just isnt loud enough TLP	

Audio Jack

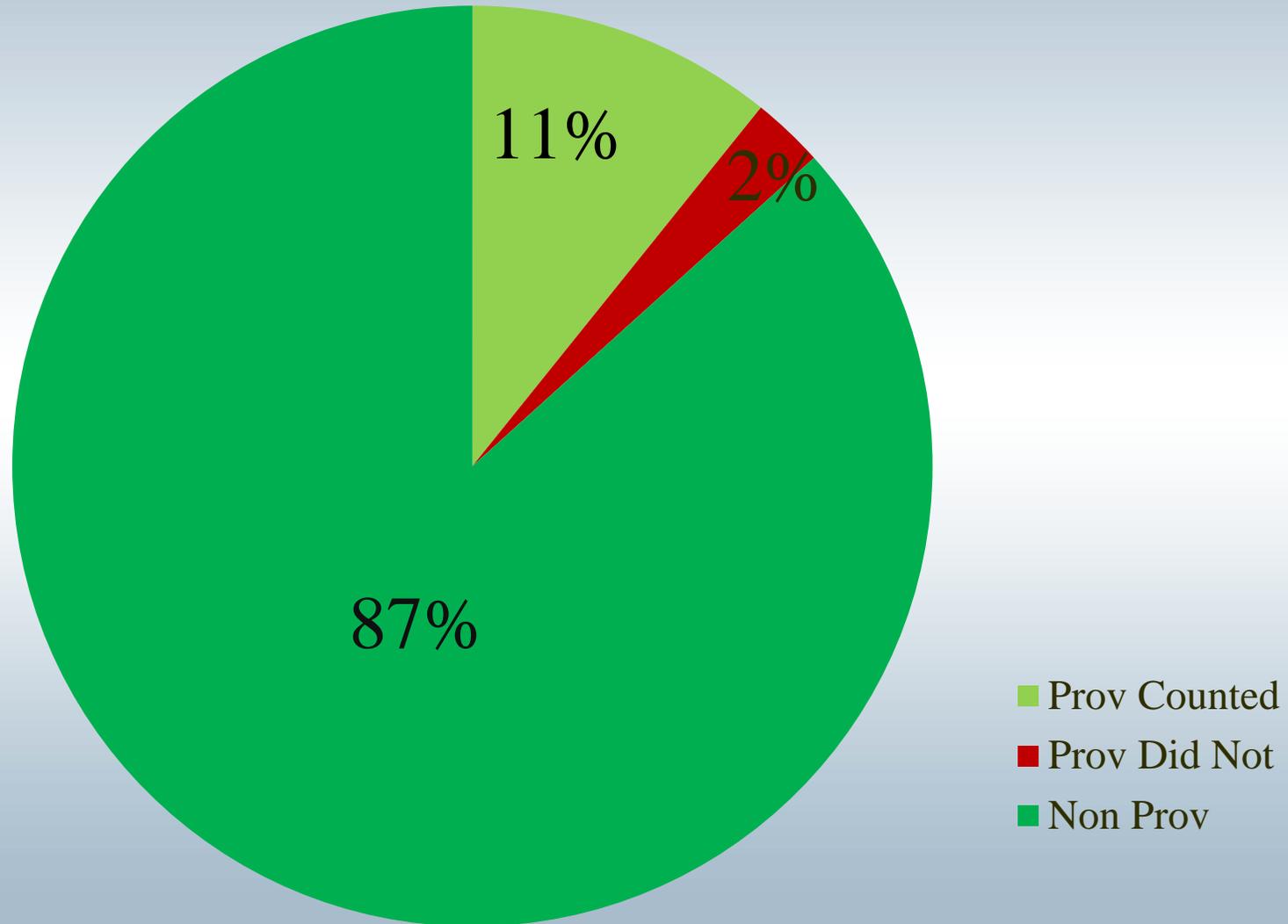
- We have not had issues in the past with the audio jack.
- We are reviewing if the packing of the power cord in that same recessed area of the machine could be enough pressure to loosen the connectivity with the body of the machine.



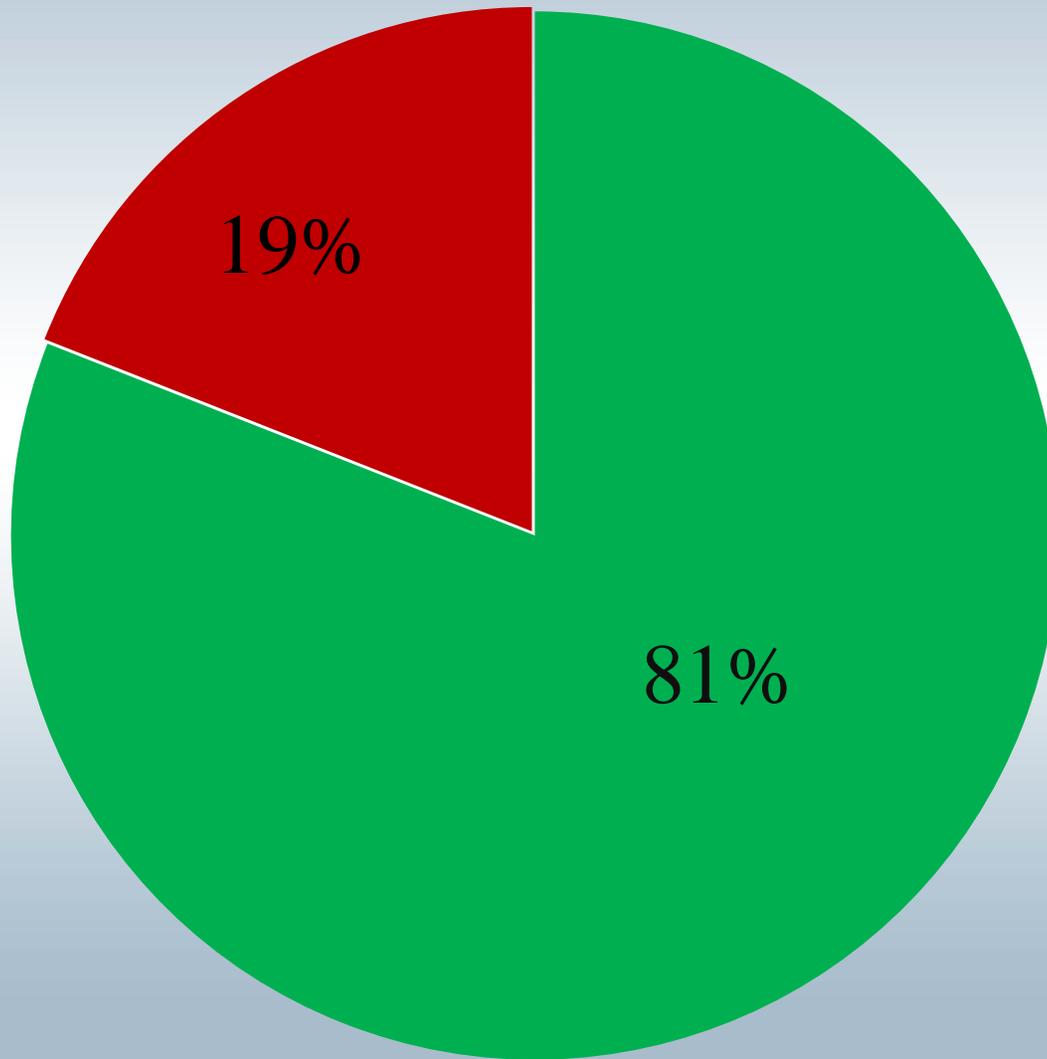


PROVISIONAL BALLOT ANALYSIS

Polling Place Total Ballots Cast:



Total Provisionals Cast:



Provisional Ballot Preparation



Past Provisionals

	<u>% of Ballots Cast</u>	<u>% Counted</u>
• Primary 2002	2%	78%
• General 2002	4%	76%
• Primary 2004	3%	76%
• General 2004	6%	74%
• Primary 2006	3%	74%
• General 2006	5%	70%
• Primary 2008	2%	76%
• General 2008	7%	71%
• Primary 2010	2%	78%
• General 2010	5%	81%
<hr/> AVERAGES:	3.9%	75.4%

Provisionals Summary Report

Election number: 1167 - MARICOPA COUNTY GENERAL ELECTION

11/15/2010 11:50:06 AM

City:

Precinct:

PBR: 52239

Printer
 Display



Code	Total	Reason
A1	11685	NEW RESIDENT BALLOT
A2	25475	EARLY BALLOT REQUESTED AND NOT RETURNED
A3	81	OFFICE ERROR OCCURRED
A4	299	HARASSMENT CODED VOTER
A5	1751	REGISTRATION RECEIVED TOO LATE TO BE PRINTED ON SIGNATURE ROSTER
A6	404	NAME CHANGE
A7	3027	ID ADDRESS DOESN'T MATCH SIGNATURE ROSTER
A8	185	SUFFICIENT IDENTIFICATION PROVIDED AT POLLS
A9	41	SUFFICIENT IDENTIFICATION PROVIDED AFTER ELECTION DAY
B10	3113	YOU ARE NOT REGISTERED TO VOTE
B11	961	INCOMPLETE INFORMATION GIVEN ON YOUR PROVISIONAL BALLOT FORM.
B12	1376	YOU WERE NOT ELIGIBLE TO VOTE IN THIS ELECTION.
B13	272	YOUR EARLY BALLOT WAS SENT, RETURNED AND COUNTED
B14	3527	YOU WENT TO THE WRONG POLLING PLACE FOR THIS ELECTION.
B15	199	THE SIGNATURE ON YOUR, PROVISIONAL BALLOT DID NOT MATCH THE SIGNATURE ON YOUR VOTER REGISTRATION RECORD
B16	12	INSUFFICIENT IDENTIFICATION PROVIDED AT POLLS
B17	507	INSUFFICIENT IDENTIFICATION PROVIDED AFTER ELECTION DAY
B18	88	NO BALLOT ENCLOSED IN ENVELOPE

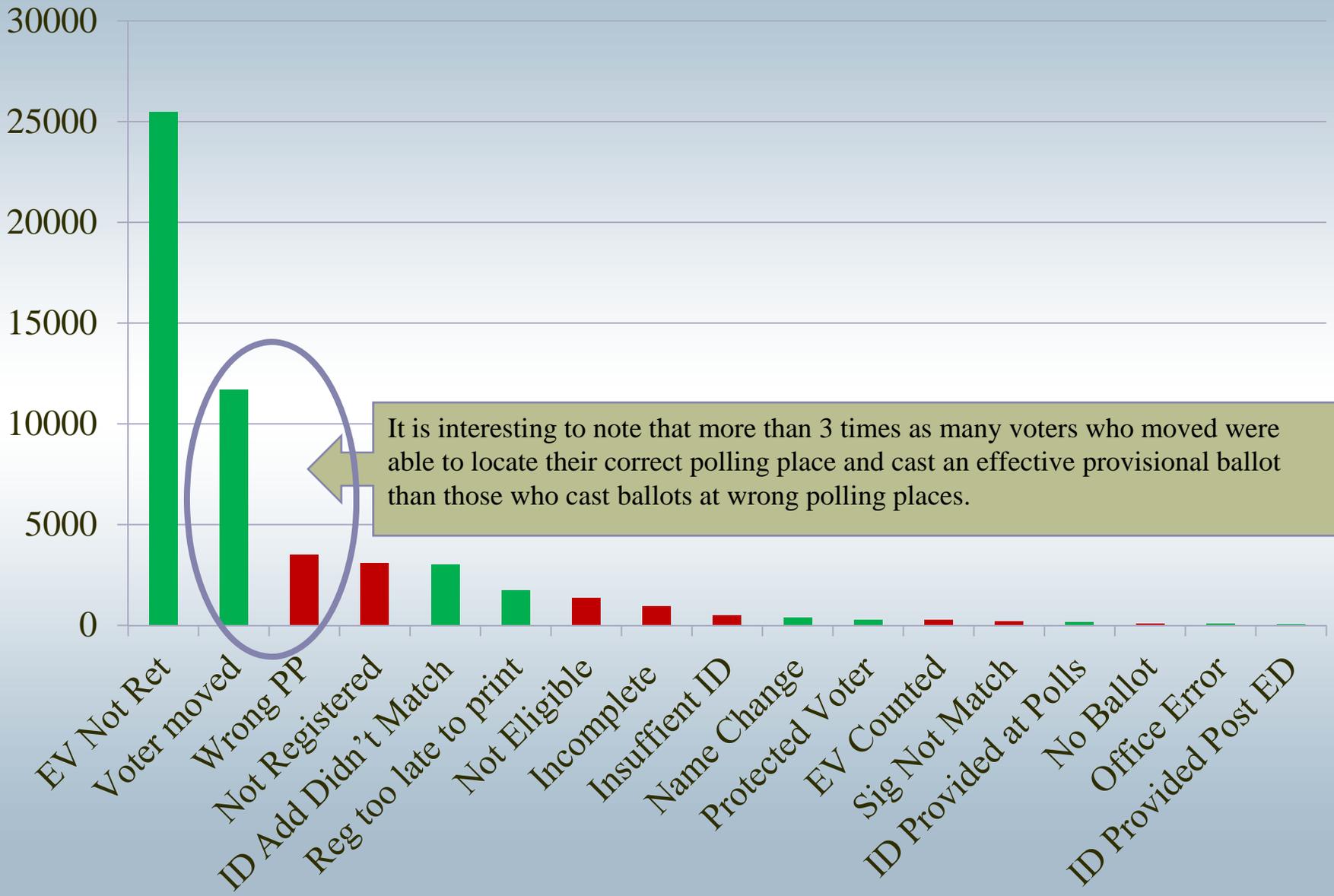
*A8, A9, B16 are not counted in totals

Total Valid Ballots: 42722

Total Invalid Ballots: 10043

Total Ballots: 52765

All Provisionals:

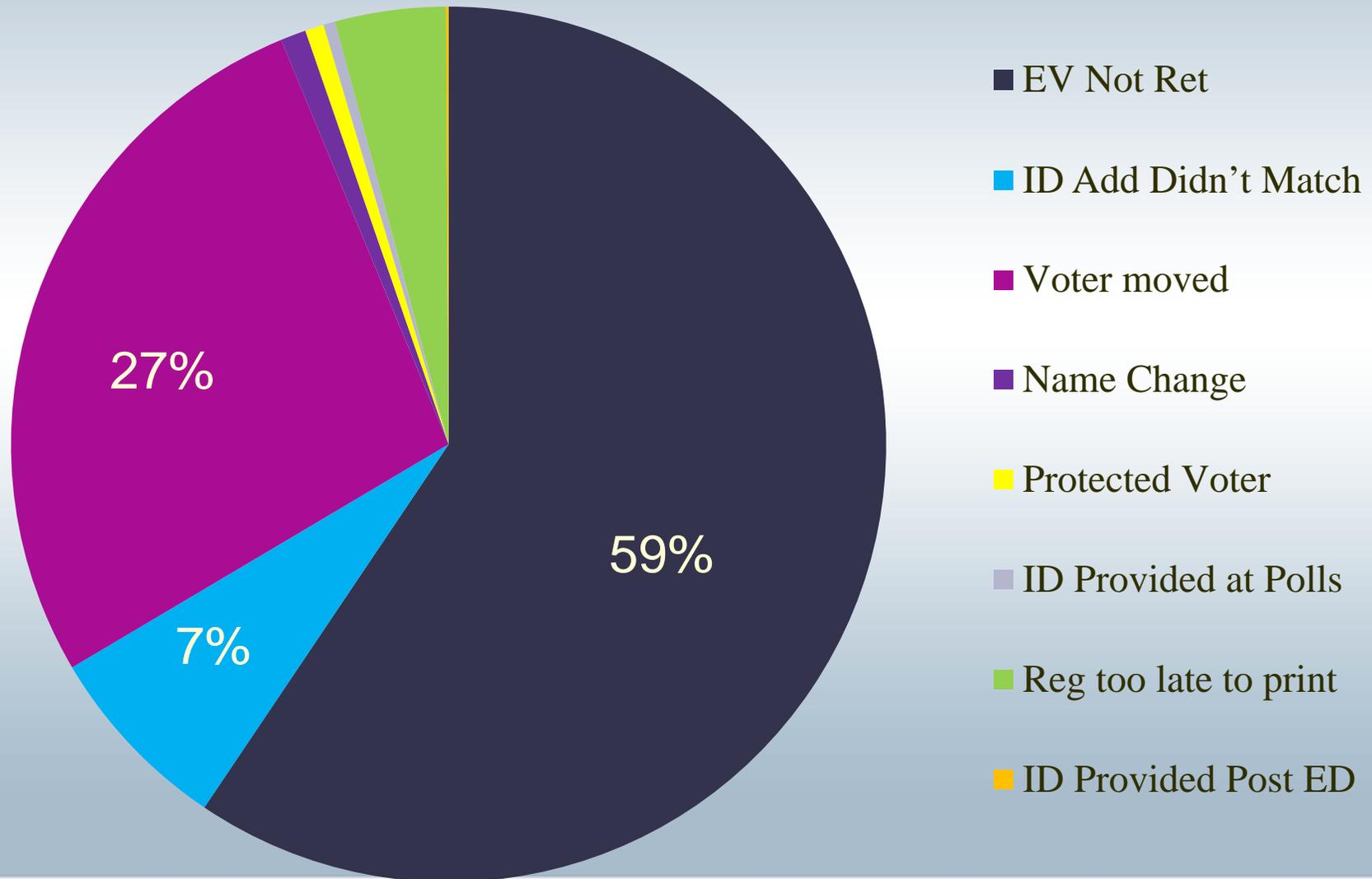


Provisional Ballot Preparation

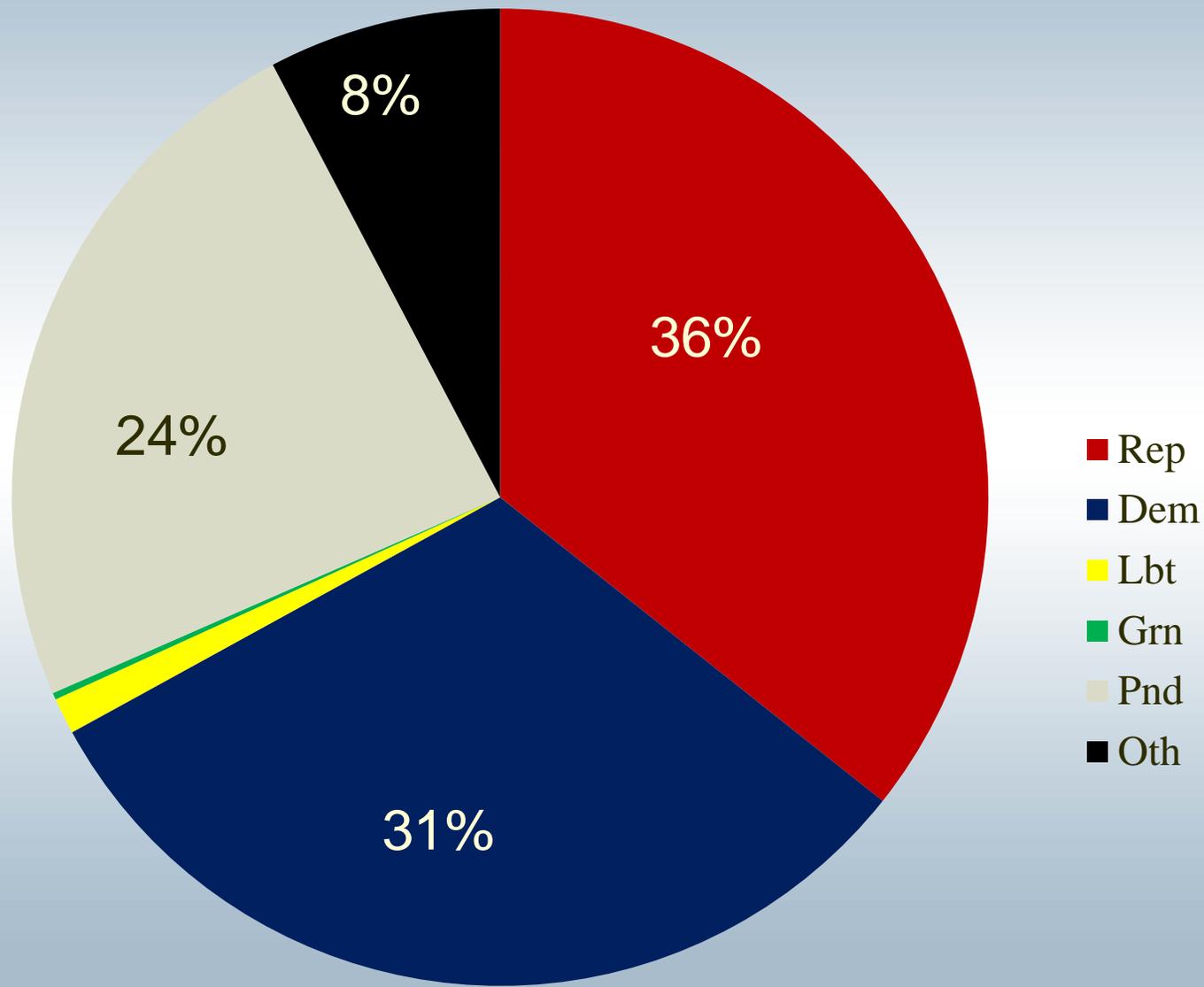


11/02/2010

Total Provisionals Which Counted: 42,722 (81% of the Provisionals cast)



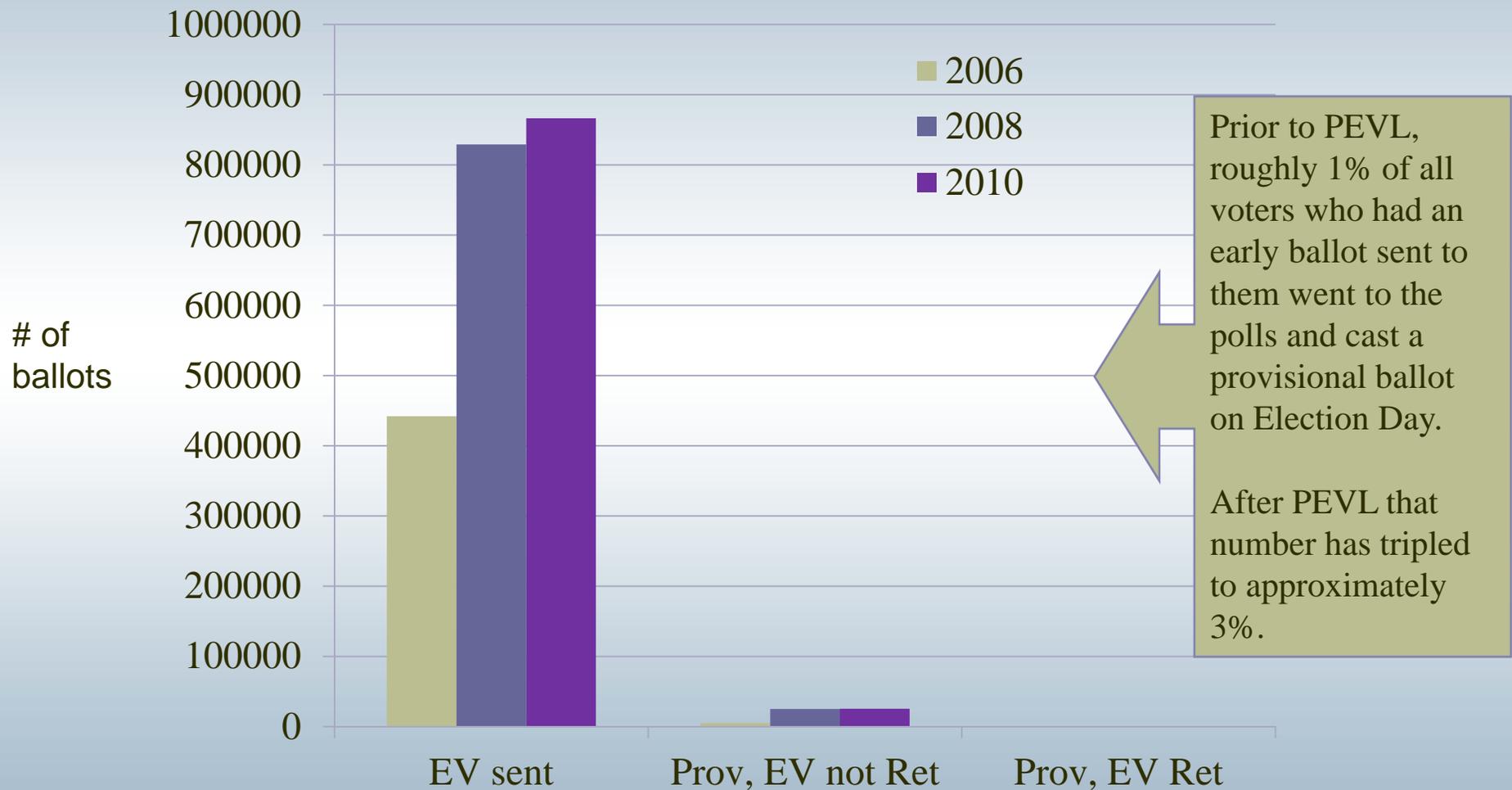
Voter Party Affiliation for Counted Provisionals



