

# Arizona Online Voter Registration

National Conference of State Legislators

August 6<sup>th</sup>, 2012

Chicago, Illinois



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Maricopa County  
Elections Department

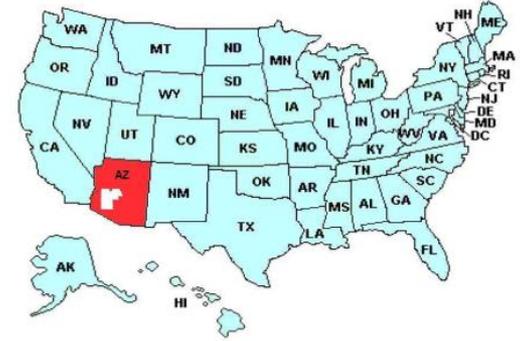
# Online Voter Registration:

- Brief History
- What Does it Look Like?
- How Does it Work?
- The Numbers
- Fiscal Impact
- Who Uses It?



# Maricopa County Profile

- 1,869,666 Active Voters (2,094,176 with Inactives)
  - 38% Republican
  - 34% Party Not Designated
  - 28% Democrat
  - (Less than 1% Green & Libertarian)
- Voting Rights Act Coverage:
  - Section 203: Spanish & Tohono O’odham
  - Section 4f4: Spanish
  - Section 5 Preclearance
- Conduct elections for all jurisdictions with exception of the City of Phoenix.
- Blended system of optical scan & DREs
- >½ Voters on Permanent Early Voting





# History

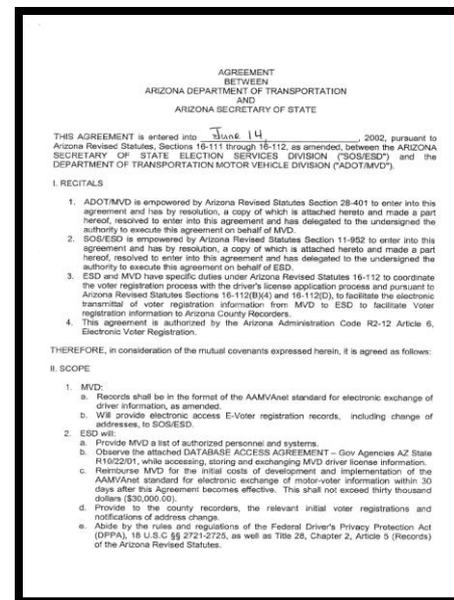
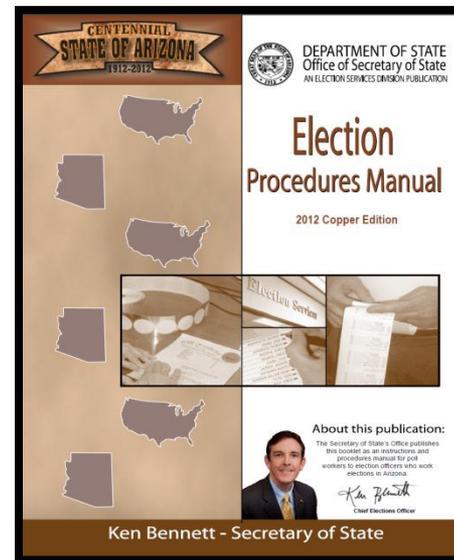
- Arizona's Motor Vehicles Department has provided the public the opportunity to update their information online since 1997.
- Because the DMV is an established voter registration agency under the Federal National Voter Registration Act (NVRA—or Motor Voter), this online service was simply extended to voter registration in 2002.





# History

- Enabling language was included in our Secretary of State’s Procedures Manual, our administrative code, which has the cause and effect of law—legislation was not necessary.
- The two agencies signed an intergovernmental agreement and a bridge was created to share data electronically between them.



Voter Registration in Maricopa County

# What Does it Look Like?

[www.servicearizona.com](http://www.servicearizona.com)



# Online Registration

- Service Arizona homepage:
- Voter Registration link

**ServiceArizona**

**Search**  
[Search]

**Highlights**  
Email Confirmation For Registration Renewal and More  
EZ Renewal EZier For Mobile Device Users  
Emissions Test Results Automatically Sent To MVD

**Need Assistance?**  
What are the fees for these services?  
Will MVD send a vehicle registration renewal notice by both regular mail and e-mail?  
How do I change my residential, mailing or e-mail address with MVD?  
How do I renew my vehicle registration if I don't have my renewal notice?  
Where can I find answers to common MVD questions?  
[more...](#)

**MVD Business Services**  
Dealer Services  
Financial Institution Services  
Motor Carrier Services  
[more...](#)

+ Bookmark this page  
+ Automatic ServiceArizona Updates

**Most Popular Services**

- Vehicle Registration Renewal [\[Tell me more...\]](#)
- Duplicate Driver License/ID [\[Tell me more...\]](#)  
*Express Delivery Available*
- Address/Email Change [\[Tell me more...\]](#)
- Restricted Use 3-Day Permit [\[Tell me more...\]](#)
- Personalized/Specialty Plates [\[Tell me more...\]](#)
- Voter Registration [\[Tell me more...\]](#)

**Service Categories**

- Vehicle**  
Registration Renewal | Renovación de Registro de Vehículo | Address Change | 3 Day Permit | [more...](#)
- Driver**  
Duplicate License | Address Change | License Reinstatement | [more...](#)
- General**  
Voter Registration | Aircraft Registration Renewal

**All Services**

Address/Email Change	Plate Credit
Aircraft Registration Renewal	Plate Refund
Driver License Reinstatement	Renovación de Registro de Vehículo
Duplicate Driver License/ID	Restricted Use 3-Day Permit
Duplicate Vehicle Registration	Sold Notice
Fleet Registration Renewal	Tab Replacement
Insurance Verification	30-Day General Use Permit
Motor Vehicle Record	Vehicle Fee Recap
Off-Highway Vehicle Decal	Vehicle Registration Renewal
Personalized/Specialty Plates	Voter Registration

**Information**

- > About ServiceArizona
- > ADEQ - Emissions
- > ADOT Home Page
- > Fleet Application
- > Nearest Offices
- > MVD Home Page
- > Vehicle De-Insured Certificate
- > Veteran's Plate
- > What's New at MVD
- > Contact Us

**Additional Services**

- > Arizona @ Your Service
- > AZ 511 / Roadway Information
- > Organ Donor
- > Watch Your Car
- > Subscribe to Arizona Highways Magazine



Voter Registration in Maricopa County



SERVICEARIZONA.com  
**EZ** Voter  
Registration



Next Election Day: August 28, 2012  
Voter Registration Application Deadline: July 30, 2012

Voter Registration Applications must be completed 29 days prior to an election in order to be "registered to vote in that election."

### Use EZ Voter registration to:

- Register to vote for the first time
- Update your address, political party preference, permanent early voting status or any other information on your voter registration record
- To check the [status of your voter registration, click here](#)
- To [find your polling place, click here](#)

### Voter registration is a quick and simple process: ([Cambie a Español](#))

- Verify voter registration eligibility
- Enter personal information
- Change address information
- Enter voter registration information
- Print or Email voter registration receipt
- Provide feedback

[Begin Voter Registration](#)

Have questions? Check out our [Info Page](#).





SERVICEARIZONA

# EZ Voter Registration



## Voter Registration

### Verify Voter Registration Eligibility

Please verify that you are eligible to register to vote in Arizona by clicking on all the checkboxes to the left of the statements below and answering yes to the two questions. In order to be eligible for voter registration, you must meet each of the statements, be a citizen of the United States of America, and be 18 years old by the next general election. Executing a false voter registration is a Class 6 felony.

1.  I am a RESIDENT of Arizona (check box if applicable)
2.  I am NOT a convicted FELON, or my civil rights are restored (check box if applicable)
3.  I have NOT been adjudicated INCOMPETENT (A.R.S. § 14-5101) (check box if applicable)
4. Are you a CITIZEN of the United States of America?  
 Yes  
 No
5. Will you be at least 18 YEARS OF AGE by the next general election, November 04, 2008?  
 Yes  
 No

Continue



System check to see if voter already registered

## Enter Personal Information

Please enter the following information to register to vote using EZ Voter Registration. The information you provide must match the information that is currently on your Arizona Driver License or Identification Card.

In order to complete an EZ Voter registration, you must have a valid Arizona driver license or nonoperating identification license issued pursuant to A.R.S. § 28-3165. By using EZ Voter Registration, your driver license or nonoperating identification license will be used for completion of your voter registration form.

First:  Middle:  Last:  Suffix:  [\(more info...\)](#)

Date of Birth (MM/DD/YYYY):  /  /

Arizona Driver License or Identification Card Number:

[What if I don't know my Driver License or Identification Card number?](#)

Continue

If you do not have an Arizona driver license or nonoperating identification license, you must fill out a [paper voter registration form](#).





## Enter Personal Information

Please enter the following information to register to vote using EZ Voter Registration. The information you provide must match the information that is currently on your Arizona Driver License or Identification Card.

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First:  Middle:  Last:  Suffix: (None)  [\(more info...\)](#)

Date of Birth (MM/DD/YYYY):  /  /

Social Security:  -  -  [\(more info...\)](#)

Residence street address currently on file with MVD:  [\(more info...\)](#)

ZIP Code:

Eye Color:

- Black
- Blue
- Brown
- Green
- Gray
- Hazel
- Maroon
- Dichromatic
- Unknown

If you do not have an Arizona driver license or nonoperating identification license, you must fill out a [paper voter registration form](#).

Personal information can be provided if DL # not readily available to the applicant/voter



## Enter Voter Registration Information

Party preference:

Other:

Party preference is a required field.

Please complete any of the following optional information.

State or Country of Birth:

Father's last name or mother's maiden name:

Phone Number: (  )  -

Indian census number:

Occupation:

Other:

Are you registered to vote in another county within Arizona or another state?

- Yes - County or state where previously registered:
- No

Has your name changed since the last time you registered?

- Yes
- No

Enter your former name:

First:

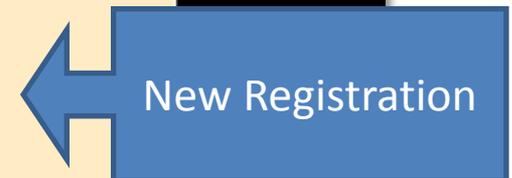
Middle:

Last:

Would you be willing to work in a polling place on election day?

- Yes
- No

[Register to Vote](#)



## Change Address Information

For privacy and confidentiality reasons, ServiceArizona will not display your full address on record. The first few characters of your address and full city are displayed to help you determine if your residence address, mailing address or both need to be updated. The address on file with MVD may not reflect the address for your voter registration record. Please complete this voter registration transaction to ensure the correct address(es) is applied to your voter registration record.

**Residence Address:** 2602 PHOENIX  
**Mailing Address:** same as residence address

Your address on file with the MVD was last changed on: March 31, 2008.

A) Do you want to change your residence address?

- Yes
- No

B) Do you want to add a mailing address that is different from your residence address?

- Yes, my mailing address is different from my residence address
- No, my mailing address is the same as my residence address.

Continue



Existing  
Registration





### Enter Voter Registration Information

Please select from the Party Preference drop down list or fill in the "Other Party" field.

Party Preference:  or Other Party:

Please complete any of the following optional information.

State or Country of Birth:   
Father's last name or mother's maiden name:   
Phone Number: (  )  -   
Email address:   
Occupation:   
Other:

Are you registered to vote in another county within Arizona or another state?  Yes  No  
County or state where previously registered:

Has your name changed since the last time you registered?  Yes  No

Enter your former name:  
First:  Middle:  Last:

Would you be willing to work in a polling place on election day?  Yes  No

**Lesson Learned:**  
If you have party registration in your state, ensure that the applicant must make a selection prior to submission so that if they want to remove or retain their party that distinction is obvious.

Using this format as a pollworker recruitment tool is another effective enhancement.





SERVICEARIZONA.com

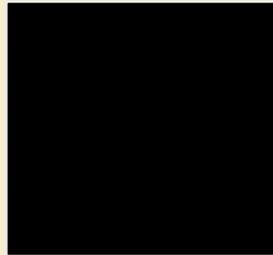
# EZ Voter Registration



## Verify Voter Registration Information

Note: The following information will be used to process your voter registration. If this information is not correct, please click the "Go Back" button to correct the voter registration data.

State or country of birth:  
Parent's last name:  
Phone Number:  
Email address:  
Occupation:  
Party preference:  
Last registered county or state:  
Previous name:  
Can work at polling place:



Voter confirms information prior to submission

I authorize the Motor Vehicle Division to release my information, including my digitized signature and address, to the County Recorder for the purposes of maintaining the voter registration rolls.

