

2021-22 MIDTERM REPORT





Table of Contents

A note from Gabriella	3
Elections.	6
Voters/Election	9
Recording	11
Accessibility	12
Information Technology	13
Administration	13
Communications.	14
Legislation / Government	14
Outreach	15

A note from Gabriella

My administration took office in January 2021, in the wake of the 2020 Presidential Election and during the throes of a pandemic. As a result, our team faced unprecedented challenges, not the least of which were increased public scrutiny of elections operations and county-mandated health restrictions. In this report, you will find voter data, our accessibility efforts, document-recording accomplishments and other areas of focus during the past two years.

The Pima County Recorder's office has always played an important role for voters and those who utilize our public recording services, and we are committed to providing exceptional, clear constituent services while:

- Making voter registration, Early Voting and recording processes transparent and accessible for everyone
- Utilizing and driving innovation in security and accessibility
- Empowering employees with dignity and trust

During the past two years, we have seen an unprecedented national attack on elections, constituents becoming increasingly interested in voter registration and voting rights, and more and more property owners committed to securing and accessing their property-related documents for the next generation.

We have focused on making our office more accessible; updating technology to make it easier to access your public documents; and demystifying the Voter

Registration and Early Voting processes so it's easier to participate in our democracy.

We have committed to restructuring our office to provide clear opportunities for advancement and development. We are increasing our efforts to create opportunities for our staff to grow alongside the ever-expanding needs of our office. We are focused on creating a sustainable work environment where our amazing public servants can thrive during a time when elections officials across the country are leaving the profession because of heightened stress, low pay and threats to their safety.

Our office has worked hard to communicate with the public about our efforts to ensure fair elections that are safe, secure and equitable. We continue to vocally oppose legislation that undermines the integrity of the elections process and actively work to quell the fears of our community.

We are grateful for the strong connections we've built with those who make our work possible throughout Pima County and the State of Arizona, from Pima County Facilities Management to the Governor of the State of Arizona. Thank you for your trust, support and the work we do together to ensure that Pima County voters have a voice. Thank you for voting!



A handwritten signature in blue ink that reads "Gabriella Cázares-Kelly".

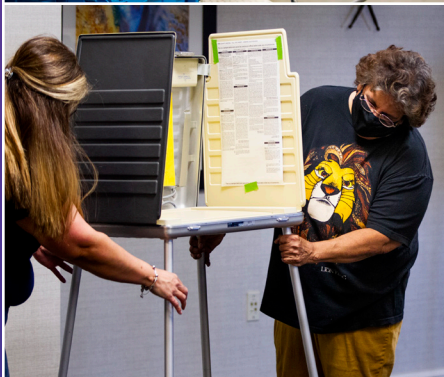
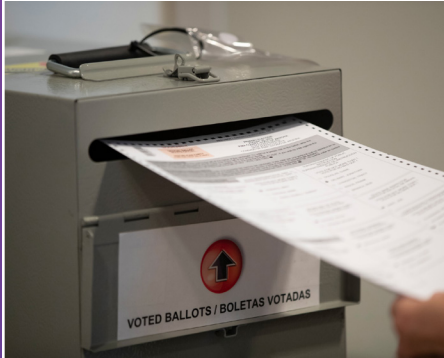
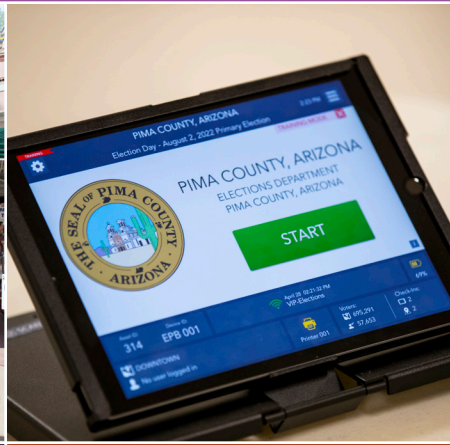
Gabriella Cázares-Kelly,
Pima County Recorder

**Vote
Here**



Vote Aquí





Elections

The Pima County Recorder's Office administered six elections in 2021 and 2022.

During the 2022 Election cycle, roughly a five-month period from the beginning of Early Voting in the Primary Election to the end of the full elections process after the General Election, the Recorder's office mailed out more than 871,000 Early Ballots, verified nearly 528,000 signatures and answered more than 57,000 calls from voters.

