

Communications with Election Academy Participants

With gratitude to Greenwich Registrars of Voters Mary Hegarty and Fred DeCaro III, on the pages that follow you will find the full series of communications they had with their first group of participants—also known as "election academicians." Throughout the course, Mary and Fred emailed pre-reading and post-class wrap-ups with supplemental materials and deeper dives into questions asked during sessions. We include these communications to give election officials considering their own election academy a real flavor for what Greenwich offered. Participants received as much training as poll workers, plus details about why election officials do what they do, not just how. Create customized emails for your election academy using the <u>Participant Email Template</u>.

From: vote@greenwichct.org

Sent: Thursday, March 16, 2023 3:19 PM

To: Election Academy Participants
Subject: Greenwich Election Academy

Hello, and welcome to the Greenwich Election Academy!

Fred and I are excited to share with you all the processes that maintain a safe and secure election system. As you know, our first class is in late April.

At the first class, you will receive a binder and tabs to store your class materials. As the program progresses, we will provide you additional materials to place in the binder. The first mailing will include a copy of the election calendar issued by the Connecticut secretary of the state. You can preview the calendar here.

We will also send you instructions for taking the online portion of the moderator certification class. The online portion must be completed before you can attend the in-person training, which will be provided by a moderator trainer approved by the CT secretary of the state. We will provide you with a list of classes, including their times and locations, and we will help you register for one of those classes.

Thank you for registering for the Greenwich Election Academy!

Mary Hegarty & Fred DeCaro III

From: vote@greenwichct.org

Sent: Thursday, March 30, 2023 2:12 PM

To: Election Academy Participants

Subject: Welcome Package for Class #1

We are very excited to begin the program and look forward to seeing you at our first class, which will be held on Thursday, April 27 beginning at 7 PM.

About Class #1

The class will move between three locations in Town Hall: the registrars of voters (ROV) office, the "Dungeon" where we store equipment, and the Cone Room.

We will meet at the ROV office and proceed directly to the Dungeon so we can see it before it gets too dark. The Dungeon is only accessible from the rear of Town Hall and there will be stairs involved. We've mailed you a package of materials for the first class. We will review the election calendar and the procedures for hand-counting ballots, including the basic differences between the way optical scanners and human beings count ballots.

You will notice all the materials have been hole-punched. We will supply a binder and tabs to store the materials at the first class.

Online Moderator Training

We are supplying you with instructions for accessing the online portion of moderator certification class. This can be done at any time but <u>must be done in advance of the in-person moderator training</u>. The online portion is expected to take three to five hours.

In-Person Moderator Training

We've scheduled a class for in-person training on Wednesday, June 7 here in Greenwich at Town Hall. The class will start at 5:30 PM and you should expect to be here until about 8:30 PM. Water will be provided. Bring your own snacks.

We strongly encourage you to attend the class being held in Greenwich. If you cannot make that date, these are the classes currently being offered in other towns:

[...]

We will keep you apprised of additional opportunities. Please let us know by April 27 if you will be attending the Greenwich class or you would like us to help you register for a class in a different town.

Thank you again for your participation. We look forward to your feedback. We hope to be able to create a curriculum that can be replicated throughout the state by other registrars of voters.

Fred & Mary

From: vote@greenwichct.org

Sent: Sunday, April 30, 2023 1:17 PM To: Election Academy Participants

Subject: Greenwich Election Academy – Class #1 Wrap-Up

Hello Friends,

Thank you so much for attending the first class in the Election Academy. Here are the links to the two videos we watched:

The Election Ecosystem and the Three Tensions of Elections Administration https://player.vimeo.com/video/137274353

Jurisdiction Size in Election Administration https://player.vimeo.com/video/137382207

We hope you found the ballot counting exercise interesting. In some ways, the exercise helps to demonstrate the third tension of Fairness vs. Finality.

At the end of the night, we found that no team counted all 30 ballots perfectly. Kudos to the team of Terry Rota and Gale Hartch who came the closest, with just one error.

On average, it took each team more than 60 minutes to count 30 ballots. In the 2019 election, which used that ballot style, voters cast 17,500 ballots.