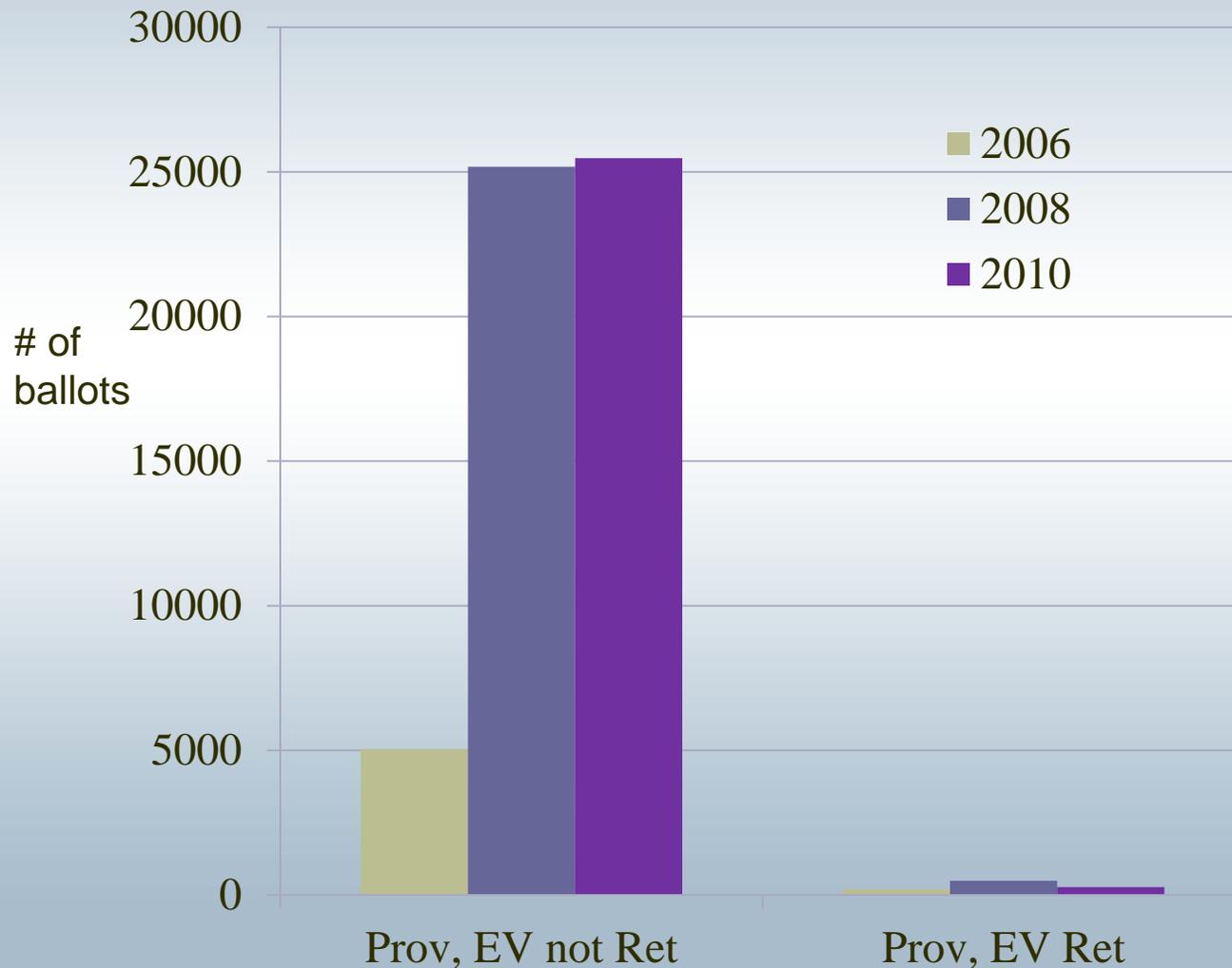
Provisional Ballot Preparation



Early Voters Who Went to the Polls



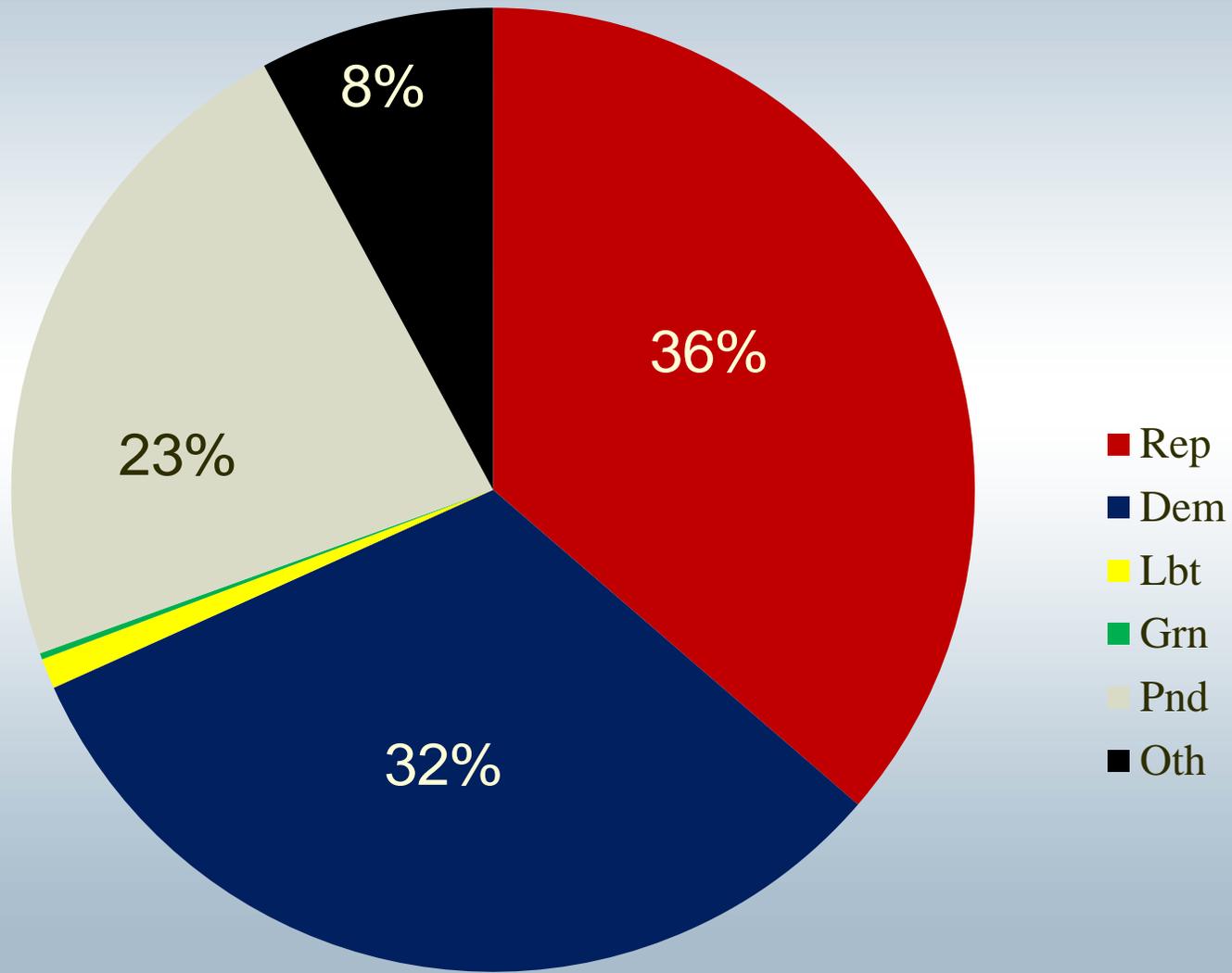
Early Voters Who Went to the Polls & Voting Provisional Ballots:



Of those voters, the majority of them did not return their early ballot.

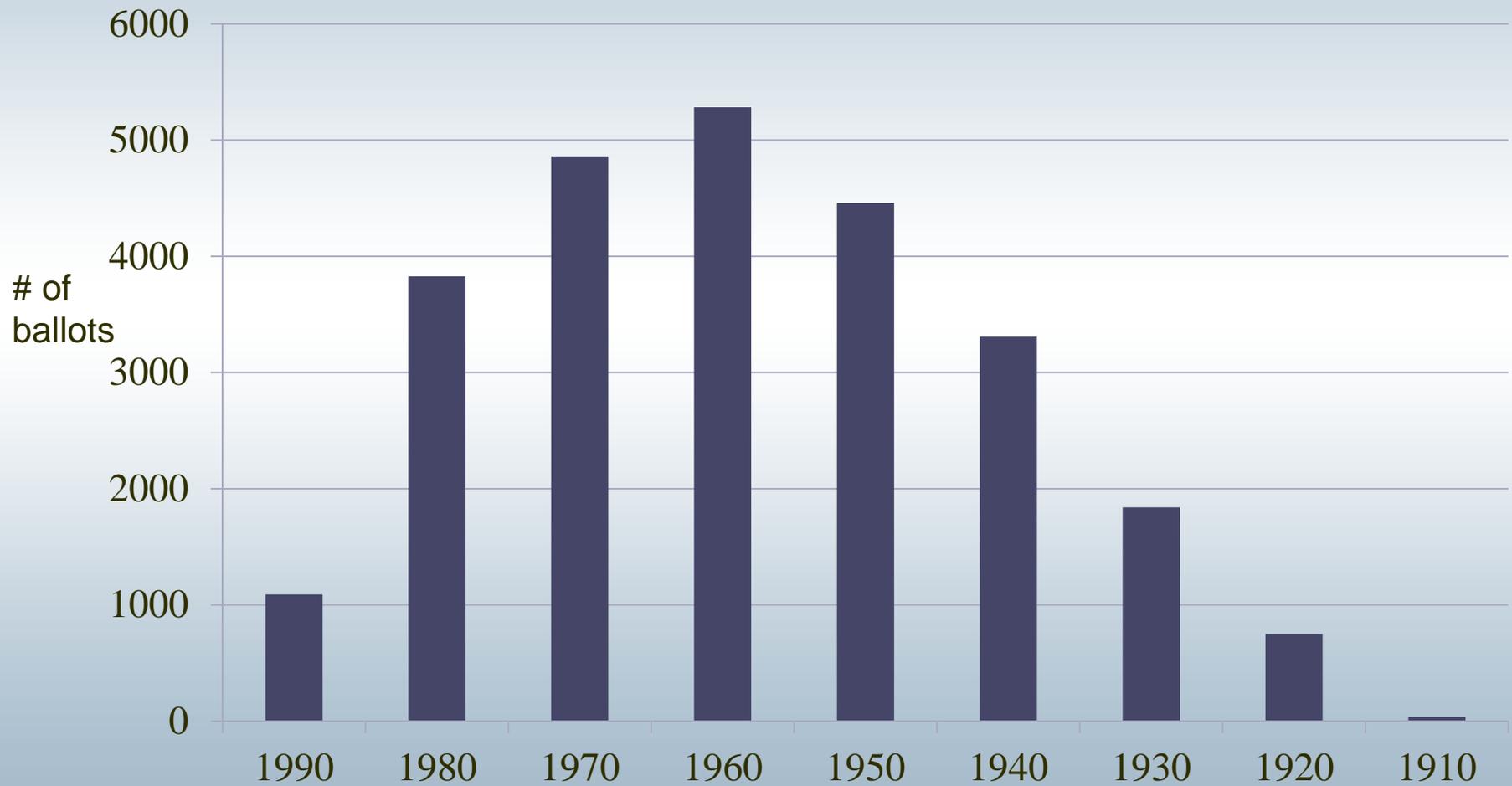
But some did:
2006: 200 (4%)
2008: 494 (2%)
2010: 272 (1%)

Who were these voters? Did not return their EV

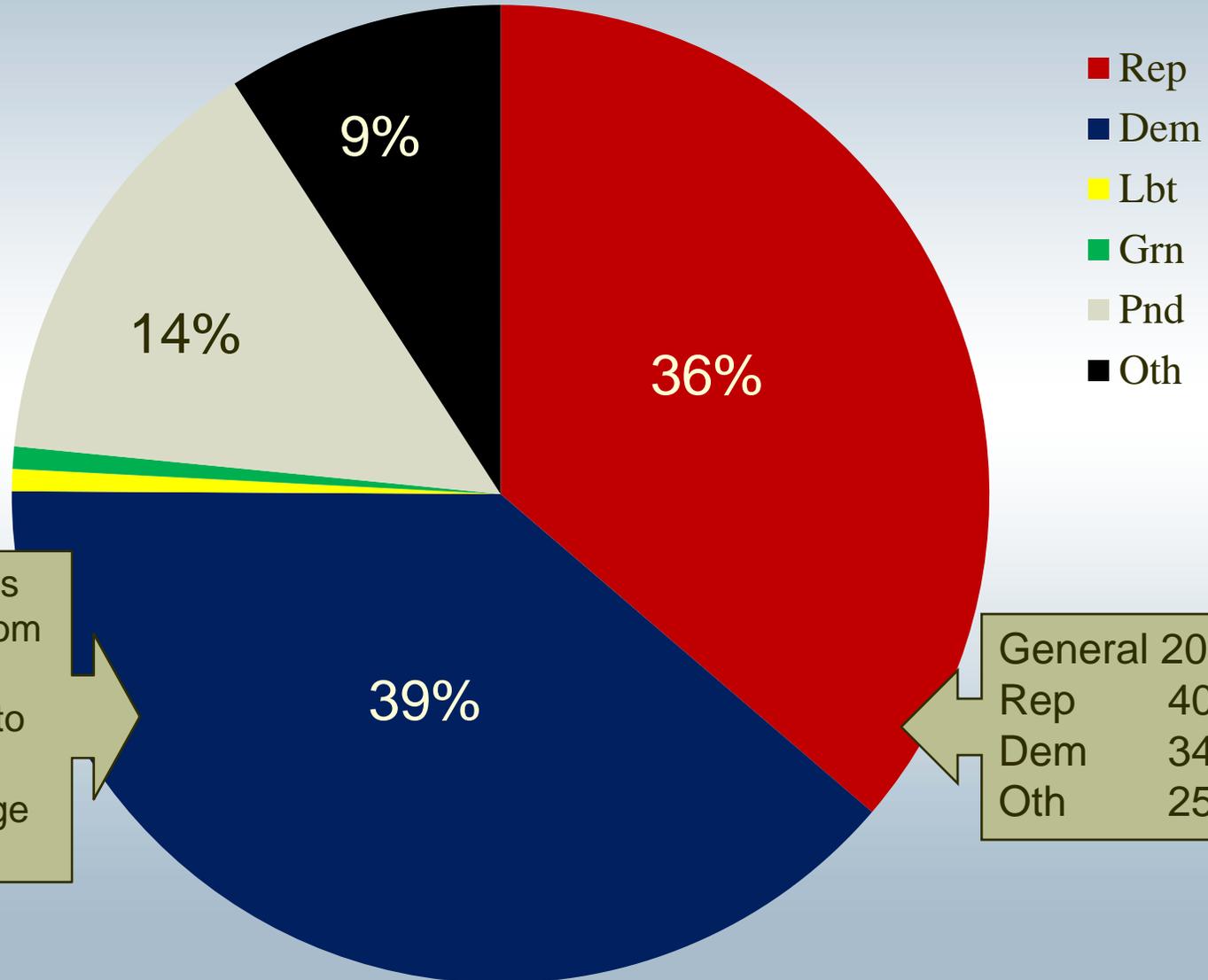


Who were these voters?

Did not return their EV by decade of birth:



Who were these voters? *DID* return their EV

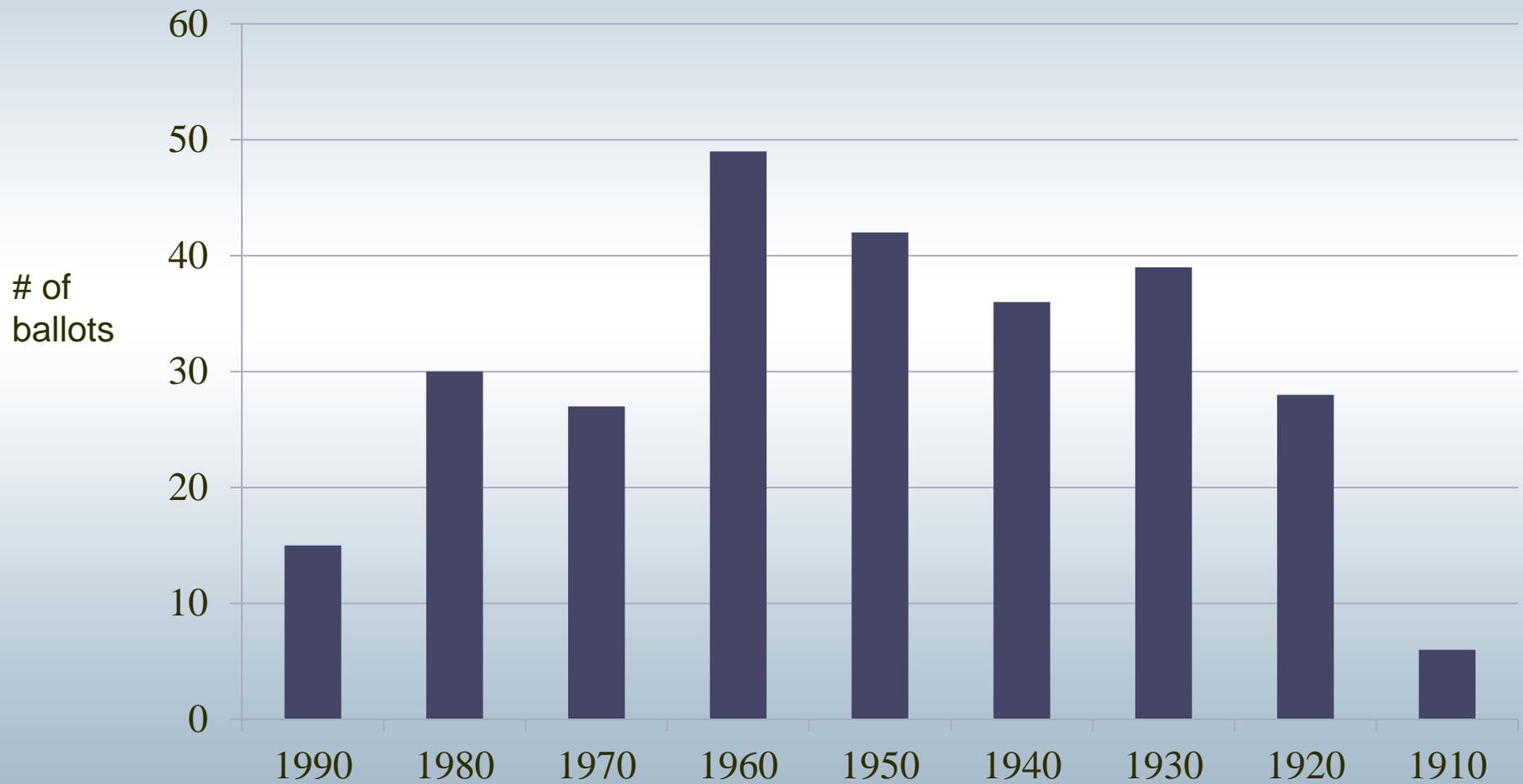


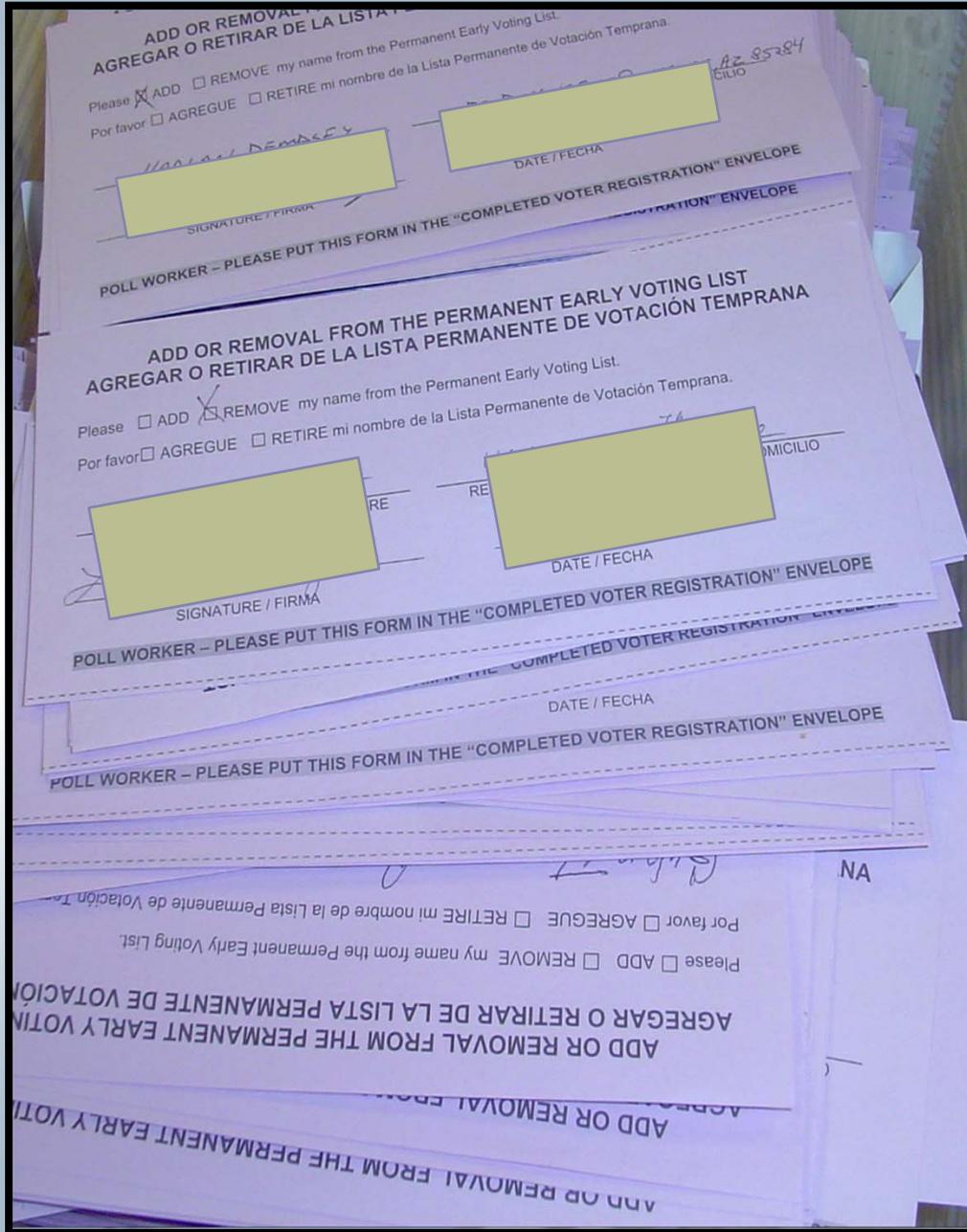
This number is an increase from previous elections due to the death of candidate Jorge Garcia

General 2008:
Rep 40%
Dem 34%
Oth 25%

Who were these voters?

DID return their EV by decade of birth:





EV

- The number of voters on the Permanent Early Voting List (PEVL) continues to grow, and with it so do the numbers of provisionals being cast when the voters go to the polls.
- Every polling place had extra slips to give voters the ability to add or remove themselves from the PEVL.

