

September 1, 2022

Linda Lamone Administrator Maryland State Board of Elections 151 West Street, Suite 200 Annapolis, MD 21401

#### *Re: 2022 General Election Voter Education Campaign Report*

Thank you for providing KO Public Affairs LLC with the opportunity to develop and manage a statewide voter education marketing and public relations campaign for the 2022 Primary Election. Under the approved scope of work for RFP D38B1600018, KO was charged with developing a statewide campaign, including TV, radio, and digital advertising to inform Maryland voters about how to participate in the election.

The campaign also included broad stakeholder engagement and earned media to reach Maryland's diverse communities and respond to any unforeseen issues that developed during the campaign.

To achieve the objectives outlined in the RFP released by the Maryland State Board of Elections, KO subcontracted with the following Maryland-based firms:

- **Mission Media** a full-service advertising and marketing firm to assist with creative design, campaign production and media buying.
- Sandy Hillman Communications a public relations firm and woman-owned minority business enterprise to assist with earned media and stakeholder engagement throughout the state.
- **GreiBO** a public relations and marketing firm based in Baltimore to assist with stakeholder outreach to the African American community statewide, including webinars, key influencer messaging and social media.
- **Cool & Associates** a full-service management consulting firm that brings Hispanic strategy, workforce development, education, marketing and outreach to the forefront of any organization. Veronica Cool and her team assisted with broad stakeholder outreach to the Latino community, Spanish-speaking earned media, and translation of campaign materials.

• **Campfire Communications** – a full-service communications firm led by Henry Fawell working with Hillman Communications on earned media, stakeholder outreach and rapid response during the campaign.

#### Campaign Overview

Building on the team's successful campaign in 2020, our team designed a campaign reminiscent of the previous effort with updated animation, iconography and messaging that included creative assets across traditional paid media channels – TV, radio, and print – and digital platforms and social media. While the 2022 Primary Election was a return to "normal" in many ways, it was imperative that we inform Marylanders about the redistricting process, how to request a ballot and vote by mail, early voting and Election Day polling locations.

The campaign was segmented into three phases to deliver three general messages about the election timeline and the voting process.

#### Phase 1: Register to Vote

The Register to Vote phase ran from **May 23 through June 14** (a total of 23 days). Primary messaging urged Marylanders to register to vote or update their voter registration. Secondary messaging included information on redistricting, how to register, the registration deadline and the ways to vote.

#### Phase 2: 3 Ways to Vote

The Ways to Vote phase ran from **May 23 through June 14** (a total of 23 days). Primary messaging highlighted the three ways to vote (early, by mail or dropbox or in-person on Election Day). Secondary messaging promoted awareness around redistricting and reminded voters to verify or update their voter information.

#### Phase 3: Voting Deadline

The Voting Deadline phase of the digital campaign ran from June 15 through July 19 at 8:00 pm (a total of 35 days). Primary messaging informed voters about the various deadlines associated with the ways to vote (early, by mail or dropbox, and on election day). Secondary messaging also reminded voters to find their polling locations and have a plan to cast their ballot.

Throughout the campaign, earned media and stakeholder outreach complemented paid media, reinforcing and extending the reach of essential election-related information. This effort was critical to proactively informing the public about the redistricting process.

Between May 23 and August 1, the public relations team proactively issued nine news releases and responded to daily inquiries from journalists and stakeholders located throughout Maryland.

Dozens of media interviews were secured with English and Spanish language media outlets, and direct community outreach events hosted in both English and Spanish ensured key messages reached voters in throughout the state.

#### Paid Media

A paid media campaign was used to educate voters about the Maryland Primary Election, held on July 19, 2022. The campaign messaging educated voters on registration, the three ways to vote (early, by mail or drop box, or on Election Day), and the various deadlines associated with each. Supplemental messaging used in the Digital Campaign included building awareness around redistricting, updating voter information and locating polling locations.

Creative assets for the campaign were designed to inform voters with important information and deadlines during the election and bring voters to Board of Election's MD Votes webpage for more information. The webpage - <u>www.elections.maryland.gov/2022</u> - was intended to serve as a central communications hub for the campaign and included iconography consistent with the paid media campaign.