I hereby affirm that the information I have provided in this application for voter registration is true and correct and agree that it is my obligation to keep this information up-to-date. I further acknowledge that I am aware that providing false information is a Class 6 felony.

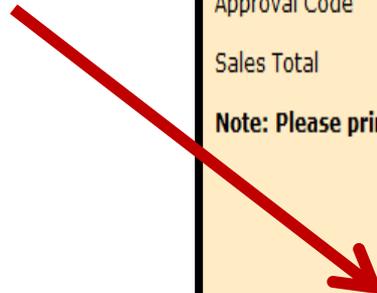
I hereby affirm the above by clicking the "Finish Voter Registration" button.

Finish Voter Registration

Go Back



You are also offered voter registration when renewing tags and licenses:



Write down or print out this confirmation number as proof that your registration is current. The charge to your credit card billing will display as "AZ Motor Vehicle Div WEB."

**Arizona Department of Transportation Motor Vehicle Division**

Time	=>	21:43:17
Date	=>	12/14/2008
Customer	=>	[REDACTED]
Vehicle Make	=>	[REDACTED]
Vehicle Year	=>	[REDACTED]
Plate Number	=>	[REDACTED]
Account Number	=>	[REDACTED]
Audit Trace Number	=>	[REDACTED]
Retrieval Ref.	=>	[REDACTED]
Approval Code	=>	[REDACTED]
Sales Total	=>	[REDACTED]

**Note: Please print prior to exiting this page. You will not have an opportunity to return to this page.**

You can also register to vote using ServiceArizona -- without paperwork! Would you like to register now?



# Online Registration

- When registering online voters are given a confirmation number and receive a confirmation email.
- The # is the date and time of the registration.

This is a printed representation of the completed  
ServiceArizona web form 20090124055601  
1/24/2009 5:56:01 AM  
DATE



# The image of the voter's signature is captured along with the data and transferred to the County Recorder:

[1] Are you registered to vote at another address? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Not Sure <input type="checkbox"/> List the former address, including county and state MARICOPA			
[2] Last Name	First Name	Middle Name	Jr./Sr./III
[3] Address where you live – If no street address, describe residence location using mileage, cross streets, or landmarks. Do not use post office box or business address. Draw a map below if located in rural area.			[4] Apt./Unit/Space No.
[5] City	[6] County	[7] Zip	[8] Address where you get your mail, if mail is not delivered to your home
[9] Birth Date (Month/Day/Year)	[10] State or Country of Birth	[11] Telephone number	[12] Father's name or mother's maiden name
[13] AZ Driver license number or AZ Nonoperating license number	[14] AZ Driver license number or AZ nonoperating license number issue date	[15] Last four digits of social security number	[16] Optional - Check ID type and write number in box <input type="checkbox"/> Indian census number, <input type="checkbox"/> Bureau of Indian Affairs card number, <input type="checkbox"/> Tribal treaty card number, or <input type="checkbox"/> Tribal enrollment number
[17] Specify Party Preference	[18] Occupation	[19] If your name was different the last time you registered, list former name	[20] Certificate of Naturalization number
[21] > Are you a citizen of the United States of America? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> > Will you be 18 years of age on or before election day? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If you checked "No" to either one of these questions, do not submit this form.			[22] If no street address draw a map here: N W ——— E S
VOTER DECLARATION – By signing below, I swear or affirm that the above information is true, that I am a RESIDENT of Arizona, I am NOT a convicted FELON or my civil rights are restored, and I have NOT been adjudicated INCOMPETENT This is a printed representation of the completed ServiceArizona web form 20090428082412 4/28/2009 8:24:12 AM DATE			
SIGN HERE 			
[23] If you are unable to sign the form, the form can be completed at your direction. The person who assisted you must sign here. SIGNATURE OF PERSON ASSISTING DATE			
[24] Will you be willing to work at a polling place on election day? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			



# How Does it Work?





# How Does it Work?

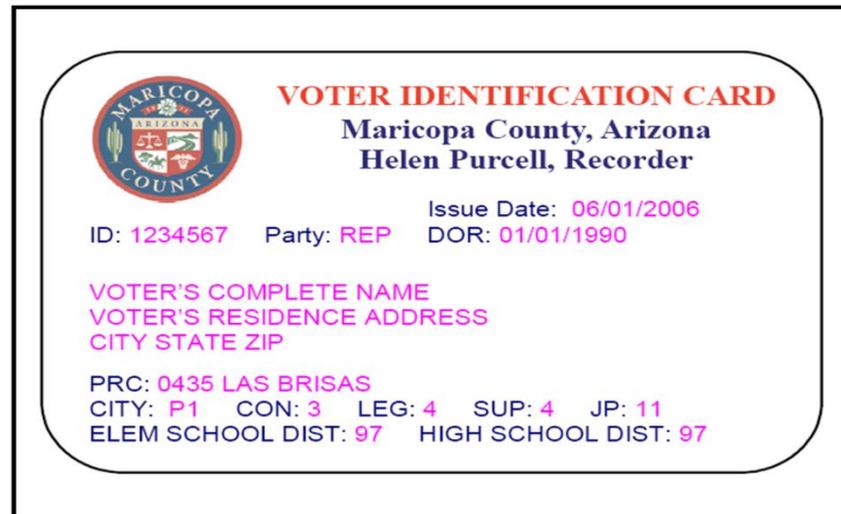
- Each time a voter submits information to the online system it queries to see if they already exist, and if the information is a "hard" or "soft" match:
  - A hard match verifies the name, DL number, last four of the SSN (if supplied), and date of birth.
  - A soft match is an inconclusive matching of the DL or name & date of birth. These result in a manual review to determine the source of the inconsistency (usually numbers being inverted).
- In this way voters are not generating a new registration each time they attempt to update their information, they are simply modifying their existing registration to keep it current.





# How Does it Work?

- Hard matches are automatically added to the voter file and a voter identification card is sent to the voter for confirmation of information.



**VOTER IDENTIFICATION CARD**  
Maricopa County, Arizona  
Helen Purcell, Recorder

Issue Date: 06/01/2006  
ID: 1234567 Party: REP DOR: 01/01/1990

VOTER'S COMPLETE NAME  
VOTER'S RESIDENCE ADDRESS  
CITY STATE ZIP

PRC: 0435 LAS BRISAS  
CITY: P1 CON: 3 LEG: 4 SUP: 4 JP: 11  
ELEM SCHOOL DIST: 97 HIGH SCHOOL DIST: 97





# How Does it Work?

- Soft matches are reviewed and a disposition given to those needing additional information.
- This disposition triggers the appropriate registration verification letter to be automatically generated and mailed to the voter.

**Maricopa County**  
Office of the Recorder  
Helen Purcell - Recorder

9-3rd Avenue  
Phoenix, AZ 85003-2201  
602-506-3910  
© 9/96-1/97

DATE \_\_\_\_\_

AFFCHG NUMBER \_\_\_\_\_  
NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY STATE ZIP \_\_\_\_\_

Our office has received your voter registration form. However, pursuant to A.R.S. § 16-166, you must present or provide a legible photocopy of your United States naturalization document(s) before your registration application can be processed.

Using the enclosed envelope please mail the required documentation to our office immediately. In the interim, the naturalization number you provided has been sent to the United States Citizenship and Immigration Services for verification.

NOTE: Your registration cannot be processed and you are not eligible to vote in an election until this documentation has been received.

To help us uniquely identify your registration, please complete the following information:

PLACE OF BIRTH:	_____
OCCUPATION:	_____
PHONE NUMBER:	_____
FATHER'S NAME - MOTHER'S MAIDEN NAME:	_____



# Citizenship Status Caution

- Arizona driver's citizenship status is reflected in their MVD record.
- This status does not interface with Homeland Security's SAVE program, nor does it automatically update once the individual becomes a citizen.
- It is critical that naturalized citizens go back to MVD with their certificate of citizenship to correct their status or their registrations will be rejected.





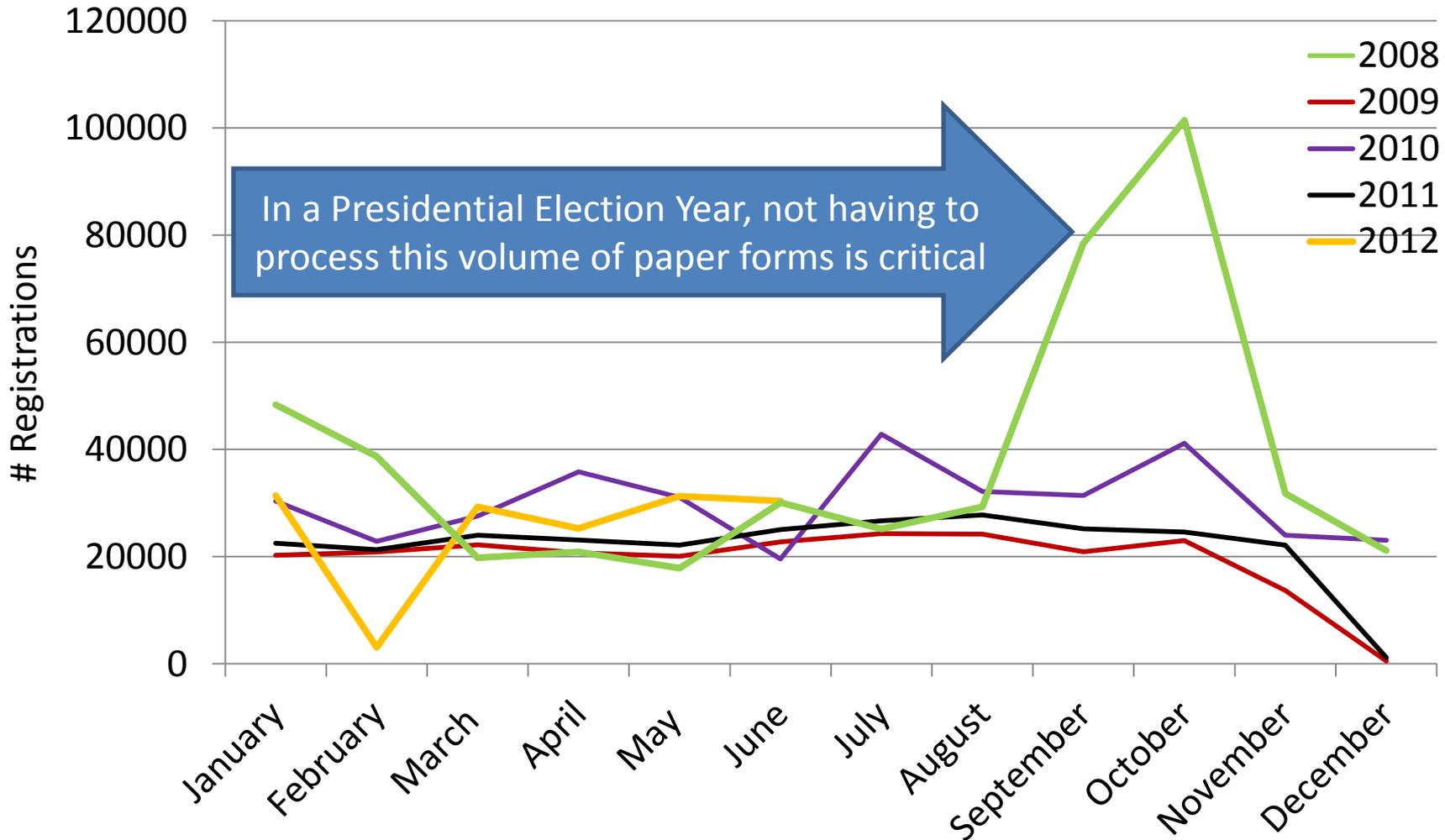
# The County Numbers



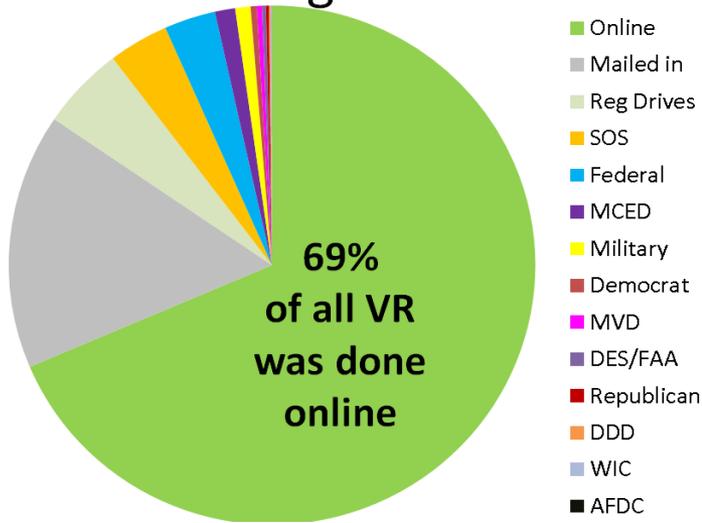
Voter Registration in Maricopa County



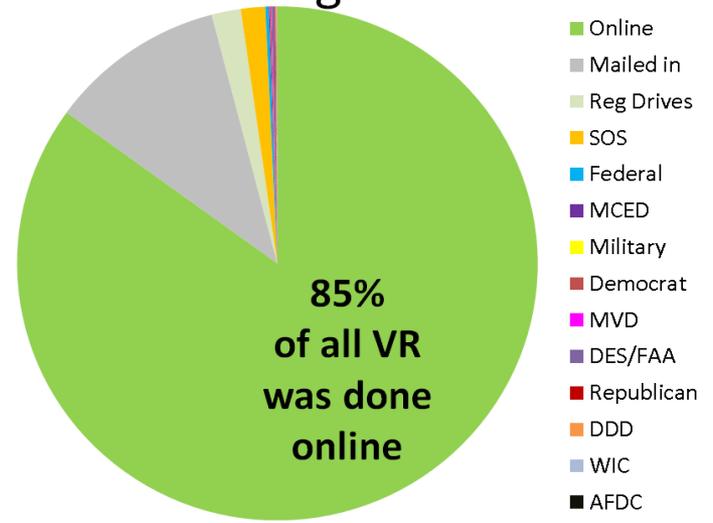
# 2008-2012 Registration Sources: Online



