



2022

ELECTION PROTECTION ARIZONA REPORT



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INTRODUCTION

Every voter who wants to cast their ballot should be able to do so. That means our community members need to feel safe enough to make their voices heard at the polls. The Election Protection AZ coalition worked together for another exciting election cycle to hold our communities in strength and compassion in 2022. We are the helpers our communities deserve!

THE COALITION

The Election Protection Arizona (EPAZ) coalition aims to ensure that voters can participate in our democracy without intimidation, threats of violence, burdensome and confusing policies, or long lines - no matter who they vote for. The voter suppression and intimidation our coalition witnessed in past elections, most often directed at Black, Brown, Indigenous and Queer Arizonans, was made worse by misinformation and disinformation, inadequately trained poll workers, and police presence at polling places. To confront this, EPAZ planned and executed an Election Protection program that supported our communities, protected voters across the state, and allowed us to report issues to state and county elections officials. The EPAZ coalition is comprised of mostly local and some national organizations that are dedicated to community empowerment and fighting back against voter suppression.



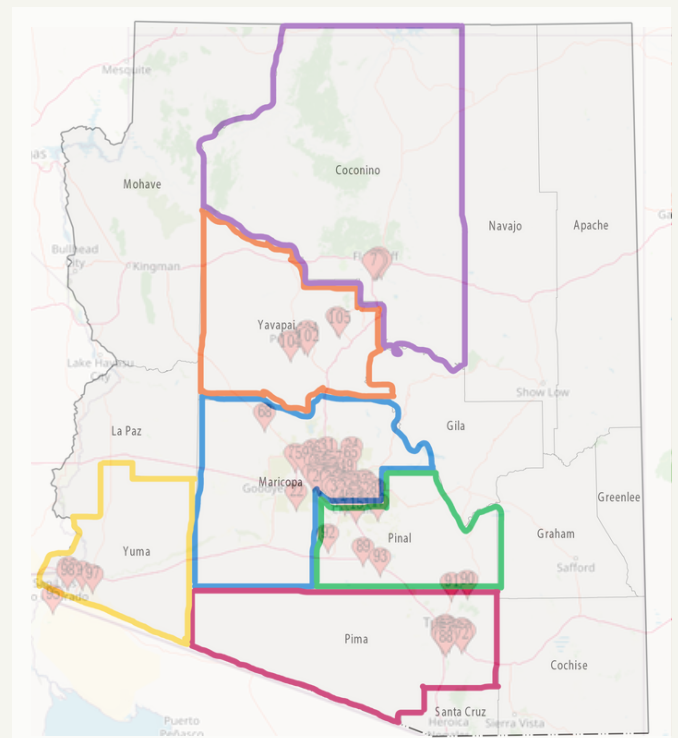
THE GROUND GAME

In order to protect voters in our communities during the voting period, we needed to choose priority counties and voting sites that could match our goal capacity. First, we chose our target counties based upon where the coalition was currently organizing, where we had strong relationships with county elections officials, and where we were concerned voters might need protection most.

Next, we created criteria for choosing our priority Vote Centers or Precincts (depending on the county).

Considerations:

- Total population of voters a site is likely to serve (for Vote Centers) or officially serves (for Precincts)
- High population of voters of color
- High population of young voters (aged 18-24)
- Incidents reported at sites (or neighborhoods if the exact voting site changed) in past election cycles



THE GROUND GAME, CONTINUED

Our rankings:

