Citizen Election Advisory Committee Meeting
June 28, 2023

Dallas County Elections Department
Agenda

• Introduction
  ▫ Call to order
  ▫ Roll Call / declare a quorum present
  ▫ Declare Legal Notice was posted
  ▫ Motion to open meeting

• Topics for Discussion
  I. Review of 2023 Joint and Special Elections and DCED Tactical Plan
  II. Report on Vote Center Advisory Committee Activities
  III. Discussion on Presiding Judge and Alternate Judge Appointment Plan
  IV. Preview of Voter Registration Plan

• General Public Comments

• Motion to adjourn / Adjourn the meeting
## CEAC Members

<table>
<thead>
<tr>
<th>NAME</th>
<th>APPOINTED BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Eric Cedillo – Chair</td>
<td>Judge, Clay Jenkins</td>
</tr>
<tr>
<td>John Michael Yourse</td>
<td>DIST. 1</td>
</tr>
<tr>
<td>Gwenda Joyce Lowe*</td>
<td>DIST. 1</td>
</tr>
<tr>
<td>Tracy Yoo Clinton*</td>
<td>DIST. 2</td>
</tr>
<tr>
<td>William David Griggs*</td>
<td>DIST. 2</td>
</tr>
<tr>
<td>Alexis Dennard</td>
<td>DIST. 3</td>
</tr>
<tr>
<td>Levatta Levels</td>
<td>DIST. 3</td>
</tr>
<tr>
<td>Renato De Los Santos</td>
<td>DIST. 4</td>
</tr>
<tr>
<td>Ana Coca</td>
<td>DIST. 4</td>
</tr>
<tr>
<td>Camila Correa Bourdeau - Secretary</td>
<td>JOINT</td>
</tr>
<tr>
<td>Elaine Tess Campbell - Vice Chair</td>
<td>JOINT</td>
</tr>
<tr>
<td>Mildred Domenech</td>
<td>JOINT</td>
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</tbody>
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Review of
2023 Joint & Special Elections
May 6thoint & Special Election Review

Election Vote Centers

<table>
<thead>
<tr>
<th>Election</th>
<th>May 19</th>
<th>May 21</th>
<th>May 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED Turnout</td>
<td>53,411</td>
<td>57,589</td>
<td>45,351</td>
</tr>
<tr>
<td>VC Used</td>
<td>324</td>
<td>433</td>
<td>366</td>
</tr>
<tr>
<td>VC Turnout &lt; 50</td>
<td>43</td>
<td>156</td>
<td>136</td>
</tr>
<tr>
<td>VC Turnout &lt; 25</td>
<td>10</td>
<td>74</td>
<td>65</td>
</tr>
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</table>
## May 6th Joint & Special Election Review

### Election Staffing

<table>
<thead>
<tr>
<th>Election</th>
<th>May 22</th>
<th>Nov 22</th>
<th>May 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allocated Poll Workers</td>
<td>1,845</td>
<td>3,161</td>
<td>1,577</td>
</tr>
<tr>
<td>Available Poll Workers</td>
<td>1,525</td>
<td>3,486</td>
<td>2,376</td>
</tr>
<tr>
<td>Shortage</td>
<td>-320</td>
<td>+325</td>
<td>+799</td>
</tr>
</tbody>
</table>
## May 6\textsuperscript{th} Joint & Special Election Review

### Election Turnout

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Voter Turnout</td>
<td>% of Total</td>
<td>Voter Turnout</td>
</tr>
<tr>
<td>Mail</td>
<td>5,045</td>
<td>3.7%</td>
<td>5,100</td>
</tr>
<tr>
<td>EV</td>
<td>74,440</td>
<td>55.2%</td>
<td>65,463</td>
</tr>
<tr>
<td>ED</td>
<td>54,847</td>
<td>40.7%</td>
<td>57,472</td>
</tr>
<tr>
<td>Total</td>
<td>134,820</td>
<td>9.88%</td>
<td>128,084</td>
</tr>
</tbody>
</table>

