# INTER-OFFICE MEMORANDUM

**TO:**      Fulton County Board of Registration and Elections

**FROM:**    Nadine Williams, Director
Patrick Eskridge, Deputy Director
Vacant, Elections Chief
Shamira Marshall, Registration Chief
Janell Barganier, Financial Systems Manager
Mariska Bodison, Absentee Manager
Janice Dickenson, Administrative Manager
Dominic Olomo, Information Systems Manager
LaShandra Little, Voter Education and Outreach Manager

**RE:**       **Monthly Operations Report – February 2023**

**DATE:**    March 6, 2023

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| DEPUTY DIRECTOR PROJECT | |
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| **DATE OF REPORT:** | 3.7.2022 |
| **WORK SUMMARY:** | |

Please see the update on the department's website review. I began surveying the department's county website in order to assess the accessibility of important information, as well as the flow of information best suited for our department's aim and user friendliness. Thus far, everything is moving along well.

Progression of this project:

- Reviewing each "Tile/Card" on the department's website, looking for redundancy, precise instruction with all of the necessary information so that voters can access the information that they seek and need.
- Summarizing the "what is", and "where" on the website in an annotated form to be reviewed by the Director.
- Planning to make the identified edits/enhancements with External Affairs. Awaiting meeting confirmation from the Communications team.

Work accomplished:

- Completed objectives for the project
- Prepared draft of findings
- Coordinated a meeting with the team responsible for maintaining the website

The project is moving ahead well, and at this time, I believe it will be completed within the next 2 weeks. I want to indicate that there could be delays with the timeline if Communications' staff has workload priorities or scheduling challenges.

**Audit update:**
We have submitted all requested items covered in the Entrance Conference with the County Auditor (see items listed below) before the deadline of February 15ᵗʰ. On Wednesday February 22ⁿᵈ we successfully completed a walkthrough with the County Auditor team to verify an accurate account of inventory and assets.

Items Requested:
• 	Copy of all departmental contracts/grants for calendar year 2022
• 	Copy of any audits/reviews of the department completed in the last 3 years
• 	Copy of departmental standard operating procedures (policies and procedures)
• 	Copy of departmental organizational chart
• 	Copies of 2022 proposed budget and adopted budget with explanation of additional funding   request (if applicable)
• 	Copy of emergency procurements (if applicable)
• 	Copy of the departmental spending authority
• 	Any additional information that might be relevant to the audit
• 	Copy of vendor invoices from May 2022, November 2022, & December 2022

Work accomplished:

• 	Submission of all requested items by established deadline
• 	Completed & submitted County Auditor Risk Assessment
• 	Conducted Asst Inventory Check with County Auditor
• 	Prepared preliminary responses to Audit

To date we have met all compliance with the Audit.  Currently the County Auditor is reviewing all financial data submitted, along with the preliminary responses from management. We are currently awaiting communication from the County Auditor on next steps.

| ABSENTEE DIVISION |
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| **DATE OF REPORT:** | 3.3.2023 |
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**PREPARATION FOR ELECTION / WORK SUMMARY:**

Currently tracking changes/ enhancements to GARViS. Continuing to update GARViS training material that impacts the Division.  Reviewing Election Code and procedures that will impact the Municipal General and Runoff Election.

**ABSENTEE OPERATIONS:**
▪ 	Weekly Meetings with Mrs. J. Brittian, Absentee Supervisor
▪ 	Weekly Meetings with the Division's personnel
  □ 	**GARViS** Roundtables
    o 	REIF Submissions
▪ 	Attended **GAVREO** (Georgia Association of Voter Registration and Election Officials), **February 12-15, 2023**
  □ 	Absentee Balloting
  □ 	Open Records
  □ 	Municipal Elections/ Qualifying Candidates
  □ 	**GIS** Geographic Information Systems
    o 	List/ Street Maintenance
  □ 	Election Security: Security support for Election operations/ staff

- GARViS Enhancements/ Updates
- Continued Education: **CERA** (Certified Election/Registration Administrator)
  - Vendors engaged during **GAVREO** in Jekyll Island, GA
    - Tattnall Ballot Solution, Quadient, Enhanced Voting, Printelect, A. Rifkin Co, and Inclusion=solutions
  - Discussions during the month with various Vendors:
    - Quadient, HBSolutions, Tattnall Ballot Solution, OPEX, and Fort Orange

**On-going**:
- Review of **GARViS** enhancements/ updates for training material
- Indexing of all scanned documents (electronically storing 2022 Absentee Records)