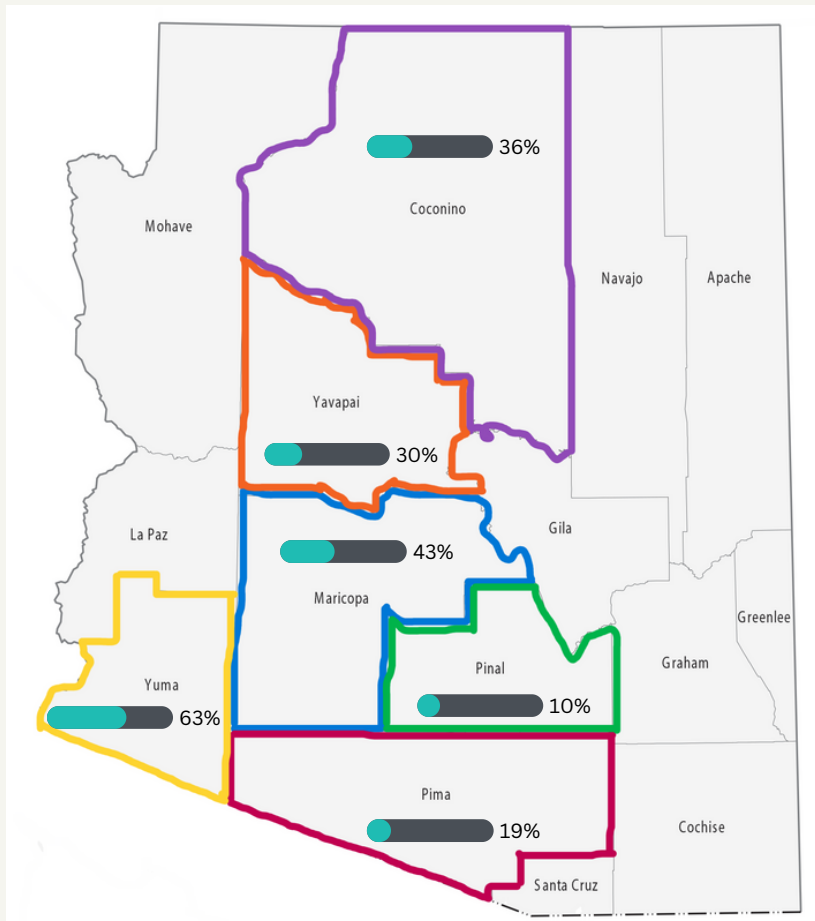
- Priority 1: Had 2+ of the above considerations
 - We need to have volunteers stationed there for all of the shifts on Election Day.
 - We will be looking out for reports of issues at these sites during Early Voting.
- Priority 2: Had 1-2 of the above considerations
 - We need to have volunteers stationed there for at least one of the three shifts on Election Day.
- Priority 3: Had 0-1 of the above considerations
 - We are happy to have volunteers stationed there for any of the three shifts on Election Day.

We selected priority sites based on the criteria above and made Poll Monitor shifts available at 124 Vote Centers and Precincts. On Election Day, we covered 161 sites with stationary Poll Monitors, with an additional 11 more sites in rapid response situations by moving Monitors and Defenders around after receiving reports that required our attention.

Special Note 21 of Maricopa's sites were designated as "non-electioneering", which meant that no campaigners nor our Poll Monitors were allowed on site. Our partnership with the Arizona Faith Network allowed us to hear from Clergy at these houses of worship on Election Day about how these sites were running.

After we solidified our targets, we had to recruit enough volunteers to cover our priority voting sites. For the Primary, we knew we would be starting small to build a base of dedicated EPAZ volunteers, then scale up for the General.

Poll Monitors were the eyes and ears on the ground at voting sites across Arizona, to sound the alarm when there were issues, and to help voters on the spot. Their training covered the basics of AZ election law and the most common barriers that voters can face. **Poll Defenders** spot threats and de-escalate violence to defend voters and were deployed across the state when we received reports of a threat or a potential threat. Their training included a brief history of voter suppression and intimidation, and the critical skills needed to keep our communities and voting rights safe. The Poll Defender position was paid due to the elevated risks and rigorous training involved.



This visual shows EPAZ's percentage of coverage of each target county's voting locations with Poll Monitors and Poll Defenders.