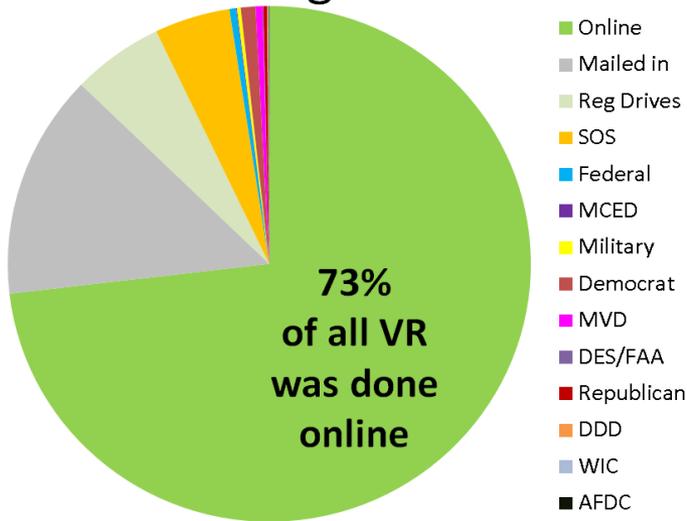
## 2008 Voter Registration Sources



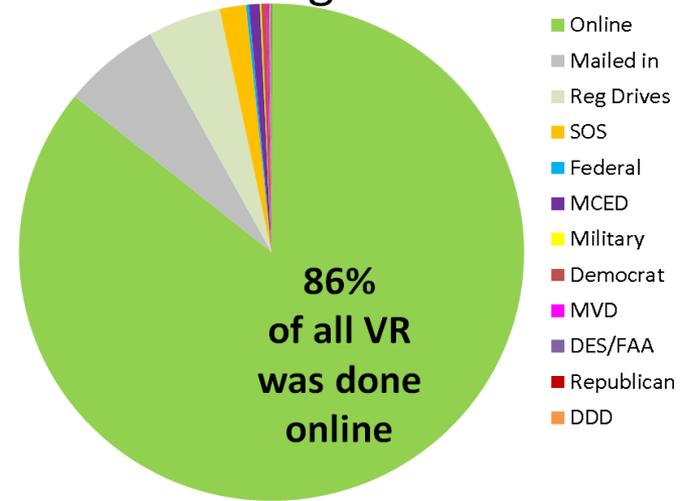
## 2009 Voter Registration Sources



## 2010 Voter Registration Sources

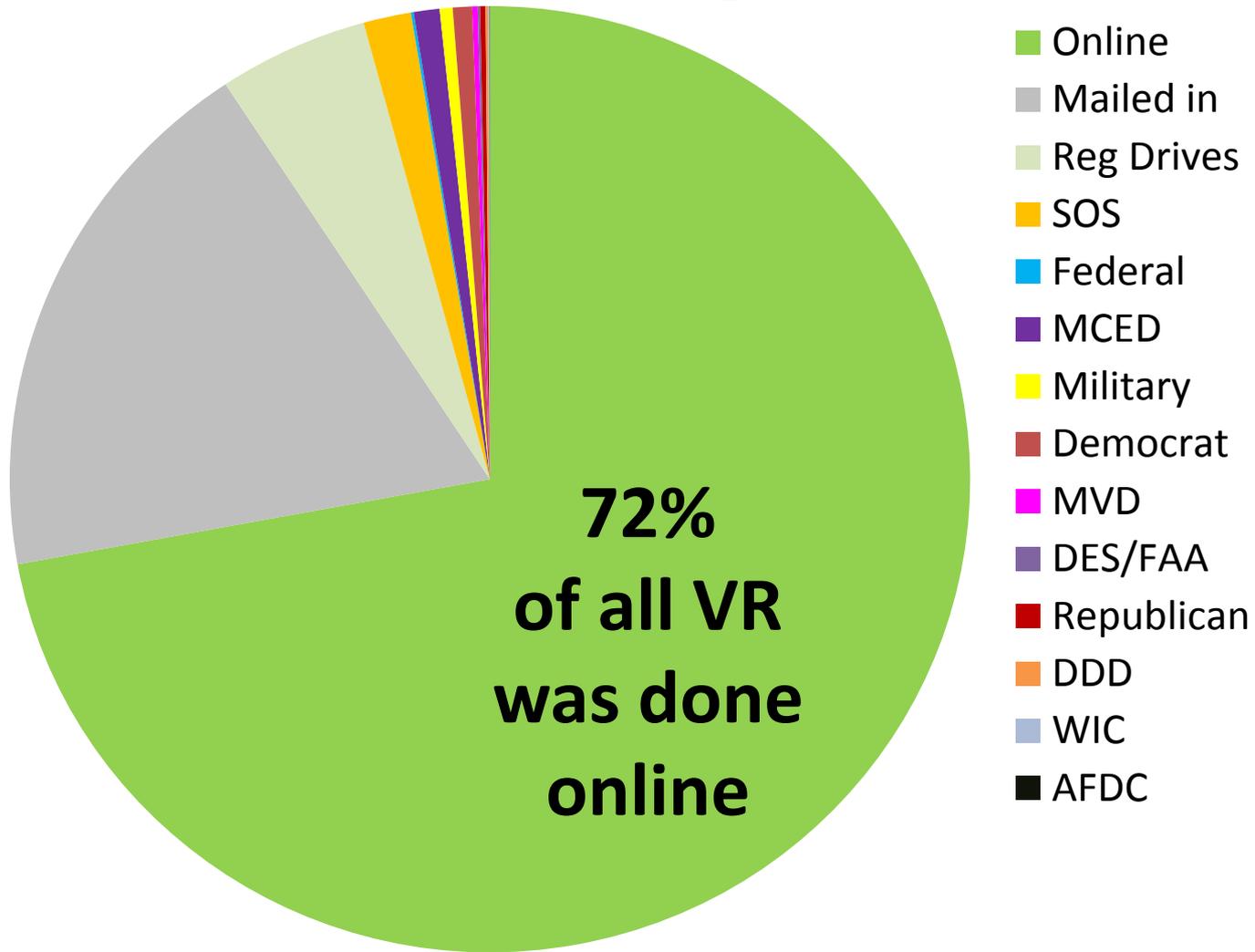


## 2011 Voter Registration Sources





# 2012 YTD Voter Registration Sources

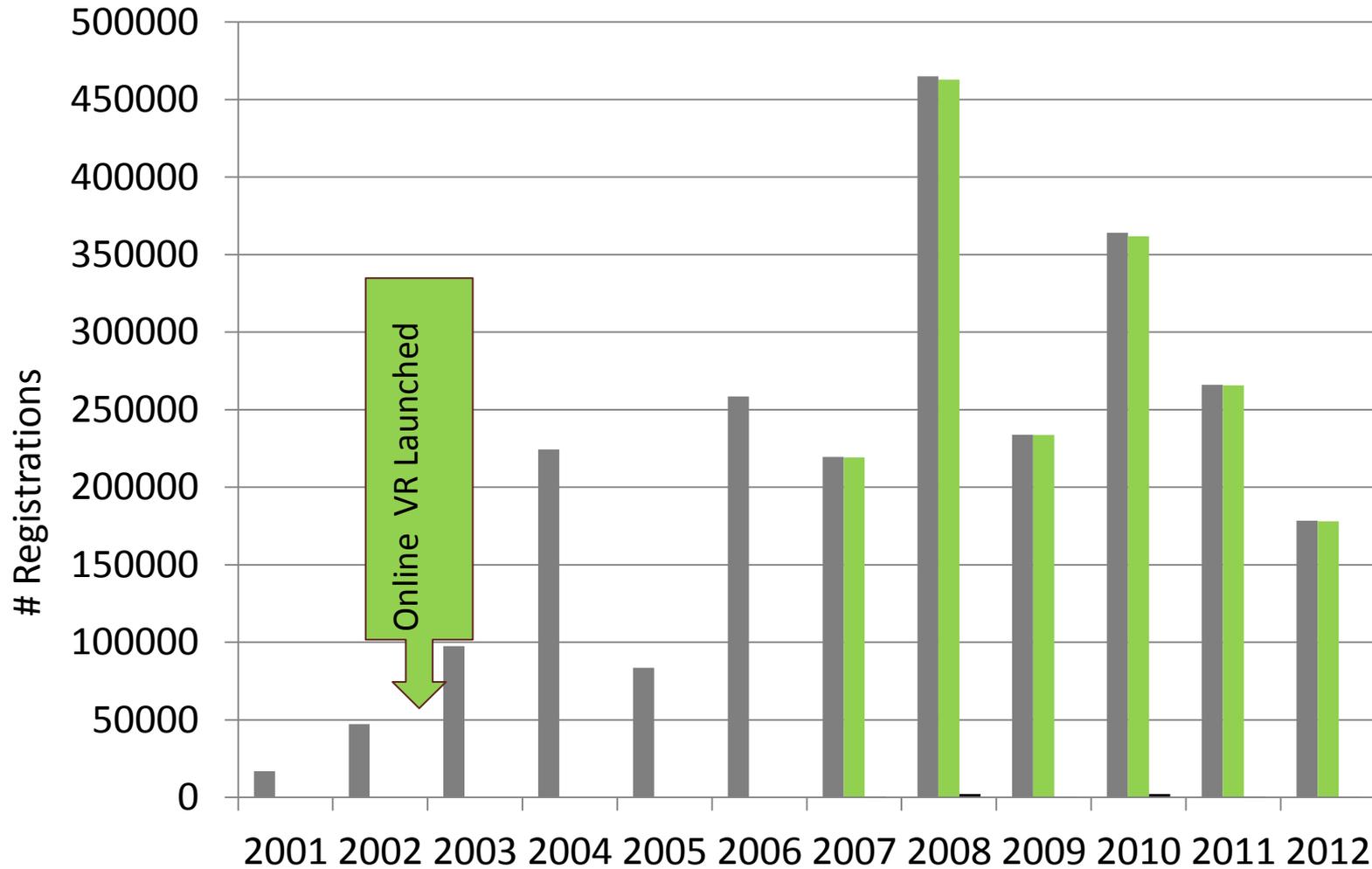




# MVD Voter Registration

In Arizona we have had online voter registration since September, 2002.

In 2007 we separated out the MVD counter forms from those coming via the online Service Arizona site so all totals from 2002-2006 contain both online **AND** counter forms.

