



County of Burlington

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Burlington County Partners to Resolve Incident Responses on Election Day

After reviewing the numerous procedures and multitude of issues that could arise on Election Day, our team in Burlington County overhauled operations in 2025 to be quicker and more efficient after partnering with Tenex Software Solutions for a technician tracking and help desk management system.

The Challenge: Traditional call center in 2024

Prior to our implementation with Tenex, tracking election issues was demanding and time consuming. We relied on paper tracking, phone calls, and manual coordination to manage incidents. We had a command room where **400-600 issues** were logged manually in notebooks on a day-to-day basis, requiring staff to pick up the phone to find the closest rover for dispatch when issues couldn't be resolved remotely. We lacked accurate data to review incidents, categorize issues, or measure response times, leading to challenging and “near impossible” post-election analysis, according to Burlington Superintendent of Elections Deputy Registrar, Sam Gad.

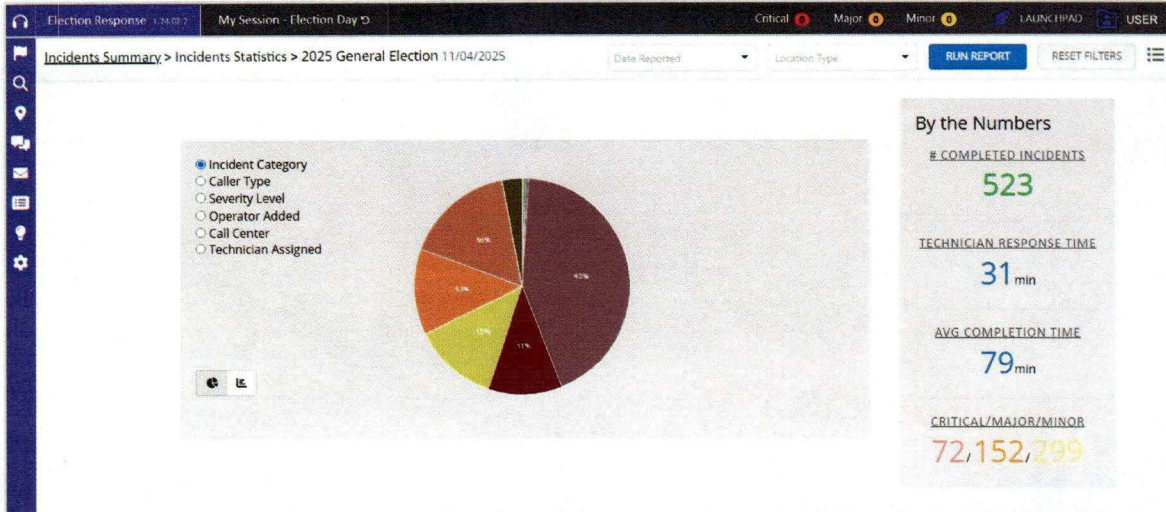
Quicker Issue Resolution at the Polls

Now, instead of manually logging hundreds of issues on paper, Tenex's Election Response system includes a desktop view and mobile app to quickly update or submit a ticket as soon as they arise in the field.

Election Response Call Center Process:

1. Election workers call the county, or a rover identifies an issue on-site.
2. County Dispatchers troubleshoot over the phone or create a ticket.
3. Dispatchers escalate incidents by assigning tickets to specialists or rovers.
4. Rovers travel on site, using mobile app to communicate resolution or other details.

During the November 2025 General Election, we logged **more than 500 completed incidents** using Election Response, with an average technician response time of **31 minutes** or less. This cut our communication and dispatch time in half compared to prior elections.



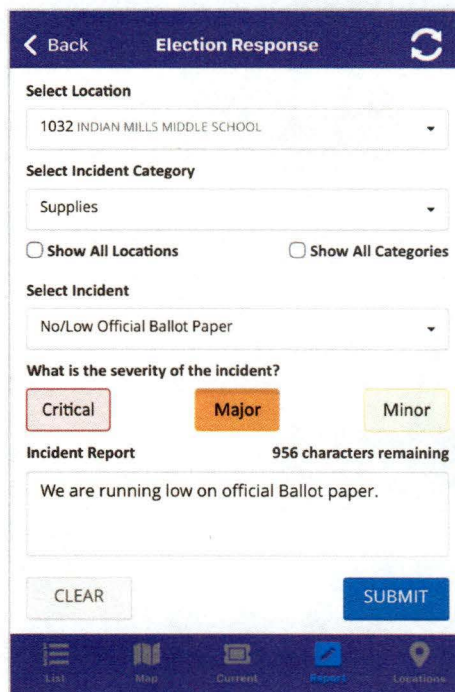
Election Response significantly sped up team communication and issue resolution times, allowing the whole team to view the same tickets and assign them digitally based on category and severity. We centralized all questions and were able to better identify and get ahead of issues by easily sorting and directing incidents to the proper departments for quicker problem solving.