The Primary Election

- Held 4 Poll Monitor trainings and trained 105 volunteers
- 8 of our trained volunteers decided to become Poll Workers
- 58 Poll Monitors were on the ground on Election Day
- 39 issues were flagged to the Command Center and resolved
- 1 lawsuit was filed, against Pinal county for failing to open a poll on time

THE GROUND GAME, CONTINUED

The General Election

- Held 8 Poll Monitor and 5 Poll Defender trainings
- Recruited 583 Poll Monitors and 126 Poll Defenders
- 534 people were on the ground on Election Day in our 6 target counties.
 - 398 Poll Monitors and 79 Poll Defenders
 - Over 100 of these volunteers came from our “Adopt-a-Precinct” partners who selected specific Vote Centers and Precincts within their communities for their continuation of relationship building and citizen empowerment. EPAZ regranted funds to these organizations for this work.
 - Aguila Leadership Institute (Maricopa, Pima, Coconino), Arizona Center for Empowerment (Maricopa), Arizona American Federation of Labor and Congress of Industrial Organizations (Maricopa), Chispa Arizona (Maricopa), Rural Arizona Engagement (Pinal, Coconino), Corazón Arizona (Maricopa), Arizona Dream Act Coalition (Maricopa), Arizona Asian American, Native Hawaiian, and Pacific Islander for Equity (Maricopa)
 - Native Vote: 57 Poll Monitors who received a separate specific training were stationed across 9 Tribal communities
- 22 Super Volunteers (made up of both Poll Monitors and Poll Defenders) helped during the Early Voting period, doing drive-by check-ins, mostly focused on the Maricopa drop boxes.

At the end of the voting period, Arizonans cast the most ballots in a Midterm General Election in history.

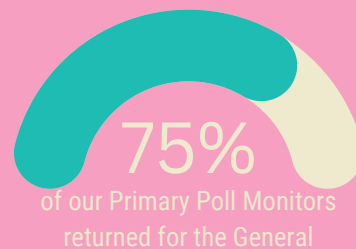
- 2,592,313 ballots cast out of 4,143,929 registered voters = 62.56% turnout.

COMMUNICATIONS

16 Social Media Monitors worked between October 9th and November 28th. The majority of these Monitors were Latinx and focused on Latinx and Spanish-speaking digital communities. They were present on Facebook, Instagram, Twitter, and their own WhatsApp group chats. They held most of their productive conversations inside Facebook groups they joined, and even in Direct Messages when voters reached out to ask more detailed questions. Monitors had 3 priorities when speaking with their followers and digital community members:

- Blast Election Protection information, i.e. correct voting information, voter assistance hotline numbers, and general pro-voter messaging.
- Track online disinformation and misinformation to a national database and report back about the false narratives that were taking hold in Arizona.
- Provide voter assistance like answering voters’ questions about the voting process or how elections work, and helping them out of any disinformation traps they may have fallen into.

In over 1,500 hours of work, these Monitors were able to personally help dozens of voters, and reach hundreds of Arizonans with the correct information.



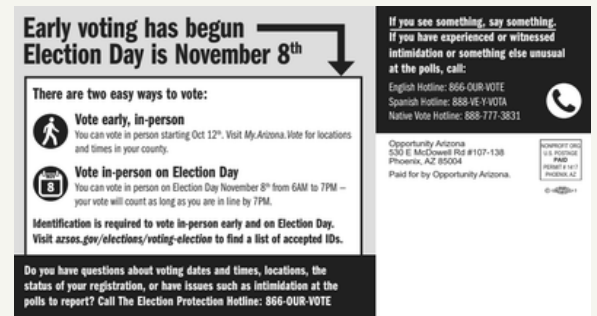
COMMUNICATIONS, CONTINUED

Voter education mailers promoting the voter assistance hotlines were sent to young voters and voters of color who had a medium likelihood of turning out to vote.

- Sent to 287,791 early voters by mail.
- Sent to 328,193 in-person voters.

