

# Hart Verity 360° Review

## *Colorado Secretary of State*

### *Unified Voting System Initiative*

# 360° retrospective of the Hart Verity System

- Perspectives from Smaller and Larger Counties
- Voting System Administrator Viewpoint
- What the “New Guy” thought
- User Stories
- Administration & Management

# Presenters

**Jean Albercio**

33 years experience

- Clerk & Recorder, Garfield

**Merlin Klotz, CPA**

40 years experience business startups, audit and operational efficiencies

- Clerk & Recorder, Douglas

**Sheri Davis**

17 years management & administration experience, 11 as Elections Manager

- Deputy Manger of Elections, Douglas

**Edna Place**

The “Redneck Tech” with more than 7 years elections experience

- Chief Deputy Clerk, Garfield

**WB Jones**

10 years experience in system analysis, design, usability, and Elections administration

- IT System Coordinator, Douglas

**Kyle Rulli**

3 weeks elections experience

- Elections Technologist, Douglas

# About Garfield County

Registered Voters:	32,788
Pilot Election Turnout:	11,204
Number of VSPCs:	7

## Verity Equipment Used

Ballot Marking Devices and Ballot On Demand used at VSPCs

Data, Build, Central and Count, and Precinct Scan Unit used at Elections Headquarters

# About Douglas County

Registered Voters: 196,313

Pilot Election Turnout: 92,601

Number of VSPCs: 6

## Verity Equipment Used

Ballot Marking Devices, Ballot On Demand, and  
Precinct Scan Units used at VSPCs

Data, Build, Central and Count used at Elections  
Headquarters



# VOTING SYSTEM ADMINISTRATION

# WB "Dub" Jones, Douglas IT System Coordinator:

**“Hart InterCivic delivers a knockout blow with its new Verity voting system.... Hart Verity checks almost all of the boxes on my wish list and a few more:**

- Verity equipment is **smaller, lighter, faster**, more reliable, and rich with features to satisfy most stakeholders.
- The voting system is **scalable**, so it will fit into both small and large counties and its scalability also means it will adapt to changing needs.
- Best of all, it comes with **Hart’s superior customer service** and absolute dedication to the success of its customers.”

*Evolution vs. Revolution*

# About Hart Verity

## Components:

Data	Ballot Design
Build	Ballot & Media Generator
Central	Ballot Scanning & Adjudication
Count	Tabulation & Reporting
TouchWriter	Accessible Ballot Marking Device
Scan	Precinct Scan

*The Next Evolution vs The New Revolution*

# Technology & Strategic Management Analysis

	Core System	Equipment
Usability & Features:	A	A
Documentation:	A	A
Scalability:	A	A
Accessibility:	A	A
Maintainability:	A-	A
Security:	A-	A
Cost & Licensing:	A	A

# Core Voting System

- Each component uses the same hardware platform
- RAID technology increases reliability
- Same-type hardware platforms make systems easier to manage and maintain
- COTS hardware means a more sustainable system

# Core Voting System

- Intuitive interface is easy to learn and use
- Robust filtering and auditing functions
- Customizable reports
- Discrete user roles enable delegation of tasks without violating security policies

# Core Voting System

- Data, Build, and Count are standalone components with no integration requirements
- Central uses the Client-Server Model with a multi-role client, which facilitates a totally scalable environment and incremental implementations

# Voting Equipment

- Uses off-the-shelf hardware platforms
- When stored, all connections to external interfaces are severed
- Received high marks during independent ADA usability testing
- Single seal custody management



# OBSERVATIONS FROM "THE NEW GUY"

# From the “new guy”

Kyle Rulli, Douglas County Elections Technology Coordinator

- Started creating ballot two weeks after first day on the job with minimal training
- Easy to use interface, all programs look the same
  - Continuity from ballot creation to tabulation
- Current processes couldn't keep up with speed of scanning and resolving ballots



# USER STORIES – DOUGLAS COUNTY

# Sheri Davis, Elections Manager

“I love the fact that all ballots look alike...”

