



MARICOPA COUNTY
**RECORDER'S OFFICE &
ELECTIONS DEPARTMENT**

ADRIAN FONTES, COUNTY RECORDER

2018 PRIMARY ELECTION PRELIMINARY REPORT

By the numbers:

503

Total number of Voting Locations

40

The total number of Vote Centers in Maricopa County

459*

The total number of Polling Locations Insight was responsible for setting up in Maricopa County

62

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

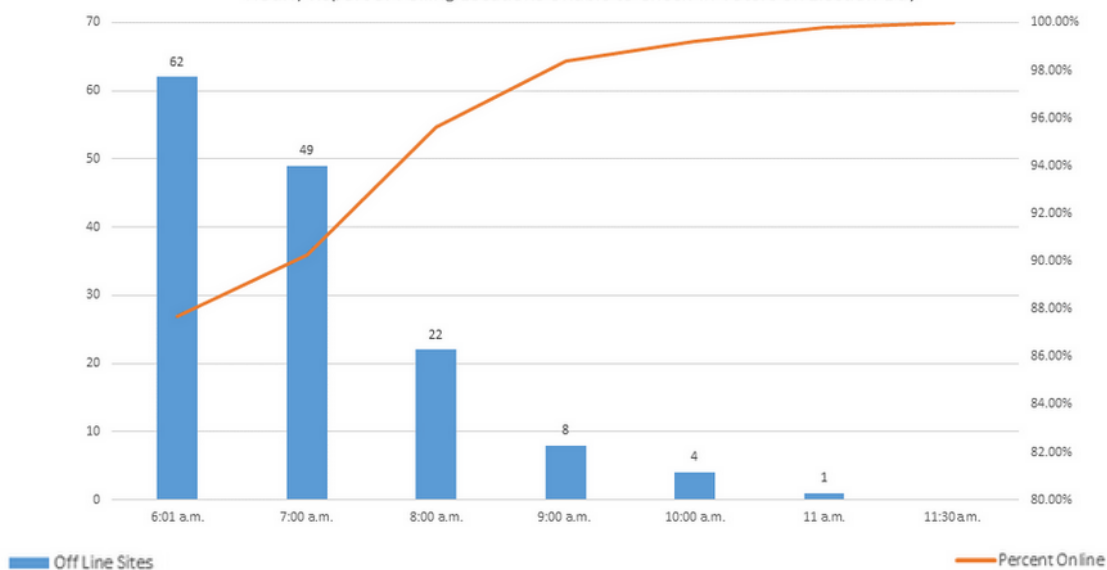
96

Precincts served by the 62 facilities

5

of those facilities (serving 6 precincts) resolved check-in issues by 6:10 a.m.

Hourly Report of Polling Locations Unable to Check-in Voters on Election Day



11:33 a.m.

The last Polling Location went online

699,636

Total Turn out in the 2018 Primary Election

31.38%

Total Turnout for the 2018 Primary Election

101,464

People voted in-person on August 28, 2018 Primary Election Day

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

Timeline

Sunday, August 26, 2018

- Contractor confirms via email that 91 technicians would be available on Monday, August 27.

2:58 p.m.

Monday, August 27, 2018

- County officials received notification that Insight was behind schedule in deploying contracted staff to connect SiteBook check-in equipment at their assigned 459 Polling Locations.

1:10 p.m.

- Reports indicated that only 187 sites had been connected by contract technicians. Many facilities being used as Polling Locations had given specific instructions about drop-off timelines, and deadlines had been missed as a result. County Officials developed and implemented an emergency plan to assist with the set up of SiteBooks at the remaining sites. County employees began to assist Insight in rescheduling the appointments that technicians missed with facility contacts. At this point, the county was still relying on Insight to set up all locations. The Recorder's Office was still only responsible for facility outreach.

2:35 p.m.

Timeline

Monday, August 27, 2018

- County employees reviewed the list of the remaining facilities with Insight's onsite project management team. The county relied on Insight's representation that their technicians could still be reached during the evening hours to set up. County officials discussed strategies with Insight project management onsite. They determined that since all facilities would be open on Election Day at 5:30 a.m., another window of opportunity for technicians to visit sites to connect SiteBook equipment was available to finish up deployment if some sites remained unconnected. Though Insight indicated that they believed this would allow for sufficient opportunity to finish the job, county officials were concerned that county staff might be needed to assist with the set-up effort in the morning, and began identifying staff who could be pulled from other early morning Election Day responsibilities to do the job.