Digital Ad Highlights

- 3 static digital ads, both in English & Spanish, promoting the the hotlines
 - Placed on social media and news sites (Spanish and English) during October 21st - November 8th
 - 1.36 million FB impressions
 - 45,582 visits to the electionprotectionaz.org website by 40,418 unique users
 - 51% of clicks were generated by the 25-34 age group and 40% of clicks were generated by the 18-24 age group.
- 6 ad types, half promoting 866-OUR-VOTE and half preventing disinformation
 - Placed during October 1st - November 8th
 - CTV: TVs with embedded streaming connections
 - 79% completion rate
 - 3.53 million impressions
 - Video: Placements across websites, apps, and streaming services viewed on tablets, desktops, and smartphones
 - 65% completion rate and 0.1% clickthrough rate
 - 6.51 million impressions
 - Static: non-video ads including native and display
 - 0.1% clickthrough rate
 - 9.31 million impressions
 - Facebook
 - Video: 5.25 million impressions, 1.1 million reach, 7,055 clicks
 - Static: 3.36 million impressions, 830,000 reach, 4,997 clicks
 - Snapchat
 - Swipeup rate of 3.2%, which is 600% more than average
 - 474,000 impressions
 - In most key performance indicators, these ads' results were above average.



"Some politicians are so afraid of losing, they're willing to say or do just about anything to sow distrust in the process and discredit the will of the people."

Disinformation Inoculation Video

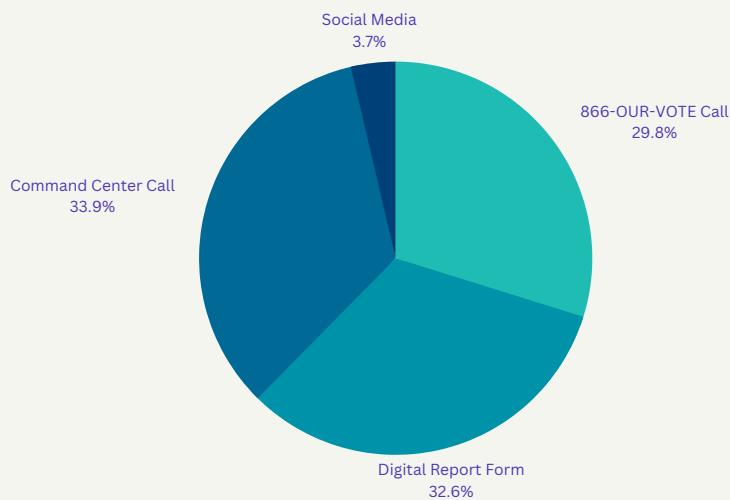
THE COMMAND CENTER

46 people participated either in person or virtually to help intake information and resolve issues. Most of these folks were staff from the EPAZ coalition partner organizations, and some were volunteer lawyers from across the country who acted on their shared interest of protecting the integrity of Arizona's democracy.

On Election Day, the Command Center addressed 220 reports that needed our attention.

- During the Early Voting period, we worked to resolve 10 reports, mostly about intimidation at Maricopa's two 24-hour drop boxes.

The visual below shows the breakdown of how we received the reports we worked to resolve in the Command Center.



2,020 calls came into the 866-OUR-VOTE hotline over the almost month-long voting period. 75% of those came in before Election Day. The visual to the right shows the breakdown of what types of questions or reports the callers made.

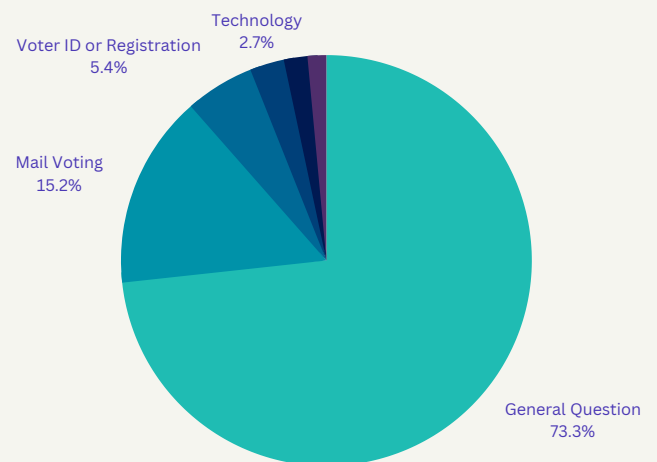
The Native Vote Command Center hosted and co-located with the EPAZ Command Center. They received 277 calls to the 888-777-3831 Native Vote hotline throughout the voting period, and 198 of them came in on Election Day.

