

Election Reporting Database Recorder/Elections Maricopa County, Arizona

Information and knowledge is power. During an election cycle we receive hundreds, and sometimes thousands, of pieces of information from our voters, Election Day boardworkers, field Trouble Shooters, political party observers, City/Town Clerks, and staff members relating to the conduction of the election. Feedback on the convenience of a polling place, the efficacy of signage, performance of boardworkers is vital in recognizing and resolving conflict as well as identifying best practices to emulate. There is an ever increasing public interest in the conduct of elections, problem resolution, accountability tracking, and results reporting. Election canvasses are now required to not only record votes cast and the outcome of races but additional election information as well. Additionally, Maricopa County has language assistance requirements as prescribed in the Voting Rights Act which was extended in 2006 for another 25 years. We are tasked with identifying precincts and polling places which have voters who need language assistance in voting. The Voting Section of the Civil Rights Division at the Department of Justice requires that we report on any voter accounts pertaining to the lack or insufficiency of bilingual assistance or hostility to language minority voters.

Our Election Hotlines have historically tracked calls on call slips that were later distributed to the appropriate departments but there was no central repository for overall election reporting analysis or archival purposes and sorting and distributing the data was time consuming. In 2006 Maricopa County established an online database accessible throughout our department for capturing and categorizing the various pieces of information gathered relating to the election, recording the source of the information, and assigning resolution to the appropriate manager who receives instant notification. In an effort to consolidate and centralize the information a database was created that would allow for rapid input from multiple locations, instant notification for timely resolution, summary analysis with numerous sorting and reporting abilities, and all of the information is available to the entire department throughout our three locations in the county. With the new system all of the additional reporting requirements are now met with ease.

Our online database is election specific and allows the user to provide various information to identify what precinct under which the record needs to be recorded; they can enter in the precinct name, number, polling place facility name, or a general administrative (all precincts) concerned (**Exhibit 1**).

Once an identifying element is entered (such as the precinct number, or polling place location) and submitted the system auto-populates pertinent information such as the polling place address, the boardworker Inspector in charge at the facility, and the Trouble Shooter assigned to the polling place. Staff then select the information source and enter in who is doing the reporting should further information be necessary (**Exhibit 2**).

At this point we are ready to identify the category of the issue. This selection will generate an email notification to the manager responsible for that department (for the example here the manager would know to call the School Principal and then Superintendent to get the school open) this also permits prompt data retrieval for post election review (**Exhibit 3**).

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If the situation requires dispatch of one of our field Troubleshooters, then staff would select the "Send Troubleshooter" radial button (**Exhibit 4**). This selection would then create a hyper-link notification on our Troubleshooter radio dispatcher's screen so that they would know to contact the Troubleshooter assigned to that precinct. When they contact that Troubleshooter they click on the hyperlink and let them know what the situation is that needs their attention and they note the time that they sent the trouble shooter. Once the Dispatcher closes out of that record it disappears from their screen.

Not only can we generate new records, but we can also amend existing records by going into existing records and searching by precinct name or number, record number, facility name, troubleshooter, category, or all unresolved records. These results can then be sorted by clicking on the column headers (**Exhibit 5**) which are underlined or by exporting the information to Excel and applying filters.

Having a single online repository to capture all of the data relating to an election has now become an indispensable tool to our department. We have added advanced search options so that we can review the input by the hour that the record was entered to establish trends and review the number of precincts reporting to identify if there were pockets of problems or if there were wide-spread issues. At a glance we can identify the quantity of calls that we received on new equipment or procedures and make adjustments to training for the next election. This system has given our managers an additional tool to gauge the efficacy of their departments and as well as allowing them to directly email the data to their employees for immediate remedy thus increasing the quality of communication within the department. This could not be done as effectively or as efficiently on paper.

For the Primary Election in 2006 we had a total of 1114 records captured; although we had less than 20% of our voters participating in the election, we implemented Touch Screen Voting Machines and Voter ID Requirements for the first federal election. For the General Election we had 2506 records and slightly over 60% turnout of registered voters. On Election Day we were able to quickly identify common issues and proactively broadcast messages via radio to our field Troubleshooters. We have been able to provide quantifiable documentation to support, or debunk, proposals in legislation impacting elections, media reports, and administrative decisions.

The ability to collect, sort, and analyze information in a timely manner in order to be more effective managers, to provide pertinent information, and enhance the voting experience for our public substantiates the merit of this program. Providing department employees with additional tools enables them to be more productive stewards of the public interest and allows them to spend time analyzing not gathering data. Remaining compliant with additional reporting requirements minimizes imposed penalties and potential litigation.

