

PIMA COUNTY

Supplemental Packet
For

Presentation of
Vote Center Feasibility

January/February 2022

Presented by

Pima County
Recorder's Office and Elections Department

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Introduction:

A joint team of administrators and technology representatives from the Recorder's Office, Elections Department and Pima County Information Technology Department will be presenting to the Elections Integrity Commission on January 21, 2022. This packet is intended to be used as supplemental information for the presentation. The information in this packet will be referenced during the presentation.

We are sending this supplemental information for you to further explore:

1. Data that was used during the year long process of exploring the feasibility of using this technology and moving to vote centers.
2. Information about the Tenex Technologies product suite including:
 - a. Information about the industry leader in pollbook technology
 - b. Security information
 - c. Training guide used to perform the Vail 2021 pilot
3. Summary of benefits for further discussion and demonstration
4. Summary of costs and potential savings

This information is not comprehensive of the ideas that will be presented but are provided as background.

The joint team of the Pima County Recorder's Office and the Elections Department recommend adoption of a vote center model due to the overwhelming benefit to voters, Pima County and election staff.

Letter from Lynn Constabile, Yavapai County Recorder

January 14, 2022

Mary Martinson, Interim Elections Director
Pima County Elections

Dear Mary,

Recently you asked me to tell you about Vote Centers and how they impact the lives of Yavapai County voters. After careful consideration, Yavapai County implemented Vote Centers for the 2012 Presidential Preference Election (PPE) and has used them ever since. Although only about 10% of those who vote in any given PPE, Primary, or General Election choose to cast their ballot at a Vote Center, the advantages they provide are abundant.

The most notable benefit of Vote Centers is the convenience for our voters. Our office no longer receives calls from voters frustrated about passing several “Vote Here” signs on the way to their *assigned* voting location, because they were forced to travel from where they work, shop, or complete daily errands to reach a location that is nearest to their home. Vote Centers provide voters with the ability to work voting into their busy everyday lives, which we feel contributes to better voter turnout. Additionally, by locating Vote Centers in high traffic, popular areas, we feel it reminds people of “Election Day” and the need to cast their ballot. Business owners love Vote Centers too, because when employees can vote at a location close to their business it means they can return to work quickly.

For Counties, an important benefit is the savings that come with Vote Centers. In 2008, my county had 95 precinct-based polling locations. Due to the increased popularity of voting by mail, in 2010, we reduced this number to 50 co-located places. When we implemented Vote Centers in 2012, we reduced even further to just 30 locations. This saved the county money on not only the rental of voting locations, but on poll worker payroll, voting equipment, and supply costs, while still providing voters with a better experience.

Good luck with your implementation! Your voters are going to thank you!

Best regards,

Lynn A. Constabile

Lynn A. Constabile, CERA
Yavapai County Elections Director



**Cochise County
Elections Department**

Public Programs...Personal Service
www.cochise.az.gov

LISA M. MARRA
Director

MARTHA L. RODRIGUEZ
Deputy Director

January 15, 2022

Ms. Mary Martinson, Interim Elections Director
Pima County Elections Department

Dear Mary:

Like most counties across the nation, we struggled more and more over the years to find suitable locations to set up polling sites. Prior to 2012, we had 60 sites, one in each precinct. Not only is it incredibly difficult to find an accessible location, but it's also nearly impossible to find that many poll workers to fully staff them.


As the Election Official in Cochise County, I'm happy to share our successful experience as we moved from 49 assigned polling precincts to 17 Vote Center locations in 2015.

Since 2012, we've seen a steady rise in early voting by mail in Cochise County. Today, over 85% of our voters are choosing to vote early by mail. This was just one factor in moving to the Vote Center model. Some people still prefer the experience of in person election day voting, which accounts for less than 20% of our voters. Moving to Vote Centers was the missing link to tie all the options together, for the better, for all voters.