% Total Turnout/Reg
May 6\textsuperscript{th} Joint & Special Election Review

Election Costs

- Election costs are increasing generally
  - Equipment and building rental, personnel, supplies, service expenses, postage, preparation & transportation of voting equipment, and mileage/fuel

- At the request of the participating jurisdictions, costs were kept low
  - Final Cost for May 6th Election: TBD
May 6th Joint & Special Election Review

Election Wait Time

- Average Wait Time
  - 12 seconds
Tactical Plan Slides

- Team-by-team review of:
  - Highlighted 2022 Tactical Plan changes and election activities
  - Tactical Plan and Joint Election Changes for 2023
  - Tactical Plan Changes for 2024 (in process)

- Objectives and Key Result Development (OKR)
  - Due in July
Executive Team

Use of Analytics to Project / Monitor / Modify

- 2022 General Election Status Report
  - Projected turnout at vote centers with padding in order to efficiently but safely distribute equipment and labor
    - Collaborative efforts with political parties, activists, CEAC, & governmental agencies
  - Actual Voter Turnout in General Election
    - Under projected numbers countywide
    - Both over and under projected per vote center, but within margin of error with padding
    - Monitored and modified plans and processes as needed during election to reduce lines

- 2023 Tactical Plan
  - Continued refinement of projection models based on changing voter behavior.
  - Consulted with SMU statistician and recommended no changes.

- 2023 Joint Election – Collaborate with cities / school districts / outside groups
Executive Team

Personnel Improvements

• 2022 General Election Status Report
  ▫ Newer employees gaining experience and employees “buying in” to culture of change
  ▫ Less Covid and weather-related loss of labor hours
  ▫ More documented tasks (EDATE) and defined procedures
  ▫ Better collaboration with temp agencies and others to recruit better quality workers

• 2023 Tactical Plan & Joint Election
  ▫ Continued refinement of EDATE and team procedures
  ▫ New HR & Records Department to help improve employee relations
  ▫ County incentives to retain employees
    • 3 current vacancies
    • 2 recent departures
Executive Team

Election Day Management Improvements

• 2022 General Election Status Report
  ▫ Updated Election Operations Center Plan (OKR 2.20)
    • Three expanded phone banks, logged all calls in Ask Ed Help Desk System
    • Seven Response Teams - Personnel, Procedures, Facilities, Hardware, Logistics, Voters, and VIPs
    • Field Teams - County Inspectors, Hardware Technicians/Sheriff’s Deputies Drivers, Sheriff’s CID Officers, and S.U.A.T. teams
  ▫ New Security Plan
    • Collaborated with FBI, Sheriff, local law enforcement, and multiple county offices
    • Prepared for worst case scenarios regarding poll watchers and other problems
      • Early Voting – Limited number of serious issues involving law enforcement during last 3 days
      • Election Day – Issues far below expected levels, no law enforcement involvement
Executive Team

Election Day Management Improvements

• 2023 Tactical Plan & Joint Election
  ▫ Enhancements to Election Security Plan (OKR 3.15)
  ▫ County officials participated in Election Security Plan desktop exercise in June
  ▫ Beta test of increased participation by Sheriff’s Office
  ▫ More thorough analysis of Help Desk tickets / corresponding refinements of training and procedures
Identified Issues

2,018 tickets were logged during the May 2023 Joint & Special Election.

Of the 2,018 tickets, 1,738 involved standard election-related questions, including questions about pollworker procedures or a voter’s eligibility to vote.

The remaining 280 tickets involved identified issues – these 280 tickets can be grouped into four major categories:
Identified Issues