Medium	% Allocation
τν	12.22%
Radio	12.22%
Print	24.45%
Digital	51.10%
Total	100.00%

**Overall Allocation:** 

## Traditional Media Overview (TV, Radio & Print)

TV, radio and print media channels were used to broaden the reach of the campaign and create holistic awareness for the campaign across mediums. Budgets were distributed across channels to ensure the messaging had a wide reach across the state of Maryland. Key outlets were selected in each of Maryland's core markets based on their reach/coverage across the state.

The traditional media messaging focused on highlighting the three ways to vote and the deadlines associated with each. One TV spot was produced to responsibly manage the production budget, along with radio, print and digital assets. Most traditional media ads ran between June 20 through July 14 through the Early Voting process.

#### TV Allocation

Media	Market	# of Spots	% Allocation
WBOC	Eastern Shore	31	16%
WBAL	Baltimore	30	37.7%
WRC	DC	27	36.03%
WDVM	Hagerstown	34	10.09%
Total	—	122	100%

#### Radio Allocation

Media	Market	# of Spots	% Allocation
WYPR	Baltimore	65 (15-second underwriting)	18.29%
WBAL/98 Rock	Baltimore	140 (across both stations)	16.88%
iHeart Media	Baltimore	WCAO-AM (Gospel) - 55 WPOC-FM (Country) - 40 WQSR-FM (Adult Hits) - 38 WZFT-FM (Mainstream) - 28	8.55%
WHUR	DC	15	8.69%
WAMU/WRAU	DC/Salisbury	132 (15-second underwriting)	26.56%
WTOP	DC/Western MD	113	21.04%
Total	_	626	100.00%

#### Paid Digital Overview

The digital campaign ran from May 23 to July 19, at 8:00 pm to support the Maryland State Board of Election's voter education and awareness efforts for the 2022 Gubernatorial Primary Election. The campaign utilized a multi-channel approach, employing phased messaging, to reach adults across the state of Maryland. Targeting was segmented based on regional populations to ensure all Marylanders were targeted equally. The Digital campaign provided the most flexibility for the campaign's segmented approach and three phases:

- **Register to Vote:** Ads were served to adults 18+, excluding the list of registered voters provided by the Board of Elections.
- Ways to Vote: Ads were served to the provided list of registered voters.
- Voting Deadline: Ads were served to all adults 18+.

For all phases of the campaign, messaging points associated with deadlines were removed from the campaign once the deadline passed.

#### Paid Digital Media Performance

Highlights:

- Digital ads garnered 16,879,391 impressions, 230,248 clicks, and 7,999,545 video plays.
- Campaigns drove a total of 170,330 users to the Voter Resources landing page. The average time spent on the page was significant at 02:03 minutes.
- Facebook & Instagram proved the most successful means of driving impression volume, while Google Search proved the most successful means of driving engaged traffic to the site.
- Across channels, users residing in the Central region of Maryland were most likely to click through ads to the site when presented with them. Users grew increasingly likely to click through ads as the election approached.

Channel	Clicks	Video Plays	Impressions	СРМ
Google Search	134,616	—	370,427	\$74.82
Google Display	72,236	—	4,365,224	\$7.64
Facebook & Instagram	22,135	5,763,391	9,795,563	\$3.32
YouTube	1,261	2,236,154	2,348,172	\$4.25
Total	230,248	7,999,545	16,879,386	\$6.14

#### Digital Media Performance by Channel

Digital Media Performance by Market

Channel	Clicks	Video Plays	Impressions	СРМ
Central	37,486	3,231,944	6,269,250	\$4.37
Southern	35,433	3,000,231	6,168,249	\$4.27
Western	8,156	804,393	1,638,978	\$4.60
Northern	5,666	471,708	987,990	\$4.35
Eastern	4,810	436,173	928,005	\$4.60

# Digital Budget Breakdown

Channel	% Allocation
Google Display	32.18%
Facebook & Instagram	31.43%
Google Search	26.76%
YouTube	9.63%
Total	100.00%