In 2014, a committee was convened to explore options. It took nearly a year to determine that moving to Vote Centers was the most important consideration for voters. It allows our residents to decide where they want to vote on election day. In a large, rural county, many people live in one area, and work, shop or attend medical appointments in another part of the county, many miles away. They love the fact they can decide that morning where to go vote based on their schedule. There is never a time they vote out of precinct or become frustrated because they can't remember where their location is. With Vote Centers, we rarely move the location which makes it easy for voters to know where they want to go vote as they plan their schedule.

We've now gone through three election cycles using the Voter Center model and it's one of the best decisions our Board of Supervisors has made relating to elections as it provides an opportunity to pool resources to better serve our public. It gives the voter so many more options and based on statistics, increases voter participation. It has saved taxpayer dollars as it relates to poll workers, equipment, location, rental, staff time and improved efficiency which contributes to overall satisfaction of all county residents. We also reduced provisional ballots and expedited vote tabulation on election night as cast ballots are tabulated onsite.

Pima County has made some huge strides in the past year moving to the use of electronic pollbooks and now considering moving to Vote Centers. These are big changes and true improvements that benefit all your voters. Best of luck moving forward with these significant advancements to benefit Pima County residents and voters.


Lisa M. Marra, CERA, CPM
Director of Elections, Cochise County
President, Election Officials of Arizona

1415 McJody Lane, Building E • Bisbee, Arizona 85603 • 520-432-8870 • www.cochise.az.gov/elections

Proposed Vote Center Locations

BOS District	Locations	Address	Room Location
1	Beautiful Savior Lutheran Church	7570 N Thornydale Road	FELLOWSHIP HALL
1	Casas Adobes Baptist Church	10801 N La Cholla Boulevard	PALO VERDE ROOM
1	Catalina Community Center	16562 North Oracle Road	RECREATION ROOM
1	Donaldson Elementary School	240 W Omar Drive	GYMNASIUM
1	Dove of Peace Lutheran Church	665 W Roller Coaster Road	LIBRARY
1	Embassy Suites Tucson-Paloma Village	3110 E Skyline Drive	LA PALOMA BALLROOM
1	Hacienda Del Sol Hotel	5501 N Hacienda Del Sol	Casa Luna Ballroom
1	Lutheran Church of the Foothills	5102 N Craycroft Road	ACTIVITIES ROOM
1	Oro Valley Church of the Nazarene	500 W Calle Concordia	FELLOWSHIP HALL
1	Oro Valley County Club	300 W Greenock Drive	Larger Meeting Room
1	Saint Elizabeth Ann Seton Catholic Church	8650 N Shannon Road	Hall
1	St. Alban's Episcopal Church	3738 N Old Sabino Canyon Road	PARISH HALL
1	St. Odilia Catholic Church	7570 N Paseo Del Norte	PARISH HALL
1	St. Thomas the Apostle Catholic Church	5150 N Valley View Road	O'LEARY HALL
1	Sun City Oro Valley - Catalina Vista	14055 N Del Webb Boulevard	MT. LEMMON ROOM
1	The Church of Latter Day Saints	55 W Arrowsmith Drive	CULTURAL HALL
1	Town Of Oro Valley Council Chambers	11000 N La Canada	Council Chambers
1	Westward Look Resort	245 E Ina Road	Sonoran Ballroom
1	Omni Tucson National Resort	2727 W Club Drive	TBD
1	Journey Church	4700 N Swan Road	Hall
1	Orange Grove Mobile Estates	3635 W. Mango Drive	Clubhouse
2	Ambassador Event Center	3455 S Wilmot Road	Hall
2	Anamax Recreation Center	375 W Sahuarita Center Way	TOWN COUNCIL CHAMBERS
2	Clements Regional Center	8155 E Poinciana Drive	Room 117 - City Of Tucson
2	DoubleTree by Hilton Tucson Downtown Convention Center	280 S Church Ave,	MEETING ROOM
2	Four Points Tucson Airport	7060 S Tucson Boulevard	CONFERENCE ROOM
2	Hilton Garden Inn	6575 S Country Club Road	MULTIPURPOSE ROOM