<table>
<thead>
<tr>
<th></th>
<th>Non-Actionable (NA)</th>
<th>Actionable (A)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electioneering Activities</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Equipment</td>
<td>118</td>
<td>103</td>
</tr>
<tr>
<td>Facility</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>Pollworker Conduct &amp; Performance</td>
<td>39</td>
<td>0</td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Electioneering Activities</td>
<td>• 5 instances of electioneering within the 100 ft marker were reported (NA)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 1 instance of a campaigner interfering with a rival candidates’ signs was reported (NA)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 1 instance of a campaigner disagreeing with the location of the 100 ft marker was reported (NA)</td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>• 9 instances of equipment not being programmed were reported (A)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 17 instances of equipment not charging or not powering on were reported (A)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 22 instances of broken or missing equipment were reported (A)</td>
<td></td>
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<tr>
<td></td>
<td>• 7 instances of a ballot critically jamming in a Voting Machine were reported (NA)</td>
<td></td>
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<tr>
<td></td>
<td>• 15 instances of equipment experiencing a critical technical failure were reported (NA)</td>
<td></td>
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<tr>
<td></td>
<td>• 40 instances of E-Pollbooks receiving spotty internet connection were reported (NA)</td>
<td></td>
</tr>
</tbody>
</table>
# Identified Issues

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Facility</strong></td>
<td>• 7 instances of a facility representative failing to unlock the vote center by 5:30 AM were reported (NA)</td>
</tr>
</tbody>
</table>
| **Pollworker Conduct & Performance** | • 3 instances of inappropriate conduct by a pollworker were reported (A)  
• 36 instances of a pollworker not showing up to their scheduled assignment were reported (NA) |
HR & Records Team

Human Resources Improvements

• 2022 – Approval and formation of HR & Records Department
• 2023 Tactical Plan and Joint Election
  ▫ Hired for new HR positions and vacant DCED positions (only 2 vacancies)
  ▫ Finalize phase of DCED reorganization/reclassifications
  ▫ Develop comprehensive HR Management Program (OKR 1.11) including:
    • Revise and document HR policies and procedures
    • Development of employee assessment and evaluation process
    • Design and execute employee training and development program (OKR 1.9)
    • Participate in Criminal Justice Information System Audit
HR & Records Team

Records Management Improvements

• 2023 Tactical Plan and Joint Election
  ▫ Inventory of election records
  ▫ New records and equipment storage management process
  ▫ Purchase electronic records management system
  ▫ Digitization of all election records
  ▫ Refinement of Election Security Plan
  ▫ Implemented new records inventory methodology to make records related to PIAs, litigation requests easier to store and locate
Administration Team

Payroll Improvements

• 2022 General Election Status Report
  ▫ Improved inventory and data entry of timesheets into worker management system
  ▫ Changed from manual data calculations to formula driven spreadsheets
  ▫ Collaborated with Auditor’s Office and IT to develop automatic import into Oracle
  ▫ Collaborated with Treasurer’s Office to timely pay 3,840 workers

• 2023 Tactical Plan & 2023 Joint Election
  ▫ Implement new electronic timeclock solution *(OKR 7.15)*
  ▫ Finalize the use of direct deposit for poll workers to avoid lost checks by USPS
  ▫ Contracted with vendor for payroll processing
  ▫ Issuance of Debit Cards
  ▫ Implementation of Direct Deposit Option
Communications Team

• 2022 General Election Status Report
  ▫ Design of new internal and external vote center signage
  ▫ Increased Volunteer Deputy Registrar Outreach
    • Conducted 36 VDR trainings and 3,098 VDRs trained
    • VDRs submitted 14,712 voter registration applications
    • 1,430 registrations submitted during Voter Registration Drive-Thru Event
  ▫ Website improvements
    • Improvements to website navigation
    • Addition of Vietnamese translated web pages (not Google Translations)
    • New Rumor Control web page
      • 13,124 page views in October/November, 2022
      • Not utilized for 2023 Joint Election
Communications Team

• 2022 General Election Status Report
  ▫ Website Usage
    • Compare - 2018 to 2022
      • Up 236% in registration period (13,670 users per day)
      • Up 258% in EV period (25,369 users per day)
      • Up *2,228% on Election Day (76,334 users)
  ▫ Voting Awareness Campaign (OKR 2.23)
    • $605,000 investment from Commissioners Court
    • Commercials / Educational materials on:
      • Facebook
      • Streaming TV
      • Broadcast TV
      • YouTube
      • Radio
Communications Team