### SOS DEADLINE DATES:

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| Earliest Day to apply for Absentee by Mail for the Municipal General Elections | **August 21, 2023** |
| **DEADLINE FOR VOTER REGISTRATION/CHANGE OF ADDRESS FOR NOVEMBER 7th GENERAL/SPECIAL ELECTION AND RUNOFF**<br>The last day for a person to register and be eligible to vote in the general/special election and runoff shall be at the close of business on the fifth Monday prior to the date of the election. O.C.G.A. §§ 21-2-224; 21-2-501 | **October 16, 2023** |
| **FIRST DAY TO MAIL ABSENTEE BALLOTS FOR NOVEMBER 7th GENERAL/SPECIAL ELECTION**<br>The board of registrars shall mail or issue official absentee ballots **22 days** prior to any Municipal General Election. O.C.G.A. § 21-2-384(a) | **October 16, 2023** |
| **ADVANCED IN PERSON (EARLY) VOTING BEGINS FOR THE NOVEMBER 7th GENERAL ELECTION** O.C.G.A. § 21-2-385(d)(1) | **October 16, 2023** |
| Early Processing of Absentee Ballots will commence: | **October 30, 2023** |
| **All Eligible Military and Overseas Voters (UOCAVAs) that request an absentee ballot during this election cycle, will receive their ballot via mail only.**<br>**Deadline to return ballots by mail:** | **November 10th @ 5pm** |
| **ABSENTEE BY MAIL STATISTICS: 0** | |

### ADVANCE VOTING

| DATE OF REPORT: | 3.4.2023 |
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**PREPARATION FOR ELECTION / WORK SUMMARY:**

I attended The Annual Georgia Association Voter Registration and Election Official Conference better known as GAVREO- the conference is designed to improve election administration and voter registration among municipal, county and state election officials. Some sessions provided information on how to navigate successful election, ethics, legislative updates, preparing for 2024 Elections, security in elections and Advance voting, Election Day, and Absentee processes.

We heard from several counties that displayed their best election practices. It was a great pleasure to converse with other counties to unite and reinforce our common goal which is to make sure that each election is fair, efficient, and transparent, and every voter has an opportunity to vote.

We are currently engaged in continuing post-election activities and continue to review past performance for opportunities to improve our processes .

We are reviewing the new changes in GARVIS and will be developing new training materials, manuals, and training curriculum for implementation in the next election. In addition, we are closely monitoring Legislative Bills that were introduced and will be updating our processes to reflect any relevant changes necessitated by the enactment of new laws.

We are in the process of preparing for our move to the new Election Office.   We are preparing and planning for the 2023 Municipal Election.

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| Election Date: | Municipal Election November 7, 2023 |
| Runoff Date: | Municipal Runoff Election December 5, 2023 |
| Advance Voting Locations: | TBD |

| POSITION NEEDED | QUANTITY | # RECRUITED TO DATE | # TRAINED TO DATE |
|---|---|---|---|
| EV Managers | TBD | | |
| EV Assistant Managers | TBD | | |
| Compliance Officer | TBD | | |
| Technicians | TBD | | |
| Clerks | TBD | | |

## ADVANCE VOTING ROUNDTABLE FEEDBACK HIGHLIGHTS

- There was broad consensus that managers and assistant managers should not be on part-time shifts for numerous reasons but primarily to eliminate accountability issues that would otherwise undoubtedly arise. Therefore, part-time shifts should only be offered to clerk and monitor positions.

- Numerous participants were supportive of implementing part-time shifts because they observed that a few workers suffered from burnout during the election period, however, there should be mix of full and part-time shift poll workers at each EV Location.

- While open to the introduction of part-time shifts, concerns were repeatedly raised regarding attendance reliability and accountability of the part-time poll staff, and that any unreliability would negatively affect the overall performance of the EV location.  The negative impact of the potential lack of a stable staff in the EV Location was raised by numerous participants.

- A suggestion that some poll workers be designated "floater" status and assigned to specific locations instead of part-time workers to address reliability concerns was offered.

- Some participants expressed additional skepticism about part-time shifts, noting that that part-time worker training may not be sufficient due to what they described as knowledge gaps that could potentially arise because less time spent performing the job results in less skillful, efficient, and knowledgeable poll workers, compared to the full shift staff.

- The group agreed on the need for maintaining a larger reserve pool of workers, however many expressed reservations about the availability of the reserve pool resources when they are needed to cover staffing shortages, as occurred in the last election.  They observed that some workers in the reserve pool may silently remove themselves from the pool due to; a) the lack of available opportunities for immediate work when training is completed; b) uncertainty whether they will be ultimately assigned, c) because they remain unpaid until they are assigned, and consequently, were no longer be available when a staffing need arose.