Not counting the time to verify the security seals, unpack, batch and bundle, combine all-subtotals and other basic housekeeping, the average of 30 ballots an hour would require 146 people working eight hours purely to hand-count the ballots. At \$20 per hour, that would be a minimum cost of \$23,000. Based on your own experiences, you can judge how accurate you think the vote tallies would be.

Later in the Academy, we will review the process of logic and accuracy testing, which helps to ensure the tabulators count votes accurately. And depending on the "lottery" of districts chosen after the election you may get the chance to participate in an audit, which involves hand-counting a selection of ballots to further assure citizens that the equipment counts their votes accurately.

Future classes will move along with the "seasons" we discussed in the election cycle. Our next class will focus on the canvass process and the use of ERIC reports. We provided you with information from the secretary of the state regarding these programs. We look forward to reviewing with you all the options exercised by our office to clean the voter rolls annually. Further, we should have summary statistics which will indicate how many people were removed from the rolls, and how many addresses were changed for electors who moved within town.

As inaugural participants in the Election Academy, we would value feedback from you on how the program can be improved. Please call or email us with your suggestions.

We look forward to seeing you on June 1 at 7PM in the Cone Room for our next session.

Fred & Mary

From: vote@greenwichct.org

Sent: Sunday, April 30, 2023 1:17 PM To: Election Academy Participants

Subject: Supplemental Reading for Election Academy Class #2

Election Academicians,

Class #2 of the Election Academy will meet on June 1 at 7 PM in the Cone Room. We suggest you bring your Election Academy binders to class. Fred and I look forward to meeting with you to focus on how Greenwich's voter rolls are kept up to date.

In addition to the materials for Class #2 that you received at Class #1 of the Election Academy, here are three decisions made by Connecticut's State Elections Enforcement Commission that illustrate the utility of one of the tools Greenwich's registrars of voters use to update our voter records: the Electronic Registration Information Center (ERIC).

https://seec.ct.gov/e2casebase/data/fd/FD 2021 057.pdf https://seec.ct.gov/e2casebase/data/fd/FD 2017 039.pdf https://seec.ct.gov/e2casebase/data/fd/FD 2021 058.pdf

If you read the cases in advance, we will happily answer any questions you may have about them.

Please don't forget that you must complete the online portion of the moderator certification class before attending the in-person certification class on June 13.

We look forward to seeing you on June 1.

Fred & Mary

From: vote@greenwichct.org
Sent: Friday, June 2, 2023 1:04 PM
To: Election Academy Participants

Subject: Follow-up after Election Academy Class # 2

Hello Friends,

As promised, here are some links to items mentioned in last night's class.

This link is for graphs of turnout data.

https://docs.google.com/spreadsheets/d/1WqTqtLEYy2CdJcwk1IAehaoJfLQ3nJFgzIEMZ2hQg-O/edit?usp=sharing. There are many tabs at the bottom. You can see the difference in voting patterns if you compare 2020, 2016 and 2012. We have a big surge in the morning and a distinct tapering off in the afternoon. Notice how many people were in line at 6 AM in 2020! That was the first time we saw lines out the door in Greenwich. But if those voters had come at 2pm, the polling places were empty.

Compare that to the municipal elections and you will notice those still have a second surge in the afternoon.

Here is a link to the State Elections Enforcement Commission: https://portal.ct.gov/seec

A more specific link to search their decisions: https://seec.ct.gov/Portal/CommDecisions/Landing

The Craig Bibb double-voting case: https://seec.ct.gov/e2casebase/data/fd/FD 2013 007.pdf

As an aside, you will note that in each case where there was a clerical errors that allowed the person to be registered in two places, Greenwich was always correct, and the failure was always in the other jurisdiction.

We also mentioned the Ann Coulter case about choosing where you vote when you have multiple domiciles: https://seec.ct.gov/e2casebase/data/fd/FD 2009 010.pdf

And finally, the Porricelli case. This case was decided before the legislature changed the statutes to make it a "bright line" and the location of your bedrooms in your home determined what Town you resided in: https://seec.ct.gov/e2casebase/data/fd/2007 154.pdf

The legislative change can be found in this 2007 act: https://www.cga.ct.gov/2007/act/Pa/pdf/2007PA-00194-R00SB-01311-PA.PDF. The act modified Section 9-12 of the CT General Statutes.