• “This is How We Do It” Video
  • Posted October 21 until November 8, 2022
  • 476,700 views

https://www.youtube.com/watch?v=ORMZt30BEnc

<table>
<thead>
<tr>
<th>Source</th>
<th>Reach</th>
<th>Impressions</th>
<th>Clicks</th>
<th># of Spots</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td>1089029</td>
<td>8739278</td>
<td>223702</td>
<td></td>
</tr>
<tr>
<td>Display Ad</td>
<td>3070570</td>
<td>229728</td>
<td>2728</td>
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<tr>
<td>Streaming TV</td>
<td>4677858</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Broadcast TV</td>
<td>13897252</td>
<td></td>
<td></td>
<td>398</td>
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<tr>
<td>Youtube</td>
<td>2307452</td>
<td>3003</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terrestrial Radio</td>
<td>3084480</td>
<td></td>
<td></td>
<td>398</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,089,029</strong></td>
<td><strong>35,776,891</strong></td>
<td><strong>229,433</strong></td>
<td><strong>796</strong></td>
</tr>
</tbody>
</table>
Communications Team

• 2023 Tactical Plan
  ▫ Finalize Elections Department Mission/Vision/Values and Branding Kit
  ▫ Formalize an Elections Department Outreach Plan
  ▫ Increase in-person community education and involvement
  ▫ More aggressive and systematic Voluntary Deputy Registrar Program
  ▫ Possible upgrade of DCED website technology platform
  ▫ Hire Vietnamese Coordinator / Increase recruitment of Vietnamese translators
  ▫ Monitor and influence legislation

• 2023 Joint Election
  ▫ Improved quality and frequency of communications with cities and school districts
  ▫ Low-cost use of social media
Voter Registration Team

• 2022 General Election Status Report
  ▫ Timely and accurate input of voter registration data

• 2023 Tactical Plan
  ▫ Incorporate use of technology for file maintenance (OKR 2.25)
  ▫ Revision / simplification of written communications to voters
  ▫ Improved tracking and coordination of voter registration information with NVRA agencies
  ▫ RFP for new voter registration system
  ▫ New Voter Registration Outreach Program
Mail Ballot Team

- 2022 General Election Status Report
  - Major change from paper to electronic records
  - New abbreviated instructions and highlighted carrier envelopes
  - New interdepartmental chain-of-custody documentation
  - Mail ballot applications
    - New – 14,928
    - Rejected – 1,460 (9.8%)
  - Mail ballots
    - Sent – 28,144
    - Resent – approximately 10,000
    - Total received – 24,155
    - Total rejected – 602
    - Missing or incorrect ID (SB1 issue) – 318 (1.3% compared to 6% in Primary Election)
Mail Ballot Team

• 2023 Tactical Plan
  ▫ Potential RFP to hire vendor to print, package, and send ballots
  ▫ Revision of mail ballot application process
  ▫ Full implementation of new ballot tracking through mail system

• 2023 Joint Election
  ▫ Implemented pilot project to track outgoing ballots through the mail system
Voting Sites Team

• 2022 General Election Status Report
  ▫ Improved communications (new phone & email procedures, new newsletter)
  ▫ Phase I Software Development - Collaboration Software
    • Real time information sharing with parties
    • Poll worker mapping software
  ▫ Collaborated with parties, Power the Polls, and Vet the Vote for recruitment
  ▫ Collaborated with Comm Court to increase worker pay for work and training
  ▫ Collaborated with County employees for backup poll workers
  ▫ Total workers for General Election – 3,493
    • Students – 523
    • Trained standby workers not used in election - 347
Voting Sites Team

• 2023 Tactical Plan
  ▫ Phase II Software Development – Poll worker management software replacement
  ▫ Develop and complete comprehensive vote center location evaluations (OKR 2.26)
  ▫ Prepare and present vote center usage statistics and availability data to VCAC
  ▫ In concert with VCAC, present Phase I (Small Turnout Model) of 2023 Vote Center Plan to Commissioners Court
  ▫ Present Phase II (High Turnout Model) of Vote Center Plan and Judge appointment recommendations to Commissioners Court in August

• 2023 Joint Election
  ▫ Surplus of workers in a May Election
  ▫ New - Jail based voting at Frank Crowley
Training Team