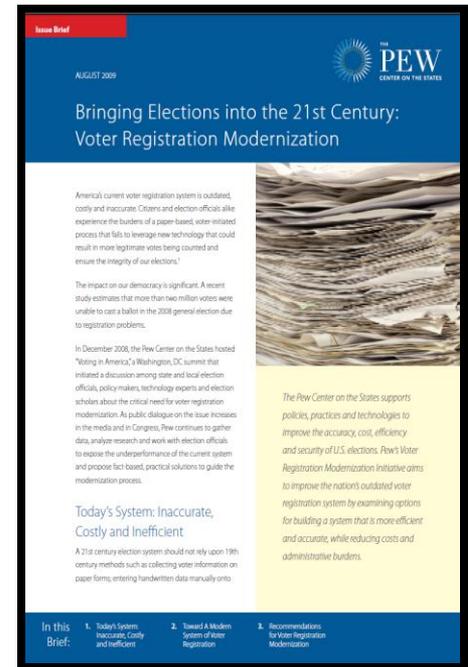
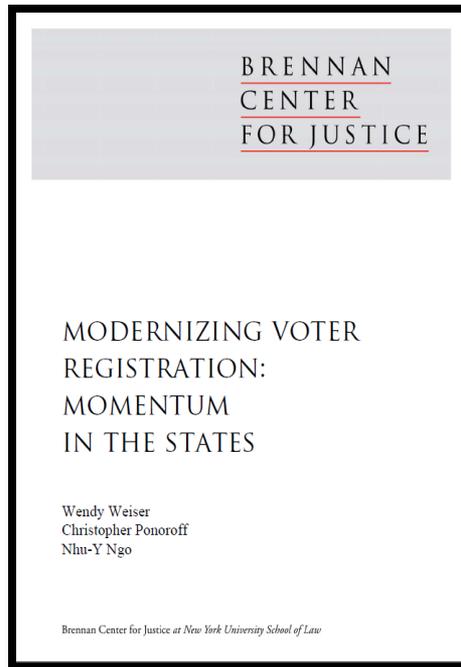


# Fiscal Impact



# What are the numbers?

- There has been a lot of research, academic studies, and attention to online voter registration & modernization





# Costs

- In 2002 less than **\$100,000** was invested in implementation:
  - Purchases: Servers & Licenses
  - Staffing & Labor
- It costs approximately **\$125,000** a year to maintain:
  - Developers for maintenance & enhancements
  - Mainframe fees
  - Licenses





# Funding Sources

- State appropriation to the Secretary of State as well as to the Motor Vehicle Department.
- Federal funding under the Help America Vote Act (HAVA) for enhancements and improvements in the administration of elections.





# Impact of Online Voter Registration

- Some key points:
- In the first year the number of forms coming from MVD almost doubled from **47,234** in **2002** to **97,576** in **2003**.
- For the first Presidential Election after its implementation the number more than **doubled** again to **224,299** online registrations in 2004.
- In 2008 we received **462,904** online registration forms which is almost **28 times** the number of forms received from MVD in the year preceding the launch of online registration (16,831 in 2001).





# Savings

- The savings realized by using online voter registration fall into 3 categories:
  - Cost to process a registration form
  - Printing and materials costs
  - Tangential savings with shifts in staff & resources





# Impact of Online Voter Registration

- ✓ Online registration saves tax dollars as the voter is keying their own information, eliminating hours of overtime in large election cycles.
- ✓ **Standard VR = \$.83 vs. Online VR = \$.03**
- ✓ In the 4 year period of 2008-2012 YTD, MCED had 1,721,246 forms sent via the online system at a processing cost savings of almost **\$1.4 million.**



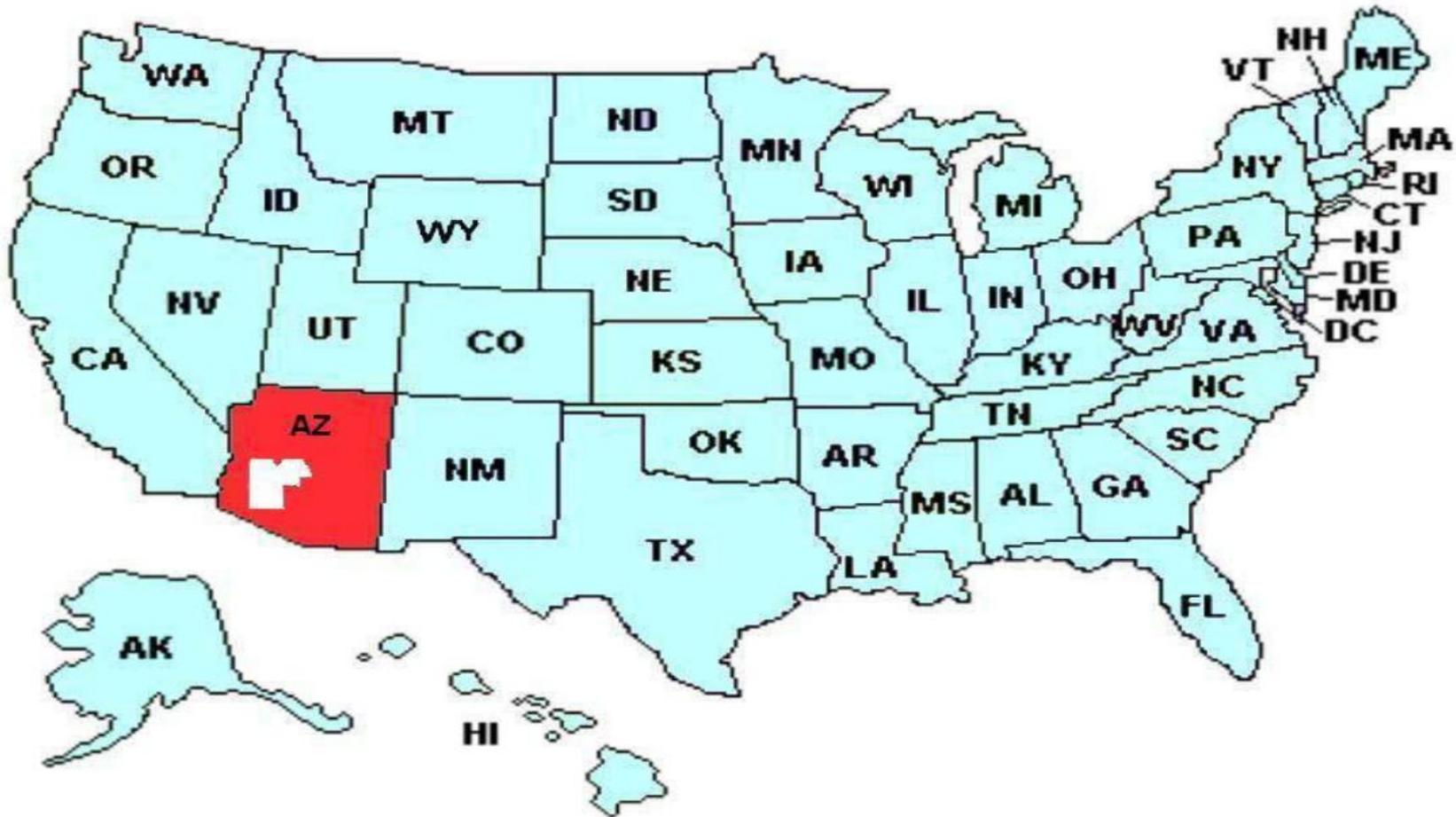
That million dollar+ savings is only in 1 county in the state (albeit the largest population):



Statewide we have seen **2,005,390** via internet and another **1,818,876** forms processed electronically at MVD since implementation



The savings nationally would be tremendous

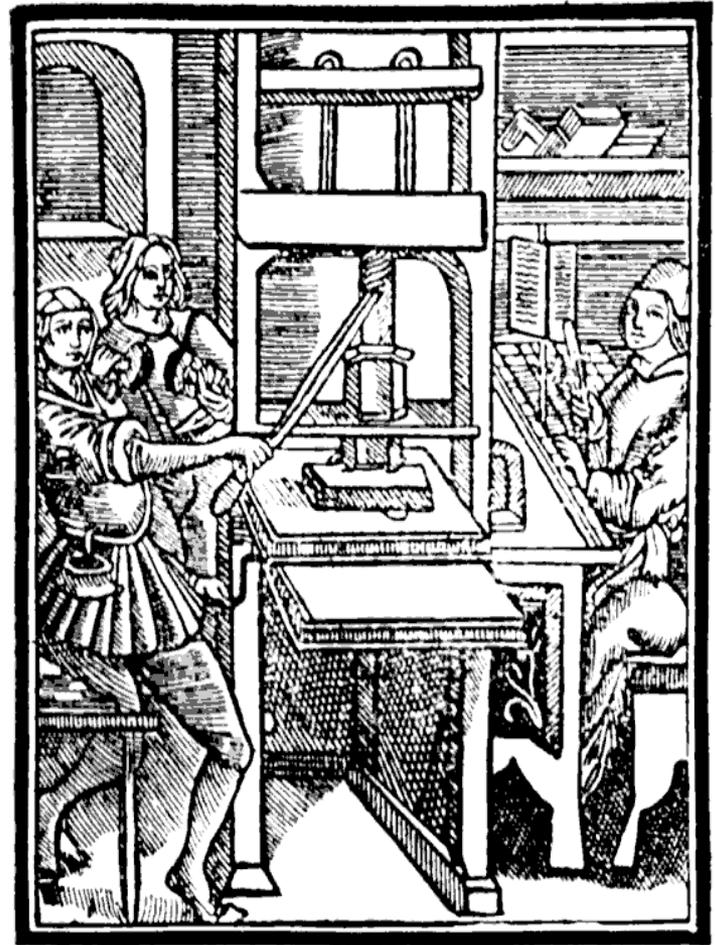


Voter Registration in Maricopa County



# Impact of Online Voter Registration

- ✓ From implementation through 2011, printing costs for voter registration forms were reduced by **83%**--we went from ordering forms twice yearly pre-implementation at an average cost of **\$81,000** per year to ordering twice in the entire 8 year period post-implementation and the yearly average of only **\$14,226**. (One as a result of citizenship documentation requirement passage so savings would have been even greater.)



# Legislative Costs

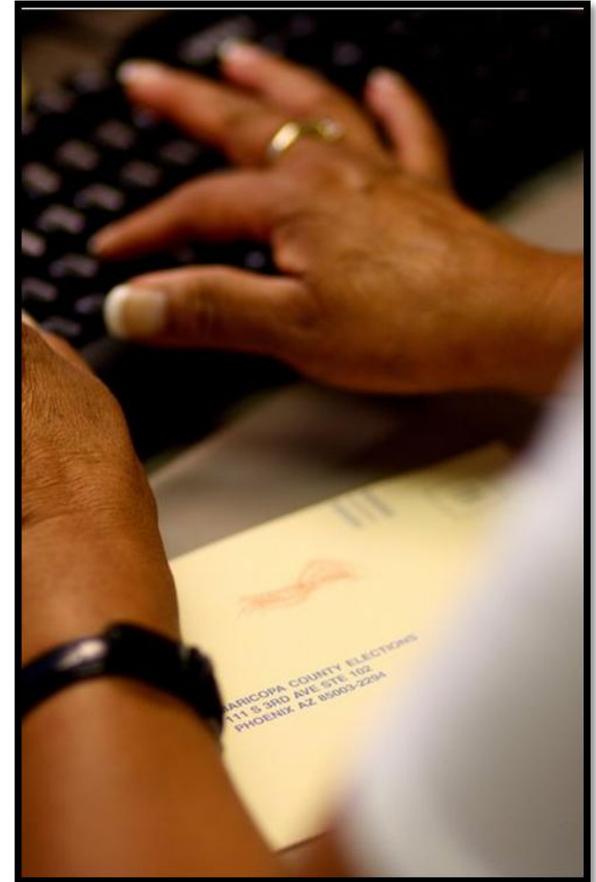
- These savings would have extended into 2011/2012, but the content and format of the registration forms changed twice in that time due to legislation, resulting in additional printing runs and their associated costs.
- But we have found other ways for it to allow for good stewardship of the public's resources...





# Impact of Online Voter Registration

- Because our voter registration clerks have the dramatically smaller number of paper forms keyed in advance of Election Day, they are available to complete other operational functions.
- This reduces the number of temporary staff hired as well as overtime hours.



Here VR staff assist in preparing our Inspector Packets which are delivered to the boardworker in charge of the polling place on Election Day. This function was previously done by 10 temps in the week before the election.

**Cost savings of \$4,000 each election for this single function.**



# Impact of Online Voter Registration

- ✓ Online registration eliminates keying errors by clerks unable to read illegible handwriting—it puts the voter in control of their own destiny.
- ✓ Online registration is convenient to voters who can register at anytime: day or night, 365 days a year, 24 hours a day.
- ✓ Online registration is secure as the registrant has to enter in personal data that only they would know.