Command Center Roles

- Switchboard: 1 person
 - As reports come in this person assigns issues to Captains to be resolved. Holds all the information on Poll Monitor and Poll Defender assignment locations and contact info. Is the main Poll Monitor point of contact.
- Poll Defenders Point: 2 people
 - De-escalation leads who are focused on community safety and impact. Receives information from Switchboard and Captains to decide if Defenders will be deployed. Reports back on how Defenders resolve an issue.
- Region/County Captain: 4 people
 - The 4 Groups: Maricopa, Pima, High Priority Rural Counties, Low Priority Rural Counties.
 - Head of the county/region, gathers information and assigns tasks to other roles to resolve the issue.
 - I.e. ensures that County & SOS outreach lead is elevating incidents, updates the command center issue tracker, and reports back to the Election Protection Director as needed.

Poll Monitors and Defenders were trained to call the Command Center to provide voters with assistance, if there was a systemic issue, or if there was intimidation or misinformation that needed to be addressed. They were also trained to report issues through Digital Report Forms

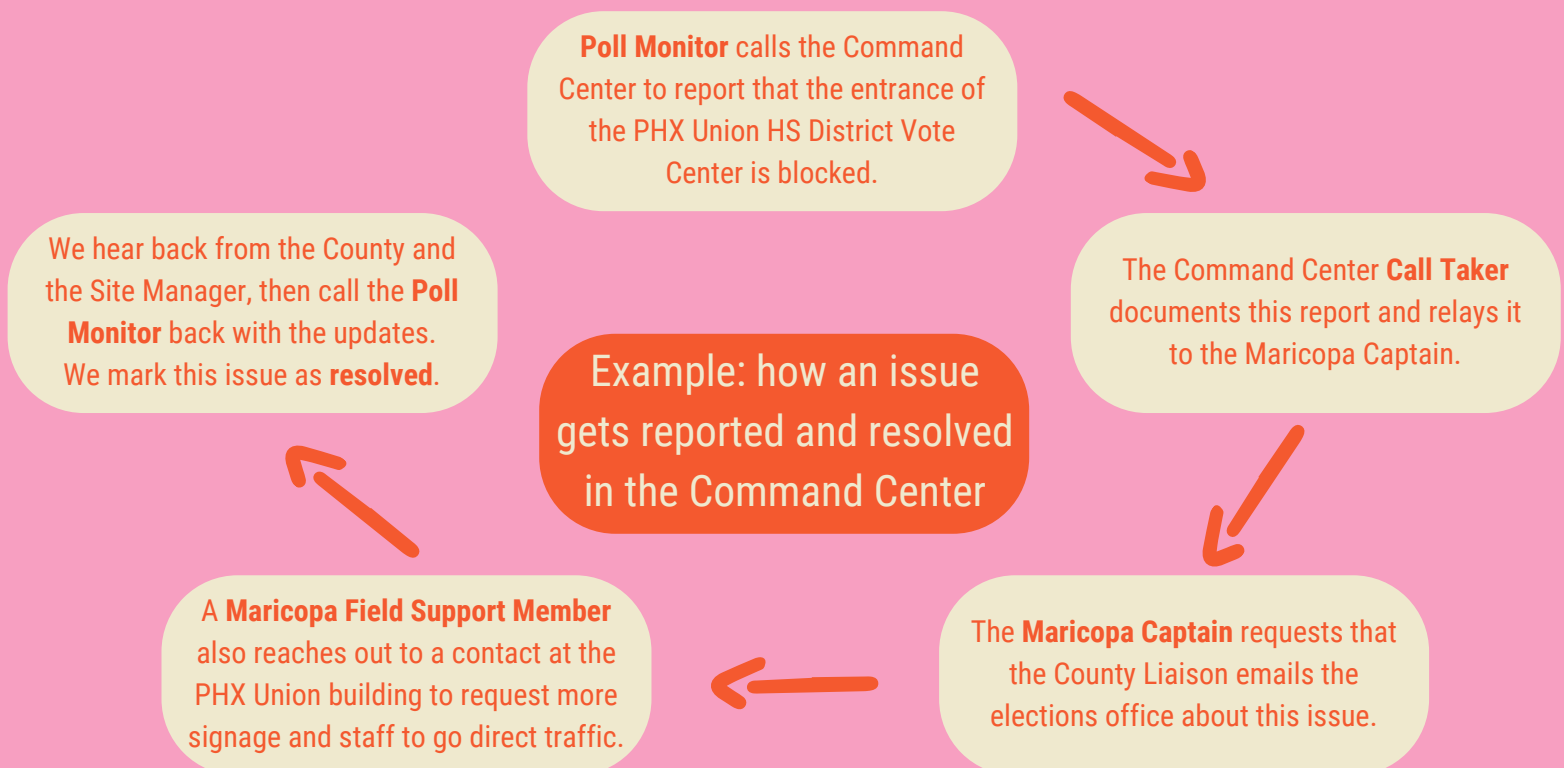
- The Voting Site Checklist focused on how well the poll was operating and the Incident Report form focused on specific issues reported by voters.