• 2022 General Election Status Report
  ▫ New training facility
  ▫ Implemented CEAC Training Subcommittee and political party suggestions
  ▫ Revised Train-the-Trainer program
  ▫ Revised Judge smart phone training and provisional ballot process training
  ▫ Developed new recorded equipment training
  ▫ Developed new safety and security training
  ▫ Trained 3,292 workers

• 2023 Tactical Plan
  ▫ Expand scope of training responsibilities beyond poll workers to DCED staff and external stakeholders (OKR 1.12)

• 2023 Joint Election
  ▫ New e-pollbook/electronic timeclock training
  ▫ New poll opening and closing introduction videos
Logistics Team

• 2022 General Election Status Report
  ▫ Consolidation of three election warehouses and modified operational plans
  ▫ Development of additional paper checklists
  ▫ Major revision of plans to deliver equipment for 2 elections just 17 days apart
  ▫ Provisional envelopes in General Election – 14k in field to serve 3k voters
    • Scattered shortages around County
    • Unexpected high volumes at six college locations
    • Logistics Team errors caused shortages at certain locations
    • Election Day operations teams reacted timely

• 2023 Tactical Plan
  ▫ Employees coached regarding errors identified via checklists
  ▫ Develop digitized checklists and inventory control of election supplies and equipment
  ▫ Finalize move out of Langdon Street warehouse
  ▫ Finish the surplus of remaining obsolete equipment and supplies
Central Count Team

• 2022 General Election Status Report
  ▫ New layout of Central Count Station (more space, equipment, monitors, seating)
  ▫ New comprehensive Central Counting Station Operating Plan
  ▫ New live streaming on DCED website of ballot handling areas
  ▫ Migration away from dependence on election vendor, ES&S
  ▫ Faster and more reliable USB results stick handling procedures
  ▫ Collaborated with parties to manually count 160,000 write-in ballots for 301st Judicial District
  ▫ New comprehensive Canvass process that “balances the books”

• Issues in General Election
  • Existing proofing process did not prevent error by DCED staff when proofing write-in lines
  • ES&S technical issue regarding initial omitted cast vote records
Central Count Team

• 2023 Tactical Plan
  ▫ Upgrade ballot tabulation hardware infrastructure - Complete
  ▫ DCED staff training for ballot design and programming - Complete
  ▫ Review and revise ballot proofing process - Complete
  ▫ Create backup vote tabulation location - Complete
  ▫ Develop procedural steps to catch vendor equipment “read errors” - Complete

• 2023 Joint Election
  ▫ First time ballots programmed by DCED staff
  ▫ First use of new “Daily Log” section of Central Counting Station Operating Plan
Election Hardware Team

• 2022 General Election Status Report
  ▫ Successfully utilized ES&S as trainers/advisors and GTS for technical labor
  ▫ Expanded equipment preparation warehouse space
  ▫ Developed new election equipment preparation checklists
  ▫ Revised and expanded Election Day Hardware Response Team and infrastructure
  ▫ Showed improvement in all hardware statistical categories
  ▫ Statistics from General Election
    • Electronic Poll books – 2,183 deployed
      • DCED preparation issues - .8%
      • Technical issues – 6.1%
      • User error issues– 1.6%
    • Slowness of E-Poll book downloads of voter history during day and speed up after closing of polls
      • Perception issue, not substantive issue
      • Issue being resolved with ES&S
Election Hardware Team

- Statistics from General Election (continued)
  - Voting Machines – 3,909 deployed
    - DCED preparation issues – 2%
    - Technical issues – 2.8%
    - User error issues – 1%
  - Vote Tabulators – 515 deployed
    - DCED preparation issues – 4.6%
    - Technical issues – 6.4%
    - User error issues – 10.3%
Election Hardware Team

• 2023 Tactical Plan
  ▫ Continued improvement in quality and promptness of technical repair services
    • Continued automation of Hardware Helpdesk dispatch
    • Improved real time tracking of technician locations
  ▫ Upgrade of all equipment to newest versions of software
  ▫ Digitization of checklists for equipment preparation