6:00 p.m.

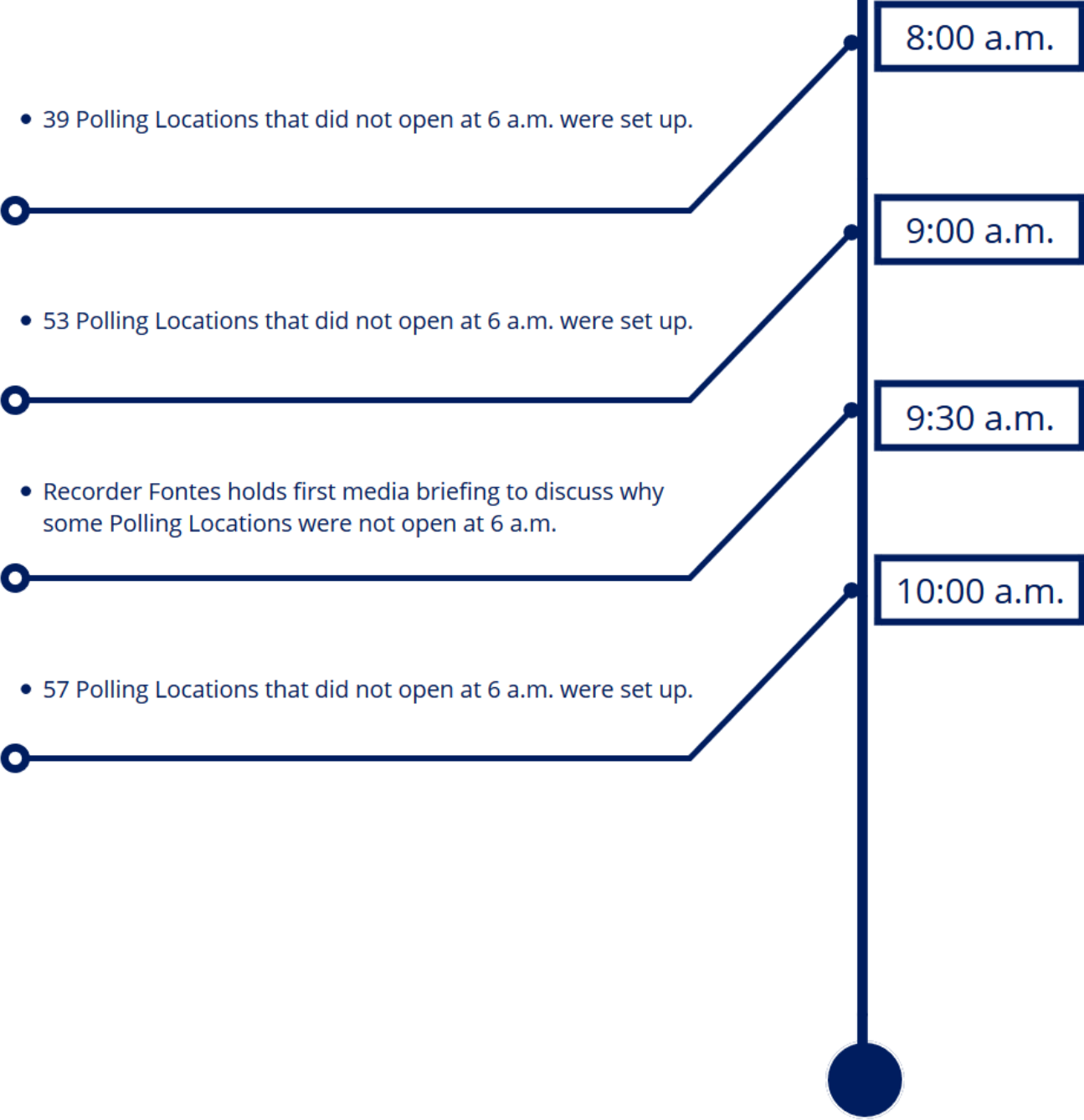
Tuesday, August 28, 2018

- County officials who had been coordinating the emergency efforts informed the Chiefs of Staff of the Board of Supervisors and County Manager about the problem of some sites not opening on time and being available to check-in voters.