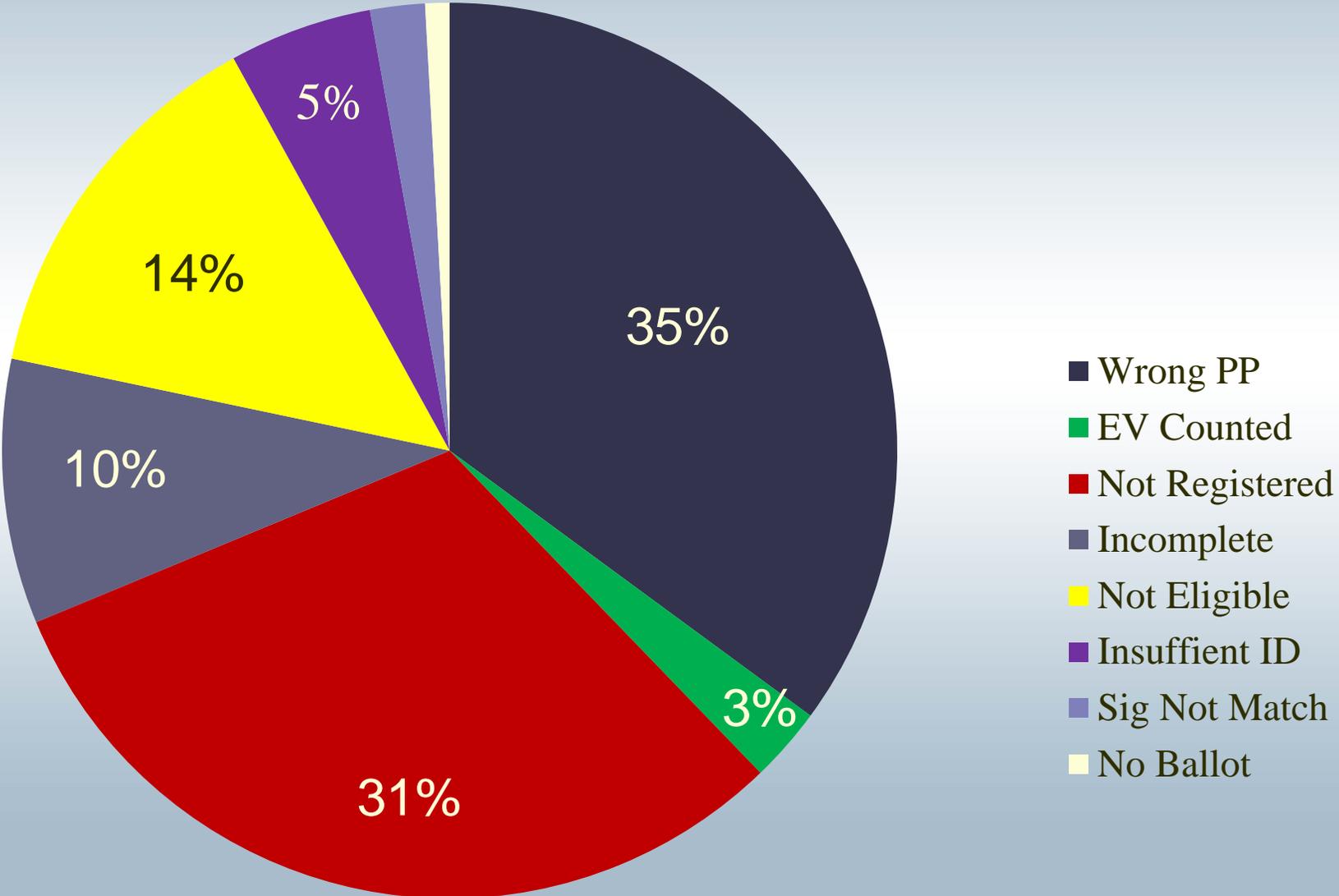
#s Adding & Removing

- We received roughly 2-3,000 of these requests on Election Day.
- They were proportionately 2 to 1 with voters asking to be ADDED to the PEVL, not removed.
- One reason for this could be that these were voters who were already on the PEVL but had moved and not updated their voter registration, therefore not getting their ballot.
- Address updates are still being entered from the provisional ballots to test this theory after that projects completion.

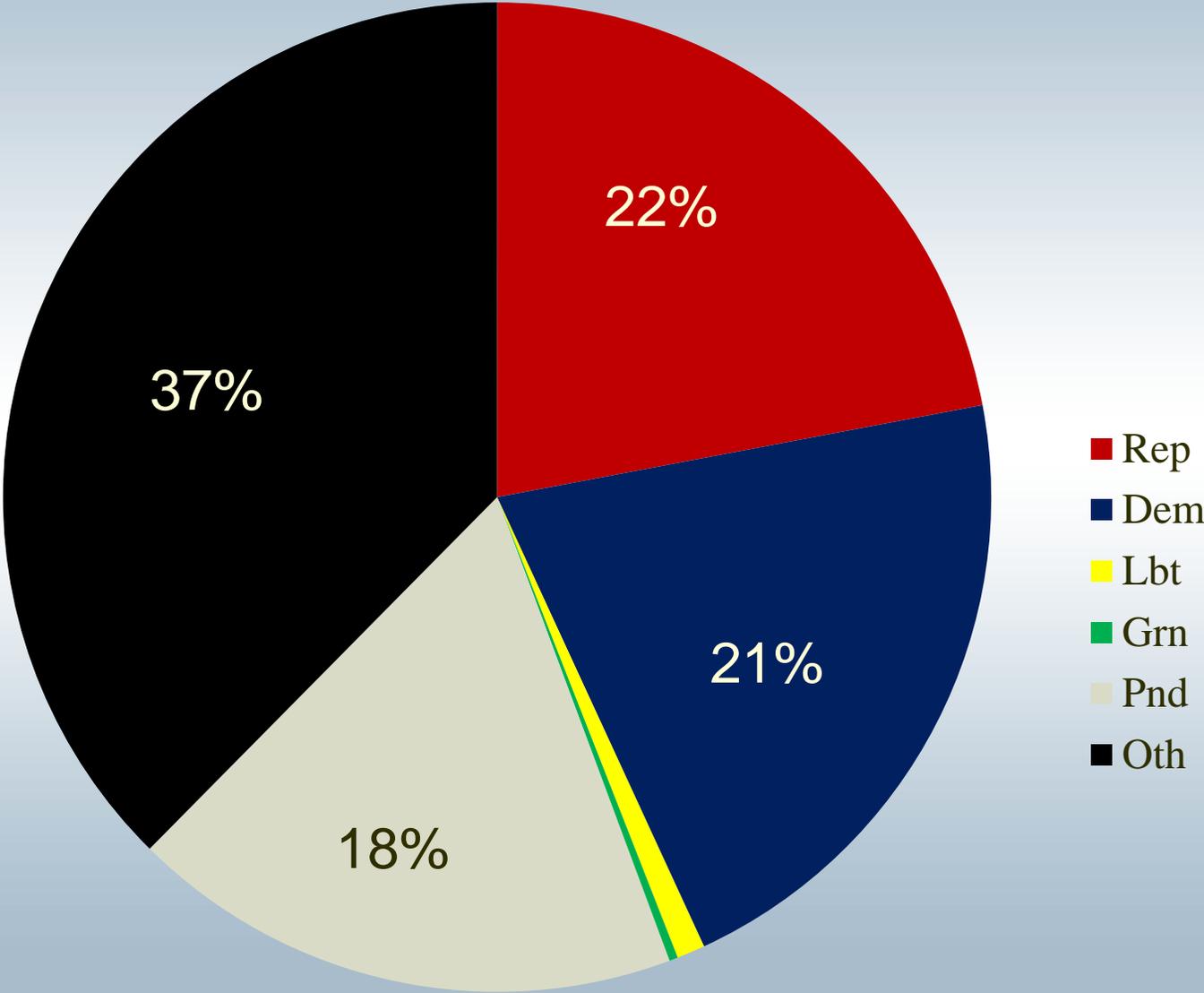
Provisional Ballot Preparation



Total Provisionals Which Did Not Count: 10,043 (19% of Provisionals cast)

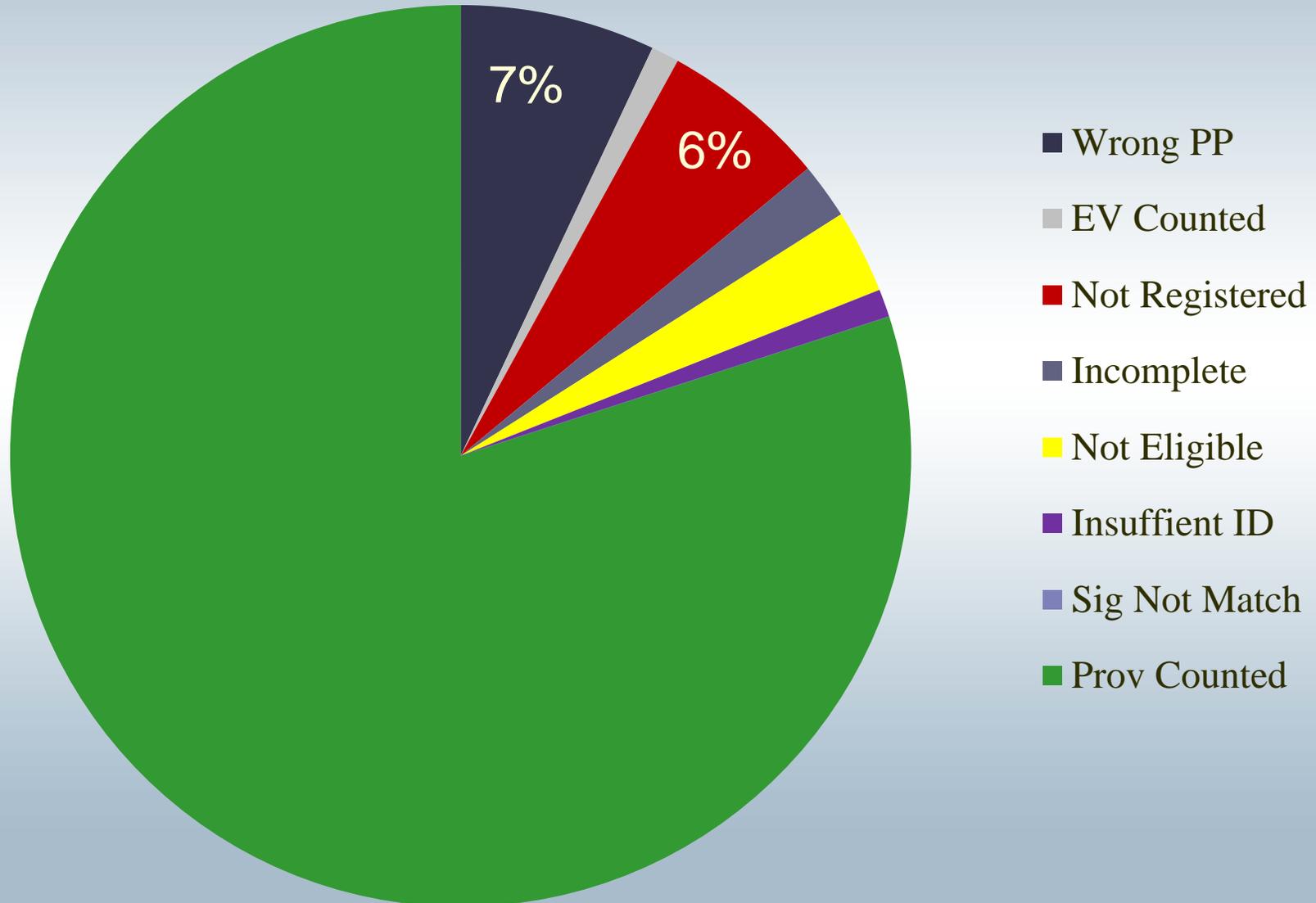


Voter Party Affiliation for Provisionals that Did Not Count



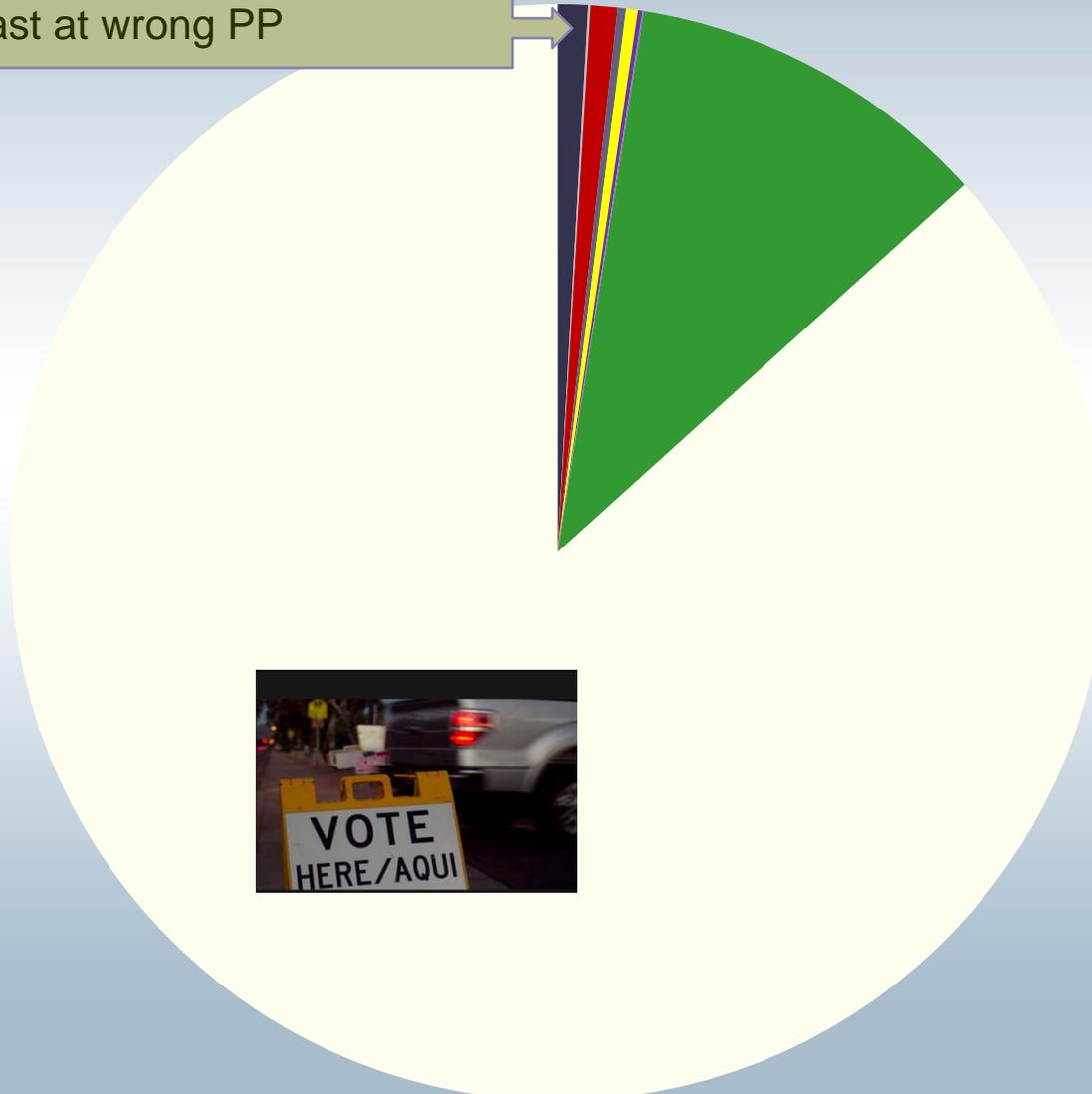
Not Counted as % of All Provisionals:

10,043 & 19% of provisionals cast



Not Counted as % of All Ballots Cast at Polls:

.8% cast at wrong PP

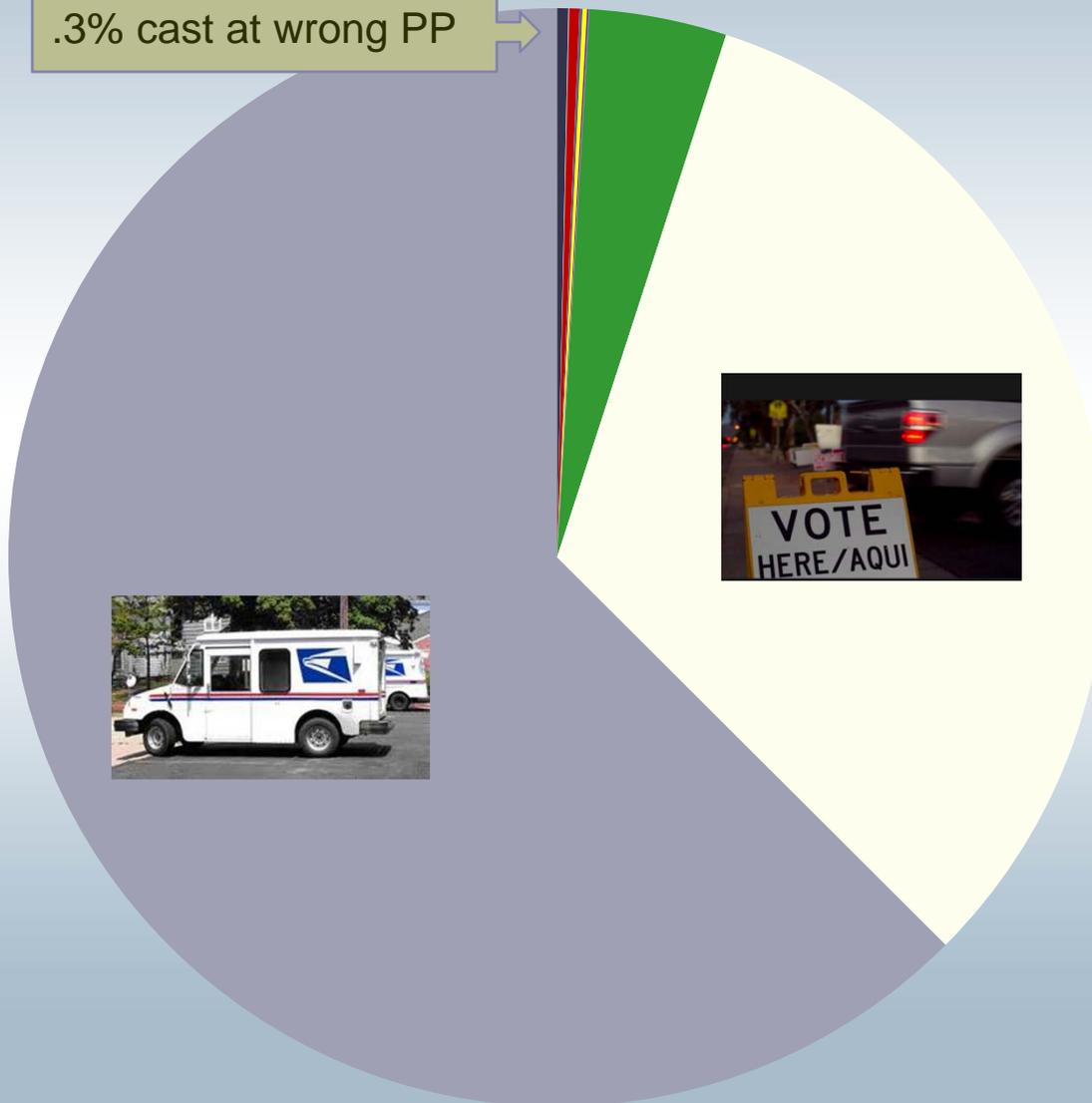


- Wrong PP
- EV Counted
- Not Registered
- Incomplete
- Not Eligible
- Insufficient ID
- Sig Not Match
- Prov Counted
- PP Ballots



Not Counted as % of All Ballots Cast:

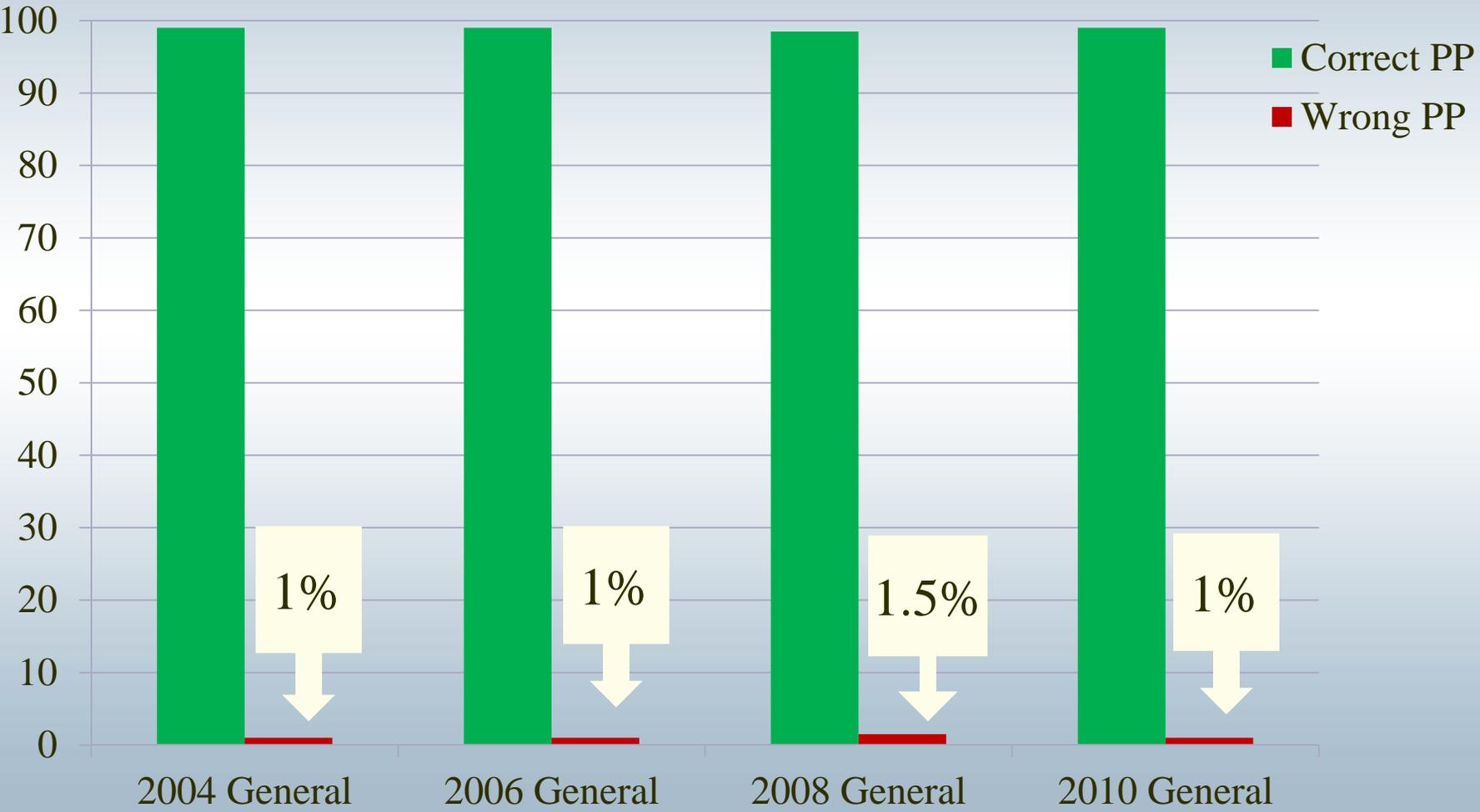
.3% cast at wrong PP



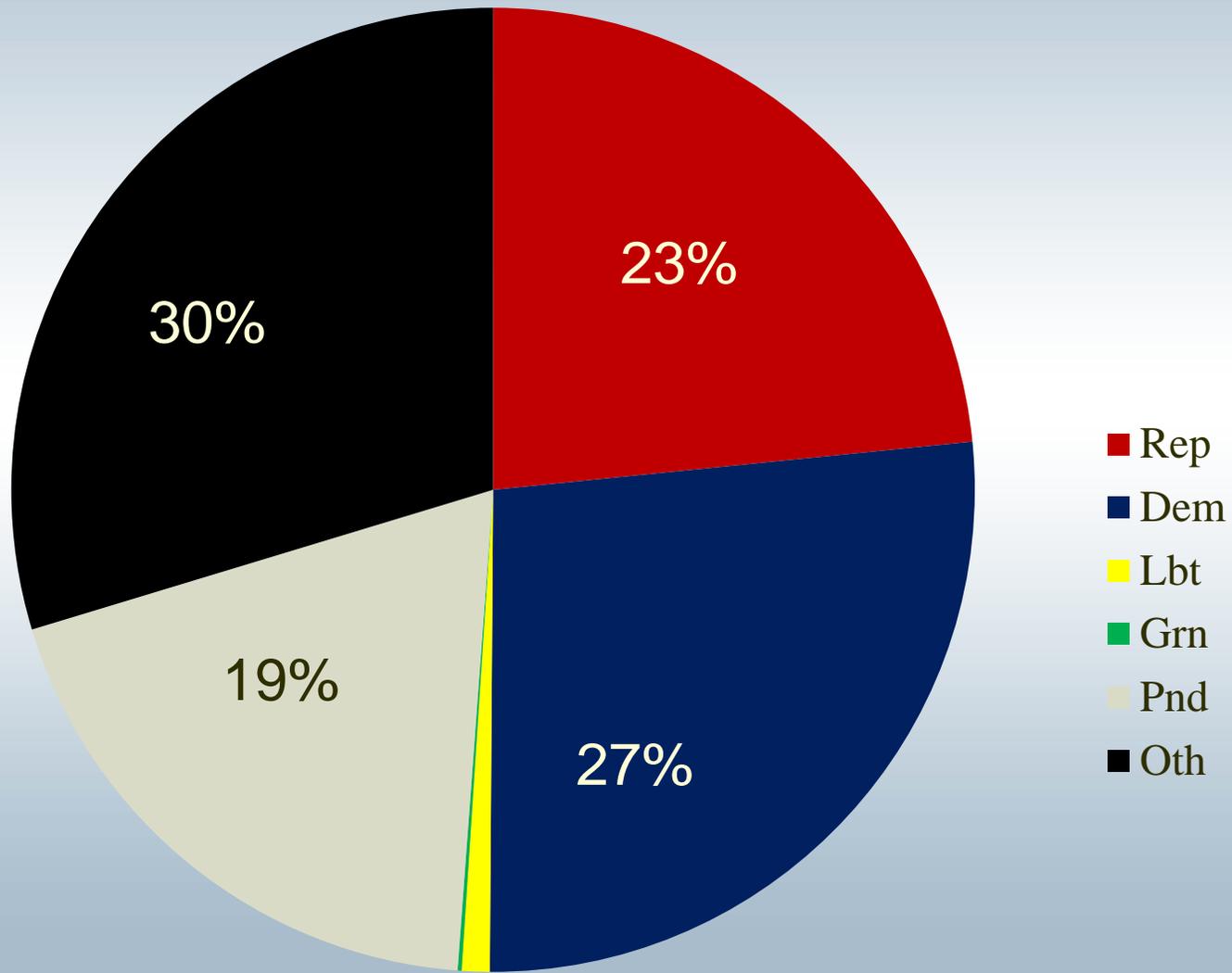
- Wrong PP
- EV Counted
- Not Registered
- Incomplete
- Not Eligible
- Insuffient ID
- Sig Not Match
- Prov Counted
- PP Ballots
- Early Ballots