THE COMMAND CENTER, CONTINUED

Command Center Roles, continued

- Field Support: 6 people
 - Ensures applicable information from the field is filled out in the tracker, assists Captains in outreach to Poll Monitors and other people in the field. Assists in resolving issues as the Captains assign them.
- County & SOS Outreach Liaison: 6 people
 - Responsible for elevating issues to the appropriate contact at either the County or the SOS office.
 - This is mostly done through email, but there are also phone numbers and online forms available to us.
- Command Center Call Taker: 5 people
 - Answers incoming command center calls from volunteer poll monitors and partners on the ground. Ensures that the calls are entered into the issue tracker and either resolve the issue on their own or escalate it to a Captain.
- Our Vote Live (OVL) Monitor: 1 person
 - Monitors OVL for the issues that are coming in through the 866-OUR-VOTE and 888-VE-Y-VOTA voter assistance hotlines. Adds to the issue tracker and flags new issues to the Switchboard or a Captain.
- Social Media Monitor: 2 people
 - Monitors targeted social media accounts where reports are likely to be posted and the EPAZ Social Media Slack channel where flags from other Social Media Monitors will come in.
- Intake Form Manager: 3 people
 - Monitors the back end of the digital intake forms (Voting Site Checklist, Incident Report Form) and adds reports to the issue tracker for the Switchboard to assign to Captains.
- Legal Rapid Response: 7 people
 - Support in answering legal questions, resolving issues, and taking legal action if needed.
- Communications & Digital Rapid Response: 2 people
 - Press contact, live social media updates.
- Native Vote
 - 9 Call takers of the 888-777-3831 hotline in multiple languages.



THE ISSUES

The visual to the right shows the breakdown of the 590 Election Day reports received by the Command Center.

Physical Access Issue/Polling Place Question Example:

At the Arizona Western College, in Yuma, the signage was lacking. Our Poll Monitor reported 1 sign at the road and a 2nd at the front of the building, but nothing in between. "It's a long way through campus and there's a lot of student activity so it's not clear where to go." Especially without the help of any Poll Workers outside to direct voters.

Technology Issues:

Most reports were the Maricopa printer & tabulator issues that will be described later in this report.

Long Lines:

Largely a result of Maricopa's technology issues, but were also notable at campus sites in Maricopa, Coconino, and Pima.