7:46 a.m.

Timeline

Tuesday, August 28, 2018



Timeline

Tuesday, August 28, 2018

- County officials confirmed all but four Polling Locations were operational and reported this information to Recorder Fontes, the Chiefs of Staff of the Maricopa County Board of Supervisors and County Manager.

10:07 a.m.

- All but one of the Polling Locations that did not open at 6 a.m. were set up.

11:30 a.m.

- County officials confirmed that all sites were set up and operational.

11:33 a.m.

- County officials are notified of a spike in voter traffic at the Tempe Public Library.

6:30 p.m.

Timeline

Tuesday, August 28, 2018

• Mr. Fontes gives an update to voters about Polling Locations on Facebook Live.

6:48 p.m.

• All Polling Locations and Vote Centers were closed. Any voter in line by 7 p.m. was allowed to vote.

7:00 p.m.

• Initial election results reported online at Recorder.Maricopa.Gov/Electionresults.

8:00 p.m.

• The last voter checked in at the Tempe Public Library.

8:25 p.m.

• County officials initiated a Primary Election review, and confirmed that 62 Polling Locations were not open on Election Day.

10:00 p.m.

Election

1. What services did Insight agree to, according to the contract?

According to the scope of work, Insight agreed to “provide 93 technicians on August 27, 2018 for support of set up of polling place equipment (462 sites) (10 technicians will be retained in standby).” They agreed to be available at 8 a.m. the day before the election, and were scheduled for 8 hours. They also agreed to work with board workers and client employees to correct any technical issues with the MOFI (secure VPN connection), SiteBooks (voter check-in systems) and printers. Further, Insight agreed to provide 40 technicians to support 502 Polling Locations on Election Day beginning at 5 a.m. Additionally, they were to work with board workers to correct any technical issues with the MOFI, SiteBooks and printers.

All the equipment, including the SiteBooks, was delivered by county staff to facilities. The only job the contractor had was to connect the SiteBook kiosks to a MOFI and a printer, and make sure all parts were operational. This set-up takes approximately 15-20 minutes to complete.

Here is a copy of the scope of work:

<https://www.documentcloud.org/documents/4797354InsightContractwithMaricopaCounty.html>

2. How many actual technicians provided support the day before the election and on Election Day?

According to a progress report issued by Insight the day before the election, there were only 56 technicians in the field setting up Polling Locations at 12:40 p.m. Further inquiry at 10:00 p.m. confirmed Insight was behind schedule. Without internal company documents, it is difficult to determine exactly how many Insight technicians were available on Election Day and the day prior during set up. As of late Monday night, August 27, MCRO and Election Department officials believed there were still 72 sites that needed to be set up the morning of Election Day because it could not be confirmed that the SiteBooks had been set up or were working at those facilities.

The company verbally agreed to send 62 people to the remaining unfinished Polling Locations at 5:30 a.m. on Election Day. That notwithstanding, by contract, they should have had at least 40 technicians available at 5 a.m. Additionally, 25 county employees were identified for emergency deployment for SiteBook set up in the morning of the election if needed. After a discussion with Insight, it was determined that 11 of these staff would be needed, and they were assigned 13 sites to set up, leaving 59 sites for the contractor to set up.

This should have been more than enough resources to ensure polls opened at 6 a.m.

All 11 county employees either set up their assigned location by 6 a.m., or confirmed the sites had been set up previously. County employees were then sent to secondary sites because Insight did not provide technicians as promised.

As the day progressed, county officials began calling the sites that Insight was assigned to set up at 5:30 a.m., and discovered technicians had not been out to many of those sites for hours after the polls opened. In some cases, it appeared that Insight had not notified the technicians assigned to locations. Overall, there was poor communication between the contractor and their technicians in the field.

3. How do you plan to hold Insight accountable for its shortcomings?

Insight has a contract with Maricopa County. Recorder Adrian Fontes said that he will comply with county procurement procedures in determining the next steps, including whether the contractor should be held legally accountable. Additionally, Fontes said he will rely on county employees to set up the SiteBooks for the November General Election, and will not contract for the set-up service.