For Comparison: Wrong PP in Past General Elections

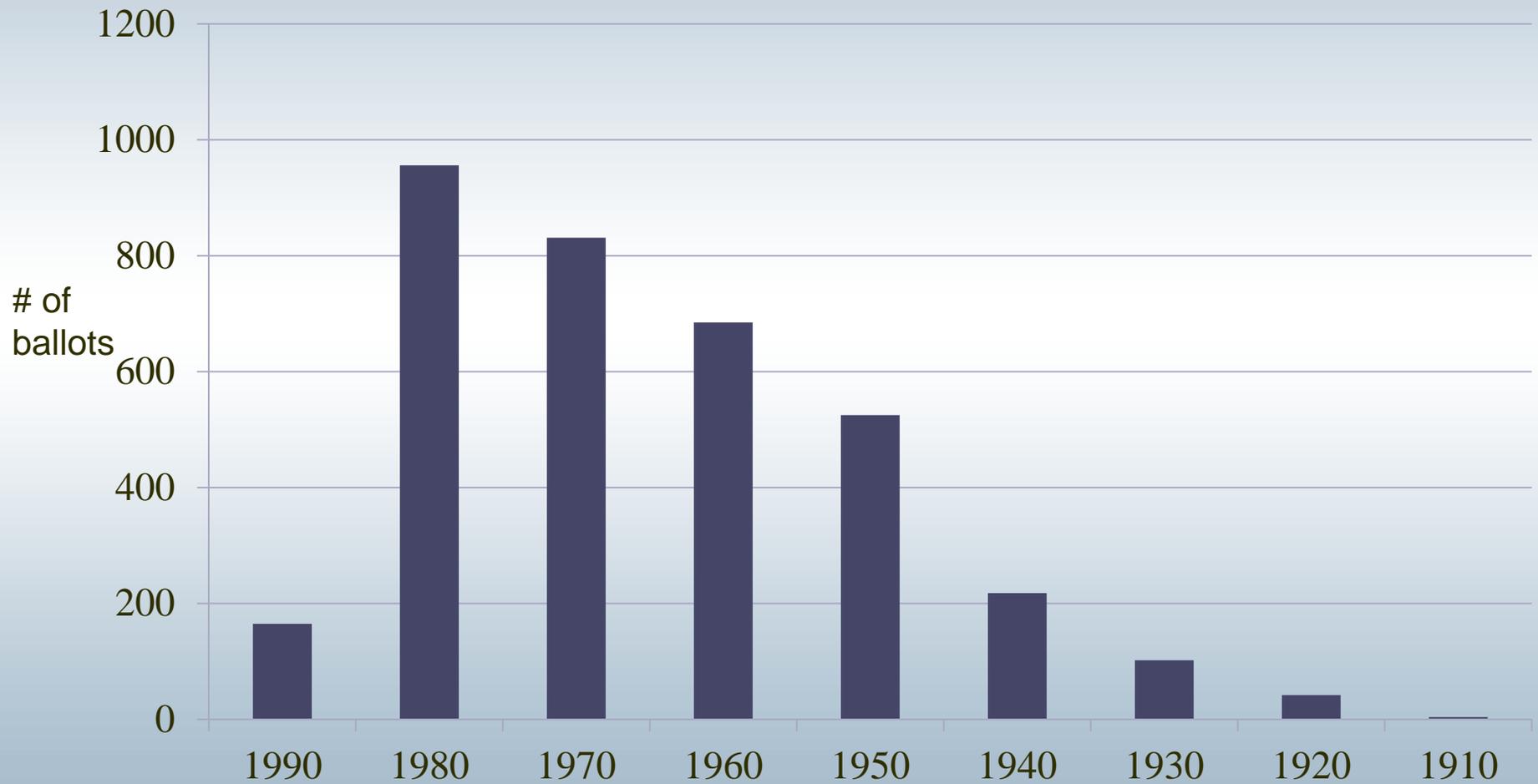


Who were these voters? Went to the wrong PP



Who were these voters?

Went to the wrong PP by decade of birth:

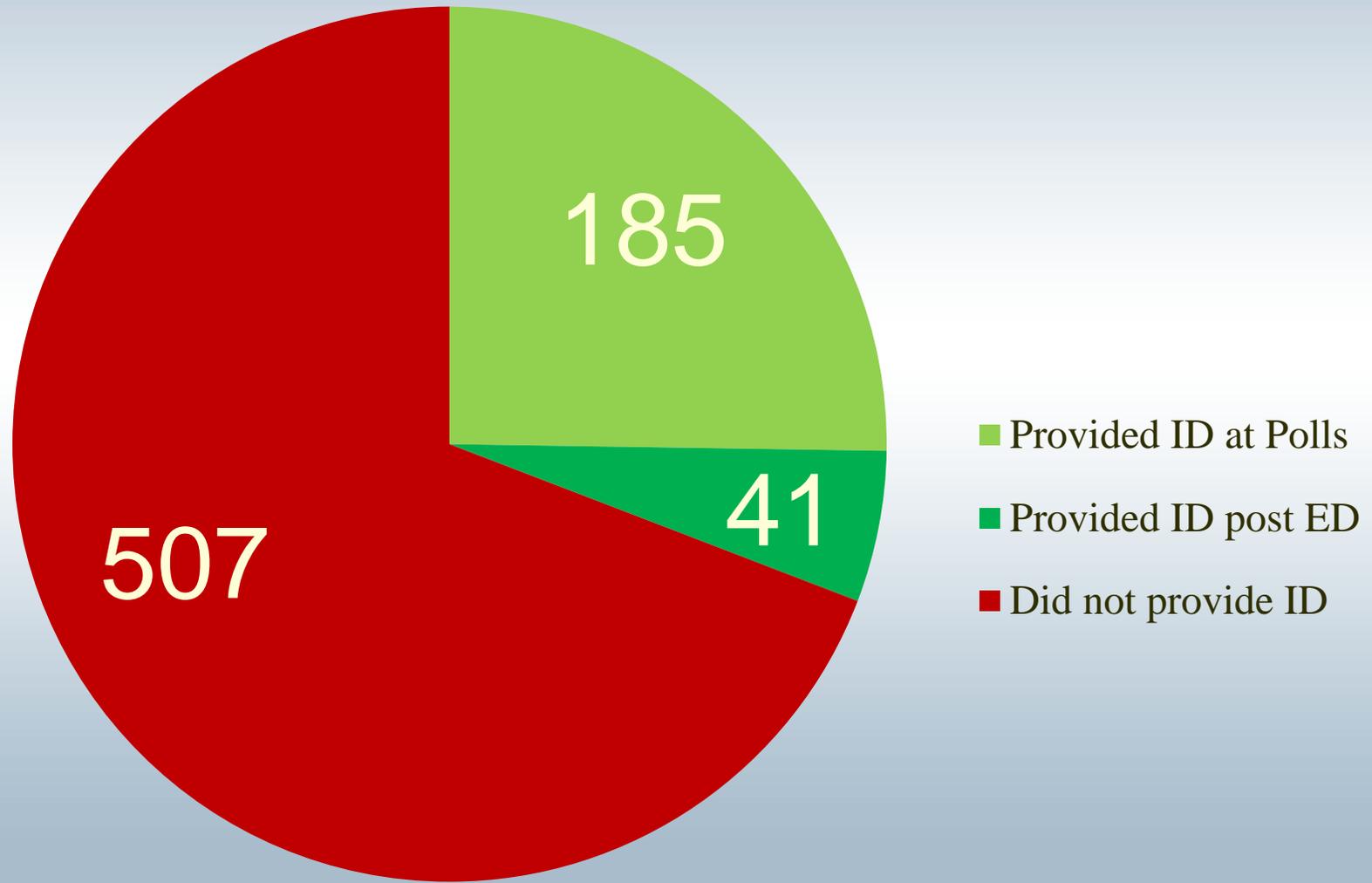


Conditional Provisionals

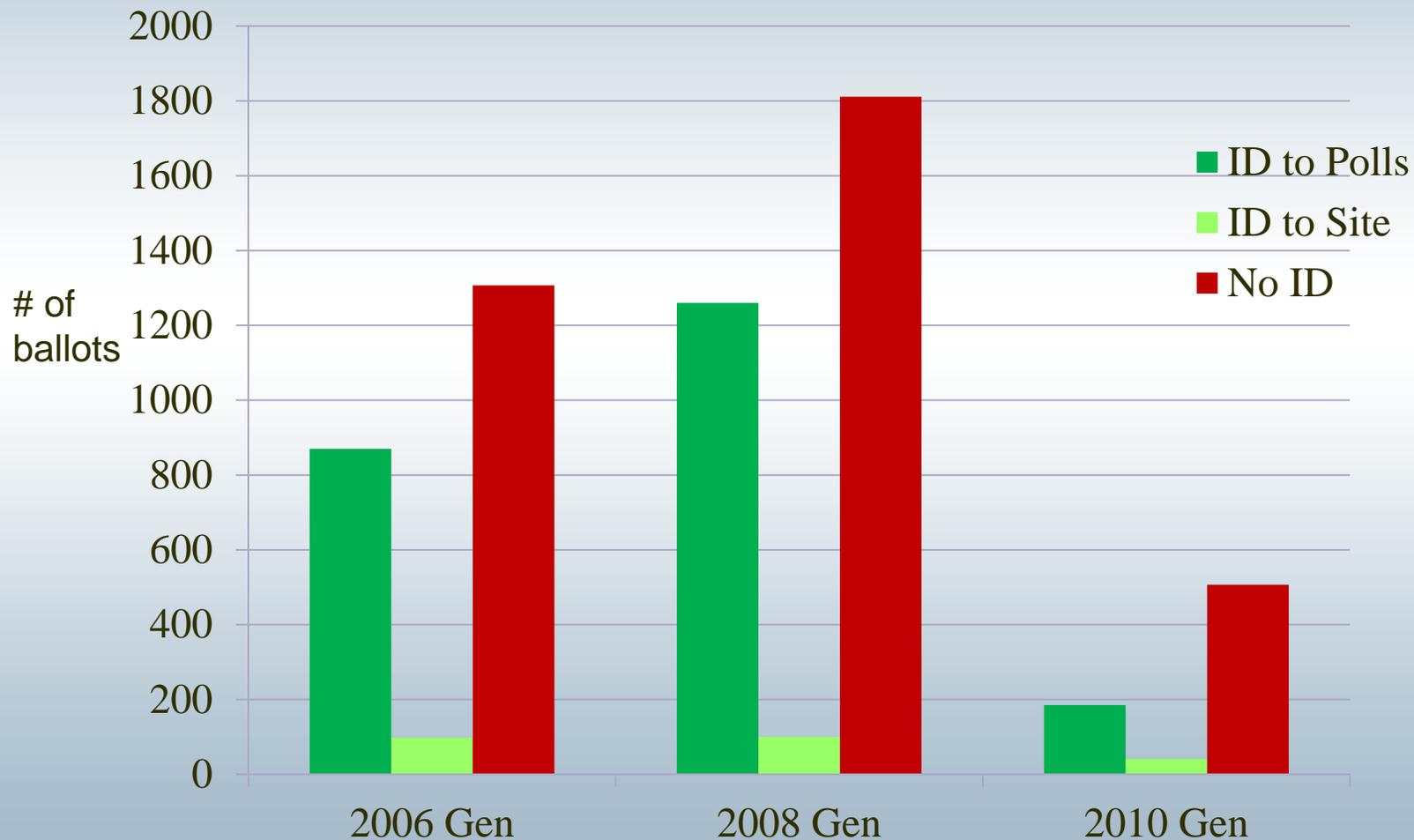


- Voters who had no ID or only 1 form of non-photo ID from List 2 (2 are required) can vote a provisional ballot which is conditional upon them providing ID in order for it to count.
- Voter can return to the polls by 7 PM on Election Day or to an ID verification site within 5 days of a General Election.

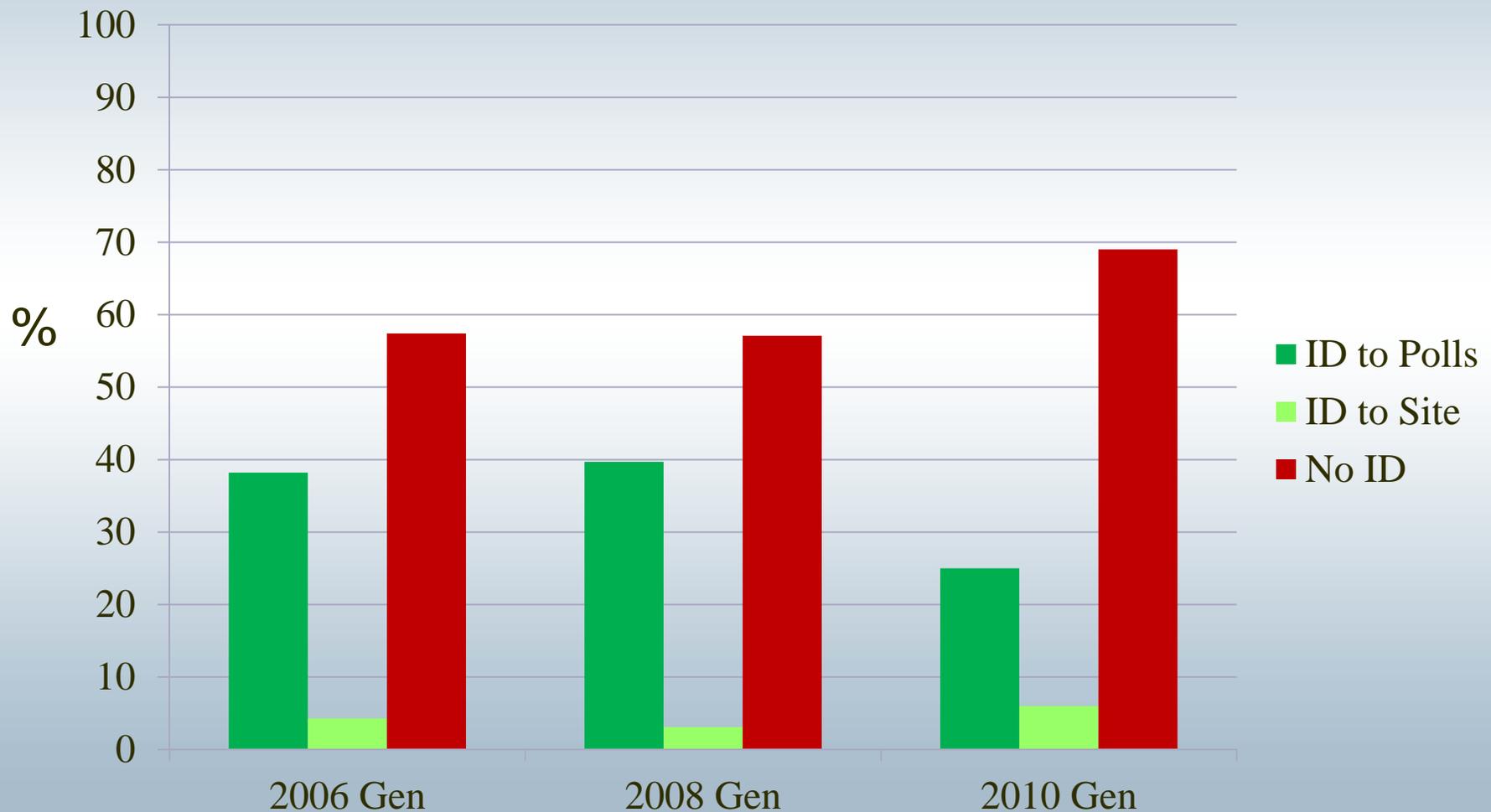
Conditional Provisionals



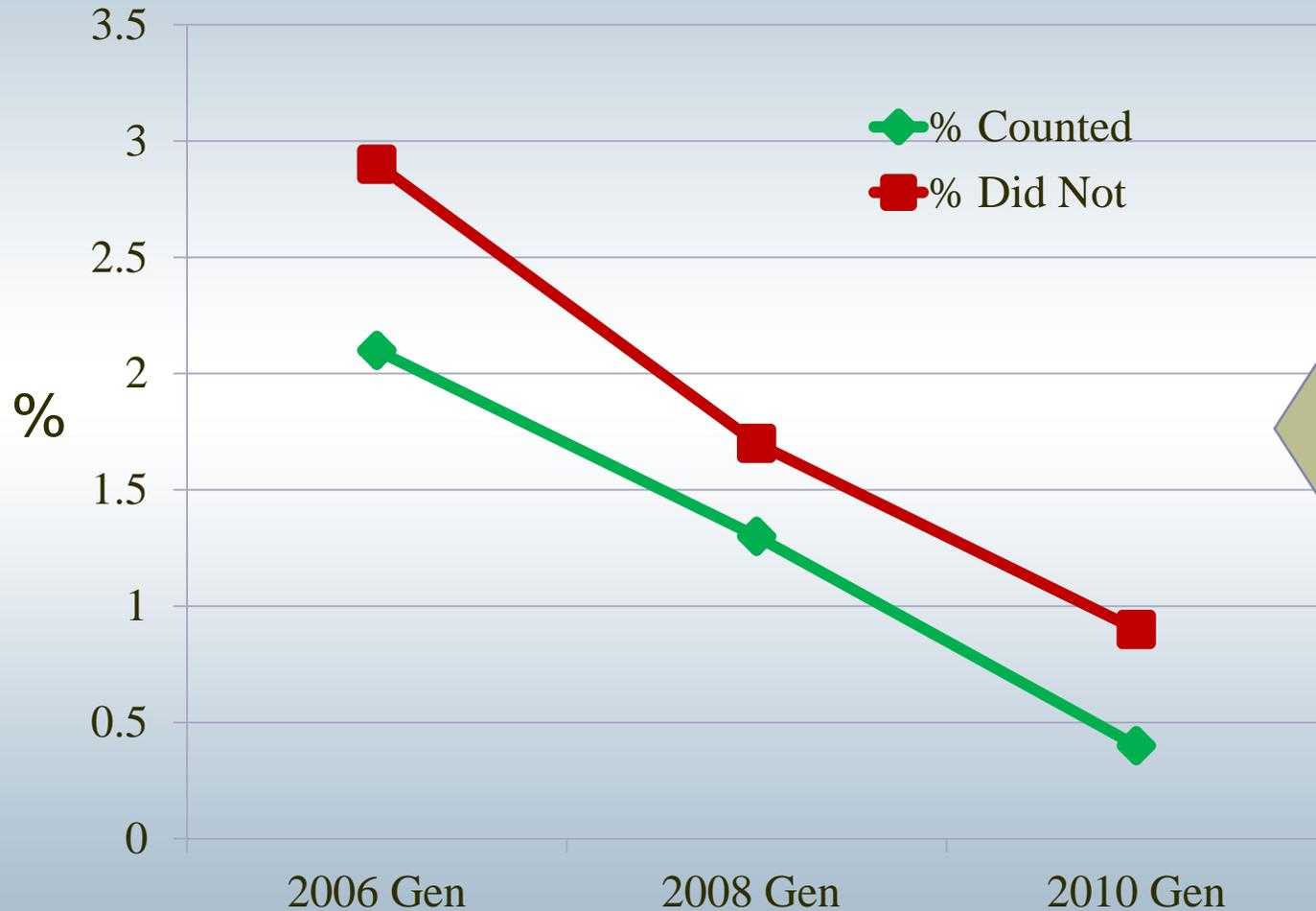
of Conditional Provisionals & Their Disposition For Comparison:



Conditional Provisionals & Their Disposition % For Comparison:



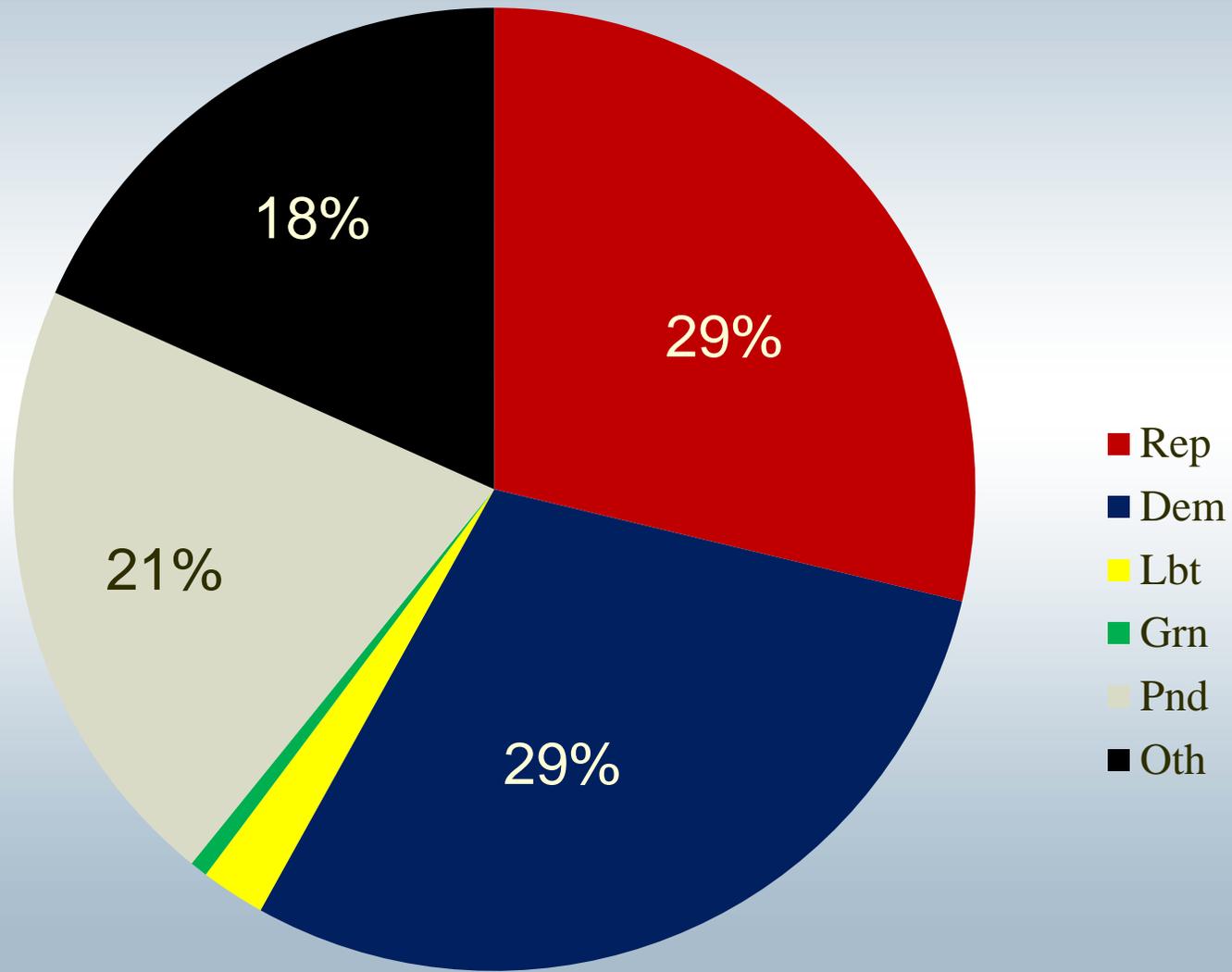
% of Provisionals Which Were Conditional