Two Major Federal Laws

We referenced the National Voter Registration Act of 1993 (NVRA, also called the "Motor Voter Law") and the Help America Vote Act of 2002 (HAVA).

NVRA: https://www.congress.gov/103/statute/STATUTE-107/STATUTE-107-Pg77.pdf

HAVA: https://portal.ct.gov/-/media/SOTS/ElectionServices/HAVA/HavaPDF/HAVApdf.pdf

Drive-Only vs. Standard Licenses

These are the older license style, but they illustrate the difference between a drive-only license (DO) and a license issued to a U.S. citizen (DL). Look at your license and you will see it has a DL and not a DO.





When Social Security Numbers / Driver's License Numbers Are Used

During class, we got a question about when social security numbers were used. I think a clearer answer was presented after the class ended.

The job of the registrars is to determine a voter's <u>identity</u> and <u>residency</u>.

If a voter registers in-person at our office, they bring with them proof of identity (usually a driver's license, but other forms of ID are allowed). We use this physical documentation to prove identity.

If a voter registers by mail and does not include physical documentation, they can put their driver's license number or the last four digits of the SSN on the registration application. Once this number is entered into the CT voter registration system, the name and number are matched against the DMV and federal SSN databases. A match verifies identity.

The CT online voter registration system ONLY allows you to register to vote with a CT driver's license. This serves two purposes. The first is that the DL number verifies identity. The second is that the signature from the license is printed on the computer-generated card.

Using All the Tools Available to Keep Voter Rolls Clean

We hope that yesterday we were successful in showing you all the tools available in the law to clean voter rolls. While we may personally differ on policies and how laws might be changed, we are committed to working within the existing laws and taking advantage of every tool currently available to clean our list. Here are some of the numbers we discussed:

At start of the annual canvass: 41,453 At the end of the canvass: 37,869 Reduction in the rolls: 3,584

The tools used included ERIC (report on voters who were registered in another state, plus Social Security death lists), NVRA (voters who did not vote in the last two consecutive federal elections) and NCOA (reports from the post office on change of address).

We Welcome and Encourage Your Feedback and Questions

As we move through the program, we hope to continue to encourage robust Q&As like we had last night. We sincerely want your feedback AND your questions. We are part-time registrars of voters, and creating the Election Academy and performing the work necessary to prepare and follow up after each session extends beyond our job descriptions. We committed to this because there is fact and there is speculation, and we want to provide facts to help limit the need for speculation. We can't do that unless we are aware of your questions and concerns. If you are wondering about something, let us know, so we can provide you with facts and data to confirm or disprove your suppositions.

We also want to hear about the materials we are providing and the way in which we are delivering them. Too much info in each class? Too little? What topics do you want to hear more about?

Here is one more video for you to watch. https://www.youtube.com/watch?v=VuzshJGhuxQ Charles Stewart is an MIT professor who has been tracking voter confidence for more than a decade. His surveys and reports are focused entirely on the voter experience and voter confidence in the process.

This dovetails with the philosophy of the Greenwich registrars, which focuses on the voting experience as a customer service effort.

One of the takeaways from the video linked above is that voters generally lose confidence the "further away" they are from the election administration jurisdiction. Respondents report being very or somewhat confident that their votes were counted as intended locally. Their confidence drops when asked the same question about their state. And it drops further when asked about the nation. In addition, confidence shifts depending on whether the voter's preferred candidate won or lost the election.

There is interesting discussion about the way election administrators secure elections and the importance of each feature in a voter's perception. Another key takeaway:

Many voters do not know about election tools and processes that enhance security. The most well-known, logic and accuracy testing, is still only known by less than half of voters.

At the same time, voters believe some of the same security measures are critical to increasing their confidence in an election. The three efforts that give voters the most confidence are:

- 1. Logic and accuracy testing
- 2. Paper ballots and chain of custody
- 3. Post-election audits

All three of these are part of CT's election system. In October, you will have the opportunity to observe logic and accuracy testing, and see how ballots are sealed, packed and transported. And if Greenwich is randomly selected, you may have the opportunity to participate in a post-election audit as well.