### Channel

Market	% Allocation		
Central	39.18%		
Southern	37.75%		
Western	10.79%		
Northern	6.16%		
Eastern	6.12%		
Total	100.0%		

Market

Google Performance

- Google Search text ads were served to users searching voting queries across Google. Google Search saw the highest overall performance driving the most clicks to the website (134,616), as users proved most likely to click through search ads (36.34%) at the lowest cost (\$0.21). Budget was reallocated to this channel throughout the campaign, due to high performance.
- Google Search ads garnered just over one-third of total impression share. Throughout the campaign, ads appeared at the top of search engine results over 80% of the time, due to high ad quality score.
- The top click-driving search keywords were 'voting,' 'vote,' 'early voting Maryland,' 'Maryland primary election,' and 'vote by mail.'
- Google Display static ads were served to users browsing websites across the internet. Like Search, users clicked through Display ads at an above-average rate (1.65%) and low cost (\$0.46).
- 15-second skippable and 6-second bumper ads, adapted from TV creative, were served across YouTube, to users watching video content.
- 15-second ads saw high engagement garnering 436,364 views at an above-average rate (36.35%), meaning they were viewed to completion or clicked that many times.

## Facebook and Instagram Performance

- Static and video ads were served across Facebook & Instagram, to users browsing their social feeds. Facebook & Instagram ads reached total of 2,029,047 users, driving the most impressions (9,795,563) at the lowest CPM (\$3.32).
- Social ads garnered 1,547 post reactions, 698 post shares, and 148 post saves. Static and video ads were served to fill the maximum number of ad placements. Overall, video ads saw higher performance.
- Across platforms, users proved more likely to click through to the site from ads served on Instagram than those served on Facebook.

Channel	Sessions	Users	Bounce Rate	Pages / Session	Avg. Session Duration
Google Search	146,510	111,177	72.78%	1.56	00:00:59
Google Display	55,659	37,436	84.95%	1.26	00:00:31
Facebook/Instagram	21,914	21,150	86.83%	1.17	00:00:10
YouTube	633	567	86.26%	1.24	00:00:29
Total	224,716	170,330	77.21%	1.45	00:00:37

## Digital Media Website Performance

Digital Media Website Performance

- Digital campaigns drove a total of 170,330 users to the Voter Resources landing page, resulting in 327,446 pageviews across the site. Most users entered the site via mobile device.
- Throughout the campaign, over 85% of campaign users were classified as new, meaning they successfully reached users who had not accessed the state's voter resources in the past 30 days.
- Google Search drove the most campaign traffic (65.20%) and consistently led to the overall highest on-site engagement.
- Digital campaigns led to about half of total Voter Resources landing page views (235,323). Campaign users saw high overall engagement averaging slightly longer times on pages than non-campaign users (2:03).
- Aside from the landing page, campaign users most often viewed the Voting, Candidacy, and Voter Registration pages.

#### Digital Market Breakdown

County Area:	Central	Eastern	Northern	Western	Southern
	Baltimore	Dorchester	Harford	Allegany	Montgomery
	Anne Arundel	Somerset	Cecil	Carroll	St. Mary's
	Howard	Wicomico		Washington	Calvert
	Baltimore City	Caroline		Frederick	Prince George's
		Kent		Garrett	Charles
		Queen Anne's			
		Talbot			
		Worcester			
Total Population:	2,351,417	353,679	358,296	678,157	2,278,619
Budget Allocation:	39%	6%	6%	11%	38%

#### Public Relations and Stakeholder Outreach

To supplement the paid media campaign, KO collaborated with Sandy Hillman Communications, Veronica Cool & Associates, GreiBO, and Campfire Communications to implement an extensive media relations and stakeholder engagement campaign to provide Maryland voters with critical information about the 2022 Primary Election – and respond in real time to misinformation and current events. The media relations and stakeholder communications effort played a critical role educating Marylanders about the redistricting process and the canvassing delay for the vote by mail ballots.

The outreach program included nine proactive press releases and consistent, credible outreach to more than 470 journalists and 3,300 stakeholders located throughout the state. In all, the earned media program generated more than 850 news stories designed to educate state voters about key aspects of the election process.