Election Incident Response Breakdown for 2025 General Election		
Incident Category	# of Reported Incidents in Each Category	
ADA	4	# of calls during Early Voting: 99
Ballot Drop Box	2	
Equipment	383	# of calls during Election Day: 577
Procedural	73	
Staffing	88	Incident Reported/Resolved By Phone: 337
Supplies	105	
Voting Location	20	Incidents Requiring Rovers/Techs: 339

Improved Rover Management and Map Views

“When we trained our team on Election Response, it was a significant improvement,” Gad said. “Everyone on our staff downloaded the mobile app as a rover. We were able to purchase phones to support our rovers and train them on how to look up incidents, what to do when dispatched, and how to resolve issues. This collaboration was essential between our main office and our rovers across the county.”

With **154 polling locations** and approximately **25 rovers**, we created geographic zones to ensure technicians were within a **15 minute** drive of their assigned locations. Election Response’s Live Map feature allowed dispatchers to quickly identify the closest rover and monitor status updates such as when they were en route, on site, or resolved. This allowed our staff to issue new tickets once a rover was done resolving an incident.



The screenshot shows the 'Election Response' mobile app interface. At the top, there is a blue header with a back arrow, the text 'Election Response', and a refresh icon. Below the header, the form is organized into several sections: 'Select Location' with a dropdown menu showing '1032 INDIAN MILLS MIDDLE SCHOOL'; 'Select Incident Category' with a dropdown menu showing 'Supplies'; two radio buttons for 'Show All Locations' and 'Show All Categories'; 'Select Incident' with a dropdown menu showing 'No/Low Official Ballot Paper'; a section titled 'What is the severity of the incident?' with three buttons: 'Critical' (red), 'Major' (orange), and 'Minor' (yellow); an 'Incident Report' section with a text area containing 'We are running low on official Ballot paper.' and a character count '956 characters remaining'; and finally, 'CLEAR' and 'SUBMIT' buttons. At the bottom, there is a dark blue navigation bar with icons for 'List', 'Map', 'Current', 'Report', and 'Locations'.

“We couldn’t have done this without the Election Response System. By simply looking at the rover on the app, everyone is allowed to track people in real-time and understand driving times, and where issues are on the map,” says Gad.

Gad described this implementation as also improving the structure of the command room at the county office. Instead of notebooks among dispatchers, each person is able to access the system, create tickets, or troubleshoot. This includes personnel from the Superintendent of Elections, the Election Board, IT specialists, and even vendors for the County’s election software and hardware.

Reduced Onsite Visits with Built-In Troubleshooting

Election Response’s built-in troubleshooting tool aided in reducing the need for rovers at locations, decreasing the total amount of onsite visits required on Election Day. For dispatchers in our main office, they start troubleshooting as soon as the phone rings. When logging the call or incident, a category option appears to narrow down the specific equipment issue, then a troubleshooting box appears with tips and troubleshooting steps for the poll worker to try first.

“This is a big help” says Gad. “You can train as many people as possible, but they may forget. Being able to have clear troubleshooting steps and scripts can reliably offer support here.”

Seamless Integration with ePollbooks

In addition to the mobile app for rovers, Election Response supports workers assigned to voting locations through direct integration with Tenex’s ePollbooks to provide real-time support. With

Election Response, advanced poll workers can report incidents and create tickets directly from ePollbooks, and view troubleshooting tips and communications there as well.

"After the 2025 Primary election, we found that **60%** of incidents were created through the ePollbooks, which was a big relief and improvement," Gad said.

Gad said as this process becomes more familiar, an increase in ePollbook use to submit tickets should reduce the amount of phone calls coming into the main office.

This will reduce labor over time, track incidents more accurately, and empower workers to troubleshoot issues independently while allowing the County to communicate more effectively.

Insightful Post Election Data Analytics

Our previous processes led to challenging and near impossible post-election analysis. It was a struggle trying to find and organize issue descriptions and information to then pull into a report.

Following the November 2025 General Election, we analyzed **523 completed incidents** with Election Response, identifying which polling locations experienced the highest volume of issues, the most common problem types, and peak voting hours. According to Sam Gad, "the amount of information we have been able to extract is priceless."

This information will continue to be reviewed each election for regular process review and training improvements. Over time, as we understand the issues occurring, we can improve our training and processes, reducing the amount of incidents long-term.

Training Improvement for Poll Workers

If a post-election report shows that a certain percentage of poll workers are experiencing the same issue, we can train the poll workers on that specific scenario and how to interact with that issue during the next election training so they know how to resolve it.

Throughout the year, we refined training to focus on hands-on equipment instruction. These targeted improvements helped reduce preventable issues and better prepare poll workers for Election Day.

We share these reports between the Superintendent of Elections and the Election Board to talk about the issues we encountered during the election and how we can resolve them moving forward. For example, the 2025 primary election showed almost **90+ tickets** in one category of workers having trouble logging in. We realized this issue was connected to a staffing and training process and shifted our focus during training. This data is used to improve future training sessions by focusing on common issues and procedural problems.

Looking Ahead: What's to Come in 2026

Burlington County continues to build on the success of Election Response and our troubleshooting operations. With a scalable system successfully implemented, Election

Response has become a critical element of our election operations strategy. Looking forward, the focus will be on continuous improvement, specifically by:

- Enhancing reporting capabilities.
- Expanding troubleshooting guidance with visual aids.
- Further improving communication channels with advanced poll workers.
- Reduce monthly costs by switching hardware for mobile rovers.

A handwritten signature in black ink, reading "Dawn Marie Odgers". The signature is written in a cursive, flowing style with a large initial 'D' and 'O'.