• 2023 Joint Election
  ▫ New electronic management system for inventory and storage of equipment
  ▫ Migration to new AT&T Private Access Point Name
GIS Team

• 2022 General Election Status Report
  ▫ Redistricting / Reprecincting
    • Round 1 – Developed new election precinct information
    • Round 2 – Incorporated new city boundaries / developed new sub-precincts
  ▫ Consolidated sub-precincts to reduce unnecessary proofing and preparation processes
  ▫ Hired outside vendor to proof DCED staff precinct lines
  ▫ Developed multiple GIS tools manage internal processes
  ▫ Developed multiple external GIS tools to assist the public
    • Wait Time Tool
      • Early Voting Average Wait Time – 1.2 minutes
      • Election Day Average Wait Time – 3.7 minutes*

• 2023 Tactical Plan
  ▫ Round 3 – Incorporating additional city boundaries / developing new sub-precincts
  ▫ Countywide precinct line proofing project (Comm Court)
Software & Tech Support Team

• 2022 General Election Status Report
  ▫ Stabilized infrastructure with new integrations between vendor and county systems
  ▫ Phase I of DHS / CISA Vulnerability Assessment and temporary remediation plan (OKR 3.14)
  ▫ Consolidation of telecommunications plans and billings
  ▫ Development of Power BI Reports that extract data from various systems and present in usable format to non-technical users

• 2023 Tactical Plan
  ▫ Finalize DCED’s vulnerability assessment and risk remediation plan
  ▫ Continued development of additional collaborative tools utilizing SharePoint
  ▫ Finalize Disaster Recovery & Business Continuity Plans for various departments (OKR 2.22)
  ▫ Replace substandard inventory system with internally developed system (OKR 7.16)
  ▫ Create technical training coursework leveraging LinkedIn Learning
  ▫ Develop customized training for internally developed software systems
Report on
Vote Center Advisory Committee Activities
And
Discussion on Presiding Judge and Alternate Judge Appointment Plan
VCAC Activities

- Low-Turnout Model Recommendation
  - CC Approved
- High-Turnout Model Recommendation – June/July
  - Tentative plan to political parties in July
  - CC Approval in August
- Feedback on Early Voting Standard Locations - June/July
Presiding Judge Appointments

• Tentative Vote Center Plan presented to political parties in July
  ▫ New vote center splits
    • 2018 – D – 72%, R – 28%
    • 2022 – D – 80%, R – 20%

• Political Party Judge Appointments presented to CC – August
• New Grading System provided to political parties in July
Presiding Judge Appointments

New Grading System provided to political parties in July

- Assignment Evaluation Criteria
  - Elections Served during Appointment
  - Training Attendance
  - Completion of E-Pollbook Electronic Timesheets
  - Completion of Judge Letter Tasks

- Procedural Evaluation Criteria
  - Completion of Notebook Checklists
  - Opening on time (according to E-Pollbook)
  - Completion of Wait Time Tickets
  - Completion of Ballot and Seal Certificate
  - Completion of Provisional Affidavit
  - Ballot Return & Reconciliation Accuracy
  - Inspector Evaluations (Procedural)
  - Responsiveness to Elections Dept. Communications (EDay)

- Conduct Evaluation
  - Training Participation
  - Communication & Professionalism w. Elections Staff
  - Inspector Evaluations (Communication & Professionalism)
  - Evaluation of Complaints
Preview of Voter Registration Plan
Voter Registration Plan

- New technically driven Voluntary Deputy Registrar Program
- Social Media Program
- Direct Mail Program
- New Residents Program
- NVRA Agency Program
- NCOA Plan
Complaints Summary

• Historically
  ▫ CEAC Complaint Committee reviewed complaints received from polling places
  ▫ Recommended removal of certain election judges
• Current
  ▫ Complaints from Vote Centers, emails, phone calls have been input into AskED Help Desk system and summary provided to CEAC
• Future Meetings
  ▫ What other information would CEAC like to see?
  ▫ What actions, if any, would CEAC like to take?
  ▫ CEAC recommendation for future meetings?