We processed more than 12,000 Ballot by Mail notices to Pima County voters who joined Arizona's Active Early Voting List. These notices are mailed 90 days before an election so voters can confirm their registration information and that they still wish to receive a ballot by mail.

Did you know?

Military and Overseas Ballots are sent out **45 days** before Election Day. In-Person begins and Ballots are mailed out **27 days** before Election Day.

Primary

August 2, 2022

Registered Pima County voters:

621,789

Active voters

62,339

Inactive voters*

227,569

Ballots cast

36.33%

Turnout

363,849

Early Ballots mailed

196,624

Ballot signatures verified

29,660

Voter-assist phone calls answered between May 1 and August 31

Early Ballots:

86%

of total ballots cast

General

November 8, 2022

Registered voters:

639,885

Active voters

65,187

Inactive voters*

403,556

Ballots cast

57.24%

Turnout

507,473

Early Ballots mailed

331,304

Ballot signatures verified

27,809

Voter-assist phone calls answered between September 26 and November 8

Early Ballots:

82%

of total ballots cast

Other Elections

The Recorder's Office assists some local jurisdictions - including the City of Tucson and other nearby municipalities and school districts - with their elections. We provide Voter Registration services, voter data collection, ballot drop-off locations and signature verification.

2022 City of Tucson Special Election:

77,674

ballots processed (signature verification)

2021 Vail Unified School District:

16,711

ballots processed (Early Ballots mailed/ Replacement Ballot Sites/ signature verification)

2021 City of Tucson General Election:

88,767

ballots processed (signature verification)

2021 City of Tucson Primary Election:

22,582

ballots processed (signature verification)

*Inactive voters are still eligible to vote, but they must update/confirm their address before being issued a ballot.

Our revamped **Early Ballot packets** included easy-to-follow, user-friendly step-by-step instructions on how to return your ballot, a list of Early and Emergency voting locations and a diagram of a ballot affidavit envelope, to provide more clarity.



Voter Identification Card
Gabriella Cázares-Kelly, Recorder

Precinct	AEVL	Party	Date Reg
44	N	PND	1/1/2022

JULIETA VOTAR
 240 N STONE AVE
 TUCSON AZ 85701

Congressional District	Legislative District	PC BOS District	School District	City	Ward
07	20	05	01	TUC	06
Date Issued 06/24/22				ID Number 0000000	

After congressional and legislative boundaries were updated with the 2020 Census, all registered voters were sent new, redesigned **Voter ID cards**. The new mailer includes handy QR codes that link to resources on our website and were designed to address our most frequently asked questions from the general public. We also included the direct website link for those who do not utilize QR codes. The links highlighted the following:

- Newly drawn, interactive District maps updated after the 2020 Census
- Answers to Frequently Asked Questions
- Voter registration information
- Instructions on how to request a mail ballot.

Voters/Election

One of the most significant changes to Pima County elections is the recent switch to **Vote Centers** for the 2022 Midterm Elections. During the past two years, the Recorder's Office and the Elections Department teamed up to design, implement and launch Vote Centers for the 2022 Primary Election.

Voters can now cast their ballots near their

homes, work, school, or wherever they may happen to be on Election Day. This is a dramatic change from the previous system where voters could only vote at a designated place in the precinct where they live. Our team made numerous public presentations to announce and explain Vote Centers to government officials, community groups and activist organizations.



A new, **trilingual voter sticker** was introduced to the public that featured English, Spanish and Tohono O'odham versions of "I Voted." The innovative design was an effort to attract attention and voter participation in the elections. In that regard, the stickers were an enormous success, as evidenced by overwhelmingly positive social media engagement, email and website messages, and in-person comments.

Our Voter Registration team **processed nearly 72,000 new registration forms** from January 1, 2021, to December 31, 2022. These forms were submitted by local government agencies, community groups, the Arizona Motor Vehicle Division and emails from voters. We also processed more than 153,000 updates to individual voter records.

Voters can now opt-in to receive **Early Ballot Text and Email Alerts** about the status of their mail ballots! These alerts inform voters when their ballots are mailed out, when they make it back to us, when their signatures are verified and when the ballots are turned over to the Elections Department. Some voters may receive a text message if we need them to contact our office regarding their ballot. Nearly 10,000 voters signed up for this new service during the 2022 General Election. This new tool helps voters feel confident as they track their ballots through the election process.



Recording

Since 1861, the Pima County Recorder's Office has recorded and maintained public records and documents.