Mail Ballot Drop Off Questions Example:

At the University Lutheran Church in Tempe, our Poll Monitor asked us to request a special sign from the county because of how many people didn't know where/how to drop off their early ballot.

Disability Access Example:

At the Pascua Yaqui Tribe Richey Resource Center in Tucson, our Poll Monitor reported that "there's an extremely long walk from parking to the voting room, that includes stairs. There's ramp access but that's even farther to walk. The sign for curbside voting is not prominent, and very easy to miss."

Intimidation Example:

At the Gateway Fellowship Church in Gilbert. A man was recording voters within the 75 foot zone, and had to be told multiple times this was illegal before moving back and finally leaving.

Misinformation Example:

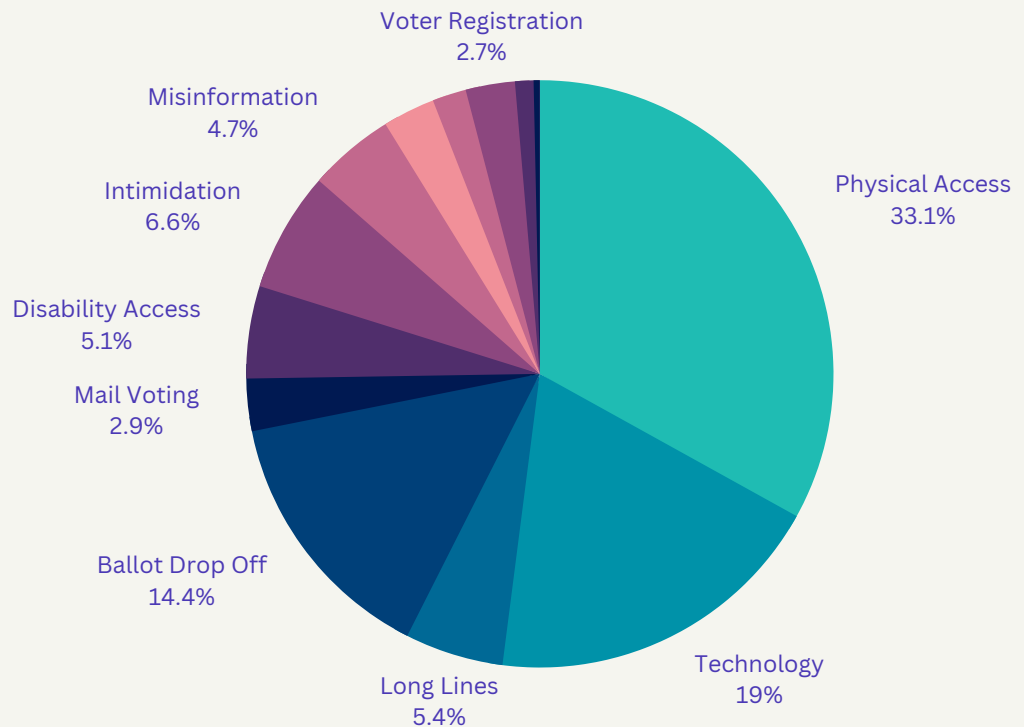
At the Journey Church in Peoria, our Poll Monitor reported campaigners handing out "voter guides" and pens advising voters not to use the sharpies, and telling voters that if the tabulating machine didn't accept their ballot to continue to try and try again and not to just "drop it in the box" hinting at ballot insecurity.

Poll Worker Giving Out Wrong Info (3%) Example:

At the Mountain Park Maryvale Clinic in Phoenix, voters who arrived at 6 am were turned away by Poll Workers who stated that they were not opening until 7am. They did not give the option to cast a vote somewhere else instead. They did finally open at 6:34 am and some of the voters who were turned away came back, but not everyone.

