

Crisis Communications Intake Response Form

Criticality Level (select one):

BALLOT OPERATIONS

ROUTINE **MODERATE** **SEVERE**

Use this form to help your office respond to critical incidents.

Incident: Misdelivery Misprint USPS Delay Ballot Shortage
 Stolen or Missing Ballots Large-Scale Fraud Attempt Other _____

Date/Time of Incident: _____

Location: Polling Location Election Office Operations Center Drop Box Other _____

Details: Include any relevant details that may be helpful as you and your team continue to respond to the incident.

Who to Notify: Include complete contact information for those who may need to be notified about the incident.

Name	Internal/External	Phone Number	Email	Notified	Notify 911
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Talking Points: Use this section to help convey key messages clearly and consistently to various audiences.

What happened? _____
 How is it affecting people? _____
 What actions are being taken? _____
 What do we want people to do? _____

Channels: What methods will you use to communicate this information? Consider your resources and who should know.

Press Release News Conference Emergency Alert System Social Media
 SMS Email Phone Website Other _____

Holding Statements: Use this section to adapt these holding statement templates for the incident at hand, or craft a new statement. Holding statements are short and concise and are a way for you to notify the press and public of an emerging incident.

1. _____
Election Office is aware of reports regarding the misdelivery of mail ballots to voters. We are actively investigating the issue and working with _____
Mailing Vendor to determine the scope and cause. Registered voters who received an incorrect ballot or have yet to receive one are encouraged to contact our office at _____
Contact Info by _____
Date to request a replacement, or voters may also make a plan to vote in person. Updates will be provided at _____
Website as they become available.

2. Due to a mail-handling error, some voters may have received ballots intended for other individuals. In coordination with _____
Partner Agencies or Vendors, we are rectifying the issue and will ensure all eligible voters receive the correct ballot. Voters can be confident that _____
Election Office follows strict signature verification procedures to ensure the validity of each ballot cast. More information can be found at _____
Website as it becomes available.

3. _____

Next Steps: Detail next steps in managing the crisis or incident.

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____

Press Conference Plan (optional): Hosting a press conference during a crisis can assist with delivering your consistent core message to multiple reporters at one event. Create a general plan for press conferences to maintain preparedness and continuity.

Date & Time	Location	Statement? (Y/N)	Speakers	Q&A? (Y/N)