



CITY OF
TUCSON
OFFICE OF THE
CITY CLERK

March 28, 2011

To Whom It May Concern:

I am writing this to inform you of the exceptional work that Runbeck Election Services, Inc. (Runbeck) has done for the City of Tucson Elections Division over a number of years. The City Clerk's Office first utilized Runbeck in 2003 for the printing of our primary and general election ballots and our publicity pamphlets.

Having been fully satisfied with their printing quality and customer service levels, in 2005, the City increased its contract to include early voting printed materials (outbound and inbound mailing envelopes, affidavit envelopes to secure the ballot, and excerpts from the publicity pamphlet relating to early voting requirements), signature rosters and precinct registers.

Since 2007, we contracted with Runbeck for all our election printing requirements as well as our automated assembly and mailing of early ballots. Early voting has continually grown over the past 12 years. In 1999, early voting represented 18% of all ballots cast. Today it represents from 65% to 90% of all ballots cast. This increase has resulted in our inability to manually process early voting mail with assurance that we will meet our statutory deadlines. Election statistics can be located at the following web site: http://cms3.tucsonaz.gov/sites/default/files/clerks/Election%20Statistics2007_2010.pdf

Runbeck uses equipment, technology and security systems that provide our office the greatest guarantee of election processing accountability. Jurisdictions using their services are assured without exception that every election mail piece is accounted for and tracked using their internal electronic tracking and a third party tracking system certified by the United States Post Office to track each mail piece to the final point of receipt by the mail courier.

The highest level of election security is vital to the integrity of any election process. Runbeck meets all the requirements by stringently enforcing restricted access to all assembly and election processing areas, by providing 24-hour camera surveillance and on-site security.

Although their experience and quality of work have remained outstanding throughout the years, their most notable asset is their customer service. They have worked diligently with me and staff over time to simplify our lives by making election-related suggestions on

design and layout of printed materials, postage regulations and an array of helpful solutions to streamline our printing needs. They are approachable and prompt when responding to inquiries and potential changes. Any problems we have encountered as a result of a Runbeck error, have been rapidly corrected and with remedial action in mind.

It has truly been a delight to work with every level of their staff over the years, and it is with pleasure that I can confidently recommend Runbeck Election Services as a solid and reliable vendor, and experts in their field.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Rainone" followed by a horizontal flourish line.

Deborah Rainone
Chief Deputy City Clerk
City of Tucson, Elections Division