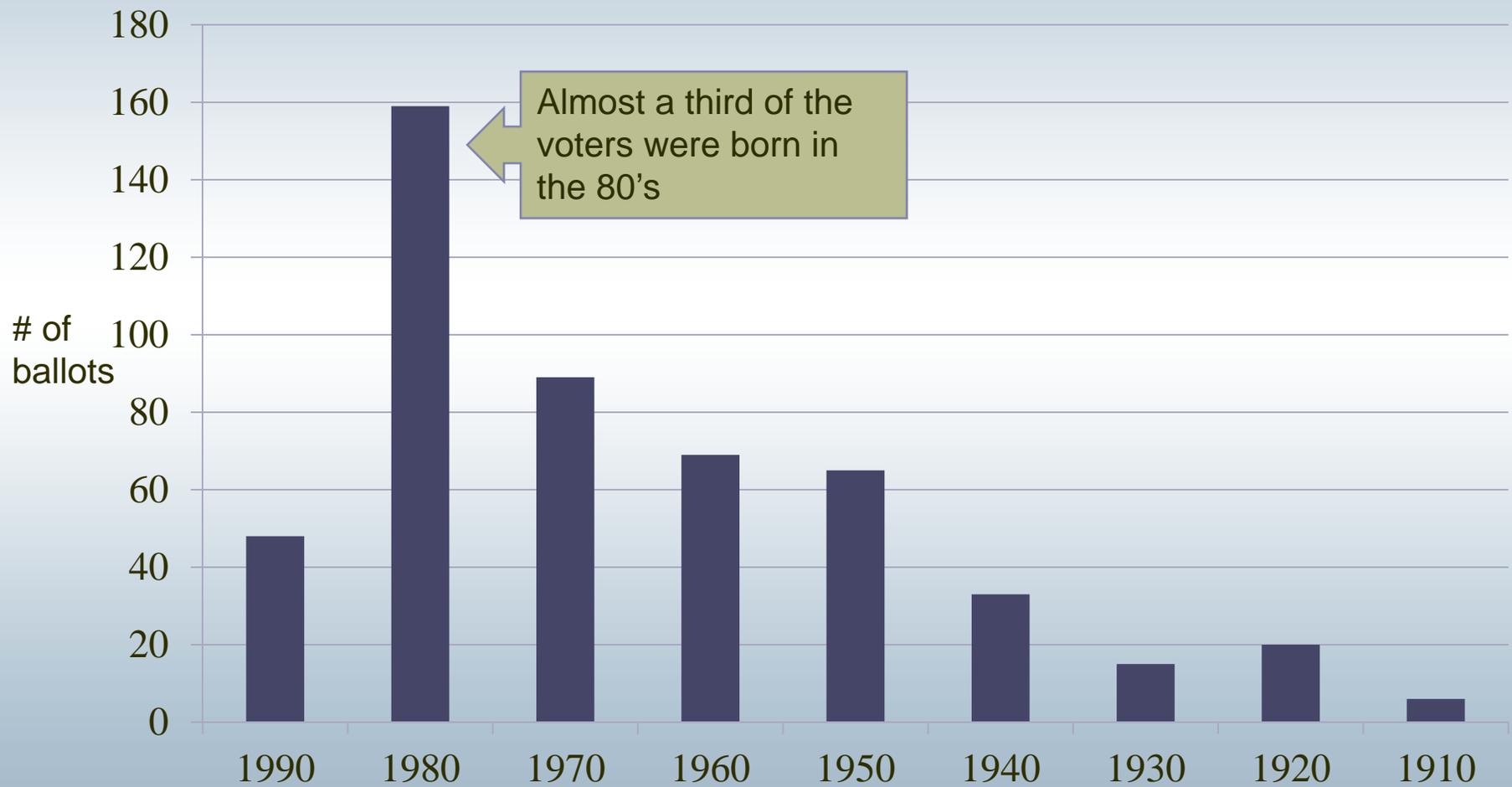
The good news is that conditional provisionals is shrinking in percentage of the total provisional group.

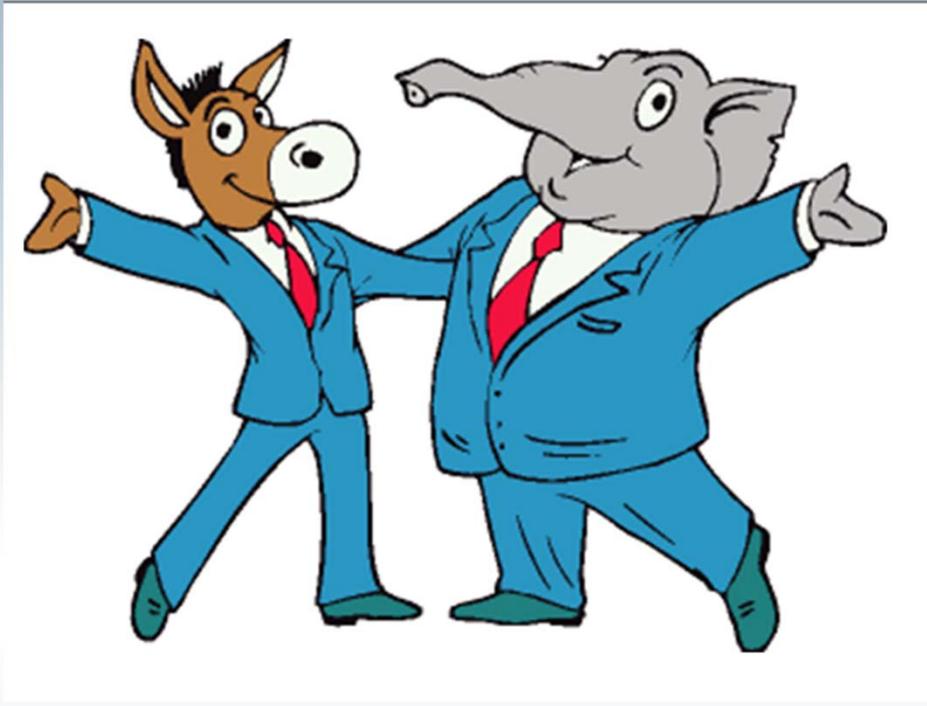
The bad news is that the number of voters returning is still eclipsed by those who do not return with their ID.

Who were these voters? Did not return with ID



Who were these voters? Did not provide sufficient ID:

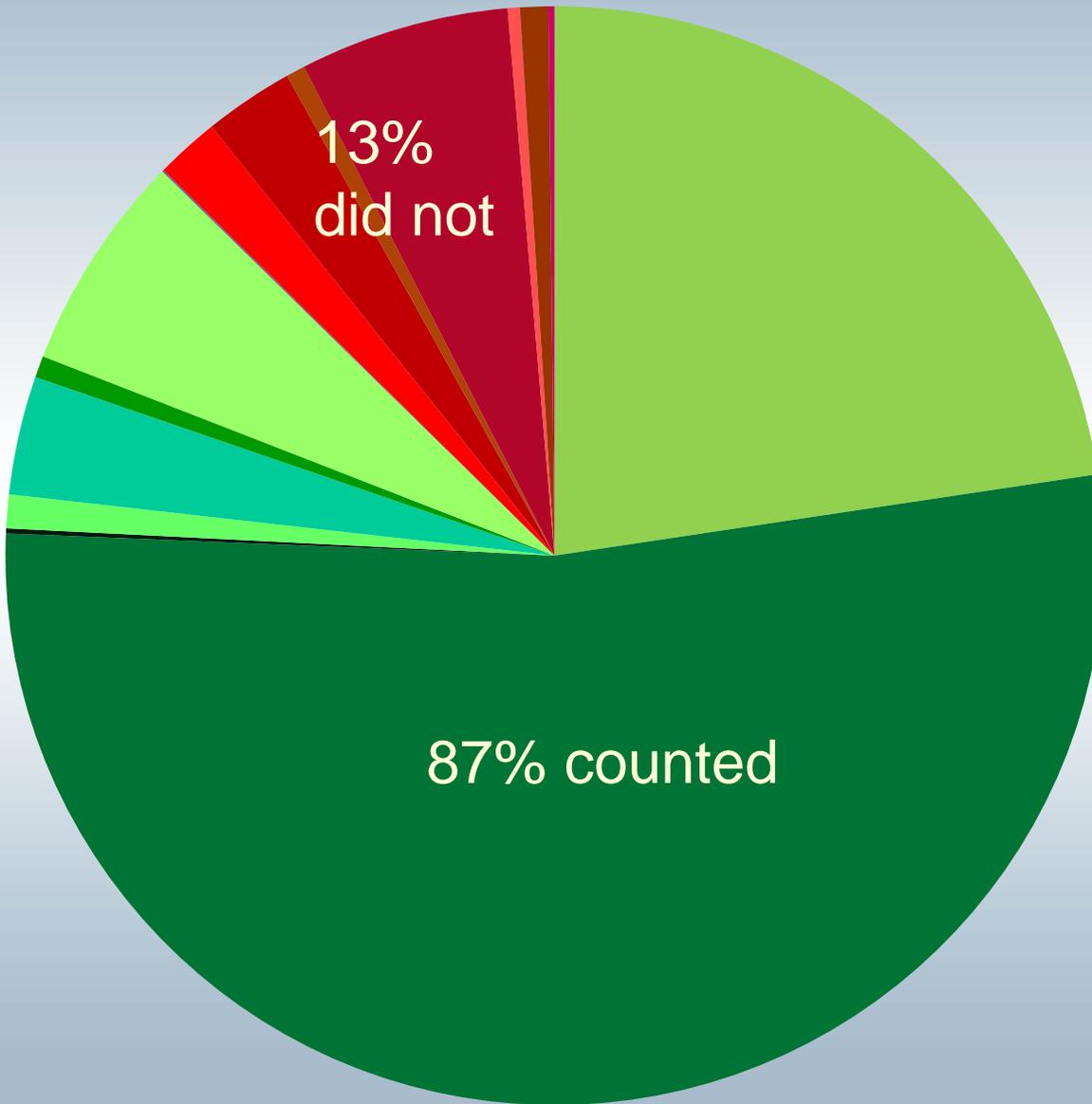




In order of effectiveness

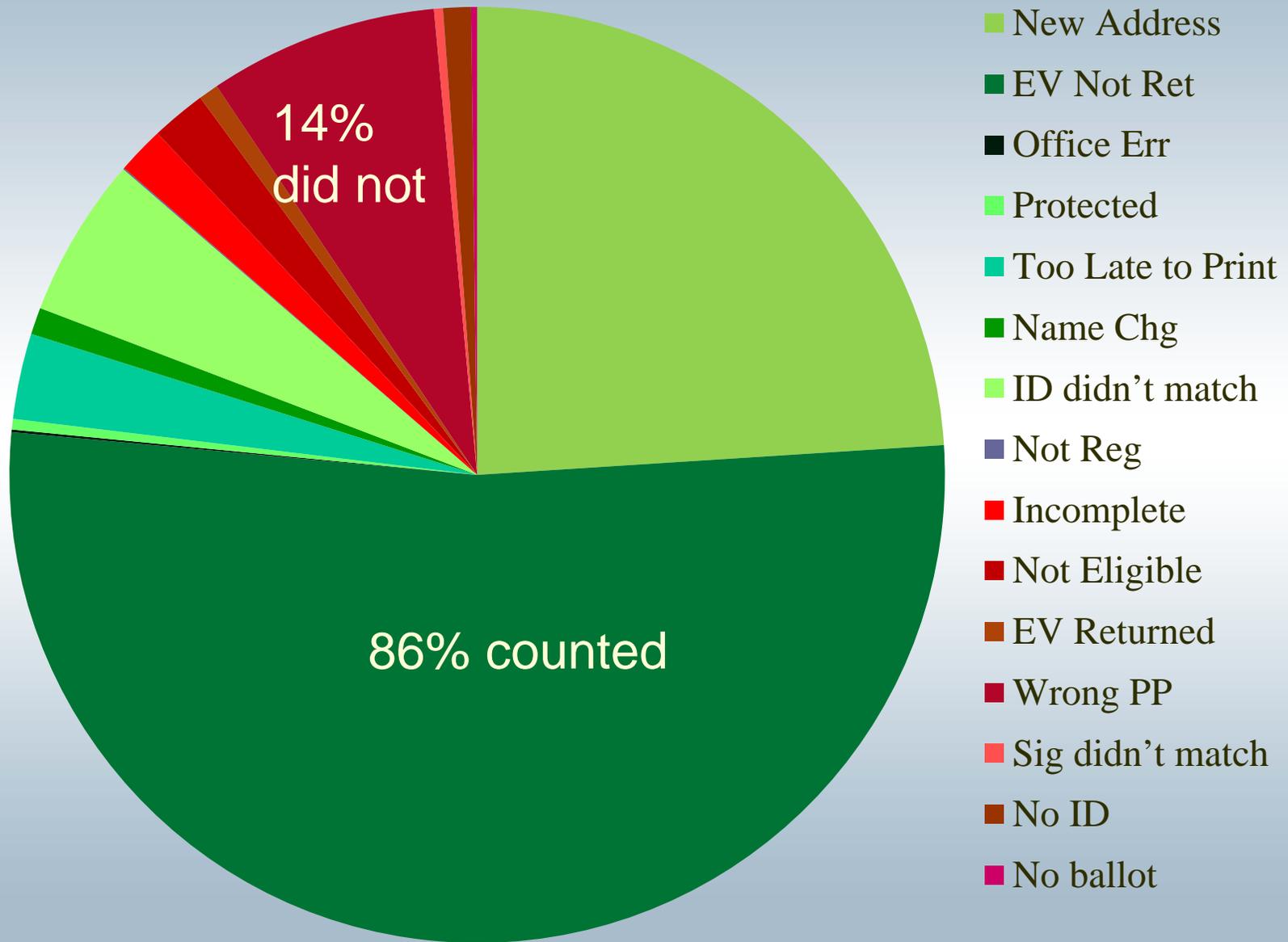
PROVISIONAL VOTING PARTY ANALYSIS

Republican

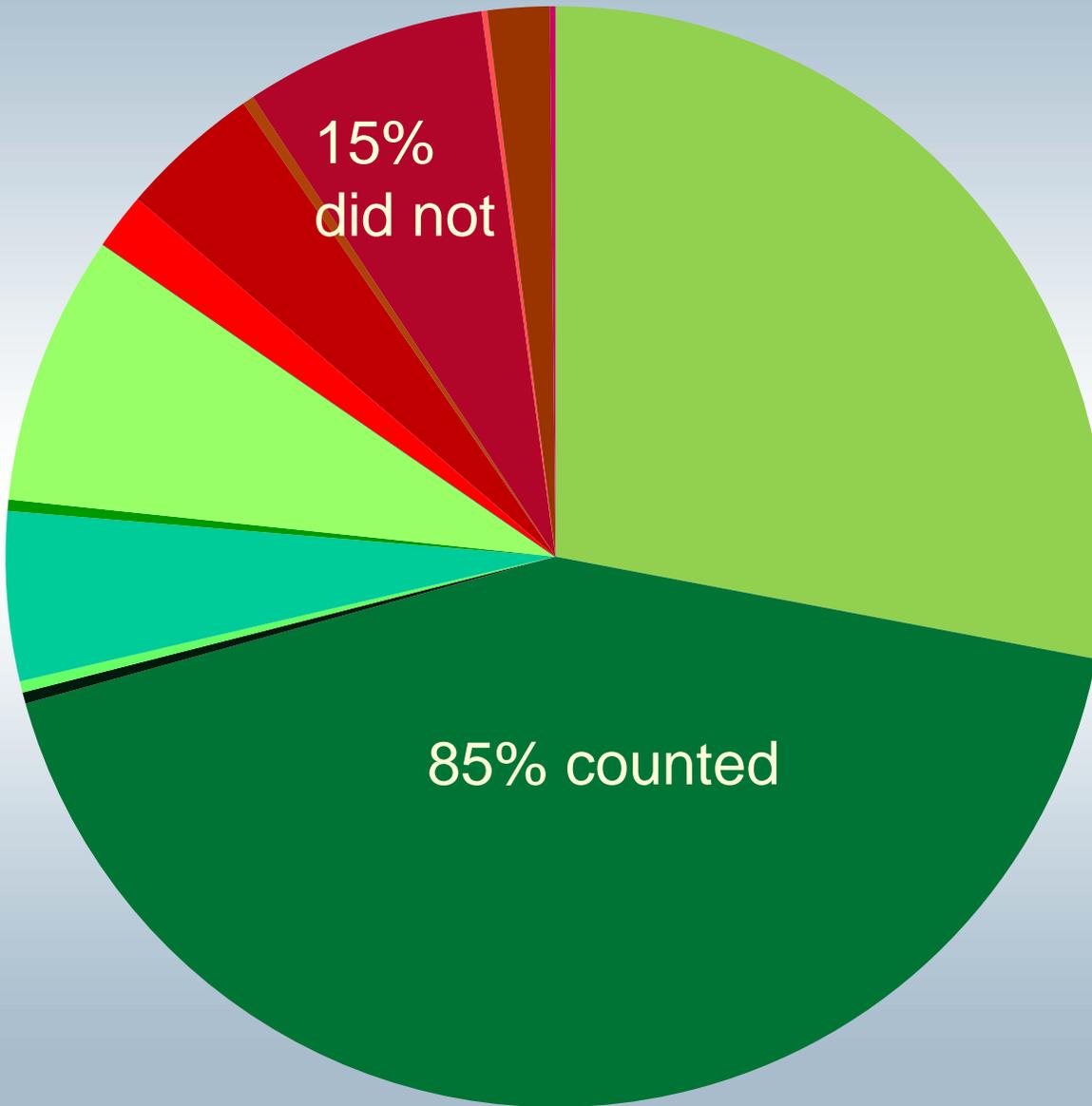


- New Address
- EV Not Ret
- Office Err
- Protected
- Too Late to Print
- Name Chg
- ID didn't match
- Not Reg
- Incomplete
- Not Eligible
- EV Returned
- Wrong PP
- Sig didn't match
- No ID
- No ballot

Democratic

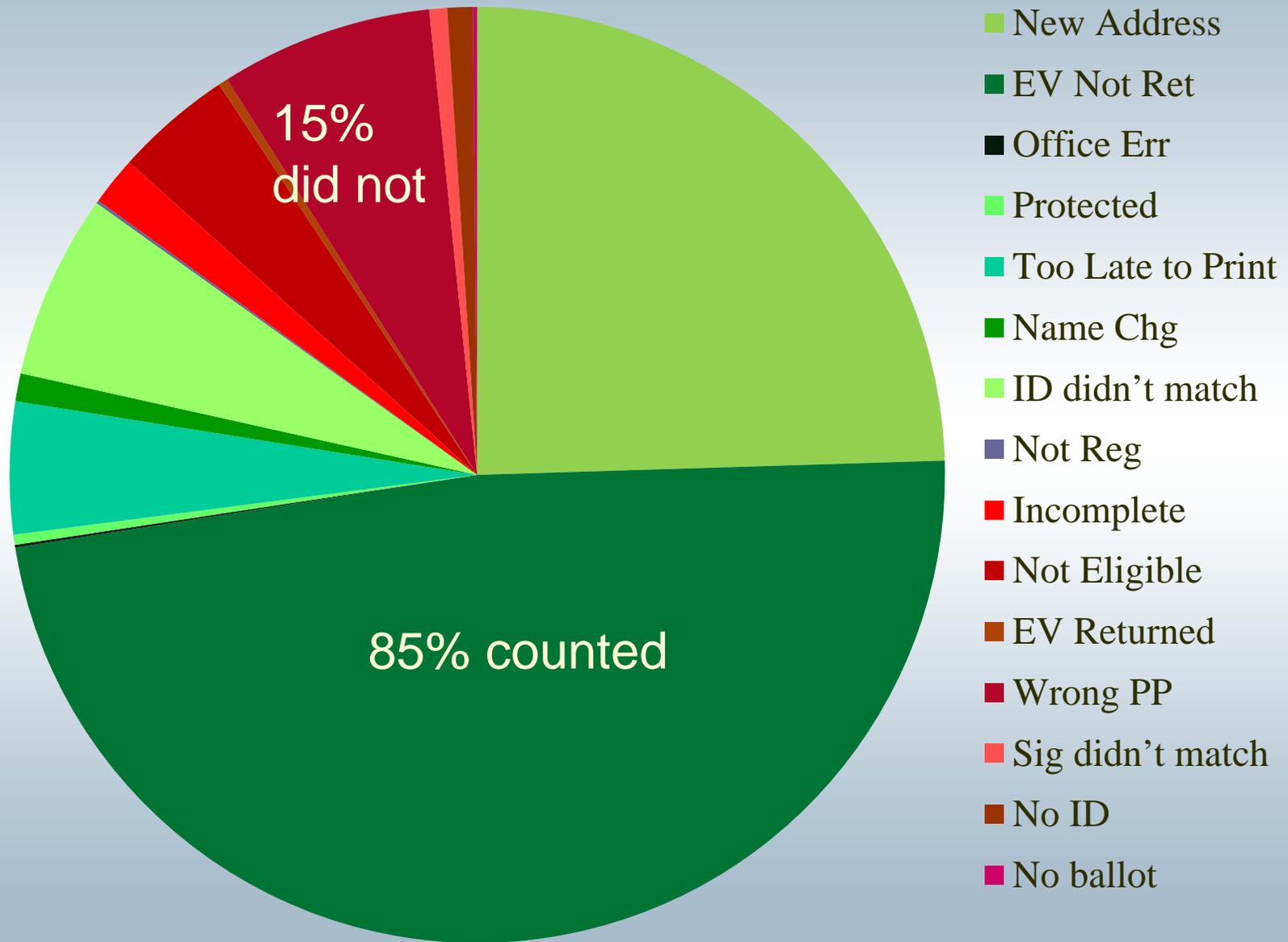


Libertarian

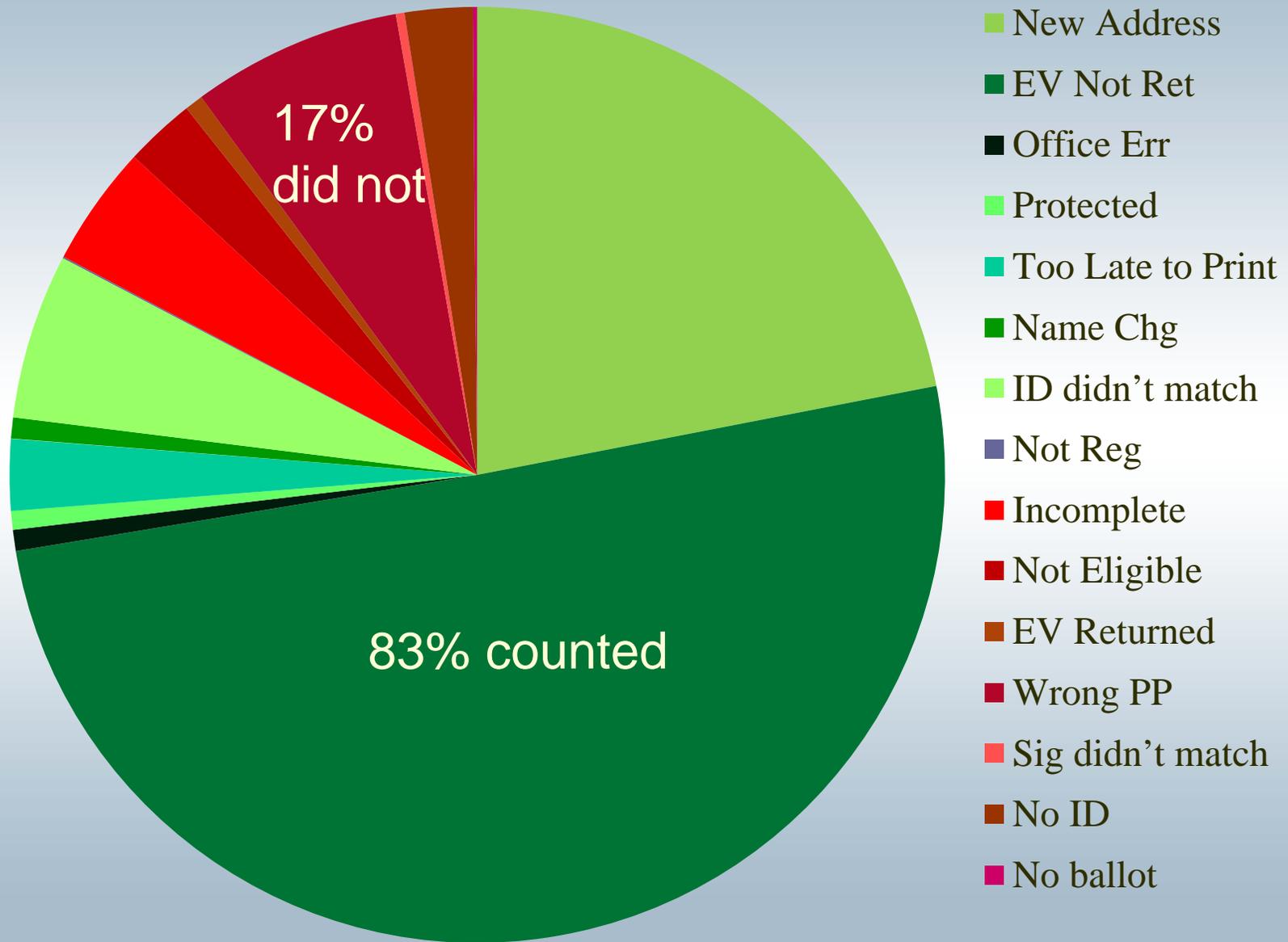


- New Address
- EV Not Ret
- Office Err
- Protected
- Too Late to Print
- Name Chg
- ID didn't match
- Not Reg
- Incomplete
- Not Eligible
- EV Returned
- Wrong PP
- Sig didn't match
- No ID
- No ballot