Fred & Mary

From: vote@greenwichct.org

Sent: Friday, June 9, 2023 1:57 PM To: Election Academy Participants

Subject: Hot off the press. Another "double-voting" case. Fw: SEEC File No. 2021-056

Hi Friends,

This just arrived via email. The largest fine I have seen the State Elections Enforcement Commission levy in a case that didn't involve campaign finance irregularities. See https://seec.ct.gov/e2casebase/data/fd/FD 2021 056.pdf.

This is really interesting because it turned out not to be a double-voting case once the investigation commenced. Much worse, as you will read.

Discovered through the shared data of ERIC.

Have a good weekend.

Fred & Mary

From: vote@greenwichct.org

Sent: Monday, June 12, 2023 2:44 PM To: Election Academy Participants

Subject: Reminder - Election Academy Moderator Class is tomorrow!

Hello Friends,

As a reminder, the in-person moderator certification class is tomorrow, June 13, at 5:30 PM in the Town Hall Meeting Room on the first floor.

Please remember to bring your "Moderator's Handbook" and "The Training Guide for Connecticut Poll Workers" with you to class. You do not need to bring your Election Academy binder.

Please expect to be in class until at least 8:30 pm. Bring your own snacks. We will provide bottled water.

A quick check of the e-learning system shows that many of you have completed the online courses, and some have taken a big bite out of the material, but there are a few who haven't started. The online material is to help you understand the flow of Election Day so you can get more out of the in-person class. Please try to complete as much as you can before attending.

Fred & Mary

From: vote@greenwichct.org

Sent: Wednesday, June 14, 2023 9:28 AM

To: Election Academy Participants

Subject: Follow-Up After Last Night's Moderator Training Class

Hi Friends,

Thank you to those who participated in the moderator certification class last night. Fred had the opportunity to speak with the trainer Chris Prue on his drive home and he told us everyone passed the test. He also said that although many of you are new to the process, your questions were well-constructed and helpful to the overall dialogue.

As always, we welcome questions and feedback.

We hope you have a good summer. We are always attending webinars and taking courses. We will pass on links and articles that we think might be of interest. As an example, we just learned of a new "Open House" that one of our fellow Centers of Excellence put together. Tell us what you think of the idea.



Fred & Mary

From: vote@greenwichct.org

Sent: Thursday, September 21, 2023 3:48 PM

To: Election Academy Participants

Subject: Next Class on Absentee Ballots and Election Day Registration

Hello Election Academicians,

In anticipation of next week's class, we are mailing you the following items for your binder along with a new table of contents.

- Absentee Ballot Fact Sheet
- Absentee Ballot Counting Manual
- Ballot Access Presentation from the secretary of the state

Next Thursday's class will feature a special guest: Town Clerk Jackie Budkins. She will discuss her role in the absentee ballot process. Mary and I will discuss early voting, as well as how third-party candidates and petition candidates get access to appear on the ballot.

We will also touch on some of the <u>voter privacy programs</u> available for individuals involved in public safety. When you attend official checker training in October, you will see how those items are integrated into the Election Day process.

As a heads up, given the number of Representative Town Meeting (RTM) candidates on the ballot (this year more than 100 candidates will not win a seat) it is likely there will be recounts. About eight years ago, the registrars posted <u>a statement about RTM recounts</u> on the Town website. We highlight the statement prior to elections so it is clear that it is not directed toward any candidate or outcome.

You are invited to observe the recount process. Given the likelihood of a recount and the short time frame to conduct any recounts, we are going to set a date in advance. We will keep you posted.

We look forward to seeing you all on Thursday, June 28 at 7PM in the Cone Room at Town Hall.

Fred & Mary

From: vote@greenwichct.org

Sent: Friday, September 22, 2023 2:11 PM

To: Election Academy Participants

Subject: Pre-Election Training Classes for Poll Workers

Hello Friends,

Please be mindful of the dates for these upcoming activities, which are part of our "fifth class."

Observation of tabulator testing

Thursday, Oct. 26 @ 9 AM - 3 PM. Must attend for one hour.