- It was noted that many reserves were part-time workers that took time off their regular jobs with the expectation that poll work would be reasonably, immediately available and when it was not, went back to their jobs rather than lose income. It may be realistic to assume that many unpaid workers will choose to remain in the reserve pool without assured income for almost 3 weeks, waiting for an opportunity to be called to work.

- Some participants expressed the view that the current poll worker pay rates are too low and, in addition, also serve to limit the potential available pool of workers to a demographic where basic computer literacy skills maybe lacking. In addition, it was suggested that a tiered wage scale be implemented, differentiating, and offering a higher pay rate to returning experienced workers compared to newly hired staff.

- There was unanimous agreement that due to record voter turnout, compliance officers were overwhelmed by the work volume generated in this election and required additional assistance in completing their duties. A recommendation was made that two (2) compliance officers be assigned to each location to correct this situation in the future.

- "Too many forms!" Some participants reported that the paperwork requirements were excessive, time consuming, and repetitive in some cases and should be reduced.

- Implement performance evaluations for staff and the overall EV Location. E.g., the EV Location and manager evaluations can be conducted by the Observation Team and, poll staff can be evaluated by the manager.

- Participants were highly complimentary of the revised training program and curriculum describing it as a vast improvement. These assessments are consistent with the survey results reported at the conclusion of each training class.

### Additional Advance Voting Continuous Improvements Highlights:

*Create and test passwords before issuance to staff.
*Issue working passwords on Day 1 or before of each training class.
*Incorporate how-to training videos on replacing the scanner tape and completing recap sheets.
*Revise and enhance training on the Challenge and Provisional voter processes.
*Review the Absentee Voting procedures and up-date voter flow process.
*Continue to provide separate training for new hires and returning staff.
*Provide additional how-to training classes for recap sheet and reconciliation.
*Reduce training class size.
 *Send notifications to county phone instead of email for more efficient communication with
AV Managers.
* Add additional AV locations to alleviate bottlenecks, reduce long lines and wait times.
*Provide additional staff to each location as needed by increasing the size of reserve pool staff
*Provide enhanced manager training on effective leadership and team building techniques.
*Incorporate standardized incident reporting for voter, poll watcher/observer, staff issues and
other events impacting the proper functioning of the AV location.
* Train instructors on the newly implemented GARVIS system and create a revised curriculum and
complementary classroom materials.

# ADMINISTRATION

**DATE OF REPORT:  2/28/2023**

**PREPARATION FOR ELECTION / WORK SUMMARY:**

Performed routine administrative functions such as submitted requisitions to establish purchase orders and submitted invoices for payment.

Performed various HR functions such as payroll, processed requisitions for recruitment, separate resigned employees from HR system and provided responses regarding unemployment claims.

**PERSONNEL VACANCIES:**

| TITLE | POSITION TYPE | STATUS OF RECRUITMENT |
|---|---|---|
| Registration Officer | Existing Position | Submitted requisition to HR. |
| Registration Manager | Existing Position | Submitted requisition to HR. |
| Administrative Coordinator 1 | Existing Position | Submitted requisition to HR |
| Voter Education & Outreach Coordinator, Lead | Existing Position | Submitted requisition to HR |
| Executive Assistant | Existing Position | Submitted requisition to HR |
| Election Chief | Existing Position | Submitted requisition to HR |
| Absentee Officer | Existing Position | TBD |

**CAMPAIGN CONTRIBUTION DISCLOSURE REPORT**

Submitted late and non-filers report for the January 31, 2023 deadline to the State Finance Commission.

## ELECTIONS DIVISION

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| **DATE OF REPORT:** 3.6.2022 | |

**PREPARATION FOR ELECTION / WORK SUMMARY:**

Municipality Intergovernmental Agreements (IGA) were forwarded on February 24th with a March 31st deadline. IGA information packets forwarded included cost estimates, municipal timelines, and advance voting locations to be proposed. Adjustments to the budget, Election Day polling site changes, and advance voting locations will be proposed/made after the deadline.