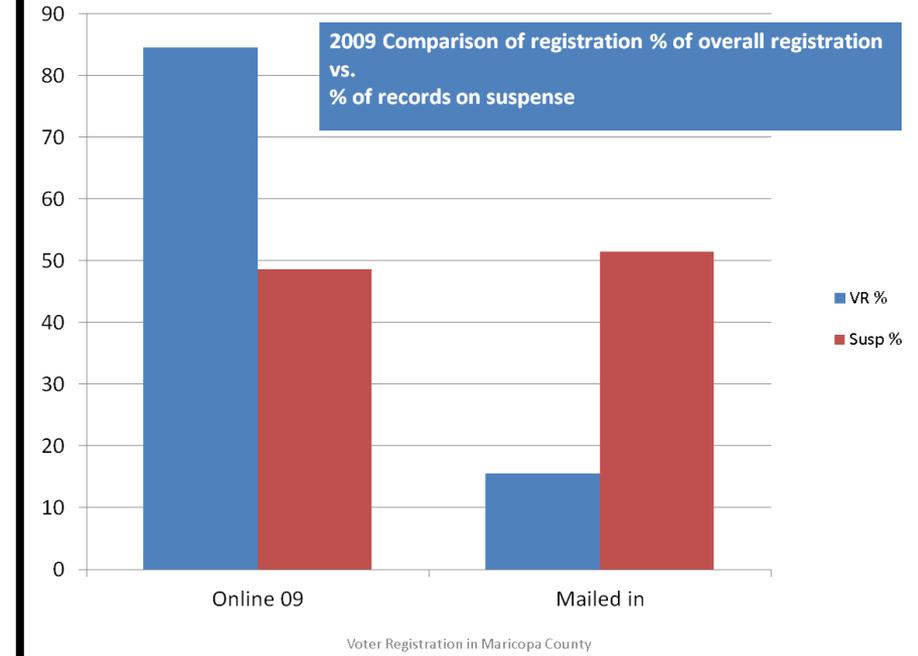
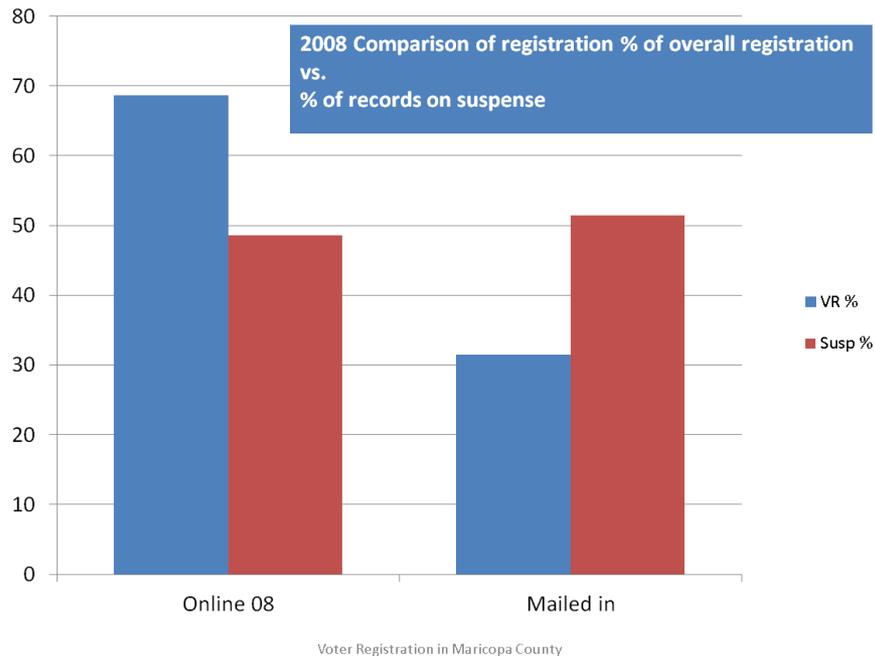
# Accuracy

- When voters key their own information, the quality of the data is better.
- Registrations which require additional clarification are put on suspense.
- MCED did an analysis of applications on suspense in early 2009—some applications were from 2008 .





# Although online registrations make up the greater % of applications, they comprise a smaller portion suspended records:



# Online VR & The Identity Theft Concern

- Traditional voter registration has voters handing over personal information (name, DOB, SSN, Signature, etc.) to ***COMPLETE STRANGERS ON THE STREET***.
- Online VR is a secure interface with the official state agency where the registration is destined:
  - It takes nanoseconds for the application to be submitted so isn't floating around some stranger's car/house/campaign office.
  - It ensures that the voter is registered in a timely manner and the voter doesn't have to worry about copies being made etc.

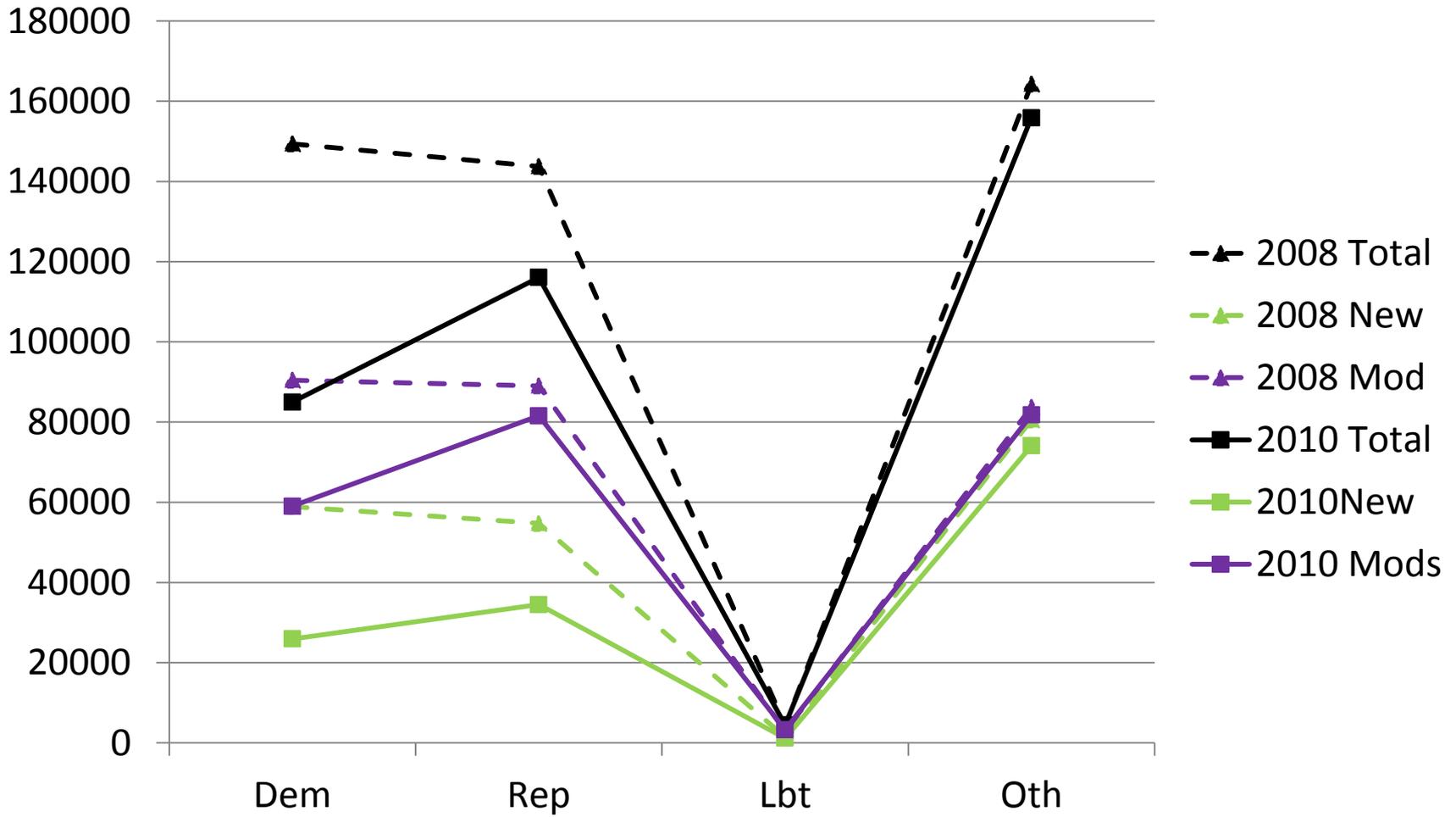


# Who Uses the Online System? Political Party & Age Analysis



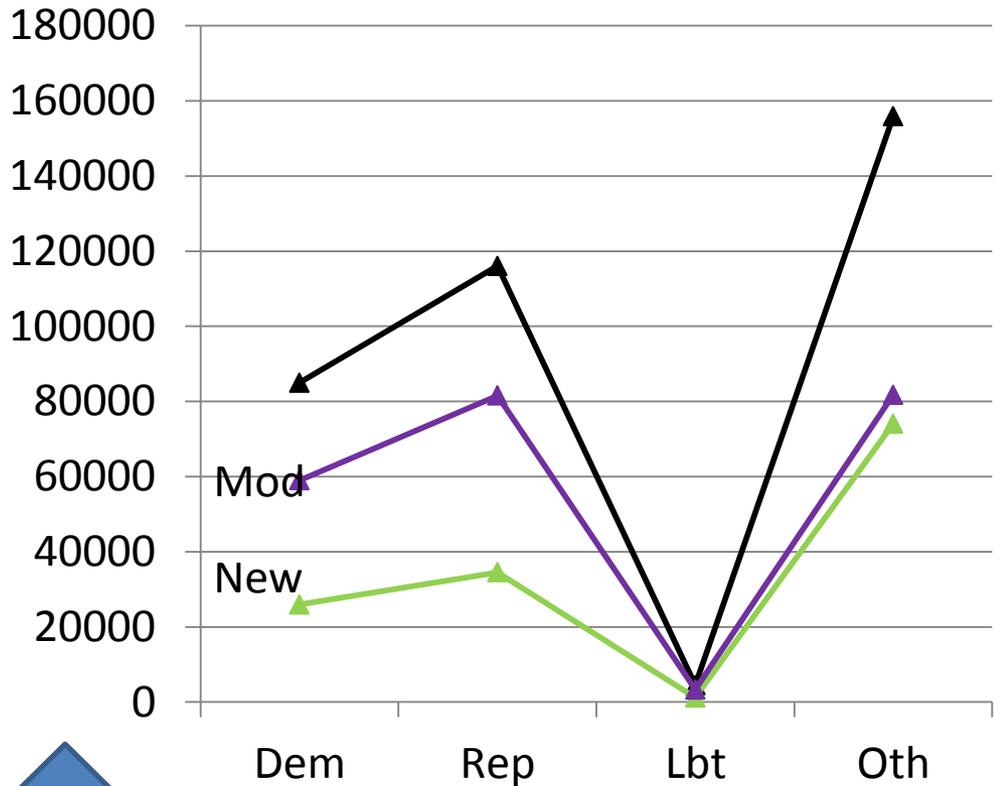
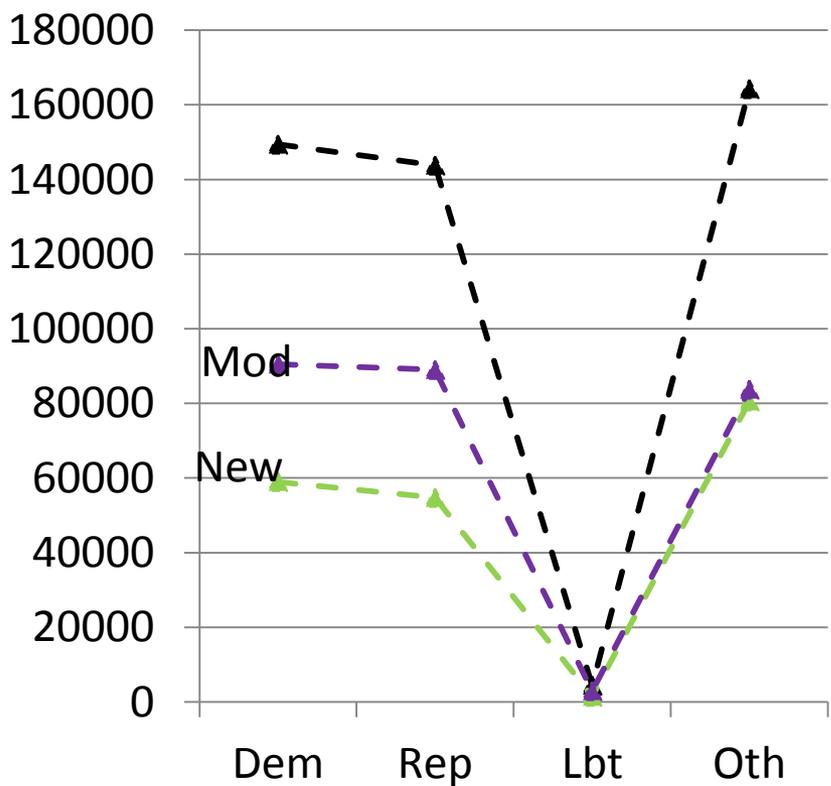


