



Category: Outstanding Innovations in Elections: Programs that use creative tools to improve election administration, while advancing new and innovative concepts.

## Promoting Effectualness by Minimizing Lines and Wait Times: First County in the Country to Use the No Wait Inside Appointment System for Elections

The Palm Beach County Supervisor of Elections office was the first in the nation to offer Early Voting appointments during the 2022 Primary and General Elections. The program, No Wait Inside (NWI), launched successfully with 21,356 voters who participated (about the seating capacity of Madison Square Garden). No Wait Inside is a virtual waiting room cloud application that rose to popularity at doctor's offices during the pandemic; the Palm Beach County Supervisor of Elections office implemented its services in a unique way. The new program allowed voters to make an appointment during a time window and at a location convenient for them, schedule an appointment online up to 30 days in advance, cancel the appointment at any time, receive text notifications about their upcoming appointment, and skip the line during their appointment window to vote quickly. The state-of-the-art low-cost program is flexible, customizable, allows for fast implementation, and communicates directly with voters to let them know exactly when you are ready for them.

NWI has allowed the Supervisor of Elections office to optimize the Early Voting experience. Described as a "fast-pass for early, in-person voting," NWI allows a voter to book an appointment time slot to vote at any Early Voting location. Appointments are 15-minute time windows where the voter can arrive at the polling location, skip the line, and vote at the time most convenient to them. In a county where lines can reach a 3-hour wait time, NWI has revolutionized Early Voting for voters.

We have found a large part of our success with this program has been with corporate and elderly voters. "We just had a lot of voters who were saying they just weren't going to go to early voting because they didn't know if there would be lines," Supervisor Link said. "They couldn't stand there, or they were working, and they couldn't afford to be in a line so long." For our working constituents, the ability to schedule a time to vote has allowed them to capitalize on the 14-day Early Voting period. For our elderly voters it has minimized the fatigue caused by waiting in long lines in the Florida heat. It has also been a significant improvement for the general voting populous. With Florida's unpredictable weather, waiting in outdoor lines is off-putting to most. NWI allows voters to avoid rain or unwanted shine by designating a time window for them to arrive at their Early Voting location of choice and skip the line. While Palm Beach County is the third largest Florida county in registered voters, in the 2022 Primary and General Elections Palm Beach had a higher voter turnout than the largest (Miami-Dade) and second largest (Broward) counties. Our office believes NWI has contributed to that success by making Early Voting an even easier process for voters, incentivizing them to get out and vote!

### Turnout Percentages:

- Miami-Dade County
  - 2022 Primary: 19.09%
  - 2022 General: 46.84%
- Broward County

**Wendy Sartory Link** Palm Beach County Supervisor of Elections



- 2022 Primary: 21.01%
- 2022 General: 47.97%
- Palm Beach County
  - 2022 Primary: 23.78%
  - 2022 General: 54.36%

Palm Beach County has been a bellwether for improving the voting process. Being the first county in the country to successfully implement No Wait Inside in the 2022 Primary and General Elections has encouraged other counties to follow suit and try appointment systems. NWI is only the latest in Palm Beach County's efforts to make Palm Beach County, Florida the greatest place to vote in the country.

**Images:**

The screenshot shows a web form for scheduling an appointment. At the top is the logo for Wendy Sartory Link, Supervisor of Elections, Palm Beach County, Florida. Below the logo is the title "Palm Beach County Supervisor of Elections" and the instruction "Please provide the following information". The form includes a dropdown menu for "Select Correspondence Messaging Language" set to "English (US)". There are two columns of input fields: "Pick Location \*" and "Service Type \*" in the first row; "First Name \*" and "Last Name \*" in the second row; "Mobile Phone Number \*" and "Email Address" in the third row. Below these is a "Date for Appointment \*" field with a calendar icon. A red text link "Loading available dates" is present. A toggle switch is currently turned off, with the label "No Mobile Phone - I will Check-in upon arrival". At the bottom, there is a checkbox for "By booking the appointment, I agree to receive text messages, phone calls, and/or emails with information relating to this appointment." and two buttons: "Cancel" (red) and "Save" (blue).



## **Make An Appointment to Early Vote**

Avoid the Early Voting line and make an appointment to Early Vote. You can book an appointment time slot to vote at any Early Voting location during Early Voting hours for the election. Please click on this link or the button below to book your appointment to Early Vote at a location and time most convenient for you! Appointments are designated 15 minutes time slots. This is a new and optional program for those who want to schedule a time to vote. You are not required to make an appointment to vote during Early Voting.

**MAKE AN  
APPOINTMENT**

**INTEGRITY / ACCOUNTABILITY / SERVICE**

**MAKE AN APPOINTMENT TO  
VOTE EARLY**

**A NEW PROGRAM FOR EARLY VOTING  
IN PALM BEACH COUNTY**

Make an appointment to vote at an Early Voting location during the upcoming General Election utilizing our new Early Voting Appointment Program.

You do not need to make an appointment to Early Vote.

This is a new program for those who wish to schedule a time window to vote at an Early Voting location of their choice to avoid waiting in line.

- ✓ **Make an appointment during a time window and location convenient for you**
- ✓ **Online scheduling allows you to book an appointment up to 30 days in advance**
- ✓ **Cancel your appointment at anytime**
- ✓ **Receive text notifications about your upcoming appointment**
- ✓ **Skip the line during your selected time block to vote quickly**

**Learn more:**  
[www.votepalmbeach.gov/Voters/Early-Voting](http://www.votepalmbeach.gov/Voters/Early-Voting)



SCAN ME

 **Wendy Sartory Link**  
Palm Beach County Supervisor of Elections

 [@VotePalmBeach](https://www.facebook.com/VotePalmBeach) [VotePalmBeach.gov](http://VotePalmBeach.gov)

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**Wendy Sartory Link** Palm Beach County Supervisor of Elections



**Press Coverage:**

<https://www.palmbeachpost.com/story/news/politics/elections/county/2022/07/21/palm-beach-county-august-primary-election-feature-appointment-system/10027548002/>

<https://www.wpbfl.com/article/florida-palm-beach-vote-election-politics-early/40796929>

<https://www.wpbfl.com/article/palm-beach-county-supervisor-elections-new-early-voting-appointment-system-successful-so-far/40891709>

<https://thehill.com/homenews/3720313-vote-by-appointment-a-florida-county-tries-early-voter-reservations/>

**Wendy Sartory Link** Palm Beach County Supervisor of Elections