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Exhibit 1


	MARICOPA COUNTY ELECTIONS DEPARTMENT ELECTION REPORTING SYSTEM	
Election Year 2007	5/16/2007 12:37:51 PM	
<input checked="" type="radio"/> Enter New Complaint <input type="radio"/> Review EXISTING Complaint		
JURISDICTIONAL ELECTION, 5/15/2007 ▼		
Enter precinct number	OR Enter precinct name	OR select precinct from list:
<input type="text"/>	<input type="text"/>	select cpc <input type="text"/> ▼ <input type="button" value="Go"/>
<input type="button" value="Search"/> <input type="button" value="Reset"/>		

Exhibit 2


	MARICOPA COUNTY ELECTIONS DEPARTMENT ELECTION REPORTING SYSTEM		
COMPLAINT NUMBER	COMPLAINT DATE		
	5/16/2007 12:32:22 PM		
ELECTION NO. 1034	ELECTION TITLE JURISDICTIONAL ELECTION, 5/15/2007	PRECINCT/CPC NO. 5306	PRECINCT/CPC NAME PPNO 6 - CHANDLER
FACILITY NAME GOODMAN SCHOOL	FACILITY ADDRESS 2600 W KNOX RD, CHANDLER, AZ 85224		
TROUBLESHOOTER NAME AND NUMBER DANIELLE CERNIK - 12	INSPECTOR NAME JOANNE SMITH		

Exhibit 3

Elections Hotline
 Attorney Hotline
 Troubleshooter Hotline
 Star Center
 Mesa
 Email
 Phone Call
 Written Correspondence
 Voter Survey
 BW Survey
 TS Survey

Boardworker ▼	NAME	VOTER ID
	Betty Boardworker	
	CONTACT PHONE NUMBER (XXXXXXXXXX - no dashes)	EMAIL
	6021112222	
	RESIDENTIAL ADDRESS	

Exhibit 4

Polling Place ▼ <i>parking, lighting, location, access</i>	EXPLANATION OF ISSUE/COMMENTS: school locked--janitor not there to open
If complaint is about BW or TS provide the following information:	
ID: (voterid, bvid, tno)	NAME
<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Send / notify troubleshooter	
ACTION TAKEN (if applicable) called principal--she will call janitor on cell phone and will also go to school to be sure is open	DATE: 5/16/2007 TIME: 5:45 AM ⌚
WHO RESOLVED THE ISSUE polling sites manager	RESOLUTION DATE: 5/16/2007 TIME: 5:50 AM ⌚
WHAT WAS DONE TO RESOLVE ISSUE bc called--janitor just got there and they are in, polls will open on time at 6	

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MARICOPA COUNTY ELECTIONS DEPARTMENT
ELECTION REPORTING SYSTEM

- Search archives
- Search current election year
- View election day summaries

Reset

Archive information is available for elections before 2007.

Enter election year: (xxxx)

SEARCH CRITERIA

- complaint number
- precinct
- ID (all years)
- all unresolved
- election number
- facility
- category
- all
- date
- troubleshooter
- person reporting information
- all
- open/pending

Enter Election Date: (x/x/xxxx)



Select a complaint number below for more detail Results: 2506

Complaint No.	Status	Complaint Date	Precinct Name	Precinct No.	Facility Name	TSND	Issue	Category
10060001297	C	09/14/2006	WESTGREEN PARK	0705	COTTON BOLL SCHOOL	0	voters w dl w old ad...	Boardworker
10070000003	C	11/03/2006	OAKTREE	0654	SQUAW PEAK SCHOOL	46	said reg at myd, wh...	Voter Registration
10070000004	C	11/03/2006	MOUNTAIN PARK	0634	SHEA MIDDLE SCHOOL	30	This is a test of the ...	Other
10070000005	C	11/04/2006	TEMPE 40	0902	RANCHO TEMPE MHP	94	Inspector has been ...	Boardworker
10070000006	C	11/04/2006	LATHAM	0437	ALTA E BUTLER SCHOOL	129	Inspector has a 16 y...	Boardworker
10070000007	C	11/04/2006	MESA 097	0534	IRVING SCHOOL	84	Ernest johnson need...	Early Voting
10070000008	C	11/04/2006	CROSSROADS PARK	0273	SURREY GARDEN CHRISTIAN SCHOOL	112	Missing Signature R...	Supplies
10070000009	C	11/04/2006	TEMPE 42	0904	EVANS SCHOOL	94	What is the EV Insp...	Supplies
10070000010	C	11/04/2006	KOKOPELLI	0426	VALLEY UNITARIAN UNIVERSALIST CHR/CHANDLER	132	New Inspector - Ple...	Boardworker
10070000011	C	11/04/2006	LEISURE WORLD	1024	LEISURE WORLD REC	80	ts had a bad phone ...	Boardworker