# 2008 vs. 2010





# 2008 vs. 2010

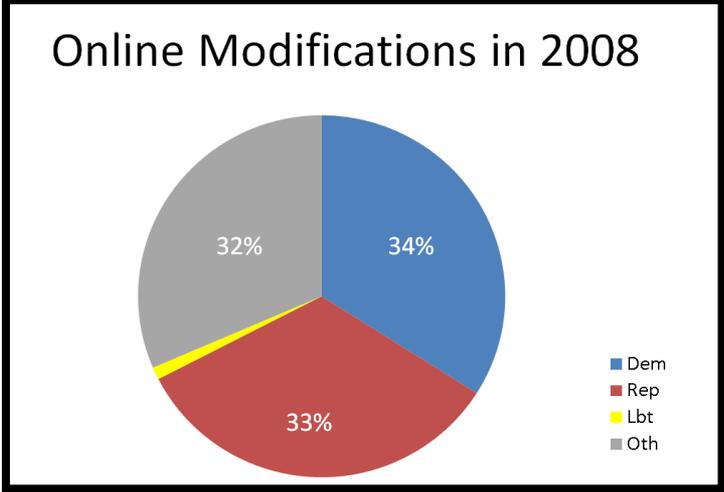
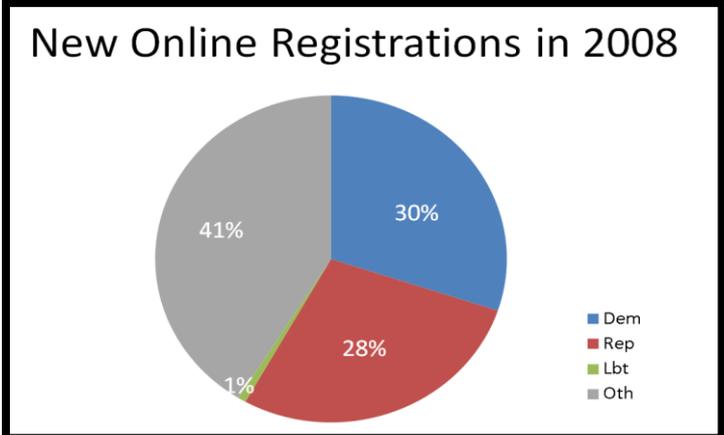
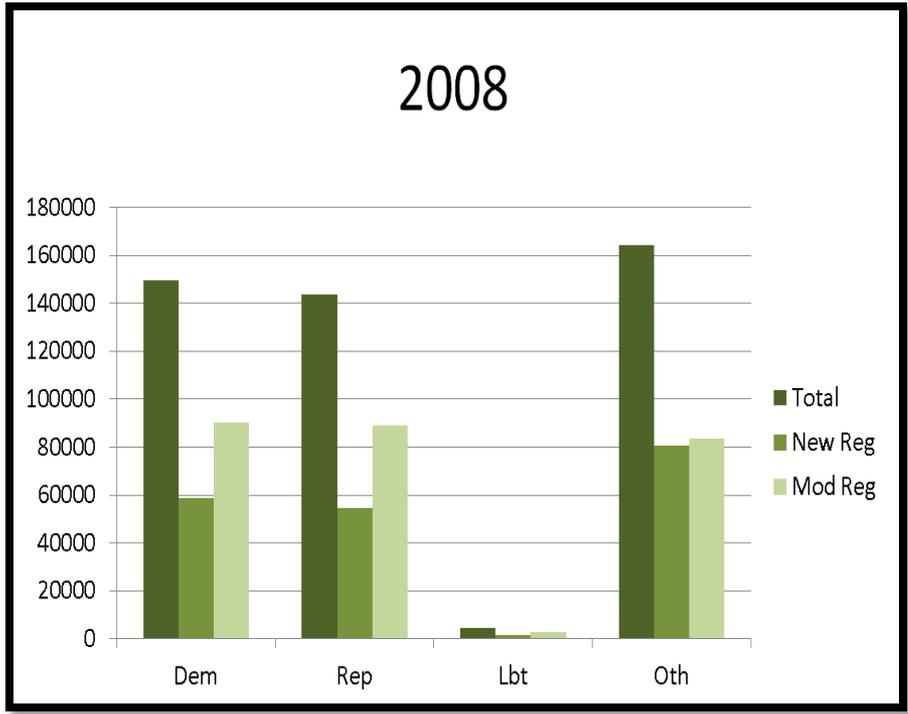


What we notice is that voters are using online VR more to modify (purple) their registrations and keep them current, rather than as an initial application (green).





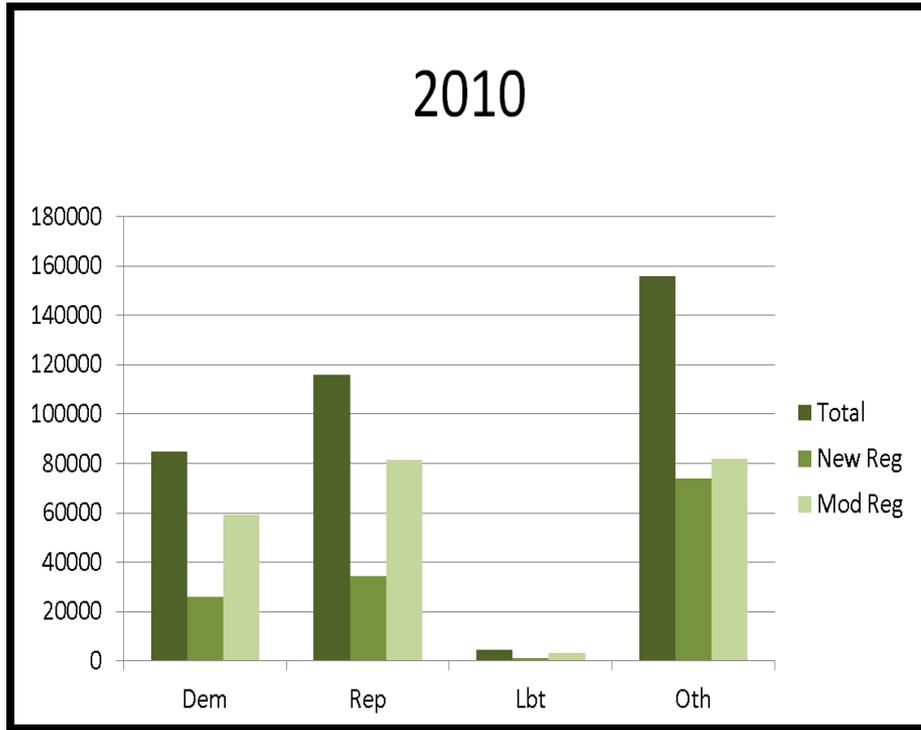
# Party Breakdown of Online Registration



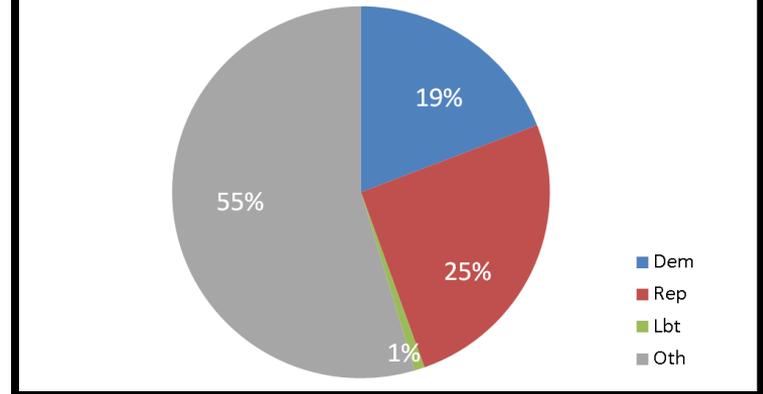


# Party Breakdown of Online Registration

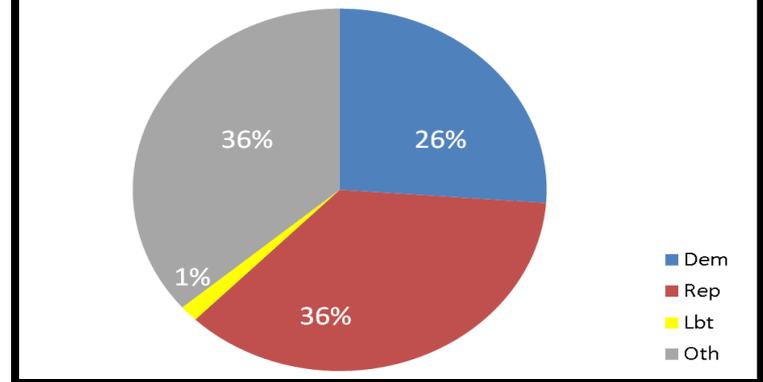
2010



New Online Registrations in 2010



Online Modifications in 2010



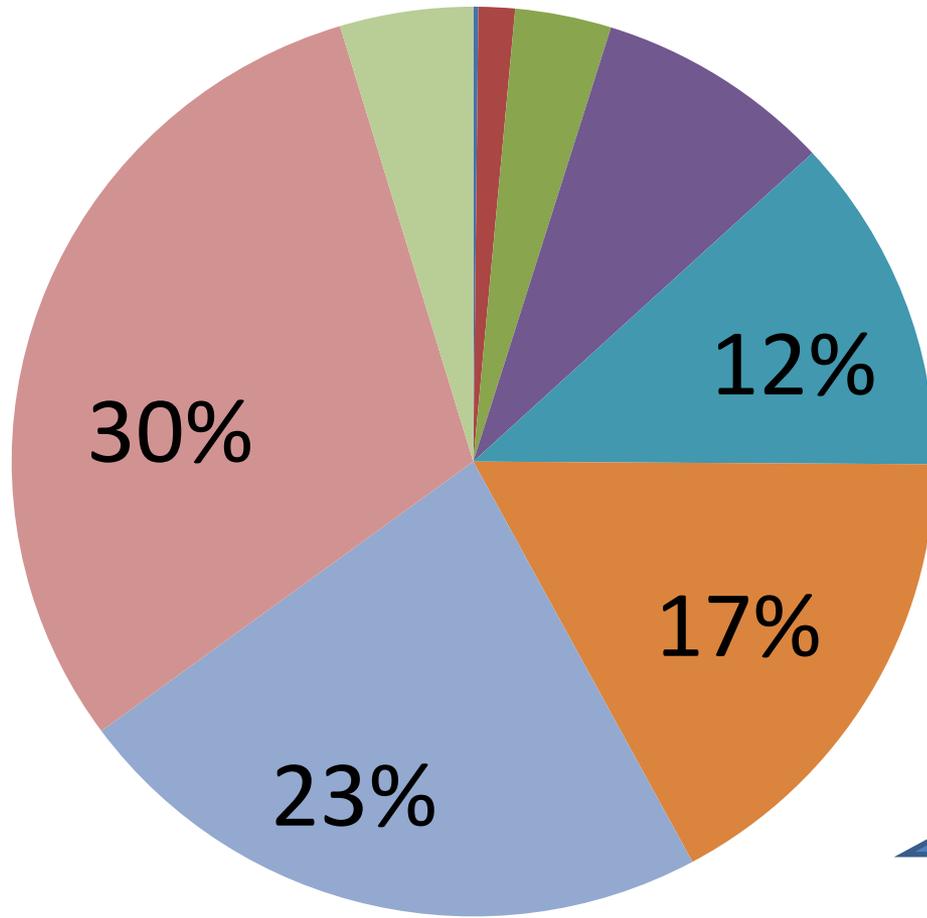
# Methodology Narrative

- In 2010 all voters who utilized the online registration system to initiate their registration were reviewed with regard to the decade of their date of birth and their political party affiliation.
- This captured those voters still active, those on an inactive status, as well as those who have since cancelled their registration.
- OTH refers to any affiliation which is not one of the 3 recognized parties (Dem, Rep, Lbt)



# Total New Registrations by Decade of Birth of Voter

It is important to point out that we have been using the online system for almost 10 years, yet those born in the 80s comprise the largest group.