Most of the documents our office processes are land transactions. All these documents are permanently preserved and indexed for searchability.

Between January 1, 2021, and December 31, 2022, the Recording Department processed nearly 475,000 documents totaling more than 2.5 million pages!

There are nearly 9.2 million searchable documents. The

oldest that are available online date back to May 1982. Every day we continue to index older documents to make them accessible online.

Our Recording and IT departments worked to update our Records Management System, planned for launch in April 2023. With the new Tyler Eagle Recorder system, customers are now able to record and purchase copies of documents online that will be available for immediate download. The new system will also offer fraud protection, where customers can sign up to receive email alerts when any public documents are recorded using their individual or business name.

Other features include:

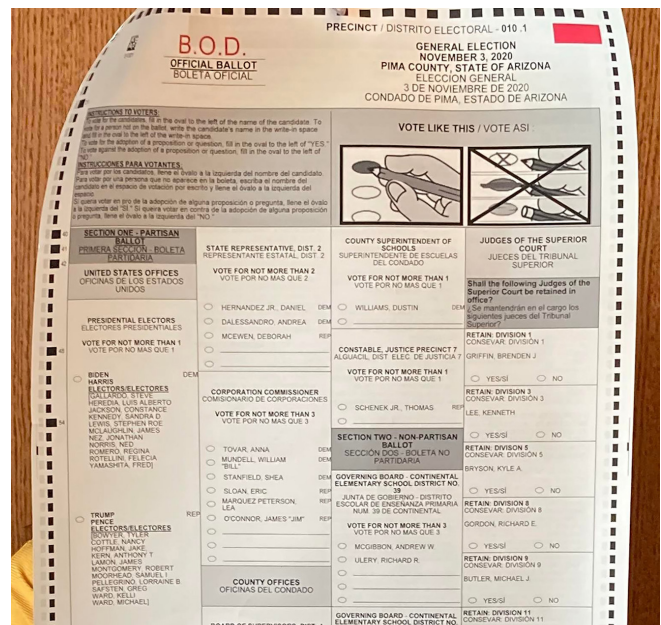
- Researching documents from home
- Accurate pricing for government agencies for our services
- Online map recording
- Reducing paper and printing costs
- Scanning and submitting documents for recording via our website
- Tracking the status of all requests
- Automated delivery of copies and originals
- Improved public access to documents
- Payment and account history
- Large/full-screen images of files
- Ability to save frequent searches
- Changing document editing for our Special Indexing Project to speed up processes.

Accessibility

Every voter has the right to a confidential ballot and to vote as independently as possible. To help achieve that, we are committed to making sure that voters with disabilities are made aware of all the tools available to help them obtain and cast their ballots.

Since 2021, we have increased our efforts to educate voters:

- Launched our new Accessibility web page that was also adopted by Pima County Elections Department
- Made changes to our website to make it easier to navigate using accessibility best practices and increasing equity
- Upgraded our telephone equipment and procedures to help callers with hearing or speech disabilities. Callers can now access the nationwide Telecommunications Relay Service assistance service by calling 711. They will be automatically connected to communications assistants.
- Sought guidance from advocacy groups for specific disabilities to improve our methods of assisting voters:
 - o Regularly attended Arizona Disability Voter Coalition meetings organized by the Arizona Center for Disability Law
 - o Hosted voters from the National Federation of the Blind to try our accessible voting device.
 - o Had our website reviewed by Direct Advocacy & Resource Center and Arizona Commission of the Deaf and Hard of Hearing – then implemented 90% of the feedback.
 - o Implemented Training Modules for all Early Voting Site Workers conducted by Direct Advocacy & Resource Center, a disability advocacy organization.



Large-print ballots are 17 inches wide. A standard ballot is 8 ½ inches wide.



Braille ballot.

- o Dedicated a half day of our Early Voting Site worker training, including the accessible voting device, Express Vote Machine.
- Increased focus on accessible social media posts:
 - o Image descriptions
 - o Spanish Versions
 - o Plain Language
 - o Increased availability of American Sign Language videos.

Information Technology

The Recorder's Office IT Unit is responsible for all the systems, personnel and applications essential to our ability to serve our constituents. We continue to monitor the department's growing needs and challenges and make improvements to modernize our systems and ensure the security of critical data and voter privacy.