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| Election Date: | Municipal Election November 7, 2023 |
| Runoff Date: | Municipal Runoff Election December 5, 2023 |
| Municipalities in Upcoming Election: | Requested IGA to date:<br>• Atlanta<br>• Hapeville<br>• College Park |
| Municipalities Not Included: | Milton – to conduct their own election<br>Palmetto – to conduct their own election<br>Sandy Springs – no election scheduled |
| Proposed Precinct Location Changes: | To be drafted after the March 31st IGA deadline; date to be presented pending |

## ELECTION DAY

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| **DATE OF REPORT:** | 03/07/2023 |

**PREPARATION FOR ELECTION / WORK SUMMARY:**

Working on a Poll Watcher and Observers Video: Round Tables scheduled on March 10, 2022 with New Clerks: Continuing working on updating Standard Operating Procedures (SOP).

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|---|---|
| Election Date: | Municipal Election November 7, 2023 |
| Runoff Date: | Municipal Runoff Election December 5, 2023 |

| POSITION NEEDED | QUANTITY | # RECRUITED TO DATE | # TRAINED TO DATE |
|---|---|---|---|
| Poll Manager | TBD | | |
| Assistant Manager | TBD | | |
| Clerks | TBD | | |
| Technician | TBD | | |
| Line Monitors | TBD | | |

## FINANCE

| DATE OF REPORT: | 2/28/2023 |
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**PREPARATION FOR ELECTION / WORK SUMMARY:**

The Financial Systems Manager is continuing to update the NOV and DEC 2023 Municipal Election budgets as we meet with the Elections Department management and the Finance department management. We have completed the budget reductions requested by the BOC for the NOV & DEC 2023 municipal election budgets. We are continuing to process vendor invoices for payment.

| 2023 Budgets as of 2/28/2023: | |
|---|---|
| Operations Budget- Approved by BOC | **$4.9** Million |
| General Election Proposed Municipal Budget NOV 2023 | **$5.7** Million |
| General Run-off Election Proposed Municipal Budget DEC 2023 | **$2.45** Million |

During the **BOC** meeting on 2/01/23, the **BOC** directed the **DRE** to reduce the 2023 municipal election budgets to the total 2021 Actual elections costs plus a 10% increase for 2023. We worked diligently to revise the 2023 Elections budget for NOV & DEC 2023 to reduce it to the required change which is a total of $8.1M.

We are awaiting the completion of the IGA's from the municipalities that are due back before or by March 31, 2023. Once we have confirmation from the municipalities that are having elections and they have provided agreement for Fulton County to conduct their elections, then any budget updates will be made in April 2023.

We have provided requested data for the internal audit of Elections by the Fulton County Audit Department. We have provided vendor contracts, numerous vendor invoices, department standard operating procedures, department budgets, and procurement requests.

## SUPPLIES & LOGISTICS

| DATE OF REPORT | 3.6.2023 |
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**PREPARATION FOR ELECTION / WORK SUMMARY:**

Currently, Supplies and Logistics has confirmed all truck and cargo van rentals for the November 7, 2023, Municipal election and possible December 6th runoff election dates. All polling locations have been officially emailed for 2023 election reservations. We are actively working on visits to possible new polling site.
Also, we are still in the process of setting up for the election central move, the current shelves and racking at the EPC are 80% cleared and will be ready for transfer to the new election warehouse space.

### SUPPLY & INVENTORY STATISTICS

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|---|---|
| Pending Site Visit | Druid Hills Presbyterian Church |

## REGISTRATION DIVISION

| DATE OF REPORT: | March 9, 2023 |
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**PREPARATION FOR ELECTION / WORK SUMMARY:**

This Monthly Report provides a summary of the critical registration activities, workload levels, and voter registration statistics for the Registration Division of the Fulton County Registration & Elections Department for February 2023. The primary activities the VR staff worked on in February were researching street issues, preparing for municipal street audits, and Redistricting, identifying duplicate records, mailing notices to challenged voters, and conducting research for upcoming challenge hearing.

### REGISTRATION STATISTICS:

| February 1, 2023 | | February 28, 2023 | |
|---|---|---|---|
| VOTER REGISTRATION APPLICATIONS RECEIVED | 1,456 | | |
| ACTIVE VOTERS | 758,320 | | |
| INACTIVE VOTERS | 103,816 | | |
| TOTAL OF REGISTERED VOTERS | 862,136 | | |
| APPLICATIONS TO BE PROCESSED | 22,515 | | |
| NEW REGISTRATIONS TO FULTON COUNTY | - | | |
| TRANSFERS TO FULTON COUNTY | - | | |
| TRANSFERS FROM FULTON COUNTY | - | | |
| REMOVALS FROM FULTON COUNTY | - | | |