The comprehensive media list developed by the communications team included print, broadcast and digital news outlets located in every market in the state as well as journalists reporting in both English and Spanish. To maximize reach, the list incorporated Maryland's largest media organizations and its smallest community-based news outlets. In addition to its proactive messaging efforts, the media relations team developed written responses and coordinated interviews in response to daily inquiries throughout the course of the election process. These efforts were essential in ensuring Maryland voters in every part of the state received accurate and timely election information.

The stakeholder outreach campaign expanded on paid and earned media efforts to reach and engage groups representing Maryland's African American, Latino, AAPI, Disability, and LGBTQ+ communities as well as the state's non-profit, business, religious and faith-based organizations, and veterans, seniors, homeless, justice-involved, and other difficult-to-reach communities. GreiBO produced a series of online influencer videos/messages, utilized sound trucks, and hosted several events including at the African American Heritage Festival (AFRAM) and Pride Festival to reach Black and LGBTQ+ voters across the state. Cool & Associates used paid media, earned media, online influencers and hosted a series of events to communicate with Latino voters throughout the state.

The communications team provided regular updates to each member of its stakeholder list and hosted, supported, and staffed virtual and live events to directly convey voter-centric information with Marylanders.

#### Press Releases

- 1. Tomorrow Is Election Day (PDF) 7/18/2022
- 2. Today is Final Day of Early Voting for Primary Election (PDF) 7/14/2022
- 3. Mail-In Ballot Deadlines Approach; Early Voting Continues until July 14 (PDF) 7/11/2022
- 4. Early Voting Begins (PDF) (en español) 7/6/2022
- 5. Deadline to Register, Change Party Affiliation, Update Address to Vote before 2022 Primary Election is June 28 (PDF) - 6/27/2022
- 6. Mail-In Ballot Packets to Begin Arriving This Week; Ballot Boxes Open Statewide (PDF) 6/13/2022
- 7. Voter Registration (PDF)(en español) 5/26/2022
- 8. Maryland State Board of Elections Administrator Releases Statement on Recent Court of Appeals Decision; Announces New Election Timeline (PDF) 3/21/2022
- 9. Maryland State Board of Elections Begins Sending Mail-In Ballot Request Forms in Advance of 2022 Primary Election (PDF) 1/31/2022

#### Targeted Stakeholder Outreach:

Working with Cool & Associates, the campaign team managed a nine-week Hispanic outreach campaign to inform eligible members of the Hispanic community how to vote in the Maryland 2022 Primary Election. Conservatively, the campaign yielded 2,847,623 impressions across the State of Maryland.

The campaign reached Spanish speakers through an extensive outreach campaign to various stakeholders via traditional media, special events, influencer amplification and community outreach, coupled with nontraditional grassroot efforts including text, WhatsApp and social media engagement. The outreach included interviews and presentations on various Hispanic media platforms, paid and earned, across the State of Maryland and the Greater Washington Metropolitan area (predominantly Montgomery and Prince George's Counties.)

The outreach included:

- Media Outreach -- Translating and distributing State Board of Elections press releases and media advisories to 57 media partners, often within the same day as the efforts to the English-speaking partners. Procuring and facilitating 9 interviews with Dr. Gilberto Zelaya, the designated Spanish-speaking spokesperson to increase impact and voter awareness. Veronica Cool also served as a media spokesperson. These efforts yielded over 20 media placements across various Spanish media platforms.
- Stakeholder Outreach & Events Engaging and informing 675 stakeholders and community organizations that actively serve thousands of Latinos and Spanish-speakers throughout the State of Maryland using traditional methods such as email, as well as through special events. On behalf of the campaign, Cool participated in and hosted a total of four special events, including the Latino Providers Network June Resource Meeting with Dr. Gilberto Zelaya, hosting more than 166 attendees.