BOS District	Locations	Address	Room Location
2	Hilton Tucson East	7600 E Broadway Boulevard	Rosewood C
2	Kino Sports Complex	2500 E Ajo Way	Catalina & Rincon Rooms
2	Knights of Columbus #5133	1330 S Mountain View Avenue	HALL
2	Marymar Events	2264 E Benson Highway	Hall - 200 People Capacity
2	Randolph Community Center	200 S Alvernon Way	Largest AREA Availble
2	Sabbar Shrine Temple	450 S Tucson Boulevard	LARGE BANQUET ROOM
2	Tucson Expo Center	3750 E Irvington Road	Sapphire Room
2	ARMORY PARK CENTER	220 S 5TH AVENUE	QUIET ROOM
2	SAM LENA-SOUTH TUCSON LIBRARY	1607 S 6TH AVENUE	MEETING ROOM
3	Accelerated Elementary & Secondary School	5245 N Camino De Oeste	MULTIPURPOSE ROOM
3	Ajo Federated Church	101 West Lomita Avenue	SOCIAL HALL
3	Arivaca Old School Building	17180 W 4th Street	OLD SCHOOL HOUSE
3	Avra Valley Fire District	15790 W Silverbell Road	CLASSROOM
3	Baboquivari District Office	Federal Route 19 & Fresnal Canyon Road	MAIN OFFICE
3	Chukut Kuk District	Federal Route 19, Topawa Road, Vamori Vlg	MIGUEL COMMUNITY BUILDING
3	Continental Ranch Community Center	8881 N Coachline Boulevard	COMMUNITY CENTER
3	Crystal Event Center	610 W Prince Road	Hall
3	Ellie Town Flowing Wells Community Center	1660 W Ruthrauff Road	MULTIPURPOSE ROOM 2 & 3
3	Gu Achi District	Santa Rosa Community	SANTA ROSA MULTIPURPOSE BUILDING
3	Gu Vo District Office Compound	Indian Route 1, Mile Post 19, Gu Vo Village	GU VO DISTRICT COMPOUND CONFERENCEROOM
3	Hickiwan District	Vaya Chin Village	KIOHOD TONLIK KI
3	Lord of Grace Lutheran Church	7250 N Cortaro Road	MEETING ROOM
3	Marana High School	12000 W Emigh Road	LIBRARY CLASSROOM
3	Marana Municipal Complex	11555 W Civic Center	MARANA POLICE DEPT. COMMUNITY ROOM
3	Picture Rocks Community Center	5615 N Sanders Road	MULTIPURPOSE ROOM
3	Pisinemo District	West Highway 86, Route 21	DISTRICT OFFICE

BOS District	Locations	Address	Room Location
3	Redeemer Evangelical Lutheran Church & School	8845 N Silverbell Road	MINISTRY CENTER
3	Rio Vista Elementary School	1351 E Limberlost Drive	GYMNASIUM
3	Roadrunner Elementary School	16651 West Calle Carmela	AM STAGE
3	Robles Ranch Community Center	16150 W Ajo Way	COMMUNITY CENTER
3	SAN XAVIER DISTRICT	2018 SAN XAVIER ROAD	SAN XAVIER DISTRICT CENTER
3	Sandario Baptist Church	6971 N Sandario Road	AUDITORIUM
3	Schuk Toak District Office	Highway 86, Mile Post 126.5	DISTRICT OFFICE CONFERENCE ROOM
3	Sells District Office	Arizona Highway 86 and Mile Post 112	CONFERENCE ROOM
3	Serenity Baptist Church	15501 West Ajo Way, Three Points	WORSHIP AREA
3	Sierrita Mining and Ranching Co. Community Building	10094 W McGee Ranch Road	COMMUNITY BUILDING
3	Sopori Elementary School	5000 W Arivaca Road	GYMNASIUM
3	Tucson Estates	5900 W Western Way Circle	MULTIPURPOSE HALL
3	Tucson FOP Lodge #1	3445 N Dodge Boulevard	Hall
4	American Legion Post 109	15921 S Houghton Road	DINING ROOM
4	Christ Lutheran Vail Church	14600 E Colossal Cave Road	SANCTUARY ROOM
4	Cienega High School	12775 E Mary Ann Cleveland Way	LIBRARY
4	Copper Ridge Elementary School	17650 S Canyon Edge Trail	LIBRARY
4	Desert Hills Center	2980 S Camino Del Sol	Auditorium 2,400 Sq Ft
4	Desert Sky Middle School	9850 E Rankin Loop	GYM FOYER
4	East Social Center	7 S Abrego Drive	AUDITORIUM
4	Embassy Suites by Hilton Tucson East	6555 E Speedway Boulevard	Largest conference room
4	Hope Church	3353 N Houghton Road	CHURCH / EDUCATION CENTER
4	La Mariposa Resort	1501 N Houghton Road	Entire Venue
4	Las Campanas	565 W Belltower Drive	Ocotillo & Agave Rooms
4	Morris K. Udall Regional Center	7220 E Tanque Verde Road	SENIOR CENTER BUILDING
4	Mt. Lemmon Community Center	12949 N Sabino Canyon Parkway	RECREATION ROOM

