



Supervisor of Elections



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Supervisor of Elections

Our Vision: To be the best place in America to vote

GOVERNOR'S STERLING AWARD RECIPIENT

REGIONAL TECHNICIAN APPLICATION SUPPORTING MATERIALS

Category: Innovations or New Practices in Election Administration

2025 EAC Clearinghouse Awards

REGIONAL TECHNICIAN APPLICATION

Core Development Objectives

- ★ Improve real-time operational oversight by replacing delayed, paper-based reporting with live field updates from trained technicians.
- ★ Standardize field response and escalation through consistent electronic workflows, documentation, and communication tools.
- ★ Reduce dependency on ad hoc troubleshooting by establishing predictable, accountable technical coverage at every polling location.
- ★ Centralize visibility into technology issues and enable timely, informed escalation by the elections office.
- ★ Enhance the accuracy and integrity of in-person voting operations by ensuring rapid identification and resolution of issues that could otherwise disrupt voting.
- ★ Create a scalable administrative framework that can be adjusted based on election size, geography, and available resources.

MEASURING SUCCESS

We conducted surveys with poll workers and Regional Technicians to evaluate their experiences, highlight successes, and identify areas for improvement. Feedback from these surveys shaped program adjustments, including improved training schedules, refined workflows, enhanced resources within the Regional Technician Application, and better communication protocols. Poll workers consistently praised the presence and support of Regional Technicians, emphasizing their effectiveness in resolving technical issues and enabling smoother operations during in-person voting.

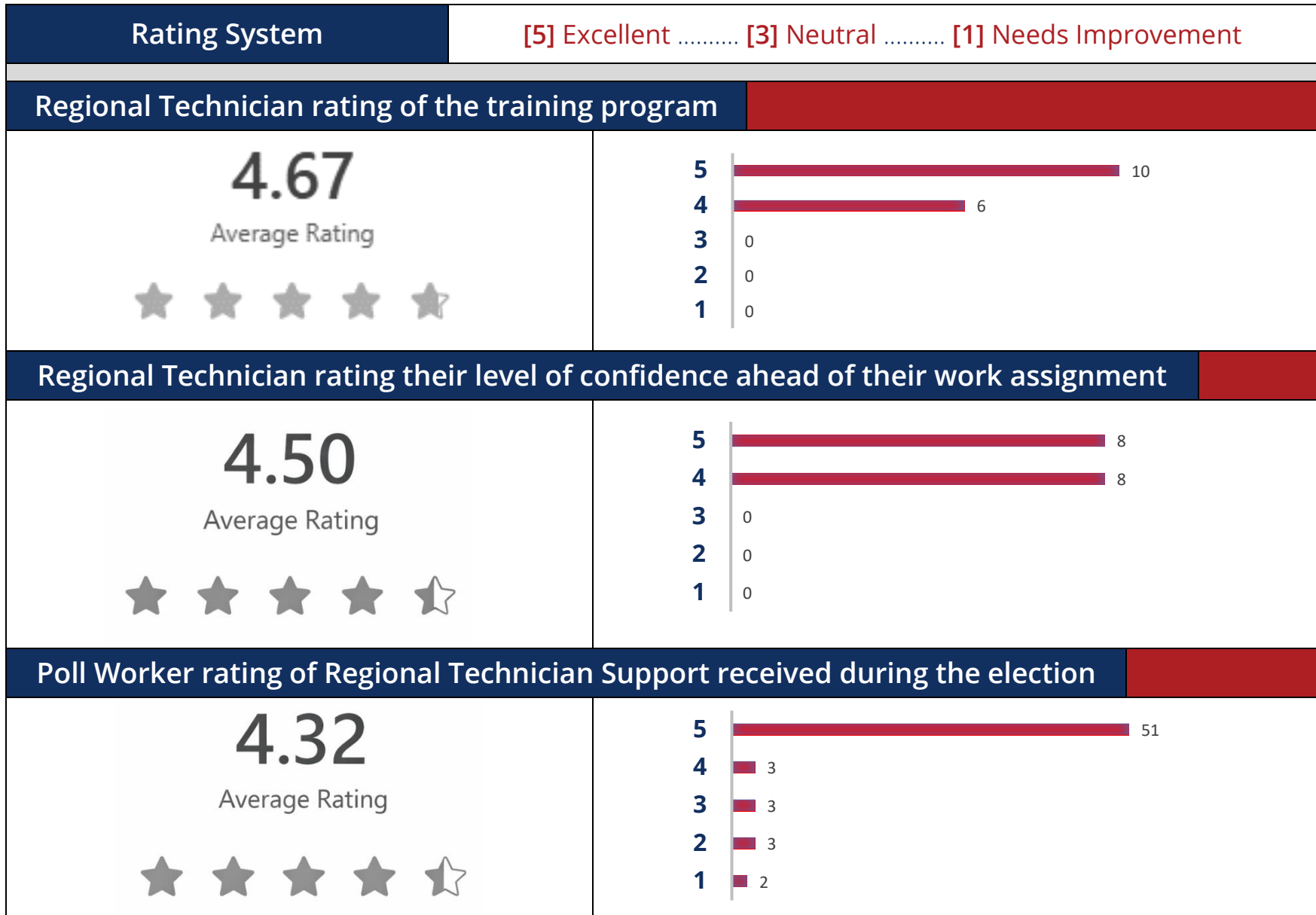
Poll Worker Survey Feedback

<i>" The Technical Support that we received was phenomenal. We had a tech that was on with us pretty much the duration of the early voting process and when he could not resolve the issue, he had someone that he could call that got things straightened out. "</i>	<i>Linda R.</i>
<i>" It is always helpful to have a regional tech available, they seem much better situated to solve any tech issues that might arise. "</i>	<i>Gary G.</i>
<i>" Having the Regional Tech readily available was much appreciated. The Tech was helpful and allowed Clerk/Asst Clerk and Inspectors to concentrate on serving the voter, and not take time on technical issues. "</i>	<i>Charles W.</i>
<i>" Our Regional Technician was extremely helpful the entire time, both Early Voting and Election Day. She periodically checked in with me, both in person and on the cell phone. "</i>	<i>Ruben C.</i>
<i>" Our Technician was available to us, very helpful, offering assistance when needed. She was there for us in case we had any problems opening or closing the poll. An excellent Technician."</i>	<i>Myrlene H.</i>

Regional Technician Survey Feedback

<p><i>“ I think the Regional Technician Application is a great product and works well. Kudos to whomever is behind the scenes on that product. Everyone was professional and handled a really tough General Election. Everyone seems to take the role seriously. Even in the face of multiple hurricanes the weeks before Early Voting, the team pulled it off. It was amazing to see. ”</i></p>	<p><i>Chris A.</i></p>
<p><i>“ The Regional Technician Application was really helpful and a great resource in the field. Having all of the resources and information in one central place really makes it easy to do the job well. I REALLY appreciate the switch to the Team A and B schedules, that was such a huge improvement over previous elections where we had to work every day. This is so much more sustainable, and honestly a big part of why I stayed in this role. ”</i></p>	<p><i>Bea Y.</i></p>

We measure the success of our poll worker programs and initiatives in **1) How they are received by poll workers** and **2) How poll workers perform during their assignments**. Included below are Poll Worker and Regional Technician survey ratings of the program.



APPLICATION IMAGES

Sensitive information has been either redacted or replaced in this supporting document

Below are some examples of pages within the **Regional Technician Application**.