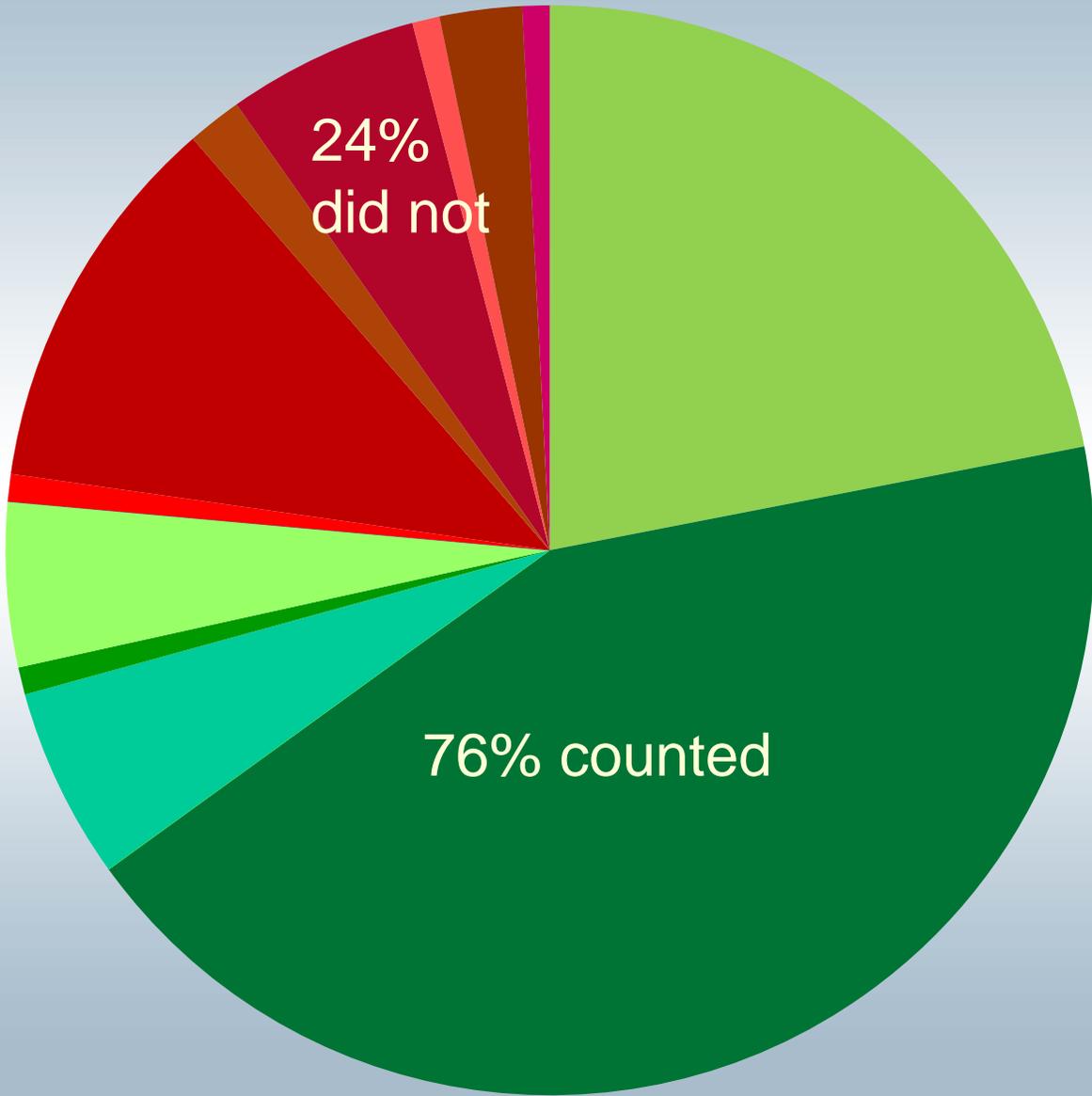
Party Not Designated (PND)



Other Party (OTH)



Green



- New Address
- EV Not Ret
- Office Err
- Protected
- Too Late to Print
- Name Chg
- ID didn't match
- Not Reg
- Incomplete
- Not Eligible
- EV Returned
- Wrong PP
- Sig didn't match
- No ID
- No ballot

A special thanks to our citizens Central Boardworkers who help us out on election night!



Green Bags

- Contents:
 - Signature Roster
 - Provisional Roster
 - Poll List
 - Write-in Envelope
 - Misread Ballot Envelope
 - Clear Official Envelope
 - Insight Keys
 - Payroll Voucher
 - Edge Activator Cards
 - Surveys
 - Voter Registration Forms



Write-Ins

- Here the write-in envelopes are sorted prior to processing.
- All write-ins are hand counted after determining the validity of the candidate listed.
- As always, there were thousands more which were invalid than those which were valid.





- Boardworkers convey information on incident reports which are used to reconcile what happened in the precinct.
- Here Jasper, Voter Registration Manager, keeps one safe for later research.



Rosters

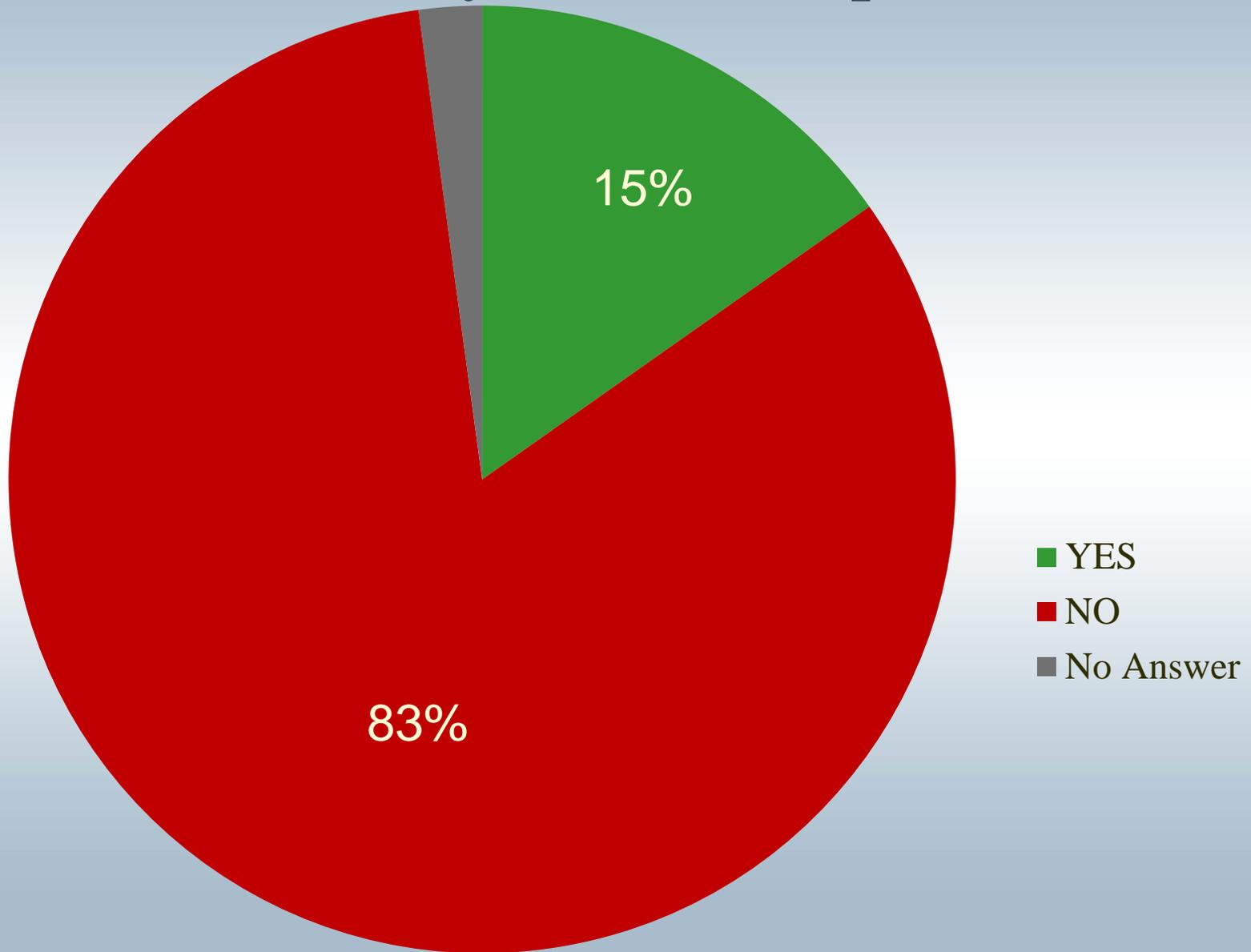


- Every Signature Roster from each polling place is scanned in to capture the voter's signature and update their voting history.
- This is done before any provisionals are processed to ensure that voters are not casting ballots at two different polling locations.

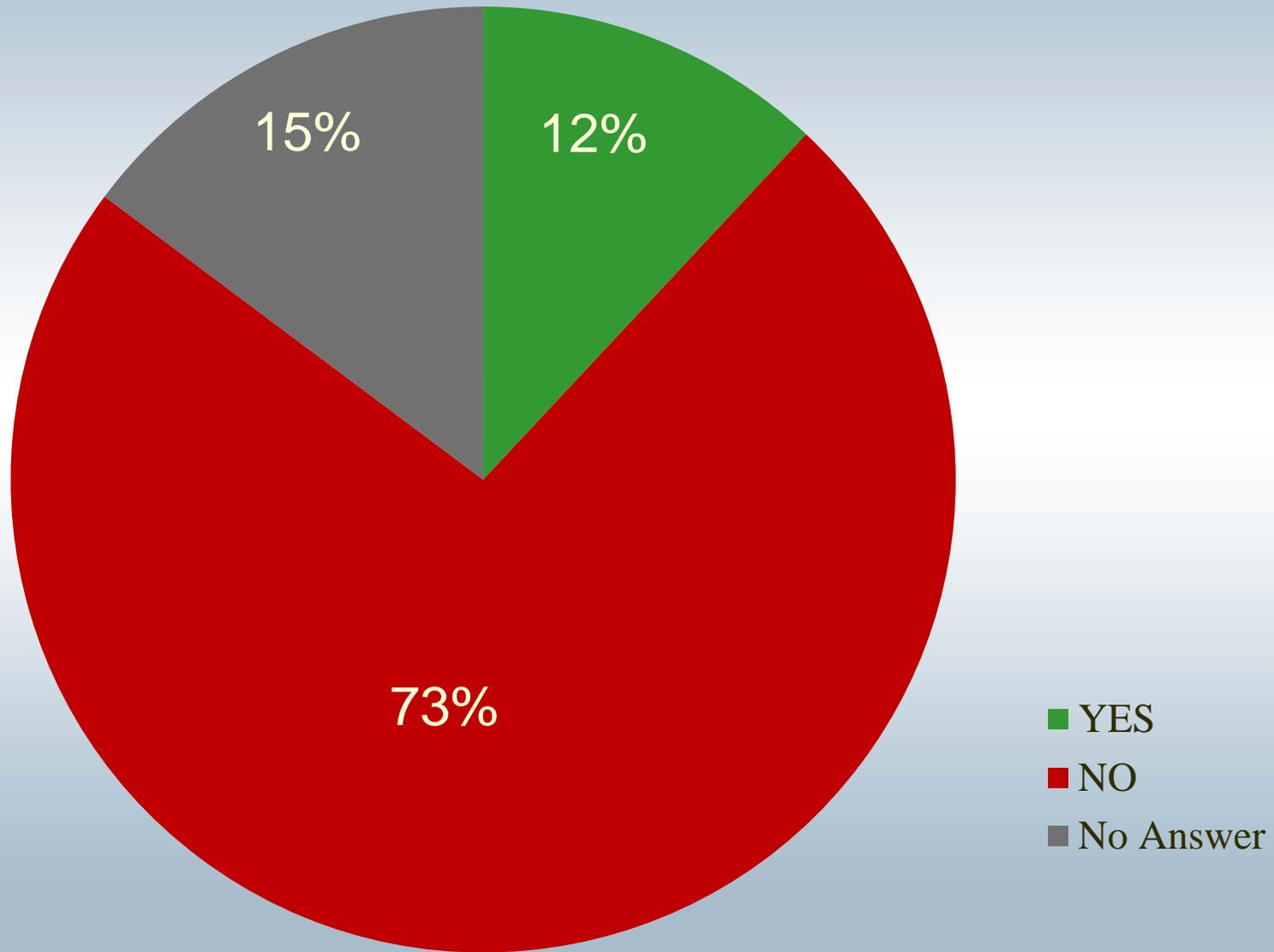
Voter Survey



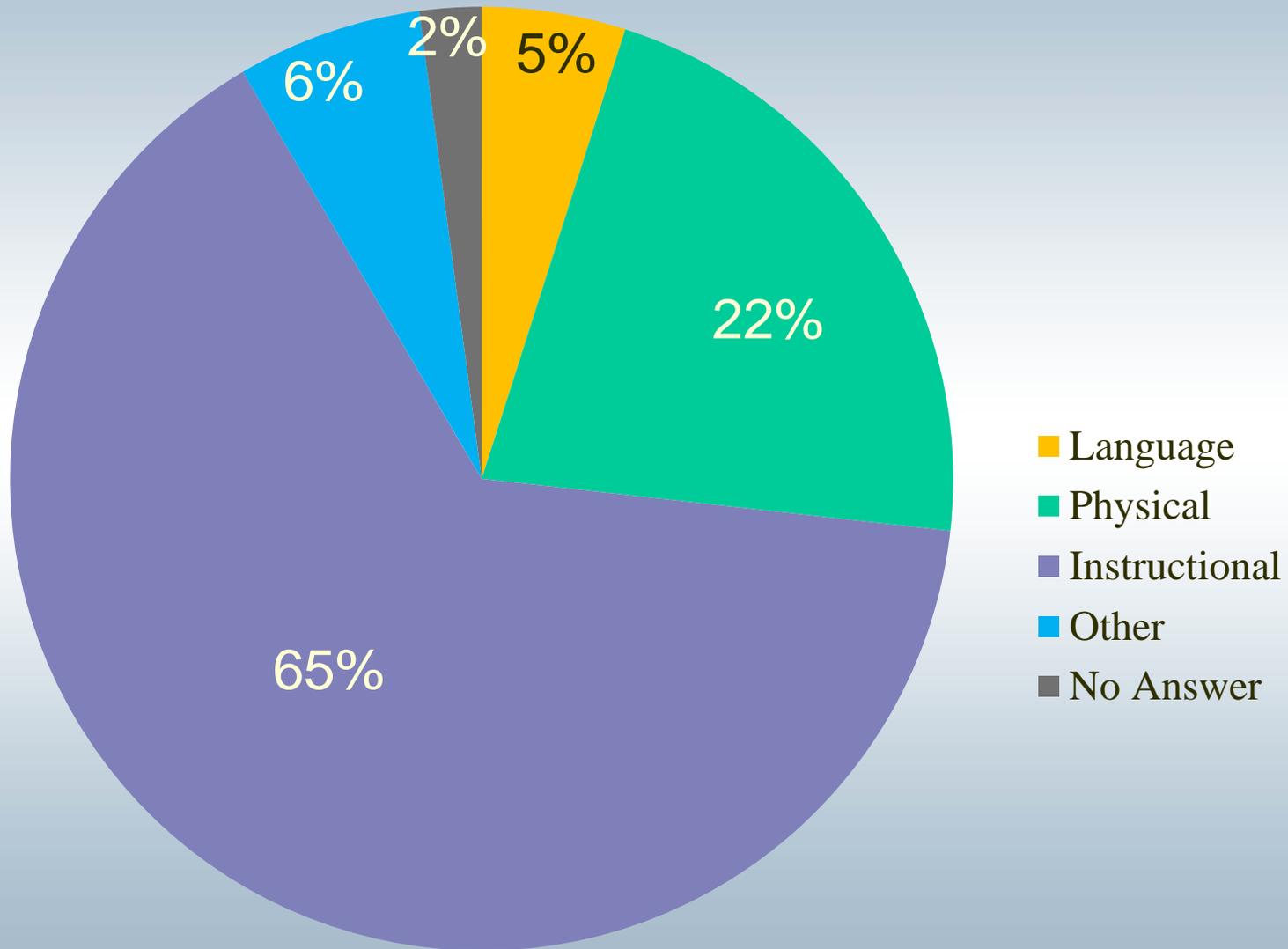
Did you need help?



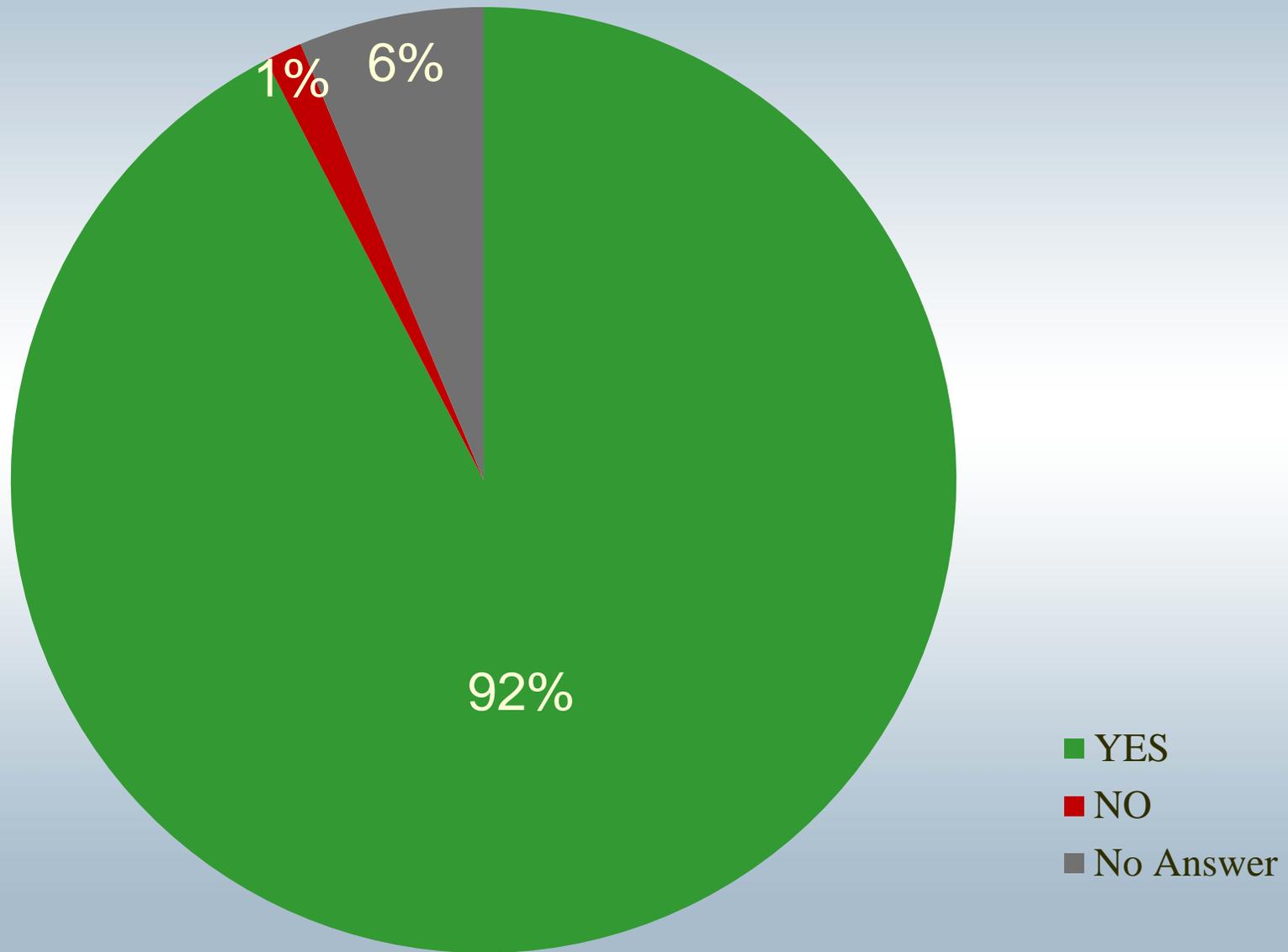
Did you bring in someone to assist you?



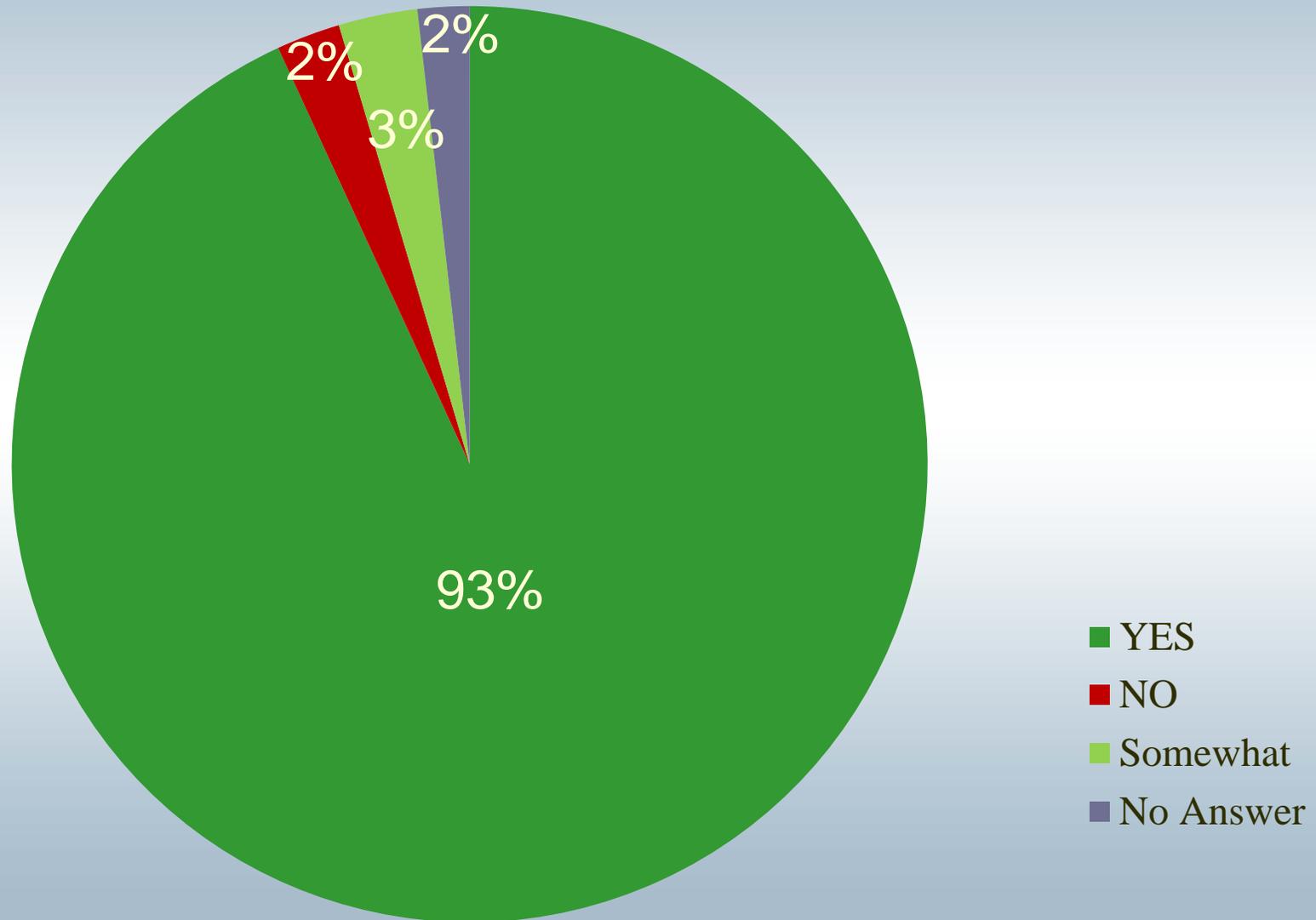
What type of assistance did you need?