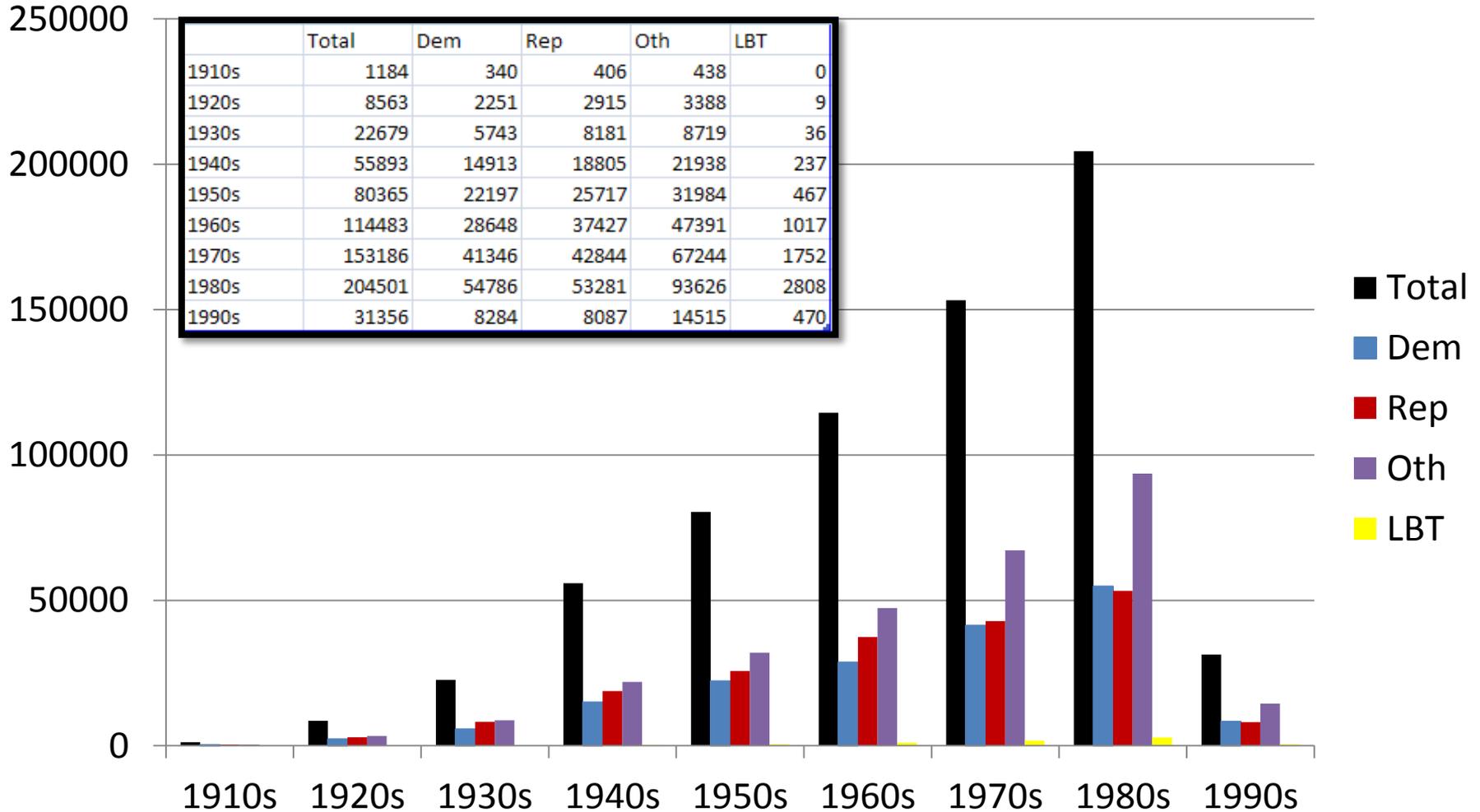


- 1910s
- 1920s
- 1930s
- 1940s
- 1950s
- 1960s
- 1970s
- 1980s
- 1990s

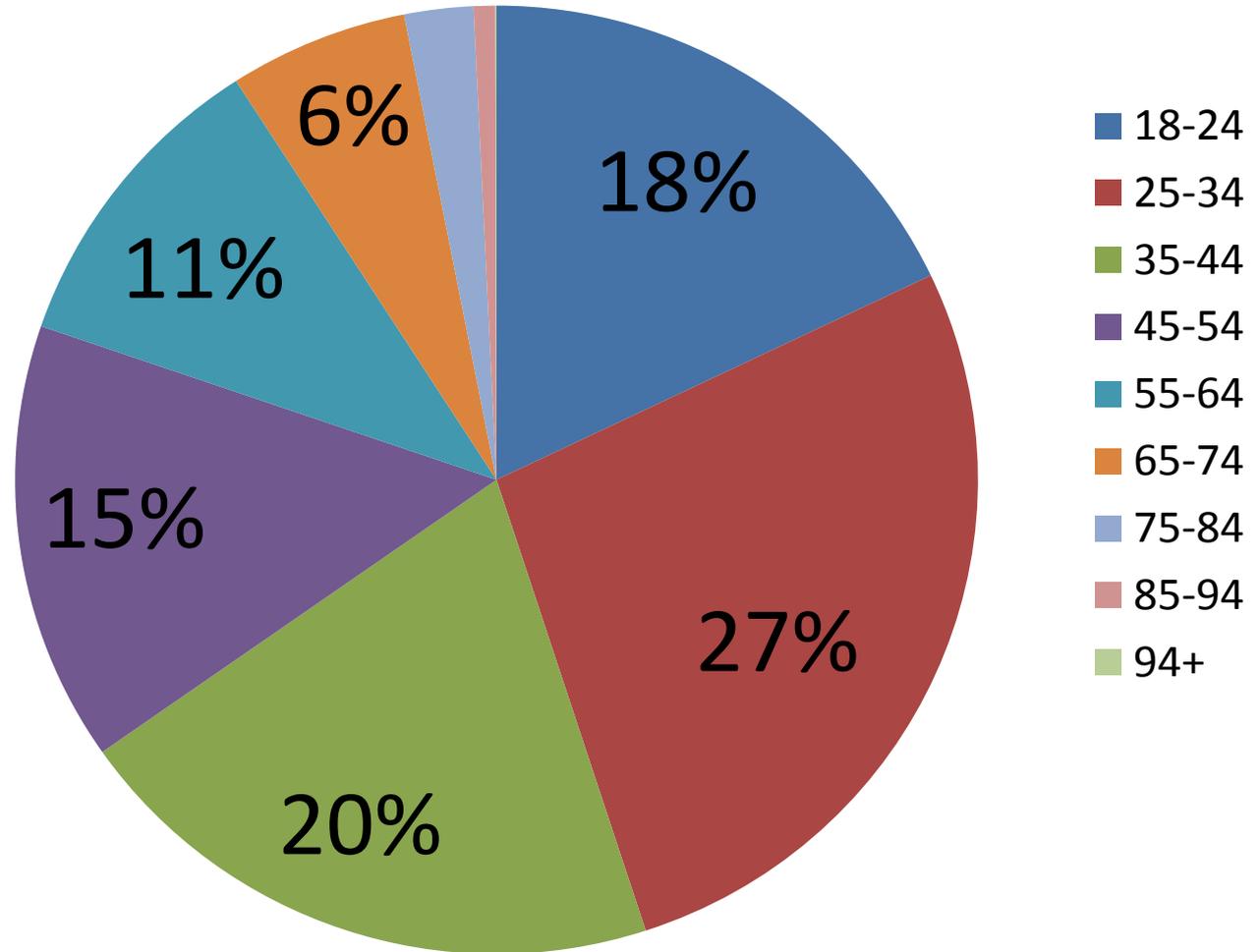
78%  
under 50



# Online New Registration by Decade/Party



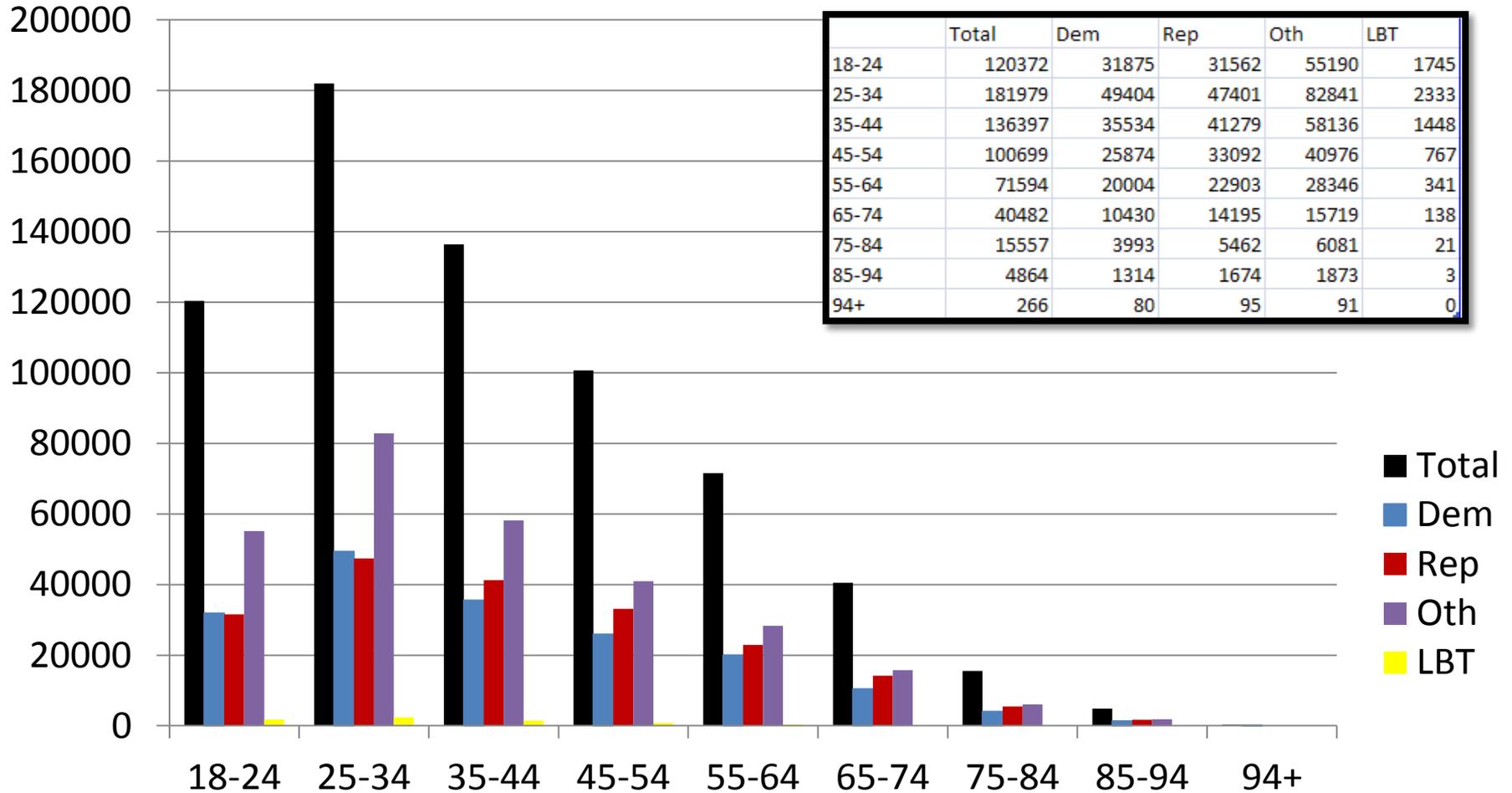
# New Online Registrations by Voter Age Group