The campaign also executed a virtual event "*Su Voto Importa. Sepa Cómo Votar.*" via Facebook Live, conducted in Spanish, with the goal of disseminating information about the 2022 Maryland Primary Elections throughout the state. The informative panel featured Dr. Gilberto Zelaya, Community Engagement/Public Relations Officer of the Montgomery County Board of Elections, Dr. Gabriela Lemus, Executive Director of Maryland Latinos Unidos, Ramón Palencia-Calvo, Director of Chispa Maryland, and Francisco "Chele" González of the popular Latino morning show "Los Reyes de la Mañana" on La Nueva 87.7 FM.

• Influencers & Digital Community Outreach – Amplifying reach and impact of outreach efforts by using nontraditional grassroots methods, including partnering with influencers and activating digital community outreach across prevalent social platforms, and engaging with stakeholders via WhatsApp, text, Facebook Groups and Messenger.

- Content Development, Creative Design Support Developing content to effectively engage Spanish-speakers across various platforms, creating video assets featuring key Maryland influencers to support outreach efforts and more deeply engage the Maryland Latino community in the electoral process.
- Translations & Transcreations Transcreating over 30 creative assets, including print ads, icons, 3 phases of digital ads, SBE video subtitles, radio scripts and media interview talking points.

#### PAID MEDIA - SBE OUTREACH 2022

PLATFORM	Description	Impressions/Reach
тv		
Telemundo	:30 sec spots (6)	110,000
RADIO		
Radio Poder	:15 sec radio spot (40)	105,000
Radio Fodel	:30 sec radio spot (133)	105,000
PRINT		
	Ad size: 1/4 pg., 5.33"x10" - Frequency: 4x	
	Facebook post : (2)	
El Tiempo Latino Print + Digital	(1) Video on Facebook	103,971
	300x250 Big box on www.eltiempolatino.com - Frequency: 3 weeks	
	Full page color ad	
Mundo Latino Print + Digital	Publication Open Editorial	318,302
Wundo Latino Frint + Digitai	Article	518,502
	FB Live streaming event	
INFLUENCERS		
	3 daily mentions in "Los Reyes de la Mañana"	
	Weekly posts in Cesar Garcia's and Chelegonzalez' Instagram	
Chele Gonzalez	50 spots	172,538
	3 interviews (3-5 minutes)	
	IG + FB. Radio 87.7	
	Instagram stories + reels	
	TikTok videos	
Jenny The Voice	Facebook posts	1,237,938
	Twitter posts	
	Pinterest post	
	15 second Video Pre-Roll on all Live Streaming. (1 per weekday)	
Milagros Melendez	30 sec Pre-Roll on Podcast (1 per weekday)	26,320
willagros welendez	2 x 30 sec spots or 4 x 15 sec (video or audio) per weekday	20,320
	Shares on Agenda DC / El Tiempo Latino	
Somos Baltimore Latino/Pedro Palo	Weekly Posts	72,475
somos Baltimore Latino/Pedro Palo	Weekly Videos	72,475
Walkiria Pool-Faith outreach	Weekly WhatsApp Message posted to CAF 's faith-based Network	37,500
	Centro de Apoyo Familiar - Facebook, Newsletter, Radio	
PAID MEDIA TOTAL		2,184,044

#### STAKEHOLDERS OUTREACH

ТҮРЕ	Description	Reach
Emails	Same stakeholders were engaged via email throughout 8 weeks of the	4 202
emails	campaign	4,392
Event Outreach- Cool	Su Voto Importa. Sepa Cómo Votar.	2,234
WhatsApp messages	CAF 200 Faith Leaders 3x, Average Congregation size 50	30,000
Partner Outreach - Sampling		
Sauria Dalaasa Ehlast	6/27 Bilingual Eblast was sent to stakeholders reminding people about	22.000
Sergio Polanco Eblast	the deadline to Register	23,000
A ··_ A A · _ ·	6/27 Bilingual Eblast was sent to stakeholders reminding people about	
Agencia Montesinos	the deadline to Register	1
Community Group ELL English	6/27 Bilingual Eblast was sent to stakeholders reminding people about	
Language Learners	the deadline to Register	1
Manufand Latin an Unidan	7/12 Bilingual Eblast was sent to stakeholders detailing the 3 ways to	204
Maryland Latinos Unidos	vote	394
Coursia Dalagona Eklant	7/13 Bilingual Eblast was sent to stakeholders informing about early	22.000
Sergio Polanco Eblast	voting	23,000
Coursia Dalagon Eblant	7/18 Bilingual Eblast was sent to stakeholders reminding about Election	23000
Sergio Polanco Eblast	Day	23000
The Dente and Common Commission	Most organizations posted multiple times throughout the campaign -	
Fb Posts and Groups - Sampling	only counting 1x	557,557
STAKEHOLDER ESTIMATED	REACH	663,579