4. Why did the Maricopa County Recorder's Office and Elections Department wait to inform voters and the Board of Supervisors about the problem?

Based on the assessment of the situation on Monday night, it appeared that the emergency plan would ensure that all the sites would be ready by 6 a.m. on Election Day. Election officials were concerned that announcing the issues ahead of time could inadvertently suppress the vote, and they wanted to avoid that. The Elections Department had a solution in place. On Election Day, when it became clear that the emergency plan was not executed correctly, the first focus was correcting that situation. Informing the public and the Board of Supervisors occurred as the emergency subsided in the morning. The contingency plan in case a Polling Location loses functionality is to divert voters to Vote Centers. Though it is unacceptable that Polling Locations did not open on time, the availability of Vote Centers provided voters a feasible alternative voting option.

5. In previous elections, board workers set up the check-in systems. Why weren't they trained to do so this time?

The Election Department wanted professional technicians to set up the new SiteBook check-in systems to make it easier for board workers, and to ensure that if there were any issues, they could be addressed the day before the election. As indicated above, county employees will be directly involved with the set up in November.

6. What did board workers do when they discovered their sites were not set up?

Per standard operating procedure, Election Department officials assumed sites were operational, unless there was a call into the hotline. On Election Day, the hotline was overloaded, and communication suffered due to the high volume of calls. Board

workers at the sites that experienced delays followed their training and 1) referred voters to Vote Centers and 2) contacted the hotline with issues.

As a result of this, the Elections Department is developing a new protocol that will require proactive outreach to every voting location on Election Day before 6 a.m. The new protocol will also likely include additional phones for the hotline. This will allow the department to better communicate with the sites to ensure board workers have the support necessary to open on time.

7. What was the Election Department's plan in case something went wrong on Election Day?

Preparing for the unexpected is part of the elections planning process. This is why the Elections Department opened 40 Vote Centers across the county. Vote Centers provide an opportunity for people from any precinct to vote in-person on or before Election Day. In fact, many of these locations were open a full week before Aug. 28, 2018. County Recorder Adrian Fontes insisted the county use Vote Centers because the systems are increasing reliable, and provide a way to handle the increased voter participation rate. Conversely, equipment for Polling Locations, which only serve assigned precincts, are becoming less reliable as the technology fails more frequently. The Vote Centers were equipped to function as primary voting sites and to handle overflow from any assigned Polling Location experiencing difficulties on Election Day.

Although the Vote Centers worked as planned, County Recorder Adrian Fontes agreed that the failure to open 62 Polling Locations on Election Day at 6 a.m. was unacceptable. He is working to ensure that does not happen again.

8. On Election Day, why did you decide not to keep some sites open late?

By statute, the Maricopa County Board of Supervisors has jurisdiction over Election Day, and would have needed to seek a court order. Keeping voting locations open late would have required action from the Maricopa County Superior Court. The Elections Department confirmed that 22 Vote Centers across the county were committed to staying open late, however the Board of Supervisors chose not to petition the court.

9. Why were so many voters required to vote provisionally?

Maricopa County operates a hybrid election system that includes Vote Centers and precinct-based assigned Polling Locations. Voters from any precinct can get any ballot at a Vote Center, unlike at a traditional Polling Location.

Provisional ballots are typically provided to people who do not vote at their assigned Polling Location on Election Day. Provisional ballots issued at Vote Centers to people

voting out of their traditional assigned precinct on Election Day are counted as valid because the Ballot-on-Demand printers ensure the voter receives the correct ballot for their precinct. We recognize this rule created confusion on Election Day, and we are developing ways to provide more clarity in November. To be direct, any registered voter can vote at any Vote Center, and that ballot will count.

9. What does Recorder Fontes plan to do moving forward?

Moving forward, there will be a continuing internal review of what led up to issues on Election Day. Additionally, we welcome a review by County auditors of the incident with our contractor that led to several voting locations opening late on Election Day. Recorder Fontes is committed to ensuring these issues are resolved prior to the November General Election.

2018 Primary Election Preliminary Report
Maricopa County Recorder & Elections
Department

Traducción al español próximamente