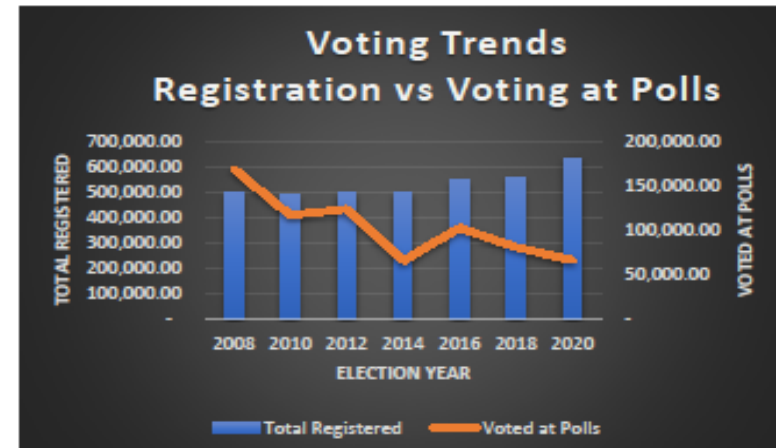
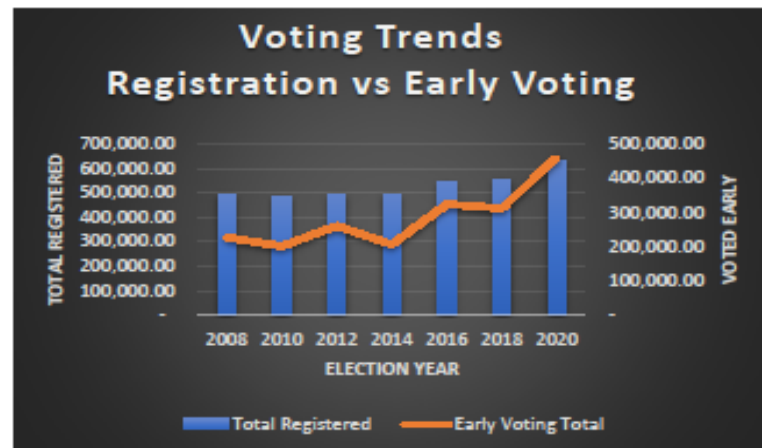
BOS District	Locations	Address	Room Location
4	New Spirit Church	8701 E Old Spanish Trail	Hall
4	Ocotillo Ridge Elementary School	10170 South White Lightning Lane	LIBRARY
4	Pima County Fairgrounds	11300 S Houghton Road	Green Room or Ferber Room
4	Rosemont Ranch, Thurber Division	11300 E Greaterville Rd, 2 miles w. of hwy.83	VOTING ROOM
4	Sheraton Tucson Hotel	5151 E Grant Road	Sabino Room
4	Sycamore Elementary School	16701 S Houghton Rd	LIBRARY
4	The Springs at Santa Rita	951 W Via Rio Fuerte	The Anza
5	Maranatha Ministries	334 W. Los Reales Road	Fellowship hall
5	MT. ZION LUTHERAN CHURCH	4520 W AJO WAY	Fellowship Hall (1,600 Sq.ft)
5	PASCUA YAQUI TRIBE WELLNESS CENTER	5305 CALLE TORIM	AZUL ROOM (BLUE)
5	VALENCIA BRANCH PUBLIC LIBRARY	202 W VALENCIA ROAD	LARGE MEETING ROOM
5	VIDA NUEVA CHURCH OF GOD	504 W NEBRASKA STREET	YOUTH CENTER
5	American Legion Sahuaro Post #68	4724 S 12th Avenue	LEGION MAIN BALLROOM
5	Church of The Painted Hills	3295 W Speedway Boulevard	
5	Donna R Liggins Neighborhood Center	2160 N 6th Avenue	MULTIPURPOSE ROOM 1,2,3
5	El Pueblo Senior Center	101 W Irvington Road	SENIOR CENTER BUILDING, MULTIPURPOSE ROOM
5	Hotel Tucson City Center	475 N Granada Avenue	Gold/Silver/Copper Room- 2000-3500Sq ft
5	Our Lady of Fatima Parish	1950 W Irvington Place	FELLOWSHIP
5	Pascua Neighborhood Center	785 W Sahuaro Street	BUILDING #1
5	Ramada by Wyndham	777 W Cushing Street	Larger Meeting Room
5	Ramada by Wyndham Viscount Suites	4855 E Broadway Boulevard	Larger Meeting Room