- Recruited and hired an IT Manager, a new position created during the current administration
- Upgraded the security of our servers, including 24/7 monitoring.
- Conducted an IT audit and comprehensive systems analysis in collaboration with the County IT Department.
- Conducted a voluntary Risk and Vulnerability Assessment of our IT infrastructure through the Department of Homeland Security
- Hired a consultant to redesign our website.
- Implemented secure uploads of voter files for public records requests.
- Migration from street file to Geographic Information System (GIS) for all addresses in the Voter Registration database. The completion of this years-long project means that voter records are now automatically updated when voting district boundaries are changed after each Census, saving hundreds of hours of staff time.
- Continue to implement staff-suggested changes to our website to make navigation easier.

Administration

- Created Mission, Vision, Values statements to clearly state our commitments and goals.
- Implemented a biweekly internal newsletter to keep our staff informed and engaged.
- Emphasized a healthy work environment for staff.
- Created a culture of staff empowerment, responsibility and teamwork.
- Created employee feedback and information-sharing program.
- Instituted regular meetings with supervisors/teams.
- Began the overhaul of the interview process to ensure the fair and effective recruitment of qualified people.
- After a six-month closure, we reopened our East Side office in early 2023 to offer our constituents an alternative location to access our services.
- Built relationships within the county to address shared needs.
- Built relationships with other county recorders to share best practices.
- Worked closely with the Secretary of State's Office to ensure legal compliance.

Communications

Informing voters about current election laws, policies and procedures in easy-to-understand, accessible language that is reflective of our community, is one of our most important tasks. We use flyers, mailings, phone messages and operators, banners, posters, social media, our website and many other tools to share these updates with voters.

These efforts included:

- Making relevant and timely changes to our website on a weekly or daily basis, prominently displaying the most frequently requested information.
- Standardizing the format of images to include image descriptions for any public-facing medium to allow for e-readers.
- Standardized bilingual format.
- Collaborating and consulting with the Pima County Elections and Communications departments and the City of Tucson on ways to share and disseminate election information.
- Collaborated on interactive maps of Early Voting locations and Vote Centers where voters can easily identify and locate the nearest voting locations.
- Contributing \$80,000 to a joint countywide voter education campaign.
- Posting prominent web links to the Election Department and County voter pages.
- Adding answers to Frequently Asked Questions and relevant links to outgoing telephone messages, which were updated to reflect the timeliest public needs.
- Constantly improving training for phone operators to reflect questions and feedback from callers.
- Created phone scripts that adapted to concerns, changes in law and voting methods.
- Crafting extensive and detailed social media posts regarding key deadlines, important developments and items discussed in the media.
- Providing lists of Early Voting sites and answers to FAQs in Early Ballot packets sent to voters. This information was printed in English and Spanish.
- Designed a new seal and branding for our department.
- Establishing ourselves as the single point of truth for Voter Registration and Early Voting information.

Legislation / Government

- Created a Legislative Liaison position to track legislation as it moves through the Arizona Statehouse. This role has become much more important during the past two years. From 2011 through 2020, the average number of election-related bills introduced each year was **50**. The past two years saw the average jump to **135**. In 2023, there were **142**.
- Collaborated with other Arizona election officials and the Arizona Association of Counties to identify bills that could curtail and/or damage voting rights.
- Provided feedback on bills that affect voters and the operation of the Recorder's Office.
- Communicated legislative changes to the public.



Outreach

The Pima County Recorder's Office is focused on building and nurturing positive relationships with current and potential Pima County voters through integrity, transparency, engagement, participation and communication. We want voters to feel comfortable engaging with our office and contacting us with any questions or concerns.

Our efforts have steadily increased during the past two years. Our goal is to demystify the entire election process from the diverse types of elections to voter

registration to how to fill out a ballot.

We conducted training for community organizations engaged in voter registration efforts to ensure that voters are receiving consistent and accurate information about changing procedures and laws.

We have placed a special emphasis on working with the Tohono O'odham Nation and Pascua Yaqui Tribe, including reopening the Pascua Yaqui Early Voting site. A review of election patterns shows that for several years, these communities have steadily

increased the number of registered and participating voters. We want to continue those trends by encouraging these communities – especially young voters – to exercise their hard-won right to vote.

We have made inroads with voters at:

- Special events, like Nam Jam, Juneteenth and Indigenous People's Day
- Libraries, schools and post offices
- Community Centers, Rec Centers and District Offices
- Local farmer's markets, festivals and holiday events
- Naturalization Ceremonies