Attendance at Official Checker training

Thursday, Oct. 26 @ 7 PM or Saturday, Oct. 28 @ 11 AM

Attendance at Electronic Pollbook training**

Tuesday, Oct. 24 @ 6 PM or Thursday, Oct. 26 @ 6 PM or Saturday, Oct. 28 @ 9 AM or 10 AM

Attendance at Poll Worker training for Moderator, Assistant Registrar, ID Clerk, Ballot Clerk, Tabulator Tender and Greeter

Saturday, Nov. 4 @ 9 AM - 12 PM

**Please let us know which Electronic Pollbook class you would like to attend. These classes are in an IT training room with space for five or six Election Academy members per session. It will be first-come, first-served for availability for the Electronic Pollbook class.

Fred & Mary

From: vote@greenwichct.org

Sent: Wednesday, November 1, 2023 12:06 PM

To: Election Academy Participants

Subject: Upcoming Final Training for Poll Workers and Election Academy Participants

Election Academicians,

We were happy to see so many of you on hand to observe tabulator testing last week. As I mentioned, it is my favorite day on the election calendar because you see the order and uniformity of all the blue cabinets, which hold all our election equipment. All those cabinets were sealed after testing and DPW had already transported them to their polling places. They will not be opened until the morning of the election.

Many of you also attended e-checker and official checker training. The final "big" 3-hour training for most of our poll workers is this Saturday, November 4, here at Town Hall at 9AM. We look forward to seeing you there.

Mary and I are pleased with the feedback we are receiving. I think for many witnessing the complexity of the ecosystem and the attention to detail needed to conduct an election is eye-opening and reassuring. We created the Election Academy to share with interested voters of Greenwich an inside look at election procedures. We remain eager to answer any questions you may have.

To that end, we hope to schedule a wrap-up session after the election. We look forward to hearing your feedback on the program.

Sincerely, Fred & Mary

From: vote@greenwichct.org

Sent: Wednesday, November 1, 2023 12:19 PM

To: Election Academy Participants

Subject: Election Academy: Sharing poll worker communications

Hello again, Friends,

Mary and I wanted to share with you the same communications we are sharing with the moderators and assistant registrars. Please see the October 31 email below.

You will notice that we have assembled and, in most cases, produced training videos to supplement the in-person instruction materials. We also display these videos on our Poll Worker Training page at https://www.greenwichct.gov/631/Poll-Worker-Training-Materials

Several years ago, we decided to post all our training materials so there is complete transparency regarding what we teach and how we teach it. Having surveyed other communities in the state, we can proudly report that no other CT town shares as much information on their website as we do. In fact, we know several other towns that use our videos as part of their own training programs.

See you all on Saturday!

Fred & Mary

From: vote@greenwichct.org

Sent: Tuesday, October 31, 2023 6:33 PM

To: Poll Workers

Subject: FW: Preparation for Saturday's Training

Hello Moderators and Assistant Registrars,

Mary and I are looking forward to seeing you this Saturday. In anticipation of our training session, we have a few items we wanted to send in advance for your review.

- 1. Many of you came and observed the official checker and the e-pollbook (unofficial checker) training. Since you will be covering for those poll workers when they take breaks, it's useful to understand their positions. If you did not get a chance to attend the training or would like to review, recordings from our 2021 Zoom trainings are available online. Click here to visit our Poll Worker Training Materials page.
- The registrars are providing a tablet computer at each polling place. The tablet will have
 a default bookmark/home page that will take you to this link:
 https://www.greenwichct.gov/2489/Home-Page-for-ROV-Tablets
 You can also bookmark this link on your personal phone.
 - You can use the tablet to offer video instructions on how to operate the accessible voting equipment. It can also serve as a demonstrator for any voter who needs guidance on how to fill in ovals.
- 3. Laws are changing regarding language accessibility. The good news is we are way ahead of the game by introducing a tool on the tablet which provides video interpretation in virtually any language, including American Sign Language. We have also posted a link to show you how that works.

In anticipation of Saturday's class, here is the full complement of videos we would like you to watch:

- How to use the voter lookup tool on your phone or tablet
 The password for this election is [redacted]
- <u>Understanding the tabulator</u> Setup and end of night
- Setup & Use of the IVS Ballot Marking System for Accessible Voting
- Info on additional features used with the IVS System
- <u>Using the new LanguageLine translation system</u>
 This is registered on the new tablets and ready for use.