Historical Voting Statistics – See attachments for backup data

Voting Statistics Summary

Historical Voting Statistics for Pima County

	Year						
	2008	2010	2012	2014	2016	2018	2020
Total Registered	496,903.00	486,452.00	495,646.00	497,014.00	543,509.00	557,532.00	632,932.00
Total Voter Turnout	396,396.00	318,662.00	385,126.00	272,233.00	426,766.00	393,134.00	526,091.00
Early Voting Total	227,988.00	201,927.00	261,554.00	206,659.00	324,036.00	312,420.00	459,789.00
Voted Early at Site	18,393.00	4,075.00	5,721.00	1,898.00	12,463.00	7,739.00	29,545.00
Voted Mailed Early Ballot	209,595.00	197,852.00	255,833.00	204,761.00	311,573.00	304,681.00	430,244.00
Voted at Polls	168,408.00	116,735.00	123,572.00	65,574.00	102,730.00	80,714.00	66,302.00
Turnout Percentage	79.77%	65.51%	77.70%	54.77%	78.52%	70.51%	83.12%
Election Day Voting	42.48%	36.63%	32.09%	24.09%	24.07%	20.53%	12.60%



Provisional Ballot Results

2016 GENERAL ELECTION

Reason Totals

CONDITIONAL	Counted?	Reason	TOTAL
	Yes	COUNT FEDERAL ONLY	13
	Yes	COUNTED	18,218
	No	COULD NOT CONFIRM IDENTITY	6
	No	PROVISIONAL NOT SIGNED	62
	No	REGISTERED AFTER CUTOFF DATE	373
	No	REGISTRATION CANCELLED	521
	No	VOTED EARLY BALLOT	168
	No	VOTED MULTIPLE BALLOTS	30
	No	VOTED WRONG VOTING AREA	1,150
	No	VOTER NOT REGISTERED	792
Provisional Total:			21,333

Yes	COUNTED	5
No	NO IDENTIFICATION PROVIDED	39
Conditional Provisional Total:		44