Voter ID Issue (2%) Example:

At the Knights of Pythias Lodge in Tempe, a voter had moved and updated their registration to their new address (they are in the database). The voter showed 2 acceptable forms of photo ID to their Poll Worker (1 photo ID with an old address and a utility bill with the new address) but the Poll Worker told the voter they must vote a provisional ballot because the photo ID address does not match. Our Poll Monitor told the voter that they should have been entitled to a standard ballot but the voter didn't go back inside to ask for a correction.



MARICOPA TECHNOLOGY ISSUES EXPLAINED

Cause: Somewhere between 43-63 vote centers had ballot printers malfunction due to the change in the heat settings for the various paper weights.

- Ballot printers don't just print ballots, they also print control slips, provisional ballot envelopes, and provisional ballot receipts, all with different types of papers of different weights with different printer settings. The setting errors led to the "timing marks" on ballots not being dark enough, and thus not readable by the tabulators.
- Tabulators are not used at polling places during Early Voting, and Poll Workers can't test them the night before Election Day because the count is live and they need to be at zero until the first voter on Election Day tabulates their ballot.

Effects: Voters became stressed and agitated as they tried to feed their ballots into the tabulators over and over again to no avail. Some chose to spoil those ballots and start over (some, multiple times). Some chose to drop them into "door 3" to be tabulated later.

- Long Lines
 - There were a handful of locations that reported 2 hour wait times.
 - Nozomi Aquatic Center, Mesa Community College, ASU Tempe
 - These were mostly due to the technology issues, but Maricopa voters also had a long ballot: an average of 85 contests to vote for.
 - However, most people who made it to a check-in desk did cast their vote.
 - Check-ins: 248,115 voters. Tabulated ED Ballots: 248,070 votes. Almost 100%.
 - 16,724 of these votes were placed in "door 3" (100% of which were tabulated at MCTEC).
 - 10% of "door 3" votes had ambiguous marks so they were misread by tabulators not related to the printer settings.
 - Only 206 voters tried to vote at two different locations. 84 successfully checked out of the first location so they voted easily at the second. 122 had to vote provisionally because they didn't go through the check out process and 109 of those counted.
- Deeper mistrust in "the system" on Election Day. However, if voters paid attention to Maricopa reports and statements throughout the canvass, they would know that although Election Day was tough for some folks, the county worked hard to remedy the issues and count every vote.
 - Maricopa had the fewest Provisional ballots on Election Day in history (3% of all votes) and 43% of those counted.

Solution:

- The county received the first report of "tabulator malfunctioning" at 6:20 am. By 8:30 am they had enough reports to understand that it was really the printers and they could start testing out solutions in their command center. By 10:14 am they discovered that changing the printer settings to "heavy paper weight" for everything, regardless of what was being printed, would fix the issue. After hearing back from some vote centers that this fix worked, the county made calls to all affected vote centers with the recommended solution, from 11:30 am through the afternoon.
- 43 printers were confirmed to have changed their settings and had no further issues.

Table 2: Vote Center vs. Precinct Voting Comparison of Provisional Ballots Casts 2014 – 2022		
Year	# Provisionals (% of ED Voters)	# Voting Locations / Model
2022	6,915 (3%)	223 Vote Centers
2020	18,310 (10%)	175 Vote Centers
2018	16,409 (6%)	40 Vote Centers and 457 Precinct Locations
2016	52,173 (13%)	671 Precinct Locations
2014	39,577 (19%)	651 Precinct Locations



ACKNOWLEDGEMENTS

This amazing work would not have been possible without the support of Arizonans far and wide:

The illustrious staff of the organizations who took part in the Election Protection Arizona Coalition

Our community members who joined Election Protection Arizona

- League of Women Voters AZ Fellows
- Poll Monitors
- Poll Defenders
- Social Media Monitors
- Sign Squad Members

Our funders

Arizona Democracy Resource Center

www.electionprotectionaz.org

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“I loved that many people said it didn’t matter how long they had to wait to vote - so long as they could!”

-Sandy M. Surprise City Hall

WE THANK YOU FOR YOUR CONTINUED SUPPORT OF ELECTION PROTECTION