- All paper ballots are identical regardless of vote method:
  - In Person voter
  - Mail ballot voter
  - Voter’s using the ballot marking device

Sheri Davis, Elections Manager

“Hart is a partner, not just a vendor”

# Sheri Davis, Elections Manager

“Board of Canvass prep was easy”

# Douglas County Testing & Auditing Board

- **“Post Election Audit was a breeze!”**
- Logic and Accuracy Test and Canvas required about half the time of legacy system.
- Risk limiting audit was efficient and easy.

# Lindy Blackburn: Resolution Judge

“Having been both a scanner and adjudication judge in the past, I was **impressed at how much faster** the Verity system is overall.

The fact that the ballot resolution team can resolve ballots from all scan stations really speeds things up and also **seems to lower the manpower needed** to perform the task.

The County staff who work in the ballot counting room **seemed less stressed than in previous elections**, and I can't help but think that Verity was a contributing factor.

The support team from Hart who were on site were extremely knowledgeable and showed real passion and investment, not only in relation to their system, but to Douglas County's success.”

# Elaine Meyer, Elections Operations Supervisor

“I personally liked the simplified user interface between both the Touch Writer and the Scan device and the ease of operations.”

- Simplified user interface on both Touch Writer and Scan device
- Ease of training
- Ease of use for both election workers and voters
- Positive feedback from both Temporary Staff and Election Judges

## Jack Gibbons, IT Support Lead

“Setting up the VSPC’s was super easy!”

- It took more time and effort to find the power plugs than to set up the equipment
- Setup did not require any seals to be broken



# USER STORIES – GARFIELD COUNTY

# Garfield Components

- Data
- Build
- Central
- Count

# Edna Place, Chief Deputy Clerk

- Security
- Risk limiting audits
- CORA requests
- Customer service



# MANAGEMENT & ADMINISTRATION

# Protect release of Early results

- Hart “Count” (vote tabulation) function on separate PC minimizes risk of rogue operator obtaining pre: 7:00 election results.
- Hart minimizes the risk of early release of results.
- C.R.S. 1-6-114 “...if any ballots are counted before the polls close on the date of the election, I will not disclose the results of the votes until after the polls have closed.”

# Common ballot format protects PI

- Cast vote ballot images of distinguishable size, shape or markings can be paired with poll books and reveal Personal Information in elections that have many styles and minimal polling place voters.
- Hart polling place and ADA ballots are of same size and shape as mail and BOD ballots.
- C.R.S 1-13-712 “...no other mark shall be placed on the ballot to identify it ...”

# Rapid Scan and Adjudication

- It's fast! In Douglas County two election judges adjudicated more than 90,000 ballots in a day and a half.
- 2 high speed scanners were more than adequate to process the 90,000 Douglas ballots.

# Hart Verity is Evolution, not Revolution

- Hart's users have been utilizing on-screen resolution for more than a decade and Verity is the result of user feedback
- Hart's competence has evolved through experience
- Verity is a mature voting system

# Unexpected Results

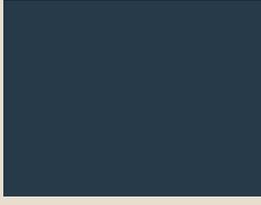
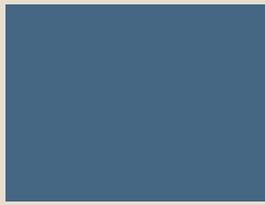
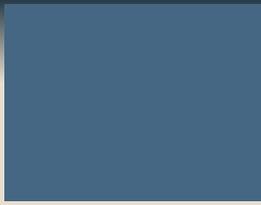
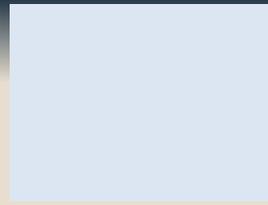
- Saved time and effort in creating, producing, and counting ballots
- Reduced manpower and time involved with counting and adjudication
- Election judges and voters were able to rapidly learn and use the system components

# Hart Verity Summary

- Verity facilitated unexpected operational efficiencies
- Verity is a complete product
- Verity is cost effective



# QUESTIONS & ANSWERS



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