Total Grand Total: 21,377

2020 GENERAL ELECTION

Reason Totals

CONDITIONAL	Counted?	Reason	TOTAL
	Yes	COUNT FEDERAL ONLY	107
	Yes	COUNTED	16,086
	No	COULD NOT CONFIRM IDENTITY	18
	No	PROVISIONAL NOT SIGNED	35
	No	REGISTERED AFTER CUTOFF DATE	260
	No	REGISTRATION CANCELLED	410
	No	VOTED EARLY BALLOT	122
	No	VOTED MULTIPLE BALLOTS	18
	No	VOTED WRONG VOTING AREA	653
	No	VOTER NOT REGISTERED	924
Provisional Total:			18,633

Yes	COUNTED	1
No	NO IDENTIFICATION PROVIDED	32
No	VOTED WRONG VOTING AREA	3
No	VOTER NOT REGISTERED	18
Conditional Provisional Total:		54

Total Grand Total: 18,687

1. Faster, more convenient and less confusing for voters

- a. There will be no more sending people to a different polling location because they aren't at the right place.
- b. Check in time will go from 3 minutes to 30 seconds
 - i. Using a barcode on a standard issue ID or 3 letter search to check in a voter automates the process and replaces the following steps:
 - 1. Searching in a roster
 - 2. Filling out the General Voter ID Slip
 - a. Enter the Register Number
 - b. Pollworker initials
 - c. Situation list
 - d. Ballot stripe color
 - e. All above information is double checked by a roster judge
 - 3. Marking the roster
 - a. Collecting a signature
 - b. Manually writing an "E" if the voter was issued an early ballot (either via mail or at an Early Voting Site)
 - 4. Creating an entry in a poll list (4 part carbon, needing to press very hard)
 - a. Writing a person's name and register number

2. More secure

- a. It eliminates the possibility that someone could vote twice
 - i. Voter is automatically checked in and cannot vote again
 - ii. Human error of marking the wrong line for a voter is eliminated
- b. Ballots are only printed as someone checks in. Someone being able to print a stack of ballots and stuff the box is impossible.
- c. Eliminates the need to print ballots for each voting location ahead of time. The ballot style is printed for each voter, therefore there are no blank ballots at the polls or unvoted ballots after the election.
- d. Poll workers will be able to tell if a person voted their early ballot and will only issue a provisional if the record shows that the voter's ballot was already returned and verified.

3. More accurate

- a. Check-in as outlined above is automated
- b. System will bring up the exact voter
- c. Eliminates people signing on the wrong line
- d. If someone doesn't put the E next to a name on a roster in the Addendum
 - i. Could vote twice
 - ii. Would be uncounted in tear sheets (when political campaigns call these voters, they are often upset thinking their vote didn't count)

4. Time savings for all processes

- a. Roster preparation
 - i. Rosters per location 3-4 (between 700 and 900 copies)
 - 1. Put in plastic bags and notebooks 2 weeks ahead
- b. Addendum – list of updated voters since Early Voting closed
 - i. 2 hours to get addendums ready

- ii. Half hour for each polling place for someone to put an E next to the name on all rosters and registers for each voter status change
- c. Provisional ballots would decrease by 83%
 - i. The correct ballot will be issued for any voter including one who has an address change.

5. Lessen the burden on election staff who are already experiencing unprecedented levels of job fatigue.

- a. Voters less agitated by outdated processes that take time and are inconvenient
- b. Voter confidence is increased by automated processes
- c. Saves time
 - i. Half the amount of logistics on Election Day with less locations & automated processes
 - ii. 83% less provisional ballot processing

6. Election results will be available faster


- a. Processing time after the election is over will be significantly shorter due to 83% decrease in provisional ballots. In most years, processing provisional ballots takes close to or at the deadline of 10 days after each general election. Due to the amount of time it takes to process provisional ballots, Pima County is almost always the last county to finalize results and one of the only counties to go right to the deadline.