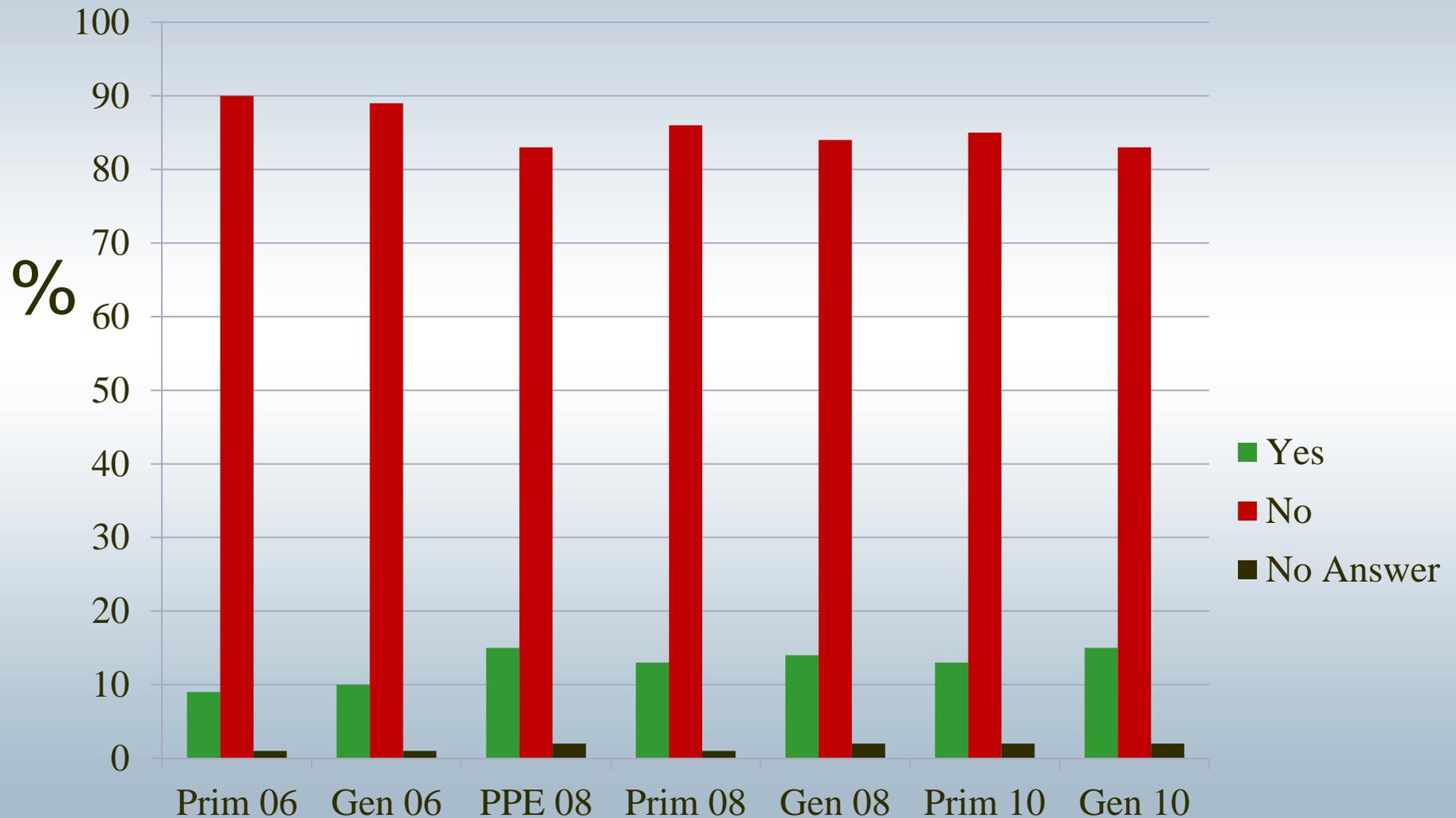
Were the boardworkers helpful?



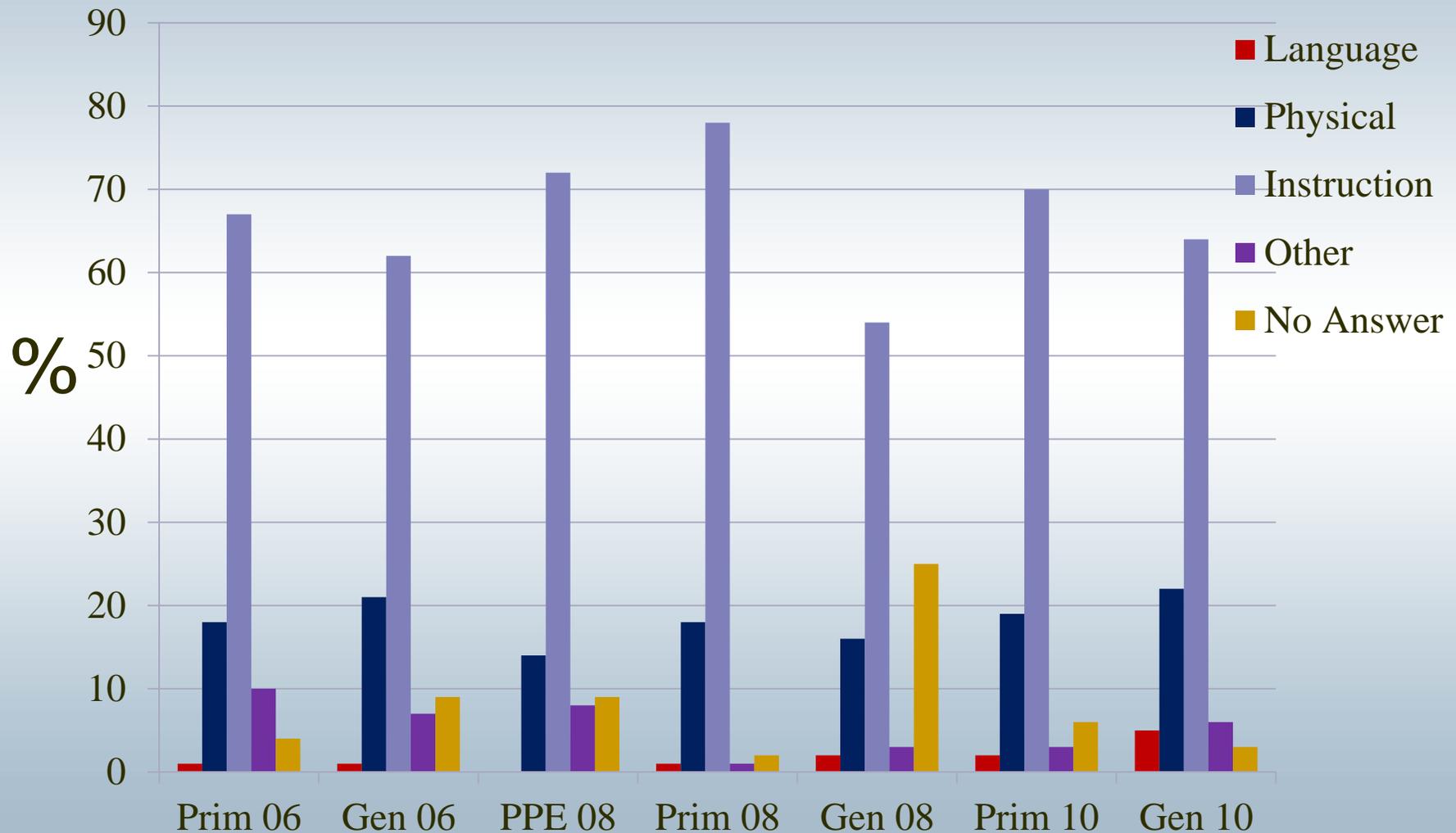
Were you satisfied with the ease of voting?



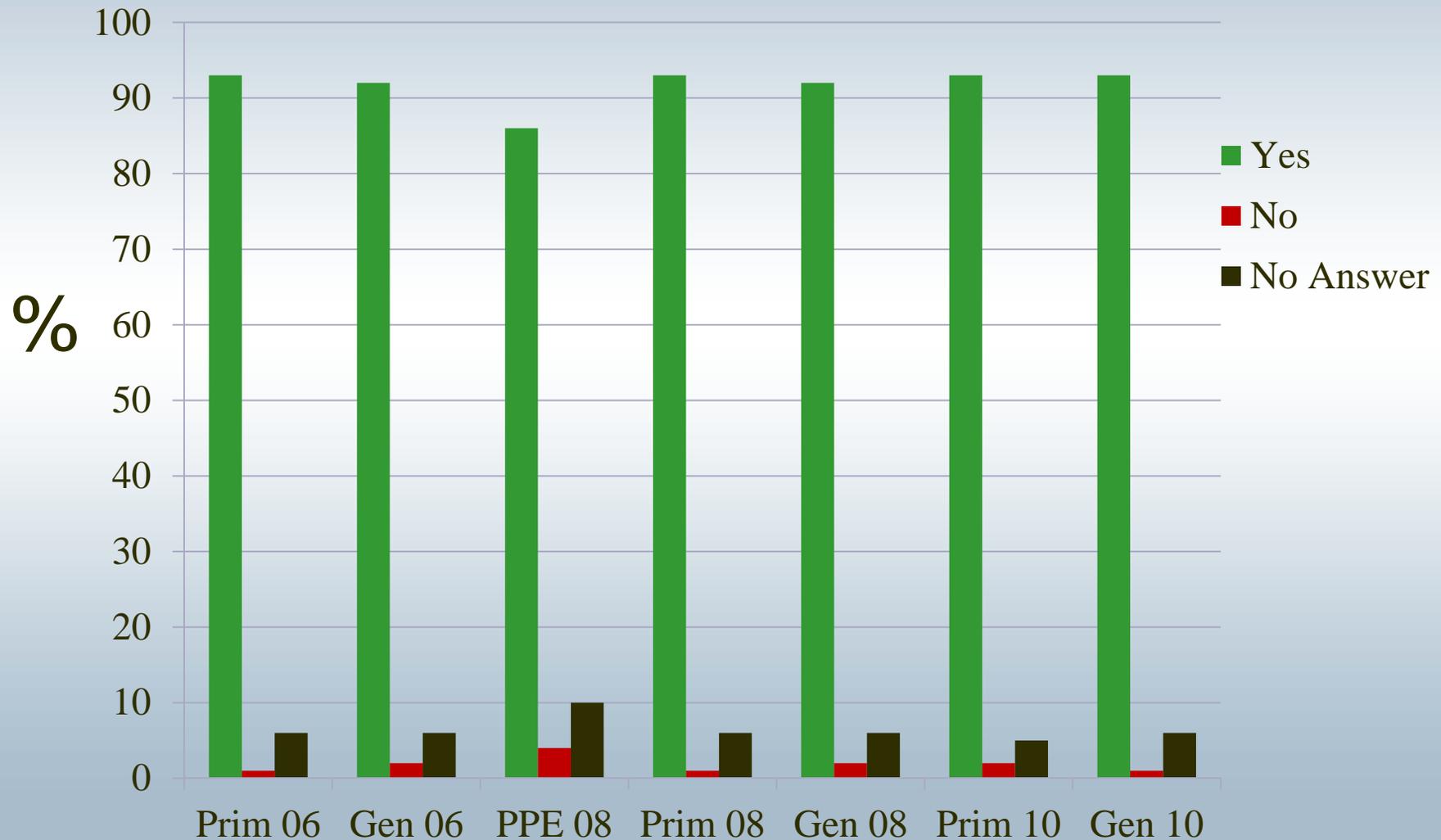
Voter Survey Comparison: Did you require assistance?



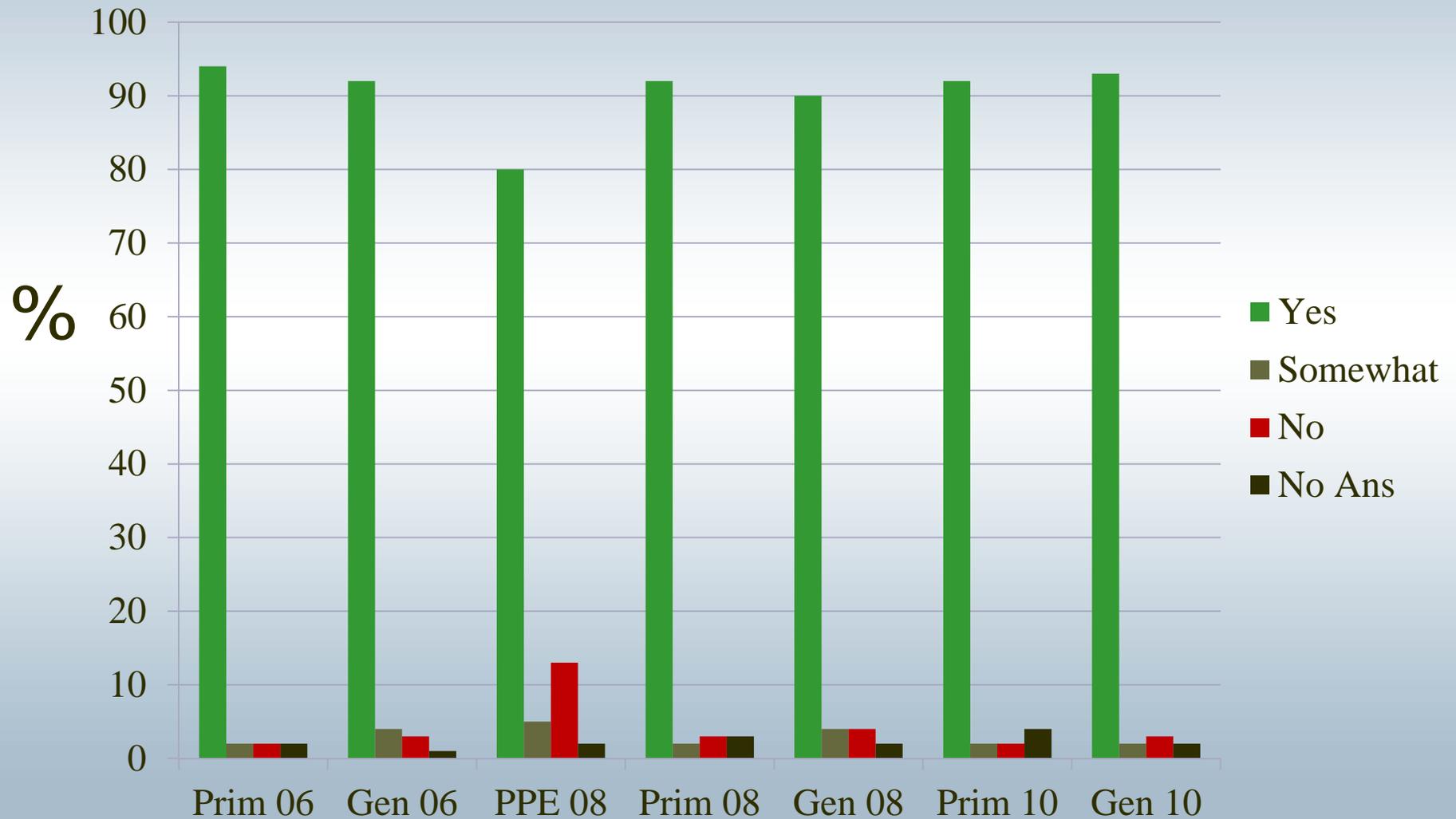
Voter Survey Comparison: What type of assistance did you need?



Voter Survey Comparison: Were the boardworkers helpful?



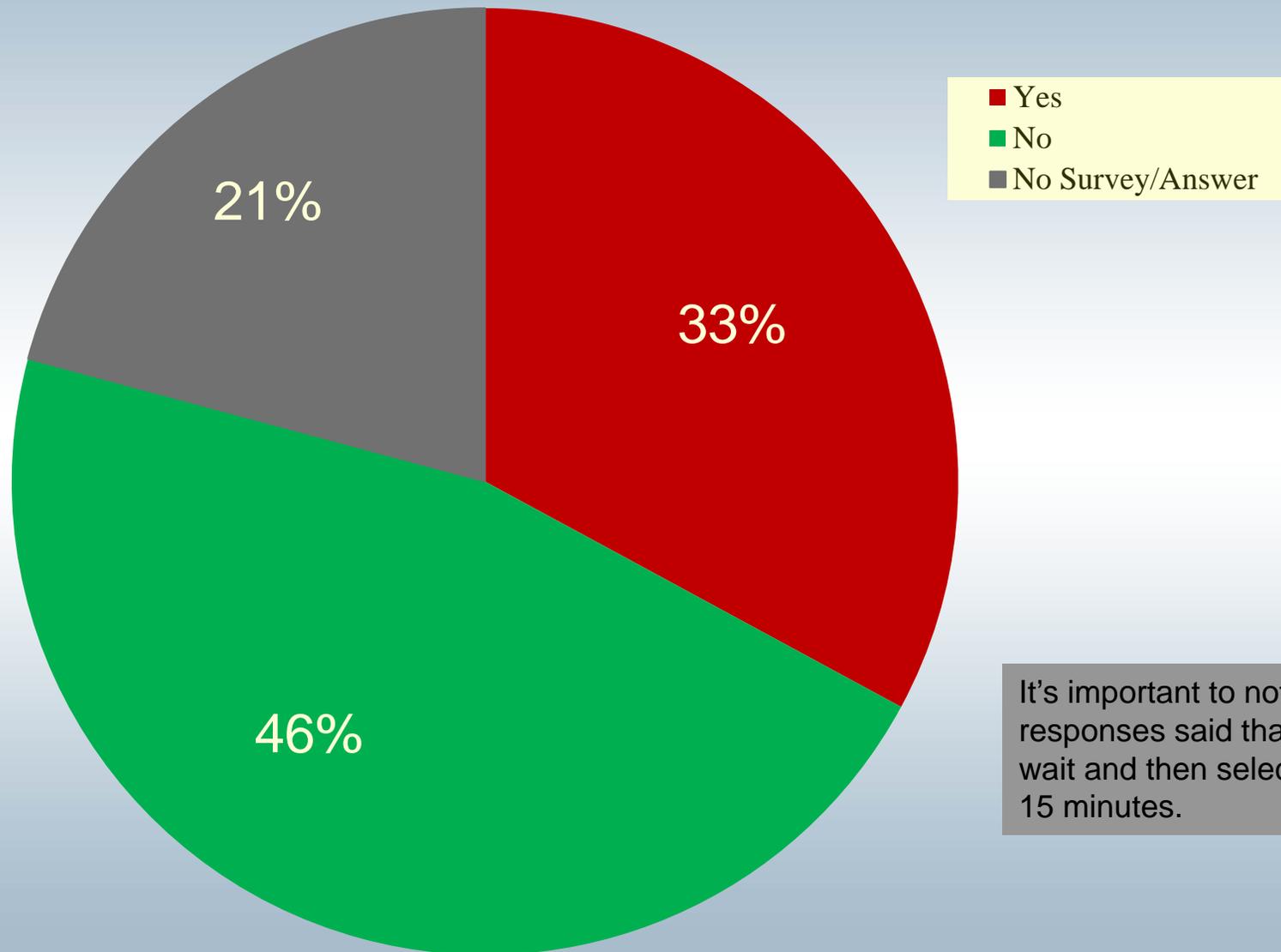
Voter Survey Comparison: Were you satisfied with the ease of voting?





VOTER WAIT TIME SURVEY

Wait Time Survey: Were there wait times?



It's important to note that some responses said that they had a wait and then selected less than 15 minutes.

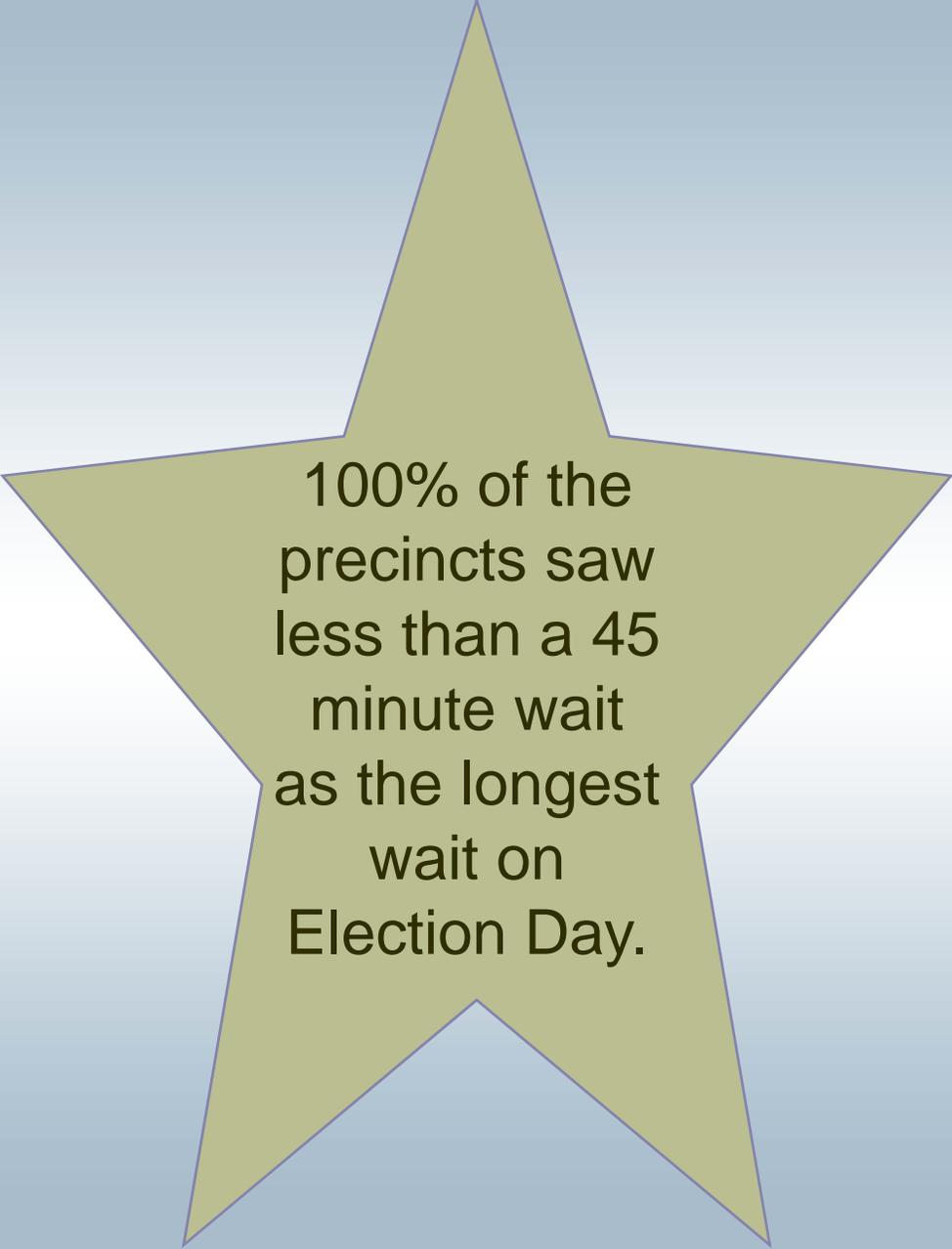
Lines?