# TOTAL ESTIMATED LATINO OUTREACH

2,847,623

#### Campaign Creative Index

#### Television :30

View ad here: <a href="https://app.box.com/s/z4mck35kizq9s2upu78w2x11qbjsopgh/file/973664706811">https://app.box.com/s/z4mck35kizq9s2upu78w2x11qbjsopgh/file/973664706811</a>



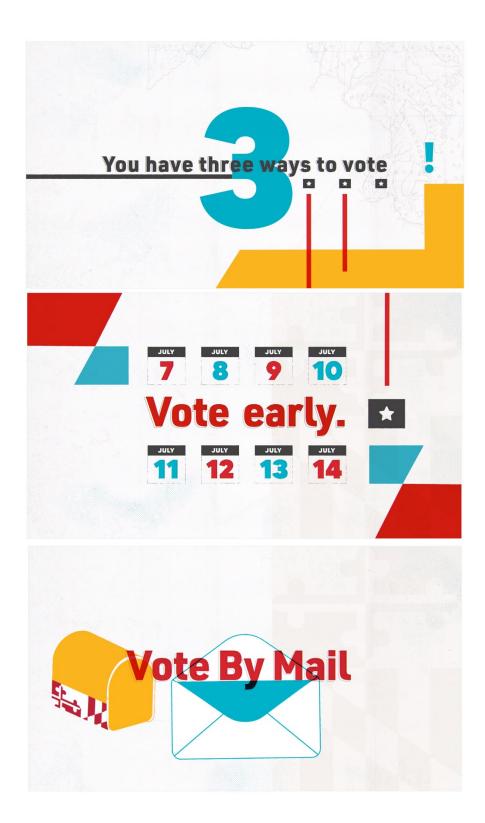
*Digital :15* View here: https://app.box.com/s/z4mck35kizq9s2upu78w2x11qbjsopgh/file/973660890771

#### Radio :30

Listen here: <u>https://app.box.com/s/z4mck35kizq9s2upu78w2x11qbjsopgh/file/973662277457</u>

TV Screen Shots below:







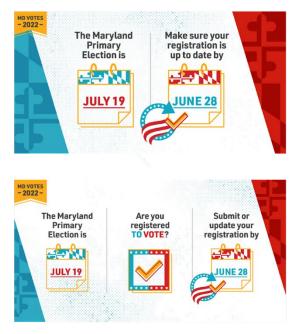


Maryland Votes AFRAM Highlights: View here: https://app.box.com/s/061z0chqr7mglzqhafil1zzdlsmlg8z1/file/1010747422453

*3 Ways to Vote :60 Audio* Listen here: https://app.box.com/s/061z0chqr7mglzqhafil1zzdlsmlg8z1/file/1010746645150