Thank you, Fred & Mary

From: DeCaro, Fred <Fred.DeCaro@greenwichct.org>

Sent: Sunday, November 12, 2023 11:09 AM

To: Election Academy Participants

Subject: Recounts tomorrow for 8 RTM Districts

Hi Election Academy Friends,

Many of you may have heard about the recounts (technical term recanvass) scheduled for Monday.

These are close-vote recounts, which are automatic unless the losing candidates waive them. As a result, we will proceed with these recounts after hand delivering written notice to the 250 RTM candidates in affected districts.

You can learn more about close-vote recounts and why there are so many for the RTM here: https://www.greenwichct.gov/1576/RTM-Close-Vote-Recounts

The recount is open to the public, and of course this includes all of you. We will be starting at 9am and hopefully we will be able to finish in a single day.

For those of you who were unable to observe tabulator testing, this is a good opportunity to see the accuracy of the equipment. Typically, any changes to totals come from the hand-counted or write-in ballots, not the 99% of ballots, which are fed through the tabulators.

We implemented a great new system of using sealed transparent bags for ballots requiring special handling. We should be able to move through the hand-counts efficiently because we expect (hope $\stackrel{\text{def}}{=}$) the ballots to be neatly segregated.

You will not have the opportunity to be as close to the ballots and equipment as you were during the testing period, but there is ample opportunity to observe the process. For those of you who did attend on testing day, it will be interesting for you to observe the condition of the "blue bins" as they were packed up on election night versus the way we packed them before we sent them to the polling places.

Mary & Fred

From: DeCaro, Fred

Sent: Friday, November 17, 2023 11:01 AM

To: Election Academy Participants

Subject: Another Election Academy Opportunity!

Just when you thought we were done!

Yesterday, the secretary of the state randomly picked District 10 (Glenville School) for an audit. The audit is non-binding and cannot change results like a recount. It is a way to verify after the election that the tabulator counted ballots as programmed. It is a nice bookend to the tabulator testing process many of you observed prior to the election.

We are scheduling the audit for Wednesday, November 22 at noon. We will be verifying the calculations of the tabulator for three races randomly selected by the Town Clerk. These races are:

- Selectman
- Town Clerk
- Tax Collector

The Tax Collector race poses a unique twist because one of the candidates was cross-endorsed, so they appear on two lines. That means we will need to appropriately account for any ballots where the candidate got a vote in two bubbles (that is allowed under state law for cross-endorsed candidates). We are happy to explain more if you come to the audit or give us a call.

The audit procedure manual is here: https://portal.ct.gov/- /media/SOTS/ElectionServices/Handbooks/Audit-Process-Final.docx

We hope to see many of you on Wednesday. There is no need to RSVP. If you cannot attend, we hope you have a happy Thanksgiving.

Fred & Mary

From: DeCaro, Fred

Sent: Monday, November 27, 2023 2:24 PM

To: Election Academy Participants

Subject: Update on Last Week's District 10 Audit

Hi Friends,

We hope you had a wonderful Thanksgiving.

We just wanted to report on the audit, which occurred last Wednesday. As you know from our previous email, the secretary of the state randomly selected District 10 for a post-election audit to hand-count three races. We had three Election Academy participants present during the audit. We're happy to report that the hand-count of approximately 1,300 ballots perfectly matched the tabulator count. We found one ballot where the voter completely failed to fill in the oval and circled candidates and many races were not counted on this ballot because the voter failed to follow instructions. We are going to pull the ballot and use it as an instructional tool in the future.

We tried a new method of tallying the votes. We used what is referred to as a "pitch count" tally sheet. It's the first tab in the attached Excel workbook. We discovered it while reading news and literature on hand-counts in other states. The three counting teams gave it favorable reviews, and we will make it an option for other tally sheets such as those used for hourly counts at the polls.

This week we submit our budget for the 2024/25 Fiscal Year. We are submitting without the benefit of an actual plan for how early voting will work from the secretary of the state, so we have made our own plan based on what we know about the laws passed in the last legislative session, which is that there will be seven days of early voting for an August primary, and 14 days for the presidential election.

We hope to have one final wrap-up session before the end of the year, and we can give you a preview of our future budget, and the impact of early voting.

Fred & Mary