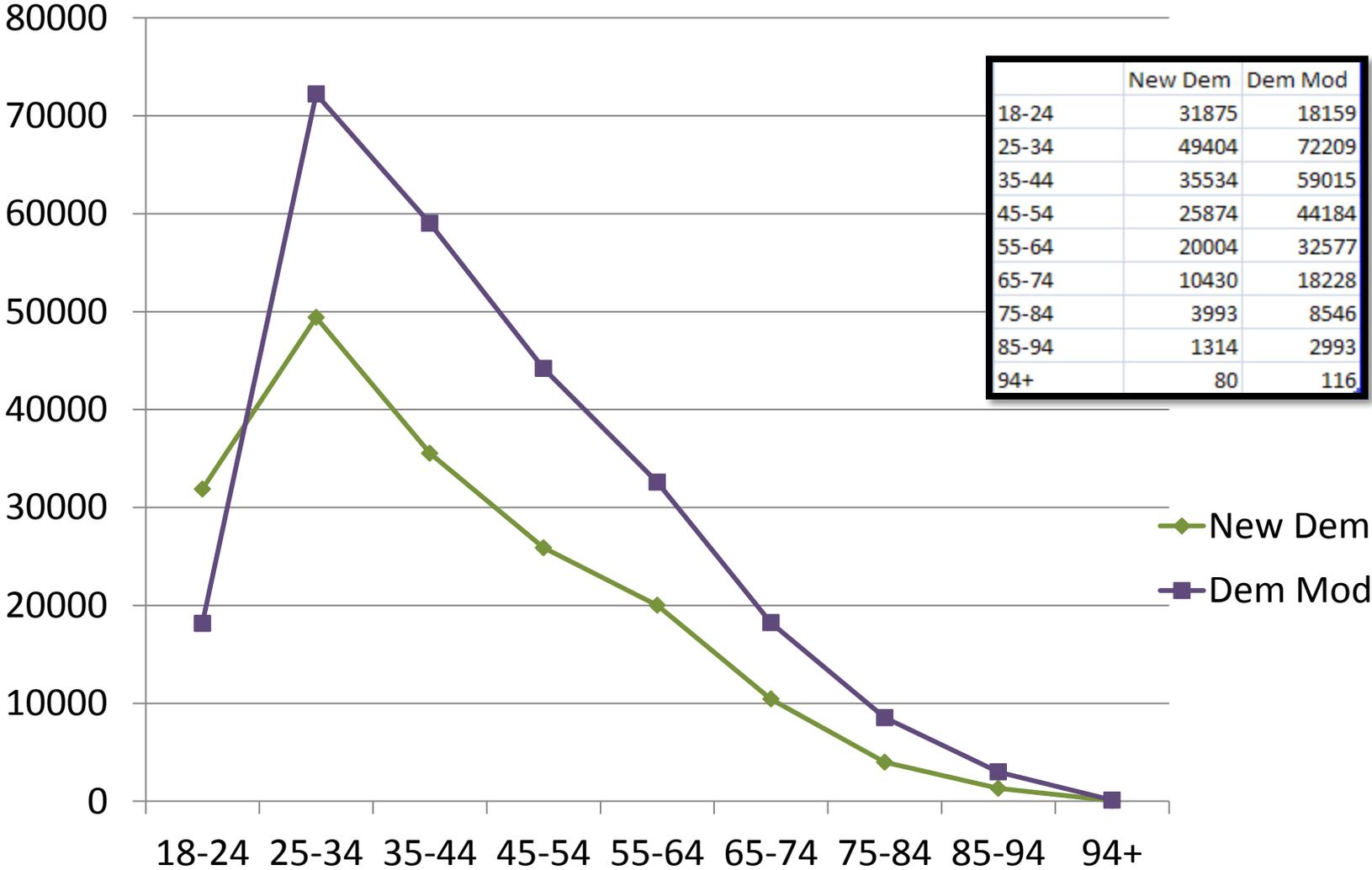
Age Group	Registrations	Percentage
18-24	120372	18%
25-34	181979	27%
35-44	136397	20%
45-54	100699	15%
55-64	71594	11%
65-74	40482	6%
75-84	15557	2%
85-94	4864	1%
94+	266	0%



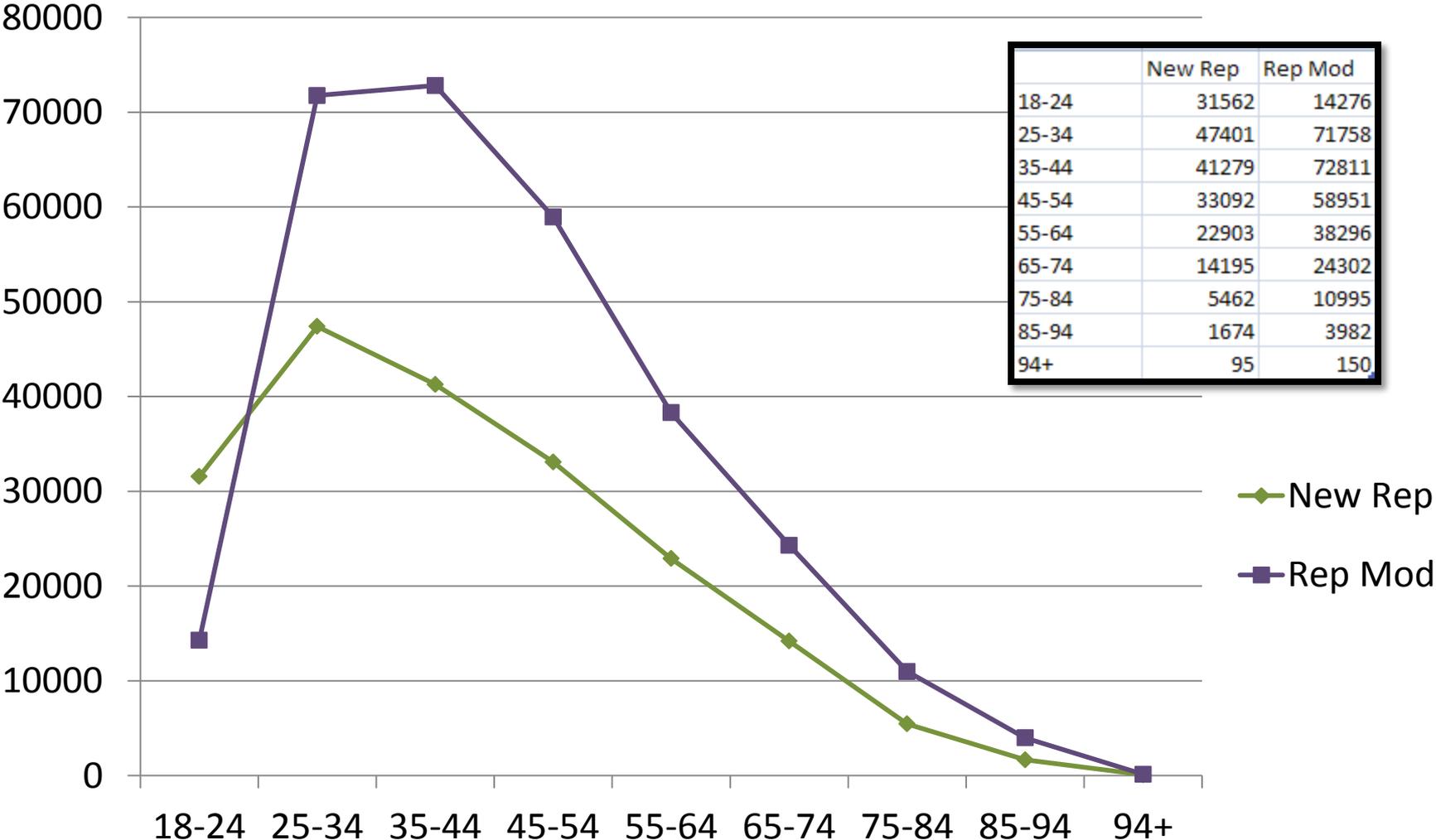
# New Online Registrations by Age Group/Party



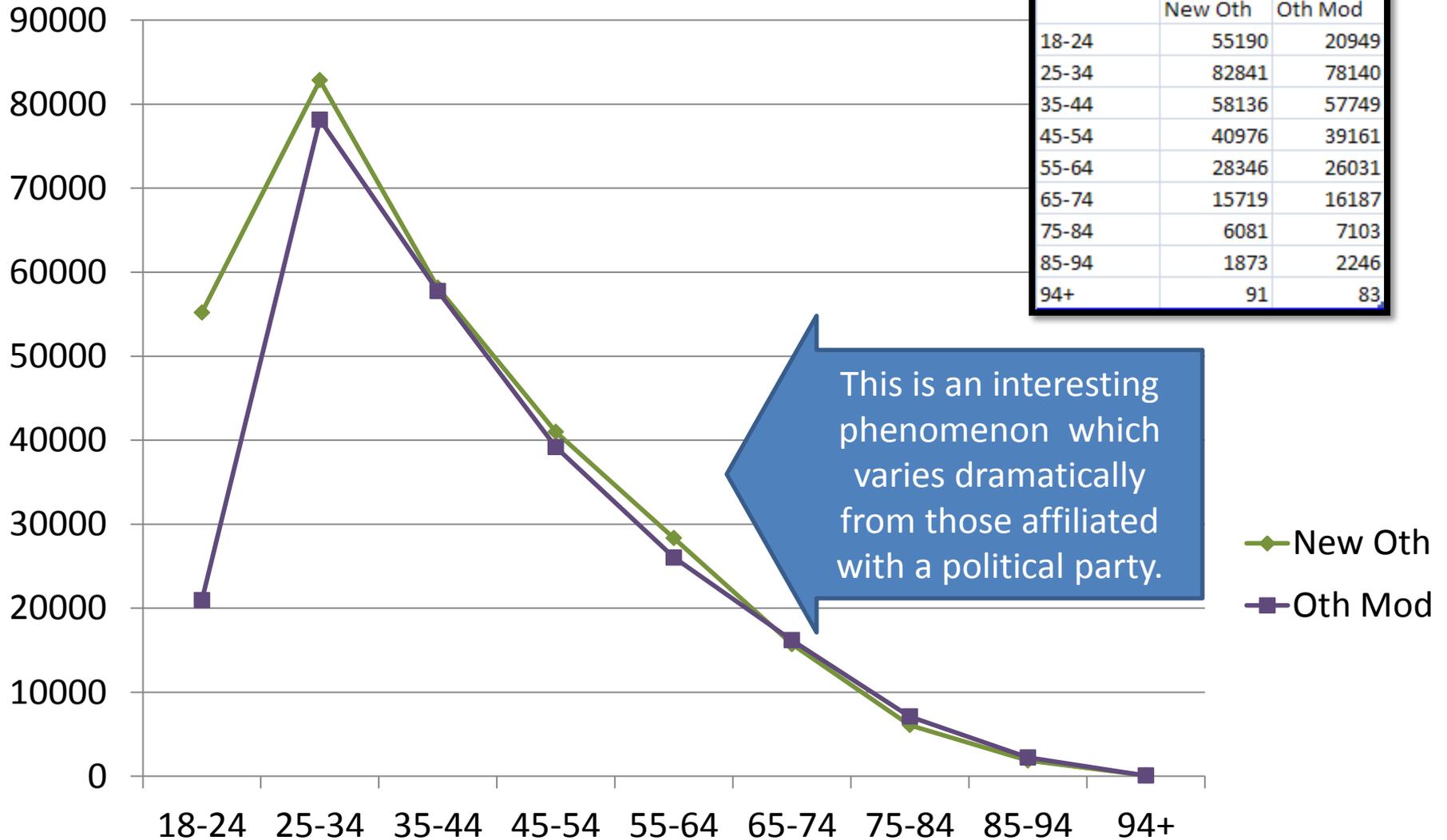
# DEM New vs. Mod



# REP New vs. Mod



# OTH New vs. Mod



# Summary

- In the decade that millions of Arizonans have been using online voter registration:
  - Millions of dollars have been saved.
  - Voters have 24 X 7 X 365 access to their registration and are empowered to take responsibility for the accuracy of their information.
  - There have been ZERO cases of malfeasance or fraud.



# Additional Information

- The “Tell me more” link provides additional information on the service:



Voter Registration [\[Tell me more...\]](#)

## EZ Voter Registration Online

[What is ServiceArizona?](#)

[What about security?](#)

[How does EZ Voter Registration work?](#)

[How Do I Enter My Name?](#)

[Why do you need my Social Security Number?](#)

[How do I verify my residence street address?](#)

[Don't I have to sign my voter registration application?](#)

[Is my MVD record sent to the county recorder?](#)

[What happens to my application?](#)

[When will I get my voter registration card?](#)

[Who can register to vote in an Arizona election?](#)

[Who can use EZ Voter to register to vote in an Arizona election?](#)

[How soon before an election do I need to register?](#)

[Where will my voter registration card be mailed?](#)

[How do I ensure my mailing address is correct?](#)

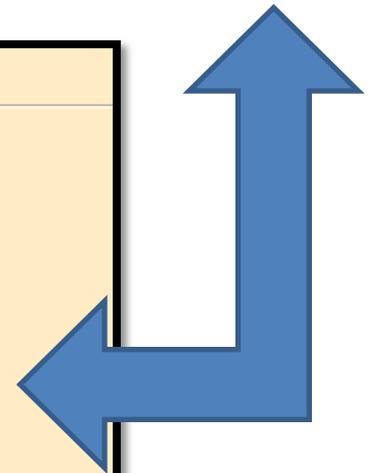
[How do I change my address?](#)

[Can I change my address to a military address?](#)

[If I am registered to vote in Arizona, am I required to register my vehicles in Arizona as an Arizona resident?](#)

[What is the system availability schedule?](#)

[How do I contact the Secretary of State if I have additional questions?](#)



# Additional Information

- Arizona State Elections Director:
  - Amy Chan [achan@azsos.gov](mailto:achan@azsos.gov)
- Maricopa County Recorder:
  - Helen Purcell [hpurcell@risc.maricopa.gov](mailto:hpurcell@risc.maricopa.gov)