### FRONT DESK OPERATIONS

| **February 1, 2023** | | **February 28, 2023** | |
|---|---|---|---|
| **Reason for Visiting Voter Registration** | | **Total Number of Yellow Tickets** | |
| CERTIFICATE OF REGISTRATION | | - | |
| TEMPORARY VOTER ID CARD – APPLICATIONS | | 55 | |
| REGISTER TO VOTE – WALK-INS | | 29 | |
| PRECINCT CARD REQUESTS | | 13 | |
| VOTER STATUS ISSUES (CANCELLATION, INACTIVE, ETC.) | | 16 | |
| 3RD PARTY/VOTER DRIVES | | 1 | |
| LETTER RESPONSE | | - | |
| OUT OF COUNTY / OUT OF STATE INQUIRIES | | 4 | |
| VOTER LIST/STATS | | - | |
| OTHER – RANGES FROM VOTERS WANTING TO CHALLENGE OTHER VOTERS, DROPPING OFF THEIR ABSENTEE BALLOT/APPLICATION, OR GENERAL QUESTIONS | | 3 | |
| **TOTAL:** | | **121** | |

### GARViS Updates

We held a GARViS roundtable where all staff shared feedback regarding functions. The Secretary of State's office provides weekly updates/ enhancements via Firefly.

## VOTER EDUCATION

| DATE OF REPORT: | March 4, 2023 |
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**PREPARATION FOR ELECTION / WORK SUMMARY:**

The VEO Manager attended the annual GAVERO conference, where I could network with my counterparts and learn valuable information to enhance the voter education experience. The VEO team is working with Atlanta Public and Fulton County Schools to plan outreach events before graduation. We continue contacting schools, community organizations, non-profit organizations, senior centers, government officials, colleges, and universities. The VEO manager participates in legislative meetings as needed to discuss all bills introduced that impact the elections department. The VEO manager held discussions with the two new commissioners to provide an overview of the VEO division. The VEO begins conducting deputy registrar training for new and those needing recertification. The VEO manager worked with the external affairs department to update the educational collateral for upcoming outreach programs.

**VOTER EDUCATION ACTIVITIES**

| Activity | Total for the Month | Total for the year |
|---|---|---|
| Deputy Registrar Training | 34 | 34 |
| Voter Registration | 15 | 25 |
| Poll Worker Recruitment | 0 | 0 |
| Voter Identification Cards | 0 | 2 |
| Outreach Events | 8 | 10 |
| Absentee Application | 0 | 0 |
| Connections for VEO | 200 | 150 |
| Event Interactions | 305 | 479 |
| Media Inquiries | 0 | 0 |

**PAST AND UPCOMING EVENTS**

| | | | |
|---|---|---|---|
| 2/11/2023 | FMBO | Deputy Registrar | Renaissance Community Church, 3675 Butner Road South Fulton, Georgia, 30349 |
| 2/15/2023 | VEO | Mays High School | Mays High School College Fair 3450 Benjamin E Mays Dr, SW Atlanta GA 30331 |
| 2/23/2023 | DRT | Fulton County VEO | Virtual |
| 2/24/2023 | FMBO | Alpharetta International Academy | Alpharetta International Academy, 4773 Webb Bridge Rd Alpharetta, GA 30004 |
| 2/24/2023 | DRT | Fulton County VEO | Virtual |
| 2/25/2023 | DRT | Fulton County VEO | Virtual email veo@fultoncountyga.gov to register |

| | | | |
|---|---|---|---|
| 2/27/2023 | DRT | **Fulton County VEO** | **Virtual email veo@fultoncountyga.gov to register** |
| 2/28/2023 | DRT | **Fulton County VEO** | **Virtual email veo@fultoncountyga.gov to register** |
| 3/6/2023 | VEO | **St. George Village** | **St. George Village 11350 Woodstock Rd, Roswell, GA 30075** |
| 3/14/2023 | FMBO | **Wheat Street Towers** | **Wheat Street Towers 375 Auburn Ave. NE Atlanta, Ga. 30312** |
| 3/15/2023 | VEO | **Calvin Court** | **Calvin Court Dining Room 479 E Paces Ferry Road NE Atlanta, GA 30305** |

**DRT**          **Deputy Registrar Training**
**FMBO**       **Fulton Mobile Bus Outreach**
**VEO**          **Voter Education and Outreach**

| PUBLIC COMMENT RESPONSE | |
|---|---|
| **DATE OF REPORT:** | 3.8.2022 |
| **Board of Commissioners Meeting**<br>**March 1, 2022**<br>No Public Comment Received | |