Wait-Time Reduction Plan

The Department designed our Polling Place Wait-Time Reduction Plan to reduce lines on Election Day and ensure voters wait no more than 30 minutes on average at the polls. Our first step in planning to reduce polling location wait-times was to use historical information to forecast turnout. However, voter turnout is only one factor that can cause long lines on Election Day. Other contributing factors include training, contingency plans, time of day voting patterns, check-in speeds, and length of the ballot. The Election Day, Emergency Voting, and Early Voting plans outline our considerations for forecasting turnout and managing these factors to reduce wait-times and lines at voting locations. Using both the turnout forecast and lessons learned, we are developing plans to reduce wait-times.

Below are some factors and potential bottlenecks that may cause wait-times during the March 2020 Presidential Preference Election and activities and considerations Maricopa County is implementing to mitigate them.

Check-in Process
The Department will deploy the use of SiteBooks to check-in voters at all polling locations and vote centers. The SiteBook is a voter check-in system, with similar functionality to an electronic poll book referenced in state statute. They were first introduced in the November 2017 jurisdictional elections. Prior to 2016, Poll Workers used manual check-in rosters, which slowed down check-in times. The SiteBook provides faster check-in speeds because it allows for more than 2 voters to check-in simultaneously at a polling location and connects directly with the Recorder's voter registration system, providing an enhanced and streamlined voter experience. Check-in speeds during the 2018 General Election averaged approximately 90 seconds per voter. The SiteBook check-in terminals guide voters through a series of screens. Voters answer questions, in their choice of English or Spanish, to establish identity, eligibility, and the correct ballot. With a barcode scan of an ID or by entering the voter's name, voters check-in and prove their identity with a Poll Worker. For the ID requirement, a voter can provide one of the acceptable forms of photo identification, two forms on non-photo identification, or a permissible combination of one photo and one non-photo identifications.

Polling Locations and Check-in Stations
The County will open approximately 220 voting locations on Election Day. This number includes 40 Vote Centers that will also be available for at least five days during Early Voting. There will also be nine Vote Centers open for the majority of the 27-day early voting period.

For the 2020 Presidential Preference Election, we plan to increase the number of check-in stations by 10-times the amount used in 2016. We will equip each voting location with 6-12 SiteBooks totaling more than 1,400 check-in stations across the county.

Time Needed to Vote a Ballot
The length of the ballot or a limited number of voting booths can create wait-times at a polling location. While the Presidential Preference Election ballot will likely have numerous candidates, the only contest on the ballot will be the Democratic candidates running for president. We will be deploying at least twelve voting booths to each voting location.

The Department is also providing voters with an improved ballot format. Ballots will be voted by filling in ovals rather than connecting arrows. This should reduce selection errors since voters are familiar with filling in ovals on most standardized testing forms. Voters do not need to complete the entire oval to successfully vote a contest.

The combination of a short ballot, new ballot style, and sufficient voting booths should minimize wait-times.

> **New ballot style**
>
> Option 1
> Option 2
>
> **Voters fill in ovals rather than arrows**
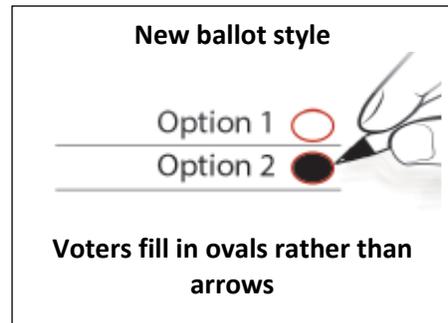
Provisional Ballots

The Department will work to reduce the number of voters required to vote a provisional ballot in three ways.

1. We will hire a voter registration clerk for each polling location to assist voters with address and name changes on the SiteBooks. These are common situations that cause provisional ballots.

2. We will provide 40 vote centers equipped with ballot-on-demand technology and SiteBook check-in stations to serve as a vote anywhere location. Vote centers are strategically deployed throughout the county and provide voters the option to vote at a location that is most convenient for them, which may be near their work, gym, favorite restaurant or while running errands. If an out-of-precinct voter arrives at one of the 180 assigned polling locations on Election Day, a vote centers may provide a closer voting location than traveling to their assigned precinct.

3. Each polling location has an accessible voting device designed to assist voters with disabilities. The new tabulation system includes an improved accessible voting touch screen device that produces a hard copy ballot. The device will be programed with all ballot styles and provide an out-of-precinct voter the option of using the device rather than visiting a vote center, going to their assigned polling location, or voting a provisional ballot.

Poll Worker Training

As described in the *Training Plan* (Section 5, page 27), the Department will require all poll workers to attend training. We understand temporary Poll Workers live throughout the county and have other responsibilities, so we plan to offer a multitude of in-person training sessions, some of them across the county to ensure our poll workers are prepared for Election Day. In addition, we will customize our training for the distinct duties of each poll worker and create training manuals that cover the nuances and equipment procedures of every election. We will post the manual on the Department's website by January 2020.

Poll Worker Staffing Contingencies

We are hiring 20 additional poll workers that will undergo Inspector level training to have on stand-by should we need additional staff or if a poll worker is absent. If needed and after obtaining approval from the Hotline supervisor, an Inspector may also hire Poll Workers from the line of voters.

Equipment Support

Poll Workers, Trouble Shooters and Technical Trouble Shooters are trained on solutions to correct problems in the voting location. We have developed specific SiteBook procedures for checking in voters through an

off-line mode if the virtual private network connection is lost. If a SiteBook terminal becomes inoperable, Technical Trouble Shooters will be quickly dispatched with a replacement.

Additionally, technical Trouble Shooters carry in their vehicles a back-up precinct tabulation machine, replacement printer cartridges, and other commonly used supplies in the event a location's equipment needs repair.

Vote centers are equipped with two high-speed ballot-on-demand printers, creating a much-needed redundancy to prevent lines in the event one printer needs service or repair.

Wait-Time Remediation

For the Presidential Preference Election, we are implementing a systematic process to monitor wait-time and respond accordingly. We have collaborated with ESRI, a nationally recognized geographic information system software developer, to design an application that can be installed on a phone or tablet. The application allows Poll Workers to report polling location issues and wait-times. The application is designed to calculate wait-time using a formula based on check-in speeds and inputs of how many people are in line. Poll workers report wait-times to a workflow logging and dispatch system monitored by the Department's trouble shooter hotline. Through this new system, the Department will have access to real time information about voter wait-times.

If wait-times exceed 30 minutes, Inspectors or Trouble Shooters will work with Department staff to assess the cause of the issue or bottle neck. Depending on that assessment, additional resources can be deployed to add capacity to the location or provide technical assistance. Additionally, poll workers can advise voters of the closest vote center.

In addition to this new technology, we are also hiring an extra poll worker for all voting locations on Election Day. We will provide the Line Management Clerk with training on how to use the ESRI application to report wait-times and how to have difficult conversation with voters, hopefully resolving a voter's concern or issues before they enter the polling location. We will also provide the line management clerk with a handout to give to voters outlining that only registered Democrats are eligible to vote in the Presidential Preference Election. The handout will also include the Department's contact information should a voter have specific questions or concerns.