7. Up to the minute automatic Election Day “tear sheets” (poll lists) will be available for press and political parties.

Tenex Package


Click on each image to see the entire PDF

PRECINCT CENTRAL





Under 2 second ID scanning
using the onboard camera




SIGN BELOW

Clear signatures using the
touch-screen signing area


Flip & Share Case and Stand

Setup and ready to check-in voters in under 30 seconds

Fully enclosed and protected at all times




- Folds up compact for easy storage and transport
- As easy as opening a book with no moving parts and nothing to assemble on election day



grip & flip screen

Ergonomic all day
operating position
for election officials



Ergonomic angle
and position for
voter signature

Award-winning Apple hardware platform

Tenex Software on Apple Hardware = A Winning Combination

www.tenexsolutions.com



Precinct Central Security Features

This document is intended to provide a high level overview of the different security features utilized by Tenex Software Solutions. These allow for a secure and reliable elections software environment.



Precinct Central Security Features



Server

- Runs on Amazon Web Services (AWS) platform; trusted by Moderna, Capital One, and Netflix.
- Server resources can only be accessed directly by Tenex personnel using a secure dual factor authenticator.
- Database can only be accessed within Tenex infrastructure. All connections are encrypted.



Communication

- Data that is exchanged is encrypted to the highest security protocol.



Application

- For a secure connection to be established, Touchpads are all registered within Precinct Central.
- Touchpads are always protected by encrypted passwords.
- Allows for different levels of security access between user groups.

Touchpad Security Features



Apple iPad

- NO ports for external devices to plug into.
- FIPS Compliant (in compliance with highest cryptographic security standards)
- iOS platform encrypts files when user locks device to prevent unauthorized access.
- Operating system prevents access to directories outside of those being utilized on application being run.



CISCO Meraki Device Manager

- Application control – ensures only electronic poll book application is installed on iPad.
- Configuration – each device has identical configuration for consistent experience.
- Find My iPad – provides robust framework for finding lost or stolen iPad. Allows for remote locking or erasing of device.

External Testing and Certification



- Precinct Central has been certified by National Testing Systems (NTS) and SLI Compliance.
- American with Disability Act (ADA) compliance testing
- Precinct Central was tested with satisfactory results for:



- A third-party attacker with no access or privileges to the ePollbook system
- A third-party attacker with limited access but no privileges to the ePollbook system
- A poll worker with limited access and limited privileges to the ePollbook system
- A poll book privileged user with access and privileges to the ePollbook system



Tenex Software Solutions, Inc.
5021 W. Laurel St.
Tampa, FL 33607

Precinct Central Electronic Poll Book

Unique Features and Abilities

Tenex Software Solutions, Inc.

5021 W. Laurel St.
Tampa, FL 33607

Revised: May 2021

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TENEX ELECTION DESK

*All of your election management
tools in one integrated solution*







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Precinct Central Touchpad

Poll Worker Training Guide

Pima County, Arizona



Cost and Savings of a Vote Center Model

Recorder's Office Tenex Purchase	\$ 699,560.00
Verizon Data Plan	\$ 19,200.00
Mobile Device Management	\$ 5,280.00
Gradlepoint Devices	\$ 67,094.82
Total Recorder's Initial Purchase	\$ 791,134.82
Elections Department Tenex Purchase	\$ 408,100.00
Total Startup cost for Tenex Purchase	\$ 1,199,234.82
2020 HAVA Grant Funds	\$ (694,438.40)
Total Year One Purchase of Tenex Equipment	\$ 504,796.42
Annual Costs	
Recorder's Office Precinct Central EPB Software License/Support	\$ 55,000.00
Elections Precinct Central EPB Software License/Support	\$ 207,900.00
Verizon Data Plan	\$ 19,200.00
Mobile Device Management	\$ 5,280.00
Consumables - toner and thermal paper	\$ 72,500.00
Total Annual Cost	\$ 359,880.00
Savings Offsetting the Cost	
Estimated Savings for Recorder's Office - Time & Materials	\$ 132,000.00
Estimated Savings for Elections Department - Time & Location	\$ 289,454.00
<i>Per election Savings</i>	\$421,454
Annual Savings	\$210,727
Annual Cost of Vote Center Model	\$ 149,153.00