Digital Assets

# PHASE I: REGISTER TO VOTE

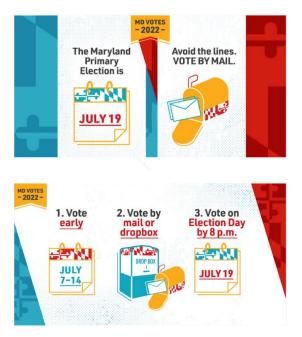




Facebook & Instagram

Google Responsive Display

# PHASE II: WAYS TO VOTE





Facebook & Instagram

Google Responsive Display

# PHASE III: VOTING DEADLINE





Facebook & Instagram

Google Responsive Display

... X

i Confirmed organization

Learn more

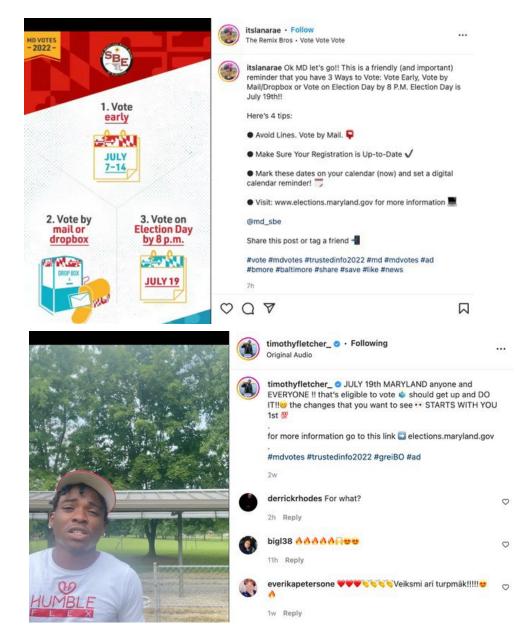
SBE

early

45

JULY

7-14



Social Media, In-Person Activations & Online Events (examples)