- Lines were relatively minimal this election with only 3 saying it was a 45 minute wait at the longest time:

95% less than 15 minutes

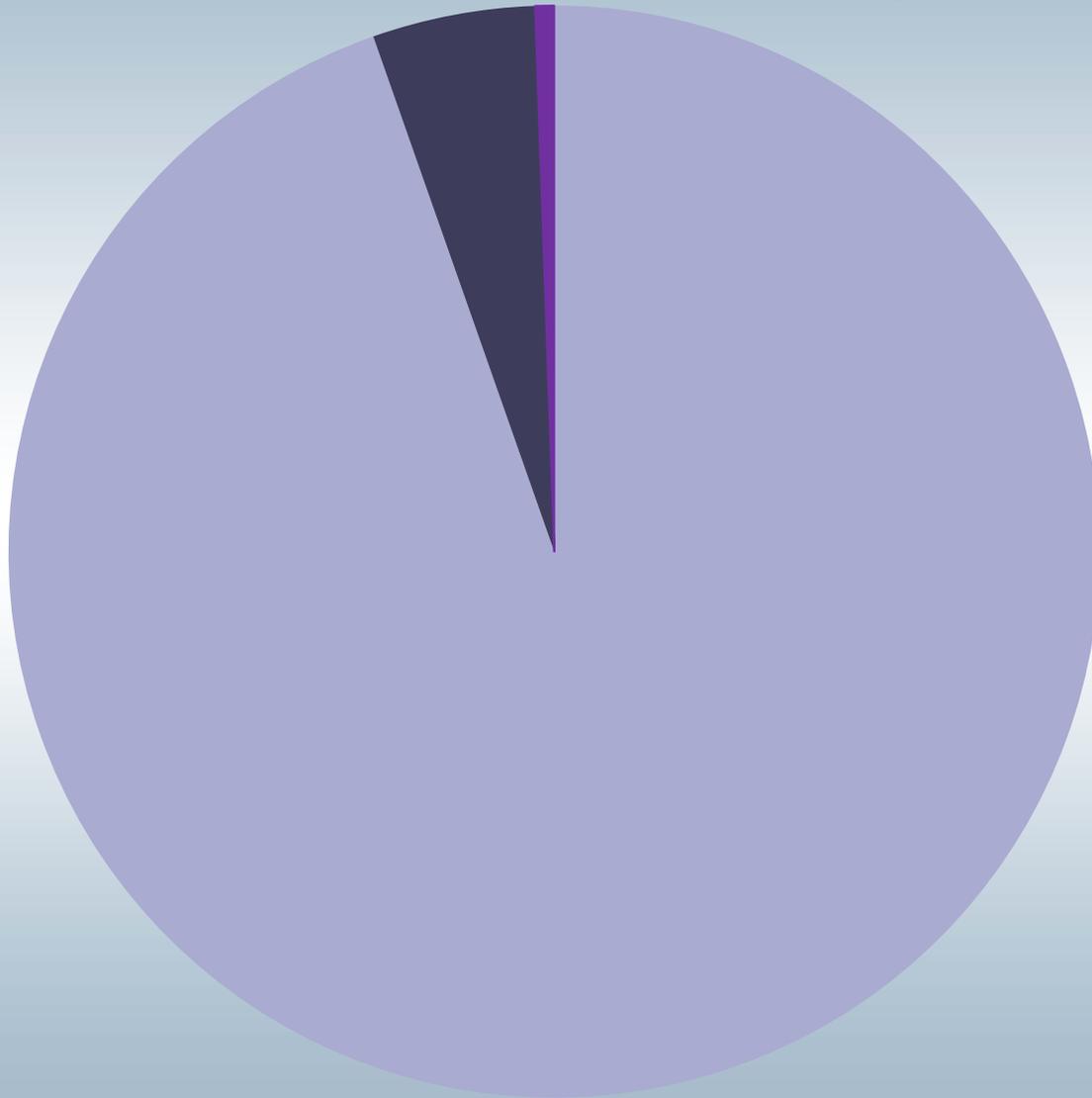
4.5% 15-30 minutes

.5% 30-45 minutes



100% of the precincts saw less than a 45 minute wait as the longest wait on Election Day.

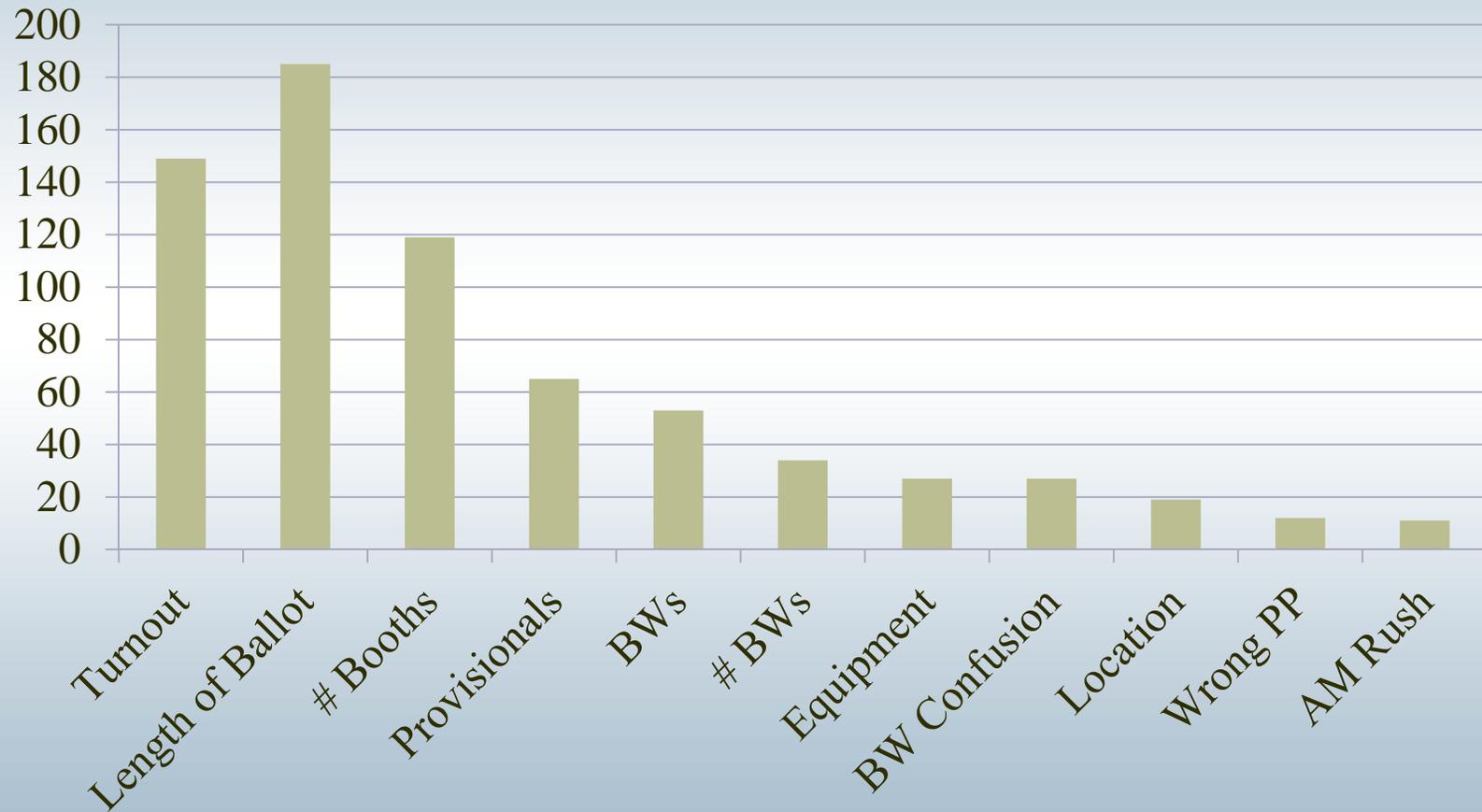
Wait Time Survey: Longest wait time?



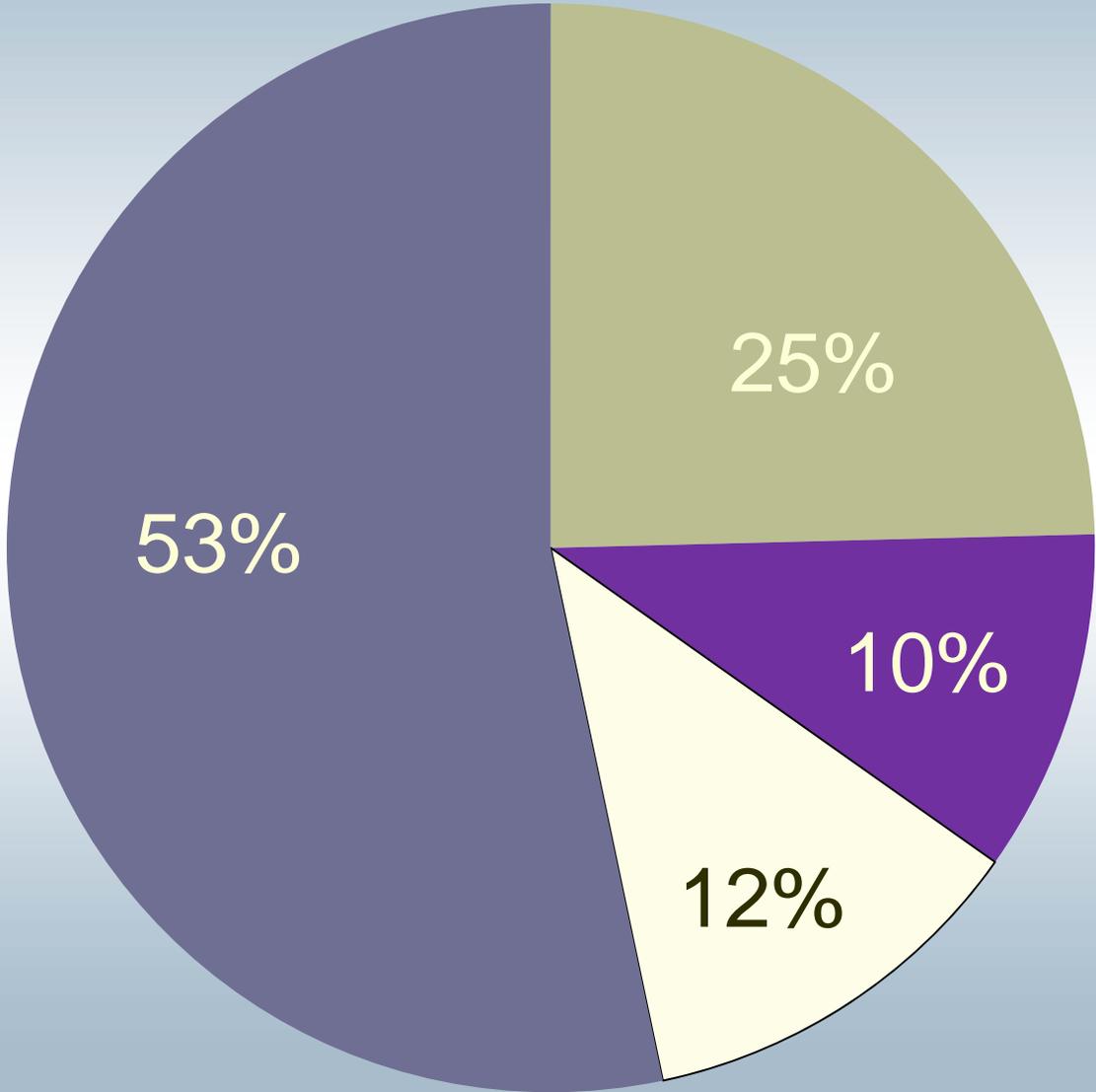
Wait time in minutes:

- 15 or less
- 30
- 45

Reason for the Line?



When was your longest wait?



This is very different from 2008 when we saw the longest lines in the morning.

- 6am-9am
- 9am-1pm
- 1pm-4pm
- 4pm-7pm

**Maricopa County
Customer Satisfaction Survey
General Population
September 2010**



Conducted by Maricopa County Office of Research & Reporting

SATISFACTION SURVEY

CONDUCTED JULY-AUGUST 2010

Maricopa County Customer Satisfaction Survey – 2010

OVERVIEW:

The Maricopa County Customer Satisfaction Survey is conducted annually by the Maricopa County Office of Research and Reporting. It is a general population survey conducted to assess the public's opinion of county government and its satisfaction with services provided.

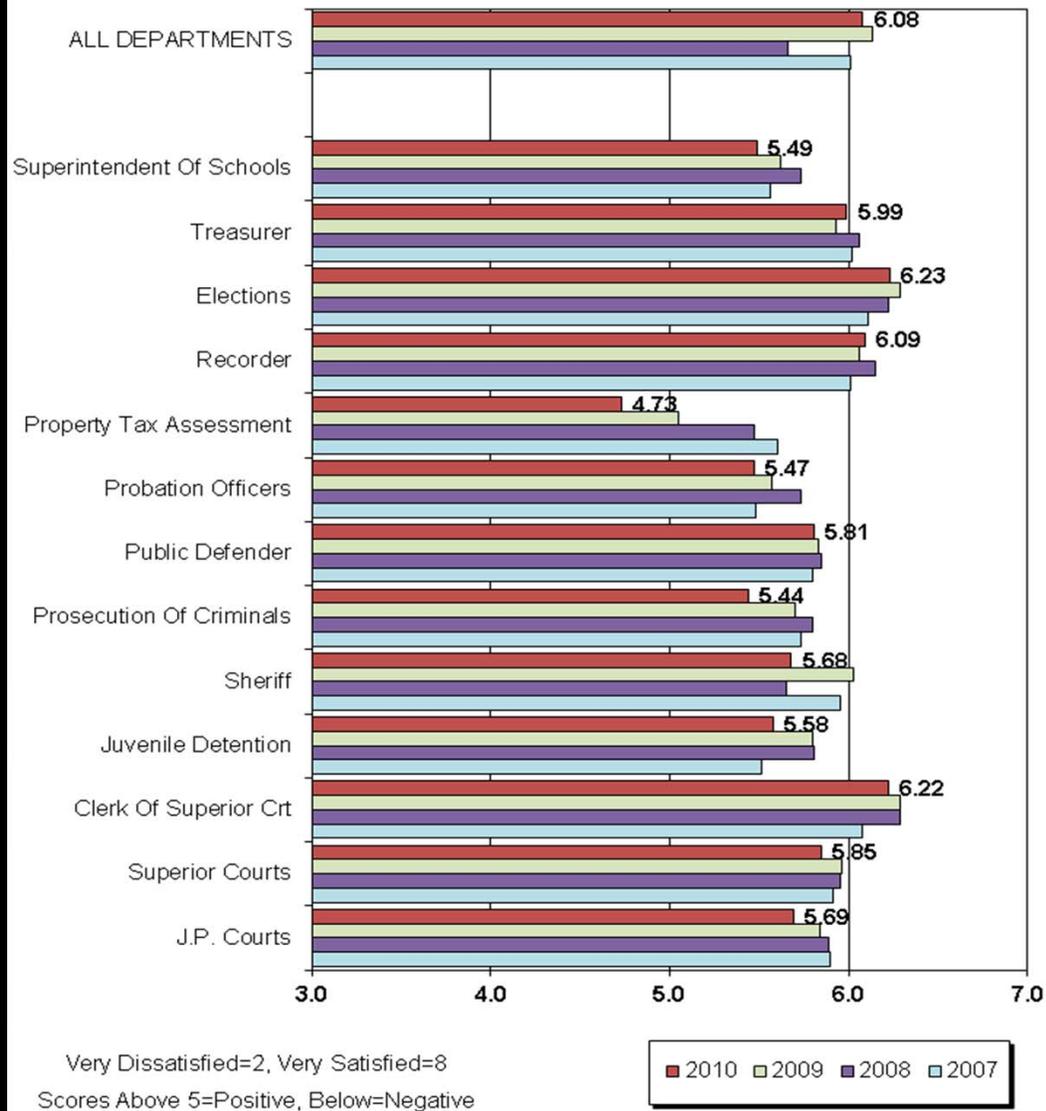
Approximately 1000 interviews are conducted each year via telephone with randomly selected respondents within randomly selected households in Maricopa County. The households are selected using the random digit dialing method which allows each household in the county an equal chance of becoming a part of the survey sample. Respondents are randomly selected from the adults living in the households on the basis of which adult in the household will have the next birthday.

The questionnaire assesses the respondent's opinions in regard to different levels of government and satisfaction with each county agency. These questions are followed by ascertaining whether or not the respondent has had any type of contact with that program within the last year. In each case where the respondent has had some contact with the program, a series of questions is asked to determine the type of contact and satisfaction with various aspects of the interaction.

Because of the scientific methodologies used in conducting the survey, the percentages reported generally can be viewed as percentages of the adult population within Maricopa County with a margin of error of plus or minus 3.2 percent.

The highlights of the survey are presented in a graphic overview. The raw percentages are reported here. For each agency we provide two percentage groupings; the general population and the population who have an opinion.

Departmental Mean Satisfaction Scores



- Elections & the Recorders office have scored above the all department average each year.
- 2008 & 2010 were virtually the same score.

Elections Department Results

123. How satisfied or dissatisfied are you with the maintenance of voter registration information and the conducting of elections in Maricopa County?

VERY SATISFIED	16%	19%
SATISFIED	63%	75%
DISSATISFIED	05%	06%
VERY DISSATISFIED	01%	01%
D.K. / REF.	16%	

123a. Have you called or visited the Elections Department or their web site in the last year?

NO	74%
YES	26%

- For each agency we provide two percentage groupings; the general population and the population who have an opinion.

Elections Department Results

(ASKED ONLY OF THE 254 RESPONDENTS WHO MADE CONTACT)

123b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	25%
WEB ONLY	28%
WEB, VISIT	01%
EMAIL/MAIL ONLY	34%
EMAIL/MAIL, VISIT	02%
EMAIL/MAIL, WEB	01%
PHONE ONLY	07%
PHONE, WEB	02%
PHONE, WEB, VISIT	00%
PHONE, EMAIL/MAIL	01%

123c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	56%
SATISFIED	40%
DISSATISFIED	04%
VERY DISSATISFIED	00%
D.K. / REF.	00%

123d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	28%
SATISFIED	13%
DISSATISFIED	02%
VERY DISSATISFIED	00%
NO STAFF CONTACT	56%
D.K. / REF.	01%



BACK TO THE GENERAL



Hand Count Audit



- The Democrat, Republican, and Libertarian Parties all participated in the draw to select which precincts, early voting batches, and races were to be audited.



Hand Count Audit

- The audit began on Wednesday with training on the auditing process.
- Ballots were delivered from MCTEC on Thursday morning.
- Sufficient auditors were provided by the parties and the audit proceeded.
- The majority of the audit was completed on Thursday, with the remaining precincts and batches finishing up on Friday.
- This picture is of one of the auditing room doors which was sealed overnight.

MARICOPA COUNTY, ARIZONA
GENERAL ELECTION – NOVEMBER 2, 2010
HAND COUNT/AUDIT REPORT



Synopsis:

Pursuant to A.R.S. §16-602(B), Maricopa County conducted the hand count/early ballot audit for the **November 2, 2010 General Election**. 2% of the precincts were counted as required by statute, which amounted to **23** precincts out of **1,142** total precincts.

- The report of the Hand Count Audit is available online (all 93 pages of it—and that is just Maricopa County’s portion!) at the Secretary of State’s Website:

www.azsos.gov/election/2010/General/HandCountResults.htm

Reconciliation Audit



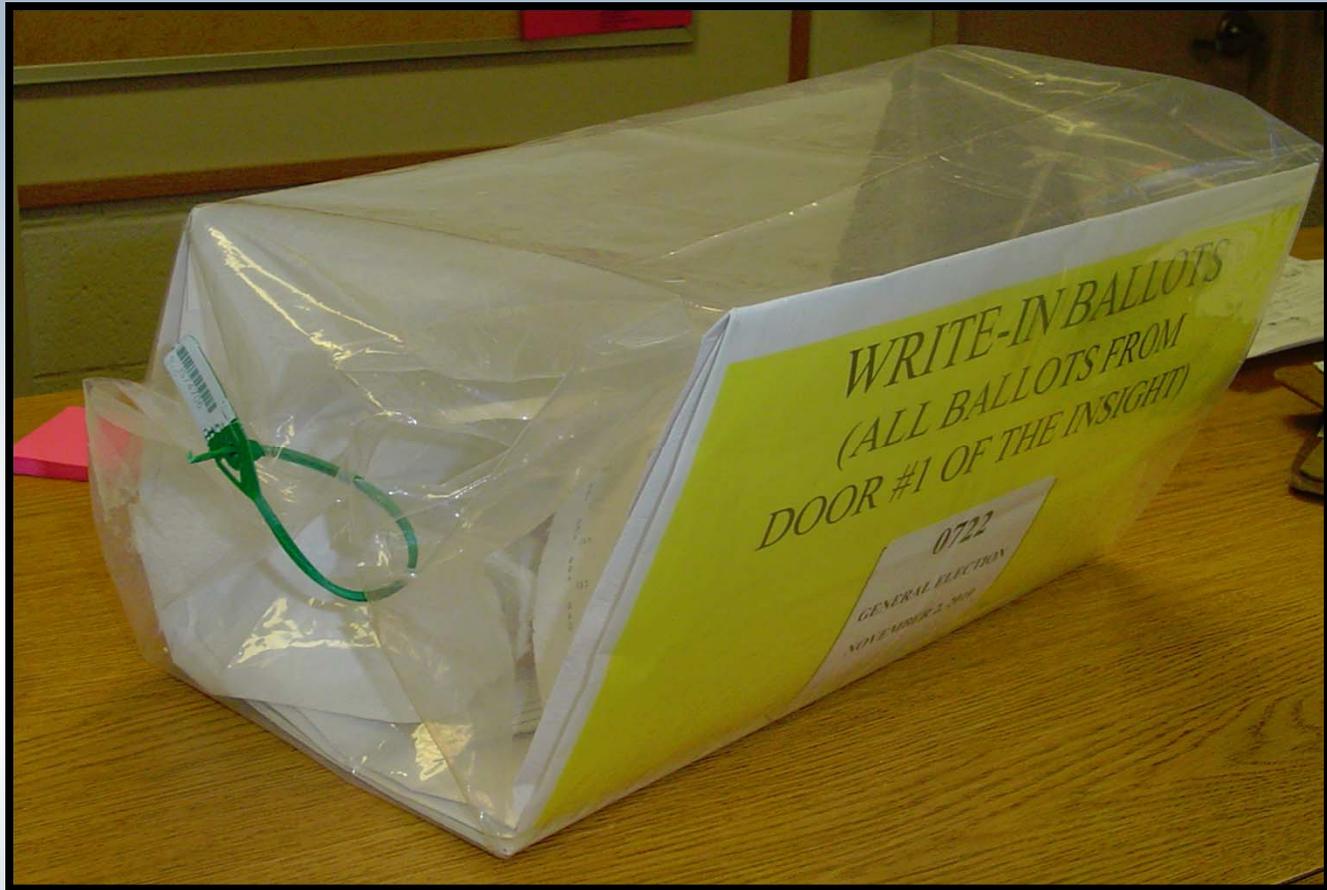


Precinct Audit

- MCED also audits every one of the 1142 Precincts to check:
 - # signatures in the roster
 - # names on the poll list
 - # ballots cast on Insight
 - # ballots cast on Edge
 - # of names on provisional roster
 - # of provisional ballots
 - # spoiled ballots
 - # un-voted ballots

What the audit showed

- Almost 70% of the precincts had a 0 variance.
- 97% of all precincts were within the accepted variance of 1
- Variances were all accounted.
- Examples of some variance reasons:
 - Did not maintain the Signature Roster (forgot to have some voters sign in).
 - Did not maintain the Poll List (forgot to list some voters).
 - Some voters signed both the Signature Roster as well as the Provisional Ballot Roster.
 - Voter signed in wrong place & in correct place
 - Had some Early Voters sign in when just dropping off their ballots.
 - Erroneously had voters signing Registers as well as in Roster.
 - Electricity went out, was voting by flashlight.
 - Confused write-ins with misreads.
 - Voter put provisional ballot into the Insight (or in the EV box)



And that they can get truly creative with supplies—but always with security in mind.

11/12/10 Friday Night...

PROPOSITION 112		 CONTEST DETAIL	 VOTE TYPE SUMMARY	 CONTEST DETAIL MAP
2239 of 2239 Precincts Reporting				
			Percent	Votes
YES			50.00%	787,244
NO			50.00%	787,201
				1,574,445

- 43 apart with YES winning...

11/13/2010 Saturday

PROPOSITION 112

 CONTEST DETAIL  VOTE TYPE SUMMARY  CONTEST DETAIL MAP

2239 of 2239 Precincts Reporting

		Percent	Votes
YES		50.00%	792,697
NO		50.00%	792,820
			1,585,517

- 123 apart with NO prevailing.



This was the election that
just keeps giving.

So much to be thankful for!