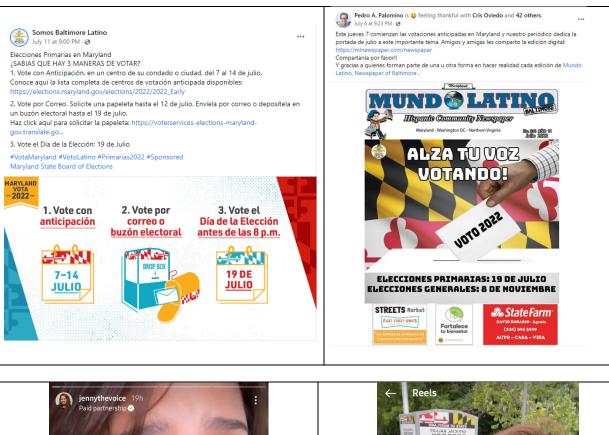






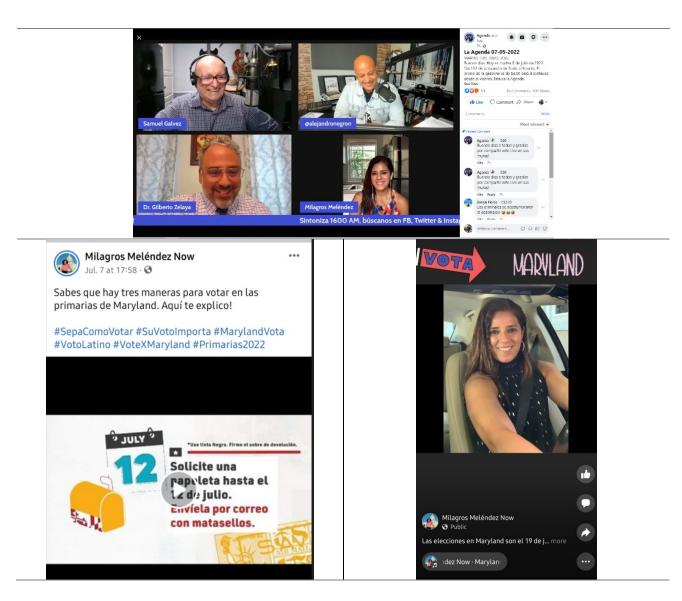


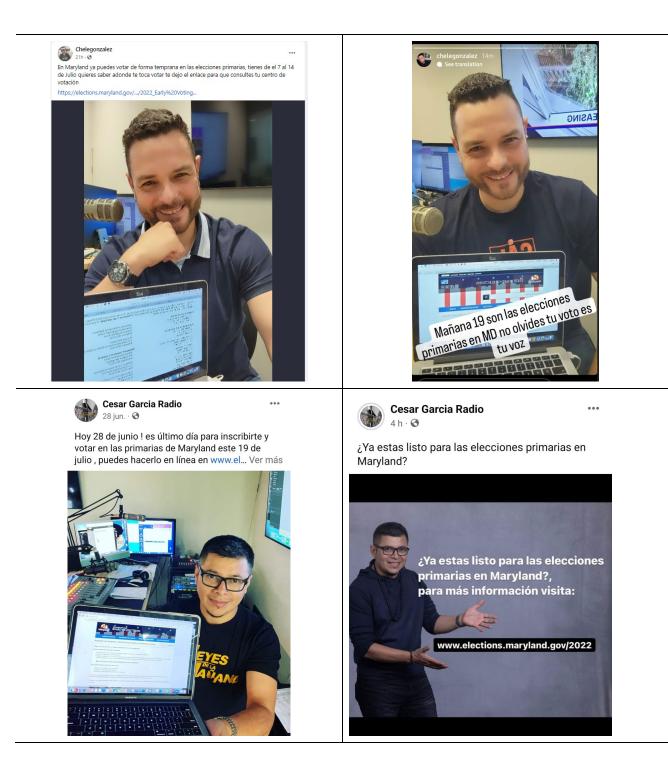






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#### **Printed Media Articles & Ads**



JULIO 2022

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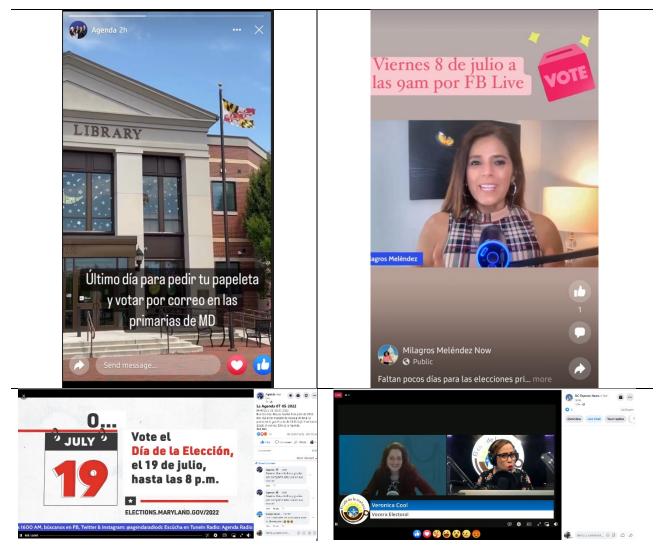
COOL

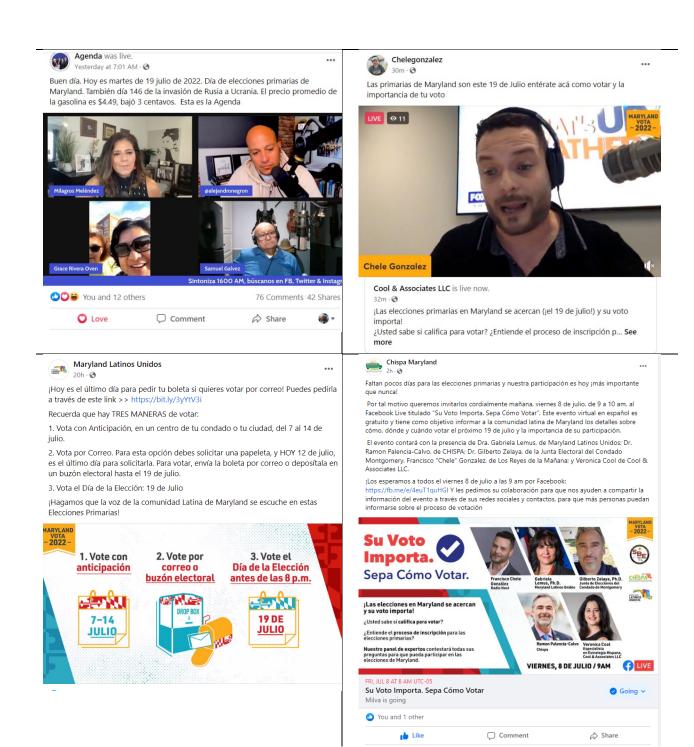


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#### Print Assets



For information about voter registration, voting and dropbox locations, and more, visit vote.md.gov/2022.

